

# 2040 LONG RANGE TRANSPORTATION PLAN PUBLIC TRANSIT SURVEY



# TRANSPORTATION VISION 2040



Adopted on  
September 2, 2015

PREPARED BY  
AUGUSTA PLANNING AND DEVELOPMENT DEPARTMENT







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## Public Transit Survey Report

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Prepared By:  
Augusta Planning and Development Department





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# A Note to Readers

The geographic information system (GIS) maps are created as visual aids to spatially display regional transportation facilities in which we plan to invest and their relationship to the existing and future populations and jobs that the facilities are designed to serve to foster regional economic growth. However, the maps in this document are for illustrative purposes only and are subject to change and interpretation.

This version of the plan is a draft technical report designed to include transportation data compilation, analysis, and key findings that is the foundation of the final 2040 Long Range Transportation Plan Update. Some parts of the document, such as some of the appendices, will not be completed until the final draft. In addition, some of the graphics in this version of the document are drafts or lower-resolution images that will be upgraded in the final version.

# Acknowledgements

The ARTS Transportation Vision 2040 LRTP was developed in collaboration with the following Metropolitan Planning Organization (MPO) committees, local, state, regional and federal entities:

## **ARTS MPO Policy Committee:**

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- Ron Cross, Chairman Columbia County Commission (Chairman)
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- Aiken County  
Willie Bell, Aiken County  
Martin Cochran, City of North Augusta

# List of Acronyms

AACOA	Aiken Area Council on Aging
AAI	Augusta Area Diversification Initiative
AARP	American Association of Retired Persons
ABRA	Augusta Bus Riders Association
ACPDD	Aiken County Planning & Development Department
ACS	American Community Survey
ADA	American with Disabilities Act of 1990
AHCDD	Augusta Housing and Community Development Department
APA	American Planning Association
APDD	Augusta Planning & Development Department
APT	Augusta Public Transit
ARC	Aiken Railway Company
ARPA	Archaeological Resources Protection Act
ARTS	Augusta Regional Transportation Study
ASDA	Augusta Sustainable Development Agenda
ATMS	Advanced Transportation Management System
BFE	Best Friend Express
BPAC	Bicycle and Pedestrian Advisory Committee
CAC	Citizens Advisory Committee
CCPD	Columbia County Planning Department
CCPT	Columbia County Public Transit
CEDS	CSRA Economic Development Strategy
CES	Cost Estimation System
CMP	Congestion Management Process
CMS	Congestion Management System
COA	City of Augusta, GA.
COOP	Continuity of Operations Plan
CSRA	Central Savannah River Area
CSRA-RC	Central Savannah River Area Regional Commission
CSX	CSX Transportation Inc.
DMS	Dynamic Messaging Systems
ECBPD	Edgefield County Building & Planning Department
EDA	Economic Development Administration
EJ	Environmental Justice

EPA	Environmental Protection Agency
FAA	Federal Aviation Administration
FBO	Fixed Based Operator
FEMA	Federal Emergency Management Agency
FHWA	Federal Highways Administration
FRA	Federal Railroad Administration
FTA	Federal Transit Administration
GA	Georgia
GAC	General Aviation Commission
GCIL	Georgia Center of Innovation and Logistics
GDOT	Georgia Department of Transportation
GHPD	Georgia Historic Preservation Division
GIS	Geographic Information Systems
GPBO	Georgia Planning and Budget Office
GPS	Global Positioning System
GRIP	Governors Road Improvement Program
GRU	Georgia Regents University
GSFIC	Georgia State Financing and Investment Commission
GTIB	Georgia Transportation Infrastructure Bank
HH	Households
HHS	Health and Human Services
ITS	Intelligent Transportation Systems
LBCS	Land Based Classification Standard
LEP	Limited English Proficiency
LMIG	Local Maintenance & Improvement Grant
LOS	Level of Service
L RTP	Long Range Transportation Plan
LSCOG	Lower Savannah Council of Governments
MAP-21	Moving Ahead for Progress in the 21st Century Act
MCG	Medical College of Georgia
MOU	Memorandum of Understanding
MPA	Metropolitan Planning Area
MPO	Metropolitan Planning Organization
MSA	Metropolitan Statistical Area
MTP	Metropolitan Transportation Plan
NAACP	National Association for the Advancement of Colored People
NAGPRA	Native American Graves Protection and Repatriation Act

NEPA	National Environmental Policy Act
NHPA	National Historic Preservation Act
NHS	National Highway System
NPC	Not Presently Congested
NPDES	National Pollutant Discharge Elimination System
NS	Norfolk Southern Railway Inc.
NSA	National Security Agency
NTD	National Transit Database
OFM	Office of Financial Management
PC	Policy Committee
PE	Preliminary Engineering
PL	Planning
PM	Particulate Matter
PPP	Public Participation Plan
RCTS	Richmond County Transit System
REMI	Regional Economic Models, Inc.
RIRP	Regionally Important Resources Plan
ROW	Right-of-Way
RUCEST	Right-of-Way Utility Cost Estimation Tool
SC	Seriously Congested
SC	South Carolina
SCDOT	South Carolina Department of Transportation
SCDPS	South Carolina Department of Public Safety
SPLOST	Special-Purpose Local-Option Sales Tax
SRS	Savannah River Site
SRTA	State Road and Tollway Authority
SRTS	Safe Routes to School
STIP	State Transportation Improvement Plan
STRAHNET	Strategic Highway Network
SWM	Statewide Model
TAC	Technical Advisory Committee
TAP	Transportation Alternatives Program
TAZ	Traffic Analysis Zone
TCAC	Transit Citizens Advisory Committee
TCC	Technical Coordinating Committee
TDM	Travel Demand Model
TDM	Travel Demand Management

TIA	Transportation Investment Act (Georgia)
TIP	Transportation Improvement Program
TMA	Transportation Management Area
TOD	Transit-Oriented Development
TSM	Transportation System Management
TSPLOST	Transportation Special-Purpose Local-Option Sales Tax
TTI	Travel Time Index
UPWP	Unified Planning Work Plan
USC-A	University of South Carolina Aiken
USDOT	U.S. Department of Transportation
WHO	World Health Organization
YOE	Year-of-Expenditure

# Executive Summary

Regional public transit service in the ARTS area is primarily provided by two public agencies: Augusta Public Transit Department (APT) in Augusta GA; and by Best Friend Express (BFE) operated by the Aiken Area Council Of Aging (AACOA) under a contract with Lower Savannah Council of Governments. The Augusta Planning and Development Department (APDD) conducted on-board transit surveys over a 13-day period in March, April and May 2015. APDD planning staff conducted the onboard transit surveys and data analysis. The objectives of the surveys were as follows: 1) determine where and when do customers use public transit services; 2) define who uses public transit; 3) gauge how satisfied customers are with public transit providers in the ARTS planning area; 4) determine why customers use public transit; 5) gain insight to identify conditions, issues, needs and future improvements; 6) comparison analysis with the 2008 APT survey conducted by Wilbur Smith Consultants; and, 7) share the findings with APT and BFE management to assist in service operations, scheduling and route improvements.

## Methodology:

APDD staff boarded APT and BFE buses to conduct the on board survey. They completed at least two outbound and inbound trips on their assigned routes from the Broad Street Transfer Terminal, Augusta Mall, Kmart Transfer station in Augusta-Richmond County; and AACOA in Aiken County. APDD staff rode APT buses on weekdays and Saturdays during the morning period (6:30 a.m. through 11:00 a.m.) and the afternoon period (2:30 p.m. through 8:00 p.m.). APDD staff rode BFE buses on weekdays during the morning period (7:00 a.m. through 11:00 a.m.) and the afternoon period (2:30 p.m. through 6:00 p.m.). While on the APT or BFE buses, APDD staff distributed survey forms and pencils to all passengers participating in the survey. Each passenger was asked to complete the survey form only once. All 10 fixed bus routes of APT services; and 3 BFE fixed bus routes were surveyed. A grand total of 662 respondents were surveyed, 599 APT respondents over an eight (8) day period and 63 BFE respondents over a five (5) day period.

## Key findings:

- Time of Travel

The majority (67%) of APT respondents and 60% of BFE respondents completing the transit survey traveled during the morning period. APT services start at 6:00a.m. while BFE services begin at 7:00am.

- Origin of Trip

The majority of APT and BFE respondents (74% and 71% respectively) came directly from home.

- Mode of Transportation to the Bus Stop at Origin

The majority of respondents walked to the bus stop to commence their trip (88% APT and 76% BFE respondents respectively).

- Destination of Trip

Just 30% (183) of respondents were going to work, compared to 34% BFE respondents.

- Mode of Transportation from the Bus Stop at Destination

Walking is the primary means by which the majority of respondents (74% of APT and 75% of BFE) get from the bus stop to their final destination.

- Vehicle Availability and Transit Respondents

Those who use public transit provided by APT or BFE are not necessarily without a vehicle (i.e., car, truck or van) but an overwhelming majority (92% of APT respondents and 80% of BFE respondents), do not have access to a personal vehicle.

- Travel Time

More than a quarter of APT respondents, 28%, had travel times in excess of 60 minutes. The majority of BFE respondents, 64%, had travel times of up to 15 minutes when using BFE services.

- Wait Time for Transit Bus

Just over half of the APT respondents surveyed (53%) waited up to 15 minutes for the APT bus, compared to 78% of BFE respondents waiting up to 15 minutes for a BFE bus. A small percentage of APT or BFE respondents (7% each) waited 60 minutes or more.

- Public Transit Service Ratings

Of all the APT service issues identified; personal safety while riding and driver courtesy were identified as the top two that respondents identified as satisfactory. In the case of BFE, driver courtesy and bus cleanliness were identified as most satisfactory. The table below summarizes the results.

Rank	Augusta Public Transit	Best Friend Express
#1	Personal Safety while riding	Driver Courtesy
#2	Driver Courtesy	Cleanliness
#3	Fare Price	Personal Safety while riding
#4	Transfer Convenience	Overall Service Quality
#5	Condition of Buses	Transfer Convenience
#6	Cleanliness	Condition of Buses
#7	Overall Service Quality	Fare Price
#8	On-time Performance	Convenience of routes
#9	Convenience of routes	On-time Performance
#10	Time waiting for the bus	Time waiting for the bus

Source: ARTS

- **Public Transit Service Needs**

Transit respondents on APT identified time waiting for a bus and convenience of routes as the leading service, issues, and needs. The top two BFE transit service needs giving the least satisfaction as identified by BFE respondents were: time waiting for a bus and on-time performance. For the combined systems the top two service attributes that respondents desire APT and BFE to address, in order to improve the overall public transit service in ARTS planning area: time waiting for the bus and convenience of routes.

- **Annual Household Income**

Of the 599 APT survey respondents, 507 respondents indicated an annual household income below \$10,000; which formed the largest share of respondents at 35%. However, excluding the 140 respondents who checked “Decline to answer this question”, 367 respondents disclosed an actual income range. Respondents in this group, with household annual income of \$10,000 or less, represented just over half (52%).

Correspondingly, in the case of BFE sixty-three (63) users, excluding the 15 respondents who declined to answer this question, 41 respondents actually disclosed an income range. Respondents in this group, with household annual income of \$10,000 or less, represented less than half (46%).

Household income data from the 2008-2012 American Community Survey indicates that the proportions of total households with an annual household income of \$10,000 or less was 9% in Georgia and South Carolina respectively; 12% in Richmond County; 10% in Aiken County and 7% for the U.S. as a whole. Comparing these proportions to the 52% APT and 46% BFE public transit respondents who came from households with an annual income \$10,000 or less, indicates that there is a significant overrepresentation of public transit respondents in the ARTS planning area from low income households.

- **Possession of Valid Drivers' License**

Over half of APT respondents surveyed (54%), did not possess a valid drivers' license compared to 50% of BFE survey respondents.

- **Ridership Frequency on Public Transit Services**

Approximately 50% of APT surveyed respondents used APT services 5 or more days per week; compared to 42% of BFE respondents who used BFE services 5 or more days per week.

- **Gender of Public Transit Respondents**

Of the 599 APT respondents who completed the survey, 542 disclosed their gender. The majority of APT respondents (52%) were male, compared to 46% females. Ninety-two percent of BFE respondents disclosed their gender, 53% were female and 43% were male.

- **Respondent Ethnicity**

Blacks/African Americans were the majority users of APT (79%) and BFE (56%); followed by APT respondents who identified themselves as White at 9% or 28% for BFE.

- **Augusta Public Transit Issues**

Respondents were asked to provide written comment on what were the most important transit service issues that APT needed to address. In order of priority, the top service issues for APT respondents (based on the number of comments received) were: 1) extended service hours of operations; 2) higher frequency, decreased headways, bus scheduling & timing; 3) increase more routes; 4) Saturday/Sunday service operation; 5) more buses; 6) general compliment; 7) other; 8) bus amenities (onboard and at bus stops); 9) driver/operator issues; and 10) fare cost and fare payment options, fare vending machines.

In order of priority, the ranked service issues for BFE respondents (based on the number of comments received) were: 1) Saturday/Sunday service operation; 2) increase more routes; 3) higher frequency, decrease headway, bus scheduling & timing; 4) general compliment; 5) extended operations; 6) other; 7) more buses; 8) fare cost & fare payment options, fare vending machines; 9) driver/operator issues; and 10) bus amenities (onboard and at bus stops).

In order of priority for the combined transit systems (based on 662 comments received), the ranked issues were: 1) extended service hours of operations; 2) higher frequency, decreased headway, bus scheduling & timing; 3) increase more routes; 4) Saturday/Sunday service operation; 5) more buses; 6) general compliment; 7) other; 8) bus amenities (onboard and at bus stops); 9) driver/operator issues; and 10) fare cost & fare payment options, fare vending machines.

- **Typical Augusta Public Transit Rider**

APT's typical weekday rider is normally a Black/African American transit rider, age 25-34 or 45-64 who uses the bus 5 or more days a week. As a frequent transit rider, these respondents generally have an idea of bus arrival times and typically wait no more than 15 minutes for a bus ride with a travel time of 30 minutes. Walking is the primary means used to get to and from a bus stop.

The average rider comes from a household with an annual income of \$10,000 or less per year. This rider is very much transit dependent - meaning that there are no vehicles available in the household; nor do they possess a valid drivers' license.

The APT rider values the personal safety and driver courtesy experienced while riding. However, there is dissatisfaction with the time spent waiting for the bus and the convenience of the APT transit route network. If given the opportunity to make a written comment about APT service, the typical APT rider will identify the following transit service needs as: 1) extended service operations (earlier morning and later evening services); 2) more frequent buses; and, 3) better scheduling of buses.

- **Typical Best Friend Express Rider**

BFE' typical weekday rider is a Black/African American female, age 45-64 who uses the bus 5 days per week. Using BFE almost daily, they have a general idea of bus arrival times and typically wait no more than 15 minutes for a bus with a travel time of 15 minutes. Walking is the primary means used to get to and from a bus stop.

The average rider comes from a household with an annual income of \$10,000 or less per year. This rider is considered transit dependent - meaning there are no vehicles available in the household. There is an equal probability that they may or may not possess a valid drivers' license.

The BFE rider is extremely satisfied with driver courtesy and bus cleanliness. However, there is dissatisfaction with the time spent waiting for the bus and on-time performance, service reliability. If given the opportunity to make a written comment about BFE transit service, the typical BFE rider identified the following transit service needs: 1) weekend service operations (i.e., Saturday and Sunday services); 2) more routes serving different areas; and 3) more frequent and better scheduling of buses.

# 1 Introduction

Once every five years the Long Range Transportation Plan (LRTP) for the Augusta Regional Transportation Study (ARTS) is updated. A subtask of the LRTP transportation planning process is to identify and assess existing conditions, issues, needs and potential future improvements specific to regional public transit. Understanding the state of public transit systems serving the ARTS planning area is an essential component to conducting an assessment of existing conditions, identify needs and planning future improvements to enhance transportation mobility and provide equal access to jobs, education, healthcare, shopping, etc.

During March, April and May 2015, onboard transit surveys of Augusta Public Transit (APT) and Best Friend Express (BFE) passengers were conducted. The objectives of the surveys included:

- Determine where and when customers use public transit services.
- Define who uses public transit.
- Gauge how satisfied customers are with public transit providers in the ARTS planning area.
- Determine why customers use public transit.
- Gain insight to identify conditions, issues, needs and future improvements.
- Comparison analysis with the 2008 APT survey conducted by Wilbur Smith Consultants.
- Share the findings with APT and BFE management to assist in short and long range transit planning, service operations, scheduling and routing.

Wilbur Smith Consultants conducted a survey of APT respondents during November 20-22, 2008, as part of the APT Transit Development Plan 2009. In which, 3,690 surveys were completed by APT respondents. A comparison of key findings in 2008 versus 2015 is also presented.

The onboard transit surveys and data analyses were conducted by the Augusta Planning and Development Department (APDD).

During many of the community meetings held in March 2015 on the Transportation Vision 2040 LRTP update, the need for alternative transportation options such as public transit was an issue that dominated many discussions. In many growing urban areas, public transit has become a key ingredient in consolidating growth, land use development, strengthening economic vitality and enhancing livability.

### 1.1 Public Transit Services in the ARTS planning area

The ARTS planning area with an estimated population of 436,000 persons in the urbanized region (based on the 2010 Decennial Census), is served by two fixed route public transit systems, namely: Augusta Public Transit (APT) and Best Friend Express (BFE). *Figure 1* illustrates the fixed bus route network of these transit system.

### 1.2 Augusta Public Transit

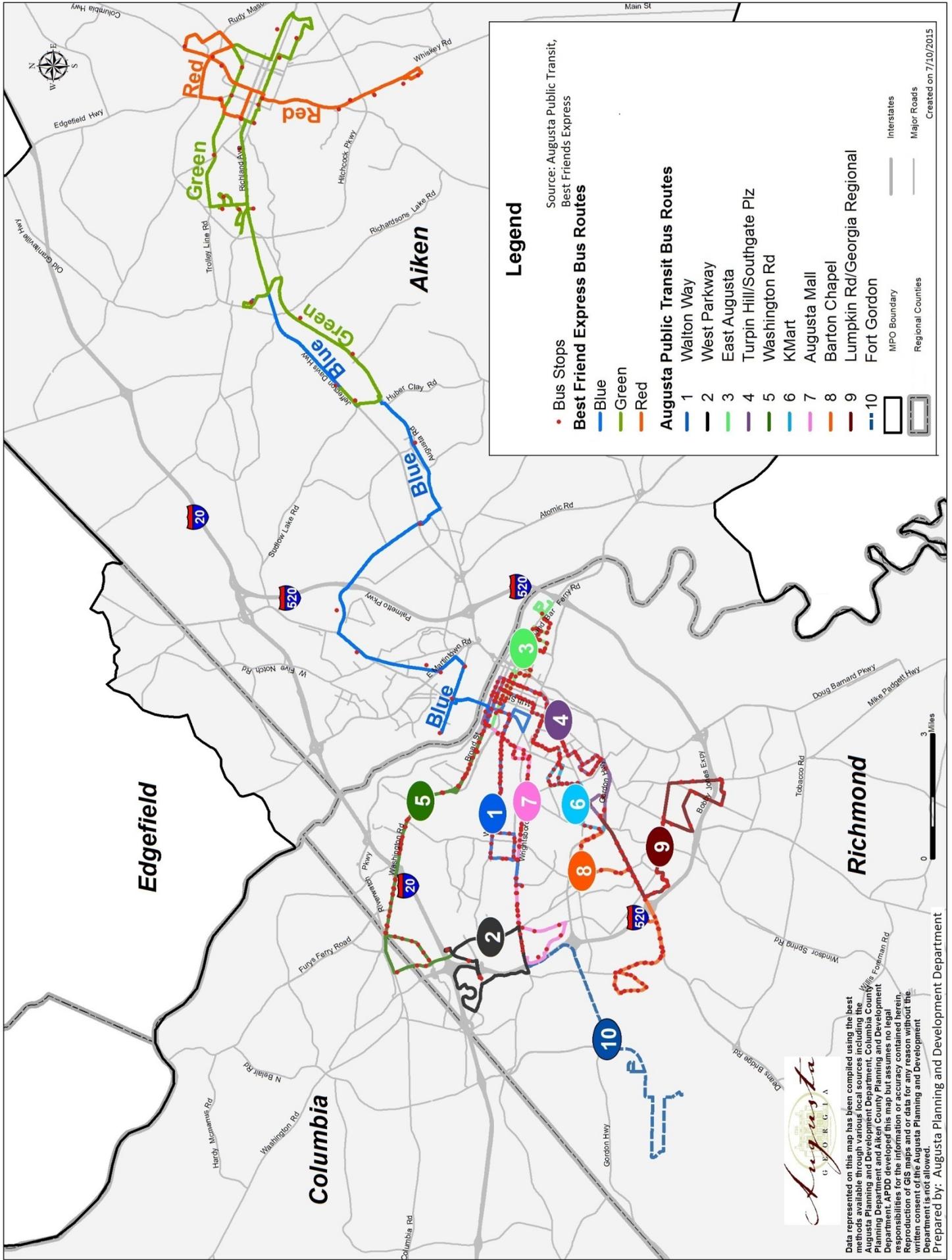
APT is a department of Augusta-Richmond County, Georgia and operates in the urbanized areas of Richmond County and a small portion of Columbia County, Georgia on Washington Road. In April 2015, APT operated ten (10) fixed routes (*Figure 1 and Table 1*) with a fleet of 22 vehicles.

**Table 1: Augusta Public Transit Fixed Routes**

Route	Name	Service Area	Major Street
1	Walton Way	Downtown Augusta to Newman Tennis Center	Walton Way
2	West Parkway	Augusta Exchange to Augusta Mall	Walton Way Extension
3	East Augusta	Downtown Augusta to East Augusta	Greene Street
4	Turpin Hill	Downtown Augusta to Kmart Transfer Facility	Martin Luther King Blvd
5	Washington Road	Downtown Augusta to Social Security Office	Washington Road
6	Kmart	Downtown Augusta to Kmart Transfer Facility	James Browth Blvd
7	Augusta Mall	Downtown Augusta to Augusta Mall	Wrightsboro Road
8	Barton Chapel	Kmart Transfer Facility to South Augusta	Deans Bridge Road
9	Lumpkin Rd/Georgia Regional	Kmart Transfer Facility to Augusta Regional Airport	Lumpkin Road
10	Fort Gordon	Fort Gordon to Augusta Mall	Gordon Highway

Source: ARTS

**Figure 1: Public Transit in the ARTS Planning Area**



### 1.3 Augusta Public Transit Paratransit Service

APT paratransit service is a specialized transit service for people with permanent or temporary disabilities. The curb-to-curb van service complements APTs fixed route service (i.e., operates on the same hours and days). However, APTs paratransit service area extends ¾ mile on either side of the fixed route service. All intended users must pre-register and qualify to use APT paratransit services. As a demand response service respondents must make a trip reservation in advance. Currently, APT has a fleet of eight (8) paratransit vans.

### 1.4 Augusta Public Transit Rural Transit Service

APT Rural Transit Service (dba Richmond County Rural Transit Service) is a public transit service for citizens who live south of the I-520 Bobby Jones Expressway, Hephzibah, Blythe and McBean. The service is available to the general public who live in these qualifying areas; and there is no application or approval process required for respondents to use the service. The rural transit service operates from 6am until 5.30pm, Monday through Friday. As a demand response service respondents must make a trip reservation in advance. Respondents are able to go anywhere in Richmond County for any trip purpose, e.g., shopping, medical appointments, social, etc. Currently the rural transit service has a fleet of six (6) vans.

### 1.5 Best Friend Express Transit Service

BFE is based in Aiken County and operates fixed route transit services in the City of Aiken, Aiken County and connects with APT transit service at the Broad Street Transit Transfer Center. In April 2015, BFE operated three (3) fixed routes (Table 2) with a fleet of five (5) vehicles.

**Table 2:** Best Friend Express Fixed Routes

Route	Name	Service Area	Major Street
Blue	North Augusta	North Augusta	Jefferson Davis Highway
Green	Aiken Metro	City of Aiken	Richland Avenue
Red	Aiken Express	East Aiken	Richland Avenue

Source: ARTS

## 1.6 Best Friend Express Public Transit Paratransit Service

BFE paratransit services (aka Dial-A-Ride (DAR)) complement the BFE regular fixed routes. With a service area  $\frac{3}{4}$  mile on either side of a BFE route, BFEs paratransit service provides transportation options for persons with a disability that prevents them from using fixed route transit services. The curb-to-curb van service complements BFEs fixed route transit service (i.e., operates on the same hours and days). Persons wishing to use BFE paratransit service must complete an application to determine eligibility. BFEs paratransit service is contracted out. Currently, there are nine (9) vehicles available for the paratransit service.

## 1.7 Transit Survey Methodology

Developing a public transit system that meets the needs of the communities it serves requires a thorough understanding of how public transit services and operations are perceived by existing and potential customers. Results from the onboard transit surveys will be useful to APT and BFE management as both seek to sustain and increase ridership. Additionally, survey results will be useful data in LRTP 2040 update. ARTS develops the LRTP through identifying future improvements to provide access to jobs, housing, shopping, health services, educational and recreational facilities.

Survey forms were developed for both systems to gather information that will support regional transit system conditions and planning needs (see [Appendix A](#) for APT survey form and [Appendix B](#) for BFE survey form). The survey forms collected the following basic information:

- Start and end of trip (i.e., trip origin and destination).
- Mode of transportation used by the rider from origin to the bus stop where the rider boarded the bus.
- Mode of transportation used by the rider to their final destination from the bus stop where the rider alighted from the bus.
- Ratings of APT and BFE services.
- Weekly usage of APT or BFE services.
- Potential destinations for new public transit services.
- Availability of household vehicles or valid driver license use by the transit rider.
- Wait times for the bus and estimated bus travel times.
- Demographic information such as age, ethnicity, and gender.
- Socio economic information such as annual household income.

APDD staff boarded APT or BFE buses and completed at least two trips, outbound and inbound on their assigned route from the Broad Street Terminal, Augusta Mall and Kmart Transfer station in Richmond County; and at the Aiken Area Council on Aging office in Aiken County. APDD staff rode APT buses on weekdays and Saturdays during the morning period (6:30 a.m. through 11 a.m.) and the afternoon period (2:30 p.m. through 8 p.m.). APDD staff rode BFE buses on weekdays during the morning period (7 a.m. through 11 a.m.) and the afternoon period (2:30 p.m. through 6 p.m.). While on the APT or BFE buses, APDD staff distributed survey forms and pencils to all passengers, participating in the survey.

Each passenger was asked to complete the survey form only once. Before handing the survey form to the rider, APDD staff asked passengers whether they had completed the survey form on another trip. With the general nature of APT or BFE ridership, completing the survey during an inbound trip (e.g., from home to work), would likely be representative of an outbound trip (e.g., work to home) for the same passenger. In other words, the passenger would not be asked to complete the survey on their return or second bus trip during the survey period.

Completion of the survey form by the passenger was voluntary, and in the majority of cases, respondents were eager to participate in the survey. Due to travel time constraints, indifference about completing questionnaires or assuming that personal information identifying the respondent was required; a few passengers refused to participate in the survey and some respondents chose not to answer all applicable questions on the survey form. Incomplete questionnaires were not discarded, however, only the questions answered fully were analyzed and tallied with the results.

All APT and BFE fixed routes were surveyed. Survey forms were also distributed to respondents in the waiting areas at the Broad Street Terminal and Kmart Transfer Station. Dates and scheduling of the transit surveys are presented in *Tables 3, 4 and 5*. A total of 599 APT respondents and 63 BFE respondents (grand total of 662) participated in the surveys over 13 day period.

The ARTS Public Transit survey only surveyed passengers on the fixed route services operated by APT and BFE. Paratransit and rural transit passengers were not surveyed.

**Table 3: Augusta Public Transit Survey AM Run Schedule**

Transit Route	Day	Dates	# Forms
#1   Walton Way	Wed	4/1/2015	22
#2   West Parkway	Tues & Wed	3/31/2015 & 4/1/2015	10
#3   East Augusta	Tues	3/31/2015	36
#4   Turpin Hill	Thurs	4/2/2015	39
#5   Washington Rd.	Tues & Thurs	3/31/2015 & 4/2/2015	44
#6   K-Mart	Wed & Thurs	4/1/2015 & 4/2/2015	92
#7   Augusta Mall	Tues	3/31/2015	53
#8   Barton Chapel	Tues	3/31/2015	18
#9   Lumpkin Road	Wed	4/1/2015	30
#10   Fort Gordon	Thurs	4/2/2015	4
		Total	348

Source: ARTS

**Table 4: Augusta Public Transit Survey PM Run Schedule**

Transit Route	Day	Dates	# Forms
#1   Walton Way	Mon	4/6/2015	22
#2   West Parkway	Tues	4/7/2015	4
#3   East Augusta	Mon	4/6/2015	29
#4   Turpin Hill	Tues	4/7/2015	21
#4   Turpin Hill	Wed (AM)	4/8/2015	16
#5   Washington Rd.	Mon	4/6/2015	23
#6   K-Mart	Tues & Friday	4/7/2015 & 4/10/2015	43
#7   Augusta Mall	Tues & Sat	4/7/2015 & 4/11/2015	48
#7   Augusta Mall	Wed (AM)	4/8/2015	14
#8   Barton Chapel	Mon	4/6/2015	22
#9   Lumpkin Road	Thurs	4/10/2015	8
#10   Fort Gordon	na	na	na
		Total	250

Source: ARTS

**Table 5: Best Friend Express Survey Run Schedule**

Transit Route	Day	Dates	# Forms
Green   Aiken Metro	Wed PM	4/22/2015	10
Red   Aiken Express	Fri AM	4/24/2015	6
Blue   North Augusta	Mon AM	4/27/2015	4
Blue   North Augusta	Fri AM	5/1/2015	21
Blue   North Augusta	Fri PM	5/1/2015	9
Green   Aiken Metro	Mon AM	5/5/2015	7
Red   Aiken Express	Mon PM	5/5/2015	6
		Total	63

Source: ARTS

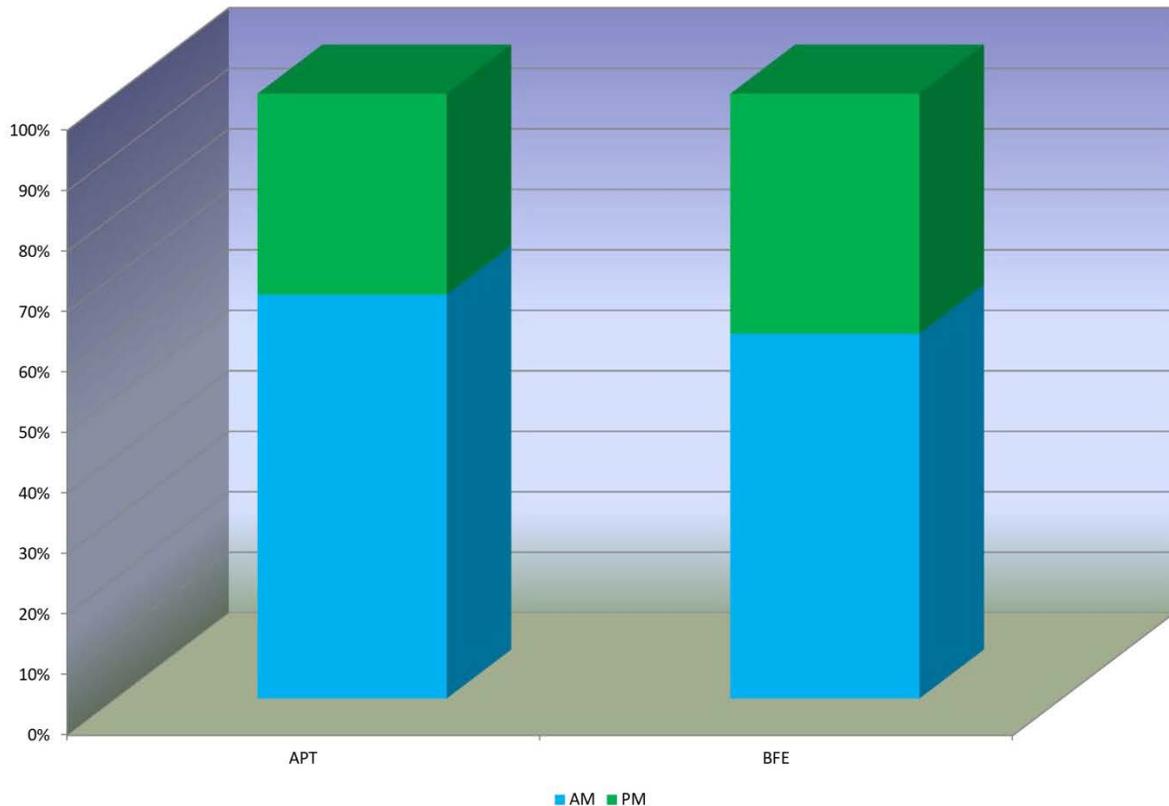
## 2 Key Findings of Regional Public Transit Survey

Key findings from the public transit surveys are presented in the following sections.

### 2.1 Time of Travel

The majority (67%) of APT respondents completing the transit survey traveled during the morning peak period. The remaining 32% of survey forms were completed by APT respondents in the afternoon (*Figure 2*). In the case of BFE, 38 of the 63 respondents (or 60%) traveled during the morning peak period.

**Figure 2:** Time of Travel APT and BFE Respondents

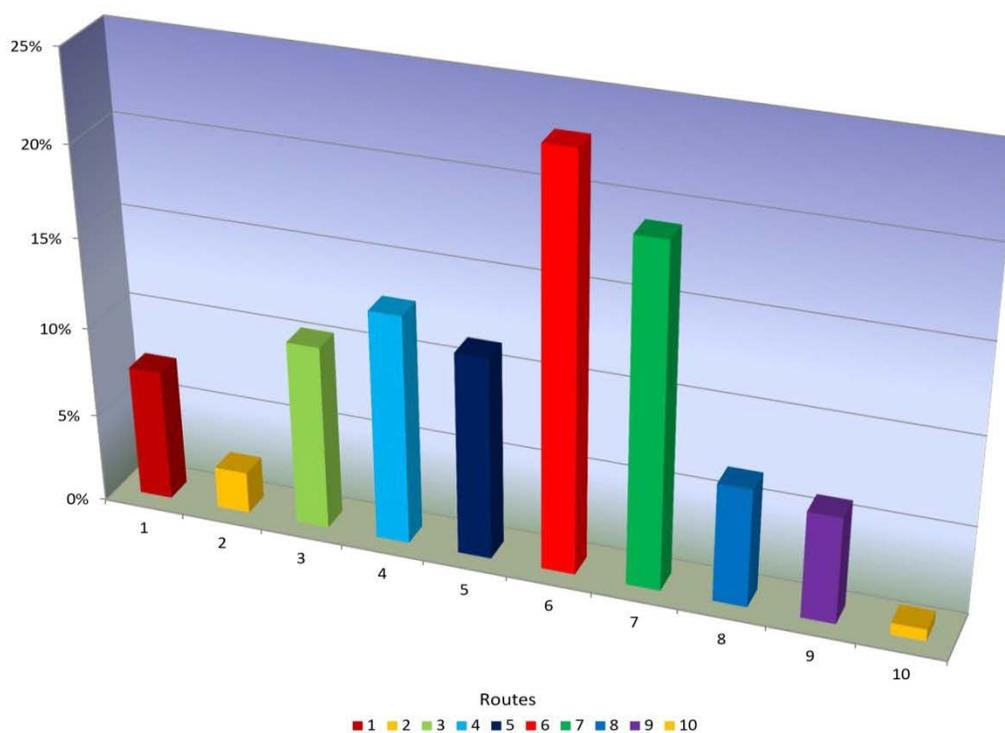


## 2.2 Routes Surveyed

APT Routes #6-Kmart and #7-Augusta Mall, generated the most participation, 137 and 114 respondents respectively. Daily ridership figures released by APT for the survey period consistently show Routes #6 and #7 having the highest ridership of any route, rank #1 and #2.

*Figure 3 and Table 6* show Route #10-Fort Gordon had the least responses (1% or 4 surveys), followed by 14 responses (2%) on Route #2-West Parkway and 36 responses (6%) on Route #9-Lumpkin Road. The route #10-Fort Gordon route is a pilot service connecting the military base to South Augusta and Downtown. The service operated from November 3, 2014 to April 3, 2015 and is undergoing an evaluation to determine its continuance. Ridership on route #10-Fort Gordon between November 2014 and February 2015 averaged 10 respondents per day with lowest ridership during weekdays.<sup>1</sup> Route #2-West Parkway is a limited stop express route, stopping only if there are people waiting at the bus stop or when a passenger onboard the bus requests a stop.

**Figure 3: Passengers Surveyed by Augusta Public Transit Bus Route**



<sup>1</sup> 'Fort Gordon Pilot Bus Service Attracting Few Riders than Expected in First months.' Article by Meg Mirshak, Augusta Chronicle February 19, 2015.

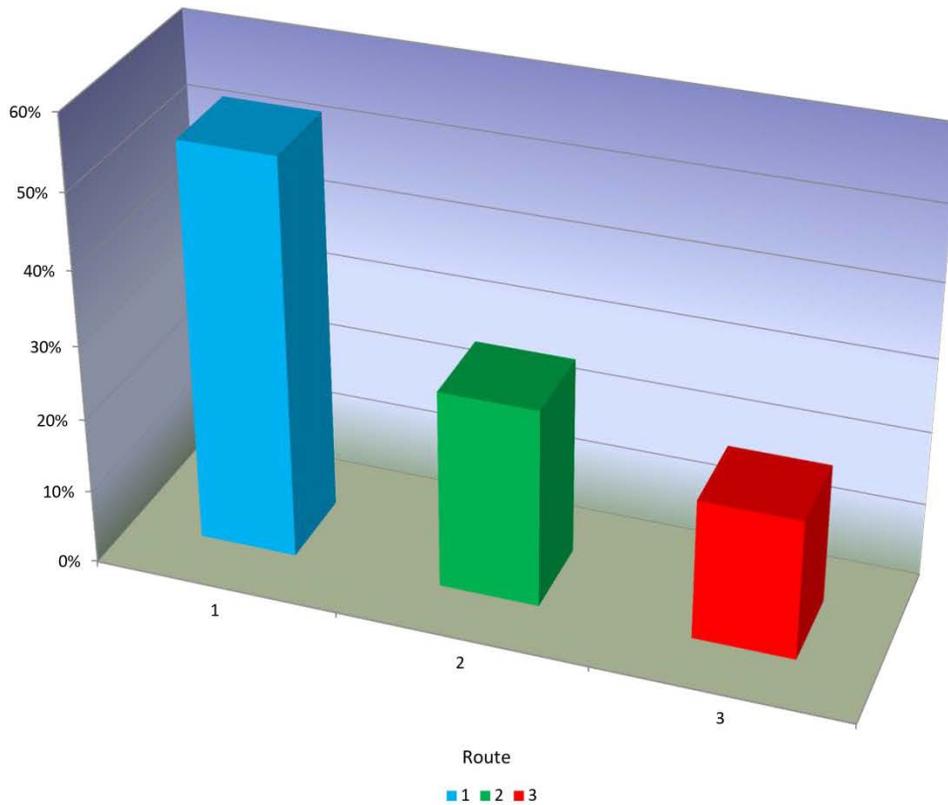
**Table 6: Augusta Public Transit Routes and Service Areas**

Route	Name	Service Area	Major Street
1	Walton Way	Downtown Augusta to Newman Tennis Center	Walton Way
2	West Parkway	Augusta Exchange to Augusta Mall	Walton Way Extension
3	East Augusta	Downtown Augusta to East Augusta	Greene Street
4	Turpin Hill	Downtown Augusta to Kmart Transfer Facility	Martin Luther King Blvd
5	Washington Road	Downtown Augusta to Social Security Office	Washington Road
6	Kmart	Downtown Augusta to Kmart Transfer Facility	James Browth Blvd
7	Augusta Mall	Downtown Augusta to Augusta Mall	Wrightsboro Road
8	Barton Chapel	Kmart Transfer Facility to South Augusta	Deans Bridge Road
9	Lumpkin Rd/Georgia Regional	Kmart Transfer Facility to Augusta Regional Airport	Lumpkin Road
10	Fort Gordon	Fort Gordon to Augusta Mall	Gordon Highway

Source: ARTS

For BFE routes surveyed, 34 respondents (54%) completed forms on the Blue route; 17 respondents (27%) on Green route and 12 respondents (19%) on Red route (*Figure 4 and Table 7*).

**Figure 4:** *Passengers Surveyed on Best Friend Express Bus Routes*



**Table 7:** *Best Friend Express Routes and Service Areas*

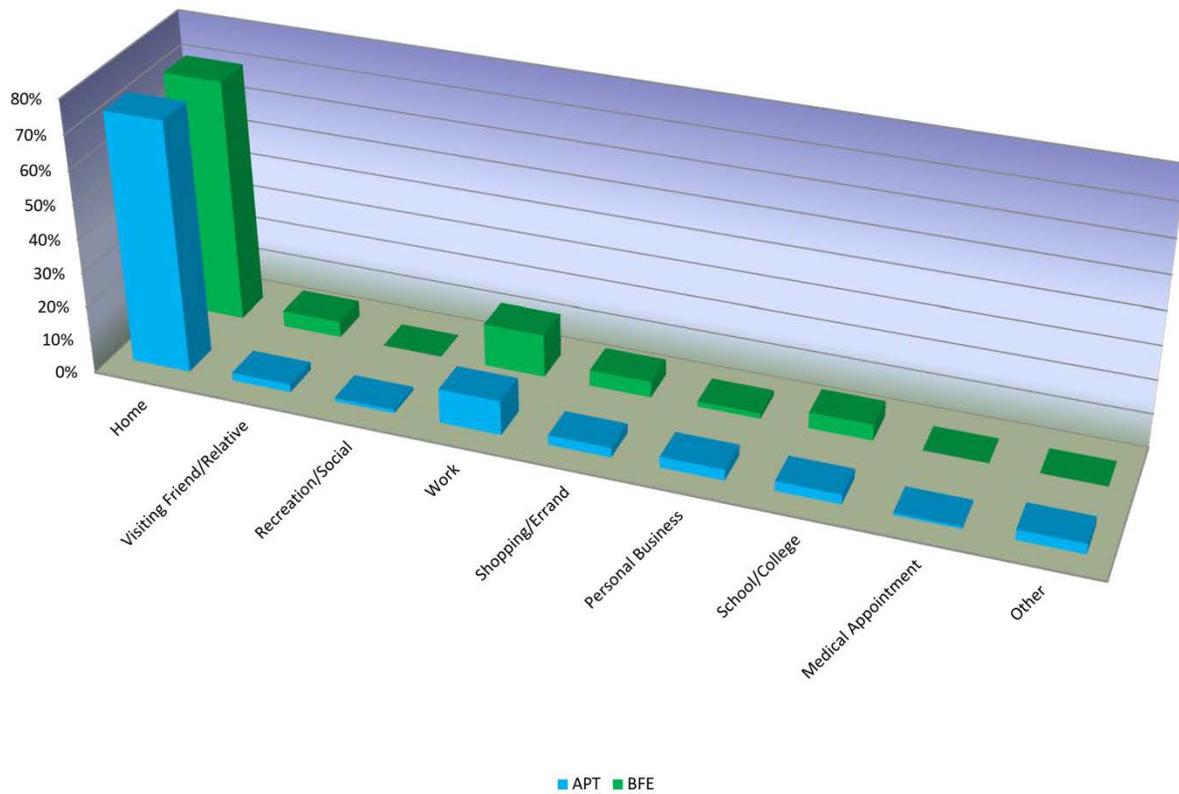
Route	Name	Service Area	Major Street
Blue	North Augusta	North Augusta	Jefferson Davis Highway
Green	Aiken Metro	City of Aiken	Richland Avenue
Red	Aiken Express	East Aiken	Richland Avenue

Source: ARTS

### 2.3 Origin of Trip

The majority of the 599 APT survey respondents (437 or 74%) came directly from home, with 10% (60 APT) coming from work. For BFE survey respondents 45 (71%) came directly from home, with 13% (8 BFE) coming from work. Other respondents however, do use transit from a variety of other origins as shown in *Figure 5*. Trips to and from school such as Augusta Technical College or Aiken Technical College, Augusta Mall, Martintown Shopping Plaza, medical appointments and personal business are important trip origins for many transit respondents.

**Figure 5: Origin of Trip Public Transit Respondents**

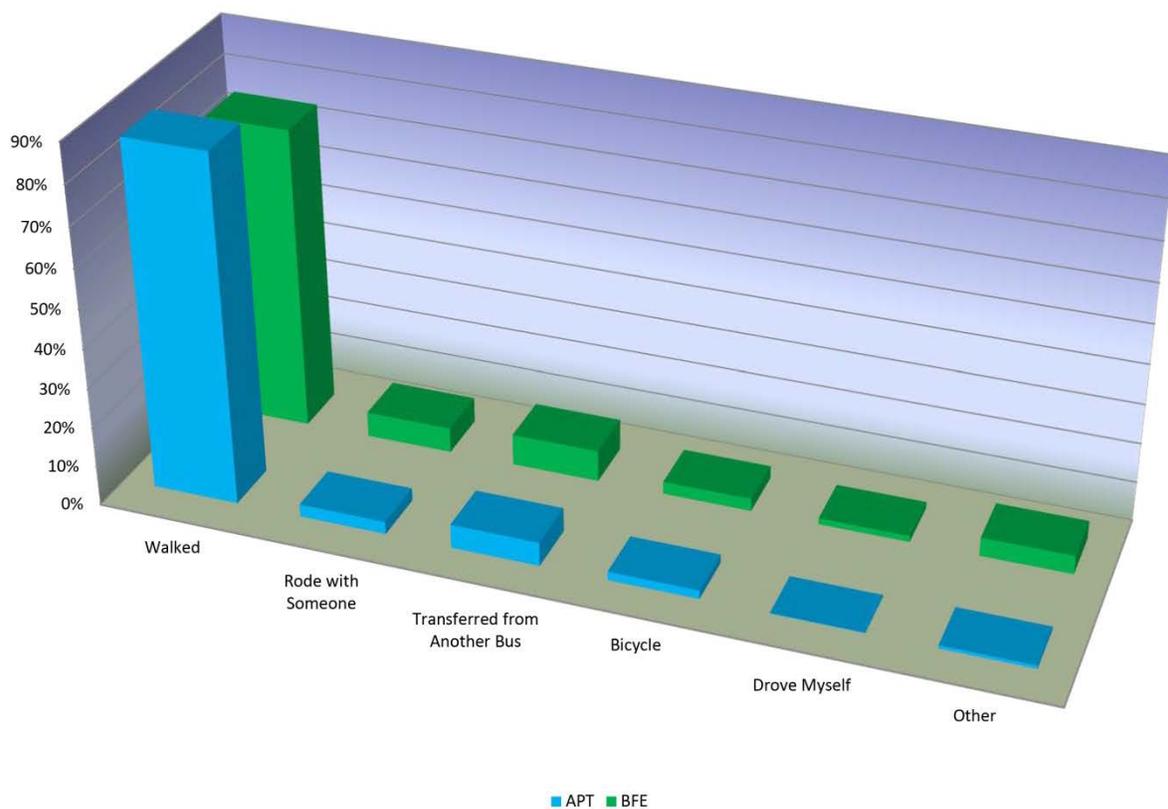


## 2.4 Mode of Transportation to the Bus Stop at Origin

The majority of the 599 APT survey respondents (521 or 88%) walked to the bus stop to begin their trip (*Figure 6*). Approximately 6% (36) of APT survey respondents transferred from another bus. Three percent (19) of APT survey respondents arrived at the bus stop by riding in a car and 2% (13) respondents surveyed used a bike to get to the bus stop. APT and BFE busses are equipped with bike racks.

The majority of the 63 BFE respondents (48 respondents or 76%) walked to the bus stop to begin their trip on the BFE bus (*Figure 6*). Approximately 8% (5) of BFE respondents transferred from another bus. Six percent (4) of BFE respondents arrived at the bus stop by riding in a car and 3% (2) of BFE respondents surveyed used a bike to get to the bus stop.

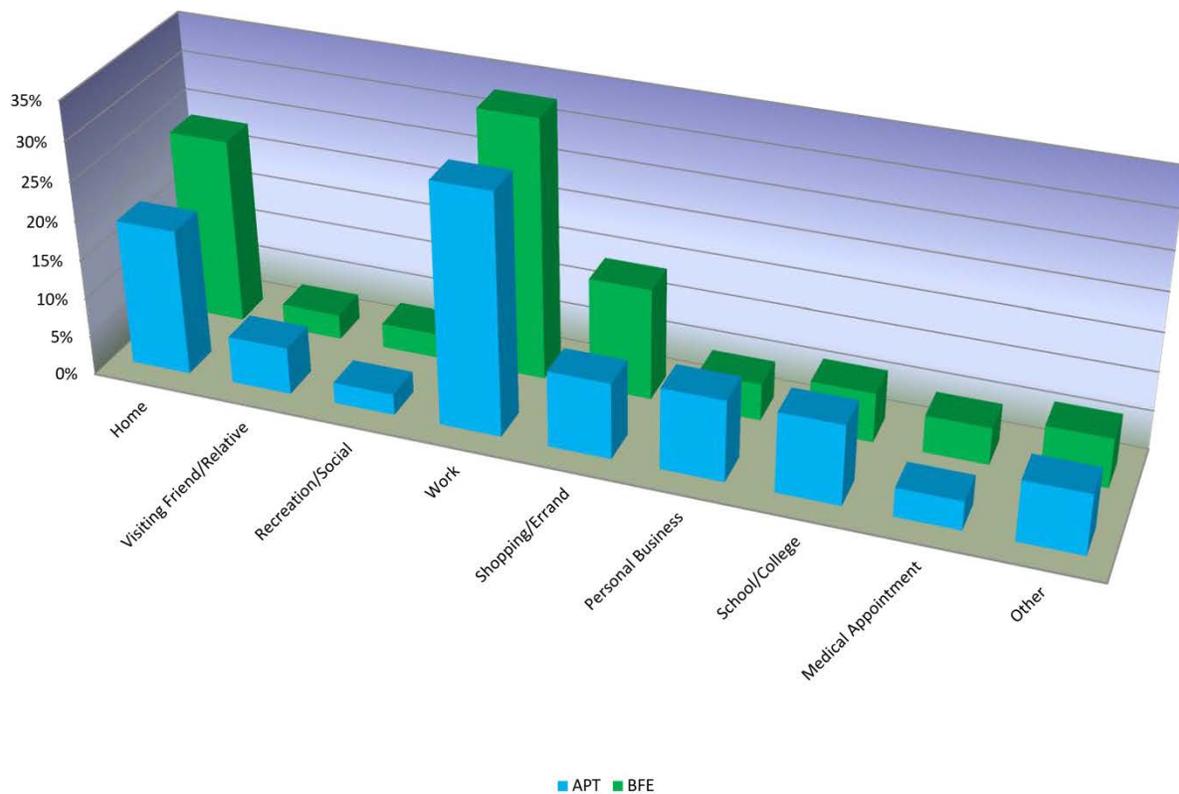
**Figure 6:** Mode of Transportation to Bus Stop at Origin



## 2.5 Destination of Trip

Just 30% (183) of APT surveyed respondents were going to work compared to 34% (21) of BFE surveyed respondents (*Figure 7*). Home, Personal Business, Shopping/Errands and School/College were other important destinations for APT and BFE respondents.

**Figure 7: Destination of Trip Public Transit Respondents**

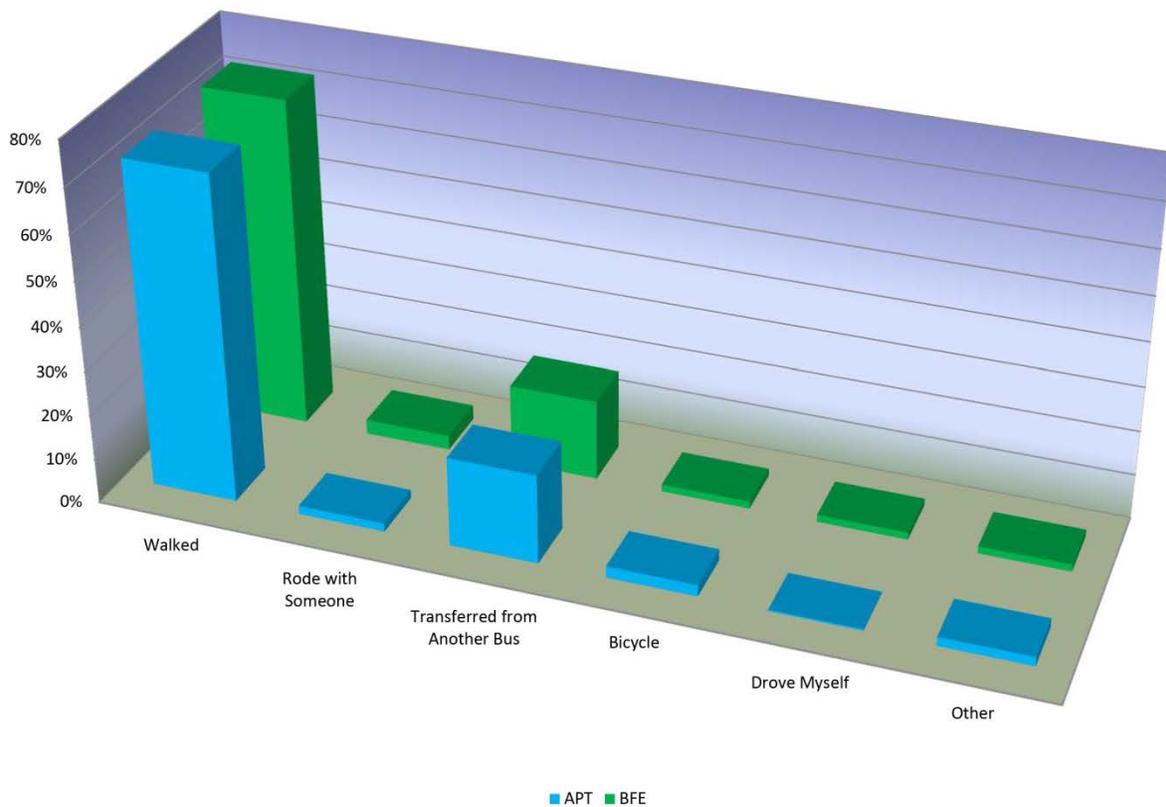


## 2.6 Mode of Transportation from the Bus Stop at Destination

Walking, as shown in *Figure 8* is the means by which a majority of APT surveyed respondents (73%) get from the bus stop to their final destination. Similarly, walking is the means the majority of BFE respondents (74%) get from the bus stop to their final destination (*Figure 8*). This is one of many reasons sidewalks are so desperately needed in the ARTS planning area. Sidewalks provide for safe travel for the elderly, school children and disabled persons. Approximately 20% of APT surveyed respondents, transferred to another bus to complete their trip to their final destination compared to 18% BFE surveyed respondents.

Public transit plays an important role in linking many areas of the ARTS planning area through bus transfer stations, such as Broad Street Terminal, Augusta Mall, Kmart at Gordon Highway @ Deans Bridge Road; and Aiken Area Council on Aging, City of Aiken. Transfer stations allow connections to other buses, in the case of the Broad Street terminal, located in downtown Augusta, connect ARTS planning area over the Savannah River. Bus transit transfer stations are just one of the many linkages demonstrating how public transit connects people to jobs, shopping and entertainment in the region.

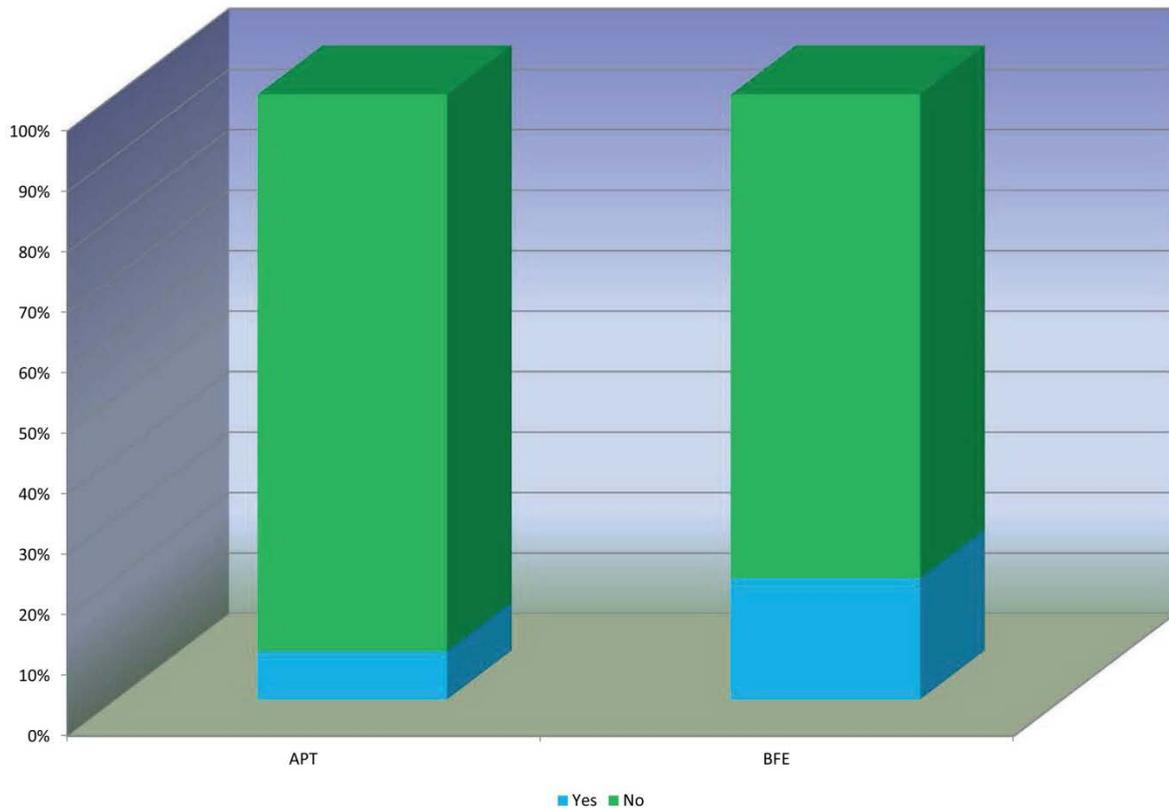
**Figure 8: Mode of Transportation from Bus Stop to Destination**



## 2.7 Vehicle Availability and Public Transit Respondents

Those who ride public transit are not necessarily without a vehicle including cars, trucks or vans but an overwhelming majority of APT surveyed respondents (92%), did not have personal access to a vehicle, compared to 80% for BFE surveyed respondents (*Figure 9*). Some of the surveyed respondents without a vehicle available may be students attending local universities or colleges, e.g., Augusta Tech, Aiken Tech, Georgia Regents University and Paine College; or the elderly and disabled. This conclusion does not imply that the public transit rider did not have a vehicle in their household. In some cases, a vehicle may be present, but is inoperable or not available at the time of the public transit trip.

**Figure 9: Vehicle Availability**

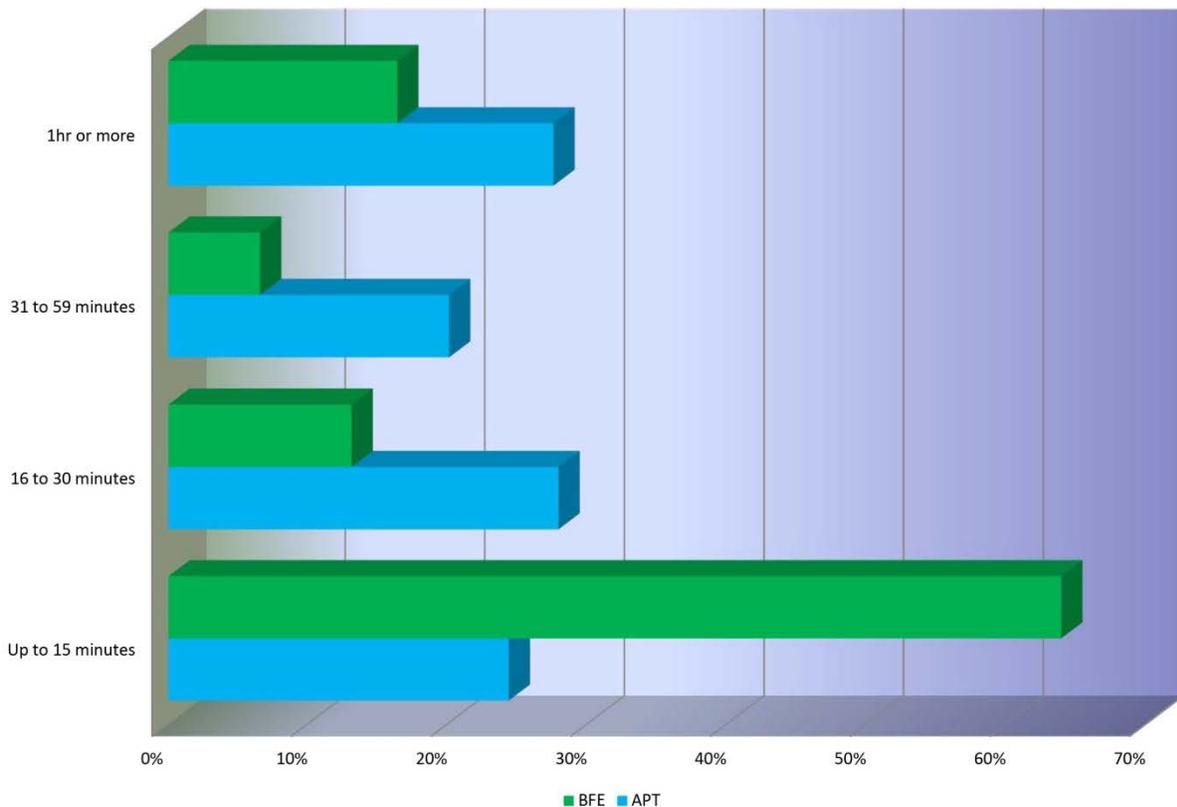


In 2008 a majority of APT respondents indicated they did not have a vehicle available for their trip (87%) compared to 92% in 2015. This slight increase may be the results of slow economic recovery in job losses following the recession in 2008-2009.

## 2.8 Wait Time for Transit

Just over half of APT surveyed respondents (53%) waited 15 minutes for the APT bus. A small percentage of APT respondents (7%) waited 60 minutes or more (*Figure 10*). Those waiting 15 minutes may be regular APT respondents and over time have become accustomed to the bus schedules and can plan their trip accordingly to minimize wait time. With respect to BFE respondents, 78% waited 15 minutes for the bus, and only 7% waited 60 minutes or more (*Figure 10*). The average wait time for the 621 public transit surveyed respondents was 15 minutes.

**Figure 10: Public Transit Respondents Wait Time**

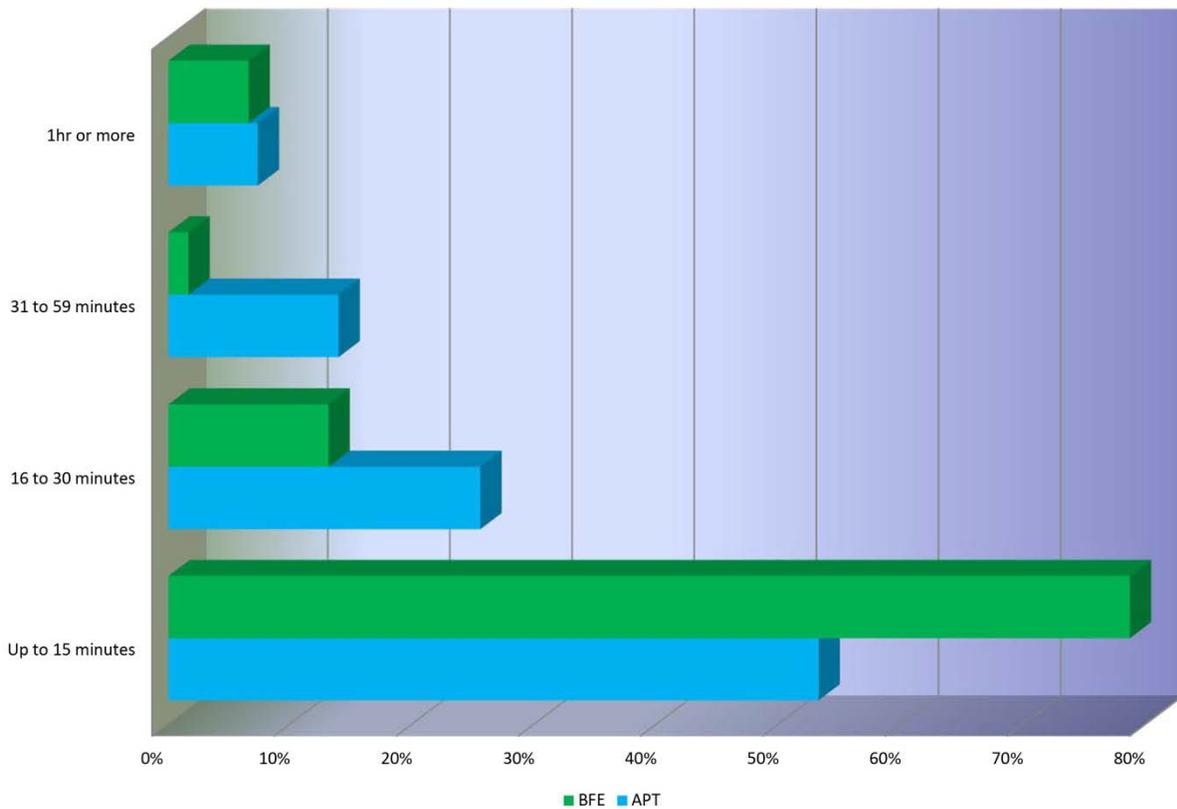


## 2.9 Travel Time

More than a quarter of the APT surveyed respondents (28%) had travel times in excess of 60 minutes to their final destination (*Figure 11*). None of the 10 APT routes are scheduled to last more than 40 minutes from Broad Street Terminal, to the furthest end point of the route. Many APT surveyed respondents who indicated traveling an hour or longer, often had to transfer another APT bus to complete their trip. In such cases, approximately, 52% of APT respondents indicated that their public transit trip took 30 minutes or less. Most transit respondents wait at the transfer stations.

The majority of BFE surveyed respondents (64%) had travel times of 15 minutes to their final destination (*Figure 11*). Only 16% of BFE respondents experienced trips lasting an hour or longer. Overall, 77% of BFE respondents indicated that their trip took 30 minutes or less.

**Figure 11: Transit Travel Time to Final Destination**



With an average wait time of 15 minutes for both APT and BFE surveyed respondents; a typical trip on an APT public transit bus took 45 minutes; compared to 30 minutes on BFE.

### 2.10 Augusta Public Transit Service Ratings

Respondents surveyed on APT routes were asked to rate APT on ten (10) service attributes, namely: 1) on-time performance; 2) driver courtesy; 3) transfer convenience; 4) cleanliness; 5) personal safety while riding; 6) condition of buses; 7) fare price; 8) convenience of routes; 9) time waiting for the bus; and 10) overall service quality. Respondents could rate these attributes reflecting their level of satisfaction as either, very good, good, neutral, fair or poor. *Table 8* presents the number of responses for each service attribute.

However, to prioritize ratings, numerical values were assigned to each of the levels of satisfaction, e.g., very good = 5 points, good = 4 points, neutral = 3 points, fair = 2 points and poor = 1 point. Multiplying these ratings by the number of respondents who selected a particular level of satisfaction gives an overall rating as depicted in *Table 9*. *Figure 12* is a graphical representation by percentage of respondents satisfied with each service attribute..

**Table 8: Augusta Public Transit Service Attributes Responses**

Service Attribute Responses	Very Good	Good	Neutral	Fair	Poor	Total Votes
On-time Performance	135	155	93	86	66	535
Driver Courtesy	200	181	57	47	23	508
Transfer Convenience	166	182	68	51	46	513
Cleanliness	160	162	73	75	37	507
Personal Safety while riding	204	195	51	44	19	513
Condition of Buses	150	177	84	68	35	514
Fare Price	177	161	82	59	34	513
Convenience of routes	136	118	77	68	108	507
Time waiting for the bus	102	112	99	77	121	511
Overall Service Quality	136	151	86	84	42	499

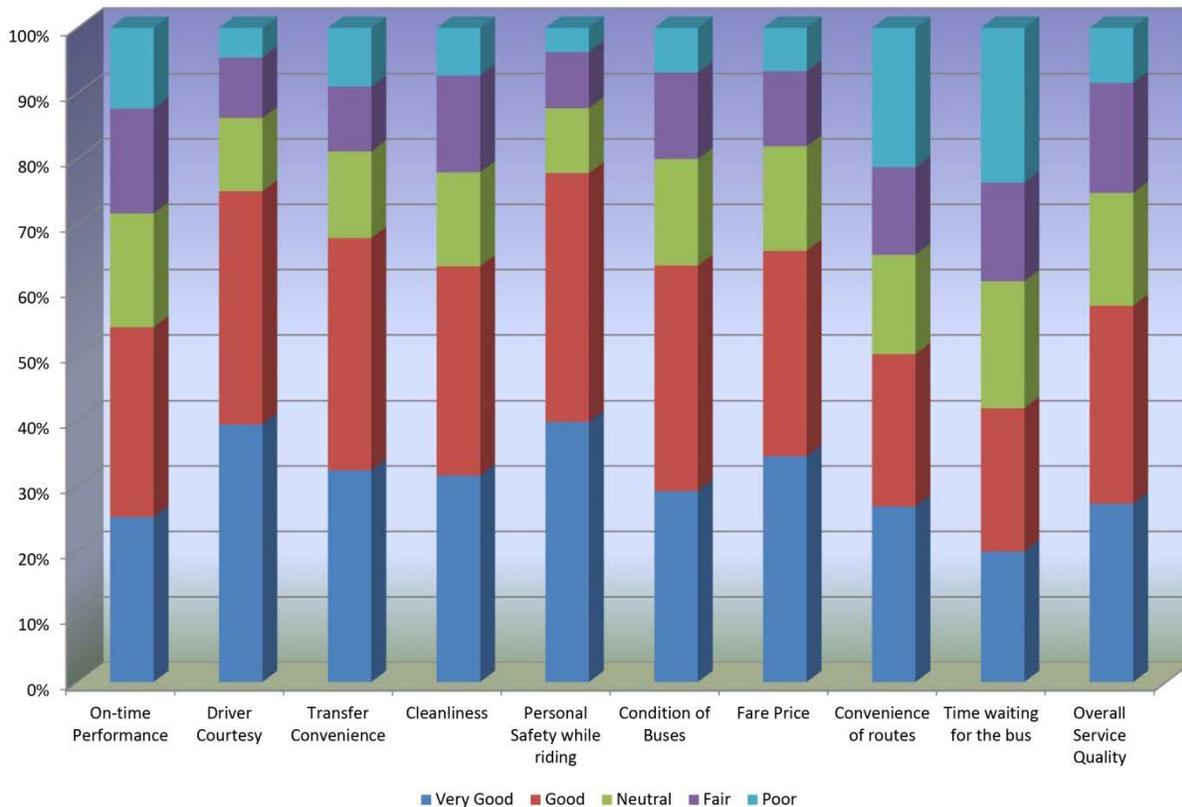
Source: ARTS

**Table 9: Augusta Public Transit Service Attributes Ratings**

Service Attribute Rating	Very Good	Good	Neutral	Fair	Poor	Total Score
On-time Performance	675	620	279	172	66	1,812
Driver Courtesy	1000	724	171	94	23	2,012
Transfer Convenience	830	728	204	102	46	1,910
Cleanliness	800	648	219	150	37	1,854
Personal Safety while riding	1020	780	153	88	19	2,060
Condition of Buses	750	708	252	136	35	1,881
Fare Price	885	644	246	118	34	1,927
Convenience of routes	680	472	231	136	108	1,627
Time waiting for the bus	510	448	297	154	121	1,530
Overall Service Quality	680	604	258	168	42	1,752

Source: ARTS

**Figure 12: Augusta Public Transit Service Ratings**



Dividing the total ratings for each service attribute by the number of respondents who rated a service attribute, results in an average rating for each service issue, which can then be ranked. For example, the service attribute “On-time Performance” the average score of 3.39 is derived from 1,812 / 535.

Of all the APT service attributes identified; personal safety while riding and driver courtesy ranked as the top two that respondents were most satisfied. The results for ten (10) service attributes rated by surveyed respondents are presented in *Table 10*.

Of the ten (10) service attributes of APT, the two issues that most respondents were least satisfied with, low average ratings from *Table 10* were: time waiting for a bus and convenience of routes.

**Table 10: Ranked Average Rating of APT Service Attributes**

Rating	Attributes
4.02	#5 - Personal Safety while riding
3.96	#2 - Driver Courtesy
3.76	#7 - Fare Price
3.72	#3 - Transfer Convenience
3.66	#6 - Condition of Buses
3.66	#4 - Cleanliness
3.51	#10 - Overall Service Quality
3.39	#1 - On-time Performance
3.21	#8 - Convenience of routes
2.99	#9 - Time waiting for the bus

Source: ARTS

Service attributes that APT should consider addressing in order to improve the overall public transit service/travel experience of respondents (ranked in order of need) are as follows:

1. Time waiting for the bus → Improve headways.
2. Convenience of routes → More direct routes to more places within service area.
3. On-time performance → Improve schedule adherence.
4. Overall service quality.
5. Cleanliness.
6. Condition of buses.
7. Transfer convenience.
8. Transit fare.
9. Driver courtesy.
10. Personal safety while riding.

The top service issues receiving the highest ratings in the 2008 survey were: Bus Condition and Operator Courtesy; receiving 'Excellent' or 'Good' ratings that ranged between 63% and 75% respectively. Personal safety while riding; and driver courtesy were the top two service issues identified by APT rider survey in 2015.

Overall, the majority of APT respondents surveyed found the service to be good or very good for a variety of reasons. Some respondents expressed the need for more routes, more frequent stops and a higher frequency of buses throughout the day. The lack of mid-day services with frequent headways presented challenges for transit respondents going to work. The current transit schedule will likely cause one to be late for work thus impacting job security. Getting around Augusta becomes more convenient and better serves their travel needs. Transit respondents have also expressed the need for late night service, to connect to jobs or home for those working 3<sup>rd</sup> shift, such as employees in health care service industry. Furthermore, a majority of APT respondents surveyed agree that APT offers a safe traveling experience, drivers are courteous and fares are priced fairly.

### **2.11 Best Friend Express Service Ratings**

Respondents surveyed on BFE routes were asked to rate BFE on ten (10) service attributes, namely: 1) on-time performance; 2) driver courtesy; 3) transfer convenience; 4) cleanliness; 5) personal safety while riding; 6) condition of buses; 7) fare price; 8) convenience of routes; 9) time waiting for the bus; and 10) overall service quality. Respondents could rate these attributes reflecting their level of satisfaction as either, very good, good, neutral, fair and poor. *Table 11* presents the number of responses for each service attribute.

However, to prioritize ratings, numerical values may be attached to each of the levels of satisfaction, e.g., very good = 5 points, good = 4 points, neutral = 3 points, fair = 2 points and poor = 1 point. Multiplying these scores by the number of respondents who selected a particular level of satisfaction gives an overall rating as depicted in *Table 12*. *Figure 13* is a graphical representation by percentage of respondents satisfied with each service attribute.

**Table 11: Best Friend Express Service Attributes Responses**

Service Attribute Responses	Very Good	Good	Neutral	Fair	Poor	Total Votes
On-time Performance	43	17	1	1	0	62
Driver Courtesy	51	10	1	0	0	62
Transfer Convenience	46	14	1	0	0	61
Cleanliness	49	13	0	0	0	62
Personal Safety while riding	48	12	2	0	0	62
Condition of Buses	46	15	1	0	0	62
Fare Price	45	16	1	0	0	62
Convenience of routes	46	13	2	0	1	62
Time waiting for the bus	39	20	0	1	2	62
Overall Service Quality	48	12	2	0	0	62

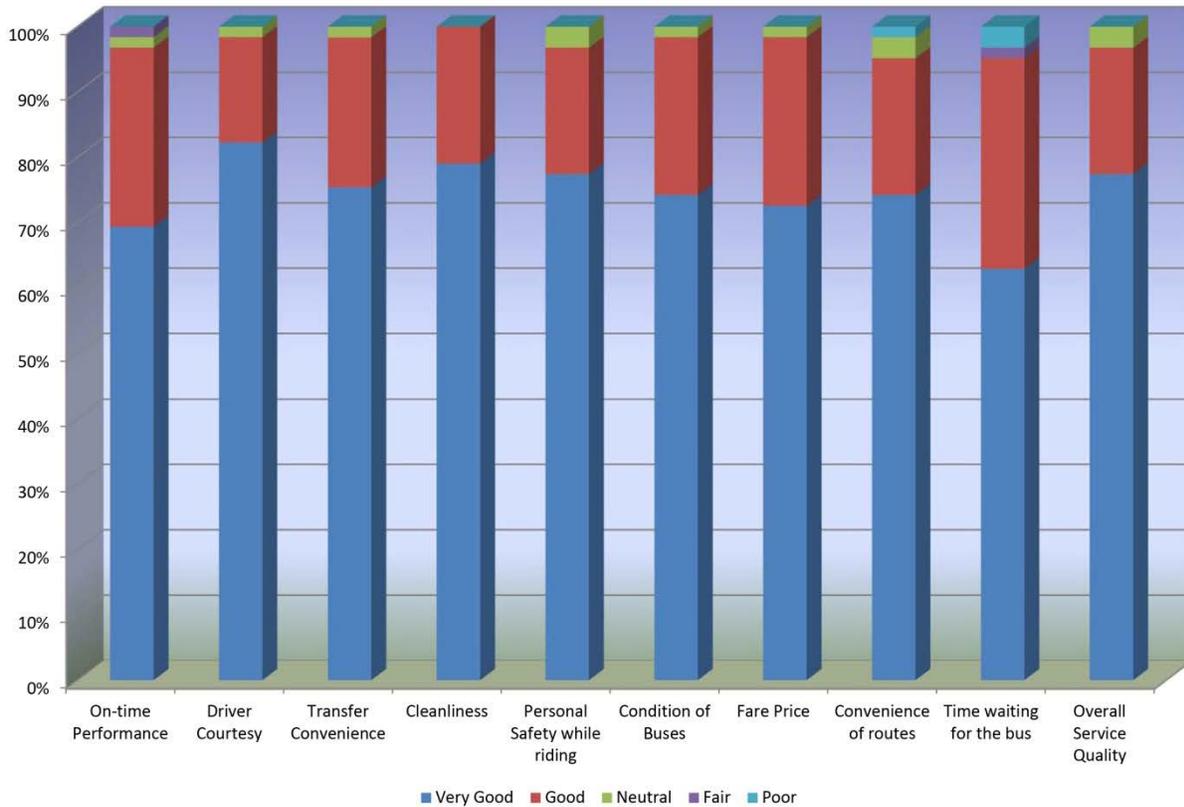
Source: ARTS

**Table 12: Best Friend Express Service Attributes Ratings**

Service Attribute Rating	Very Good	Good	Neutral	Fair	Poor	Total Score
On-time Performance	215	68	3	2	0	288
Driver Courtesy	255	40	3	0	0	298
Transfer Convenience	230	56	3	0	0	289
Cleanliness	245	52	0	0	0	297
Personal Safety while riding	240	48	6	0	0	294
Condition of Buses	230	60	3	0	0	293
Fare Price	225	64	3	0	0	292
Convenience of routes	230	52	6	0	1	289
Time waiting for the bus	195	80	0	2	2	279
Overall Service Quality	240	48	6	0	0	294

Source: ARTS

**Figure 13: Best Friend Express Service Ratings**



Dividing the total rating for each service attribute by the number of respondents who rated a service attribute, results in an average rating for each service attribute, which can then be ranked. For example, the service attribute “On-time Performance” the average rating of 4.65 is derived from  $288 / 62$ .

Of all the service attributes identified; personal safety while riding and driver courtesy were identified as the top two (i.e., high average scores) that BFE respondents were most satisfied. The ranked average ratings for all 10 service attributes of BFE rated by respondents are presented in [Table 13](#).

**Table 13: Ranked Average Rate of BFE Service Attributes**

Rating	Attributes
4.81	#2 - Driver Courtesy
4.79	#4 - Cleanliness
4.74	#5 - Personal Safety while riding
4.74	#10 - Overall Service Quality
4.74	#3 - Transfer Convenience
4.73	#6 - Condition of Buses
4.71	#7 - Fare Price
4.66	#8 - Convenience of routes
4.65	#1 - On-time Performance
4.5	#9 - Time waiting for the bus

Source: ARTS

Of the ten (10) service attributes of BFE, the two issues that most respondents were least satisfied with, low average scores from [Table 11](#), were: time waiting for a bus and on-time performance.

Service attributes that BFE should consider addressing in order to improve the overall public transit service/travel experience of respondents (ranked in order of need) are as follows:

1. Time waiting for the bus → Improve headways.
2. On-time performance → Improve schedule adherence.
3. Convenience of routes → More direct routes to more places within the service area.
4. Transit fare.
5. Condition of buses.
6. Transfer Convenience.
7. Personal safety while riding.
8. Overall Service quality.
9. Cleanliness.
10. Driver courtesy.

Overall, the majority of BFE respondents surveyed rated all service attributes very highly; in particular, driver courtesy and the cleanliness of BFE buses.

## 2.12 Regional Transit Systems Service Ratings

Combining the ratings of APT and BFE on the ten (10) service attributes, results in an overall rating of fixed route transit services in the ARTS planning area. The methodology of rating and prioritizing each of the ten (10) service attributes is as follows.

1. APT and BFE respondents were asked to rate the transit system they were using based on ten (10) service attributes, namely: 1) on-time performance; 2) driver courtesy; 3) transfer convenience; 4) cleanliness; 5) personal safety while riding; 6) condition of buses; 7) fare price; 8) convenience of routes; 9) time waiting for the bus; and 10) overall service quality. Respondents could rate these attributes reflecting their level of satisfaction as either, very good, good, neutral, fair and poor. Table 14 presents the number of responses for each service attribute.
2. To prioritize ratings, numerical values are attached to each of the levels of satisfaction, e.g., very good = 5 points, good = 4 points, neutral = 3 points, fair = 2 points and poor = 1 point. Multiplying these ratings by the number of respondents who selected a particular level of satisfaction gives an overall rating as depicted in Table 15. Figure 14 is a graphical representation by percentage of respondents satisfied with each service attribute..

Table 14 presents the combined service attribute responses and Table 15 shows service attribute rating. Figure 20 is a graphical representation by percentage of respondents satisfied with each service attribute..

**Table 14:** Combined Transit Systems Service Attributes Responses

Service Attribute Responses	Very Good	Good	Neutral	Fair	Poor	Total Votes
On-time Performance	178	172	94	87	66	597
Driver Courtesy	251	191	58	47	23	570
Transfer Convenience	212	196	69	51	46	574
Cleanliness	209	175	73	75	37	569
Personal Safety while riding	252	207	53	44	19	575
Condition of Buses	196	192	85	68	35	576
Fare Price	222	177	83	59	34	575
Convenience of routes	182	131	79	68	109	569
Time waiting for the bus	141	132	99	78	123	573
Overall Service Quality	184	163	88	84	42	561

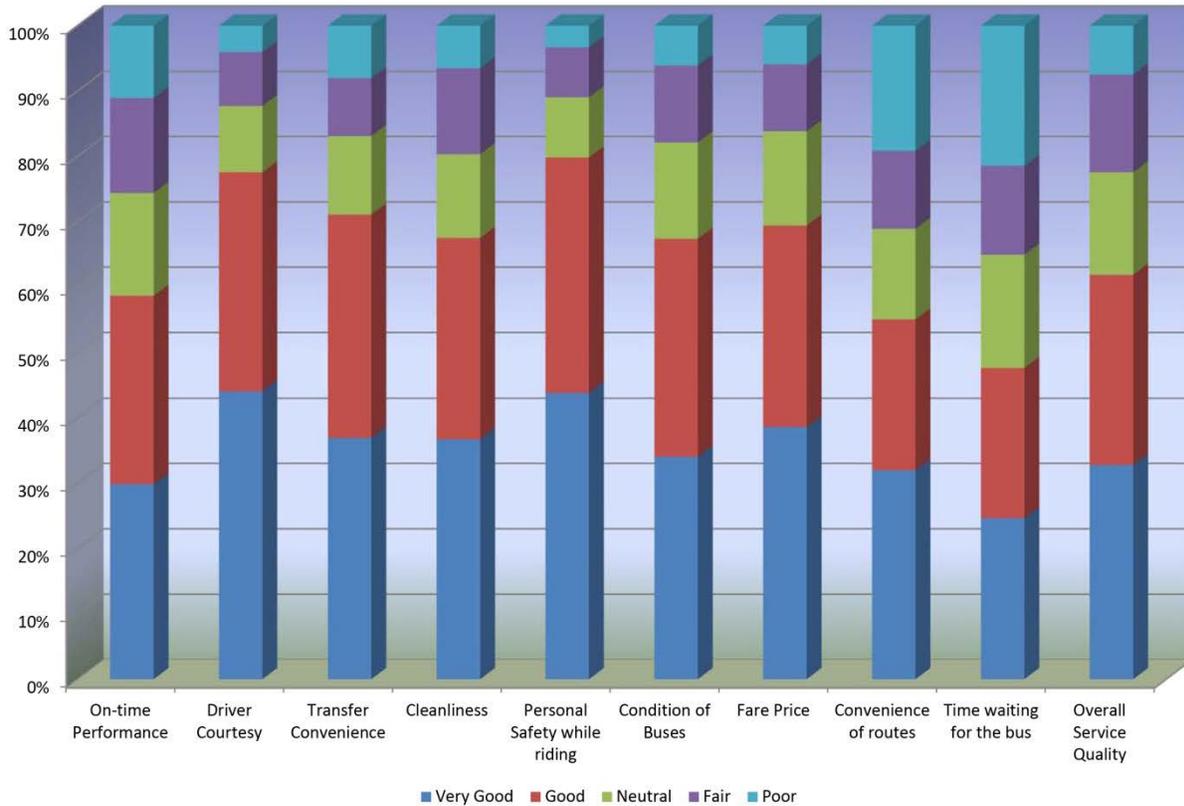
Source: ARTS

**Table 15: Combined Transit Systems Service Attributes Ratings**

<b>Service Attribute Rating</b>	<b>Very Good</b>	<b>Good</b>	<b>Neutral</b>	<b>Fair</b>	<b>Poor</b>	<b>Total Score</b>
On-time Performance	890	688	282	174	66	2,100
Driver Courtesy	1,255	764	174	94	23	2,310
Transfer Convenience	1,060	784	207	102	46	2,199
Cleanliness	1,045	700	219	150	37	2,151
Personal Safety while riding	1,260	828	159	88	19	2,354
Condition of Buses	980	768	255	136	35	2,174
Fare Price	1,110	708	249	118	34	2,219
Convenience of routes	910	524	237	136	109	1,916
Time waiting for the bus	705	528	297	156	123	1,809
Overall Service Quality	920	652	264	168	42	2,046

Source: ARTS

**Figure 14: Combined Transit Systems Service Ratings**



Dividing the total ratings for each service attribute by the number of respondents who rated a service attribute, results in an average rating for each service issue, which then can be ranked. For example, the service attribute “On-time Performance” the average rating of 3.52 is derived from  $2,100 / 597$ .

Of all the service issues identified; personal safety while riding and driver courtesy ranked as the top two that respondents were most satisfied. The results for ten (10) service attributes of the combined transit systems rated by surveyed respondents are presented in *Table 16*.

**Table 16: Ranked Average Rating of Regional Transit Service Attributes**

Rating	Attributes
4.09	#5 - Personal Safety while riding
4.05	#2 - Driver Courtesy
3.86	#7 - Fare Price
3.83	#3 - Transfer Convenience
3.78	#4 - Cleanliness
3.77	#6 - Condition of Buses
3.65	#10 - Overall Service Quality
3.52	#1 - On-time Performance
3.37	#8 - Convenience of routes
3.16	#9 - Time waiting for the bus

Source: ARTS

Of the ten (10) service attributes of the combined transit systems, the two issues that most respondents were least satisfied with were: time waiting for a bus and convenience of routes.

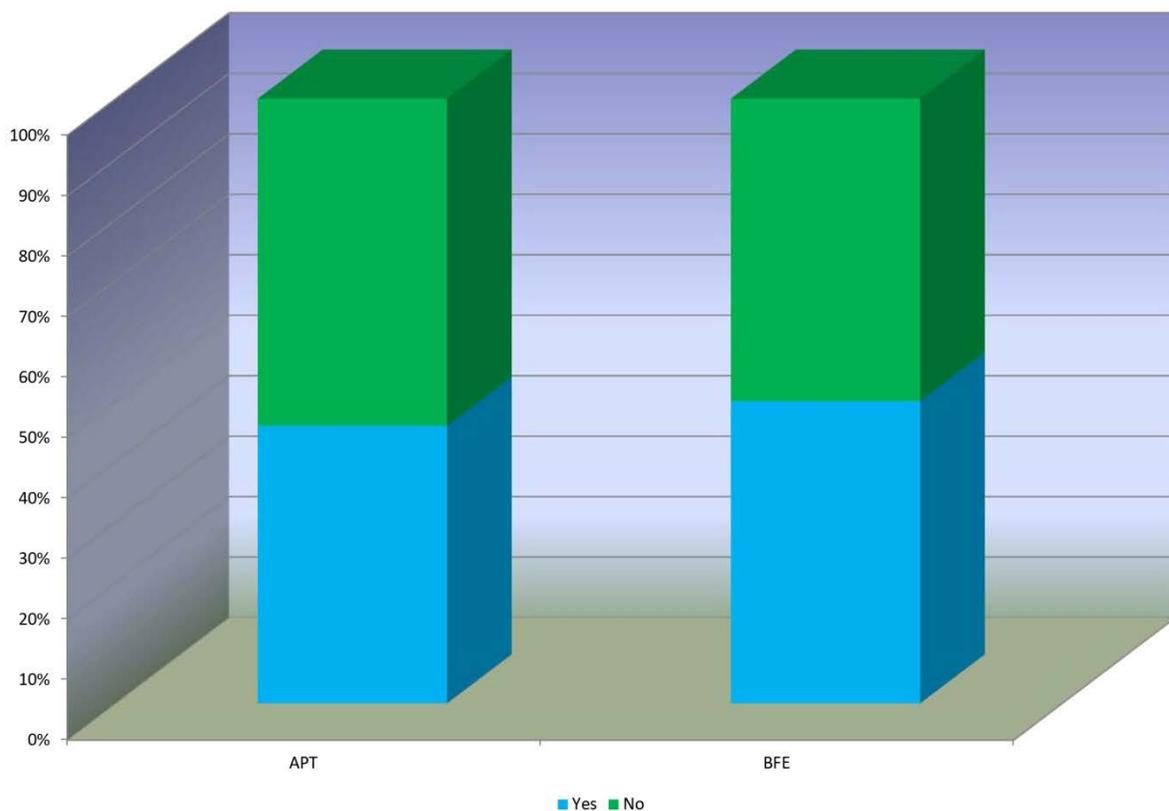
According to survey respondents there are several service attributes that both APT and BFE should consider addressing, in order to improve the overall public transit service/travel experience of respondents. ARTS planning area transit systems needs as identified and ranked through the onboard survey are:

1. Time waiting for the bus → Improve headways.
2. Convenience of routes → More direct routes to more places within service area.
3. On-time performance → Improve schedule adherence.
4. Overall service quality.
5. Condition of buses.
6. Cleanliness.
7. Transfer convenience.
8. Transit fare.
9. Driver courtesy.
10. Personal safety while riding.

### 2.13 Possession of Valid Drivers' License

Another reason people are dependent on public transit is due to the lack of possessing a valid driver's license. Over half of APT respondents surveyed, 291 or 54%, did not possess a valid drivers' license (*Figure 15*). For BFE surveyed respondents there was an equal split (i.e., 50:50) between respondents who did have a valid license and those who did not (*Figure 15*). Respondents in this position must often use public transit or another alternative transportation mode such as biking or walking.

**Figure 15: Possession of Valid Drivers' License**



When comparing the APT survey in 2008 to this survey, there was a relatively even split between respondents who were licensed to drive (43%) versus those that were not (57%). For the APT survey conducted in 2015, the percentages were 46% and 54% respectively.

Comparing Figures 9 and 15, a strong correlation is evident between public transit respondents who do not possess a valid drivers' license and the availability of a vehicle for trip making. However, for those public transit respondents who do hold valid drivers' licenses (45% APT and 50% BFE respondents respectively), the lack of a vehicle for trip

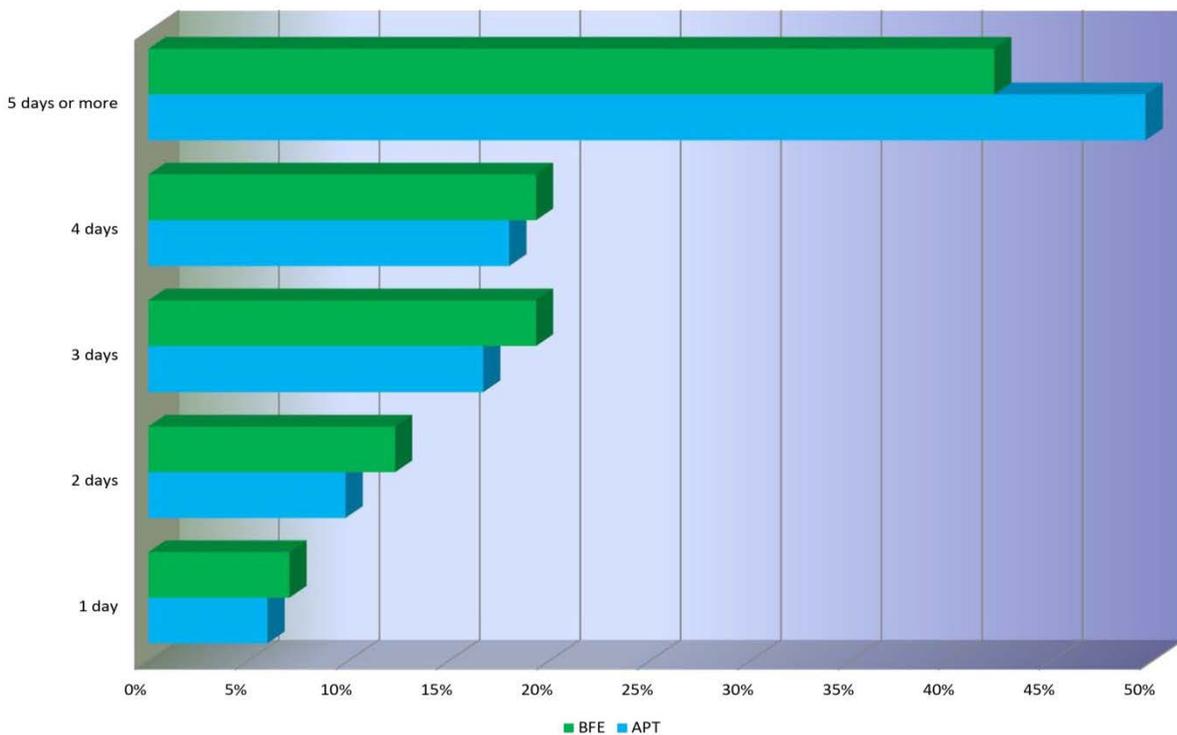
making may indicate non-ownership of a vehicle or if a vehicle was not available at the time of travel, it is inoperable or owned by someone else and/or not available at the time of the public transit trip.

### 2.14 Ridership frequency

Approximately 50% of APT respondents surveyed rode APT services 5 or more days per week (*Figure 16*), compared to 42% of BFE respondents (*Figure 16*). These results confirm the heavy use of APT and BFE services to commute to work, health care, school, and educational trips during the week.

Approximately 35% of APT respondents surveyed, rode APT buses between 3 and 4 days per week; compared to 39% of BFE. Infrequent respondents, 1 or 2 days per week, accounted for the remaining 16% and 19% of APT and BFE respondents. In the 2008 APT rider survey, approximately 61% of respondents indicated they were frequent users (i.e., 5 days or more per week) on APT services compared to 49% in 2015. This indicates a drop in overall transit ridership in the Augusta area.

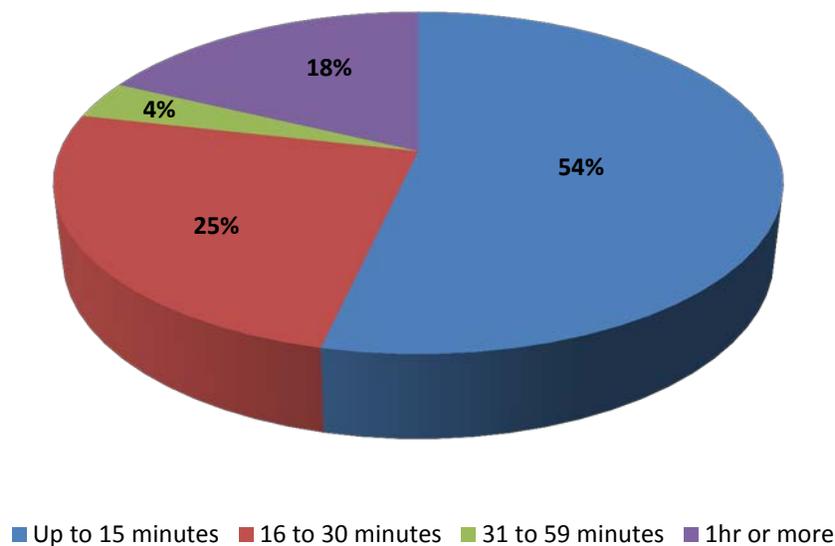
**Figure 16: Ridership Frequency on Public Transit Services**



## 2.15 Preferred Bus Frequency

BFE respondents were specifically asked about bus operating frequency because services operate on 2-hour headway. Results indicate that BFE respondents would like buses to operate shorter headways. For respondents, it would be ideal if BFE buses operated at a maximum headway of 60 minutes (*Figure 17*). Almost 20% of the BFE respondents surveyed were happy with the current operating headways.

**Figure 17:** Preferred Best Friend Express Operating Frequency



## 2.16 New Best Friend Express Destinations

An additional question posed specifically to BFE respondents asked “*What new destinations could Best Friend Express serve?*” Only 12 of the 63 respondents, 19% answered this question, possibly indicating satisfaction with the current destinations served by transit. For the most part many respondents gave a compliment or asked for weekend service instead of stating a destination. However, the following unserved destinations were requested:

- Beach Island.
- Southside, City of Aiken.
- Georgia Avenue – City of Aiken.
- Shallow Heights – City of Aiken.

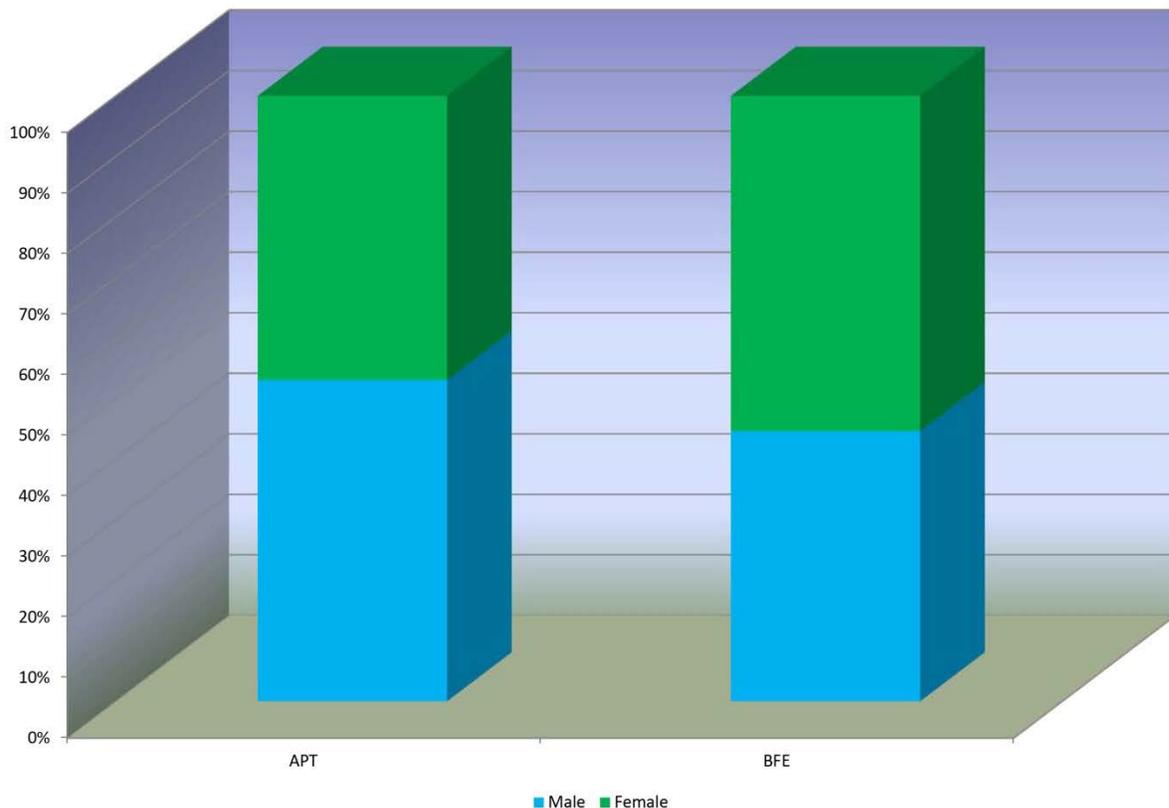
- The Clyburn Clinic – City of Aiken.

## 2.17 Gender of Respondents

Of the 599 APT respondents who completed the survey, 542 disclosed their gender. The majority of APT respondents (52% of 284) were male, compared to 46% (251) females. Figure 18 presents the gender breakdown of APT respondents surveyed.

Of the 63 BFE respondents who completed the survey, 58 (92%) disclosed their gender. The majority of BFE respondents (53% of 58) were female, compared to 43% (25) males. Figure 18 presents the gender breakdown of BFE respondents surveyed.

**Figure 18:** Gender of Respondents Riding Public Transit

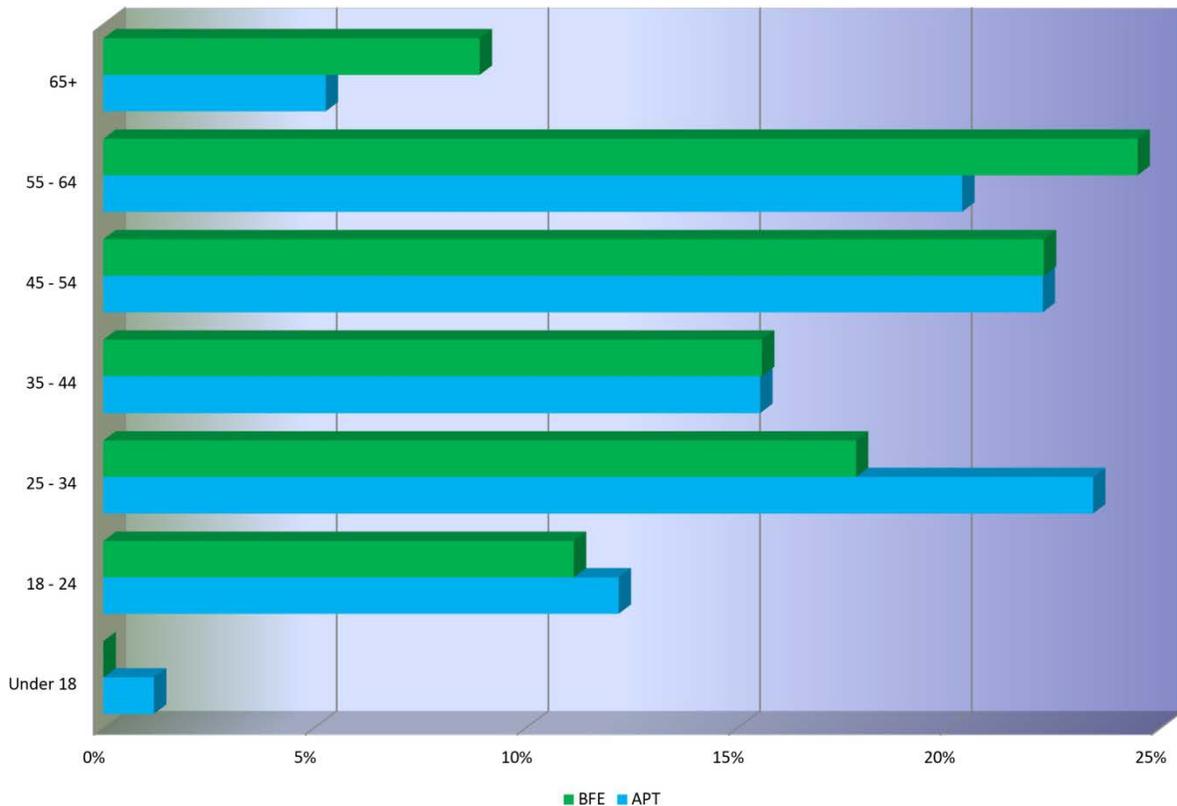


## 2.18 Respondent Age

Respondents were asked to state the year they were born. Of the 599 APT respondents, 30% declined to answer this question, compared to 29% of BFE respondents. The age breakdown for the remaining 419 APT and 45 BFE respondents surveyed is presented in

*Figure 19.* The majority of APT respondents (94%) were of working age, i.e., 18-64, compared to 91% BFE respondents. Only 1% of APT respondents surveyed were younger than 18 years, compared to zero percent of BFE respondents. Elderly respondents 65 years and older accounted for 5% and 9% riding APT and BFE.

**Figure 19: Age of Surveyed Respondents**



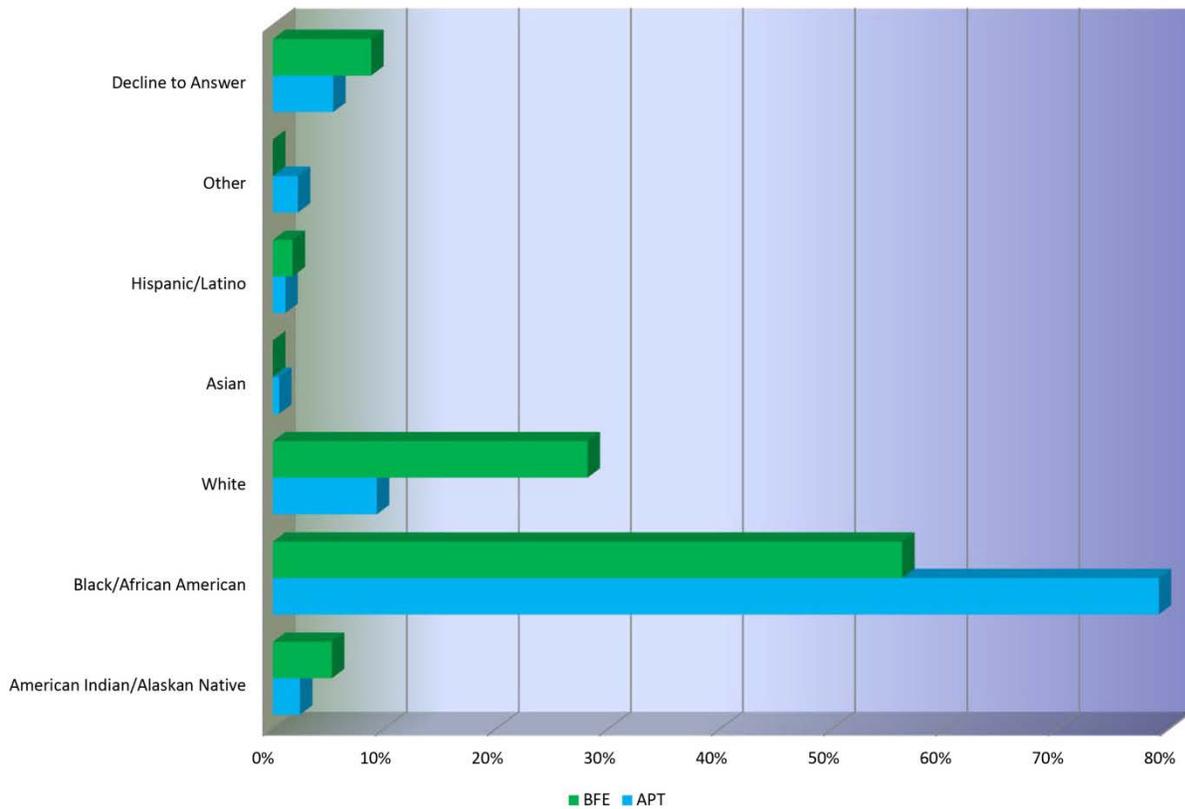
When comparing the above APT results with the APT survey in 2008, both surveys indicated that youth and the elderly comprised a small proportion of APT respondents. In the 2008 survey, 4% of respondents were 65 or older compared to 5% in 2015. Approximately, 6% of respondents in 2008 were age 18 or younger, compared to 2% in 2015.

### 2.19 Respondent Ethnicity

Of the 599 APT respondents who completed the transit survey, 539 (or 90%) disclosed their ethnicity, compared to 57 (90%) of the 63 BFE respondents. APT or BFE respondents could select one of five (5) ethnic/racial categories; namely: American Indian/Alaskan

Native; Asian; Black/African American; Hispanic/Latino; or White. Blacks/African Americans were the majority users of APT services (79%); followed by respondents who identified themselves as White at 9% (*Figure 20*). Similarly Blacks/African Americans were the majority users of BFE services (56%); followed by respondents who identified themselves as White at 28% (*Figure 20*).

**Figure 20:** Ethnic/Racial Groups of Surveyed Respondents



When comparing the above APT results with the APT survey in 2008, both surveys indicated that respondents who identified themselves as Black/African American were the majority of respondents. In the 2008 survey, 82% identified themselves as Black/African American compared to 79% in the 2015 survey. According to the 2010 Decennial Census Blacks/African Americans accounted for 54% of Richmond County’s population; compared to 25% of Aiken County. Survey responses indicate a disproportionate representation of APT and BFE respondents by Blacks/African Americans.

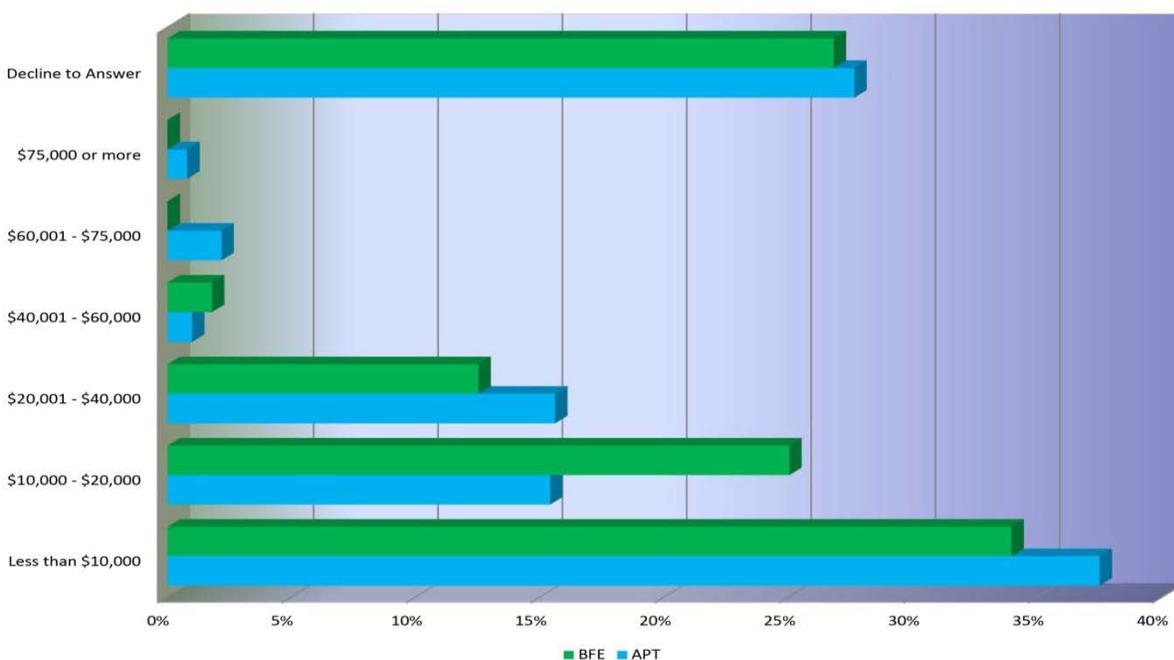
## 2.20 Annual Household Income

Income sometimes plays an important role as to why people use public transit. Often persons whose total annual household income is below \$10,000 may be challenged to afford a vehicle of their own due to limited disposable income and the need to finance important necessities such as food, clothing and shelter.

Of the 599 APT respondents, 507 (85%), who answered this question; compared to 56 of the BFE respondents (89%), respondents with annual household incomes below \$10,000 formed the largest share of respondents surveyed for both systems; namely APT at 37% and BFE at 34% (*Figure 21*).

APT respondents with annual household incomes between \$10,000– \$40,000, at 15%. BFE respondents from households with annual incomes between \$10,000 – \$20,000 and \$20,001 – \$40,000 at 25% and 12% respectively. Approximately 3% of the APT respondents surveyed had household incomes in excess of \$60,000 per year; compared to zero percent of BFE respondents. This could indicate a small percentage of choice respondents using APT services or others who may have a disability. There is a large percentage of retired military persons living in ARTS planning area.

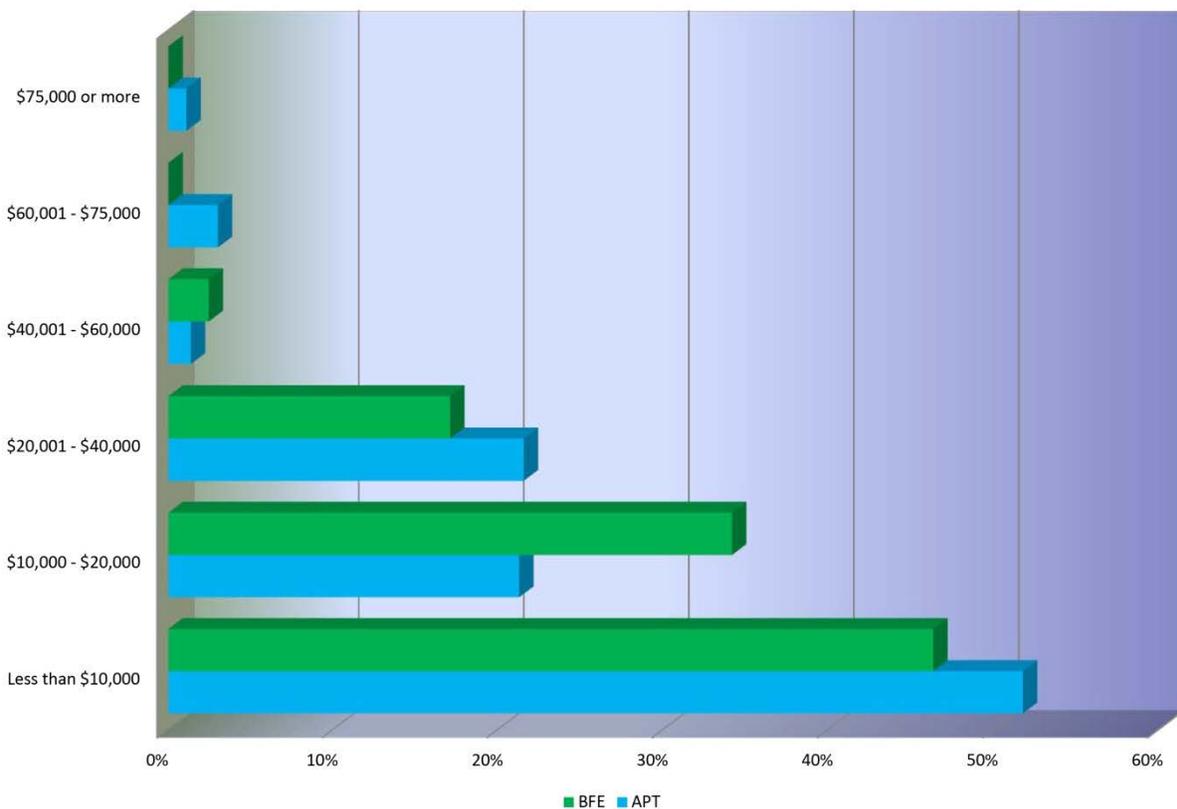
**Figure 21:** Annual Household Income of Surveyed Respondents



In the case of APT respondents, if we exclude the 140 respondents who checked “Decline to answer” this question from the 507 who answered the question, 367 had annual households income of \$10,000 or less, representing just over half (52%) of the respondents.

Correspondingly, in the case of BFE respondents, if we exclude the 15 respondents who checked “Decline to answer” this question from the 56 who answered the question, 41 respondents had an annual household income of \$10,000 or less, representing just less than half (46%) of the respondents.

**Figure 22: Annual Household Income (Disclosed) of Surveyed Respondents**



In the APT survey in 2008, close to 50% of the respondents (49%) identified their annual household incomes of \$10,000 or less. This can be compared to the 52% of respondents in 2015 (*Figure 22*), who did indicate an income range excluding those who checked “Decline to Answer”.

Household income data from the 2008-2012 American Community Survey indicates that the proportions of total households with an annual household income of \$10,000 or less was 9% in ARTS planning area respectively; 12% in Richmond County; 10% in Aiken County and 7% for the U.S. Comparing these proportions to the 52% APT and 46% BFE public transit respondents who came from households with an annual income \$10,000 or less, indicates that a significant percentage of public transit respondents in the ARTS planning area have low household income.

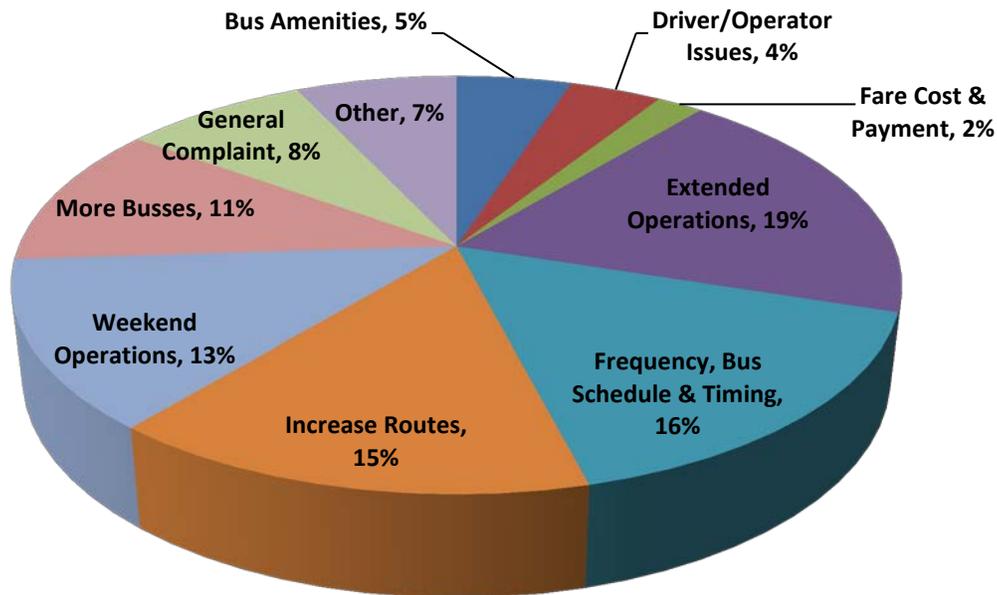
### **2.21 Augusta Public Transit Service Issues**

APT respondents were also given an opportunity to provide written comments on how APT could better serve their travel needs. In other words, respondents were asked to provide comments on what were the most important service issues that need to be addressed by APT. Of the 599 APT respondents, 398 respondents (66%) took the opportunity to submit statements. The statements contained approximately 571 comments on a variety of issues. Many respondents wrote statements that addressed several issues. All statements are presented in Appendix C. *Figure 23* summarizes the service issues that were of great importance to APT respondents.

Each of the 571 comments were grouped according to ten (10) categories, as follows:

- |  |                           |
|--|---------------------------|
| 1. Saturday/ Sunday Operation/Service            | 6. Fare Cost & Payment    |
| 2. Extended Operations/Service Hours             | 7. Driver/Operator Issues |
| 3. Increase Routes/More Routes in Unserved Areas | 8. Bus Amenities          |
| 4. Higher Frequency, Bus Scheduling & Timing     | 9. General Compliment     |
| 5. More buses                                    | 10. Other                 |

**Figure 23:** *Comment Categories for Augusta Public Transit Respondents*



## 2.22 Augusta Public Transit Rider Needs Identification

In order of priority, the top service issues for APT respondents (based on the number of comments received) were:

1. Extended Operations (19% of comments).
2. Higher Frequency, Bus Scheduling & Timing (16% of comments).
3. Increase Routes (15% of comments).
4. Saturday/ Sunday Operation (13% of comments).
5. More buses (11% of comments).
6. General Compliment (8% of comments).
7. Other (7% of comments).
8. Bus Amenities (onboard and at bus stops) (5% of comments).
9. Driver/Operator Issues (4% of comments).
10. Fare Cost & Fare Payment Options (2% of comments).

Examples of bus amenities (on board or at bus stops) include: bus displaying correct route sign; clock inside the bus displays correct time at all times; clean bus shelters with seats; bike racks available on all buses; more bus stops in more locations; bus schedules posted at

all bus stops; quiet atmosphere within the bus; more seats on each bus; air conditioner operational at all times; cleaner buses; and, provide space for placing shopping/parcels.

The prioritized list of issues of importance to APT respondents can be used to identify APT service “needs”. By identifying these needs, strategies can be developed by ARTS staff in consultation with APDD to improve transit service delivery.

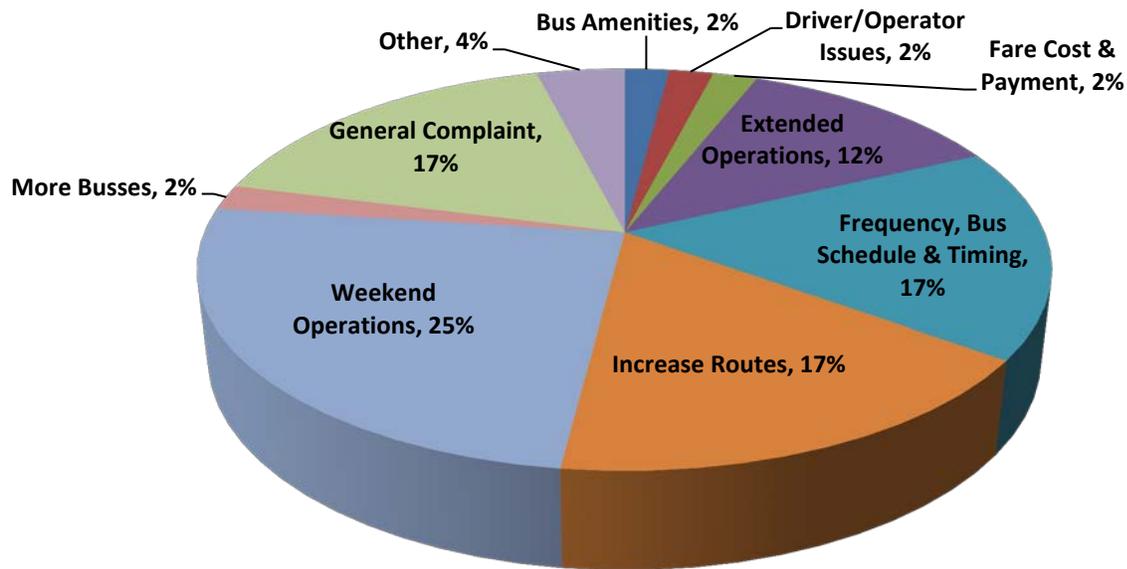
### *2.23 Best Friend Express Service Issues*

BFE respondents were also given an opportunity to provide written comment on how BFE could serve them better. In other words, respondents were asked to provide comment on what were the most important service issues that needed to be addressed by BFE. Of the 63 respondents, 36 respondents (57%) took the opportunity to submit statements. The statements contained approximately 48 comments on a variety of service issues. Many respondents wrote statements that addressed several issues. All statements are presented in Appendix D. *Figure 24* summarizes the service issues that were of great importance to BFE respondents.

Each of the 48 comments were grouped according to ten (10) categories, as follows:

- |  |                           |
|--|---------------------------|
| 1. Saturday/ Sunday Operation/Service            | 6. Fare Cost & Payment    |
| 2. Extended Operations/Service Hours             | 7. Driver/Operator Issues |
| 3. Increase Routes/More Routes in Unserved Areas | 8. Bus Amenities          |
| 4. Higher Frequency, Bus Scheduling & Timing     | 9. General Compliment     |
| 5. More buses                                    | 10. Other                 |

**Figure 24:** Comment Categories for Best Friend Express Respondents



## 2.24 Best Friend Express Rider Needs Identification

In order of priority, the top service issues for BFE respondents (based on the number of comments received) were:

1. Saturday/Sunday Operation (25% of comments).
2. Increase Routes (17% of comments).
3. Higher Frequency, Bus Scheduling & Timing (17% of comments).
4. General Compliment (17% of comments).
5. Extended Operations (12% of comments).
6. Other (4% of comments).
7. More buses (2% of comments).
8. Fare Cost & Fare Payment Options (2% of comments).
9. Driver/Operator Issues (2% of comments).
10. Bus Amenities (onboard and at bus stops) (2% of comments).

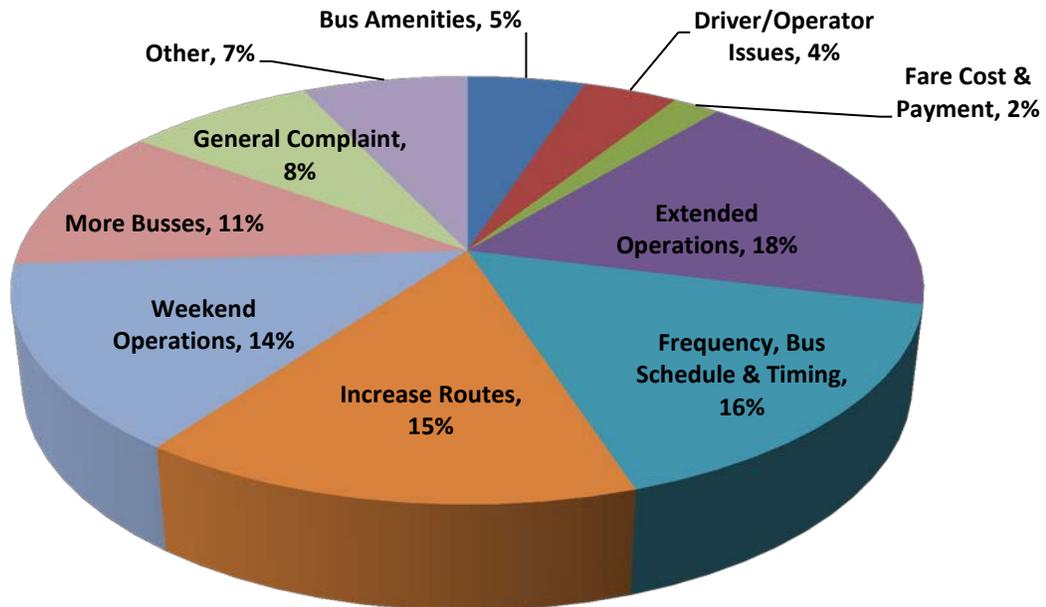
The prioritized list of issues to BFE respondents can be used to identify BFE service “needs”. By identifying these needs, strategies can be developed by ARTS staff, in consultation with Lower Savannah Council of Governments (LSCOG), to improve transit service delivery.

## 2.25 Combined Transit Systems Needs Identification

Combining the comments made by the 662 respondents surveyed, produces a grand total of 619 comments. *Figure 25* summarizes the service issues that were of great importance to APT and BFE transit respondents. In order of priority, the top service issues for the 662 transit respondents surveyed (based on the number of comments received) were:

1. Extended Operations (18% of comments).
2. Higher Frequency, Bus Scheduling & Timing (16% of comments).
3. Increase Routes (15% of comments).
4. Saturday/ Sunday Operation (14% of comments).
5. More buses (11% of comments).
6. General Compliment (8% of comments).
7. Other (7% of comments).
8. Bus Amenities (onboard and at bus stops) (5% of comments).
9. Driver/Operator Issues (4% of comments).
10. Fare Cost & Fare Payment Options (2% of comments).

**Figure 25: Comment Categories for Augusta Public Transit and Best Friend Express Respondents**



#### Typical Augusta Public Transit Rider

Based on the results from the APT transit survey in 2015, APT's typical weekday rider is a Black/African American individual, age 25-34 or 45-64 who uses the bus 5 or more days a week to get to and from home and work. Using APT almost daily, they have a general idea of bus arrival times and typically wait no more than 15 minutes for a bus with a bus travel time of up to 30 minutes.

The average rider comes from a household with an annual income of \$10,000 or less per year. These riders are very much transit dependent - meaning that there are no vehicles available in the household; nor do they possess a valid driver license.

The APT rider values the personal safety and driver courtesy experienced while riding. However, there is dissatisfaction with the time spent waiting for the bus and the convenience of the APT route network. If given the opportunity to make a written comment about APT service, the typical APT rider will state the need for: 1) extended operations (earlier and later operating times); 2) higher frequency, better scheduling and timing of buses; and, 3) more routes serving more destinations.

#### *2.26 Typical Best Friend Express Rider*

Based on the results from the BFE transit survey in 2015, The typical weekday rider is a Black/African American female, age 45-64 who uses the bus 5 , days a week to get to and

from home and work. Using BFE almost daily, they have a general idea of bus arrival times and typically wait no more than 15 minutes for a bus with a bus travel time of up to 15 minutes. Walking is the primary means used to get to a bus stop at the start of their trip; and from a bus stop to their final destination.

The average rider comes from a household with an annual income of \$10,000 or less per year. These riders are 7very much transit dependent - meaning that there are no vehicles available in the household; nor do they possess a valid driver license.

The BFE rider is extremely satisfied with driver courtesy and bus cleanliness. However, there is dissatisfaction with the time spent waiting for the bus and on-time performance. If given the opportunity to make a written comment about BFE service, the typical BFE rider will state the need for: 1) weekend operations on Sundays; 2) more routes serving more destinations; and 3) higher frequency, better scheduling and timing of buses.

# Appendix A

Augusta Public Transit Onboard Survey Form





## Transportation Vision 2040



### Augusta Public Transit Rider Survey

Dear Rider: Please take a few minutes to complete this survey during your bus ride today. Your answers will be used to help us improve service. Please add any comments on the back. Thank you! The Augusta Public Transit (APT) Survey Team.

**1. Where did you come from before starting this trip? (check only one)**

- |   |   |
|---|---|
| <input type="checkbox"/> Home                     | <input type="checkbox"/> Shopping/Errands                               |
| <input type="checkbox"/> Visiting Friend/Relative | <input type="checkbox"/> Personal Business                              |
| <input type="checkbox"/> Recreation/Social        | <input type="checkbox"/> School/College                                 |
| <input type="checkbox"/> Work                     | <input type="checkbox"/> Medical Appointment (doctor/dentist/therapist) |
| <input type="checkbox"/> Other (specify) .....    |   |

**2. Where is that (i.e., the location)?**

*(Nearest street corner, address, or landmark; for example: 9th and Walton Way)*

.....

**3. How did you get to the bus stop where you got on this bus? (check only one)**

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> Walked   | <input type="checkbox"/> Bicycle      |
| <input type="checkbox"/> Rode with someone                                  | <input type="checkbox"/> Drove myself |
| <input type="checkbox"/> Transferred from another bus (specify route) _____ |                                       |
| <input type="checkbox"/> Other (specify) .....                              |                                       |

**4. Where are you going on this trip?**

- |   |   |
|---|---|
| <input type="checkbox"/> Home                     | <input type="checkbox"/> Shopping/Errands                               |
| <input type="checkbox"/> Visiting Friend/Relative | <input type="checkbox"/> Personal Business                              |
| <input type="checkbox"/> Recreation/Social        | <input type="checkbox"/> School/College                                 |
| <input type="checkbox"/> Work                     | <input type="checkbox"/> Medical Appointment (doctor/dentist/therapist) |
| <input type="checkbox"/> Other (specify) .....    |   |

5. Where will you get OFF this bus?

(Nearest street corner, address, or landmark; for example: 15<sup>th</sup> and Broad St.)

.....

6. How will you get from the bus stop to your final destination? (check all that apply)

- Walk  Bicycle
- Ride with someone  Drive myself
- Transfer to another bus (specify route) \_\_\_\_\_
- Other (specify) .....

7. Did you have a vehicle available to make this trip?

- Yes  No

8. How long does it take you to get to your final destination using the bus?

- Up to 15 minutes  16 to 30 minutes  31 to 59 minutes  1 hour or more

9. How long have you spent waiting for the bus on this trip?

- Up to 15 minutes  16 to 30 minutes  31 to 59 minutes  1 hour or more

10. Have you filled out this survey before?

- Yes  No

If **Yes**, please stop here.

If **No**, please continue to question #11.

11. How do you rate your current APT bus services?

	Very Good	Good	Neutral	Fair	Poor
On-time Performance .....	<input type="checkbox"/>				
Driver Courtesy .....	<input type="checkbox"/>				
Transfer Convenience .....	<input type="checkbox"/>				
Cleanliness .....	<input type="checkbox"/>				
Personal Safety while riding .....	<input type="checkbox"/>				
Condition of Buses .....	<input type="checkbox"/>				
Fare Price .....	<input type="checkbox"/>				
Convenience of routes .....	<input type="checkbox"/>				
Time waiting for the bus .....	<input type="checkbox"/>				
Overall Service Quality .....	<input type="checkbox"/>				

12. Do you have a valid driver's license?

- Yes  No

13. On average how many days per week do you use APT buses?

- 1 day  2 days  3 days  4 days  5 or more

14. What is your gender?

- Male  Female  Decline to Answer

15. In which year were you born? \_\_\_\_\_  Decline to Answer

16. What is your ethnicity?

- American Indian/Alaskan Native  Asian  
 Black/African American  Hispanic/Latino  
 White  Decline to Answer  
 Other (specify) .....

17. What is your total annual (per year) household income (from all members)?

- |   |  |
|---|--|
| <input type="checkbox"/> Less than \$10,000 | <input type="checkbox"/> \$10,000-\$20,000 |
| <input type="checkbox"/> \$20,001-\$40,000  | <input type="checkbox"/> \$40,001-\$60,000 |
| <input type="checkbox"/> \$60,000-\$75,000  | <input type="checkbox"/> Decline to answer |
| <input type="checkbox"/> \$75,000 or more   |  |

18. What more could Augusta Public Transit do to serve you better?

.....

.....

.....

.....

**THANK YOU!**

## Appendix B

Best Friend Express Onboard Survey Form





## Transportation Vision 2040



### Best Friend Express Rider Survey

Dear Rider: Please take a few minutes to complete this survey during your bus ride today. Your answers will be used to help us improve service. Please add any comments on the back. Thank you! The Best Friend Express (BFE) Survey Team.

**1. Where did you come from before starting this trip? (check only one)**

- |   |   |
|---|---|
| <input type="checkbox"/> Home                     | <input type="checkbox"/> Shopping/Errands                               |
| <input type="checkbox"/> Visiting Friend/Relative | <input type="checkbox"/> Personal Business                              |
| <input type="checkbox"/> Recreation/Social        | <input type="checkbox"/> School/College                                 |
| <input type="checkbox"/> Work                     | <input type="checkbox"/> Medical Appointment (doctor/dentist/therapist) |
| <input type="checkbox"/> Other (specify) .....    |   |

**2. Where is that (i.e., the location)?**

*(Nearest street corner, address, or landmark; for example: 9th and Walton Way)*

.....

**3. How did you get to the bus stop where you got on this bus? (check only one)**

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> Walked   | <input type="checkbox"/> Bicycle      |
| <input type="checkbox"/> Rode with someone                                  | <input type="checkbox"/> Drove myself |
| <input type="checkbox"/> Transferred from another bus (specify route) _____ |                                       |
| <input type="checkbox"/> Other (specify) .....                              |                                       |

**4. Where are you going on this trip?**

- |   |   |
|---|---|
| <input type="checkbox"/> Home                     | <input type="checkbox"/> Shopping/Errands                               |
| <input type="checkbox"/> Visiting Friend/Relative | <input type="checkbox"/> Personal Business                              |
| <input type="checkbox"/> Recreation/Social        | <input type="checkbox"/> School/College                                 |
| <input type="checkbox"/> Work                     | <input type="checkbox"/> Medical Appointment (doctor/dentist/therapist) |
| <input type="checkbox"/> Other (specify) .....    |   |

5. Where will you get OFF this bus?

(Nearest street corner, address, or landmark; for example: 15<sup>th</sup> and Broad St.)

.....

6. How will you get from the bus stop to your final destination? (check all that apply)

- Walk  Bicycle
- Ride with someone  Drive myself
- Transfer to another bus (specify route) \_\_\_\_\_
- Other (specify) .....

7. Did you have a vehicle available to make this trip?

- Yes  No

8. How long does it take you to get to your final destination using the bus?

- Up to 15 minutes  16 to 30 minutes  31 to 59 minutes  1 hour or more

9. How long have you spent waiting for the bus to arrive on this trip?

- Up to 15 minutes  16 to 30 minutes  31 to 59 minutes  1 hour or more

10. How do you rate your current BFE bus services?

	Very Good	Good	Neutral	Fair	Poor
On-time Performance .....	<input type="checkbox"/>				
Driver Courtesy .....	<input type="checkbox"/>				
Transfer Convenience .....	<input type="checkbox"/>				
Cleanliness .....	<input type="checkbox"/>				
Personal Safety while riding .....	<input type="checkbox"/>				
Condition of Buses .....	<input type="checkbox"/>				
Fare Price .....	<input type="checkbox"/>				
Convenience of routes .....	<input type="checkbox"/>				
Time waiting for the bus .....	<input type="checkbox"/>				
Overall Service Quality .....	<input type="checkbox"/>				

11. The bus currently arrives once every two hours. What bus frequency would be most helpful for your trip? (Check one)

- Every 45 mins       Every 60 mins       Every 90 mins       Fine the way it is

12. What new destinations could Best Friend Express serve?

.....

13. Do you have a valid driver's license?

- Yes       No

14. On average how many days per week do you use BFE buses?

- 1 day       2 days       3 days       4 days       5 or more

15. What is your gender?

- Male       Female       Decline to Answer

16. In which year were you born? \_\_\_\_\_  Decline to Answer

17. What is your ethnicity?

- American Indian/Alaskan Native       Asian  
 Black/African American       Hispanic/Latino  
 White       Decline to Answer  
 Other (specify) .....

18. What is your total annual (per year) household income (from all members)?

- Less than \$10,000       \$10,000-\$20,000  
 \$20,001-\$40,000       \$40,001-\$60,000  
 \$60,000-\$75,000       Decline to answer  
 \$75,000 or more

19. What more could Best Friend Express do to serve you better?

.....  
.....  
.....  
.....

**THANK YOU!**

# Appendix C

Statements Submitted by Augusta Public Transit Respondents



1. More buses and the buses running more often especially Lumpkin Road
2. Transfer connections
3. Let buses run till 9pm
4. Run on Sundays
5. Have these buses run later and on Sunday because I work on Sunday and I don't have a way to work. I need to work.
6. Run more buses
7. Buses should run later especially the mall bus
8. More mall buses on Saturday
9. Have more routes accessible to the entire area. Sunday service.
10. Not to come early than the bus schedule
11. They are very helpful when I need to get to where I need to go
12. Better weekend service
13. It would be nice for Sunday service
14. Need to go back to bottom and top of every hour (every 30 minutes to and an hour) instead of every 40 minutes to an hour and twenty minutes.
15. To continue their good quality of service in public transportation.
16. More buses on the routes and longer hours running
17. I'll leave that to the Augusta Transit.
18. Charge less, make more routes available and go further out of the city.
19. Making sure that the time is right on the bus...!
20. Use card (Debit/credit) to buy bus tickets currently may use but chase Enforce or educate passengers not to smoke anywhere around the terminal, educate drivers to be flexible. I had \$15 while leaving the house. I asked for a ride to the terminal to get the bus ticket but the driver refused.
21. Keep doing a good job
22. Have more buses
23. More routes

24. Nothing in the world like A.P.T You learn to be safe, alert 24/7.
25. There should be programs to ride buses for a discount or for free while looking for work.
26. Have extra buses on routes with one bus - thanks.
27. More bus stops especially downtown. Need Grovetown Bus stop. I've been left at stops or just been driven by and I was there at the scheduled time.
28. Run longer past 6pm
29. Have more buses running on time for people to ride and get to work or doctor's appointment, business
30. Run longer and add more or long route as well as more buses to each route. They say it can't be done cause of budget but I say and know that it can be done.
31. No complaints
32. Getting to work on time Schedule information improved
33. More buses - and be on time
34. More buses and the buses come more often, especially Lumpkin Road
35. Bus needs to run more frequently, providing 2 at a time; needs to run on weekends, needs to run later hours
36. Instead of the Lumpkin Rd bus leaving immediately before the Kmart and Turpin Hill buses make it to Kmart, it would be helpful if the Lumpkin Rd bus waited on Kmart bus before leaving
37. Free rides
38. If there were a higher frequency it would not take so long to get some places.
39. Nothing
40. More connecting routes which means more buses
41. Washington Rd needs buses to run later because there are a lot of workers.
42. Cut the bus card prices in half
43. Keep later hours like until 10:00 pm or 11:00 pm
44. Pay more attention to the roads instead of talking, and bus respondents flagging them down to ride on the buses.
45. Get more bus routes in areas where some people need them

46. Be on time
47. Have a better bus system
48. More buses
49. Need places to sit while waiting on the bus; There is a bus stop that they are not using on Wrightsboro, Road, across from Walmart. Need another at Catholic Outlet on Broad St to accommodate the respondents.
50. More routes; Sunday service; Run later (until 12 midnight); Run on Black Friday, Run on Good Friday
51. Later route times, and more busses running on Saturdays
52. Nothing
53. Run the bus to a later time and new routes around Augusta
54. The Lumpkin Road bus for some reason only has 1 (one) bus that runs early morning. I need a bus going in the opposite direction but due to rainy weather etc. I have to go all the way around and come back past my original stop or sit and wait for the bus to come back because bus arrival time is not what APT tells me on the phone which is very time consuming when I could just be going in the direction I need to. Additionally, it would be fantastic if a bus could go along Peach Orchard Rd. Thank you.
55. I live at the Motel-One on Gordon Hwy. There is no bus stop for the motels on Molly Pond Rd for the Motel-One/Gordon- Suites, or the Relax Inn. People, including me, walk from these motels all the way down Molly Pond Rd to catch the 12th St bus. [Respondent including name and contact information]
56. More routes
57. Timing the bus takes can be improved. Make app with GPS locator.
58. Try to be more consistent and if they see someone walking or running to the stop to be nice and wait for them (please). Help someone if they don't have enough as far as change (30 cents)
59. Run on Saturday
60. The route I ride is Lumpkin Road, there is no bus service on Saturday or Sunday. Can't get anything done on the weekend, it would help greatly if the bus could run at least on Saturday. People have things to do on these days as well.

61. Extend route
62. Better routes, longer service, service on weekends
63. Increase available routes; increase hours of operation to 1 AM for most routes
64. Extend the hours to at least 11 pm or 12 midnight
65. Respect
66. Implement a plan that involves at least two buses for each route. For example, there are 2 Kmart, Washington Rd, and Augusta Mall buses. Each route should have 2 buses that are at a minimum of forty minutes apart. i.e., Kmart and Augusta Mall
67. Be on time and listen to the customers
68. Two hour time card allow one transfer. I take three buses and have to pay for the third bus within the two hour window. Not fair. It SUCKS!!
69. Clean the bus daily and arrive on time on every route
70. Service every 30 minutes not hour and "Sunday". I work every Sunday and need the bus service.
71. More buses / 2 on route
72. Bus - extend route - go to airport - go to flea market on Mike Padgett Highway. Bus need to run at least to 9:00PM. 7PM is just too early and you can't work late.
73. Later hours and Sunday services
74. Run on Sunday and start running all day like other cities do.
75. Longer hours make it on time for an appointment and others. Standing waiting.
76. They have respectful people to drive us around just the wait is the problem but they okay
77. Much!!!
78. The public transit does exactly what it's supposed to do. Take people to and from their destinations. I personally haven't ran into any troubles. But a little late but other than that it is okay.
79. Increase the frequency of times/start & stop Extend the Washington Rd (#5) bus route. Extend the time the last bus runs More bus routes - for example - there are no bus routes in Martinez, Columbia County!
80. Extend Routes
81. Bus on Sunday's

82. Help increasing their time schedule straight
83. Extend the service on Saturdays and Sundays. Holidays would be nice too. For a Sunday schedule 11am - 5pm. Holidays, such as Labor Day, Good Friday and Thanksgiving Day after can run a Sunday schedule. Broward County Transit has some good transit. For some schedule ideas Broadward.org. Thank you very much.
84. Be on time/Leave on time/Have a Sunday service/Provide better service to its respondents/More convenient
85. A bus short cut to the mall
86. Nothing they do what they can as fast as they can and I appreciate their business
87. Make more buses available
88. Keep on driving
89. Right on time now
90. Have better buses. Have buses run 7 days a week. Extend routes. Have buses run 4:30am - 1:30am. Have Lumpkin Road run on Saturday. Have Commissioners ride buses for 3 months to see how it feels what the patrons have to go through on a daily basis. Have more than one bus on all routes. Have bus shelters at every bus stop on every route. Need van buses like other major cities in GA.
91. Locations more
92. Have better attitudes as drivers are concerned. We ride the bus as a means of transport. I love my job and I think the drivers should also. If you don't want to work don't make the people riding the bus have a bad experience. There are a million people with jobs. So if you're not happy find another job.
93. Have more bus running and buses run seven days a week.
94. Be on time in the morning
95. If there is no one at the Augusta Mall bus stop, wait at least a minute instead of pulling off!!! As soon as I walked out of the mall, the bus just took off!! >\_<
96. It seem like some of the routes intersect at same pints (Barton Chapel Rd and Lumpkin Rd)
97. I wish that it would stop running at 11pm and also run on Sunday
98. Add more buses and expand their routes
99. The time - more buses, more runs, run later. Knowledge of the office staff (routes stops etc.). Run later is most important. Mall doesn't close until later. More people could shop and work if it would run later. Quit switching drivers and routes.

Passengers get used to drivers and drivers know their passengers. Better customer service and experience all around.

100. Bus route to Evan's Town Center Park.
101. More buses instead of one bus running on Augusta Mall half day. During peak bus schedule not running but idle. More concern for customer service
102. Buses after 7pm. Run on Sundays.
103. Try to run buses at a late time.
104. Run on Sundays and later hour of service
105. Having long hour for the buses
106. I feel everything is okay.
107. Yes
108. Run the bus on Sunday
109. It could become a tri-state bus system, meaning going into Aiken and Columbia County where the jobs are. That will give our young jobs and single moms a way back and forth to work.
110. A bus
111. More buses on routes
112. Have the buses to run on Sundays, holidays and later in the evenings
113. Maybe lower the price of monthly bus pass and start letting people use their credit and or debit cards.
114. Make Washington Rd and Augusta Mall buses run all day. Allow buses to run to 11pm. Make sure all buses have bike racks cause there's one bus that did not have a rack.
115. Have more buses for Wrightsboro Rd
116. Longer hours
117. Assign at least two buses to each route
118. I think they are doing good!
119. Thanks
120. Have more bus routes at more times
121. Well for a lot of people and I. I really believe we need more buses. Also they need a more updated system. And last but not least we need more stops all over Augusta, GA

and surrounding areas.

122. Better times, cover more of Augusta. Also be able to have buses available after a holiday. Example Thanksgiving
123. Run longer past 7 pm
124. Have more available space for senior citizens
125. Bus run on the weekends
126. Bus run on Sundays
127. Everything is fine to me. I enjoy riding the bus.
128. Everything is good!
129. Sunday service
130. 1) Post bus schedules at bus stop. 2) Better bus schedule on Sat. 3) Bus service on Sun. 4) More routes
131. Provide more buses and run at a later time, 7 o'clock is a bit too early
132. Get another bus out on Augusta Mall in the afternoons and keep it going all day long
133. 1- Get more routes 2- Stay open until midnight 3- have more busier routes 4- Service out by International Paper
134. Get me there on time
135. Nothing really
136. Please be on time and Should be available for operation later than 7:30 pm
137. New buses!!!
138. Well because I go to Augusta Tech now it's a good way for me to get to school and back until I graduate then I will have to pay,.. even though I still had to pay anyway.. love the service in all
139. Be on-time sometimes
140. Stay out later till 11 pm
141. Get a bus in Hephzibah so I can get home!
142. It would be great if the buses ran every 30 minutes like the buses to the mall and I wish the bus ran later than 8:00 pm
143. Better time

144. Run until 1:30 am I walk from Washington Rd to Gordon Hwy 5 nights a week. Would help a lot for night shift worker without transportation.
145. Have more buses run and like in Atlanta have them go everywhere in the city and later routes. Maybe until 12 am people have to work late too.
146. Put back those things where you can set down at bus stops and also be out of the rain
147. Make more routes and make the Lumpkin Rd Bus available for the weekends also buses need to run at least until 10 pm.
148. At least eat or drink on bus it would make my ride comfortable!
149. Run after 7pm
150. Have a place for people to sit after getting from work.
151. I think they could be more on time with certain bus drivers, and how some bus driver talk to older people and to have more respect towards them.
152. Longer hours of operation it's harder to have full time job if bus stop running around 7 pm
153. Doing a good job thanks
154. Later routes
155. More routes Longer hours
156. Do better
157. Don't stop it keep it going
158. We need more buses and route cause sometime I walk 15-20 minutes to the closest bus stop
159. They should improve their leave and arrival times Also bus stops are too far apart, way too far! Also the shut down time is too early; some people work late. My biggest complaint is the lack of Sunday Service, people want to go to church!!!
160. Get more buses on the route and need to run on Sunday run a lot later for people that work later so they can get home the bus needs to go further places.
161. Have more routes
162. Rather not say
163. The bus come a little early and get to Lumpkin Rd and run on Saturday get two buses for my convenience
164. Add more bus routes in the Hephzibah area, like Windsor Spring Rd, Tobacco Rd, Willis Foreman, Davis Mill to Deans Bridge past Fort Gordon, and Evans to Locks Rd.

165. More buses and stops for people in South Augusta. Every twenty minutes all buses everyday.
166. Just keep up the good work
167. Go further out, go to more places
168. Saturday service
169. Do better
170. Weekends
171. Train drivers how to smile and be more polite to passengers, wait for people to sit down before taking off.
172. It's fine
173. Run longer hours!!
174. Everyone get to go to Fort Gordon late night service
175. Have Lumpkin Rd bus to run on Saturdays to the flea markets
176. Let both Augusta buses be running at all times.
177. Be on time
178. More routes, extended hours
179. Post arrival times at bus stops.
180. Running on Sunday- they used to run a long time ago so need to start back up. Please. Some people work on Sundays.
181. Work later on some routes
182. More buses
183. Keep people and get drivers on the job who are good workers and like their job/smile.
184. Run buses at night, Sundays
185. Better timing at destinations
186. Go further out to Evans and Hephzibah
187. They are doing good so far
188. Extend hours and extend distance of travel

189. Could be on time and more buses
190. Seat belts
191. Yes
192. The time for bus routes - sometimes I have to wait two hours to come home but I don't live that far!!
193. Expand routes onto Lumpkin Rd and Tobacco Rd
194. Run on time; customer service training for drivers; certain buses near to run every fifteen minutes; Sand Hills needs a bus stop in the neighborhood at least at the Community Center. I have to walk through 2 neighborhoods to get to Walton Way. Hours need to be extended to at least 7 pm.
195. Better bus drivers with better attitudes. The bus should go to Hephzibah because I am tired of walking every day.
196. Be more consistent and on time. Run on Sundays. Create more bus stops, there are many places in Augusta where the bus doesn't run.
197. Put more buses on the line and come every 35 to 45 minutes.
198. Could use one bus on Wrightsboro Rd all day. Have Lumpkin Rd bus on Saturday.
199. Make more bus routes that go more into Columbia County
200. More buses and Sunday service. To run in the p.m.
201. Need more buses and the buses need to run late night so people can have a way home from work
202. Get more buses, go different routes so folks can get to their destination in a timely manner without any hassle.
203. Letting Miller-Motte Technical College on for free and recognizing it as a school.
204. Early and longer times on Walton Way on Saturday
205. More buses for less time on wait; need to run longer; more buses on Saturday; also need to run on Sunday-people still need to get to work; and more nice drivers
206. Buses run longer, and have more routes.
207. Bus on Sunday
208. Improve Augusta Mall route (late coming from mall route to terminal).
209. Two bus on every route.
210. Routes need more uniformity Buses stop running way too early in the evening (i.e.

Washington Rd last bus leaves terminal around 6; this is inexcusable)

211. Sunday service
212. Not wait so long at the transfer station
213. They are doing a good job
214. Have service on Sundays Run until 9:00 pm Add more routes
215. Need to run on Sundays Need to run every thirty minutes Need more friendly bus drivers
216. Extend the hours until 10:00pm Have bus to run on Sundays
217. Be on time, have buses running later than they do, have bus run on Sundays.
218. Change some routes for easier access across town
219. The bus driver from the Augusta mall route almost ran my pregnant fiancée over at the mall when she stepped over to wave me over, she's pregnant. Than while on this same bus this day he ran over a bike rider on central avenue. Then continued driving without going to his aid. When we arrived at the terminal his right back tire had a deep puncture in it from running over the bike rider.
220. Maybe take a look at distances between stops
221. more specific with the time
222. Work a half day on Sunday, Walton Way stop to else starting last on Saturday
223. More time and transits, longer routes, longer time running system after hours
224. Bus on Berckman road
225. They do a great job
226. They could operate on Sunday but I also know they have families too
227. More buses, run on Sunday, run late nights
228. Run longer hours
229. More buses running long buses hours
230. Bus route from K-mart to Augusta mall
231. Nothing, good service and time
232. Be timely run a schedule a minute late is better than a minute early if you miss the

schedule bus you must wait another 80 minutes

233. Be on time make better decisions where your passengers can better be able to get to work when such things as a bus break down accidents have a bus in route to take over for the disabled bus in a timely manner
234. Bus service more frequently
235. Have all buses to connect Have to wait nearly 2 hours for East Augusta to connect with the Washington Road. In the afternoon.
236. Shorter Hours
237. Need better bus. Better drivers with respect
238. To have two buses on every route and needs to be more clean and the driver needs to have more respect on their bus like Mr. George or Ms. Mary the young woman use to drive the Walton Way Bus. Thank You.
239. Acknowledge Miller Mottes ID :) Have better attitudes
240. Be ontime
241. Stop speeding
242. Better drive some new people don't know what to do
243. Clean the buses and eliminate loud people early in the morning. It takes me a hour to get to my destination. That's poor quality.
244. They are doing a good job.
245. Stop is to far apart make stops closer
246. Buses time of service is awful. All buses should start and end at the same time
247. Run on Sundays Need 2 buses East Augusta route
248. Seats at the bus stop
249. Get some more buses on routes and more drivers
250. More bus service on routes
251. Nothing at this time
252. They can let the bus run on Sunday and longer times during the week and Saturday
253. Allow the buses to serve later time so people could get home from work late at night. Allow more buses to service the routes.

254. Have more buses
255. More bus r (routes?)
256. Have more seats on the bus
257. Go to the airport!!!
258. Yes
259. They could do better by running all day everyday
260. Extend the time bus run
261. Sunday
262. Run 7 days a week
263. Nothing everything was very good. Thanks for the ride.
264. It help get around I don't have no around. No car.
265. We need another bus in East Augusta and also a late bus route time service for people that work late.
266. 1. Other routes throughout city 2. Relocate to another facility away from railroad track where buses are being delayed 3. Longer hours for buses to run throughout the city
267. Why don't you have one bus route on RA Dent Blvd?
268. Extend longer hours
269. Later bus rides likes 11:30 PM or 12:00 Washington Road
270. Nothing
271. Sunday service Provide more time per day on Washington Road : Kmart
272. Nothing
273. No complaint
274. Better management
275. More routes Later service
276. Have better routes, later running time, earlier starting time, air conditioner/heat always working, being on time more
277. It's fine how it is

278. Have more buses
279. Give drivers lessons on manners
280. Have more routes, more buses and time management Make a terminal mid-town 24 hour service
281. Nice drivers on the bus. They make sure we get to our stop safe.
282. Need more bus ride all day
283. Just started working 2 weeks ago How early route in morning way before church on Sunday for those drivers that go to church and some routes in afternoon for those people that have to work on Sunday. I think public transit is a great thing for young people to not use no transportation for reason not to get a job. Thank you for asking us out thoughts on things. Please service South Augusta much better. I live on Meadowbrook Drive and must walk 2 miles to get to the nearest bus stop. May go down Meadowbrook and Windsor Spring Road
284. Have longer hours
285. There needs to be more routes to cut down the time of individuals using APT There also needs to be more buses
286. Later bus hours some of us don't get off till after 7pm
287. Be on time More seats for passengers
288. Operate on Sundays
289. Have the bus running longer like in Atlanta and other areas it would be more convenient
290. Have more frequent time Go out further Go down Meadowbrook Drive
291. I wish could run on Sunday
292. Put bus on Sunday
293. Greater affordability. More buses. Improved scheduling and connections.
294. Rid yourself of nasty personalities
295. No comment!
296. I really can't think of anything that Augusta Public Transit could do to serve me better
297. Run services on Sunday. Make it convenient to transfer. There is no route in this city where you can get off one bus and catch another other than the terminal.

298. The wait between buses is long. Years ago you wanted 15-30 minutes for the next bus. It's too long now, plus the bus should run longer and on Sundays.
299. Get new driver. Some of them are not good working with the public. Don't know how to talk to people. "Get new drivers!"
300. Better bus time for pick up and drop off
301. A lot!
302. More buses to Lumpkin
303. More time to ride buses at night, those hours are bad
304. N/A
305. The Lumpkin Rd bus could run on the weekends to service their customers
306. Less loud people
307. Maybe try a Sunday route just from 6 am - 12 am Get some of the Committee board to ride the bus and see for themselves Buy bus passes make the pass last longer - APT Cards I really have no complaints it's just a few things that need to be changed
308. Be more on time
309. Augusta transit needs to look at ways to better serve the community. The city should consider metro rails to connect cities for the people who want to drive and those who don't. Provides jobs for services.
310. Augusta Public Transit could serve me better by allowing the buses to run longer and to run on Sundays, if possible. The wait time for the Augusta Mall bus to arrive at Paine College is longer and then by the time it arrives the bus is too full to even have a place to sit
311. More buses and routes
312. Have bus passes for a full 30 days
313. Put all buses every 30 mins
314. Another bus in afternoon Augusta Route
315. More buses!
316. Bus needs to run longer
317. More buses More routes
318. Spread out routes grow and get out of the 1900 thinking. It's 2015 and the city is way behind.

319. It's fine the way it is
320. It's fine the way it is
321. I'm ok with everything
322. Change
323. Have longer routes until 10 P.M. and Sunday Routes
324. Stay open later
325. Be on time and start running 7 days a week
326. Have a bus to go to Riverwatch Parkway and other places
327. Extend hours, expand route in S. Augusta
328. More buses. Run on Sundays and Holidays.
329. I think the bus can run a little later and I think we should be able to use a transfer for the same bus if we get on the bus later
330. Run later into the night
331. Come on time, get to destination quickly
332. Get better drivers that want to work
333. Run all day and night like New York, Atlanta, Detroit and other cities. So please don't have to spend a fortune in cabs just to get to and from work and other places. Stop running around 1am or 2am and start back at 4am or 5am to service the buses.
334. More routes to more areas
335. Better Time
336. I want them to keep running.
337. More convenient transfer stops and less waiting time (15-30 minutes)
338. The can let the buses run on Sundays and run at least till 8 pm on weekdays.
339. The Bus could go farther and run later
340. Keep the fort route going
341. Better customer service, accommodate military personnel. more reliable bus stop. be more assertive, pick up people verses leaving them due to not walking fast enough to the bus stop

342. More bus on line, another bus to the Augusta Mall not just "Augusta Mall Bus"
343. More buses, more stops, more hours, more days
344. Sunday service
345. More buses on each route. Being on time.
346. Run the buses longer on Augusta Mall
347. They're okay as a service.
348. Have all the buses to run on Saturdays mostly Lumpkin Rd to the flea market
349. More bus hours for people who work and have a way to go around the city. More bus routes for people. More bus to service the people of the city.
350. Have 2 buses Wrightsboro Rd and Washington Rd all time
351. Run more buses more often.
352. Nothing, ride free for a day.
353. Longer hours / weekend service horrible. 9 am would be better than 11:30 am. Post schedule at bus stops.
354. Buses more often. Need second Saturday bus for route 12.
355. Radio allow
356. More bus routes in other areas and holiday's also improve
357. To add more routes and decrease a time between buses.
358. Be on time. More good drivers.
359. More buses on each route.
360. Please increase working hours till 11pm and work on holidays and weekends.
361. It would be nice if they had more buses and came every 15-30 minutes.
362. 7 day service
363. Increase the bus service weekend travel to Sundays. Increase the number of buses o the various routes on Saturdays.
364. At least run the bus an hour later before cutting off for the day.
365. Put a bus on Sand Hill

366. Run over night or longer hours for workers
367. Better bus service, longer bus running longer. Lumpkin Rd bus running longer and Saturdays, Sundays, Holidays. More routes needed.
368. I do not know maybe later
369. More stops on Stevens Creek Rd
370. You tell us
371. Have less wait time
372. Have the heat and Air working properly yesterday it was hot on the bus and take driver on Lumpkin Rd. I was miserable.
373. Keep the buses a little more clean, sometimes the buses are running either too early or late.
374. I'm more than satisfied.
375. Be on time more
376. Good Job!!!
377. Cover all areas
378. Have transfers between bus routes to meet ongoing bus. Have more routes, and run till 11:00 pm
379. Have shorter bus time. Run the buses longer and on Sunday.
380. If a bus gets caught by a train the other buses have to wait.
381. More buses, more often, more routes, increase service time.
382. They can have service running on a Sunday and Saturday don't start early than 10:30 am
383. Sunday service 6 am - 8 am
384. Bus supposed to arrive at 10:15 am, but arrived at 10:35 am. Add more buses on their routes; travel further then they travel; 24 hours services and find quicker way to get people to their destination; more room on the buses due to the fact that some days the bus be very crowded and people be standing up (not safe).
385. Put buses in Hephzibah GA 30815 Deans Bridge to Fort Gordon
386. I think they should let it run on Sundays and longer nights
387. Run like they used to

388. More routes
389. It would be nice to have Barton Chapels bus to run earlier on Saturdays. I think the weekly bus pass should last an extra day since the bus doesn't run on Sundays.
390. Arrive on time
391. Nothing the transit is great so far.
392. I think it would be great if every route had two buses other than that everything is fine.
393. Augusta Public transit get me to my destinations everyday.
394. Start serve Providence Apt, Murphy Middle and Wheeler Rd / Elm area. Try make it easy for the elder proper to get around hate to see other folks walk around with bags in their hand don't no one what to help and the bus is crowd with people on the bus take up the seat don't want get up
395. I understand that due to traffic and other factors that the bus may be late sometimes but sometimes the bus is extremely late for example the bus goes to Doctors hospital at 1:25 pm I go to my bus stop in front of Med Now at 1:25 and while in route the bus driver pass me. How is at that stop at 1:25 when Doctors hospital is exactly three minutes away? Mr. Miller is awesome though I don't usually experience issues when he drives.
396. Should offer night time services for people who work 2nd shift offer later bus times
397. To start running on Lumpkin Rd on Saturday. Have the buses run later than what they are running now at least till 10:00.
398. More Routes



# Appendix D

Statements Submitted by Best Friend Express Respondents



- 1 Saturday, great bus drivers
- 2 Overall I am satisfied with the service
- 3 Weekend service
- 4 It would serve me better to have frequent and more stops in Aiken county. Also by connecting to the transportation services in other counties in South Carolina
- 5 I go to Belk to show some times. It is possible for her to go closer to Belk. The young lady that drives the bus is always friendly and kind. She lets me know that I am at the place where I get off at.
- 6 By running every 30-45 minutes. Waiting for the august bus arrives sometimes so we can transfer better. Example the 12 buses - 2 pm buses so we don't have to wait 2 hours to catch another bus
- 7 Bus should run on weekends and should try to connect better to Augusta transit so you're not waiting an hour or more for an Augusta bus. Would be nice if the bus went to Aiken mall more often. Ending at 2:00 pm is not good the mall doesn't close until 9pm
- 8 It is a good bus good to ride on. -Sylvia Murray
- 9 Later hours for working people last run 1030 pm keep you from getting stuck after 6 pm
- 10 Run every hour and run on Saturday also
- 11 Extend their hours
- 12 To be able to drop the passengers off at their house
- 13 Stop every hour and come through the neighborhood make more stops overall drivers are da bomb!
- 14 Stop more places more often
- 15 They do a great job without them I would be lost on rides to get a job
- 16 Weekends so I can work
- 17 Late night please
- 18 Ass a 12:30 route to the Aiken express red route
- 19 Good as is
- 20 Run on Saturday

- 21 Stop at campus more often
- 22 Go to more areas
- 23 To drive on some Saturdays maybe every other Saturday
- 24 Please run on Saturday at least part of the day please thank you
- 25 Weekends and more buses
- 26 Have buses running more times a day
- 27 Run on weekends, people work on weekends and don't have transportation
- 28 More routes that focus on times rather than 3 30 for the south side of town
- 29 Wish they can drive weekends for transportation to work
- 30 Free
- 31 Later run time
- 32 Give me a free ride
- 33 Fine the way it is
- 34 Open on Saturday
- 35 Lower bus fares. I don't always have the money to get on, have a special offer to pregnant women like me.
- 36 I am happy with the BFE service





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