

# Jefferson City Transit Development Plan

Public Comments (as of March 9, 2006)

Date	Organization/Representing/Title	Comment
May 26, 2005	Cole County Public Administrator	I will be unable to join you at the Transit Public Meeting on June 14, 2005, but would like to share my ideas with you in reference to your flyer asking for ideas, suggestions or concerns about JEFFTRAN services. / I would like to see JEFFTRAN expand its hours of operation to be available on weekends. JEFFTRAN is the only means of transportation for most of my disabled clients, and it would be very helpful for them if they had this benefit in order to go to and from work on the weekends. Cab fare is prohibitive for them. / Thank you for the opportunity to include my suggestions and ideas.
June 7, 2005	Resident	To whom it may concern: / I was pleased to read that the City is having an Open House to discuss expansion of coverage and increase of hours. As a daily rider, I have seen the great need. I have not only seen the need, but, also, have heard comments from other passengers on the bus, and, while waiting for a transfer, the comments cover from they wish the hours would increase, because some get off of work later and/or their beginning hours of work don't coincide with the bus schedule. / I will give you my daily routine as an example and why I use City Transportation, I do own a car, but, my husband's work schedule and mine are on different shifts, I drive to work in the morning to work, I live off of Eastland and Woodlander, I walk up the hill on Woodlander and walk to where I live on Alpine Ct., at noon, I go home for lunch, my husband then brings me back to work, I work at JCMG, I get off at 4:20 pm, walk to Stadium and Edgewood, to catch the last bus at 4:30 pm. I am rushing daily, but, make it, just a couple of times have I missed the bus and have had to find a ride. Once downtown I then transfer to Super Gerbes on Eastland, I am dropped off there and I either walk home which is about 20 minutes, or on bad weather days, or, if I am really tired I call a taxi from Gerbes. So, an increase in routes, for some of us would be more convenient. / Not, only would it be much better if the hours increased too, but, also, for those that I have seen using transportation at JCMG that come for later hours to see their doctors and have their pharmacy needs met, even though, they may have to walk up a hill to get to JCMG, and walk down to the only and nearest bus stop, on Edgewood and Stadium. A closer bus stop would also be more convenient. I remember when Jefftran came up to the JCMG door and it was a convenience for those patients. I do see though Jefftran buses for the Handicap come up and pick up those in need, which I think is great! / Also, I see a great need of shelters at the bus stops, coming from the state of California recently, and getting use to the Missouri weather, I have been many a time caught in the sun, snow, rain and thunder storms with only an umbrella as protection, I have gotten use to that and can handle that, but, I have seen elderly and other riders without a seat, or covering. / I am going to make an effort to attend the Open House, if, I can find a ride for that day. If, I cannot I hope that this email can be considered and be submitted.
June 8, 2005	Resident	There are hundreds of Jefferson City residents who might be interested in a monthly bus tour three or four times each year to different areas of our city to see - and learn - about the past, present and future of our "needs to expand" metropolis. / Mid-morning, mid-afternoon times can be set, pick-up stations clearly marked. / Volunteers can be found - or trained - and a small fee charged for passengers - \$3.50 (?) / Reservations must be made. Microphones must be used for all to hear. / Good luck! Interest all in bus riding! / Long-time resident.

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June 10, 2005	Resident	This resident read about the upcoming public meeting, but is unable to attend for more than 30 minutes and still catch her bus and get back home, so she called. / She is an elderly widow, and a long time bus rider. She does not drive. / She has good things to say about the drivers, but would like to see later service and more frequent service. / She wonders if there could be more than one transfer site? one in the east, one in the west, and one downtown. / She also commented on the extra length of time required spent traveling due to the circuitous routes of the buses. / She would also like to have inter city service if possible. She commented on Oats not being here anymore, so she has trouble getting to locations outside of Jefferson City. / She also commented that certain times of the month are extremely busier ( more riders) than at other times of the month. / She also commented that shopping trips take a great deal of time, depending on where you live and what the shopping trip is for. / Groceries are more difficult to shop for and frequently require an expensive taxi. / She regrets that she will be unable to attend the open house.
June 10, 2005	Resident	Greetings, / Please strongly consider expanding service hours to evenings and weekends so that those of us who depend on the bus for transportation can be fully participating citizens. / Thank you.
June 14, 2005	Comments on Transit Survey	"I Believe that a Bus driver that drive on Handi Wheels. I have report him a couple time Because of his driving, it scares me very much."
June 14, 2005	Comments on Transit Survey	"I would like to see people who can take me other places then my family."
June 14, 2005	Comments on Transit Survey	"I think that Jefftran has the most courteous, polite, and agreeable drivers anywhere in this state, and I would be in favor of them getting a modest raise."
June 14, 2005	Comments on Transit Survey	In response to question 4 - "change to one hour!" / In response to question 9 - "no transfer center"
June 14, 2005	Comments on Transit Survey	In response to question 9 - "Doesn't matter" / " I would like to be able to use my bus service, to purchase my food, and shopping as cab fares are not high for me, living on a fixed income. There are a lot of people where I live, have this problem, and concern. Could this be possible? My thanks to Jefftran for their good treatment and kindness to me." (name omitted)
June 14, 2005	Comments on Transit Survey	"They run out of transfers too run. Bigger buses (Handi-Wheels). 6am-Midnight (Hours). Weekend hours past midnight. 24-hour operation in the future. VCR/DVD player."
June 14, 2005	Comments on Transit Survey	"If a Saturday schedule is begun, consider a 1-day pass, so could make several stops on Saturday to shop, etc. Try to get businesses to sponsor a Saturday or week night's transportation - which would increase their business. On regular buses, announce what next stop will be as pull out from each stop (automated systems are available)."
June 14, 2005	Comments on Transit Survey	In response to questions 1-10, "Not applicable to me at this time, but to the people with whom I work." / "I'm here as a middle school employee at Thomas Jefferson Middle School. We have parents, who cannot attend school functions and students who cannot participate in after school activities because they have no transportation and cab fares are prohibitive. Bus service to the corner of West Edgewood and S. County Club/Fairgrounds may allow our citizens more opportunities. Thank you!" (name omitted).
June 14, 2005	Comments on Transit Survey	"Bus Stop on Linden/Hawthorn removed not sure why. Confusing route for Simeson Students I think they need better bus service. Clarification of existing routes would be helpful."
June 14, 2005	Comments on Transit Survey	Response to question 1 and 2 - "Handi-Wheels especially" / "Consider private advertising on busses. Once-a-month Handi-Wheels ride similar to fixed routes. Merchants help subsidize evening, weekend, holiday rides even if only twice daily. Combine Handi-Wheels with shuttles on an occasional but regular basis."
June 14, 2005	Comments on Transit Survey	"I do not use bus not but may rely on it in future. Only bus stop near my residence requires 1/2 mile walk and crossing Route 179. I work downtown I would ride bus if it were convenient. Since it's not at present, I am mainly concerned with future availability of public transportation as I retire and have no family to depend on for transport."
June 14, 2005	Comments on Transit Survey	"(One driver) goes 45mph in 30, stops in middle of street to look at girls, or opens door to get attention of girls/women. Pulls out in traffic and makes oncoming cars to stop, don't stop for animals crossing street."

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June 14, 2005	Comments on Transit Survey	"My particular interest is in having service provides out on South Country Club - near the Special Learning Center and Thomas Jefferson Middle School. I work in that area and would like to use the bus. My experience with Handi Wheels was excellent. Compared to other cities our Handi Wheels is Tops! In my work I hear from clients of other services."
June 14, 2005	Comments on Transit Survey	"Please also consider adding revenue by accepting advertising from the businesses (restaurants, etc.) that would benefit from the extended service before raising fares."
June 14, 2005	Comments on Transit Survey	"Put ads on inside and outside of busses. See if businesses (Scholastic, etc) would help support a bus line to serve them, jails to serve their employees and prisoner's visitors. Start routes earlier and end later to accommodate more workers. Check with businesses for help. Lincoln for night classes. Less time for commute would draw more riders. 1/2 hour ride and 1/2 hour wait to transfer = too long if you can drive it in 15 minutes."
June 14, 2005	Comments on Transit Survey	"I would like longer hours and weekend hours, at least Saturday."
June 14, 2005	Comments on Transit Survey	Response to questions 3-6 "Depends on location" / "Handi Wheels bus driver speeds and scares the clients (?) He honks continually at beautiful women."
June 14, 2005	Comments on Transit Survey	"Doing their job really good"
June 14, 2005	Comments on Transit Survey	"Consider using paid advertising as an extra source of revenue. Extending hours of operation (and weekends) will lead to further business activity, promoting economic growth."
June 14, 2005	Comments on Transit Survey	"What, if any, evaluation of cost has been done"
June 14, 2005	Comments on Transit Survey	Response to question 5 - "Depends" / "We need to make the shuttle more user-friendly and more downtown friendly with better connections to the route buses. State and businesses could save money by using buses instead of building parking garages. Design and build the community so that it is transit friendly. More people downtown, on major routes and in certain areas. Have businesses and the state market bus service to their employees."
June 14, 2005	Comments on Transit Survey	Response to question 7 "Not at expense of service." / Response to question 8 - "Not critical with improved scheduling" / "There is no access downtown businesses and restaurants with one hour service. Depends on when I need service. Half hour in morning and evening work well for scheduling"
June 14, 2005	Comments on Transit Survey	Response to question 4 "30 minutes" / "Longer hours would be great. For weekends, I feel that the buses should start at 7 and end at 3 at least. I feel 30 minute intervals will be better than 40 minutes."
June 17, 2005	Resident	A resident expressed the need for the City to provide opportunities for discussion of new stops for newly annexed areas. She also expressed the need for transit in the area west of the Mall in the Apache Flats area. There is no current access to transit for this area. The area has a lot of children with some new and some older (20 plus years) homes. For those residents in the area without a vehicle a cab ride is very expensive. There is a need for children during the summer to have the opportunity to use transit to get to the library or to the pool.
July 25, 2005	Resident	A resident said he would use buses more if hours were extended to evenings and weekends. He thinks there should be a daily shuttle between Jeff City and Columbia. .

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August 1, 2005	Resident/State Employee	<p>We met at one of the JEFFTRAN information meeting at the Jefferson City Hall and you gave me one of your cards. I have had a couple of thoughts that I would like to pass on. / Missouri Boulevard - This business loop area, the major shopping area in Jefferson City, is a real bottleneck in the loop-transfer bus system we have here. To provide service, the transfer-loop for access in an hour long. On the other hand, access to businesses for your non-driving bus patron is very important. There has been minimal accommodation for pedestrian use of this business area. Crossing the boulevard is treacherous for the able bodied, much less disabled or elderly. I would like to propose the consideration of a continuous boulevard loop bus distinct from the 30 minute loop-transfer routes. This bus could run continuously from say Walmart to Target to Hastings lot etc. then perhaps turnaround at the Dix Road loop exchange. Frequency of the bus would depend on passenger load and traffic.</p> <p>Without frequency people will still drive between stores. A transfer substation could be provided at maybe the Jefferson Bank Dix Road loop (or anywhere else along its route) for connection with a 30 minute loop-transfer bus. Best case scenario would be subsidy from businesses served such that the service could be free or very low cost. As it is run now, potential bus commuters on the existing hour loop-transfer buss are discouraged from using JEFFTRAN due to the long commute. I have a coworker who was interested in the bus, but his commute would be almost an hour long each way. This is hard to stomach when you can drive cross town in 20 minutes. / Promotion - Information about the bus system is weak to nonexistent.</p> <p>JEFFTRAN needs to develop an outreach program with government offices and businesses to inform people of the services they provide. There is a misconception that busses serve minorities, the poor and the disabled. I would suggest tapping into state training and brown bag lunch seminars to talk with employees about the benefits of commuting by bus. The Chamber of Commerce would seem to be another potential. On the other hand, there needs to be a JEFFTRAN employee (or volunteer) that would be willing to call businesses and offices along the bus routes and set up face to face meetings. With fuel prices high, they could offer their employees a bus pass bonus or subsidy to encourage bus usage. At 50 cents a trip, the fare is low enough that JEFFTRAN is already offering a bargain. JEFFTRAN is not just going to happen, it needs to be promoted. Other aspects that need to be emphasized are safety &amp; cleanliness of JEFFTRAN busses, reduced wear and tear on private vehicle, reduced stress by letting someone else drive, potential for needing one less vehicle for double income families, and safety during bad weather. / Feel free to contact me if you have questions about my comments. (name omitted)</p>
September 20, 2005	Resident	Downtown merchants should help pay for transit service improvements. Businesses could help pay for Saturday and evening service.
September 20, 2005	Resident	Businesses could pay for audible recorded advertisements of show times, stores and sales.
September 20, 2005	Resident	I see a high cost to move out of the downtown. I don't see the congestion downtown. It is okay as long as there are good connections downtown. Suggestion to make a tight loop downtown.
September 20, 2005	Resident	What about integrating the Truman Shuttle with the Downtown Circulator?
September 20, 2005	Resident	What bus will be used for the downtown circulator? If the smaller buses, then they have problems with their lifts.
September 20, 2005	Resident	Fares should be increased. We need to make sure everyone is given access to the buses. The bus station is a good place for a transfer center.
September 20, 2005	Resident	The City should be commended for the new buses.
September 20, 2005	Resident	Saturday should be a priority over weekends.
September 20, 2005	Resident	The Independent Living Resource Center (ILRC) is now offering service on weekday evenings. They now have two buses. They started service in August. They provide about 5 to 8 trips per week. The service is for those 55 or older or with a disability. This is an earlier age bracket than OATS. They provide service to anywhere in Cole County, Jefferson City or Holts Summit. Service is on Monday through Thursday from 5 p.m. to 10 p.m. and Friday from 5 p.m. to 11 p.m. as per their grant stipulation from MoDOT.
September 20, 2005	Resident	I have concerns. I feel we've strayed away from what was recommended at the last meeting. I think there should be service from 6 a.m. to 9 p.m. and also implement higher fare for the evenings.
September 20, 2005	Resident	Daily service until 8:30 would be nice. I had to quite a job at the mall because there was no bus service.
September 20, 2005	Resident	It may be cheaper to provide a subsidy to taxi operators.
September 20, 2005	Resident	Demand response Handi Wheels has been unreliable.

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September 20, 2005	Resident	Less frequent evening service is okay as long as service is there. I don't mind waiting 45 minutes.
September 20, 2005	Resident	I don't think it's right that they announce "MC" over the radio on Handi Wheels vehicles for Medicaid passengers.
September 20, 2005	Resident	I would support a fare increase. In Kansas City I paid \$1.00. I think an increase fare is appropriate. I wholeheartedly support the unlimited pass. I think it would help those struggling a lot.
September 20, 2005	Resident	I think the number one priority is to extend the service time. Evenings is a low priority and Saturdays wouldn't have to start as early. Businesses could give a perk to employees.
September 20, 2005	Resident	The downtown loop could serve the train station on demand.
September 20, 2005	Resident	There are larger employers such as Scholastic that could provide an incentive to employees. There would have to be collaboration between the City and the business.
September 20, 2005	Resident	If the downtown loop works, consider running a loop on Missouri Boulevard.
September 20, 2005	Resident	Please return bus service to JCMG. There is another alternate entrance on the south side of the building. Maybe there is a need for a JCMG bus. Perhaps a deal could be negotiated with JCMG.
September 20, 2005	Resident	There are residents that are now and who soon will be using the loop on Carol Street on the High Street East route that is proposed to be cut.
September 20, 2005	Resident	I would like to see Handi Wheels service expanded in the evenings and on the weekend.
September 20, 2005	Resident	Differential fares could be considered for the evening hours.
September 20, 2005	Public Meeting Written Comment	Look into future Missouri Blvd. loop, like downtown loop.
September 20, 2005	Public Meeting Written Comment	Look into Columbia connector.
September 20, 2005	Public Meeting Written Comment	Look into Amtrak connection with downtown loop.
September 20, 2005	Public Meeting Written Comment	Transfer station needs no change – would be a waste of money.
September 20, 2005	Public Meeting Written Comment	Still need a disability discount.
September 20, 2005	Public Meeting Written Comment	Need additional routes, such as to recycling center on Idlewood.
September 20, 2005	Public Meeting Written Comment	Evening service will be cutting into ILC evening transportation program.
September 20, 2005	Public Meeting Written Comment	Does bus still go to JCMG and back to town?
September 20, 2005	Public Meeting Written Comment	Improve Handi Wheels
September 20, 2005	Public Meeting Written Comment	Consider Missouri Blvd. express.
September 20, 2005	Public Meeting Written Comment	Consider a route out west Edgewood for students and parents of Thomas Jefferson Middle School
September 26, 2005	Resident	We're wondering if the bus routes ever change. If they do change, could the Business 50 East Bus come down Scenic (off of Landwehr Hills) to Eastland, and then on to East McCarty, instead of continuing through the Landwehr Hills and Scenic intersection and then getting on to E. McCarty. From Eastland, it could get back on to E. McCarty and continue with it's normal route. Please respond. This route would be greatly appreciated.