

Advance Transit 2015 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	Thank you for your services. It is a big help to the community.	
Blue	Canaan	I like it a lot. Free ride.	
Blue	Enfield	I love being able to get out of a crazy day at work and not have to deal with traffic. The 5:00 p.m. bus to Enfield / Canaan is getting a little full. You might need a bigger bus soon. Drivers are always very helpful!	
Blue	Enfield		More morning trips from Enfield.
Blue	Enfield		It's convenient, but I wish the bus was available at more times coming from Enfield to Lebanon. As well as going to Enfield, not having to wait until almost 6:00 p.m. to get home from work.
Blue	Enfield	It's like riding to work with family. We care about each other including the drivers. I think you do a fantastic job and I'm impressed with how you always try to improve. All your drivers and office staff are terrific. My patients are very pleased with your Access bus. Cost of a regular ride is very generous.	
Blue	Canaan		More trips to Canaan would be helpful.
Blue	Canaan		I would like a bus from Lebanon to Canaan in between the 3:50 p.m. and 4:20 p.m. trips.
Blue	Enfield		Does not go into Centerra Park Wednesdays to drop me off at my place of work.
Blue	Lebanon	It is close to where I live, very easy for me to get to work and back. I don't have to worry about driving in bad road conditions, or if there is traffic on the way to DHMC.	
Blue	Lebanon	I like that I can go to work and other places on it.	
Green	Thetford, NH	Great service, helpful drivers. Thank you!	How about Saturday service?

Advance Transit 2015 Passenger Comments

Blue	Lebanon	The drivers are always very pleasant and a joy to talk to. I appreciate the bus and that it is free and only wish they had this service in other cities.	
Blue	Norwich		Add a Blue bus to DHMC between 6:39 a.m. & 7:10 a.m. in Hanover. Make it easier to transfer from DHMC to Norwich after 5:00 p.m.
Blue	WRJ	Nice drivers.	
Blue	Lebanon	Good service.	
Blue	Lebanon	I like the bus ride.	
Blue	Lebanon	Free.	
Blue	Lebanon	Great on-time service. Nice bus drivers. Bike rack.	
Blue	Lebanon	Convenience, saves me gas.	
Blue	Lebanon	Reliable bus service in the middle of nowhere, that's practically unheard of.	
Blue	Grantham, NH	Good work.	
Blue	Lebanon	I like that the buses are free and comfortable. The drivers drive safely and get us to where we need to on time. Thank you!	
Blue	Lebanon		"Where is my bus?" application is not mobile compatible. Sometimes data were not accurate. Examples, at time no Blue bus on map (in p.m.). Page refresh doesn't fix. Evening times - better try to adjust timings. The bus comes ten minutes late everyday.
Blue	Hanover	It is reliable and free, and it is almost as fast as driving to DHMC because of remote parking lots at DHMC. Buses are almost always timely, and being late occasionally is unavoidable.	But I wish drivers would slow down / pause at stops when they are ahead of schedule (or AT should adjust the timetables accordingly).
Blue	Hanover	Great service! This has allowed my husband and I (both retired) to downsize to one car.	
Blue	Canaan	(Your Blue route drivers) provide excellent service and are great drivers.	
Blue	Lebanon	Thank you. It is a great asset. Overall, super helpful. Allows us to be a one-car family.	Provide access to the bus without passing by a smoking bus driver. Music too loud. Have driver stop at crosswalks.

Advance Transit 2015 Passenger Comments

Blue	Lebanon		Bus should work on weekends, even if we have to pay for this service.
Blue	Lebanon		It would be nice if the bus ran on weekends even if passengers were charged.
Blue	Lebanon	Reliable, friendly.	Service on weekends.
Blue	Lebanon	The drivers are very friendly to everyone, and the buses are always clean.	It would be great to have just one bus from Hanover all the way to Lebanon at night (around 9:00 p.m.), at least in the winter. Right now if I need to stay late on campus, I take the 8:06 p.m. bus to DHMC, then run/walk three miles to the Green in Lebanon. But I can't do that in the winter - too icy / cold / dark. One more thing - some drivers use the speakers to announce a stop, and it's impossible to understand them.
Blue	Lebanon		Schedule adjustments: When you shift a departure time even three minutes earlier, many people will miss the bus. Moving it later is not a big deal because everyone still catches it. If shifting earlier, please tell everyone.
Blue	Lebanon	The service is great.	If you expand service hours (longer in the evenings), I'll be willing to pay for it. As it is now, I don't think any city has free transit as comprehensive as AT!
Blue	Lebanon	It helps me save money.	
Blue	Newbury, NH	Allows my partner and I to commute together (\$ savings). It gives me options for getting around the area without needing my car. Saves parking at Dartmouth (space and \$).	
Blue	Hanover	This is a fabulous service and extremely helpful.	
Blue	Lebanon	I like that they provide reliable transportation to work, I like the service. Thank you.	
Blue	Hanover		AT on weekends. AT every 15 minutes early in the morning.
Blue	Thetford, NH		Morning buses between 7 - 10 should be more frequent. Bus routes should go later than 6:00 p.m. Bus drivers should adhere to the times posted on the schedule.
Blue	West Lebanon		Buses need to be on time. A later Orange bus to West Lebanon would be super helpful. 5:35 p.m. isn't late enough. A 6:35 p.m. bus would be great - or one at 6-6:15 p.m. Actually, more than one Orange bus per hour would be the best. It really handcuffs me.

Advance Transit 2015 Passenger Comments

Blue	Hanover		Brown line could use a few more morning runs.
Blue	Lebanon		Avoid Posse's if possible when necessary.
Blue	Lebanon	It is great transportation for all classes of people.	
Blue	Lebanon	Good for people who don't have cars.	
Blue	Lebanon		Charge to ride to keep the people off that just ride around that don't have anything better to do.
Blue	Canaan	Drivers are usually helpful!	Schedules are sometimes confusing, but one trip to Canaan throughout the day would be helpful!
Blue	Lebanon		Weekend service would be great. Passengers paying is good. A wider network would be great. Improved scheduling of connections between the Blue bus and the DHMC shuttle would be great.
Blue	Hartford Village		Don't drive by a stop when I'm there waiting.
Blue	Lebanon	What I like: It is free.	What to improve: Run buses on weekends.
Blue	Concord, NH	It's easy, reliable, and free. I don't have to worry about giving up a parking spot in DHMC lot or finding parking at my destination.	
Blue	Wilder	You guys are the best. Thank you. I don't know all the drivers' names, but they greet me personally and always find time to say something nice. I also hear them communicate with each other on the radio and take care of transfers and people with special needs. It's very impressive.	
Blue	Glendale, AZ	People are friendly. Drivers are safe.	Improve drivers' driving ability. I had my personal car hit by an AT bus and your driver didn't even care. May I add he almost hit me (I was next to my car).
Blue	Lebanon	Continue working until I die and I have four more kids use the bus.	
Blue	Lebanon		Some sort of weekend runs for workers and shoppers without transportation.
Blue	Hanover	I love the current schedules.	Would use it on Saturdays. Otherwise great. I wish the loudest riders would be quieter.

Advance Transit 2015 Passenger Comments

Blue	Lebanon	(My Blue route driver) is wonderful. Always friendly, helpful & thoughtful - he knows all our stops. This bus allowed me to live outside of Hanover (which was too expensive for a medical student) and I am grateful.	
Blue	Lebanon	I don't have to spend gas money.	
Blue	Norwich	Drivers are safe, knowledgeable and on time. Can't beat this service. Friendly and a great resource. Thank you very much.	
Blue	Lebanon	It's great that I can commute to and from work for free!	Limited service on the weekend would be nice. Also a service to the Dartmouth Coach garage.
Blue	Lebanon	It is extremely convenient for my weekly commute from downtown Lebanon to DHMC.	
Blue	Lebanon	Friendly, effective, prompt, free!	
Blue	Lebanon	Very reliable.	
Blue	Lebanon	Drivers are always great - courteous, helpful.	A limited weekend or night service would be nice.
Blue	Thetford, NH		Cost for DHMC employees - \$1 each way.
Blue	Lebanon	The convenient transportation.	
Blue	Bradford, VT	Always runs in every kind of weather. Great service.	
Blue	Woodsville, NH	Friendly, on time, nice drivers, free!	
Blue	Thetford, NH	I appreciate that it's free of charge and that it's not crowded.	
Blue	Hanover	I save only a few miles of driving, but I also save fuel and have no parking hassles at DHMC. Bus is safe, "green," and sociable.	
Blue	Hanover	The fact that Advance Transit bus service is free makes an enormous difference - it's opened up opportunities beyond the immediate campus area, and I'm extremely grateful. Thank you for what you do!	

Advance Transit 2015 Passenger Comments

Blue	Hanover	It is a superb service! I am proud to live in the area which provides these spectacular, safe, green Advance Transit buses. I wish more commuters would use it. Thanks a lot!	
Blue	Grafton, NH	I appreciate AT's services. They have been helpful to me. Thank you.	
Blue	Lebanon		It would be awesome if the bus schedules were available on Bing maps and on the "Here Transit" mobile app.
Blue	Lebanon	Drivers are great! On time for my ride. We had one breakdown this winter and I was amazed how fast we had another bus available.	
Blue	Lebanon	What an amazing transportation service! Love the locations. So happy there is a place for my bike!	
Blue	Lebanon	Very convenient and helpful service. I like riding the bus!!	
Blue	Lebanon	I love the bus!	I wish coming back from work at Centerra to Lebanon would be a little easier. In the morning I transfer at Coburn Hill, but in the afternoon, the schedule of Blue and DHMC Shuttle don't work that well. Still, I'm really grateful about the bus!
Blue	Lebanon		Second and third-hand smoke is a problem on some buses. Some passengers and drivers will smoke just outside the bus. Smoke will come in open doors and windows in summer at hub stops and smokers will emit 3rd-hand smoke when they get on the bus. Also, waiting at stops is sometimes a problem. The health problem could be mitigated by disallowing smoking at stops (including drivers).
Blue	Lebanon		The best improvement would be a map with the stops labeled so that you know what street it is on as well as the cross street. The system is great once you are familiar with it, but using an unfamiliar route can be very challenging.
Blue	Lebanon	Thanks.	

Advance Transit 2015 Passenger Comments

Blue	Lebanon	Service is fantastic, drivers are kind and helpful.	Would be awesome to have Saturday service! It would also be helpful if the Lebanon Blue line could connect better with the DHMC Shuttle to Centerra Parkway (but this is minor - just wishful thinking!) Thank you for a great bus system!
Blue	Lebanon	It helps me get into work on time.	I hope there is a weekend schedule.
Blue	Lebanon		Would love a profile of all the drivers on the website, we want to know more about them!
Blue	Lebanon	Convenient, free.	Wish it was on time more often in the A.M./ because I end up being late to work.
Blue	Lebanon	Fabulous service. Drivers are exceptionally considerate.	
Blue	Hanover	I really appreciate the bus service. Most bus drivers are very helpful and courteous. The Blue line offers a very quick trip between Hanover & Lebanon which makes it easy to leave the car at home.	I wish there were extra bus trips available in the 4-6 pm time frame.
Blue	Hanover	Great service. Keep up the good work!	
Blue	Hanover		Night / weekend service would be really nice, even if it did charge a small fee or was infrequent.
Blue	Hanover	I like that it is punctual and has frequent run times.	It would be nice to have AT run later to pick up students coming from Amtrak in White River Junction to Hanover in the evening (~7 pm). That would be SO appreciated!!
Blue	Hanover		Create a stop at DHMC child care center. Could you run on weekends? It is not convenient to have no bus on weekends.
Blue	Hanover	The night shuttle service is really helpful since I sometimes work late at DHMC.	
Blue	West Lebanon		More frequent and direct routes to and from Sachem Village would be nice, if possible.
Blue	Hanover		Buses mostly on time, but occasionally almost 10 minutes late.
Blue	Lebanon	Riding the bus for 9 years now and it has always been very pleasant. Great that I can put my bike on the bus as well. I hope that your excellent service will continue in the future.	

Advance Transit 2015 Passenger Comments

Blue	Lebanon	Makes my work commute very easy. The usual driver for my route is the friendliest of all the drivers I come in contact with.	
Blue	Lebanon		Have tracking device available in real time.
Blue	Hanover		In case of bad weather, like snow storms, some buses will be cancelled without notifying passengers. It would be great if you put some notification on the AT website.
Blue	Hanover	Free and accessible. Reliable.	
Blue	Hanover	Free and convenient.	A few weekend lines.
Blue	Hanover		Downtown shuttle schedule published online. More late night shuttles. Weekend service.
Blue	Lebanon	Convenient to get around the Upper Valley.	
Blue	Lebanon	Convenient and free!	Evening and weekend service would be nice, but maybe you've determined there wouldn't be enough ridership at those times.
Blue	Hanover	Very easy to get where I want to be at no cost. Comfortable.	
Blue	Lebanon		I would recommend a collection box, volunteer contributions. I would put in a dollar every 3rd ride.
Blue	Enfield	We love how friendly the bus drivers are. Our 2 year old looks forward to our bus rides so he can chat with the driver.	
Blue	Canaan	In my mind, nothing needs to be improved. I support you guys. Bus drivers are excellent and great. No problems with me and buses. Everything is excellent and perfect.	
Blue	Canaan	Reliable. Free. Safe. Social community of regular riders. Convenient. Well thought out routes.	I'd like to see the Canaan Blue line extended to Grafton!
Blue	Grafton, NH	Courteous and helpful drivers! Thank you.	One issue for me is smoking near the bus while sitting at a stop. In the warmer months the smoke comes into the open door. Smokers include passengers and drivers! I's especially bad at Lebanon City Hall and Three Tomatoes. Country music on the bus radio is sometimes too loud (and always annoying).
Blue	Grafton, NH	It is a great service. Just keep up the great work. All drivers are very helpful.	

Advance Transit 2015 Passenger Comments

Blue	Canaan	Drivers are great and riders during my regular commute are awesome. AT provides terrific service!	
Blue	Meredith, NH	Very convenient. Saves gas and mileage. Very friendly drivers and riders.	
Blue	Canaan	I like the convenience of getting to and from work and not having to stress about finding or fighting for a parking spot. And I save a lot of money on gas.	
Blue	Grafton, NH	Keep up the great work! Thank you.	
Blue	Wentworth, NH	Save gas. Can relax and prepare for work or decompress before I get home. Free.	
Blue	Orange, NH	Savings (gas, wear & tear, etc.) Sometimes I have no vehicle. Visit with friends on bus. Relax and no worries about weather and traffic.	
Blue	Orange, NH	Convenient. Saves money. Friends.	
Blue	Canaan	Visiting with people on the bus. Don't have to worry about driving in bad weather.	
Blue	Lebanon	Good job.	
Blue	Enfield	I think the people and service are GREAT. Thank you.	
Blue	Enfield		I wish it ran on the weekends. It would be nice.
Blue	Hanover	Saves me money on driving to and from work. Always gets me to work on time. Convenient stops. Avoids parking hassles.	In the afternoon it can sometimes be hard to catch the 5:05 p.m. bus when I can't leave until 5 p.m. It's frustrating to then wait until 5:35 p.m. 5:10 would be ideal.
Blue	Hanover	Impressed with service.	Need mobile app for "where's my bus?" Need Blue line stop at Centerra or improved coordination with Centerra Shuttle.
Blue	Hanover	Love it.	
Blue	Lebanon	I am very grateful for the AT bus service!	
Blue	West Lebanon	Convenience & schedule.	
Blue	Hanover		Bus service in the evenings and over weekends.

Advance Transit 2015 Passenger Comments

Blue	Canaan	Glad you go to Canaan. I appreciate this free service very much!	Wish it had a midday trip to Canaan around the noon hour for 2nd shift employees. When a person goes to West Leb from Canaan in the morning, it's a long wait to come back to Canaan late afternoon, so a midday run would be good.
Blue	Norwich	Excellent organization of routes and times. Superb professional drivers.	Saturday service would be a plus.
Blue	Gorham, NH	Excellent service. I am staying at the hostel in Hanover. I have 2 months of radiation treatment. This is a very big help. Thank you. P.S. Free always helps. I am on a fixed income way below poverty level.	
Blue	Hanover	The drivers are so pleasant! A great way to experience my commute! Thank you.	
Blue	West Lebanon	It's free / no charge. And because it's so hard to find a parking spot in Hanover & Lebanon. The bus stops are close to walk to buildings.	
Blue	Hanover		A stop across the street from Hanover High School for the downtown route would be great.
Blue	Hanover		Add evening services.
Blue	Wilder	I love the easy accessibility to the local area.	I wish the routes would run a little later and/or on weekends.
Blue	Hanover	It is easy to take the bus to the College and avoid having to find a parking space.	
Blue	Hanover		I wish you had service on Saturday.
Blue	Hanover	Everything is great, thank you!! Keep up the good work.	
Blue	Norwich	Don't have to find parking. Leisurely ride. Time to think / read.	
Blue	Lebanon	Some of the drivers are great, very helpful like the one I have right now. There's one that isn't.	Temperatures vary and I might sneeze more on the bus with going from heat to AC.
Blue	Hanover	AT is great! Thanks!	
Blue	Hanover	You are the best. Thank you for significantly making life in the Upper Valley so much better.	Maybe a three-trip service (morning, midday, evening) would make the weekend much more lovely.

Advance Transit 2015 Passenger Comments

Blue	Hanover	Love the AT! Thanks for everything!	
Blue	Wilder	Easy access and free.	
Blue	Goshen, NH	Love the availability and price!	Later schedules would be excellent.
Blue	Hanover	It follows a schedule that allows you to organize your day. The drivers are always welcoming with their smiles. The buses are clean and comfortable. They will wait for you if they see you running.	
Blue	Hanover	Great overall.	More early a.m. and late night service would be great.
Blue	Hanover	Drivers are polite and very helpful.	Please run at least one day on the weekend. Run at later times!
Blue	Hanover	It works and is basically reliable (I find it the best public transit system I've ever experienced). Continue to do what you can for passengers who are not seriously impaired but have trouble getting around (steps and curbstones, for instance).	I do wonder if usual origin-and-destination patterns fit routes as well as they might, though. For example, the Brown route going from north of Hanover to DHMC or Lebanon versus to Norwich. Off hand, it would seem to make more sense to me, although now it isn't bad, to go from Kendal to DHMC or Lebanon, and to change for Norwich.
Orange	Hanover	(The drivers on my route) are the best drivers you have!	
Green	Wilder	Thank you for years of good service!	(One driver) can be dangerous on the radio while driving. (Another driver) can be too nosey into personal business.
Green	WRJ	They are friendly and on time.	
Green	WRJ	The service is fine like it is.	
Green	WRJ	I like that the bus is always on time.	It would be nice if there were later times or weekend buses.
Green	Wilder	I love not having to drive to work and not adding more of a carbon footprint.	It would be great if you ran later for the 12-hour shifts at the hospital. At least one-half day Saturday would be nice. Keep up the GREAT work!
Green	Norwich		Traveling from Norwich to White River Junction from the Park & Ride in Norwich, I miss an easy transfer from Brown to Green line. Misses a transfer at Montshire in the morning by a few minutes - but I am retiring so will not pertain in the future.
Green	WRJ	Love our driver and her service! Always helpful!	
Green	Wilder	Reliable, free!	
Green	Wilder	Convenient, free, saves fuel cost, environmentally friendly.	Weekend service, even if just an hourly Upper Valley loop service.

Advance Transit 2015 Passenger Comments

Green	Wilder	Free and convenient times.	Leaving Hanover at 4:30 p.m. is always full. Adding one more bus would be nice. Or a bigger bus?
Green	Wilder	It's free and convenient.	
Green	Wilder		Weekend buses. Sometimes the A.M. bus is TOO early.
Green	Wilder	Thank you for the fabulous service.	
Green	Wilder		Weekend buses!
Green	Wilder	Adding a second bus to the Green route was the best idea!! We love our driver and her morning entertainment.	A bus that goes to Hartland, or closer, would be nice (or Quechee).
Green	Wilder	Ease of use and access.	Weekend routes 9 am - 7 pm.
Green	Wilder	I like that it is free ... to me.	
Green	Wilder	AT is convenient and free. Amazing for being free.	Most students would like a later service - perhaps if there was one late full run? Maybe a weekend service? Like 2 or 3 runs a weekend? Or Saturday only? All in all, a phenomenal service as is.
Green	Wilder	Convenience to my home and (new) frequency of Green route.	Better access to Centerra would be welcome.
Green	Wilder	Convenience, Keep it Free program.	
Green	Haverhill, NH	You guys are awesome!	
Green	Wilder	Love this service! Thanks.	
Green	Wilder	It's helpful for a single working mom.	
Green	WRJ	Don't need to park at work - makes commute easier AND faster. Good people, especially at commute hours. FREE. EASY. And 2nd Green bus is great.	
Green	Hartford Village	Bus driver is always polite. Gets to my destination on time.	
Green	WRJ	Almost everything is REALLY good. I and my daughter happily use the buses all the time.	In the best of all possible worlds, SOME weekend service would be nice, but I understand that reality imposes limitations. One thing you COULD address is the terrible emergency window handles that pop loose, rattle horribly, and won't stay locked. But that's really it. I hate to think what it would be like without you. Thank you!

Advance Transit 2015 Passenger Comments

Green	Wilder	My family only has one car, so the service has enabled me to get to work each day throughout the winter. The new Green route stop additions have helped in the mornings. (Otherwise I couldn't take the bus.) It's very convenient, and I feel that I'm doing my bit for the environment by taking the bus instead of the car. I cycle to work in the summer months, but sometimes put the bike on the bus rack to get to Hanover. A great service!	
Green	Wilder	The bus is a life saver for a student needing to get to the hospital daily without a car.	
Green	WRJ		Hope to have morning/afternoon schedule (each just needs one) on weekends. Otherwise, great bus!!
Green	Wilder		In the afternoon, at Vail, one driver often gets out to smoke near the bus. The smoke almost always gets into the bus and is unpleasant to waiting passengers. Other than that, I truly enjoy Advance Transit and am thankful for your service to this community.
Green	Wilder	The drivers are especially helpful. The bus riders are a great community. I could not get around without great expense if it wasn't for AT! I love you all!	
Green	West Lebanon	Just keep up the good work and safe trip always.	
Green	Hartford Village	You should have more drivers like (my driver) He is a very good person. The Green bus.	
Green	WRJ		Weekends would be nice.
Green	WRJ	I think the AT buses are great.	
Green	WRJ		Better pull-off locations, instead of blocking streets. Please fix those rattling windows.

Advance Transit 2015 Passenger Comments

Green	Hanover	I have been living in the Upper Valley about two years. I started taking the AT bus in the last year to go to work every day. I didn't miss or wasn't late even one day during the worst days of winter. Thank you Advance Transit! Now I am moving to another state. I will miss you for sure. Goodbye to all of the drivers I have met. (The rider from McKenna Road and Hanover to Wilder)	
Green	WRJ	I like that it's free and easy.	To improve they would have to run on the weekends.
Green	Hartford Village	I love the fact I can take the AT to school. It's much easier. My family does all of our shopping while riding the bus. It is very helpful. And the drivers tend to be helpful at most times.	
Green	West Lebanon	This service is excellent. I would like to say special thanks to Advance Transit, especially for us foreigners who have no other source of transportation to go to school or college. I came to know about its real importance one day when there was an official holiday and it was quite difficult for me to find a taxi (not available on time). So I really appreciate this service and the drivers' attitude. They are very gentle and polite. Keep it up and keep it free. Thanks.	
Green	WRJ		Please consider adding another bus for the Orange route, as you did for Green. At any time have you considered a one-half day operation? I work full time (M-F) and am unable to get to West Leb & back in time to catch the last Orange bus home. I have spoken to a couple of people and a few have stated that they would pay for the service.

Advance Transit 2015 Passenger Comments

Green	Wilder	I like not having to worry about driving in the winter. It has saved me a lot of money on gas. It is nice not having to worry about parking in Hanover. The addition of the extra bus on the Green line has been great and very convenient with my work schedule.	
Green	Wells River, VT	You do a wonderful job of getting me to school.	
Green	WRJ	I like that the services are free, clean, child friendly, and easy to use. And also handicapped accessible.	
Green	Wilder	Everything.	
Green	Wilder	All your employees are great!	I would like to see the Orange line run every 1/2 hour. Thanks for the great service.
Green	Hartford Village		I would like to see buses run a little later and on Saturday.
Green	West Lebanon		If it ran weekends that would be great.
Green	WRJ	Everything is great.	
Green	Hartford Village		Saturday service would be nice.
Green	Hartford Village	I like that you can get anywhere in the Upper Valley on the AT. The fact that it is free is unheard of.	
Green	Quechee, VT	Now that I can't afford a car, it is a big help.	Too bad it doesn't run to Quechee, because it makes it at times to make Dr. appointments.
Green	Norwich		I wish they would institute some weekend service.
Green	Hanover	I don't think as of right now I can think of anything that can improve the service. There isn't just one thing I like about the bus service. I like everything about it.	
Green	Norwich	The bus routes stop at the most useful places.	
Red	West Lebanon	It gets me to where I have to go.	
Red	West Lebanon	I like the fact that you folks serve in town a section of people who wouldn't otherwise be able to be mobile.	

Advance Transit 2015 Passenger Comments

Red	Lebanon	I like Advance Transit bus service basically because the service is available to the public and its free. It it wasn't for Advance Transit I would have to walk in the a.m. to get to work for 7:00 a.m. and it takes one hour and thirty minutes for me to walk from Lebanon to WRJ. Thank you.	
Red	Lebanon	Reliable way around the Upper Valley. Affordable to all even with little or no money. A reliable mode of transportation at least during non-holiday weekdays.	
Red	Lebanon	I like most everything.	Have Saturday runs. And stop at BJ's 4:30 p.m. And all others at BJ's also. Saturdays: one very early (6:14 a.m.), one a little later in the morning, two in the afternoon, and one around 5:00 p.m. Just Lebanon, West Lebanon, West Lebanon, Hanover, and White River Junction on Saturdays.
Red	West Lebanon	I've no other way to school or work, thank you.	Running on the weekend even during same hours as weekdays would help a lot of people.
Red	Lebanon	Mike is awesome!! Always on time, pleasant.	
Red	Lebanon	I like that they are free.	Run on Saturdays.
Red	Lebanon		More morning Red route buses and transfers to downtown WRJ.
Red	Lebanon	I like the drivers and people on the bus. Everyone is so nice. I also like that it's free. I'm a father of three, so the free ride to work makes a huge difference in our lives. Thank you all so much!	
Red	West Lebanon	Free and easy.	Run on the weekends.
Red	WRJ		Run later on Orange route and run on weekends. I do not care if I have to pay on weekends.
Red	West Lebanon		Add the colored route map to the bus stops (not just the schedule, but the image) in order to see routes and potential stops. Maybe add a black & white one to the flyers.
Red	West Lebanon	You're doing fine, keep it up.	
Red	West Lebanon	Convenience and efficiency.	
Red	West Lebanon	I like everything!	

Advance Transit 2015 Passenger Comments

Red	West Lebanon	They always get me where I want to go. The ADA bus service picks me up right at my door. They always come within the one-half hour window. They even pick up my cat, take us to the vet, and get us home. I would be lost without Advance Transit. The bus service is a fantastic service to the community.	
Red	Lebanon	Great transportation because I don't drive.	
Red	Lebanon	I like how reliable the AT is, it's my main form of transportation for work.	I wish it would run on weekends though!
Red	Windsor, VT	What I like is that the Advance Transit buses are very convenient for people who don't have cars or much money to get a ride. I hope it keeps going for many years to come.	
Red	Lebanon	It's great!!	
Red	Lebanon		Extended times and weekends.
Blue	Lebanon		Free cookies.
Red	Lebanon		I think that the AT bus should run on the weekends. Add an additional charge per person, \$1 or \$2.
Red	Lebanon	Get's me where I need to go.	
Red	West Lebanon	This is a very convenient service for those who do not have personal transportation.	I would LOVE if the bus services ran until 8:00 p.m. Even if we had to pay \$1 each way, I would be willing to pay just to have the buses running longer - because I get out of work at 6:30 p.m. and there is not a bus for me to take.

Advance Transit 2015 Passenger Comments

Red	Canaan	What I like about having the buses is that I can keep a job. Without this bus I wouldn't because I can't drive because I have seizures. And the drivers are always understanding when I tell the bus drivers. Nothing really to change. The buses get me to where I need to go and always let me feel that it's safe. I ride to and home from work. It means a lot to be able to work and these buses help me to do that every day. I couldn't think where I would be without them. Thank you for your service.	
Red	Lebanon		I have a hard time getting to work on weekends. It would be a blessing if the buses ran on Saturday and Sunday, even if just a couple of hours - morning and night (to and from work). Thank you.
Red	West Lebanon		Run on weekends.
Red	West Lebanon		Run on weekends.
Red	West Lebanon		More stops.
Red	Lebanon	I like everything.	
Red	Wilder		More stops.
Red	Lebanon	Very worth having.	
Red	Lebanon	Works perfectly for me, no complaints.	
Red	Lebanon	The schedule and connections are very well designed. Real-time tracking is great but breaks occasionally.	I wish there was a Blue line stop opposite Cross Fit or thereabouts heading out of Lebanon. Also, any chance the Orange could be every half hour?! Fantastic service and drivers. Thank you!
Red	WRJ	Easy to get on and off buses with groceries and bus drivers help out.	It would be nice if buses went to A.P.D. and if there were able to do bus service on Saturday.
Red	Lebanon	Helpful and convenient.	I wish you ran a bit on Saturday.
Red	Lebanon	I like riding it and all the drivers are nice.	I wish you had a shelter at Auto Zone in Lebanon because a lot of people board there.
Red	Wilder	Available when needed.	
Red	Grafton, NH	When it's hot out like today and the heat is on.	
Red	West Lebanon	Convenience.	Evening and / or weekend service. Two buses on Orange route.
Red	Hartford Village	Convenient to use and going where I need to go.	

Advance Transit 2015 Passenger Comments

Red	Wilder		Go to the Upper Valley Plaza every half hour.
Red	Hartford Village	The drivers are very nice.	
Red	Lebanon	I am a senior citizen and walk with a walker. The bus drivers are very polite and helpful. I can go shopping and enjoy myself - almost every day.	
Red	WRJ	I love the fact that it's free, and your drivers are great. (My driver) from the Orange route is the best. Thank you for free bus rides.	
Red	West Lebanon	Very convenient. I gave up my drivers license.	
Red	West Lebanon	It's free.	More places to sit down. Better shocks. Need Saturday service. Some drivers are grumpy! I have been yelled at for info not on schedule. I've seen a driver slam the door in some people's faces!
Red	Lebanon	I like everything.	
Red	Lebanon	Drivers are very kind, helpful.	Could use a bus on Saturdays.
Red	Lebanon		Maybe weekends, once in the morning and once in the afternoon.
Red	Lebanon	I like everything except the fact that you don't run later.	Often I work right until the last bus and I can't get anything else done. There should be a weekend bus too.
Red	Lebanon	I am satisfied with the service right now. For me no problems.	I wish Advance Transit would consider running on Saturdays. Thank you.
Red	West Lebanon	It's all good. It's free. Buses to hospital from West Lebanon.	
Red	West Lebanon	Recently gave up car.	
Red	Lebanon	Appreciate service. Wouldn't be able to get around without. In bad weather the AT is phenomenal! Amazing how it's handled. Thanks.	
Red	Lebanon	I like the bus tracking on your web sit.	
Red	WRJ	(My driver) is very polite and thoughtful, and he helps many people out. It is nice to have the wonderful drivers that you have. Thank you for the services.	
Red	Lebanon	It's free. I don't have to put up with other drivers. The bus drivers are nice.	

Advance Transit 2015 Passenger Comments

Red	Lebanon	I enjoy riding the bus to get my errands done. The best part is that it's free.	
Red	Lebanon	I like that it's free!!	To improve, tell the drivers to not be rude.
Red	Hartford Village	Great for area.	
Red	Hanover	I love that I can safely get to my destination, or close to it in any weather, all day.	I wish the buses ran on weekends, and I wish there was a very early bus out of Hanover so I could get to the West Leb Plazas on the first bus.
Red	WRJ		Windows ought to be sealed properly and cleaned more often. A weekend shift might be introduced, with more limited routes, fewer stops, boarding fees, etc. At least for a trial period.
Red	Lebanon	Great way to get to and from work and shopping.	Add a few buses on weekends. A few in the a.m., a few in the p.m. Saturday and Sunday. This would be great for those who work weekends. Save on gas and pollution.
Orange	West Lebanon	I like that it's there!	Ideally, leave DHMC to Lebanon at 4:00 p.m. and 5:00 p.m.
Orange	West Lebanon	It's always on time and the drivers are friendly. Keep it just the way it is.	
Orange	West Lebanon	The service is good.	
Orange	West Lebanon	You do a great job. Thanks!	
Orange	West Lebanon	Excellent.	Perhaps Saturday service.
Orange	Hanover	I like the availability and that it's free.	Although I am very grateful for the current service, it would be more of a benefit if service ran later. I am not complaining, however.
Orange	Hanover	I have been riding the AT since I was 16 years old. I am now 31. It has always been a great source of transportation and the drivers are polite and kind. There are even a few I have known personally over the time. It is a much needed service and why I have stayed in the Upper valley!	
Orange	WRJ	I like the fact that without a car I can get to work without paying for expensive taxi services.	
Orange	WRJ	Fine and friendly all around!	
Orange	WRJ		Weekend service.
Orange	West Lebanon	Thanks guys! I depend on you!	

Advance Transit 2015 Passenger Comments

Orange	West Lebanon	Drivers are super helpful and friendly! I really appreciate not having to drive to work, especially in bad winter weather.	Too many smokers at bus stops & on buses (including drivers!). The 2nd hand smoke is hard with asthma.
Orange	West Lebanon	The AT system helps me to save money and help the environment. And it takes the stress out of commuting. Thank you!	
Orange	West Lebanon	Convenience.	
Orange	West Lebanon		Fix the windows so they don't rattle and pop open! This is a constant problem in late winter and early spring. Run on weekends. There are too many people in the Upper Valley who need the bus to get to weekend jobs! Begin to charge to cover the costs.
Orange	West Lebanon	Everyone is amazing and nice.	
Orange	West Lebanon	It is an excellent transit system that allows me to commute car-free most days to work - and amazing that it's free. Bus drivers are generally very helpful, and great about making adjustments and making sure people make connections in bad weather. Having reliable bus service through the winter is impressive!	I would be able to commute by bus more often if the Orange line ran later in the evening.
Orange	West Lebanon		Time the morning Blue line departures to leave a couple minutes later than the Orange line leaves from Maynard, so I will not need to exit the Orange bus at the post office and walk all the way to the book store to catch the Blue line. Or, alternatively, have a day version of the evening shuttle which travels directly between Sachem and DHMC.
Orange	West Lebanon		If you can provide service during weekends, that would be perfect.
Orange	West Lebanon	I like the "Where is my bus?"	
Orange	West Lebanon		Weekends - limited so that people can shop and get home.
Orange	West Lebanon	Convenient bus stop location from my house. Pick-up times for my work schedule. I'm sure glad they have a bus that is free.	
Orange	West Lebanon	Able to get to work every day.	Weekend runs!

Advance Transit 2015 Passenger Comments

Orange	WRJ	It is the best service I have ever used.	
Orange	WRJ	Very helpful resource for those in need of transport. Continue the way it is.	
Orange	WRJ		Some Saturday service. Two Orange line buses.
Orange	WRJ	Free service.	
Orange	WRJ	It's free and super helpful while my truck is in the garage.	
Orange	WRJ	It's free! Nice to have an option when our car broke down.	
Orange	WRJ		It would be easier for me if Orange got to Hanover earlier, by 8:30 a.m.
Orange	WRJ		Later, more frequent service to WRJ would be great. Sometimes work runs a little late and I have to walk home from Hanover.
Orange	West Lebanon	Accommodates all sorts of people - commuters, students, people without cars.	Orange every half hour. Later last bus - until 6:30 p.m.
Orange	West Lebanon	Thank you.	
Orange	West Lebanon		It's a good service but maybe more in the evening.
Orange	West Lebanon		Add more service in the evening. And on the weekend.
Orange	West Lebanon	One thing about AT that I like the most is on-time service.	And I think it would be better if it can operate on weekends, and more evening shuttles.
Orange	Hanover		Really can't think of anything. More stops on Blue route?
Orange	Wilder	I think everything is okay the way it is.	
Orange	WRJ	It's free.	
Orange	WRJ		I would like the bus later, like till eleven, and on the weekends. I would like each route to have 2 buses so Orange is every one-half hour like the Blue, Red, and Green are.
Orange	West Lebanon	Great service!	
Orange	West Lebanon	Overall, I am a big fan of the service, including the evening shuttle!!	I would pay fares for some weekend service. It would be good if the website were "responsive," allowing for better display on mobile devices. Also it would be good if AT published its GTFS data for third-party use. Finally, it would be nice to see a version of the transfer times schedule like the drivers have.
Orange	West Lebanon		Run late and weekends.
Orange	Hanover		More frequent Orange route. Weekend service. Evening service.

Advance Transit 2015 Passenger Comments

Orange	Other	I like everything! Great job!	
Orange	WRJ		It would be nice to see a few runs on Saturdays so we could get to the plazas.
Orange	WRJ	I like that it's free to ride and the drivers are always friendly and helpful.	I wish the buses ran on the weekend and also ran later than 6 p.m. because a lot of people work the weekends and past 6 p.m. I work till 7:00 p.m. and have to walk home. Thank you for your service!!
Orange	WRJ		Windows come loose a lot.
Orange	West Lebanon	I like almost everything.	Suggestion: Service during weekends.
Orange	West Lebanon		Maybe one more Orange route bus after 6:00 p.m.
Orange	West Lebanon	Free, easy, nice drivers.	
Orange	West Lebanon	Convenient, easy-to-use, free.	
Orange	WRJ	They have a large amount of routes.	
Brown	Norwich	The drivers are great, very friendly and helpful. I appreciate the reliability. Not requiring payment of a fare makes it easy to board quickly and not to have to worry about whether I have change, etc. greatly increases the convenience.	
Brown	Norwich	Convenience - I don't have to drive or park myself. Mostly friendly drivers. One less car on the road, especially during rush hour.	
Brown	Norwich	Safe, clean, punctual, free. (Seriously, not having to find cash to ride the bus is so helpful. As I am not a regular rider, I probably would not purchase a pass.)	
Brown	Norwich	It's a great way to reduce your carbon footprint, and also provides more flexibility for people who can't drive.	
Brown	Norwich		In an ideal world, it would be great if there were weekend service and a few buses later in the evening so that one could stay in Hanover for evening cultural events and still ride the bus home, or get to campus on weekends to work or for cultural events or church on Sunday. I do understand the financial limitations though.

Advance Transit 2015 Passenger Comments

Brown	Norwich	Friendly driver. On time mostly. Very clean.	Try to be consistent. Sometimes you come at 7:18 and other times 7:15.
Brown	Norwich	Reliable, safe transportation. My regular drivers are always courteous.	
Brown	Norwich	It's local, professional, reliable, & clean.	Buses rattle too much. Needs an app for smart phones that tells the users where the buses are.
Brown	Norwich	Very convenient & reliable. Pleasant drivers. And the ride itself is relaxing, enables one to avoid the hassles of parking.	
Brown	Hanover	Great service, free, environmental.	I dislike the changes to the Brown route. DHMC employees work till 5:00 p.m. The 5:15 p.m. Blue to Vail doesn't match with Brown to Kendall. (Brown 4:45 p.m. too early and 5:45 p.m. too late.
Brown	Hanover	It's very regular and bus drivers are friendly! It's always nice to see the same friendly faces.	It would be great if there was a "shopping" bus on weekends. Without a car, we can't do basic things like shopping during the weekend, and we work 40+ hours a week, so not enough time to go to West Leb and back.
Brown	Hanover	Free rides are the best thing.	A lack of buses in the evening and weekends is the biggest problem. Pretty please have Brown line do evenings and weekends. Thanks!
Brown	Norwich	I love and often use the bike racks!	I do not take the bus on days when I start out my work day at DHMC (first and second/week) because the morning transfers are not convenient. That is my only suggestion for improvement!
Brown	Norwich	The drivers are almost always GREAT - it's a hard job.	The buses are sometimes a bit dirty (especially the windows). I would like more options in the a.m. and later in the day for commuting, but it's FREE so I won't complain!
Brown	Norwich	It is a really great service! The drivers are always very polite and respectful. The buses are very useful, convenient, and comfortable.	
Brown	Hanover	It is great!	My sole issue is that a few of the drivers turn on radio stations that I don't care for, maybe they don't realize it's pretty loud in back. I don't mind the radio if it's a neutral station and not too loud. This has happened only rarely anyway.

Advance Transit 2015 Passenger Comments

Brown	Hanover	It is really helpful to have a bus running when I need to get somewhere. I always turn to the AT in this case.	
Brown	WRJ	I like the fact that I don't have to find a parking spot in Hanover. Bus schedules sometimes line right up with my class schedules.	Information about time/direction and route of Dartmouth Downtown Shuttle would be nice. Standard R/G/B/B/O buses display the schedule much better. Locking mechanisms on windows come loose sometimes.
Brown	Grantham, NH	Friendly drivers, reliable service.	
Brown	Lebanon	Our regular driver is awesome. Thanks for having a lost & found!	
Brown	Norwich	Easy access. Friendly drivers.	I would like service on weekends and later. I am willing to pay for that service.
Brown	Hanover	Great free service. One of few in the nation.	
Brown	Hanover		I do not like it when the driver plays music - available to all. (Brown line)
Brown	Norwich	Great, reliable, friendly service!	It would be great if there were more timely transfers Brown to Blue and Blue to Brown at commuting times. (Currently just one in the morning (7:00 a.m.) and two in the evening (4:15 p.m. & 6:00 p.m. direct). Others involve a 15-20 minute wait.