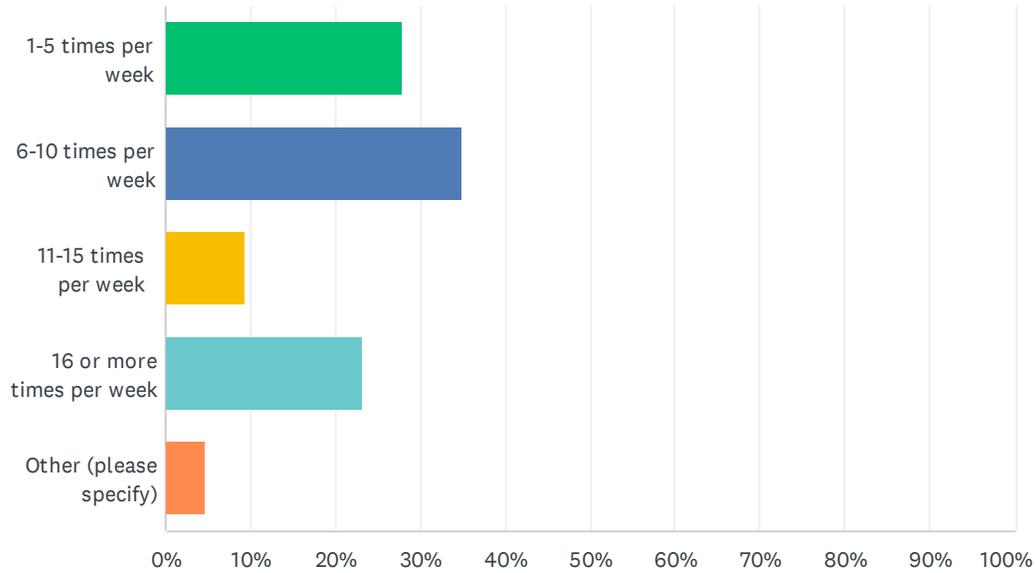


Q1 How often do you ride SporTran fixed-route bus service?

Answered: 43 Skipped: 0

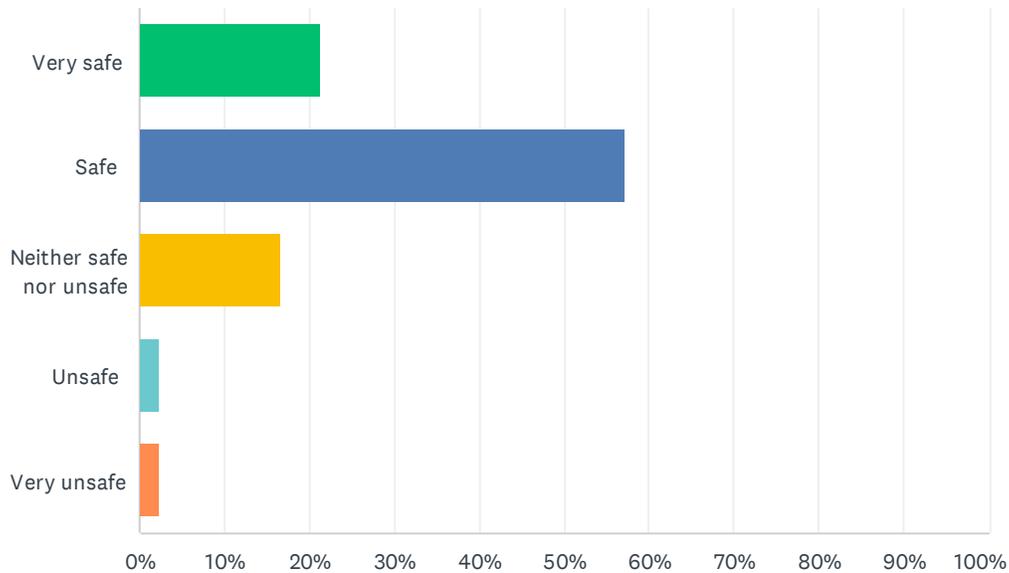


ANSWER CHOICES	RESPONSES	
1-5 times per week	27.91%	12
6-10 times per week	34.88%	15
11-15 times per week	9.30%	4
16 or more times per week	23.26%	10
Other (please specify)	4.65%	2
TOTAL		43

#	OTHER (PLEASE SPECIFY)	DATE
1	I need the bus this is my way of getting a around and I used Kingston need a bus stop at ascot	10/4/2024 9:55 PM
2	I take the bus to and from work. Doctors appointments and everything in between	10/3/2024 11:28 PM

Q2 How safe do you feel when riding SporTran buses?

Answered: 42 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very safe	21.43%	9
Safe	57.14%	24
Neither safe nor unsafe	16.67%	7
Unsafe	2.38%	1
Very unsafe	2.38%	1
TOTAL		42

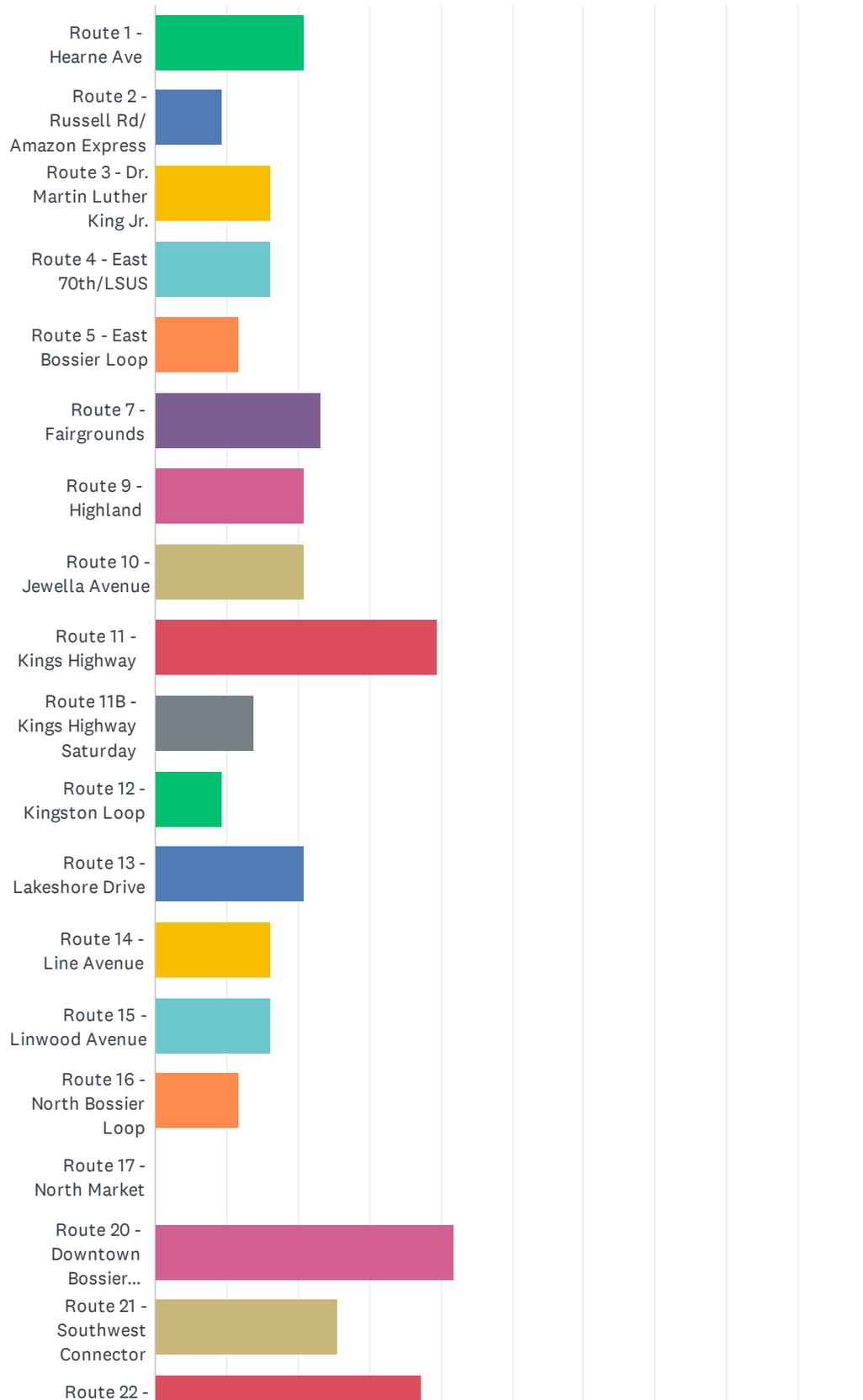
#	COMMENTS ON SAFETY AT SPORTRAN:	DATE
1	Well because of the time line bus drivers have to do out bound then coming in, it put a lot of pressure on the bus drivers, due to the unappected situations like trains stopping on the tracks, school zones, heavy traffic, car wrecks,pick wheel chair passengers, that can put them behind schedule and now they are they are rushing because they are behind and driving faster tring to be on time or getting back on schedule and sometimes that put passengers in danger or bus driver become frustrated and sometimes it is an unsafe situation because of them rushing, then the bus driver is un pressure because their job is on a time schedule that they do their best to try and beat to stay on course and time	10/12/2024 4:17 PM
2	Sometimes there are riders on the bus that seem to be angry about something and the driver ignores them. You do not know if the angry rider will become violent	10/10/2024 5:36 AM
3	Some drivers do not wait for passengers to sit down b4 they take off	10/9/2024 5:23 PM
4	It will help the drivers more to know who is supposed to be banned from the bus	10/9/2024 12:31 PM
5	I use walker, Driver always tells me be careful or take my time.	10/8/2024 1:11 AM
6	I've seen a few close calls of other drivers not treating buses with respect, but your drivers almost always do the right thing with very few exceptions.	10/7/2024 4:00 PM

Thank You For Adding Your Voice to Our Fall '24 Rider Survey!

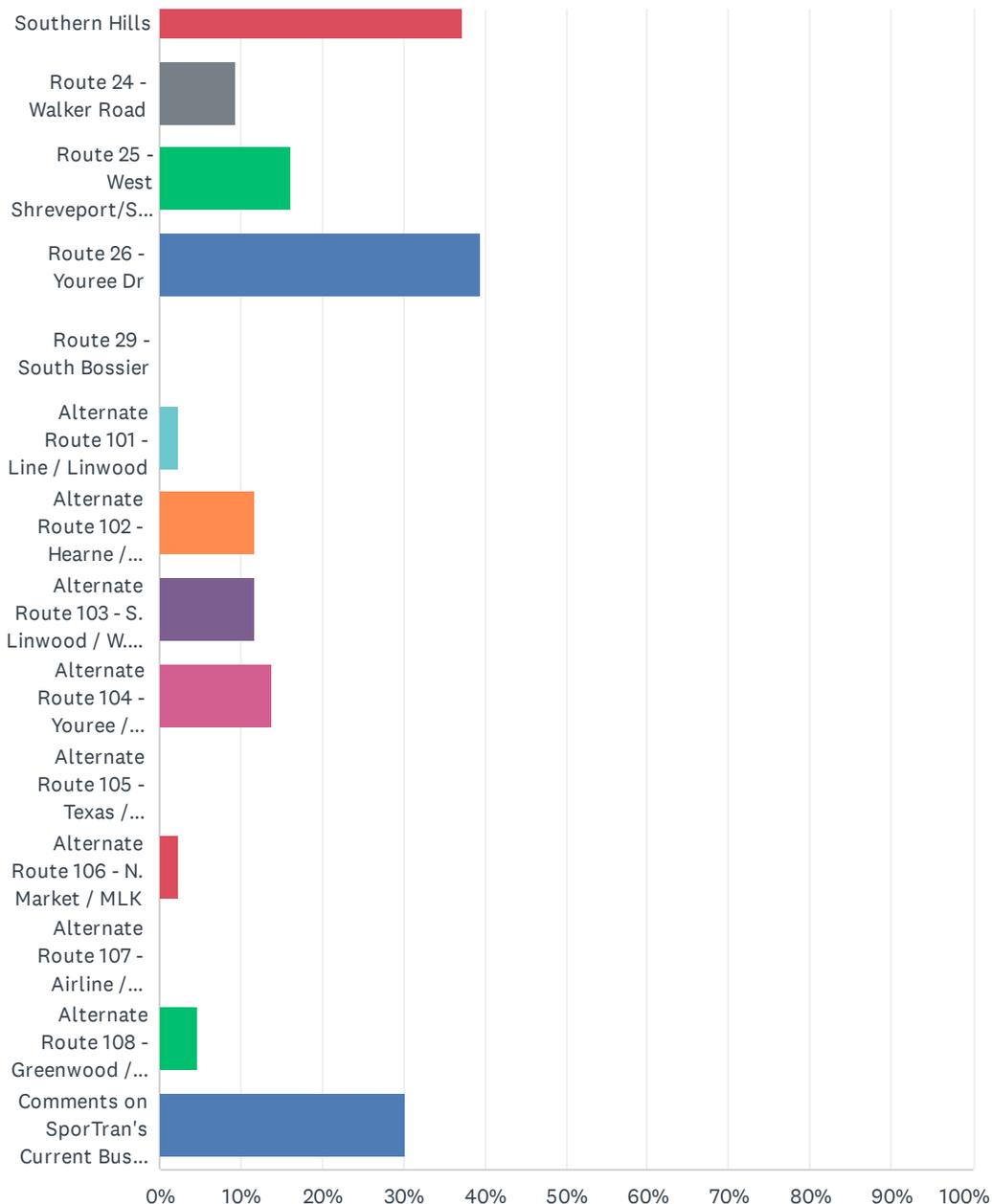
7	I have never had any problems that I feel my safety was question on a bus.	10/3/2024 11:28 PM
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Q3 What route(s) do you take most often? Please mark all that apply.

Answered: 43 Skipped: 0



Thank You For Adding Your Voice to Our Fall '24 Rider Survey!



Thank You For Adding Your Voice to Our Fall '24 Rider Survey!

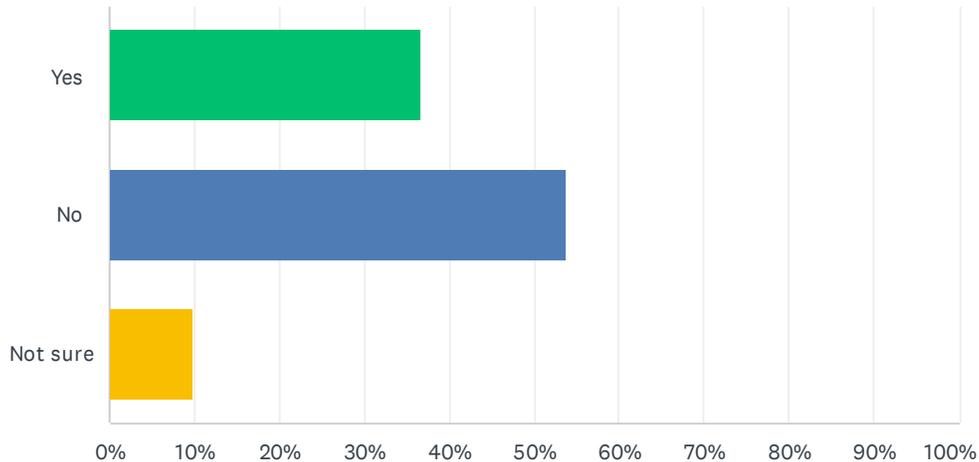
ANSWER CHOICES	RESPONSES	
Route 1 - Hearne Ave	20.93%	9
Route 2 - Russell Rd/ Amazon Express	9.30%	4
Route 3 - Dr. Martin Luther King Jr.	16.28%	7
Route 4 - East 70th/LSUS	16.28%	7
Route 5 - East Bossier Loop	11.63%	5
Route 7 - Fairgrounds	23.26%	10
Route 9 - Highland	20.93%	9
Route 10 - Jewella Avenue	20.93%	9
Route 11 - Kings Highway	39.53%	17
Route 11B - Kings Highway Saturday	13.95%	6
Route 12 - Kingston Loop	9.30%	4
Route 13 - Lakeshore Drive	20.93%	9
Route 14 - Line Avenue	16.28%	7
Route 15 - Linwood Avenue	16.28%	7
Route 16 - North Bossier Loop	11.63%	5
Route 17 - North Market	0.00%	0
Route 20 - Downtown Bossier Connector	41.86%	18
Route 21 - Southwest Connector	25.58%	11
Route 22 - Southern Hills	37.21%	16
Route 24 - Walker Road	9.30%	4
Route 25 - West Shreveport/Shreveport Regional Airport	16.28%	7
Route 26 - Youree Dr	39.53%	17
Route 29 - South Bossier	0.00%	0
Alternate Route 101 - Line / Linwood	2.33%	1
Alternate Route 102 - Hearne / Jewella	11.63%	5
Alternate Route 103 - S. Linwood / W. Bert Kouns / Downtown	11.63%	5
Alternate Route 104 - Youree / S'port-Barksdale	13.95%	6
Alternate Route 105 - Texas / Louisiana Downs	0.00%	0
Alternate Route 106 - N. Market / MLK	2.33%	1
Alternate Route 107 - Airline / Benton	0.00%	0
Alternate Route 108 - Greenwood / Pines	4.65%	2
Comments on SporTran's Current Bus Routes. Please include any new routes/locations you would like to see added.	30.23%	13

Thank You For Adding Your Voice to Our Fall '24 Rider Survey!

Total Respondents: 43		
#	COMMENTS ON SPORTRAN'S CURRENT BUS ROUTES. PLEASE INCLUDE ANY NEW ROUTES/LOCATIONS YOU WOULD LIKE TO SEE ADDED.	DATE
1	Pines Road to Brookshire's, Popeyes and Library. Kroger on Ellerbee Road to Flourney Locus Road to Youree Drive and Southwest Hub to Buncombe Road	10/11/2024 6:21 PM
2	More locations that the buses don't go that are a ways out and that also wifi should be added to buses because some of the riders don't have active phone service.	10/8/2024 5:19 PM
3	I see on the buses, but not online including in this survey, that the Bossier CONNECTOR bus is now route №41, not 20. This is good because it's at least as much a different route from №20 Downtown CIRCULATOR as №11 Kings Hwy. was from the now-discontinued №19 Shreveport-Barksdale, and it minimizes confusion. What with the Xpress (Zip) routes for 50¢'s Humor & Harmony Festival, and the Amazon Express route, I think Sportran should have a new class of routes called Express or Xpress routes. An Xpress route would be an express connector between 2 hubs that goes the most direct way possible with few if any stops along the way. We already have such a route, and have all along all the way back to Nov. 2017: №21 Hub Connector / Southwest Connection. I propose that to distinguish them, like the Alt. routes that're numbered №10_, the Xpress routes should be numbered №2_0. The existing №21 would simply have a "0" appended on the end to make it №210, Southwest Hub Xpress (or simply Southwest Xpress). What you currently call №41 but still in all your online resources call №20, the Shreveport-Bossier Connector (NOT the Downtown Circulator!), should have its old number also have a "0" appended to make it №200, Bossier Xpress. It should NOT go through downtown Shreveport (we have №20 Downtown Circulator for that), but instead over I-20 to save time. (A potential downside here would be for people who live in downtown apartment buildings such as Fairmont Towers and want to go to Bossier. They'd have to go to the Intermodal and then catch the Xpress.) With this pattern established, I propose a 3 rd Xpress route: №220 SHV Airport Xpress. Right now someone wanting to go to the SHV Regional Airport (whether to catch a flight or to transfer to routes №24 or 25) needs to take either №7 Fairgrounds or №13 Lakeshore which go by winding routes with many stops along the way (or use OnDemand which has its own issues, especially with guaranteeing arrival time which can be critical for catching a flight). But a №220 would go straight to the airport and back to the Intermodal, mostly using I-20. With these 3 Xpress routes in place, rapid connections with few if any stops along the way, going mostly along Interstates, would exist between the Intermodal Terminal and each of the other 3 Hubs, just as you've had between Intermodal and the Southwest Transfer Hub all along (that establishes proof of concept).	10/7/2024 4:00 PM
4	outbound route 7 from SporTran terminal..... Curtis Lane/Deen..... Shreveport Airport	10/7/2024 11:42 AM
5	Extended Sunday service to at least 6 pm	10/6/2024 1:20 PM
6	A new stop at ascot dr	10/4/2024 9:55 PM
7	I would like the team to take another look at the north bossier route or whoever is driving it around the afternoon. It is always late by at least 20 minutes, sometimes close to an hour late.	10/4/2024 5:49 PM
8	Further down Ellerbe	10/4/2024 5:26 AM
9	The Fairgrounds route 7 there use to be a bus stop at Doris and Broadway. It was removed because there used to be a church there. Now the nearest inbound stop is Broadway and Kennedy. The outbound stop is at Broadway and Henry Street. Can that stop please be added back.	10/3/2024 11:28 PM
10	The Jan. 2024 change ruined my route to work when 24 and 25 changed. I can no longer take southern hills then get on the pines Rd bus.	10/3/2024 5:04 PM
11	Can you look at connecting Walker Rd rt to Mansfield Rd? And running a bus to the old game and plant?	9/30/2024 12:46 PM
12	I feel like the Kingston Rd route should continue up Linwood Ave then turn right on Flournoy Lucas then turn right on Kingston Rd. West Shreveport/Shreveport Regional Airport route needs a bus from the Southwest hub to the airport and it also needs to go back out turns the Brookshires on pines rd	9/30/2024 6:55 AM
13	Please consider a 6:15am Kings Hwy run. No one wants to wait an hour that early in the morning.	9/26/2024 9:02 PM

Q4 Do you use SporTran's free "UMO Mobility" mobile app to track your bus and plan your trips?

Answered: 41 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	36.59% 15
No	53.66% 22
Not sure	9.76% 4
TOTAL	41

#	COMMENTS ON THE "UMO MOBILITY" APP:	DATE
1	I just use the bus schedule on my phone and that works out for me	10/12/2024 4:17 PM
2	Not accurate all of the time and most of the time Route 1 Hearne Avenue busse do not seem to have the tracker turned on	10/10/2024 5:36 AM
3	No i used the moovit app because it gives us how many minutes its out	10/9/2024 12:31 PM
4	It's not all that useful for route planning and tracking since most of the GPS bus units no longer work. As I originally typed this, it's about 8:30 pm on a Thur. night. Guess how many of the 6 Shreveport Alt. No10_ routes showed up on SportranBus.com with working units? ZERO!! Sometimes I see as many as 2 or 3. It needs to be all 6 of the Shreveport-only alt. routes that remain because if a person misses such a bus, it's at least a little over an hour (2 if on certain parts of alt. route No104) before the next bus. (GPS units should be triaged based on how long a rider would have to wait if they miss a bus. For this reason, having them on route No21 Hub Connector is a terrible waste. I get that you use the painted buses as rolling billboards for advertising clients and want them shifted all over town, but can you at least have 6 buses with working units to be the buses that run during the alt. service times?) The main real use for Umo is for paying fare with an online balance that can be loaded from a credit or debit card, but we haven't had fare since 2021 (I still have a \$2¾ balance in mine from back then). Hey, maybe Umo funds could be used for food at Sportran City when that opens with a food court? :-D For the 1 st ½ or so of this year, I did use the Umo for planning, but only because Google Maps Transit still had the 2023 versions of routes (including discontinued routes such as No ^s 17 N. Market, 29 S. Bossier, Alt. 105&7 Bossier, service to Pines Rd. N. of I-20, etc.). Now that that's been MOSTLY corrected (thanks, Johnny May!), Google Maps	10/7/2024 4:00 PM

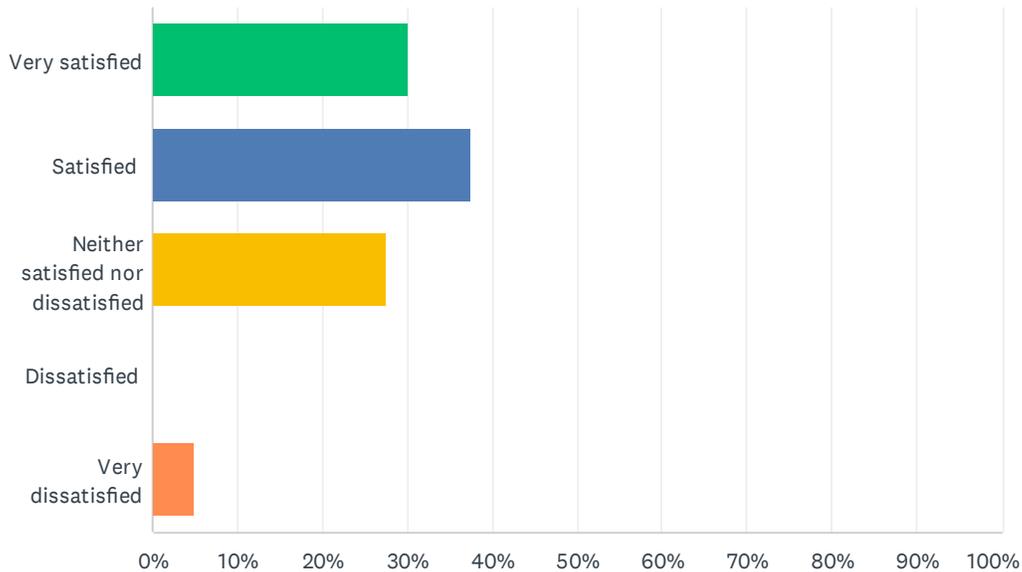
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Transit is just plain superior to Umo for this purpose. (By the way, your route display screens inside the Intermodal Terminal STILL show those routes.)

5	Love it!!	10/6/2024 1:20 PM
6	I think you all shall have left ellenb road	10/4/2024 9:55 PM
7	I use the app everytime I catch a bus, but mostly it's never working. The bus is never showing a location or even a time. That's even if it will allow you to tap the route you want. One day it works the next it isn't or some cases the next minute.	10/3/2024 11:28 PM
8	It really hard to use	9/30/2024 7:45 AM

Q5 How satisfied are you with SporTran's customer service? Please include your experience with telephone operators as well as in-person CS Reps at the Intermodal Terminal.

Answered: 40 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very satisfied	30.00%	12
Satisfied	37.50%	15
Neither satisfied nor dissatisfied	27.50%	11
Dissatisfied	0.00%	0
Very dissatisfied	5.00%	2
TOTAL		40

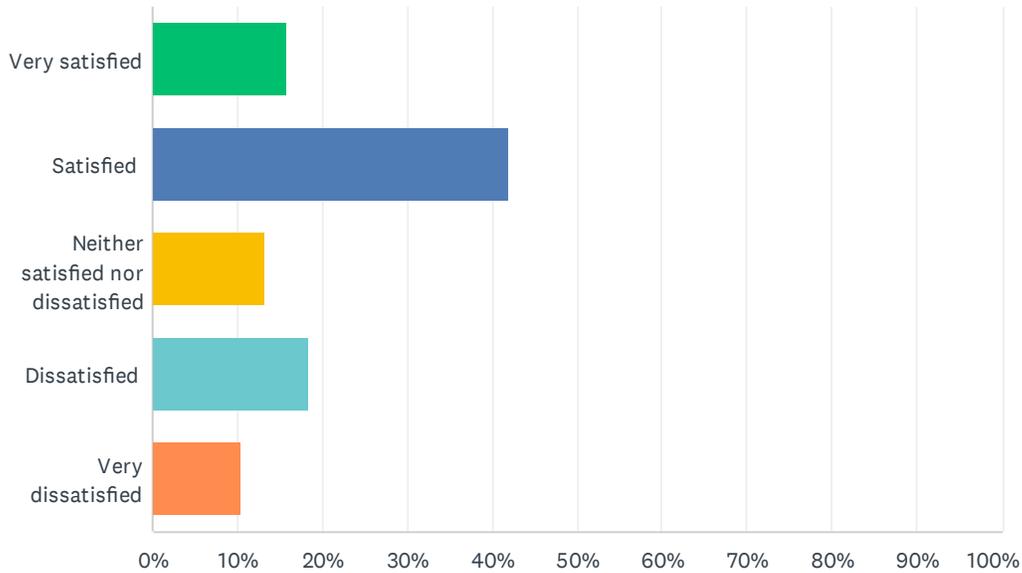
#	COMMENTS ON SPORTRAN'S TERMINAL/TELEPHONE CUSTOMER SERVICE:	DATE
1	The bad attitudes of the telephone operators need to improve. The lady at the front desk at the terminal never smile when you approach her.	10/13/2024 1:58 PM
2	They are very helpful to getting us the help we need	10/9/2024 12:44 PM
3	I just wish that some of the workers would be more thorough in explaining things. Not all are the same	10/8/2024 5:21 PM
4	They always give me answers I need	10/8/2024 1:11 AM
5	Once their Lost & Found came in VERY handy. :-)	10/7/2024 10:02 PM
6	When I call they are very nice so thank all of them	10/4/2024 9:57 PM
7	When a bus has broke down or not working information on what going on is help	10/4/2024 9:53 PM
8	I have called a few times and never gotten a rude person	10/3/2024 11:32 PM

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9	The buses are always late in morning and evenings after 5 pm	10/3/2024 5:03 PM
10	They could be a little nicer	9/30/2024 7:46 AM

Q6 Overall, how satisfied or dissatisfied are you with SporTran fixed-route service?

Answered: 38 Skipped: 5



ANSWER CHOICES	RESPONSES
Very satisfied	15.79% 6
Satisfied	42.11% 16
Neither satisfied nor dissatisfied	13.16% 5
Dissatisfied	18.42% 7
Very dissatisfied	10.53% 4
TOTAL	38

Q7 Please list any additional general comments you have about SporTran. Please include any changes or improvements you would like to see made to SporTran’s route schedule, UMO Mobility App, or Customer Service.

Answered: 25 Skipped: 18

#	RESPONSES	DATE
1	There need to be a bench put at the airline and Douglas drive stop on the North Bossier route. And I feel that the North Bossier bus shouldn't go into the Riverwood neighborhood during the 3:30 trip. There's not a lot of ridership in Riverwood during that time, and it keeps the North Bossier bus from getting to the Bossier hub in time for Shreveport passengers catch the 4:35 Circulator bus.	10/13/2024 1:58 PM
2	I believe that the buses should be maintained by mainance to do the right thing in fixes on the part of the bus that needs to be serviced, how can all those buses be breaking down like the have if they are serviced right at the bus shop, even before they leave the yard,most of all the Shreveport Sportran Buses have been breaking down, malfunctioning, catching on fire or have no air conditioning when hot or have no heat when it is cold, and the buses or not being clean, the same dirt etc. have been on some of the buses for years,the buses or falling apart on the inside just as well on the outside. I am a faithful bus passenger rider, weather I have to pay a bus fare or not, the bus are in terrible shape and are getting worse even though they are decrease in numbers of buses. Shreveport Sportran have alots of good and faithful that have been working for them for a long time even they need to be treated better on their job driving dependable Buses because this situations affect them to it puts them in difficult situations and it can become frustrated for them to. I dont only riding with Sportran Buse Drivers bus enjoy and love the people and the Bus service you have and give, it's just the buses the are not right and I do know things happen but these situations are not normal, please let s work together and do the right thing and get Shreveport Sportran Bus services back up and running the right way, Let's get auto mechanics they will work on the buses and do right by all city and Company and Communities and if there need to be some improvement see what is the best option, look into where the problems can be or started, looking into each department to see where it is felling, where the weak or where is the strong areas that need help or support to better our City of Shreveport Sportran. Even our passengers improvement in doing their part.	10/12/2024 4:51 PM
3	The busses on Route 1 Hearne Avenue are sometimes more than 5 minutes late which makes getting to a connecting bus impossible so you have to wait 45 minutes or more for the next bus.	10/10/2024 5:38 AM
4	I dont like the fact we only get two minutes to get to the on demand stop especially when your on another bus heading to the location. Ya need to make the casinos a on demand stop because you got alot of people who work in the casino who uses ya bus service. Ill tell ya this i was on a bus heading the terminal and i got the text msg that the vehicle was on its way so like normal it gives me two minutes. The bus was at the light almost to terminal where i got msg that they missed me and im getting told that im not supose to be booking before 12 30 if that the case then remove those times on the app because if it pops up then that means the person can do it. So more time to get us to our on demand stop for them to wait. Make casinos a on demand stop. Bring back circle k near stratmore and youree as a stop for the 104 bus because it will make a whole lot of difference who lives pass lsus.	10/9/2024 12:44 PM
5	Wifi on buses,more bus stops especially at locations that don't have a stop and night run routes and weekend routes being better as in inbound and outbound routes with less of a long wait between buses.	10/8/2024 5:21 PM
6	I figure that the reason you had Sat. route №11B combining parts of M–F routes № ⁵ 9 & 11 because you couldn't spare enough funds to have 1 more bus and driver on Sat. during the day. If so, with the FTA grant you should now be able to afford that easily, so please get rid of №11B and have № ⁵ 9 & 11 run M–Sat. like ALL of the other Shreveport regular routes have been doing since the start of this year. Not only would this be MUCH less confusing to riders (you STILL don't have this route showing up online anywhere except a .PDF with confusing time points on the Schedules & Maps page of sportran.org — it's not in the GMV database	10/7/2024 10:02 PM

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servicing sportranbus.com, and while it does sort of appear to be in Google Maps Transit, it's highly erroneous there to the point of worse than uselessness) and save you having to maintain a special route just for Sat., but doing this would also have the side benefit of providing Sat. daytime service to Mall St. Vincent for the 1st time since Nov. 2017 when the new Intermodal Terminal and other hubs-based system replaced the old spoke-and-wheel "tent" terminal system including the old route №6 Cedar Grove. Then a minor change to alt. route №101 would provide MSV service at nights and optionally on Sun. as well. MSV is the largest mall remaining in Shreveport since South Park Mall got turned into Summer Grove Baptist Church, and you DO have night AND Sat. service to THAT, and to the tiny Pierremont Mall (not Pierre Bossier Mall, of course, for obvious reasons). MSV is struggling, and being serviced by Sportran during the times people want to go to the mall (M–F daytime is fine for retired or unemployed people and people who WORK at the mall, but not for working people who want to SHOP or EAT there) may help them stay afloat. Also with the FTA grant, I hope you could add 1 more bus on each of the Alt. routes at night if not on Sun., so that they run on schedules a little over ½ hour instead of a little over an hour apart. This is especially important for those of us who live, work, want to shop, eat, or whatever along the alternating parts of alt. route №104 such as Centenary Blvd., the part of Kings & E. Kings Hwy between Centenary and Youree, and the part of Youree between Stoner and E. Kings. This is in addition to the GPS triaging that needs to be done so that all of the Alt. route buses have 1 of the few remaining GPS units until the AVAIL system replaces the current GMV system. Speaking of alt route №104, originally it serviced the Shreveport-Barksdale/Shreve City loop twice per run: on inbound as well as outbound. But that proved to be untenable to fit into a 1-hour schedule (assuming 5 min. transfer time at the terminal), so you discontinued the inbound run and only service that on outbound. I think you should've, and still should, do it the other way: service that part of the route on INbound ONLY, NOT on OUTbound. Why? Because it'd allow stop №7684 Youree & E. Kings (Inbound, by Chase Bank) to be serviced by №104 as well as №26 (Youree). Right now you FALSELY show that stop as being serviced on SportranBus.com (GMV) and Google Maps Transit, and on the Umo app (Routes). The bus can't safely service that stop AND still move left over 2 lanes of traffic into the left lane to make the left turn onto E. Kings Hwy to continue the inbound run. The current path has this route make left turns (time-consuming because the bus has to wait for a left turn signal, plus the safety issue and the inability to service stop №7684) twice on the Centenary-outbound runs [when leaving the Shreveport/Barksdale/Shreve City loop part and resuming southbound on Youree, and on inbound when coming back northbound on Youree and turning onto E. Kings to head back to the terminal) and thrice on the Youree-outbound runs (both of those plus Youree to E. Kings to BEGIN the Shreveport-Barksdale/Shreve City run). Switching that run to happen on INbound instead of OUTbound eliminates all 3 of those left turns at that tricky intersection. Instead the Centenary-outbound runs will turn RIGHT onto Youree, while the Youree-outbound runs will simply continue straight, to service S. to LSU-S and back N. to Kings, where it can use the nifty isolated right-turn-minilane to turn onto Kings without having to wait for even a green light, never mind a left-turn arrow. That alone can save a couple minutes or more per run (and no need to move over to the left lane, so stop №7684 can be safely serviced). After completing the loop, instead of having to turn left to head S. on Youree, it simply continues straight on E. Kings to head back to Highland then Stoner then the terminal. It may still get stuck at a red light at that point, but not have to wait for the arrow. Because the false info about that stop is on all of your electronic sources of info available to us riders, people not only can't get off there, but people can be AND HAVE BEEN (I've SEEN this happen!) standing waiting at that stop after the last route №26 run or on Sun., only to watch in helpless exasperation as the bus passes them by as it moves to the left lane (I still remember the look on the poor guy's face). This is NOT hypothetical. This HAPPENS FOR REAL, and that's NOT a good impression such riders will have of Sportran! Making this change to the route will solve that problem, but if you decide not to do that or wait until Jan. 2025 to implement it, PLEASE at LEAST go in and edit the GMV database and re-export it to Google Maps Transit to REMOVE that stop №7684 as being serviced by №104, leaving it serviced ONLY by route №26! And put some physical indication on the signpost (maybe a secondary sign under the main green sign) that says the stop is NOT serviced by №104 and thus after 6 p.m. M–Sat. and from 8–5 or so on Sun., for those who don't use the electronic info sources. Please do that NOW, even if you plan on making the change (you can always undo it and mark the stop as being serviced by № 26 & Alt. №104 once you do make the change). A post on your Sportran Transit Facebook and a notification at sportran.org making it clear that that stop has never been serviced by №104 since the inbound run to Shreve City/Shreveport-Barksdale was removed, and that you apologize for the info on the databases mistakenly indicating that it is serviced, would also be nice. Umo Mobility needs some work. Its user interface is still heavily oriented to fare collection, which has been irrelevant for Sportran starting in 2022 and continuing at least

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through 2025. This is confusing to new riders. I think the Umo people need to release an update wherein the transit providers (you) can check a “No Fare” checkbox setting in your provider profile to hide the fare collection features for all riders who select that transit service. You can always uncheck that box if and when Zero Fare ends. Its overall route planning UX needs to be AT LEAST as intuitive and easy to use as Google Maps Transit, and right now it just isn't. It's way better than what it replaced (Mobility by Ecolane, which was THE MOST AWFUL user interface I've EVER seen since the days of command-line DOS applications!), but still far from what it needs to be. But the biggest change I'd like to see is integration with the RideCo Sportran OnDemand app so that a trip can be planned across fixed-line AND OnDemand. Let Umo plan the trip, then the user can tap a “Book Microtransit” button with a coded URL that switches to the RideCo app with the pick-up (from a Sportran hub or fixed-route/OnDemand transfer stop) and destination locations and time the bus is expected to arrive at that location all pre-loaded. Since both apps can ask the user for GPS permission even in background operation, the app can track to see if the rider successfully boarded the connection fixed-line bus and so determine whether or not to dispatch the OnDemand vehicle and when. I've already thought of an outline of a database structure and algorithm for implementing this. For rider service, maybe the new AVAIL system will help take care of this, but I'd love to see some way for riders to subscribe to alerts for their specific routes that warn them of detours and delays and breakdowns and accidents or whatever that substantially impact timings. This could be through SMS or push notifications or whatever. The riders would subscribe on a per-route basis for the routes they most depend on.

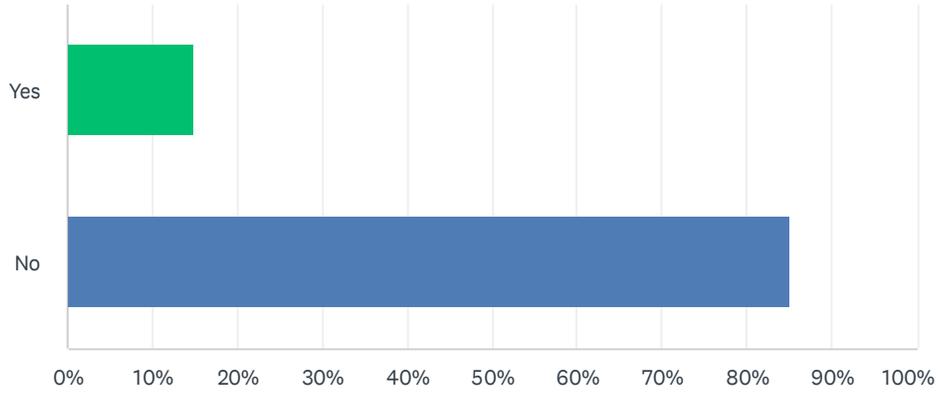
7	Benches and covering at bus stops for protection from rain(prevent electronic devices from getting wet,heat(sunny days)	10/7/2024 11:43 AM
8	Extended Sunday service. 5:15 bus 😊 and one more night run on Friday and Saturday night 1 am bus	10/6/2024 1:22 PM
9	I think you all need to ride the buses can then you all will see	10/4/2024 9:57 PM
10	Holiday Service	10/4/2024 9:53 PM
11	I would like to see an improvement to the north bossier route. Either another bus or a new driver because the woman during the afternoon is always late by a considerable amount of time	10/4/2024 5:51 PM
12	Website/ride status is sketchy/unreliable	10/4/2024 5:26 AM
13	Fairgrounds route would like to have the inbound stop added back at Doris and Broadway. It was once there the church didn't like it and once it was removed the church closed shortly after. Now the church building isn't there anymore. The nearest inbound stop is at Broadway and Kennedy Dr.	10/3/2024 11:32 PM
14	Make the routes back earlier. People have to walk excessively with the new times and routes	10/3/2024 5:05 PM
15	Go back to old routes	10/3/2024 5:03 PM
16	The schedules of each route are not convenient for me and other riders. The schedules done not connect well leaving riders to waiting 30 minutes or more just to get the next bus. The Sunday schedule is worse than not connecting to the next bus. Buses done not run after 5 pm. Shreveport is a major city but the Sunday schedule does not reflect this. The Sunday schedule needs to be the same as any weekday schedule. I personally had to have my work schedule changed by not working on Sunday due to the lack of bus service. Every employer is not that understanding. Please add longer service on Sunday.	10/1/2024 1:29 PM
17	I would like to see more benches at the bus stops and stops more closer to the destination for people to get to their destination more closer	10/1/2024 11:33 AM
18	The buses are usually late and it makes it hard when I have to be at a certain place at a certain time	9/30/2024 7:46 AM
19	Please please please add a stop to Blom and Bert Kouns. I ride the bus to get to school and having walk down Bert Kouns at 5-6 AM while it's dark is very dangerous. Please take this into consideration.	9/30/2024 6:46 AM
20	please keep the Zero Fare Program going. I would like to see more night services on Sunday nights maybe 5,8 and 11. I would like to see bus service in or close to greenwood La.	9/29/2024 8:24 AM
21	The bus drivers can be a little more friendly.Stops couldn't be so far off.Fix the bell on the	9/28/2024 9:33 AM

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	buses because we shouldn't have to tell the drivers which stop to let us off at.	
22	Bring back fern bus, and Shreve city bus	9/27/2024 4:38 PM
23	Bring back North Market circulator. The MLK run is too long now. And bring more weekend and night run downtown. I live at the Bayou Grande apartments and have a hard time getting around nights and weekends. Also bring back weekend Bossier service even if only to the hub	9/27/2024 12:36 PM
24	I would like to see working updated trackers for the buses	9/26/2024 10:52 PM
25	Crazy idea: an express bus from the terminal, down Clyde Fant, to Shreve City/Broadmoor. Stops through downtown, at Walmart, Broadmoor Library.	9/26/2024 9:11 PM

Q8 Do you ride SporTran OnDemand or SporTran OnDemand Paratransit (Formerly LiftLine)?

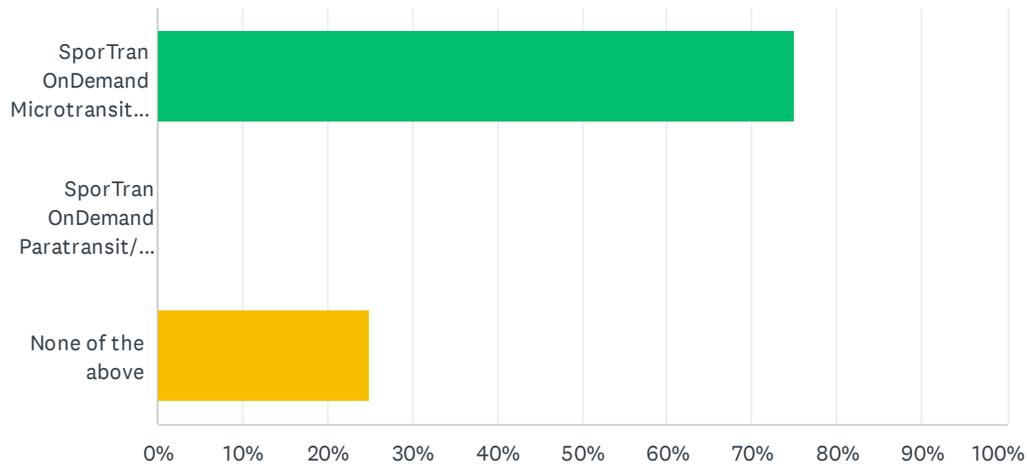
Answered: 40 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	15.00%	6
No	85.00%	34
TOTAL		40

Q9 Which SporTran OnDemand service do you ride?

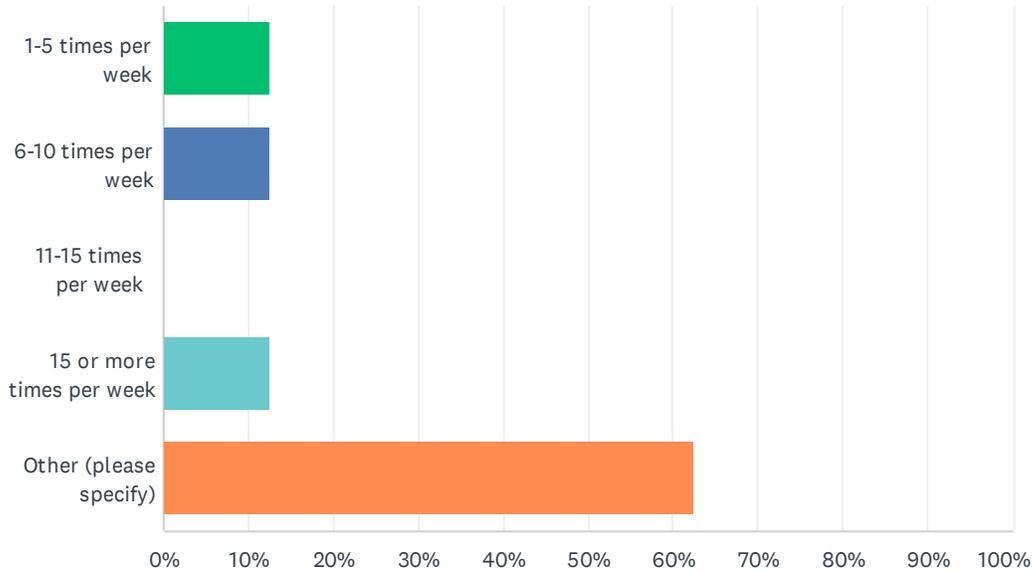
Answered: 8 Skipped: 35



ANSWER CHOICES	RESPONSES	
SporTran OnDemand Microtransit (Non-medical transport available to the general public, OD Microtransit takes you from OnDemand stop to OnDemand stop within the OnDemand Zones, bypassing the bus stops you don't need.)	75.00%	6
SporTran OnDemand Paratransit/ADA service (OD Paratransit requires medical pre-approval.)	0.00%	0
None of the above	25.00%	2
TOTAL		8

Q10 How often do you ride SporTran OnDemand?

Answered: 8 Skipped: 35

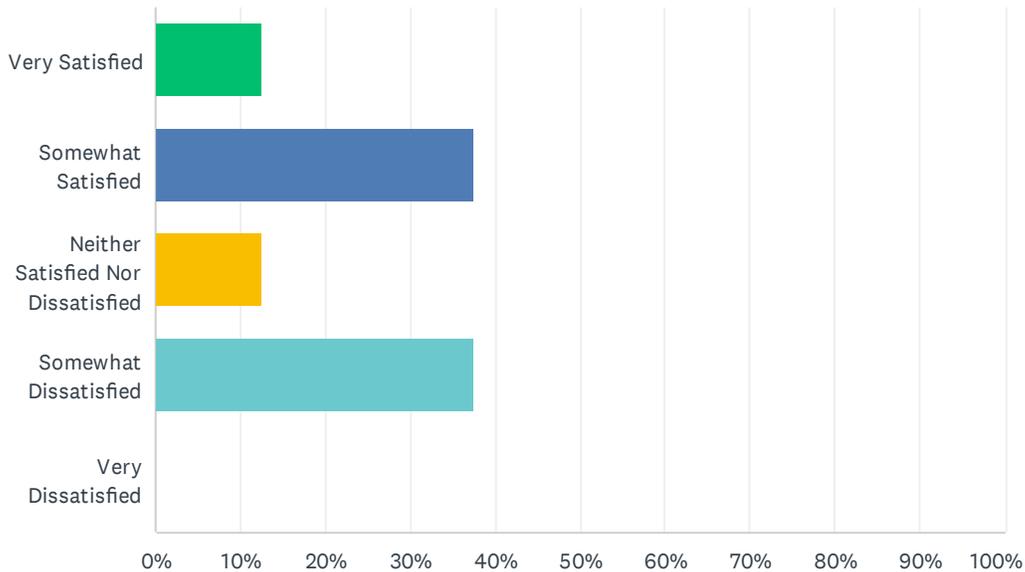


ANSWER CHOICES	RESPONSES
1-5 times per week	12.50% 1
6-10 times per week	12.50% 1
11-15 times per week	0.00% 0
15 or more times per week	12.50% 1
Other (please specify)	62.50% 5
TOTAL	8

#	OTHER (PLEASE SPECIFY)	DATE
1	Very occasionally.	10/7/2024 11:06 PM
2	A few times don't like it need the bus back on those routes	10/4/2024 10:02 PM
3	One or two time every six month	10/4/2024 9:55 PM
4	none	9/26/2024 3:20 PM
5	N/A	9/26/2024 12:40 PM

Q11 How satisfied are you with the current SporTran OnDemand service? This question applies to both OnDemand microtransit and OnDemand ADA riders.

Answered: 8 Skipped: 35



ANSWER CHOICES	RESPONSES
Very Satisfied	12.50% 1
Somewhat Satisfied	37.50% 3
Neither Satisfied Nor Dissatisfied	12.50% 1
Somewhat Dissatisfied	37.50% 3
Very Dissatisfied	0.00% 0
TOTAL	8

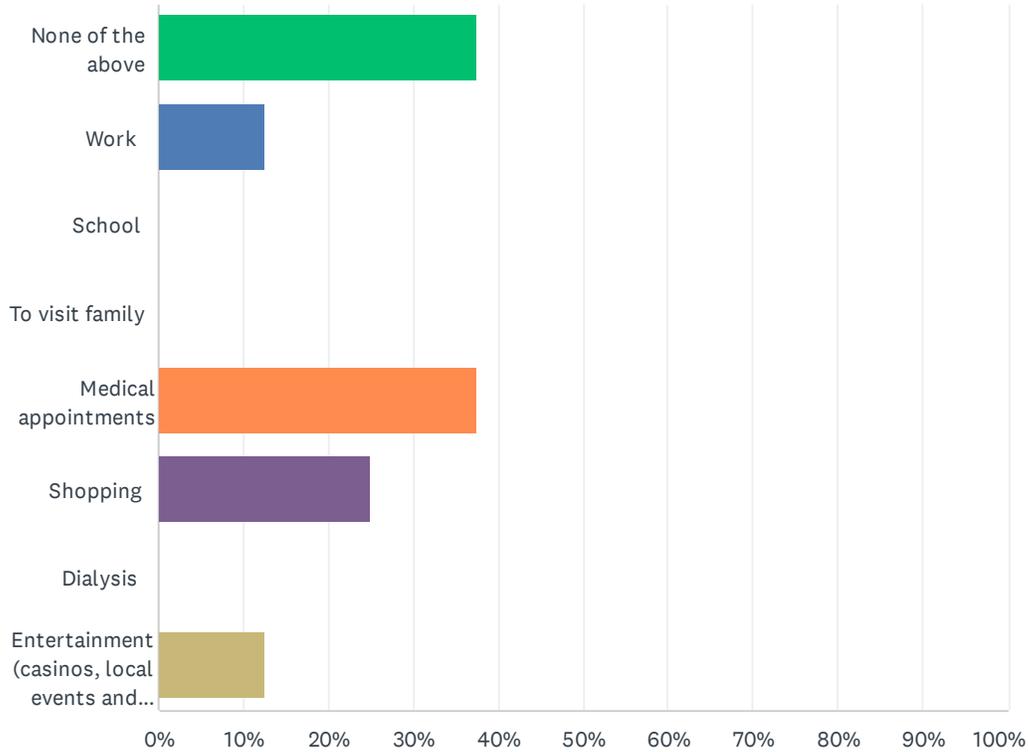
#	COMMENTS ON SPORTRAN ONDEMAND SERVICE:	DATE
1	Im tired of the night time driver keep telling me to book my ride before 12 30 and when i do do it earlier and im on the linwood west bert kouns bus trying to get to the terminal. I miss the bus because its pass two minutes and then i book it again i get the times that he tells me not to book which pisses me off. I want the pickup window be the window for us to be there I hate when drivers click on our rides before our pickup window because people have to walk to get the location of on demand. 2 minutes is not enough i literally twisted my ankle trying to get to the location of on demand because i didnt want to miss my ride. We need the casinos as a on demand stop because it will help me a whole lot. So adding casinos as a on demand stop more minutes for the driver to wait for us to get to our on demand stop or allow the bus drivers to let terminal a on demand rider is on its way to the terminal. Actually have the drivers accept near the pick up window	10/9/2024 12:57 PM
2	Was late getting there they lied about you not at the stop	10/4/2024 10:02 PM
3	Which more service was available for North Shreveport due to high demand on curtain days	9/26/2024 10:55 PM

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limited service and times is available

Q12 Why do you use SporTran OnDemand service? Please select every answer that applies to your trips.

Answered: 8 Skipped: 35



ANSWER CHOICES	RESPONSES	
None of the above	37.50%	3
Work	12.50%	1
School	0.00%	0
To visit family	0.00%	0
Medical appointments	37.50%	3
Shopping	25.00%	2
Dialysis	0.00%	0
Entertainment (casinos, local events and festivals, dining, etc.)	12.50%	1
Total Respondents: 8		

#	OTHER (PLEASE SPECIFY)	DATE
1	Go home	10/9/2024 12:57 PM
2	By "medical appointments" I mean to the CareSouth clinic on Youree S. of LSU-S, and that was only for scheduling a colonoscopy and picking up some stuff related to that. The actual colonoscopy was elsewhere and I had a driver friend for that (required).	10/7/2024 11:06 PM

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3	Currently have no vehicle..Highly depending on On Demand service for the time being.On.Demand service and SporTran has been highly dependable for the time being	9/26/2024 10:55 PM
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Q13 General Comments on SporTran OnDemand service:

Answered: 4 Skipped: 39

#	RESPONSES	DATE
1	<p>Im tired of the night time driver keep telling me to book my ride before 12 30 and when i do do it earlier and im on the linwood west bert kouns bus trying to get to the terminal. I miss the bus because its pass two minutes and then i book it again i get the times that he tells me not to book which pisses me off. I want the pickup window be the window for us to be there I hate when drivers click on our rides before our pickup window because people have to walk to get the location of on demand. 2 minutes is not enough i literally twisted my ankle trying to get to the location of on demand because i didnt want to miss my ride. We need the casinos as a on demand stop because it will help me a whole lot. So adding casinos as a on demand stop more minutes for the driver to wait for us to get to our on demand stop or allow the bus drivers to let terminal a on demand rider is on its way to the terminal. Actually have the drivers accept near the pick up window</p>	10/9/2024 12:57 PM
2	<p>To expound further on how the RideCo and Umo (or whatever replaces it with the AVAIL system, assuming it gets replaced) apps could work together: the basic idea is to add 1 or more geopolygon fields to the database schema for the stops table in the database, and also list fields that contains a list of preferred and acceptable (respectively) connector stops that can be used as the pick-up location for an OnDemand trip to the specified destination stop. The geopolygon field(s) are drawn for each stop (OnDemand or regular) to include all points of interest that a person could reasonably walk to from that stop, that aren't closer to some other stop. (You may want 2 or 3, to handle people with limited walking range [smaller polygon], normal, and maybe a larger field for bike riders who plan to bring their bicycles along on the bike rack, and the rider can specify which to use for route planning.) The list fields are null (empty) for regular fixed-route stops, and for OnDemand stops contain a list of preferred (more efficient for dispatch) and acceptable Hubs and fixed-route/OnDemand transfer stops (such as stop №7159 LSU-S Bus Shelter) that could be used as a pick-up location for that stop for OnDemand microtransit (not paratransit) use. The rider goes to Umo and says that they want to go from, say, Centenary Business Center (2620 Centenary Blvd., near the corner of Centenary & Wilkinson, and so near stop №7319) to, say, a medical facility in the Ashley Ridge center off of Ellerbe Rd (formerly serviced by the now-discontinued route №6 Ellerbe Rd). Most geo APIs have a function call to check to see if a point (such as a desired pick-up or destination location) is within a geopolygon. First the system tries to find a fixed-route path the usual way and if so displays that, but in this case it'll fail because the destination isn't serviced by fixed-route. So the system loops through the OnDemand stops to see if the destination point is within the geopolygon for any of the stops. In this case, it'd find the stop located at the corner of Line & Ashley Ridge Blvd. It now looks for that stop's list of preferred and acceptable hub/transfer stops, and calculates routes from №7319 (Centenary & Wilkinson) to that hub or transfer. In this case, it can determine that the effective connector stops would either be №7542 Line Ave. & 85th St. (the closest, but requiring two fixed routes to get there: №9 Highland Loop to the Intermodal Terminal, then №14 Line Ave to №7542), the Southwest Transfer hub (not as close, and still requiring two fixed routes, but the second would be №21 Hub Connector so quicker for the rider), or the Intermodal Terminal itself (further still for the OnDemand vehicle, but easier for the rider since only the one bus ride). The rider can pick whichever they want, just as they can bus routes when there're multiple ways to get to the destination. It then calculates that bus trip the usual way as if the transfer stop or hub were the destination. It determines the arrival time there, then sets that as the pickup location and time for the OnDemand. The user is then presented with an OnDemand logo button to click which opens the SporTran app, passing the pickup location and time and destination, so that all that stuff is already set, and all the rider has to do from there is confirm the booking of the ride (and return trip) there. Since these apps both allow the user to give permission for tracking their own location in the background (not just when using the app), if this is enabled (and you may want to require it), the OnDemand dispatch can see whether the rider has actually boarded the bus needed to get them to the desired transfer stop/hub aka the OnDemand pickup location, and wait until then to dispatch the OnDemand to that location to cut down on wasted dispatches.</p>	10/7/2024 11:06 PM
3	Just not for me	10/4/2024 10:02 PM

