

## Advance Transit 2012 Passenger Comments

**What do you like about Advance Transit bus service? What can we do to improve the service?**

<i>Route</i>	<i>Town</i>	<i>What do you like?</i>	<i>How can we improve service?</i>
Blue	Canaan	I like that the bus does not cost money to ride, and that the drivers are friendly.	
Blue	Canaan	I like that I can take it to almost anywhere around here.	I wish there were more buses going out to Canaan in the early afternoon. I work 6:30 a.m. to 2:00 p.m. everyday and the bus doesn't head back to where I live until 4:20 p.m.
Blue	Grafton, NH		The bus driver in the a.m. needs to close the door when he gets off to smoke in the morning and needs to move away from the bus so smoke does not come in the bus. The afternoon driver is typically off schedule - drives past stops and does not pay attention We need our old driver back!
Blue	Canaan	Relaxing way to get to and from work, especially in bad weather. New friends on the bus.	Midday bus to Canaan. Saturday service. And a friend who usually rides from Canaan to DHMC on the 6:50 a.m. and 5:05 p.m. 3-4 days a week is concerned about how she'll get to work when she is moved to the new Heater Road clinic building.
Blue	Enfield	Fantastic, convenient service!	Wi-fi would be great.
Blue	Enfield		We need a middle of the day bus from Lebanon to Canaan.
Blue	Lebanon	I like taking the bus because the drivers are always polite and greet you with a hello or good morning. And it's very convenient transportation, without the use of a vehicle	I think that it would be helpful if the bus stayed the way it is.
Blue	Lebanon	I like that it's free and the stops are conveniently placed.	I don't feel that it runs late enough, and not running on weekends makes it hard to get groceries.
Blue	Lebanon	I love AT.	Just wish they ran to West Leb on Saturdays! Also, can the 4:50 p.m. bus to Hanover go by Wolf Road? It's the only trip they do not! Keep up the great work!
Blue	Lebanon		Buses that run slightly earlier (before 6:00 a.m.) or slightly later (from DHMC to Lebanon after 5:30 p.m.) servicing the Wolf Road stop would be wonderful. Not paying is nice, but I would happily pay fare for extended (including weekend) service.
Blue	Hanover	Frequency, timeliness, dependability.	

## Advance Transit 2012 Passenger Comments

Blue	Lebanon		Use both doors, easier for loading/unloading (rear to get on, front to get off). Later service in the evenings.
Blue	Lebanon	I enjoy the convenience and reliability of the AT. The bus schedule works well with my work schedule.	
Blue	Lebanon	I like it just the way it is.	Just sometimes people are very loud and it is distracting.
Blue	Lebanon		It would be extremely helpful to have some weekend service.
Blue	Lebanon	Friendly bus drivers are very amiable.	
Blue	Lebanon		Drivers should not play the radio/music in the bus!
Blue	Hanover	Free and friendly!	
Blue	Hanover	This is a wonderful resource.	The only reason I don't use it daily to commute to and from work is that during commuting hours, it only goes once every half hour from DHMC to the Med School, rather than every 15 minutes (which has proven a struggle with the timing of childcare duties). I wish it ran every 15 minutes even in early morning (7-9 am) and evening (5-6 pm) hours.
Blue	Lebanon	I like that it is free.	
Blue	Hanover	I have been satisfied with the bus service since using it this past year.	
Blue	Hanover		Sometimes buses leave early, especially in the mornings.
Blue	West Lebanon	Keep up the good work!	Sometimes drivers are really aggressive when driving, causes me a stomach ache. But overall, excellent job. OH. WE NEED WEEKEND BUSES!!!! At least Saturday PLEASE.
Blue	Hanover		Timeliness can improve, but I love the service.
Blue	Lebanon	People are friendly and the buses are free. Buses are clean and nice.	
Blue	Lebanon		I would LOVE even a very reduced service on weekends and at night on weekdays. I often have classes and meetings until 9 in Hanover, but it's hard to get back home to Lebanon sometimes.
Blue	Lebanon		Please go until 10 pm. I would pay.
Blue	Lebanon	That it is very convenient.	Perhaps have parking lots for local commuters to park and ride.

## Advance Transit 2012 Passenger Comments

Blue	Lebanon	Excellent service.	Very rarely a bus arrives and departs from a stop ahead of schedule. However, this is less of a problem now than it was 5-10 years ago. Now the drivers usually wait when early. Some drivers waste fuel by accelerating hard just before braking. That also makes for a jerky ride!
Blue	Lebanon		Increased connectivity between the Blue and Brown routes at Vail (can be spotty in the am and pm rush hours).
Blue	Manchester, NH	I really appreciate that it's free. I use the bus to get between DHMC (where my carpool partners work) and Hanover (where I work). It would be really irritating if I had to pay for every 5-minute ride. Great, very useful service. Thank you!	
Blue	Hanover	Nice and friendly drivers. On time schedule.	I would like to be able to take the bus on weekends, because a lot of people without cars need public transportation.
Blue	Hanover	I like that it is free, the drivers are friendly and helpful, and it runs every 15 minutes to DHMC.	It would be helpful if there were longer hours, even one extra hour to Lebanon and Hanover from DHMC and from Hanover to Lebanon. The last bus should be at 8:05 p.m. from DHMC instead of 7:00 p.m.
Blue	Enfield	Outstanding service. We are very fortunate. Fabulous that it's free - hope we can keep it that way.	
Blue	Hanover	I like that it is very convenient and allows me to go places without a car or knowing someone with a car.	Weekend buses would be a great addition!
Blue	Hanover	The drivers are always friendly and helpful and the buses are always on time and reliable. I also like how frequently the buses come. I never have to wait very long at any one stop before I board one.	
Blue	Hanover	It's free! And on time.	
Blue	Lebanon	Punctuality, frequency, driver courtesy are all outstanding.	However, it'd be great to have weekend service.
Blue	Enfield		
Blue	Enfield	Free of charge. Dartmouth incentive to ride the bus by allowing free parking occasionally to bus riders (1-3X per month)	I would LOVE to have more direct Enfield to Dartmouth (VAIL) runs. Now I usually transfer at Lebanon or the hospital in the morning and afternoon.
Blue	Lebanon	Convenience. Invaluable asset to the community.	

## Advance Transit 2012 Passenger Comments

Blue	Enfield		I just wish you had one or two more trips out to Enfield in the evening. I would start giving money if you did.
Blue	Lebanon	It is great.	
Blue	Enfield	I enjoy all aspects, including the friendly people.	I wish there was a noon bus to Enfield. I do not drive and have to have to leave my home at 8:50 a.m. when I have a 2:00 p.m. appointment. Thanks.
Blue	Lebanon	I love the online program "Where's my bus?" It is very useful! You have awesome bus drivers. I also like the cost - saves me money and gets me to work on time. Hours between Lebanon and Hanover are good.	
Blue	Lebanon	Keep it free!	Also, run on weekends!
Blue	Lebanon	It's awesome! No complaints!	
Blue	Hanover	The buses are always clean and convenient.	If there were buses on weekends, I believe this would be helpful.
Blue	Hanover		Include all bus stops (Webster Avenue, Maynard, etc.) on schedules.
Blue	Plainfield, NH	I like the bus because we only have one car between my partner and me. I like to take the bus from Lebanon to work when my partner is out of town.	Web schedule for Centerra is not the same as the current schedule. Please make sure all online schedules are up to date! I hope there is service from Cornish, as we are moving there soon.
Blue	Hanover	The Blue line is great!!	Would more rush-hour buses be possible?
Blue	Lebanon	Ease of use and saving gas.	
Blue	Lebanon	I like that the driver always has a smile on his face in the morning and is always cheerful.	
Blue	Lebanon	I like the frequency, price, and ease of use. (The Blue line is perfect for me.)	I dislike: No service on the weekends (just one AM and one PM trip would be great), no drop-off close to the Lebanon Dartmouth Coach terminal, and finally, one driver brakes to often/too hard and I get so sick and nauseated that I stop taking the bus and drive for a few days instead. Can we have driver comments?
Blue	Lebanon	Everything!!	
Blue	Lebanon	I like that the drivers are polite and that I get to where I want to go on time.	
Blue	Lebanon	That it brings me to work when needed. I also like the fact that it is free.	
Blue	Lebanon	The convenience of having multiple pick-ups/drop-offs during the day.	
Blue	Lebanon	It's free.	
Blue	Lebanon	I really like that AT is free.	

## Advance Transit 2012 Passenger Comments

Blue	Lebanon	Convenient to home and work. Great service!	
Blue	Lebanon	You are doing a great job. I have been riding the AT my whole life, always enjoyed it.	More music?
Blue	Lebanon	It is convenient, the drivers are always polite and helpful. It helps me because we only have one vehicle and with me being able to take the bus to work, my husband who is disabled doesn't have to get up with our grandchildren (who we are raising) and disrupt their schedule. It is a good service all the way around. Thank you!	
Blue	Lebanon	It is very convenient and I don't need to worry about finding a parking space.	
Blue	Lebanon	I like that it's free and clean. Great drivers! The buses come often! I'll look forward to when you stop at Timberwood Apartments on Mount Support Road.	I wish you ran longer hours in the evening (especially in the summer) and on weekends. Thanks for providing a great service. I really appreciate it. I plan to donate to Buy a Bus.
Blue	Wells River, VT	This is a great service. I am not sure how to improve it.	When I don't understand the schedule, I call the office and they talk me through.
Blue	Bradford, VT	I like everything at this time.	
Blue	Hanover	Rarely I miss a Friday evening bus because I see it go by early as I walk to the bus stop. Late buses I can tolerate, but EARLY!? I hate that! Driver _____ is a crusty, thoughtful treasure.	
Blue	West Lebanon	Service is very good.	
Blue	Bethel, VT	It's a great service, drivers are great.	
Blue	Lebanon		Drivers are of uneven skill and courtesy. Please discourage cellphone use on the bus. Please discourage conversations at loud volume between drivers and passengers.
Blue	Enfield	The frequency of times the bus runs to Hanover / Lebanon is great.	I wish the bus ran on the weekend. I'd accept having to pay for the bus to run on the weekend if that would make a difference. I hope the bus runs forever!
Blue	Lebanon	AT service is a wonderful and important resource in the Upper Valley. It seems very well run and I think over time it will become more important.	

## Advance Transit 2012 Passenger Comments

Blue	Lebanon	It's a great service.	I wish it ran on weekends, or at least Saturdays. I love that it's free.
Blue	Lebanon	It's very convenient and saves me a lot of gas money since I don't have to drive back and forth every day.	Sometimes, as a grad student, I am working late and I work weekends, so if the buses ran a little later (even just to 7:15 p.m. instead of 6:15 p.m. at Vail), it would help. And some weekend service would be awesome. I understand the limitations though!
Blue	Lebanon		Ridership is not what it SHOULD be! Hopefully when Mt. Support Road is open we will get more from the complexes there! AT is the best!!
Blue	Lebanon		Service to Lyme again would be wonderful.
Blue	Hanover		Run during weekends!!
Blue	Hanover	I love the service and the drivers are great.	Service at least on Saturday could be great and helpful.
Blue	Norwich	Love that it's free - mainly because it eliminates fumbling for change and speeds loading.	Survey does not ask how many rides per day.
Blue	West Lebanon	Not being late and not charging for rides!!!	
Blue	Lebanon	It's free!	
Blue	Lebanon	Overall I love AT. I bought my house in Lebanon because it was within walking distance of a bus stop.	The Blue route has been running about 10 minutes behind the last few mornings. The bus I usually catch (8:45 a.m. from Lebanon) hasn't been arriving until almost 9. It hasn't caused a problem yet, but it's become a concern. A mobile app would be awesome! Something like the web "Where is my bus?"
Blue	Lebanon		It would be great if an off-hour (maybe 10-11 pm) route could be added on week days and a morning and an evening route could be run on weekends. We could pay fees for the additional routes!
Blue	Lebanon		Need a "shuttle" between Leb and Hanover downtowns, skipping DHMC - the route takes a long time, so I don't use it when I'm really busy. Free and good schedule, except I work late sometimes and get "stranded" at the college. Maybe run through 7 pm at least, ideally 9 pm. App for schedule and maps.
Blue	Lebanon	I'm amazed that it is free. We are privileged to have this service in the Upper Valley.	One thing I'd like to see is route maps posted on the inside of the buses (think Boston's rail system, the "T"). Another improvement would be adding AM/PM to the bus schedules, as well as specifying if the times are arrival or departure. I understand the bold represents PM but it can be confusing.

## Advance Transit 2012 Passenger Comments

Blue	Lebanon	Love the service.	I would be willing to pay for night & weekend service!
Blue	Lebanon		There should be at least two trips to the plazas on weekends. Many graduate students live in Lebanon and have no car. So grocery shopping is a problem for them.
Blue	Lebanon		Additional buses after 6 pm from Hanover to Lebanon.
Blue	Lebanon	It runs lots of places in the Upper Valley.	A late night bus or weekends - even if these charged passengers to ride.
Blue	Hanover	It's perfect!! Thank you.	
Blue	Hanover	I like that it is free and regular.	Weekend service is the only improvement I can suggest.
Blue	Hanover		Seems to make no sense to exit/enter at front of bus. Enter at front. Exit at back.
Blue	Hanover		Weekends. Perhaps nights until 10 pm. Weekend service could be just one big circle hitting maybe 10 stops: 1 stop at the plazas, 1 stop at DHMC, 1 stop at the college, 1 stop at WRJ, 1 stop at Lebanon City Hall.
Blue	Lebanon		I think you need to provide seat belts for the passengers. Otherwise, buses are fine.
Blue	Lebanon		It will be perfect if you add an infrequent bus running for late hours, even with a charge.
Blue	Lebanon		A bus schedule can't be found for the Dartmouth/Downtown Shuttle. I hope that the bus can run once a day late in the evening (e.g. 9:00 p.m.), and twice a day (one in the morning, e.g. 9:00 a.m., one in the afternoon, e.g. 6:00 p.m.) in the weekend.
Blue	West Lebanon	I really appreciate that the bus is free, so I can hardly complain!	That being said, it would be nice to have an easy way to get home from the hospital to Sachem Village in the late afternoon. Also, it would be more convenient, though not necessary, to have the Orange bus go into Sachem and down Tuck drive. Thank you!
Blue	Hanover		Experiment with Saturday service. Smaller, more efficient buses on Blue line.
Blue	Hanover	The drivers are polite and helpful.	
Blue	Grafton, NH		I don't ride enough to answer this question comfortably. So far it's been real convenient.
Blue	Hanover	I love the service.	I suggest running on weekends. Otherwise, it is tops.
Blue	Lebanon	Free!!!	
Blue	Lebanon	Everything (clean, comfortable, safe and free)	

## Advance Transit 2012 Passenger Comments

Blue	Lebanon	The bus service is always enjoyable and I can always depend on it.	The only thing I'd like to see added is a stop at K-Mart, West Leb. I can't walk from Video to K-Mart and then to Shaws to get the bus. Otherwise, I have only positive feedback to give you. I use Red and Blue lines.
Blue	Lebanon		A weekend service would be great, even if that meant paying for it. Later service would also be very useful - in the evening.
Blue	Hanover	Everything about AT is perfect: convenient location, prompt bus arrivals, and great service!	
Blue	Hanover	Drivers are friendly and helpful.	Sometimes the bus smells funny. You might want to open the windows.
Blue	Lebanon	It is nice to have the Advance Transit.	
Blue	Lebanon	I really like the drivers.	Hybrids have no place to store strollers if they have two wheelchairs. I wish some ran later - specifically Green and Orange.
Blue	Alexandria, NH	Excellent service. I couldn't afford the commute without it.	
Blue	Canaan	I like everything. Convenient.	
Blue	Orange, NH		Our current bus driver is UNSAFE. He stops at unplanned "stops." Traffic would have no warning. He speeds. He has crossed the lane of traffic to avoid stopping in current lane for parking/turning vehicles and tow trucks.
Blue	Canaan	Everything! Keep up the great work!	
Blue	Orange, NH	I'm happy.	
Blue	Canaan	Convenient.	
Blue	Canaan	The drivers are, with just a couple of exceptions, courteous and helpful. AT is a wonderful service and I so appreciate not having the driving and parking frustrations. Thank you!	I am uncomfortable with the driving skill of the _____ driver and am not looking forward to snowy/icy weather. (Our previous driver was the best!) A midday run to Canaan would be handy, as would an evening run.
Blue	Enfield		I wish that they ran on the weekends. That would be nice.
Blue	Enfield		Improvement or more time on the Enfield and Canaan route.
Blue	Etna, NH	Free service, good routes, reliable friendly drivers.	
Blue	Concord, NH	Free service, perfect for use during work. I don't need to use my car, which is nice because parking is tough at DHMC. (You don't want to get stuck parking in Lot 9!)	
Blue	Hanover	Very accessible, friendly, ease of transfer.	

## Advance Transit 2012 Passenger Comments

Blue	Plainfield, NH	Frequent times between DHMC and Hanover, since parking is so difficult. Riding the bus makes going back and forth so much easier!	
Blue	Hanover	Very valuable service to the Upper Valley!	
Blue	Hanover	It's pretty convenient to have it for easy access to work.	It would be nice to have some bus service on the weekends (need not be as regular as weekdays), and also if the Blue route had some service later in the night as well - maybe one at 8:00 p.m. and one at 9:00 p.m.? Thanks for everything!!!
Blue	Canaan	Free! Dependable.	I could use a few more evening buses and weekend buses.
Blue	Hanover		Weekends.
Blue	VT	Convenience.	
Blue	Hanover	So convenient! Thank you!	
Blue	Hanover	Great service!	
Blue	Hanover	I love how easy it is. Being able to be picked up and dropped off at so many spots on Dartmouth's campus is a huge plus.	
Blue	Hanover	Very convenient.	
Blue	Hanover	I like everything, especially "green" issues.	When waiting and weather permits, turn off engine.
Blue	Lebanon	Invaluable in getting and to from DHMC/Med School campus (Blue route). It is always on time, allowing me to minimize travel time between campuses. Great service, especially being that it's FREE!!	
Blue	Sutton, NH	Reliability. Effect on less driving, fuel costs, and pollution.	
Blue	Etna, NH	The frequency of travel between DHMC and Hanover is great.	
Blue	Hanover	It's amazing that it's free, it's easy to use, and the staff are always friendly.	
Blue	Hanover	Convenience.	
Blue	Hanover	Very easy to use.	In the evenings it comes only once every 30 minutes. I think it should come more frequently.
Blue	Hanover	Very easy to use. Free!	
Blue	Lyme, NH	I like the fact that the service is free.	It would be great if it went to Lyme and Thetford.
Blue	Norwich	Very convenient.	

## Advance Transit 2012 Passenger Comments

Blue	Enfield	Saving the environment, free, easy and accessible.	Before my son was born, I would have taken the bus to work if there had been a stop on 4A in Enfield. Now, I couldn't because I have to drop my son at daycare.
Blue	Thetford, VT	I love using Advance Transit to get around the Lebanon/Hanover area.	
Red	Lebanon		Have a route to Claremont.
Red	Lebanon		Saturday service would be great, just Lebanon, West Leb, Hanover, White River Junction. No Enfield or Canaan. It would save a lot.
Red	Lebanon		Add a stop to the Blue bus early at Wolf Rd before meeting the Red route and departing from City Hall at 6:10 a.m. The service is great, I just sometimes miss it.
Red	West Lebanon		Service on weekends (even if only limited runs) would benefit me greatly.
Red	Lebanon	It's great. Keep up the good work!	
Red	West Lebanon	What I like most is it's convenient, because I don't have a car right now. Bus stop locations are all over and easy to find.	
Red	Lebanon	Transfers between routes are very easy.	
Red	West Lebanon	I love it.	Promote it more - especially to local companies and their employees. Make the case re: cost savings, lowering stress, productivity (read while riding, personal or work). Better hand off to Centerra.
Red	WRJ	It is free and all the drivers are very nice and helpful.	They could have more routes going in the morning (e.g. red/green).
Red	Lebanon	I love "AT." I don't know what I would do without it.	Please add a.m. service on Saturdays.
Red	West Lebanon	It is all good.	
Red	West Lebanon	It takes me to work and shopping when I need it.	
Red	West Lebanon		I wish the buses ran on weekends. I would be willing to pay a per trip fee if the service was available.
Red	West Lebanon	Free and gets to most places I need.	
Orange	Lebanon	Convenience.	
Red	Lebanon	I have a car. AT makes it easier to get to and from work.	Coverage at stops during winter months, trash bins (so people stop leaving it on the roadside).

## Advance Transit 2012 Passenger Comments

Red	West Lebanon		I would like it if all the buses stop at all the bus stops every 30 minutes. Because if you take the Red line at 5:00 p.m. you can't go to BJ's or some plazas. Or if you take the bus at 1:00 p.m. you can't stop at Shaws. We could have bus service available weekends or just Saturday.
Red	Lebanon		I used to live in Canaan and the times for the buses from and to Lebanon were very inconvenient. They still are. I have a sister who still rides the bus from Canaan and her work schedule is usually in the early p.m. The bus gets her to Lebanon four or five hours too early. I'm not sure if it's possible to help with it, but more times out to Canaan would help.
Red	West Lebanon		Run on weekends.
Red	West Lebanon	AT is an excellent service and is a huge benefit to the community.	
Red	West Lebanon	I like that it's convenient, usually not too loud, helps get me from point A to point B.	
Red	Lebanon	Very nice, people are very nice.	
Red	Quechee, VT	The weekday schedule is very accommodating. Weekend service, and service to Quechee would be a plus. I would be happy to pay a fee for weekend service.	
Red	Lebanon	The bus service will never be 100%, but the standard is very high, which makes me comfortable. Thanks to the management and staff.	
Red	Lebanon	The bus service is excellent. Drivers are very pleasant when you enter and exit the bus.	If you are heading to a bus stop and they realize that you want the bus, they could wait for you at the bus stop. But one particular driver, I find him very selfish and I think he should be given training to deal with the public more politely, but for now I don't have a problem.
Red	Lebanon	Excellent. Easy to understand.	
Red	Lebanon	Service is great, with no improvement possible.	Expansion would be nice.
Red	Lebanon	I like how drivers announce stops now. I feel that buses are on or close to on time despite weather or traffic. For me it is a win/win - getting me to destinations while saving money.	Route to Alice Peck Day. Drivers need to ask young folks to move farther back when handicapped folks enter the bus.

## Advance Transit 2012 Passenger Comments

Red	West Lebanon	Upper Valley coverage area. Free! Reliable!	Saturday!
Red	West Lebanon	It is the best!	I would like Saturday service a few times a day.
Red	Lebanon	Very handy.	
Red	Canaan	I like that I can get back and forth to work or the hospital without depending on other members of my family.	Not much, but keep it running to all the places they run now, for those that really need it, who can't drive due to various reasons.
Red	Enfield		One driver doesn't wait for passengers to sit. I get out of work at 5:00 p.m. at the plazas and I need a later bus to Enfield.
Red	Canaan		Sometimes when I ask for help understanding the bus schedules, drivers are rude. Make the 3:00 p.m. Canaan bus actually go to Canaan.
Red	Lebanon		Have buses run on the weekends.
Red	Enfield	Free.	More rides.
Red	West Lebanon	I like that it is free and I can take it to work.	The only thing is I wish you ran later and on the weekend or just Saturday.
Red	Lebanon		It would be nice if we had transportation on Saturday and Sunday. It costs too much for taxi services. I work in White River at the Hotel Coolidge.
Red	Lebanon	It's convenient and the price is right!	
Red	Wilder	Free. Friendly drivers. Sense of community.	I would like to be able to take a bus late at night. Thank you!
Red	Lebanon	It's good enough right now.	
Red	Lebanon	It's free. It helps me save money. And it's nice.	
Red	Lebanon	I like that I can depend on Advance Transit to always get me where I need to go and on time. Also that most stops are easy and convenient to get to. Also that it is free.	
Red	Lebanon		Run the service until 2:00 a.m. (I work late, plus the drunk drivers.) Second, please, please, please start running the service during the weekend. I work five days a week. Two of them are Saturday and Sunday. I HATE taking taxis.
Red	Hanover	I like everything.	
Red	Hartford Village	I love the bus!!! I would have no transportation without it.	
Red	Hartford Village		Please use air conditioning when it is warm out. It makes me really sick.
Red	Wilder	It's free.	

## Advance Transit 2012 Passenger Comments

Red	Lebanon	Without them I'd lose my job. Very thankful we have you guys.	
Red	WRJ		I think the bus should provide easier access to Centerra Park. But other than that, I love the bus. And how easy the transportation is.
Red	WRJ		Run on Saturdays.
Red	Lebanon		You should never be early at stops between transfer stations (i.e. street stops). I have missed the bus before due to it being a least five minutes early (according to my cell phone).
Red	West Lebanon	Convenient. I don't have to waste valuable gas and money for transportation.	
Red	Lebanon	Convenience. Keep it going.	
Red	Enfield	I like how many different areas of the Upper Valley the buses travel to. They make it easy for me to get to work and other areas when I'm not carpooling.	
Red	So Royalton, VT	Easy access.	
Red	Enfield	Thank God for the bus. I would not have a job!	I would make the paper schedules a lot easier to follow! Other than that, I would have the bus run on weekends!
Red	Hartford Village		I wouldn't mind paying a fare for later nights and weekends.
Red	West Lebanon	Convenient and timely.	
Red	Lebanon		Buses to get people directly to work would be very helpful.
Red	Lebanon	I'm just glad to have the bus as an option. It saves me money and I don't have to inconvenience my family by taking our one car.	
Red	Lebanon	It's convenient throughout the day for work.	
Red	Lebanon	Because it comes on time.	
Red	Lebanon	Excellent, reliable, friendly - and good for the environment.	
Red	West Lebanon	I like that the drivers are always friendly.	They should not have intoxicated people on the bus. There was one guy that was bothering me, he was so drunk, he could barely stand. This was last Wednesday.
Red	West Lebanon		You could improve the bus service by adding night-time hours and weekend hours. Other than that I am very satisfied with the service.
Red	West Lebanon		We need Saturday service from West Leb to Lebanon and to the Plazas.
Red	West Lebanon		I would gladly pay for a service on Saturday. I think a lot of other people would too.

## Advance Transit 2012 Passenger Comments

Red	Lebanon	The buses are on time. Drivers are very courteous.	I would like a bus on Saturday between 9:00 a.m. and 1:00 p.m. so people who have no one to drive them to church on weekends can get there.
Red	Lebanon	Very convenient. Thank you for your services.	
Red	West Lebanon	Nothing to improve. Everything is good.	
Red	Lebanon	It is convenient.	It would be nice to have it on the weekends even if I would have to pay for it.
Red	Lebanon	Gets me where I need to go.	Start weekend service even if you have to pay for it.
Red	Lebanon	I live at Rogers House in Lebanon and I can get to so many stores on the bus. I go to the VA hospital for medical treatment and I can get there by the Advance Transit bus - which I do appreciate. Shopping in West Lebanon is no problem and the drivers are friendly and helpful. We have a computer at Rogers House. I would not mind paying for riding the bus.	
Red	Lebanon	The bus makes our trips to West Lebanon easier to access.	Would like a weekend bus service, even if we have to pay for this service on weekends.
Red	Lebanon		I personally would like it if the buses were more exact on their time schedules. Also, I do have to say I love and appreciate the service...
Red	Lebanon		Start half-hour Red line service to the Plazas earlier.
Red	Lebanon	Free, simple, on time.	
Red	Lebanon	Simple.	Please run later at night...
Red	Lebanon		Better communication when stops are coming up!
Red	West Lebanon		Better connections between Orange and Red in Lebanon. If you miss it, you are stuck there for one hour.
Red	Lebanon	I love that the service is free. It's very convenient to get to work and shop.	
Red	Lebanon		If there was a way to have weekend service, or just Saturdays. More spacing between seats, i.e. leg room. Room for car seat.
Red	West Lebanon	The drivers are friendly. They don't get anxious.	Do a Saturday and Sunday route. More often at Bank Street Leb to Canaan. Bus to Hartland and Quechee.
Red	Lebanon		You could run on weekends.

## Advance Transit 2012 Passenger Comments

Red	Lebanon	The convenience of getting most places I need to go.	I volunteer at an off-site DHMC office and just miss the hospital shuttle on the way there. It would be helpful if the two schedules were closer together. Definitely a Saturday bus would add joy to my life!
Red	WRJ	Suits me.	
Red	Lebanon	The drivers are kind.	We hope they can add Saturdays to it so that they can close 1/2 day.
Red	Wilder		Make bus schedules clearer so they are easier to understand.
Red	Enfield	I like it because I can get to places on my own. It's fun to use.	
Red	West Lebanon		Tell people not to smoke before getting on the bus. The smell is awful.
Red	Wilder	It's good to have when you need them. Thank you for these buses.	
Red	WRJ		The Green and Orange buses have stairs. I'm a mother with a newborn and getting the stroller onto the bus is extremely difficult. Having to hold my baby and grab the stroller is so difficult. And to grocery shop it's nearly impossible. Having the type of bus like the Red route would be so much nicer for those of us that are not handicapped but need that further assistance.
Red	Wilder	The drivers are always helpful, and it gets me to places I otherwise couldn't get to.	
Red	Hanover	Very pleased with all.	
Red	West Lebanon	Easy to get home.	
Red	West Lebanon	The drivers are very nice people.	
Red	Hartford Village		Weekend service would be nice.
Green	West Lebanon		It would be nice to see buses run longer in the evening. It would make it a lot easier to get home when working overtime.
Green	WRJ		The connection between the Brown and the Green and Orange is funky sometimes. Saturday service.
Green	WRJ	I appreciate that it's free. I like how personable the drivers can be.	I wish the buses ran later, to at least 8 p.m. I'd be willing to pay bus fare if it ran later! Also, if it could run more than once an hour, or if the Green and Orange lines ran at more separate times - but I'd much rather have the buses run later!
Green	WRJ	Where I live the bus is convenient for my commute back and forth to work.	

## Advance Transit 2012 Passenger Comments

Green	Wilder	I can't think of anything to improve. I like the level of radio coordination among drivers.	
Green	WRJ	Without the AT, I and many of the VA volunteers, patients and some employees would be unable to get to their destinations.	
Green	West Lebanon	I like that it doesn't cost money because a lot of people don't have it to spend on a bus or cab fee.	
Green	WRJ	The bus service is very helpful and useful and I think it is improved enough.	
Green	Wilder		Service on weekends would be amazing!
Green	Wilder	Free. Usually convenient.	
Green	Wilder		Maybe adding more frequent times in the morning on the Green line.
Green	Wilder	Schedule / free service.	
Green	Strafford, VT	It means I can carpool with my husband two days a week. I like it when the electronic signs are working - telling me when the bus is coming.	
Green	Hanover		More frequent buses on the Green route. Have a bus that goes to Lyme/Thetford. Other than that, AT IS AWESOME!!!
Green	WRJ	It's all good!	
Green	WRJ	Convenient, free, handy.	Want service up north - North Haverill.
Green	WRJ	Allows me to get to work, easy to get back and forth.	Perhaps Saturday runs.
Green	WRJ		Run Saturdays for a fee.
Green	Windsor, VT	It saves the atmosphere, saves on traffic. And I can relax and enjoy the ride! It also is very convenient, and saves a lot of gas money!	
Green	WRJ	It's easy and convenient.	
Green	Hartford Village		More stops to Hartford Village so I can get to work on time.
Green	Hartford Village	I like the convenience. And drivers are always ready to help you find your way.	

## Advance Transit 2012 Passenger Comments

Green	WRJ		The Green route is consistently ten minutes behind in the afternoon, better to revise the timetable? The gap in the Green morning schedule is considerable (90 minute gap between 7:00 a.m. and 8:30 a.m.). It would be nice to have an option to arrive in Hanover at 8:00 or 8:15 a.m. The Dartmouth Downtown Shuttle is very unreliable and almost unusable. While traffic is unpredictable, surely improvement is possible.
Green	Wilder	Free service	Service on weekends and later in the evenings would be nice.
Green	WRJ	I love my driver. He's always friendly.	One bus driver on the Red plaza bus was yelling out the window at someone she knew on a main road, but that is the only uncomfortable experience I've had.
Green	Wilder	The drivers on the Green line are always helpful and cheerful. Congratulations on your employees.	
Green	Wilder	It's free.	Weekends would be good.
Green	Hartford Village		Keep air conditioning on in summer warm/hot weather.
Green	Wilder	It's free and convenient.	
Green	Wilder	I love that the route stops are online now.	But can they be listed in addition to being on the map? Can links be put on the route and schedule pages?
Green	Wilder	All good!	
Green	Hanover	I like that it's available. Thank you so much. You make my life much easier!	
Green	Hanover	I like the "Where's my bus?" service. It helps when the buses are late and I'm worried I missed it.	
Green	WRJ	Everything about the bus service is good.	
Green	WRJ		For them to run more often.
Green	Hartford Village	It's free!!	
Green	Hartford Village	Keep up the good work!!!	
Green	Hartford Village	Our driver is the best. Advance Transit 10/10.	
Green	Wilder	Our driver is the best bus driver there is! He is so nice and friendly, it makes riding the bus a real pleasure.	
Orange	WRJ	It helps me to get around.	

## Advance Transit 2012 Passenger Comments

Orange	WRJ	I find it to be a very relaxing way to start my day and to end my work day. The drivers are very helpful and polite. We are very fortunate to have this service in the Upper Valley. Thank you!!	
Orange	West Lebanon	I cannot live without it.	
Orange	Hanover	Convenient from Hanover to WRJ - no transfers! Thank you.	
Orange	Hanover	I like the exercise I get to and from the bus every day. I like the quirky-crazy mix of people - great! I like to get work done on the way while riding. Saves gas - good for me, good for the environment. I like that it really matters to those who can't drive. Wonderful service.	I get that it is costly when not fully utilized and understand the concern this poses.
Orange	WRJ	Everything is great!!!	
Orange	WRJ	I only use the bus and I appreciate the great service that the bus provides. My drivers are exceptional in customer services.	
Red	WRJ		Some drivers are apt to take chances even when on time. Most of the drivers don't allow us to sit before taking off, even when there is no hurry. For some it's potentially dangerous, even if we seem or look strong. One or two are down right unfriendly.
Orange	West Lebanon	Free, many routes.	Run on weekends, even if that means a cash fare. Same for later at night.
Orange	West Lebanon	It is free, clean, and on-time.	
Orange	West Lebanon		Provide service to Sachem Village! This much CAN be done. Bus service on weekends!
Orange	Hanover		Buses on weekends! More Orange buses (every 30 minutes) would pay. Better maps are needed to know where stops are.
Orange	Walpole, NH	It is a great service, It is available for everyone and since it's free, it is affordable for everyone. Without this service, I would not be able to make it to work.	
Orange	Hanover	Drivers are helpful in guiding routes/transfers	It would be nice if the buses ran a little later in the evening.
Orange	West Lebanon	Beats walking.	
Orange	WRJ		Saturday service to Upper Valley Plaza.
Orange	WRJ	I like the bus.	
Orange	Norwich	When I was in high school, I took the AT everyday to school and saved tons of gas money!	

## Advance Transit 2012 Passenger Comments

Orange	Lebanon	I love the community service aspect of AT. Newcomers are astounded at the extreme helpfulness of drivers in accommodating passengers - and old-timers appreciate it too.	It would be great if we were able to have Saturday service. It would really help those without cars to do their weekend errands.
Orange	WRJ		The road in Lebanon which the drivers use to turn around in West Lebanon (before stopping at the station) is of awfully bad quality, and thus the ride is very uncomfortable on that part. It would be great if another route could be taken before stopping at the station (coming from Hanover), or if, alternatively, that road could be fixed. Otherwise, the service is great, and the drivers are nice (although some passengers do talk too loudly!!!).
Orange	West Lebanon	I like that it is free and convenient.	It could improve if buses ran more often around commute times (7:30 - 9:30 a.m., 4:40 - 6:30 p.m.). And it would be nice if buses ran later into the evening.
Orange	West Lebanon		Increasing runs from West Leb to Hanover. Going later in the evening. Thanks!
Orange	West Lebanon		Add limited service on Saturdays?
Orange	West Lebanon	I really appreciate that the bus service is free!	Maybe an additional bus at busy times would be helpful. A very limited, but available bus service on Saturday would be nice (enable people to go out, do errands, and come home).
Orange	West Lebanon	The drivers are always friendly and helpful.	Possibly a little more buses on each route?
Orange	West Lebanon		Provide service on weekends. We can pay for the service.
Orange	West Lebanon	I like that it is free and easy to use. The drivers are always helpful and very polite. I don't have a vehicle or much money so it's nice to have something I can use to help get me to work and home every day. Very convenient.	
Orange	Enfield		I have some problems with drivers skipping scheduled stops, even when the request stop cord was pulled for a scheduled stop. Other than that, most drivers are nice and helpful.
Orange	WRJ	Without the AT, I wouldn't have a way to work. I think it's one of the Upper Valley's best assets.	

## Advance Transit 2012 Passenger Comments

Orange	WRJ	Wonderful availability and service. Monday-Friday, I have no other means of transportation. And it's free and I'm waiting on SSDI, so it's perfect. Thank you.	
Orange	Lebanon		Weekend service.
Orange	WRJ	I am happy with it.	Routes are infrequent but this seems to match the numbers using it.
Orange	West Lebanon		I want the bus to work on weekends.
Orange	West Lebanon		Have route later or on weekends.
Orange	West Lebanon		I wish the Orange line ran later. The current schedule forces me to leave work at 5:30 p.m. Other than that, I love it.
Orange	West Lebanon		Have a bus which enters Sachem Village. Have service for one more hour in the evening (6:30 p.m.).
Orange	Hanover	It's very appreciated.	
Orange	West Lebanon		Extend schedules.
Blue	Lebanon	Drivers are friendly. If you don't know where you're going, they gladly help you.	Buses one day on weekends.
Orange	WRJ	First of all it's free. I think the service is good like it is, in my opinion!!	
Orange	Quechee, VT	I like the service just the way it is. It works great for me.	
Orange	West Lebanon		Put in a pick-up by Merchants Bank. (There is a drop-off.)
Orange	Hanover		Increase frequency for Orange route.
Orange	West Lebanon		Perhaps some Saturday service, even if a charge.
Orange	West Lebanon	You can get to places and not have to pay for it.	
Orange	West Lebanon		How about weekend service?
Orange	West Lebanon		Longer hours would be nice, and weekend service.
Orange	Norwich	It's a public service.	Extended hours in the evening until 8 pm and on weekends. Would pay for service. Taxis are outrageously priced, town-to-town at \$15. Helpful for folks who work until 6 pm and on the weekends. Thank you for providing this great service!!
Orange	Hanover	I like the fact that buses run until 7 pm.	Add seating at bus stops without it.
Orange	West Lebanon		Need more understanding about how to talk with deaf people. That help with paper/pen read lips slow make sure understand what said face to face watch lips for deaf.
Orange	Lebanon	Convenience.	

## Advance Transit 2012 Passenger Comments

Brown	Norwich	The drivers are great! It's very easy and convenient. Being free is important - it makes it easy to just hop aboard.	
Brown	Norwich	Free; and accepting donations. Friendly.	
Brown	Norwich	It's fine.	
Brown	Norwich	The bus drivers are good people and the buses are clean. As I do not use the bus for purposes outside Hanover and Norwich, I do not have much to complain about.	
Brown	Norwich		Go slower in between stop lights (Wednesday morning...)
Brown	Norwich	Convenient, fast!	Put the route name somewhere on the exterior of the bus in addition to the front - so I know in the afternoon if I should run to catch it. (I can't see if its Brown, Blue, etc.) Continue coming around the big loop to the park & ride in Norwich. This is VERY helpful.
Brown	Norwich	I like how you make it free.	It would be nice to run the Advance Transit on Saturdays, but not Sundays.
Brown	Norwich		You should play music, 92.3 FM!
Brown	Norwich	Convenient, GREEN!, free, community. Save money on gas - I live off of loans for school.	
Brown	Norwich	I like using it to ride to work and to go home. To Norwich, to Upper Valley, and to West Lebanon.	
Brown	Hanover	Overall it's great.	More frequency early a.m., lunchtime 11:30-1:30, and evening would be better than mid morning or mid afternoon.
Brown	Newbury, VT	Free, convenient transport. Friendly, happy drivers.	
Brown	Norwich		Improvement suggestions: Often the morning Brown bus is stiflingly hot during winter months. Some drivers play loud, unpleasant music. Most drivers are friendly & polite. Most drivers honor speed limits. Most drivers avoid bumps and potholes.
Brown	Hanover	I love the bus service. It enables me to maintain my independence while living at Kendal.	
Brown	Norwich	Drivers are terrific - courteous, helpful, reliable.	A late bus - around 8 pm - would be very helpful.
Brown	Norwich	It's free! Plus good service. I support AT absolutely!	

## Advance Transit 2012 Passenger Comments

Brown	Hanover	I like that it's free, on-time, friendly.	I would like for the stops to be more clearly labeled on a map, like Google Maps. (It took me a while to figure out what Tracy Hall was.)
Brown	Norwich		I will write you separately on specific issues. Thanks for inviting feedback.
Brown	Norwich	Drivers are always very polite and helpful.	
Brown	Hanover		I would like service to APD Hospital. I would like service to Claremont.
Brown	Hanover	It is my only transportation. It is great!	
Brown	Norwich	The drivers are always helpful and friendly.	Service on Saturday or Sunday would be great.
Brown	Norwich	I like everything. Convenient, free. The frequency is excellent.	
Brown	Norwich	The bus service is excellent.	It would be even better if it covered more areas and routes.
Brown	Hanover	A super service! You should be proud!	
Brown	Norwich	I like the convenience, reliability. The service is great!!	
Brown	Norwich	Excellent service. Makes "mass transit" commuting easy. Thanks!	
Brown	Hanover	Helpful drivers.	Evening / weekend service would be wonderful.
Brown	WRJ	Easy and convenient.	