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THE UNIVERSITY OF KANSAS  
CITY OF LAWRENCE



# Route Redesign Study 1

Survey 1 Summary

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# Background

Over the past decade, the Lawrence community has discussed, debated, and studied a permanent location for a primary bus transfer facility. The City conducted two site selection studies in 2014 and 2018, in addition to a TIGER grant application in 2016 that was not awarded.

In July 2020, the City and the University of Kansas signed a legal agreement to move forward with further development of a multimodal transfer facility on university property located at Bob Billings & Crestline Drive. This location takes into account community feedback from prior studies that sought a relatively central location and one that did not encroach on established neighborhoods.

As the City and KU continue moving forward with development of this site, the city engaged a KU Urban Planning graduate class to conduct the Route Redesign Study 1. On September 4<sup>th</sup>, 2020, Lawrence Transit released a survey to the public regarding bus route redesign. The survey was made available online via Lawrence Listens, and paper copies were provided on all buses, at Lawrence Public Library, and at the Lawrence Community Shelter. The survey was open for one month, ending on October 4<sup>th</sup>, 2020.

The following document summarizes 631 total responses to the first survey, which sought to understand current travel patterns, identify existing vital transit connections, and determine gaps in transit service.

## Noteworthy Takeaways

Throughout this survey, a few topics, themes, and noteworthy takeaways emerged.

- Although this survey employed a self-selection sampling method, the demographic profile of respondents was relatively reflective of the community. Future public engagement efforts will focus on reaching specific ages and races that did not have the representation we would desire, as compared to census data.
- Priority destinations for survey respondents are largely similar on the weekdays and weekends.
- Survey respondents live throughout Lawrence, and work primarily at KU, Downtown, or along major corridors. This suggests travel patterns for work are generally moving from west → east and peripheral → central in the morning and in the opposite direction in the evenings.
- Survey respondents commented on the need for improved service including more bus stops, more frequent service, and extended service to evenings and weekends.

# Demographics

To understand what communities within Lawrence were reached, the survey asked several demographic questions. This information allowed staff to compare the profile of survey respondents to census demographics to understand if responses represent the community.

## Question 12: What is your age?

Survey responses were generally representative of age groups between 18-34 as well as 65 and over, as compared to 2018 5-year ACS census data. Future engagement efforts will consider how to better reach people in Lawrence under the age of 18 and between the ages of 35-64.

FIGURE 1: QUESTION 12 SURVEY RESPONSES

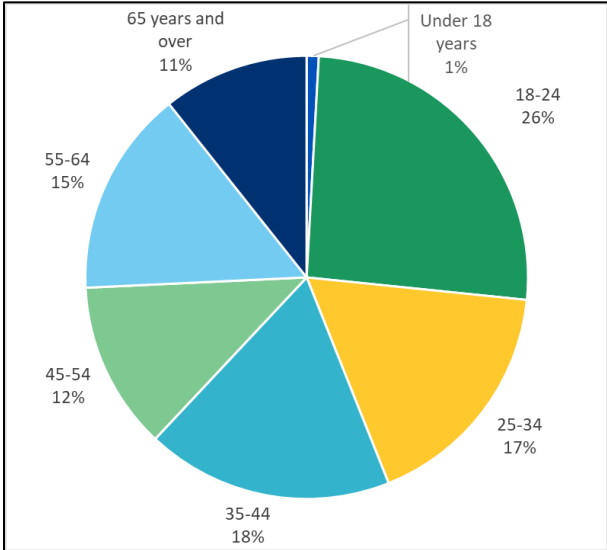
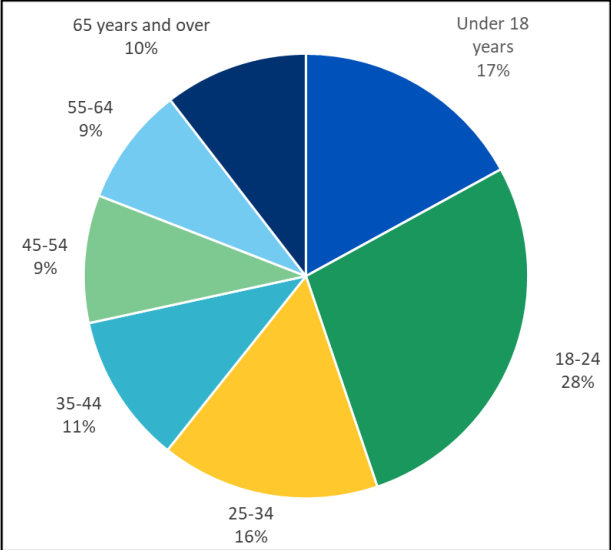


FIGURE 2: S0101 AGE AND SEX, 2018 5-YEAR ESTIMATES

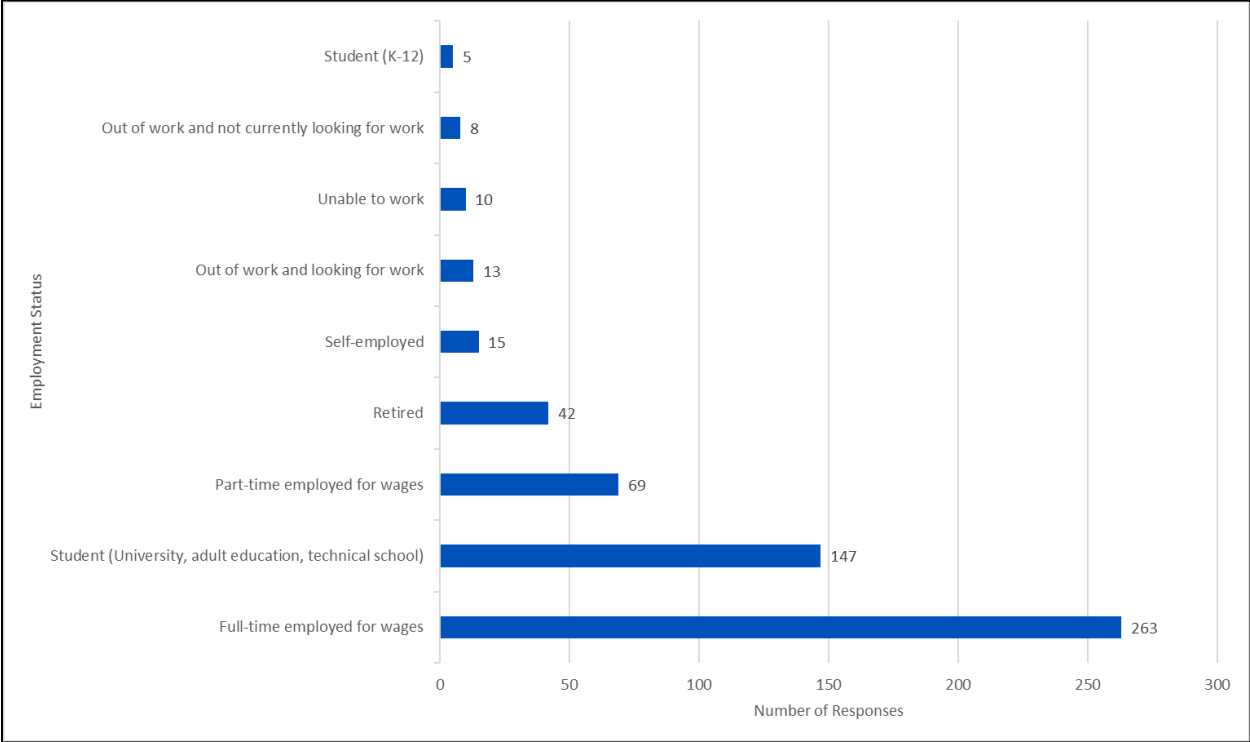


\*Number of respondents: 571

# Question 13: What is your employment status?

The majority of the responses received were from those employed full-time, followed by adult students and those employed part-time. Due to the ongoing COVID-19 pandemic it is possible some of these answers may have recently changed.

FIGURE 3: QUESTION 13 SURVEY RESULTS



\*Number of respondents: 571

# Question 14: Which race/ethnicity best describes you?

Survey respondents were able to choose more than one answer, if applicable. For respondents who selected more than one race, an answer for each race was counted. For example, if someone identified as Asian and White, a response was counted for each category. Responses were generally representative as compared to census data, though future engagement should aim to better reach people in our community who identify as Black or Hispanic/Latino.

FIGURE 4: QUESTION 14 SURVEY RESPONSES

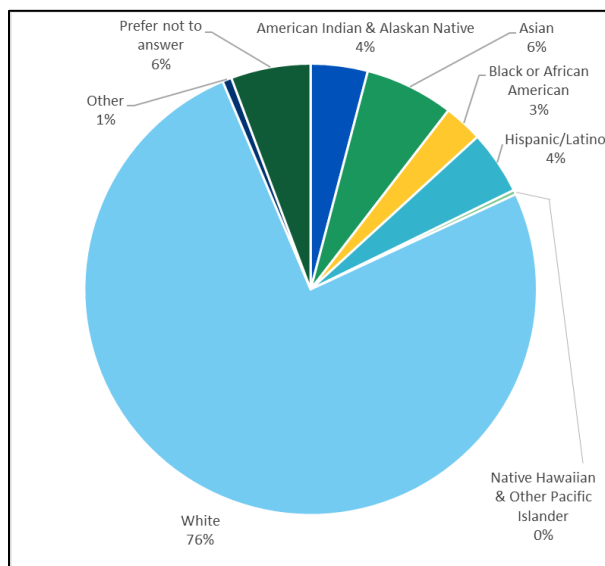
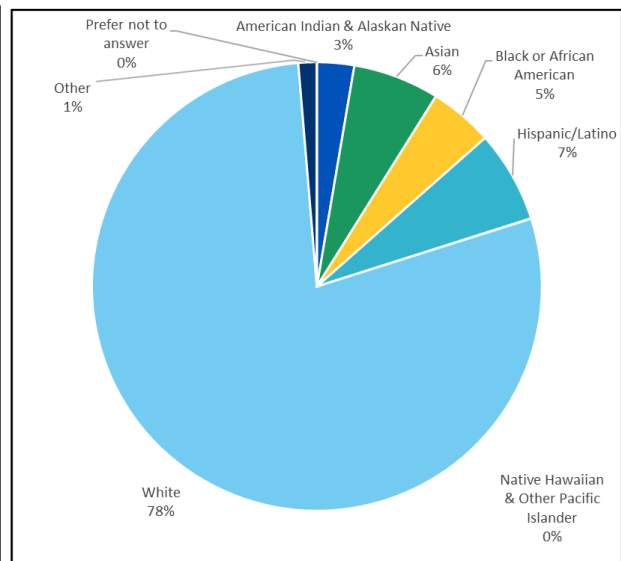


FIGURE 5: DP05 ACS DEMOGRAPHIC AND HOUSING ESTIMATES, 2018 5-YEAR ESTIMATES



\*Number of respondents: 555

## Question 15: What is your gender identity?

The census only provides male and female as response options, so the categories for this question are not directly comparable. However, the data shows that this survey captured a higher representation of female respondents as compared to census data for Lawrence, KS.

FIGURE 6: QUESTION 15 SURVEY RESPONSES

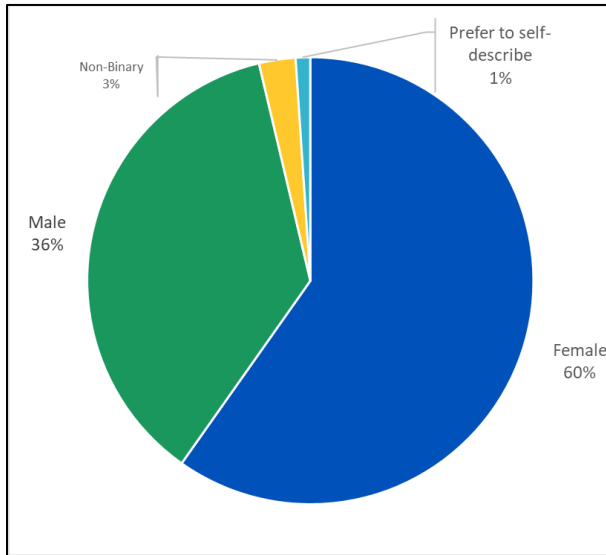
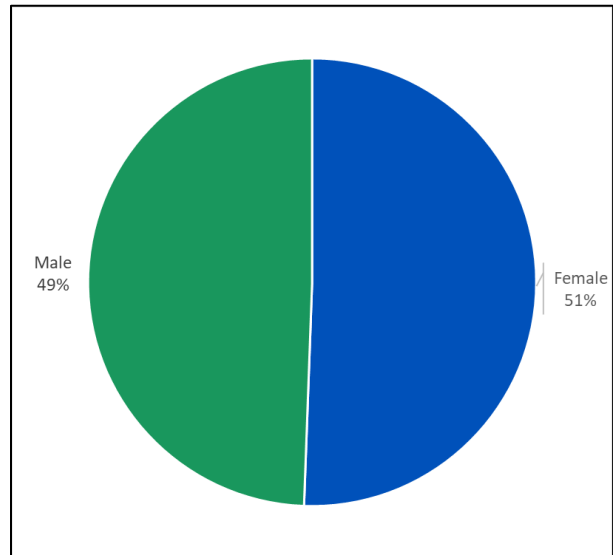


FIGURE 7: DPO5 DEMOGRAPHIC AND HOUSING ESTIMATES, 2018 5-YEAR ESTIMATES



\*Number of respondents: 566

# Question 16: Are you a person with a disability?

This survey captured a slightly higher percentage of respondents with a disability than is represented in the census. Of those who indicated they are a person with a disability, 42% use a car as their main source of transportation, 38% use fixed route bus, and 2% use paratransit.

FIGURE 8: QUESTION 16 SURVEY RESPONSES

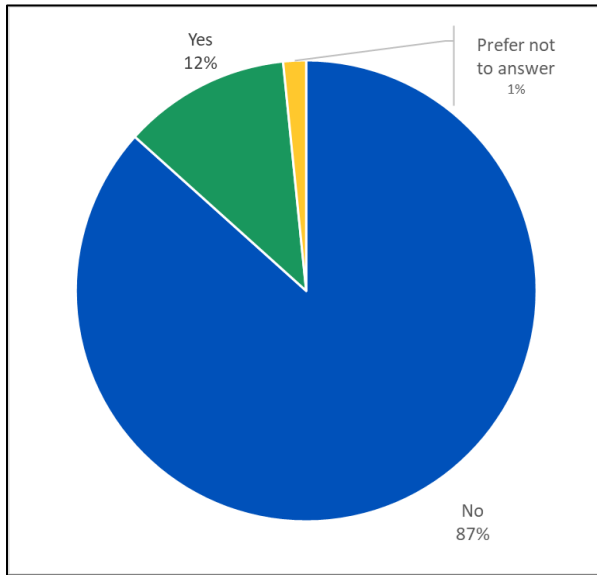
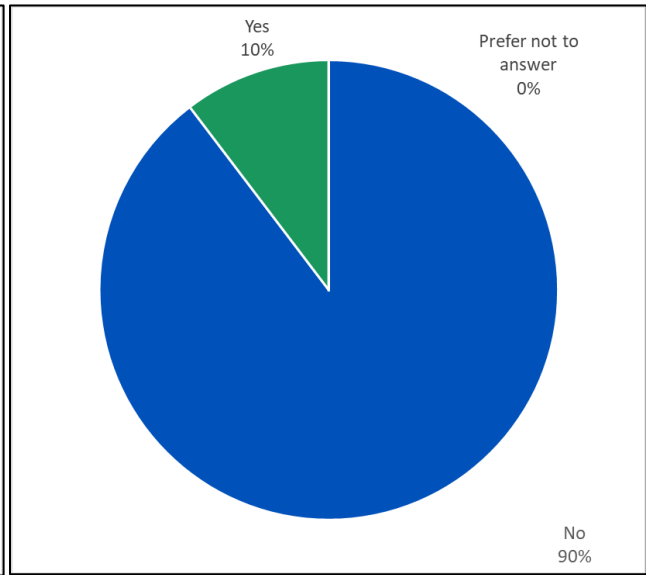


FIGURE 9: S1810 DISABILITY CHARACTERISTICS, 2018 5-YEAR ESTIMATES



\*Number of respondents: 562



# Transit-Related Questions

The following section details responses to survey questions related to transit and transportation patterns.

It is important to note that this survey was released during the COVID-19 pandemic. While respondents were encouraged to answer these questions as they were accurate prior to COVID-19 shutdowns, stay-at-home orders, and social distancing mandates, respondents may have provided responses that reflect different travel patterns than they would have during a normal year.

# Question 1: What is your main source of transportation around Lawrence?

Driving a car is the most common way that respondents get around Lawrence, followed by taking a fixed route bus. Although this survey question does not have a directly comparable census survey question, there is data about means of transportation to work for people over the age of 16. Compared against that data, one can see that this survey reached a higher percentage of bus riders and bicyclists than would be expected for our community. The census collects information about working from home, which this survey did not capture.

FIGURE 10: QUESTION 1 SURVEY RESULTS

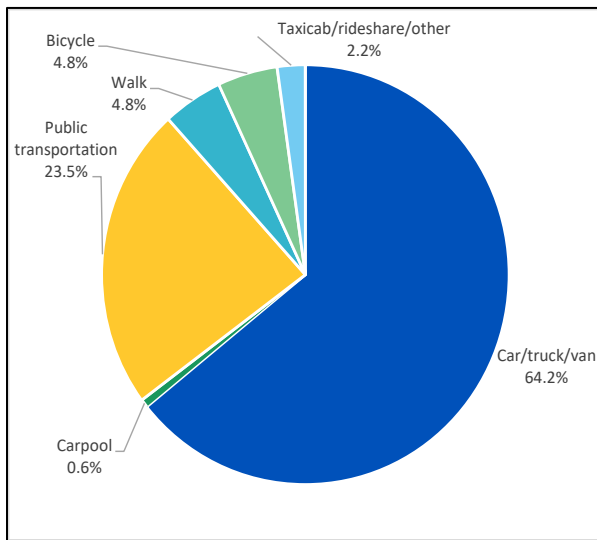
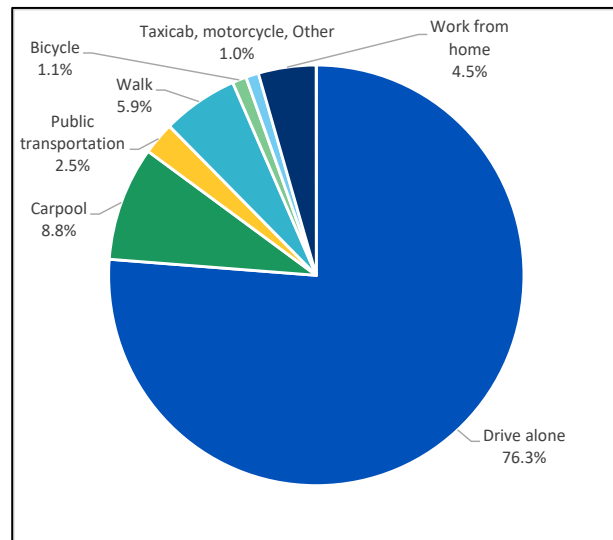


FIGURE 11: S0801 COMMUTING CHARACTERISTICS, 2019 5-YEAR ESTIMATES



Question 5: "Other" responses	
Rides from family/friends	4
Mix of bus/car	4
Mix of bus/walk	3
Mix of bus/walk/car	1
Mix of walk/car	1
Mix of car/bicycle	1
Scooter	1

\*Number of respondents: 631

## Question 2: How many vehicles are in your household, including motorcycles and electric vehicles?

The survey captured responses from a larger percentage of people who own 0 or 1 car than the general Lawrence population as measured by the census. Consequently, the percentage of responses from those with 2 or 3 vehicles was smaller than the census data.

FIGURE 12: SURVEY QUESTION 2 RESPONSES

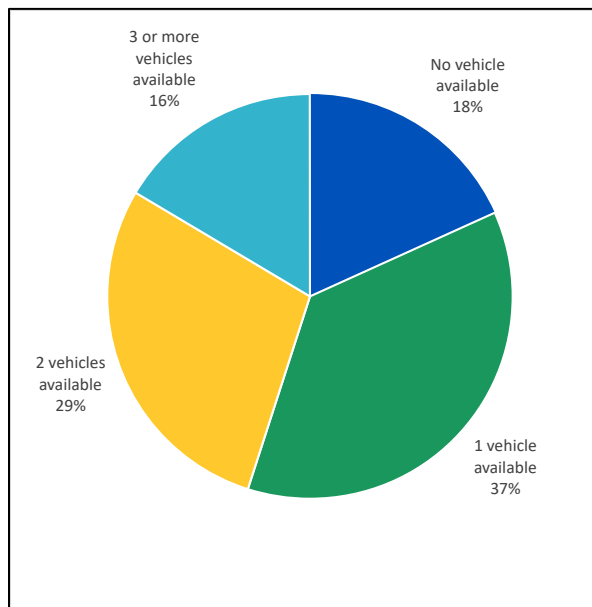
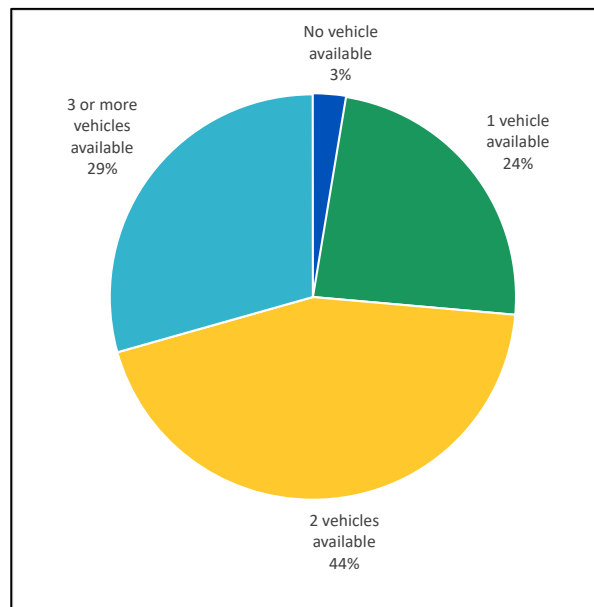


FIGURE 13: CENSUS 2018: ACS 5-YEAR, LAWRENCE

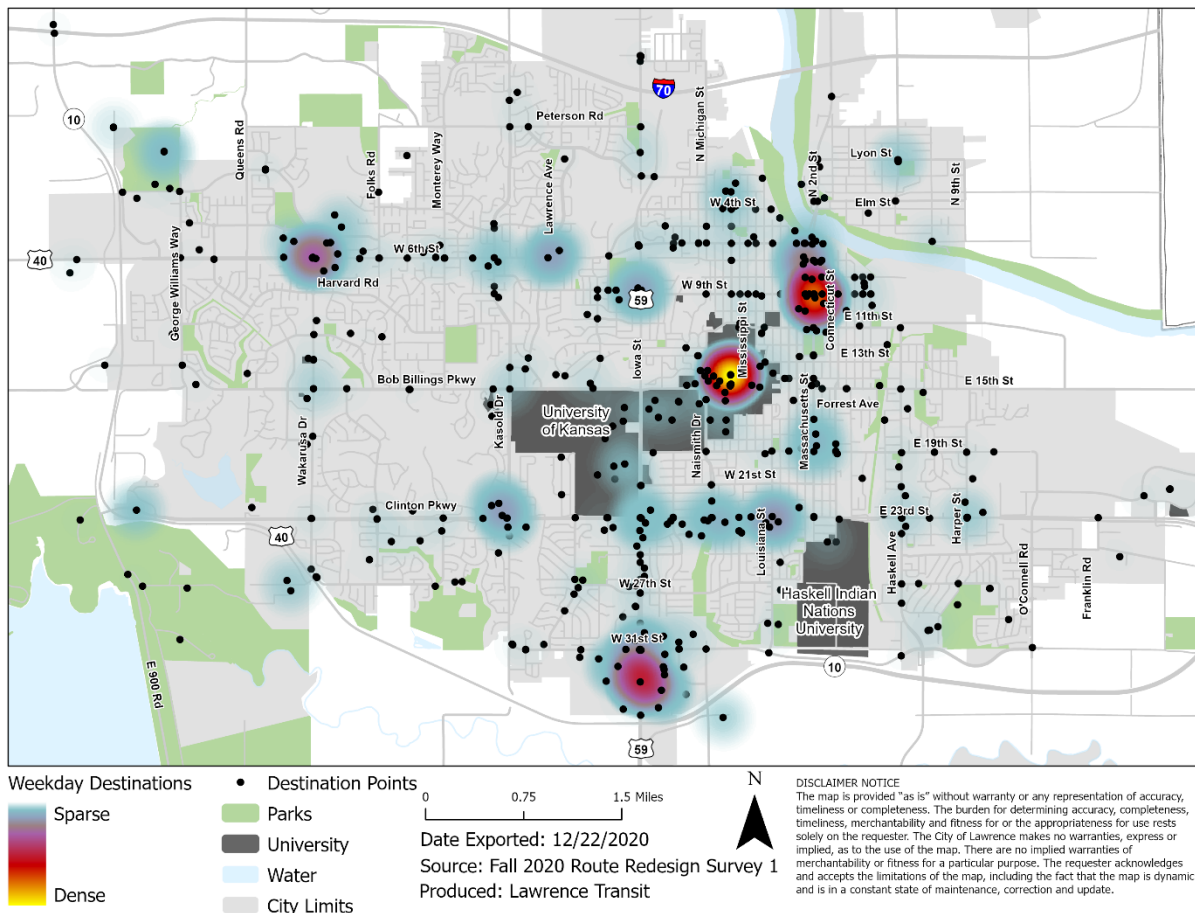


\*Number of respondents: 626

# Question 3: Please number and list the top 5 destinations (in ranked order) in Lawrence that you commonly travel to on WEEKDAYS using any mode of transportation.

Survey respondents provided answers to this question in the form of an intersection, a specific business, park, or address. The mapped results below show a concentration of destinations on South Iowa St., West 6<sup>th</sup> Street, Downtown, the University of Kansas Main Campus, and along 23<sup>rd</sup> St. at a few major intersections. Please note that some answers were plotted outside of the city limits (i.e. Topeka or Kansas City). Those responses are not shown here as this survey question was targeted at location within Lawrence served by Lawrence Transit.

FIGURE 14: QUESTION 3 MAPPED RESPONSES



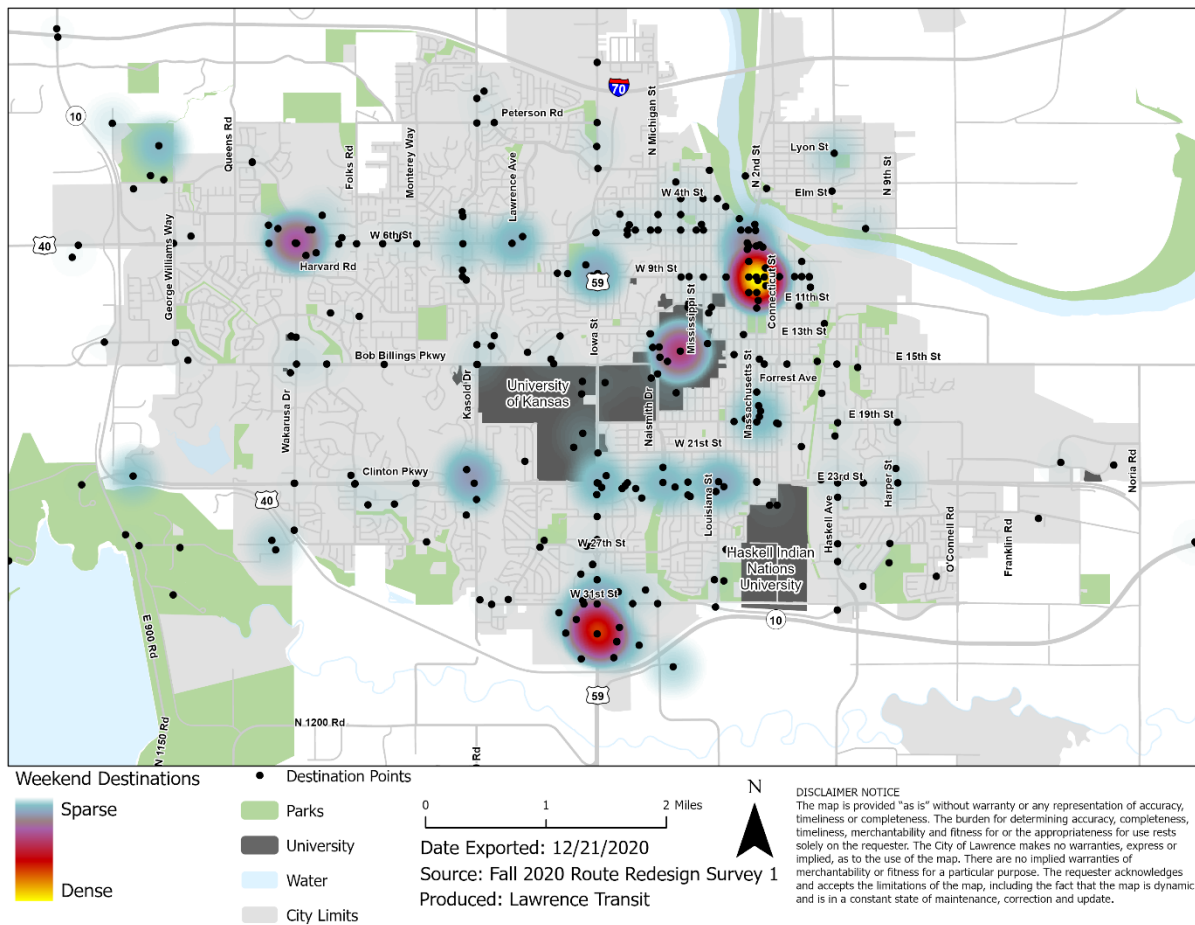
\*Number of respondents: 624

Total responses: 2456

# Question 4: Please number and list the top 5 destinations (in ranked order) in Lawrence that you commonly travel to on WEEKENDS using any mode of transportation.

Survey respondents provided answers to this question in the form of an intersection, a specific business, park, or address, as in the prior question. The mapped results below show a similar pattern as responses to Question 3, though respondents identified Downtown more frequently on the weekends than the weekdays. Please note that some answers were plotted outside of the city limits (i.e. Topeka or Kansas City). Those responses are not shown here as this survey question was targeted at location within Lawrence served by Lawrence Transit.

FIGURE 15: QUESTION 4 MAPPED RESPONSES



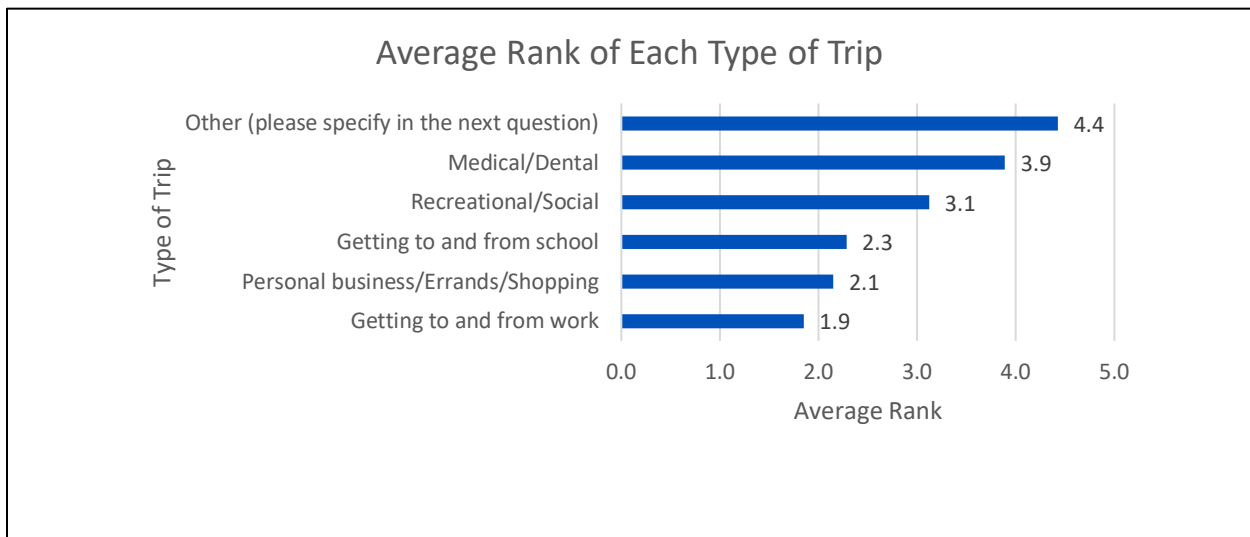
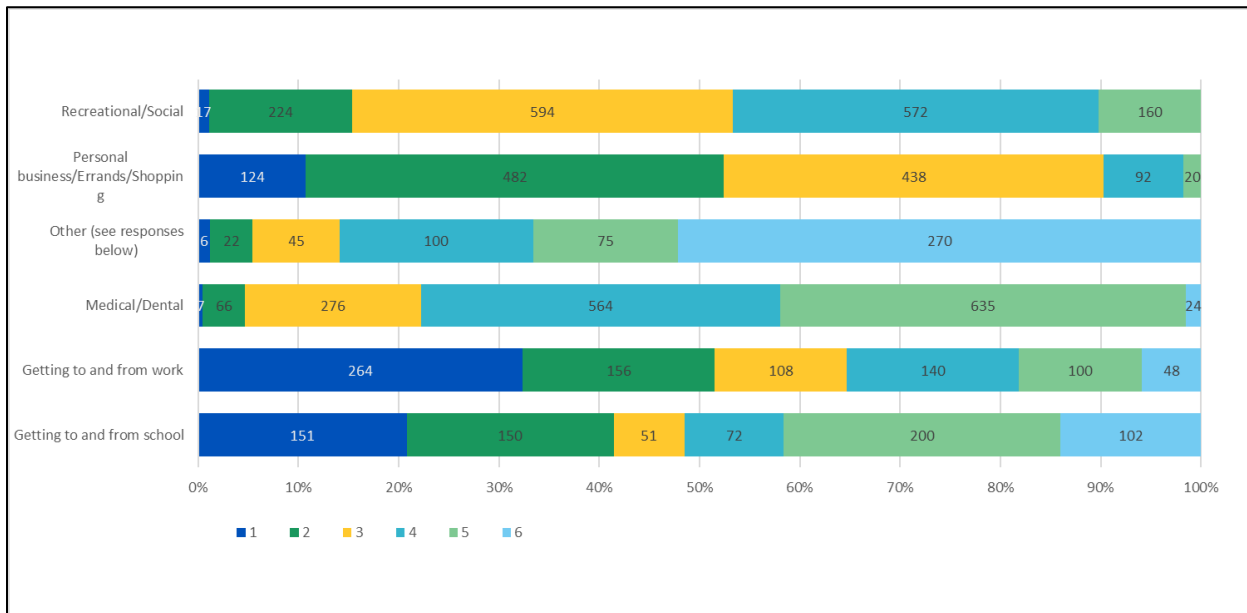
\*Number of respondents: 592

Total responses: 1986

# Question 5: Please rank your most common to least common reasons for taking trips (1=most common, 6=least common)

The respondents were asked to rank each item in the list in order of how common or uncommon it is to take a trip for that particular reason. The numbers on the left side of the graph indicate the average rank for each response. "Other" response categories are listed on the following page.

FIGURE 16: QUESTION 5 SURVEY RESPONSES



<b>Question 5: "Other" responses</b>	
<b>Leisure</b>	15
<b>Family</b>	15
<b>Church</b>	9
<b>Misc.</b>	9
<b>Going out of town</b>	6
<b>Errands</b>	5
<b>Volunteer</b>	4
<b>Cemeteries</b>	1

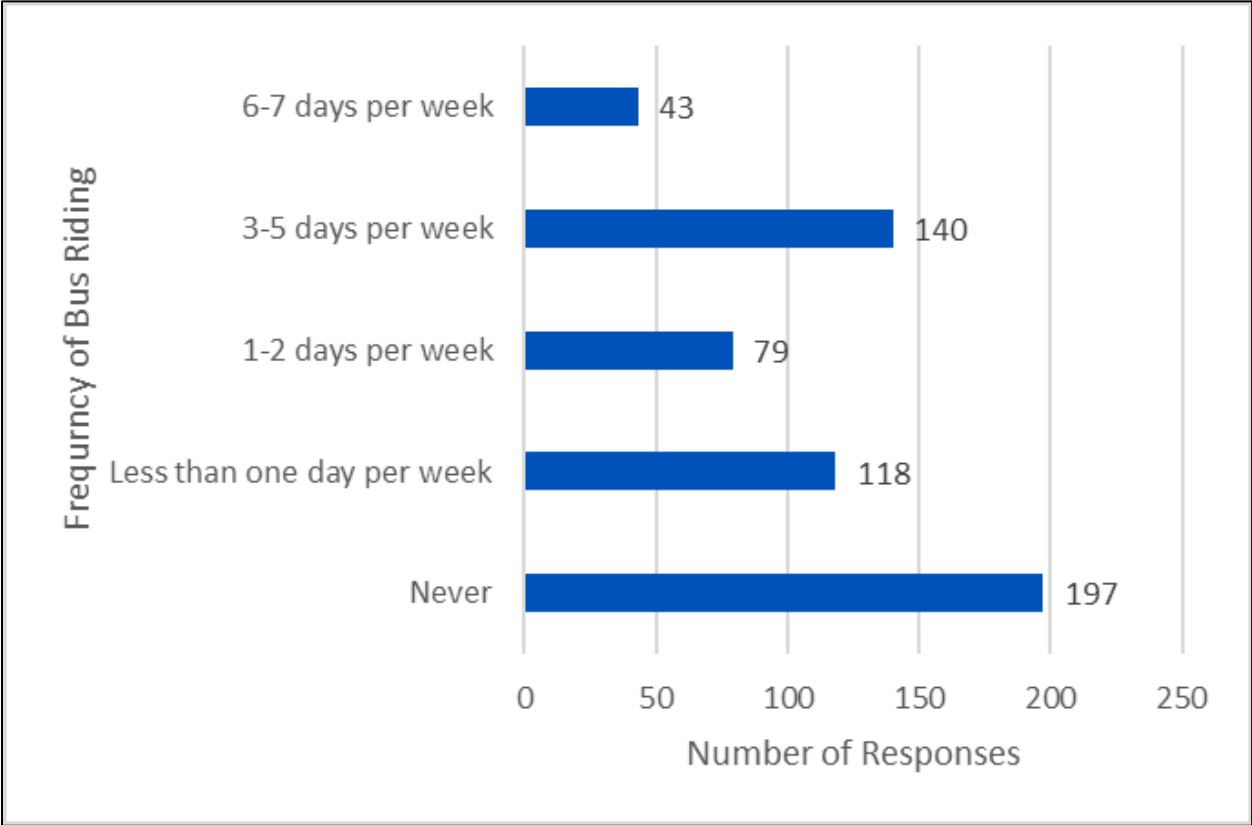
\*Number of respondents: 553

Total responses: 2320

# Question 6: On average, how many days per week do you ride the bus?

Although 197 respondents indicated that they never ride the bus, a total of 262 respondents indicated they ride the bus as least once a week.

FIGURE 17: QUESTION 6 SURVEY RESPONSES



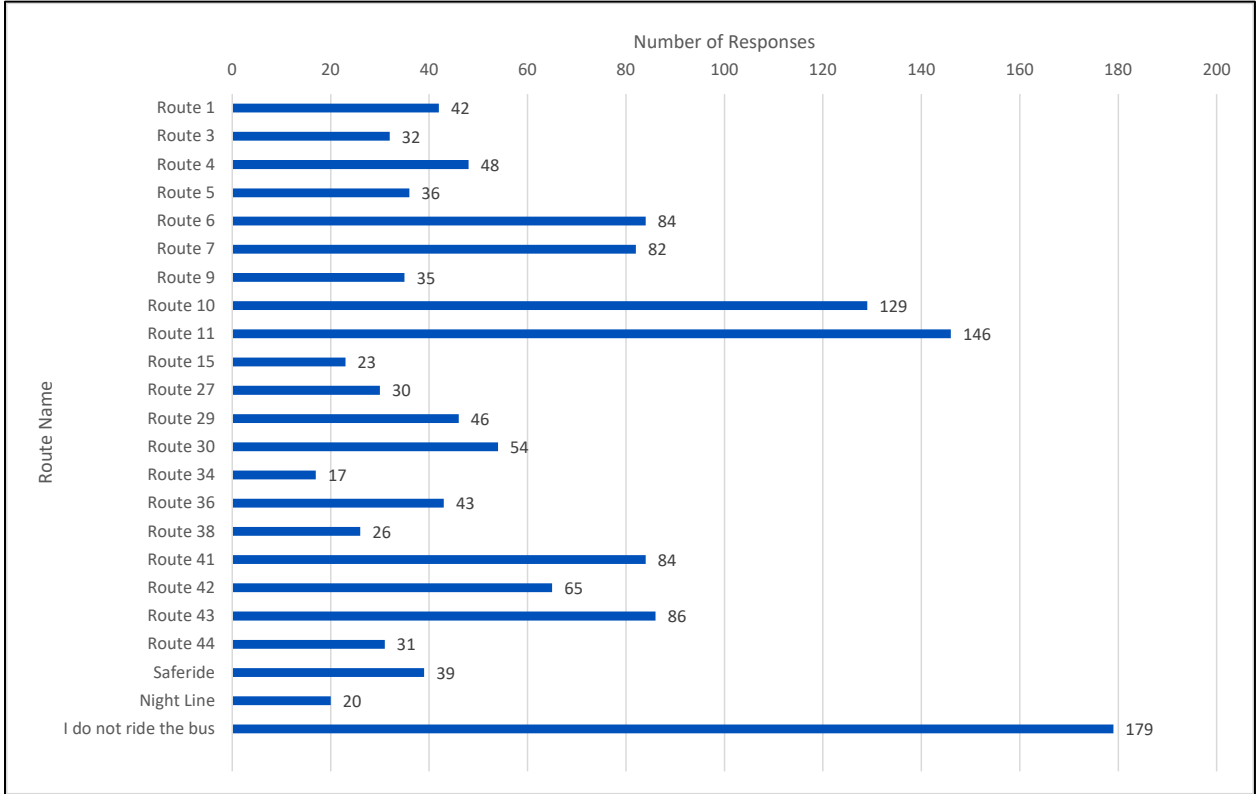
\*Number of respondents: 577



# Question 7: What bus routes or services do you use most often?

This question gave survey respondents a list of all of the available existing bus routes and asked them to check which routes they take most often, checking all that apply. Of the responses received, most indicated they do not ride the bus. Of the routes selected, Route 11, Route 10, Route 43, Route 41, Route 6 and Route 7 were the most popular selected.

FIGURE 18: QUESTION 7 SURVEY RESPONSES



\*Number of respondents: 553

Total responses: 1377

## Question 8: How long is your typical commute to work/school?

Most survey respondents have a commute of 10-20 minutes to work or school. This indicates that most of the respondents are not commuting from areas outside the city limits. The census survey has slightly different categories, and the data suggests that this survey does not capture as high of percentage of respondents who have commutes over 30 minutes.

FIGURE 19: QUESTION 8 SURVEY RESPONSES

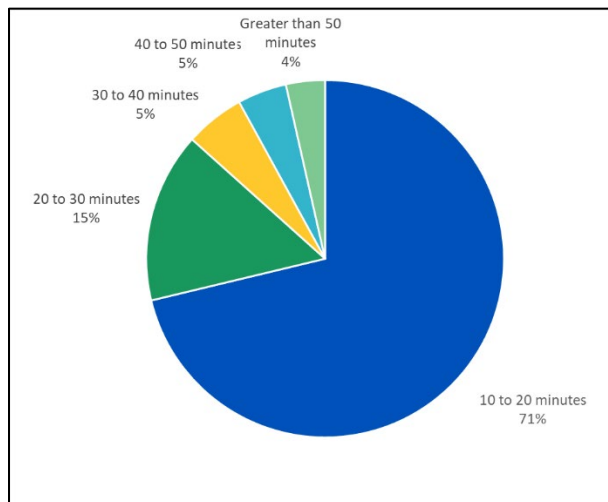
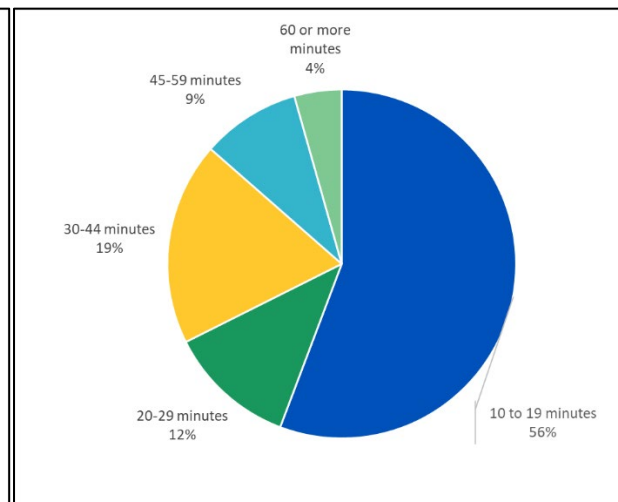


FIGURE 20: CENSUS, S0802 ACS 2018 5-YEAR DATA

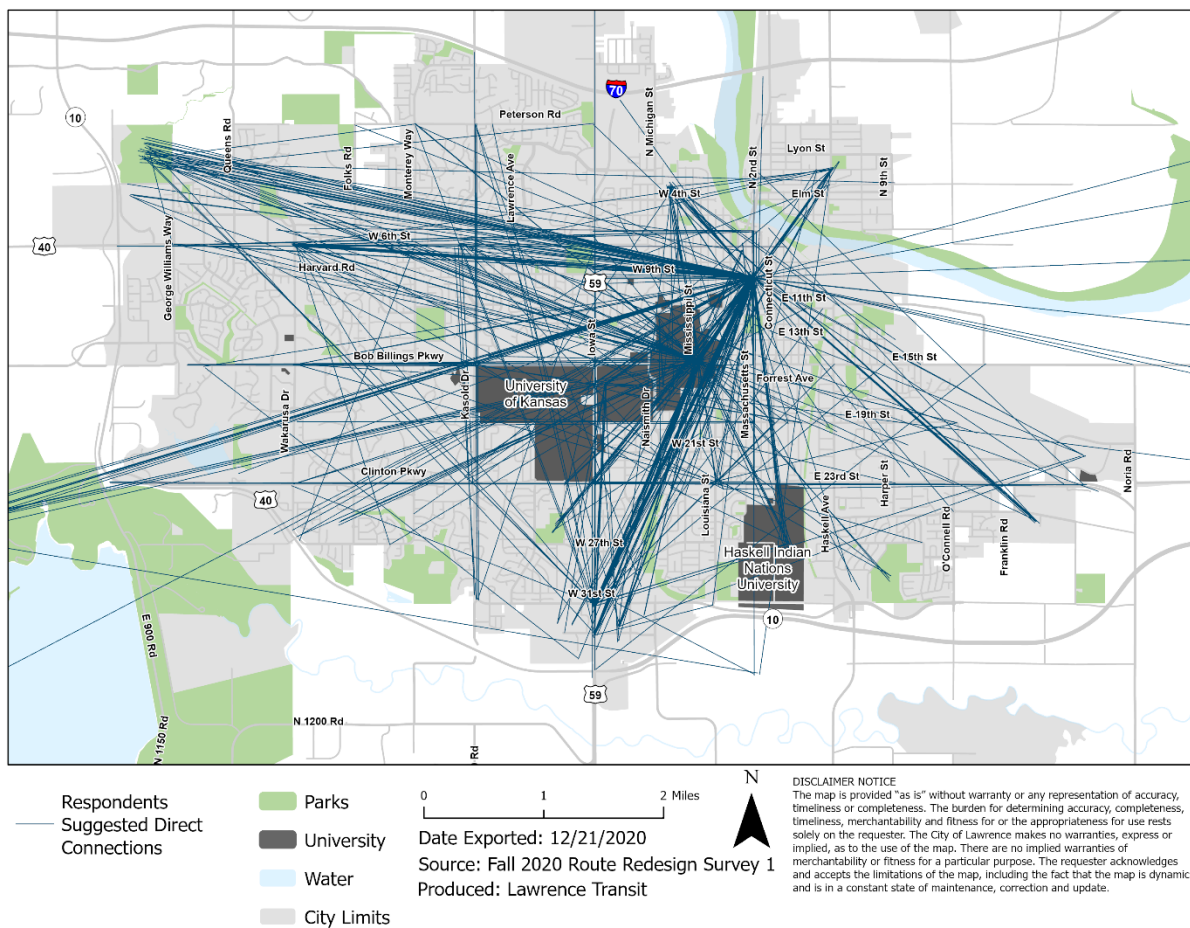


\*Number of respondents: 539

# Question 9: What three origins and destinations should public transit serve with a direct route connection?

This question asked survey respondents what areas in Lawrence should be directly connected by a transit route. Each survey respondent was able to provide up to three responses to this answer, though not all survey respondents gave three answers. The responses are mapped below to show answers within and outside of Lawrence. Areas of high concentration include West 6<sup>th</sup> St. and Rock Chalk Pavilion to Downtown, South Iowa St. to Downtown, Lawrence Memorial Hospital to KU Main Campus and Downtown, and North Lawrence to Downtown and West 6<sup>th</sup> St.

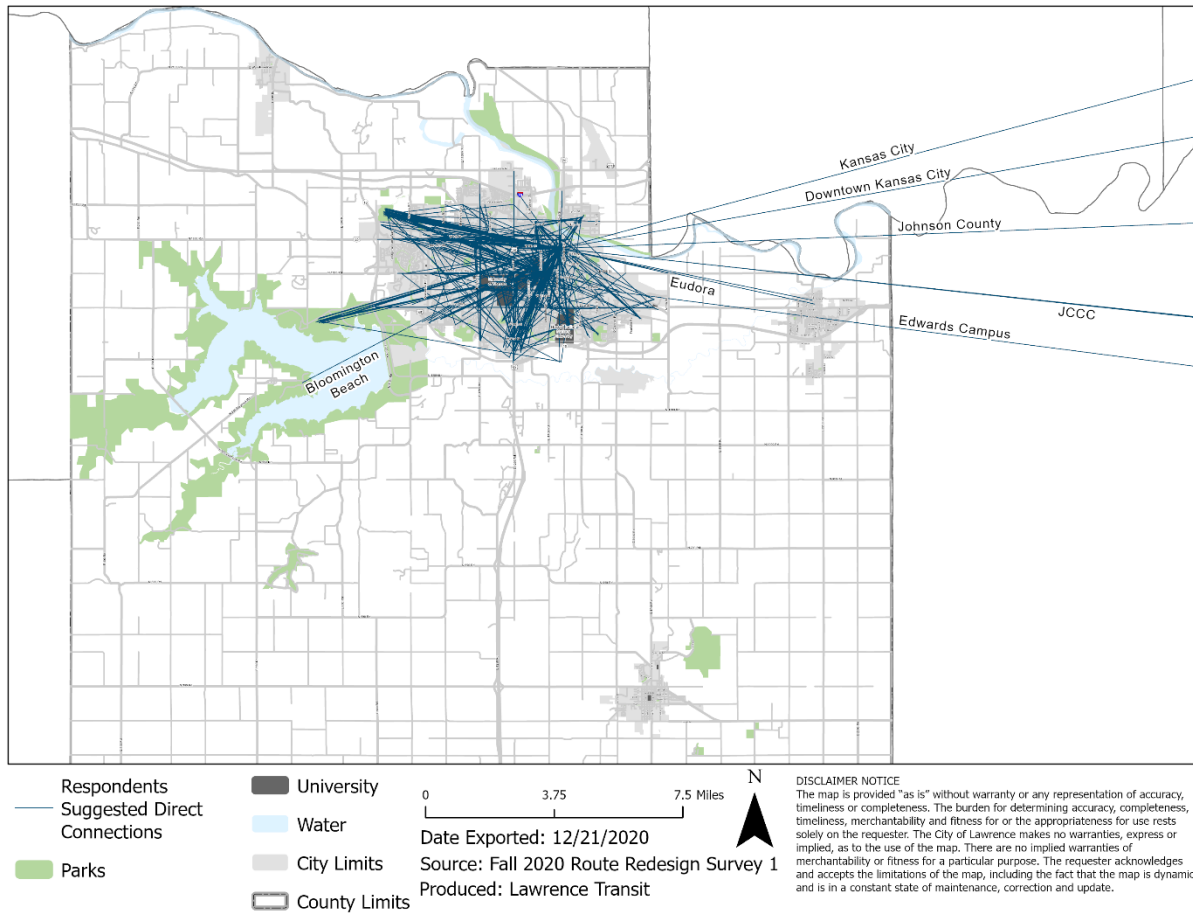
FIGURE 21: QUESTION 9 MAPPED SURVEY RESPONSES



\*Number of respondents: 361

Total responses: 764

FIGURE 22: QUESTION 9 MAPPED SURVEY RESPONSES – FULL EXTENT



The list below identifies additional notable connections beyond the strongest connections described above. These answers are not ranked in any specific order.

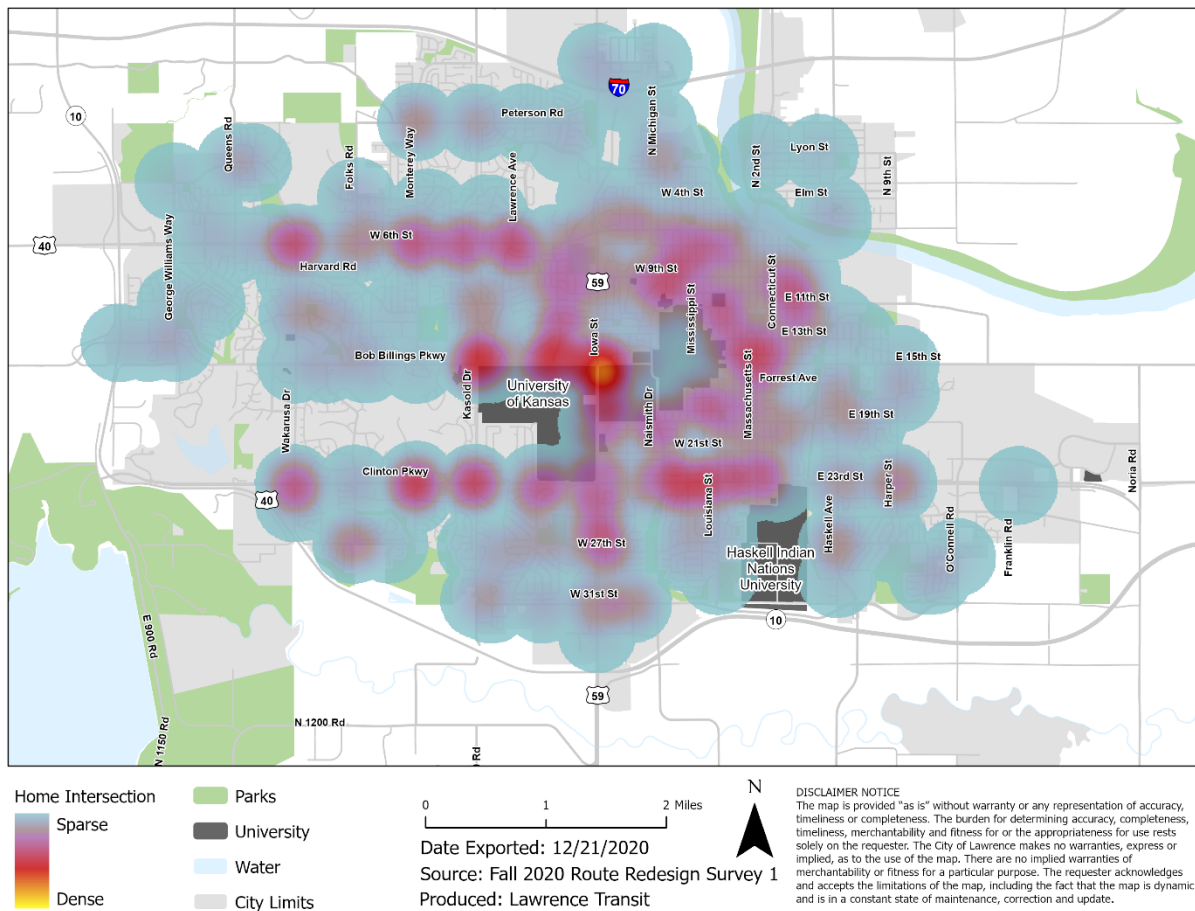
- Downtown to South Iowa St.
- Downtown to 6<sup>th</sup> and Wakarusa St.
- Downtown to North Lawrence
- Downtown to University of Kansas Main Campus
- Downtown to Haskell Indian Nations University Campus
- Downtown to Clinton State Park
- Downtown to Rock Chalk Pavilion
- Downtown to East Hills Business Park
- Downtown to Lawrence Community Shelter
- Rock Chalk Pavilion to South Iowa St.
- Rock Chalk Pavilion to University of Kansas Main Campus
- 6<sup>th</sup> and Kasold to 31<sup>st</sup> and Kasold

- East 23<sup>rd</sup> St. to West Clinton Parkway
- East 15<sup>th</sup> St. to West Bob Billings St.
- East 6<sup>th</sup> St. to West 6<sup>th</sup> St.
- North Kasold St. to South Kasold St.
- North Iowa St. to South Iowa St.
- East Hills Business Park to South Iowa St.
- Lawrence Community Shelter to Lawrence Memorial Hospital
- Lawrence Memorial Hospital to University of Kansas Main Campus
- University of Kansas Main Campus to Holcom Park

# Question 10: What is the closest intersection to where you live?

Survey respondents were asked what part of Lawrence they live in. Responses were given in the form of intersections, for example, “Bob Billings and Kasold”. The heat map below indicates that those who responded to this survey generally live in all areas of the city. There are areas of high concentration along 23<sup>rd</sup> St., along 6<sup>th</sup> St., near KU main campus, and the Downtown area.

FIGURE 23: QUESTION 10 MAPPED SURVEY RESPONSES

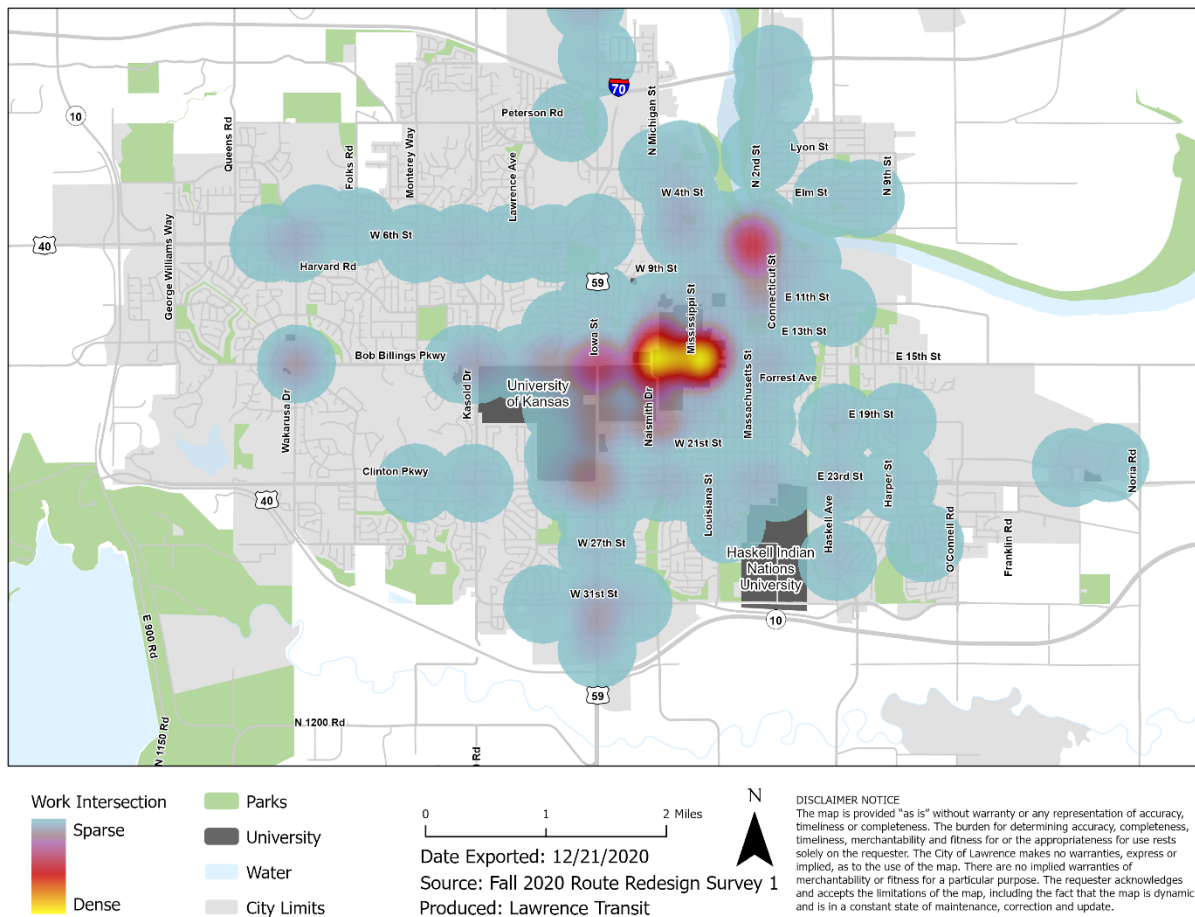


\*Number of respondents: 533

# Question 11: What is the closest intersection to where you work?

In a similar format to the prior question, survey respondents were asked what areas of Lawrence they work in. The responses are shown on the heat map below. As expected, these responses are much more concentrated than the areas related to where people live. There are high numbers of employment at the University of Kansas Main Campus and West Campus, the Downtown area, West Bob Billings St., West 6<sup>th</sup> St., South Iowa St., and at the intersection of 23<sup>rd</sup> and Iowa St. Of those who indicated they work on KU Campus, 29% were students, 47% are full-time employees, 12% are part-time employees, 8% indicated they are retired, 1% are self-employed, 1% are out of work and not looking for work, and <1% are out of work at looking.

FIGURE 24: QUESTION 11 MAPPED SURVEY RESPONSES



\*Number of respondents: 457

# Conclusion

Lawrence Transit and KU on Wheels have combined routes and schedules to meet the needs of those affiliated with KU and the community at large. The results of this survey have confirmed important existing transit connections and have shed light on potential new or adjusted connections to consider with future route design.

Questions 1, 2, 6 and 7 indicate that this survey captured a mix of regular bus riders and those who do not ride the bus. Having respondents who represent both riders and non-riders provides insight into the transit vision of different segments of the community. Survey results revealed several geographic areas of Lawrence commonly mentioned as having high importance for transit access. These areas are discussed in more detail below.

The first area is **West 6<sup>th</sup> St.**, more specifically, the intersection of 6<sup>th</sup> and Wakarusa. Questions 3, 4, 9, 10, and 11 all indicated that this area is important for its retail and residential areas, and it is near to Rock Chalk Park and Lawrence Memorial Hospital West.

The second area is **South Iowa St.**, specifically south of 23<sup>rd</sup> St. Questions 3, 4, 9, 10, and 11 also all noted that this area is highly important. There are a variety of restaurants, big box stores including Walmart and Target, and a variety of residential areas ranging from single family homes, student-oriented apartment complexes, and a mobile home park.

The third area to note is **Downtown Lawrence**, defined by the Central Business District. A variety of offices, shops and restaurants, many of which are locally owned, are located in the downtown area. It is also surrounded by residential, both for multi- and single-family use. Included with this and part of the Central Business District is **North Lawrence**. Many respondents indicated that a link from North Lawrence to several other parts of town is important. These links included downtown (Massachusetts St.), West 6<sup>th</sup> St., and South Iowa St. North Lawrence contains several businesses but is largely residential. There are also several parks located there.

The fourth area worth noting is the **University of Kansas Main Campus**. Questions 3, 4, 9, 10 and 11 all indicated this as an area of high activity. There are a high concentration of jobs located on the main campus as well as the **West Campus**, and KU students make up a large portion of daily bus riders.

Lastly the **East 23<sup>rd</sup> St.** corridor contains residential areas and the East Hills Business Park which employs a large number of Lawrence residents. In addition to this, Haskell Indian Nations University is located on 23<sup>rd</sup> St. and the Lawrence Transit bus systems serves this student population as well. Many people indicated a need for transit going from East 23<sup>rd</sup> St. to a variety of destinations in Lawrence, and vice versa.



## Appendix A: Question 18: Do you have any additional feedback you would like to provide?

Respondent Answer	Staff Response
I didn't answer some of the questions because there wasn't a not applicable answer	Comment received
Before the pandemic I used the bus in two circumstances (Since the pandemic began I have not used the bus at all. I previously used Routes 10 and 11 and it appears that route 10 is very different at this point and Route 7 might be appropriate.): 1) to go from my home to downtown to parking garage beside Lawrence Public Library or to KU for seminars, talks, recitals and library use when the weather was very bad and when I had had cataract surgery a year ago and couldn't see well enough a year and a half ago; and  2) to go from the parking garage by the public library to the KU campus...typically to the Kansas Union, Watson Library or to other locations with seminars, talks and museum visits.	Comment received
The destination I selected were to natural places with the intention of getting more people, without access to personal transportation, to the beautiful spaces on the edges of town.	Comment received
I personally think the routes are great the way they are.	Comment received
Before Covid I rode the bus every week, to South Iowa and 23rd and Louisiana for shopping, sometimes to LMH or LMH South for medical, to and from downtown and the public library, and on campus to get to and from the Rec Center and other campus destinations. Due to Covid and my age, I stopped riding, because I think it is unsafe for me to be on the bus, even wearing a mask, because it is an enclosed space and distancing is difficult if not impossible. When the virus danger is lower, I hope to be able to ride the bus again. I appreciate the service it provides.	Comment received
East Bob Billings (origin) all the way to the full length to West Bob Billings (destination)	Service along major corridors will be evaluated holistically as part of a network of service in the 2021 Route Redesign Study.
Route 7 is perfect	Comment received

<p><b>It would be nice to have shorter wait times between buses on a single route. Typically, I've noticed that several routes have a bus coming by every 30 minutes. If it could be closer to maybe 15 minutes, that would be ideal. I realize that might not be practical, based on route demand and resources, but I just wanted to throw that wish list out there for your consideration. :)</b></p>	<p>The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.</p>
<p><b>Like the ability to use bicycle racks on buses.</b></p>	<p>Comment received</p>
<p><b>Bus Routes along the whole of Iowa Street, 23rd, and Kasold would be extremely helpful. I usually spend 2+ hours round-trip on several different buses to get to where I need to go. It's extremely taxing and difficult to get from one end of the city to another and back. Many stops don't have covered bus shelters for protection from the elements. Having more accessible routes that cover wider areas with more frequent stop times would be so beneficial to people like me who we sole transportation option is the bus to get to and from work and for appointments/errands. It would be nice not to have to make up to three or four transfers a day. Monthly Bus Passes should also have an online purchase option that can be shown from one's phone with a scannable QR code or something of that nature. Or better yet, Lawrence should have a more equitable transit system by totally eliminating bus fares like other cities (KCMO for example) have already done. It's ridiculous that bus passes haven't transferred to a virtual/smartphone option in addition to paper ones. I have to make separate trips each month just to get a new bus pass, these trips are several hours long because it's difficult to reach the places that offer bus passes for sale. Buses should also run later at night, especially for people who work overnight shifts.</b></p>	<p>-Service along major corridors will be evaluated holistically as part of a network of service in the 2021 Route Redesign Study. -Online/digital bus passes and fare-free service are planned for further evaluation in 2021.</p>
<p><b>A route that covers ALL of the 23rd St and Clinton parkway is necessary.</b></p>	<p>Service along major corridors will be evaluated holistically as part of a network of service in the 2021 Route Redesign Study.</p>
<p><b>I filled out this survey based my on pre-COVID behavior.</b></p>	<p>Comment received</p>
<p><b>Since I am retired and have lots of flexibility in my schedule, I ride the bus in order to free up the one vehicle that I share with my husband. I have answered the frequency question above based on the four years since I retired, and pre pandemic.</b></p>	<p>Comment received</p>
<p><b>Before I retired (from Lawrence Memorial Hospital), the Lawrence Bus System was quite handy on helping me</b></p>	<p>Comment received</p>

<p>get back and forth to and from work. Also, I have worked (with others on a committee) in the past on the City Bus part of the System to help get it to become a permanent part of the KU and City Bus System.</p>	
<p>i recently moved and am not as familiar with the bus routes near my new address. previously i did try to ride the bus when possible in order to lessen my carbon footprint. i would love it if lawrence had something similar to kansas city's lightrail that connected south iowa to downtown or something like that--free and frequent so more people would be more likely to use it.</p>	<p>Comment received</p>
<p>North/South on Kasold has never had Bus Service. I would likely ride the bus if I didn't have to walk several blocks just to board.</p>	<p>Comment received</p>
<p>Love you guys!</p>	<p>Thank you!</p>
<p>I often wonder about focusing on only using smaller buses since The T is important to our community, but even after many years of excellent effort on the part of the City, they still haven't become as ubiquitous as we all would like.</p> <p>I would like the process to become easier for those who have disabilities to quality for the T Lift. I those who can show they have already qualified to receive Medicaid HCBS services should get immediate access to the T Lift.</p>	<p>-Smaller fixed route buses may be adequate on some, but not all, routes, due to higher ridership during peak service times.</p> <p>-Information on how to apply for T Lift can be found at <a href="https://lawrencetransit.org/ada-services/">https://lawrencetransit.org/ada-services/</a>.</p>
<p>It is really weird to have a transit center in a part of town that is not designed for pedestrian traffic. When you get off the bus from most routes you need to be somewhere a) that you want to be and b) somewhere that is nice to walk around. Nothing about Bob Billings parkway is designed to make walking great. No trees, lots of hills, and no shops whatsoever. The proposed location will promote drunk driving, has no grocery connections, and will not help develop shopping because there is no room on that land to create a shopping district.</p>	<p>-The multimodal transfer center location was chosen through multiple studies that examined the benefits and challenges of several locations in Lawrence. More information can be found at <a href="https://lawrencetransit.org/transfer-facility/">https://lawrencetransit.org/transfer-facility/</a>.</p>
<p>Are you plans including K-12 students? Or at least, the older grade 6-12 students? Wouldn't this increase local efficiencies? Are you considering alternatives that would prompt more adults like myself not to drive or own personal vehicles but to use some forms of shared transportation? Some Uber-like high-bred? Have you considered the impact of more people working at home now that employers, because of COVID, have realized</p>	<p>-A goal of current and future bus routes is to make it easy to get to school, at the K-12 or university level.</p> <p>-The 2021 Route Redesign Study will explore non-traditional forms of transit to encourage higher use of shared transportation.</p>

<b>that many of their employees work best from home most of the time?</b>	
<b>transfer hub should stay downtown. It is the most frequented destination and serves as the best centralized location</b>	-The multimodal transfer center location was chosen through multiple studies that examined the benefits and challenges of several locations in Lawrence. More information can be found at <a href="https://lawrencetransit.org/transfer-facility/">https://lawrencetransit.org/transfer-facility/</a> . The development of this center does not rule out continued transfers in the Downtown area.
<b>Providing additional opportunities for access to transportation in the under-served areas of our community would be most important in order for everyone to have a bus route opportunity to various destinations.</b>	Comment received
<b>It would be nice to have some express routes - from downtown to the shopping at South Iowa or West 6th that have limited stops to make faster trips.</b>	-The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.
<b>While I am fortunate to have multiple nearby bus route options for my daily needs, I think that outlying areas of the city could definitely be better served by our bus routes.</b>	Comment received
<b>I would prefer a different location for the transit hub!!</b>	-The multimodal transfer center location was chosen through multiple studies that examined the benefits and challenges of several locations in Lawrence. More information can be found at <a href="https://lawrencetransit.org/transfer-facility/">https://lawrencetransit.org/transfer-facility/</a> .
<b>If all routes came as often ore more often than the #11... I would ride the bus more often. I only ride the bus when I have two hours to kill. Because I know including walking and waiting time the total one way rout is about one hour long and roundtrip is about two hours long.</b>  <b>Also, it should be free for all. The one dollar fee is straining for low income people who actually don't have an other way of transportation. If it was free other people who do have access to cars would use the bus more often as well, because it would be destigmatized.</b>	-The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage. -Online/digital bus passes and fare-free service are planned for further evaluation in 2021.
<b>nope</b>	Comment received
<b>This survey seems poorly constructed as an adult's travel could be affected by children's needs yet</b>	Future public engagement efforts through the 2021 Route Redesign Study

<b>demographics do not capture and it does not take into account how travel methods and patter could be affected by different independent options for children.</b>	will strive to capture transportation challenges and needs of a variety of household types.
<b>I am a PTAC member</b>	Comment received
<b>My family and I have enjoyed using the bus service in town. It's almost always on time, clean, and staffed by friendly and professional people. Great service and a big asset to our community</b>	Thank you!
<b>Some routes need more buses on them so you do not have to wait an hour to make a transfer</b>	The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.
<b>My ridership has changed quite a bit during the pandemic, but I plan to resume my use of public transportation as described here when the situation improves.</b>	Comment received
<b>I'd love to see the Night Line option expanded to include pickup to and from the Amtrak Station. The current system is hard to schedule with the time variances of the train, but to have a ride-share bus that you could book a seat on a certain day, and the driver would monitor the arrival of the train and be there to pick you up and take you home - that would be cool. Getting people to the station would be harder, they'd have to understand that they'll be waiting. It wouldn't be for those who like to show up 2 minutes before the train, but for those w/out a vehicle, or who would prefer to leave a vehicle at home it would be a nice service. I'd definitely pay more than the Night Line rates for the convenience. Even though I don't use the bus a lot currently, I have in the past. I appreciate all that you do. Thank you!</b>	Comment received
<b>I would take the bus if I knew when and where it runs. Is there an app that shows routes and eta's to bus stops?</b>	The "MyBus Lawrence" app is available in the Google Play and Apple Store. Visit <a href="https://lawrencetransit.org/mobile-tools/">https://lawrencetransit.org/mobile-tools/</a> for more information.
<b>This is a horrible place for the hub. It will cause traffic back ups in my neighborhood and random people wandering about (which do cause issues, just ask the bus supervisors).</b>	The multimodal transfer center location was chosen through multiple studies that examined the benefits and challenges of several locations in Lawrence. More information can be found at <a href="https://lawrencetransit.org/transfer-facility/">https://lawrencetransit.org/transfer-facility/</a> .
<b>With Lawrence's excellent ability to stick a resource where it is close to nothing (see this bus hub, indoor aquatic center, recreation facility in west boondocks)</b>	- Online/digital bus passes and fare-free service are planned for further evaluation in 2021.

**and pass up excellent transportation hubs (Lawrence Amtrak Station, 19th and Iowa hub location), the dispirited feedback reflecting the harsh reality mainly consists of "Don't make things worse than they already are." But if Lawrence is going to get serious about public transportation, it should (1) Eliminate fares and encourage people to substitute public transportation for cars; (2) Have a hub downtown (see Amtrak Station and develop a commercial corridor from downtown to the Amtrak Station to the Warehouse District, and, no, don't use the lame excuse that there isn't enough space around the Amtrak station to support a secondary hub--see eminent domain), a southeast hub, a South Iowa hub, and a far west Lawrence hub; (3) Provide (and publicize) 30 minute or less transportation for 80 percent of the rides that are provided (or whatever metrics may realistically be achieved (and measured)); (4) Create a point-to-point mapping system/app that tracks--with the consent of the user--where the journey begins and ends from doorstep to doorstep, so that walking distance may be figured in to future planning; estimates carbon savings; estimates time saved; and estimates resources saved by using the bus instead of paying for a car, car insurance, tag, street repairs, etc.; (5) Create a pedestrian zone for 2-7 blocks of downtown (and, again, provide free bus service circling the downtown area constantly so that people may not only circulate downtown but also park their cars in garages and get to restaurants and other destinations quickly; (6) Have the City Commission declare, definitively, consistently, and persistently, that Lawrence will provide internet service for all persons of all means, with direct subsidies for service based upon income that ensures that no child lives in a home without service and no adult who is in need of service goes without. If we learn nothing else from the Covid-19 pandemic, let us learn that communication and transportation are ultimately the same thing. Every merchant, governmental agency, social service agency, religious institution, school and university, should develop the capability of providing goods and services where they are needed. The Postal Service ubiquitous service places all goods within 24-48 hours reach of local customers (or could, at least).**

- The multimodal transfer center location was chosen through multiple studies that examined the benefits and challenges of several locations in Lawrence. More information can be found at <https://lawrencetransit.org/transfer-facility/>. The development of this center does not rule out continued transfers in the Downtown area.

- A variety of apps exist for transit and multimodal trip planning, including Google, Transit, Moovit, and Transloc. Lawrence Transit is working toward integration of real-time information into those apps.

<p><b>When I lived in a city (roughly the size of Lawrence - Olympia, WA) with a comprehensive and easy-to-navigate bus system, I rode the bus constantly. I almost never used my car, and relied on the bus for my work commute, getting to and from school, and even grocery shopping. Bus routes were simple (you could input a destination to find the best bus route and track your bus in real-time with a free app), and buses came every 15 minutes during weekdays. When I moved home to Lawrence, I tried taking the bus and eventually gave up - the routes are too circuitous, the buses take too long, and bus stops aren't safe, comfortable, or even easily identifiable in some cases. I know it is possible to have a well-used, functioning bus system in a town this size - I've seen it firsthand.</b></p>	<p>The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.</p>
<p><b>I realize you are committed to a hub system, and it's probably more efficient in a college town, but I'm not sure why every bus has to go to the hub.</b></p>	<p>The 2021 Route Redesign Study will explore a variety of bus network concepts. The development of a multimodal transfer center will not limit us to a hub-and-spoke system.</p>
<p><b>provide dedicated bus lanes on the major corridors (ex: 23rd, Iowa, 6th...) to reduce bus travel time (at least during the rush hours)</b></p>	<p>Service along major corridors will be evaluated holistically as part of a network of service in the 2021 Route Redesign Study.</p>
<p><b>Please keep the hub downtown! It is such a vital location for transfers and easy access. It could have even more prominence and encourage this mode of transportation over cars/parking</b></p>	<p>The multimodal transfer center location was chosen through multiple studies that examined the benefits and challenges of several locations in Lawrence. More information can be found at <a href="https://lawrencetransit.org/transfer-facility/">https://lawrencetransit.org/transfer-facility/</a>. The development of this center does not rule out continued transfers in the Downtown area.</p>
<p><b>Why can't we have a designated bus for each of the major streets like Wakarusa, Kasold, Iowa, Massachusetts, Connecticut, Haskell etc.etc. to run like streetcars or trolleys would back and forth and then have the residential and East /West busses connect to the nearest major street busses for a quick transfer? If it was grid style the busses would not travel as far and the wait times would be shorter. The long streets with businesses stretched from one end to the other could use a streetcar or trolley system or 1 bus that travels back and forth. Iowa St and 23rd St are prime examples. I would ride the bus everyday if Iowa St had designated</b></p>	<p>Service along major corridors will be evaluated holistically as part of a network of service in the 2021 Route Redesign Study.</p>

<p><b>bus that traversed the entire route from 33rd to 6th. Same with 23rd and Mass St.</b></p>	
<p><b>The busses should run twenty four hours</b></p>	<p>Comment received</p>
<p><b>How do these routes impact seniors and folks who travel to and from town for work?</b></p>	<p>The 2021 Route Redesign Study will explore the impact of new route design on a variety of users, including seniors and regional commuters.</p>
<p><b>Please do not just use the largest number of responses about which intersections and destinations to keep and or connect. Please consider community needs first and foremost and recognize that many people who have those needs may well be the least able to have the free time and resources to fill out surveys like these. Connecting neighborhoods with less income and resources to needed resources and their job sites, connecting Disabled folks with the places they need to go, connecting those with the least means and ability to access alternative and privately owned means of transportation should be your first goal.</b></p>	<p>The 2021 Route Redesign Study will employ a variety of public engagement methods to reach diverse community members with different needs and resources. The demographics section of this report highlights a few populations that we did not reach as effectively as we would have hoped with this survey. Future efforts will aim to reach those voices.</p>
<p><b>please do not route transit through established, traditional neighborhoods</b></p>	<p>Comment received</p>
<p><b>Hope this route review is not a new way to "sneak" in additional bus hubs in neighborhoods that have tried to keep the hubs out. Keep the hubs in business districts please.</b></p>	<p>Comment received</p>
<p><b>1. To avoid confusion, new routes should have letter names rather than numbers.</b></p> <p><b>2. We should have service to Rock Chalk Park and the Arboretum.</b></p> <p><b>3. Long term, we should have regional service (Lawrence to Topeka and KC). For the present, make sure the K-10 connector keeps running and have it go to the new hub.</b></p> <p><b>4. I am against a grid system for Lawrence. Wait times would be too long, and we don't have enough "through" streets for it (interruptions in streets due to KU and Alvamar for example).</b></p>	<p>- Route 6 provides service to Rock Chalk Park</p> <p>- The 2021 Route Redesign Study will evaluate bus stop spacing and placement.</p>



<p><b>5. In many places, the bus stops are too far apart. Maybe this is a good time to fix this.</b></p>	
<p><b>Please consider extending/increasing bus service around town during the summer. Many people without vehicles depend on the bus for transportation and have very limited options during that time.</b></p>	<p>The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.</p>
<p><b>I live in the Breezedale neighborhood near Haskell University. The last time I checked the bus schedule, there was not a clear route that went north downtown and back. Also, at that time, routes would end at 6pm. I would like to ride the bus recreationally - to get downtown or to parks - but those are the exact times when the buses seem to shut down (nights and weekends, and times of the year when the universities are on break). I will admit that after checking (several years ago), I have not kept up on bus route updates. If my information is out of date, I apologize.</b></p>	<p>Comment received</p>
<p><b>I have used the Transit System since its inception and really never had much of a problem with using it. I live in North Lawrence so when you changed from a 1/2 hour service structure to an hour that has added some timing issues to each trip. Riding the bus home from work takes an extra hour than going to work..not fun after a long day. I hope you really listen to the patrons of this system, we are the ones who really know how this works and know its quirks. Thanks for giving me a voice in this matter.</b></p>	<p>The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.</p>
<p><b>So many buses traveling almost empty.</b></p>	<p>Comment received</p>
<p><b>I would ride the bus if it took ~the same amount of time as driving. Right now it takes ~30 minutes versus a 12-15 min commute.</b></p>	<p>The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.</p>
<p><b>Would love to be able to ride the bus with dispatch and convenience to KU basketball and football games.</b></p> <p><b>Thanks!</b></p>	<p>Comment received</p>
<p><b>When building routes, I think it would be very helpful to consider the middle and high school schedules (including Wednesdays). The current routes and times clearly have not considered school schedules. Students who live within two miles of the school are not eligible</b></p>	<p>The 2021 Route Redesign Study will explore the impact of new route design on a variety of users, including K-12 students.</p>

<b>to take a school bus. This is a large group of riders to which routes could be marketed.</b>	
<b>I like the concept of a centralized bus station. I lived in London, UK, for a year. I found the Hammersmith bus/tube/commercial center to be fantastic! Of course, there is no Tube (subway) for Lawrence, but a centralized point of service would allow access to all routes. The commercial nature of the central connecting point would allow for eating and shopping at that location. Hammersmith has the Tube trains arriving on the lower level along with commercial locations. Then, the next level has commercial locations. And, finally the top level has bus loading bays and commerce. I found that was a great way to pick up food or some needed things before heading home. I even got to recognize some of the pigeons (birds) that frequented that location. See, I went through there quite a lot.</b>	Comment received
<b>I'm very interested in the future of public transit in Lawrence. Have not made extensive use of the system, other than getting around the KU campus, largely because walking/bicycling/driving have been generally faster. But with retirement &amp; a likely move in the reasonably near future my spouse and I expect to be riding more frequently.</b>	We look forward to seeing you on the bus!
<b>When I didn't have a car, I would have loved Sunday service to retail locations (grocery stores).</b>	The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.
<b>May ride in future</b>	Comment received
<b>Small vans would have been more efficient and climate friendly as well as less costly as most buses are running fairly empty.</b>	Smaller fixed route buses or vans may be adequate on some, but not all, routes, due to higher ridership during peak service times. ma
<b>I dint ride the bus very often st all because I live in w. Lawrence and the closest stop is in Wakarusa - if I need to drive to the stop I might as well drive all the way. West of Wakarusa there is no service making the bus routes unusable for us.</b>	The 2021 Route Redesign Study will evaluate bus stop spacing and placement.
<b>Some of the KU routes that go away during breaks and summer make the bus system useless to me when they are not active.</b>	The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.
<b>thanks for asking</b>	Comment received
<b>I wish the bus ran on Sundays</b>	The 2021 Route Redesign Study will evaluate extended hours and weekend

	service alongside other system goals such as frequency and coverage.
<b>I would take the bus to campus if it ran more frequently (but only after there is a vaccine).</b>	The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.
<b>I chose 10-20 min for my commute, but I have been working from home for six months. When I had to go to an office, my commute was only 5 minutes.</b>	Comment received
<b>I like to take my bike on the bus.</b>	Comment received
<b>I just want a more efficient route from downs hall to the student union, one that does not make the loop to 11th street</b>	Comment received
<b>My main issue with the bus in Lawrence is their reliability and accuracy with schedules. The app typically only works with certain routes and even if you're tracking the bus, it's not always updated so it's very easy to miss the bus. This becomes especially frustrating with weather conditions like rain, snow, or excessive heat. Obviously the written schedules won't always be accurate but the tracking system needs to be more reliable and people depend on this service for numerous things</b>	Please call 785-864-4644 or email <a href="mailto:info@lawrencetransit.org">info@lawrencetransit.org</a> with details about your experience so that we can follow up with the app provider.
<b>PLEASE RUN THE 42 LINE ON THE WEEKENDS!!!!!! I can't wait 45 minutes for the 11 line just to go up to Jayhawk Blvd to study!!! Either run the 42 line on the weekends or run more 11 busses! It's extremely inconvenient for those living on campus who need to go up to Jayhawk Blvd to work or need to go off campus to work or just run errands and can't wait so long for the 11 bus to arrive.</b>	The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.
<b>It would be wonderful to have a bus route directly down 19th from east Lawrence to KU that stopped at Cordley Elementary, Lawrence High, and Hilltop Child Development Center at 1652 Ousdahl Road). We would use the bus much more frequently.</b>	Service along major corridors will be evaluated holistically as part of a network of service in the 2021 Route Redesign Study.
<b>I used to try to take the bus when my kids were younger for a fun outing. The timing of the bus was horrible. I could not see waiting over an hour for something that would take me minutes in my car. I used to take the K-10 connector when I worked in JOCO. It was great. When I started working at KU I immediately looked at taking the bus. I don't mind a walk and my schedule could be flexible. Not nearly flexible enough for what it took to get the bus. It was worth paying for parking. I will always support public transportation because I</b>	-The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage. -The 2021 Route Redesign Study will explore non-traditional forms of transit to encourage higher use of shared transportation.

<p>think it serves a valuable function, but I do wonder if a place like Lawrence that doesn't have a real "hub" area is best served by large, mostly empty busses (and I know some routes have people on them so this is a mass generalization). But in my pipe dreams I think if uber works so well couldn't a city like Lawrence with no true "business district" other than KU consider a few primary bus routes, but then a system more like uber. City owned cars, more on demand. Obviously you all do this for your job but it seems like a supplementary option to get people where they need to go with less wait time would be ideal. Discount cards for those who qualify for other services. Off my soap box now :). I do appreciate all you do and know it is hard to service a city a different type of business district. Good luck with the planning!</p>	
<p>This survey didn't account for changes to transportation patterns due to COVID. My answers would have been different. Also, it was hard to answer commute times and other questions without specifying that over half my trips are walking, biking, or on a scooter. I put "Car" but lately it's been walking since we kids aren't going to school. FINISH THE LOOP, please!</p>	<p>This survey encouraged respondents to reply according to travel patterns before the pandemic, as we understand transportation has changed for many people this year.</p>
<p>None</p>	<p>Comment received</p>
<p>The absence of bus service on weekends between on-campus housing and So Iowa retail is a HUGE problem for minority students, international students without cars who can shop on weekends when they have time, It's a college town. Full bus service 7 days a week is essential.</p>	<p>The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.</p>
<p>I don't use the bus because of a disability (can't climb steps) plus the convenience of using my own car. When I no longer can drive, I plan to use para transport</p>	<p>Comment received</p>
<p>It'd be nice to have service in the newer parts of town that are a good mile walk from any bus stops. I would get rid of a car if I could take the bus to work.</p>	<p>Comment received</p>
<p>I filled this out for pre covid-now I work from home, and do not take the bus, but hope to again post covid</p>	<p>Comment received</p>
<p>More bus routes would be awesome! It's too cumbersome for me to use it when I am pressed for time</p>	<p>Comment received</p>
<p>Yes! PLEASE PLEASE PLEASE use my tax dollars to provide adequate bus shelters - and by that I mean an enclosed plexiglass space where someone can sit down, where a trash can is located and is emptied regularly, where a person can push a button to receive heat in the</p>	<p>7 bus stops were improved this fall with benches and shelters, and 21 sites are scheduled for improvements in spring 2021.</p>

<p>dead of winter - all over town. This is the sole reason I came to this survey: We treat people who need the transit system in a terrible way. I know kiosks are expensive. So partner up with local business, or just RAISE MY TAX DOLLARS to provide them. I am paying taxes for water and sewer systems because the commissioners have decided on the necessity of them. I would pay for this, too.</p>	
<p>I'm happy we have the Lawrence transit system!</p>	<p>Thank you!</p>
<p>I would ride the bus to campus 5 days a week if the stop by my house took me there. I'm not leaving my car at 6th and Kasold to take 36. I'm better off paying for parking. The survey didn't allow for me to mark FT student and employed. I commute out of Lawrence for work(JoCo).</p>	<p>Comment received</p>
<p>I would ride the bus daily if I were not working from home. When the survey shows I ride the bus less than once a week, that's because I don't require transportation for work. When I was working on campus, I would take the Park and Ride bus (route 41).</p>	<p>Comment received</p>
<p>I appreciate your need for stats but your "profile" questions could sort people into more or less important groupings, which is not the way an, in principle, need-based public transportation system, should operate.</p> <p>I regret the move away from an integrated downtown hub. The best, most integrated solution would furthermore have been to tie the KU and city systems in with Greyhound, trains, and possibly airport transport. I know it's a pipe dream unlikely to ever happen in Lawrence but that's my feedback. The currently existing routings are largely commuter friendly despite long intervals on some routes. A car free person can get just about anywhere in Lawrence, even outlying areas like haz mat recycling. Please try to preserve that feature!</p>	<p>-The demographic questions help us understand which parts of the community we are and are not reaching so that we can adjust our public outreach emphasis to hear from all perspectives.</p> <p>-The multimodal transfer center location was chosen through multiple studies that examined the benefits and challenges of several locations in Lawrence. More information can be found at <a href="https://lawrencetransit.org/transfer-facility/">https://lawrencetransit.org/transfer-facility/</a>. The development of this center does not rule out continued transfers in the Downtown area.</p>
<p>This was answered based on my current situation due to Covid which means I am working from home and have severely reduced my driving. Previously on the weekend I might have been heading to the east side of town for trip to Johnson Cty.</p>	<p>Comment received</p>
<p>No additional comments at this time.</p>	<p>Comment received</p>
<p>I feel a bit hypocritical filling out a survey about bus routes when I never take the bus, but I walk/drive by that unused bus shelter on Peterson at least once a day. As you know, there are more and more residences in</p>	<p>Prior routes serving the Peterson Road area had too few riders to justify fixed route service. The 2021 Route Redesign Study will explore non-traditional forms</p>

<b>NW Lawrence, but the area north of 6th is not served by any bus lines, to the best of my knowledge.</b>	of transit to encourage higher use of shared transportation.
<b>Since racial equality has come into discussions, we need to incorporate as much demographical data as possible into this decision. I think there should be more service between residential districts and KU campus between 8 AM and 5 PM on weekdays. There should be more service between business districts and KU after 5 PM and on weekends to encourage economic development. Communities of racial minorities should have efficient public transportation to large employers paying more than minimum wage.</b>	Comment received
<b>It's a little different with COVID. I am usually on campus 5 days a week, but only 2-3 days a week for about 5 weeks this semester. When we are on ground at KU, I often take any of the buses that go from Lippincott to other buildings around campus, but not while the positive cases of COVID have risen exponentially AND I have no meetings on campus.</b>	Comment received
<b>In general, East Lawrence is just connected to Downtown. I wished there would be a connection to the KU Campus and the shopping area in the South.</b>	Comment received
<b>There should be a circular route on Sundays, From Downtown South using the 7th bus route until Walmart, then North, using the 11th Bus route until Downtown.</b>	The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.
<b>The KU bus app should be more advanced as in tell what stop is next on each route specifically. It should have a place to show which routes help to get to a certain place from your location. Allow notifications for certain bus routes based on location</b>	A variety of apps exist for transit and multimodal trip planning, including Google, Transit, Moovit, and Transloc. Lawrence Transit is working toward integration of real-time information into those apps.
<b>I would enjoy riding the bus to work (KU campus), and when running errands (downtown, S Iowa, 17th &amp; Mass).</b>	Comment received
<b>When I worked on campus for a different department, I rode the bus on campus most days. Now that I work on West Campus, I don't use the bus while on campus. If I were required to go to central campus from west campus now and then for my work, I would use the bus.</b>	Comment received
<b>The Bus frequency should increase on certain route during peak hours at KU. Like for bus route 11, frequency should be higher during morning (8-9:30) and evening 4:30 to 6 when students go to campus and come back to apartments in huge numbers.</b>	The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.

**I am concerned that the proposed site for the bus transfer station was selected as it promised to be the least disruptive to neighborhoods.... there is no adjacent and invested group to object and apartment owners, for the most part, favor access to buses. And because KU and KUEA hold property that could be leased at low cost given previous agreements; these are important but perhaps not the most compelling reasons to locate a transit hub.**

**This location doesn't support multi-modal transportation very well as it is a difficult bike connection given the topography; it is a significant uphill climb in every direction and into high volume intersections, a challenge even for the better riders in Lawrence. There's also not much space for parking without moving a hillside if people wanted to park a personal vehicle and ride the bus -- think KU game day traffic. And almost every member of the KU community -- faculty, staff and students -- will need to transfer to another bus since no significant campus buildings for classes, research or services are nearby, students being the bulk of the transit ridership in Lawrence. Other than relatively low density apartments there is very little accessible via pedestrian connections and no real services if you're getting off the bus -- no retail, no amenities, very little incentive for food/coffee in that location. I don't see that changing in any significant way perhaps only a vending operation.**

**Study multi-modal transit connections in college towns like Iowa City and you'll see a very different profile of development than what's being proposed west of Iowa Street. Bus connections are just part of the model, a high quality experience for those coming and going from transit is the goal.**

**The site itself is going to be challenging given the need for large vehicle access, traffic volumes and topography. But perhaps re-work of the transit connections is potentially more efficient? That study seems critical to the overall financial profile since operational costs of running buses per rider needs to be coupled with costs of mostly retaining walls and pavement on this site. And it does seem geographically central, but also far flung from a whole range of community based services**

The multimodal transfer center location was chosen through multiple studies that examined the benefits and challenges of several locations in Lawrence. More information can be found at <https://lawrencetransit.org/transfer-facility/>. The development of this center does not rule out continued transfers in the Downtown area. These comments raise a lot of important questions, and we hope you'll continue to engage with this process.

in health care, retail, jobs and lower income housing which is bulk of the community ridership. Maybe this the spot to meld these diverse system requirements and not add to the travel time for a group of users from the larger community? This would be a good analysis to provide.

Or is there a need for an edge of campus hub or node, including the proposal for a multi-modal transit facility on the parking lot south of Robinson Gym and east of Ambler Rec Center, near the KU Business School and across the street from Allen Fieldhouse serving the community via trip origin, transfer and as a destination? And in a location in Lawrence that probably should support higher density mixed-income and multi-modal development in coming decades. Access to transit as a foundational piece for different types of urban development/land use is going to appeal to many generations, post COVID, as we get back to other challenges like global warming.

At the same time, traffic to the downtown given the pandemic pull-back from retail might be the way to put a few more dollars back into the community success with a many decade investment in downtown? Does a two node model work better than a one hub, one focused on community trips,jobs,retail and health care another looking at KU student ridership? With the goal of community revitalization continuing with downtown and then focusing on some specific land use models.

Thanks for taking this real world, real community needs assessment; IMHO it could use a closer look at near term and longer term options, costs and benefits. A lot of things have changed in the last 6 months...and will continue to change.

Route times and the number of available buses needs to be improved, not just the routes themselves. We need more buses running at better intervals (every 15-20min instead of every 30-60min) all around Lawrence and the KU campus. Also, buses need to always run into the later evening hours (10pm-12am) so that late night workers can still get home. It would be really helpful to also have buses that run on Sundays so that workers aren't stuck telling their employer that they can't work Sundays because of transportation. Students also need

-The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.  
-The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.  
-Online/digital bus passes and fare-free service are planned for further evaluation in 2021.



<b>better access to campus from throughout the Lawrence the entire weekend because not everybody lives on campus, nor does everyone have a car who lives off campus. Get a better system of payment (like a card scanner with a re-loadable card) for the bus so that more money can go to improving and maintaining the bus system in Lawrence. That would also reduce the number of graduated students who continue to use their KU IDs for free bus rides even though they're no longer students.</b>	
<b>I appreciate living in a community that supports public transportation. I do not think the hub should be moved from downtown.</b>	The multimodal transfer center location was chosen through multiple studies that examined the benefits and challenges of several locations in Lawrence. More information can be found at <a href="https://lawrencetransit.org/transfer-facility/">https://lawrencetransit.org/transfer-facility/</a> . The development of this center does not rule out continued transfers in the Downtown area.
<b>update the bus maps! Bus 42 page is especially misleading (ex. Blue and orange route)</b>	Comment received
<b>Appreciate more information about Saferide, thanks!</b>	Please visit <a href="https://transportationservices.ku.edu/ku-saferide">https://transportationservices.ku.edu/ku-saferide</a>
<b>bus routes should be easier to find and more advertised to KU students</b>	Comment received
<b>It can be difficult to get a direct bus route to campus when you live farther away from campus. Ex: apartments by Stoneridge and overland or apartments east of Haskell and 23rd.</b>	Comment received
<b>19th street has 6 different bus routes traveling on it. In order to travel down 19th I have to ride downtown then transfer to another route. 19th is packed in the morning with parents dropping their kids off at free state. Im sure parents as well as students would appreciate the ease on traffic with a direct route down 19th.</b>	Service along major corridors will be evaluated holistically as part of a network of service in the 2021 Route Redesign Study.
<b>As a regular customer who uses the 6 and the 10 to commute to work every day, I would strongly suggest installing a physical bus stop at Queens Road/Overland Drive. For years I have been able to 'wave' the bus no 6 bus down at this location, but due to a recent policy change waving down is no longer possible. But if I get off at 6th/Wakarusa and walk towards Queens Road/Overland Drive, I have to walk up an area with NO streetlights and NO sidewalk. This is dangerous,</b>	-Route 6 serves stops traveling in both directions at Overland & Eisenhower, one block east of Overland & Queens. -The 2021 Route Redesign Study will evaluate bus stop spacing and placement.

<p>particularly in the winter time. Thank you for considering this suggestion.</p>	
<p>When I lived in Kappa Delta, there was myself and another girl on crutches and crutching from the Greek Ghetto to Strong hall was a brutal 45 min crutch. Please please add a stop at the top of the hill in front of Kappa Delta where High Drive and Emery intersect. Please. We fought for it last year and they said no. It was the worst couple months of my life.</p>	<p>The 2021 Route Redesign Study will evaluate bus stop spacing and placement.</p>
<p>I miss the old 36 route with three buses.</p>	<p>Comment received</p>
<p>My typical commute is only about 5 minutes, so I could not respond to the related question. And that's why I take the bus only when I'm in a bind, e.g., car in the repair shop.</p>	<p>Comment received</p>
<p>I used to rely on the 11. It was always crowded, and in winter when classes were delayed to 10am, they were so crowded some people couldn't get on. Maybe another bus on this route would help.</p>	<p>Comment received</p>
<p>I am kindly requesting an update to the bus app. I barely understand how it functions I miss the bus many times. I am not new in using them I have used bus apps in bigger cities such as L.A,Seattle. Sometimes it's unresponsive.</p>	<p>Comment received</p>
<p>1. While it is not the only destination on the bus line, KU is an obvious and important hub for the bus system and to one step to increase ridership would be identifying those areas that not efficiently served by the bus to KU. One example of this is the 10 and the 11, which leave the library and then head down 9th street. People living in the Old West Lawrence Neighborhood can catch these busses at ohio. However, they cannot easily return home because the route is inexplicably a loop instead of an out and back which would return a commuter to their origin. In order to return to your origin, you have to travel the whole loop, then wait at the library during the break. If you are able bodied, you might get off at 11th and louisiana and then walk back to wherever you started. Same for anyone who wanted to start on last part of the loops, either the 11 going down Connecticut or the 10 going down Vermont. There isn't a clear reason why you would catch the bus on Vermont only to wait 25 minutes to go up the hill. If there is a compelling reason to have a loop, make it so one of them, like the 10, actually goes back down 9th so people have the option to get back to where they</p>	<p>Comment received</p>

started. An additional bonus could be to make the routes different at the beginning of their loop, i.e. between the library and KU. The redundancy is obvious and of no value as the busses are often observed leapfrogging each other at the 9th and ohio stops or the indiana and 11th stops. A possible option would be that the 10 could go from the library down 7th to mississippi through OWL, thus serving more people. The 34 covers the western edge of OWL.

Same general comments for east lawrence, there is essentially no way to get efficiently to KU with the current routes leaving most people to make private commuting choices rather than taking the bus.

Finally, while there is some value to the busses running on a specific schedules, in practice, the variance of the routes (i.e. busy ku times vs. early morning/evening or KU vacation recesses is so wide that it winds up with busses sitting at random, unpredictable (For the rider) stops. While the bus driver may understand this or the time, the passengers are often left feeling frustrated or confused that a bus that only 5 minutes earlier had left an extended break at the library is now sitting for 5-10 minutes in front of the Kansas Union, or in front of Snow Hall, often while they watch an alternative bus route pass right through, (i.e. 10 doesn't stop but 11 does). Same applies for other routes when they sit at the Kansas union headed northbound. Passengers will be waiting on the bus with little indication of how long the bus is stopped for, while other busses come and leave from the same stop heading to the same destination (for instance a 43 leapfrogging another 43) Is there already too much redundancy of routes for instance 43/38/30. A customer and rider focused and oriented system would see that those customers sitting on the 43 had the opportunity to get onto the other 43 or 38 or whatever that was not stopping, but general practice and experience is that they are often left to sit for another 5-10 minutes. I think more transparency about the length of stops, the reasons for stops, and options would be helpful. Other bus systems have electronic signboards with Bus ETA's and departures. Maybe an important hub like the library, Kansas Union and the new transportation hub would be helpful.

<p><b>It is important to note that I ride my bike a lot--normally 30 percent of the time to work.</b></p>	<p>Comment received</p>
<p><b>we are normally a 2-car family. During COVID, opted to reduce to 1 car. Would consider staying at 1 car if public transportation is simple and timely in the future.</b></p>	<p>Comment received</p>
<p><b>The bus should run on Sundays and more routes should run later into the evening.</b></p>	<p>The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.</p>
<p><b>I do not mind the ride from route 1, transferring to route 10 from my apartment to work/school (and inverse to get back home). However, it would be handy if the route ran more frequently.</b></p>	<p>The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.</p>
<p><b>KU has an architecture and design building in the East Hills Business Park. Outstanding and unique classes are held there, but unless you have a car to get yourself there it's hard to actually take them. The bus route takes over an hour to get there.</b></p>	<p>Comment received</p>
<p><b>I used to take the bus everyday. I live in North Lawrence. I will ride my bicycle into downtown and use the bike racks on the 11 to get up the hill to campus. Then I ride home. The bike racks are very convenient for me.</b></p> <p><b>What stops me from using this everyday is that my responsibilities at work have increased and I needed to be able to move myself (and other supplies) across campus quickly and without a lot of sweat in the summer. I still take the bus when I can.</b></p>	<p>Comment received</p>
<p><b>As a former Haskell student it was strange that there were precisely two bus routes, the 5 (to KU) and the 27 (from Venture Park to Walmart). I know many students don't like that these are the only route options.</b></p> <p><b>Also it would be cool if there were some pet friendly routes or time or something to allows dogs and their owners to travel. Here is a link to cities/companies/regions that allow other-than-service dogs in some capacity on public transit: <a href="https://blog.gopetfriendly.com/pet-friendly-public-transportation-us-canada/">https://blog.gopetfriendly.com/pet-friendly-public-transportation-us-canada/</a></b></p>	<p>Comment received</p>
<p><b>Perhaps find a way to increase the number of buses during rush hours from KU campus to intersections with big apartment complexes.</b></p>	<p>Comment received</p>

<p><b>I have not used the bus, but would likely do so if the service were more frequent.</b></p>	<p>The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.</p>
<p><b>Counter-propagating routes that cover more of the city (and with higher frequency!) would make riding more convenient. It's shockingly difficult to get from campus to most parts of the city without transferring, which makes the ride unacceptably long compared with driving. Downtown is a great place for a hub, but more routes needed to loop through campus along the way. A hub on west campus will be more central on the map, but far less convenient for almost all riders. The location at 15th and Crestline has nothing nearby in walking (or even bike riding) distance, so it will be important that routes don't stop and linger there, and that transfers aren't necessarily inevitable. Transfers in a city the size of Lawrence make the bus ride difficult to justify in comparison with driving, dramatically reducing ridership. Please also consider adding Sunday routes! So many reasons to go out/downtown on Sunday, but no option to take the bus when I have the time/flexibility to do so!</b></p>	<p>-The multimodal transfer center location was chosen through multiple studies that examined the benefits and challenges of several locations in Lawrence. More information can be found at <a href="https://lawrencetransit.org/transfer-facility/">https://lawrencetransit.org/transfer-facility/</a>.</p> <p>-The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.</p>
<p><b>I want to take the bus, and would take it to go downtown or rockchalk park, but the bus routes are unusable. It takes me longer to take the bus downtown than to walk downtown. The bus routes are very inconvenient to get anywhere. You have to transfer and long waits for next bus.</b></p>	<p>The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.</p>
<p><b>N/A</b></p>	<p>Comment received</p>
<p><b>I see too many buses with only one or two riders. Maybe we need smaller buses. Maybe we need more riders. Maybe we need more of a "on demand" solution. It has to be as convenient.</b></p>	<p>-Smaller fixed route buses may be adequate on some, but not all, routes, due to higher ridership during peak service times.</p> <p>-The 2021 Route Redesign Study will explore non-traditional forms of transit to encourage higher use of shared transportation.</p>
<p><b>I used to use the bus system many times a day when I lived in central Lawrence. After moving close to the edge of Lawrence the stops are too far from where I live and the route times too spaced (30 minutes, now an hour) for it to make sense to take the bus when I have a car. I would love to take the bus again, but my 15 minute commute turns into an hour and a half commute with the current system. Also, as a student, there were</b></p>	<p>- The 2021 Route Redesign Study will evaluate bus stop spacing and placement.</p> <p>- The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.</p>

<p>times I had evening classes (6-8pm) and could not leave in time to catch the bus home; I had to walk 45 minutes in the dark. The fear of not being able to leave campus in time to take the last bus home also prevents me from riding the bus now.</p>	
<p>So, I am greatly disappointing about the route change of 29. Most of students live in student living in front of the bus stop of Legend/Remington Square Apartment.</p> <p>The bus won't stay in front of the apartment any more. Rather they stay around high school which no students live there. I do not think this change is practical to students. Maybe some people who benefit this change speak up and show up in the meeting and claimed this, but if no students show up to the meeting, which means, they are satisfied the previous bus route and waiting spot. I dislike current bus stops and staying point. I have to wait in front of the high school for 10 minites and then, start driving again toward Legend/Remington Square. This made me to use 40 minites of ride to go home. This new bus route does not consider students. Also, I don't want to wait outside for the bus. The bus used to stop and stay in front of the apartment, so I could come and wait inside of the bus. Now, I have to wait outside. I am doubt how many people would walk to the staying spot and wait inside of the bus. Maybe nobody. Please change this current bad route to previous route and waiting point.</p>	<p>Comment received</p>
<p>When I need to ride a bus, I use the T-Lift. I do not use the fixed route because the bus stop is too far away from my home.</p>	<p>The 2021 Route Redesign Study will evaluate bus stop spacing and placement.</p>
<p>Buses need to slow down in neighborhoods. We live directly on a route and the bus regularly speeds through and I see buses driving over the speed limit on a regular basis.</p>	<p>Please call 785-864-4644 or email <a href="mailto:info@lawrencetransit.org">info@lawrencetransit.org</a> with details about your experience so that we can follow up with the appropriate operator(s).</p>
<p>Focus also on surrounding areas.</p>	<p>Comment received</p>
<p>I have 2 bus stops on my property. I would appreciate it if you would put a trash container on the bus stop post so folks will stop throwing their trash in my yard. I live at 1045 Connecticut</p>	<p>Staff will follow up on this request.</p>
<p>Bring back the bus stop at Spencer</p>	<p>Staff will follow up with KU Facilities to replace the sign at the Spencer Museum of Art stop</p>

<p><b>Frequency and hours (routes not running late) are the biggest barriers to riding the bus</b></p>	<p>The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.</p>
<p><b>The path that the 11 route goes on as of now is quite long maybe split the route into two separate routes and it would help.</b></p>	<p>Comment received</p>
<p><b>Three main things:</b></p> <p><b>I prefer to go to Target/stores off campus during the weekends due to a busy school week, but there is only one functional bus that goes there that runs every 90 minutes.</b></p> <p><b>I have a disability and have found I need to switch buses-since the one that takes you to Daisy Hill drops you off at Hashinger...from there, I hop on another bus that takes me directly to Self Hall (my residency) where I have unique access to the door there to avoid stairs-so I guess an extra stop right around the corner</b></p> <p><b>Lastly, it's a bit difficult for me to get out-some bus drivers lower the bus so it's much easier which is great-maybe it should be more routine?</b></p>	<p>-The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.</p> <p>- The 2021 Route Redesign Study will evaluate bus stop spacing and placement.</p> <p>-Bus operators should lower the bus for any passenger with mobility challenges or who requests that the bus be lowered. If this customer service is not provided, please call 785-864-4644 with details about your experience so that we can follow up with the appropriate operator.</p>
<p><b>The bus routes are inconsistent and there are not a lot of updates provided on the website or the phone when called to ask about why buses have not shown up. The customer service is very poor.</b></p>	<p>Please email more details about your experience with buses not being on time to <a href="mailto:info@lawrencetransit.org">info@lawrencetransit.org</a> so that we can follow up.</p>
<p><b>No transfer station near University Place neighborhood. Already have University and high school walking, parking and car traffic.</b></p>	<p>Comment received</p>
<p><b>I wish some routes were running longer, or the buses ran on Sunday as well</b></p>	<p>The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.</p>
<p><b>Please remember the K-10 Connector when scheduling route 41. The two systems do not communicate with each other. It's important to do so. I think it was in Dec. 2017 that the K-10 did not come to campus one day because of a temporary road closure and people were stranded. Years ago I often missed the K-10 bus because the 41 bus did not make their schedule to accommodate it. I have to walk to get make sure I get to the K-10 now, but it would be nice if we could count on the KU buses to get to the K-10 on time during the winter. If KU</b></p>	<p>Comment received</p>

wants to stay open, it's really important to keep viable bus routes.	
I think a central transfer station is a really good idea. At the same time, I really appreciate my direct routes to KU Campus and Downtown without any transfer points.	Comment received
I wish there was a bus stop on the east side of Connecticut at ninth. Also I would like to say the Lawrence Niteline service is a godsend!	The 2021 Route Redesign Study will evaluate bus stop spacing and placement.
After the pandemic, I will ride the bus much more often! I would take a Kasold north-south route a lot.	Service along major corridors will be evaluated holistically as part of a network of service in the 2021 Route Redesign Study.
I rely on the bus primarily for transportation to medical and dental appointments. I can walk to most other destinations. As I age, I anticipate needing the bus more and for shorter distances.	Comment received
App needs to be more accurate: Times to stops.	Comment received
Bus system works fine	Comment received
Route 30 driver is super nice and helpful.	Thank you for the feedback!
Bus route ending times are confusing and not well known.	Comment received
Great bus service!	Thank you!
Also do lot errands with bicycle.	Comment received
Add a stop on Wakarusa between 6th St. & 8th St on the west side.	The 2021 Route Redesign Study will evaluate bus stop spacing and placement.
The 4 route is a joke. Its the only route that goes two different directions. North Lawrence should be a half hour loop. It gets very confusing for passengers and take an extra 30+ minutes if you're leaving from No Law.	Comment received
I love SafeRide!	Thank you for the feedback!
Please bring back the Peterson road stop.	Prior routes serving the Peterson Road area had too few riders to justify fixed route service. The 2021 Route Redesign Study will explore non-traditional forms of transit to encourage higher use of shared transportation.
Drivers and supervisors can tell smokers "see your dr." Can passengers say "wear a mask" or "wear a mask properly" if driver doesn't? I need to establish a stop at Goodwill/Casey's. On the possibility that 2nd hand smoke can spread coronavirus (susceptibility of lungs to 2hs-sized particles is proven), smokers need to be strictly, absolutely excluded, and removed if necessary, from all bus stops, bus wait areas, bus shelters, and other places where the toxic intrusions and harassment	-Smoking is not allowed at bus stops. - Masks are required on buses unless one falls into an exempt category as defined by the <a href="#">state</a> and <a href="#">local</a> public health orders. - The 2021 Route Redesign Study will evaluate bus stop spacing and placement.



<b>is unwanted. No exceptions. Anyone smoking then getting on a bus is a serious health threat. I usually buy a monthly pass. Thank you.</b>	
<b>Sunday routes</b>	The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.
<b>N/A</b>	Comment received
<b>nope</b>	Comment received
<b>I have an earnest request to saferide and KU Transportation that under any circumstances please do not stop running saferide throughout the year (semesters). I am a PhD student in chemical eng &amp; my lab is very far from campus &amp; my residence, don't have car so I highly rely on saferide to come back home in late night after I finish my experiments. Like me there are several graduate students who work late nights &amp; highly rely on safe-ride to go home. Please keep continue safe-ride services. We would highly appreciate your help.</b>	Comment received
<b>Keep helping students as you guys do. Wish there is KU bus transport works even in Sundays.</b>	The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.
<b>negative</b>	Comment received
<b>No</b>	Comment received
<b>I feel as if the campus circulator busses are not sufficient for on-campus travel. The red ones are fine, but the blue ones only go in one direction and it is a very long route. This makes on-campus travel very painful since the blue circulator is the only bus that can drop you at Halls (where the red one only stops at dorms) and travelling between classes can be tedious. I don't think the problem is the number of busses, at least in the COVID semester, but rather that there should be another route added which splits the blue circulator into two loops which intersect at a common location or have the blue circulator which has half the busses go in clockwise direction and half of them go counter clockwise so students don't have to take a 30 minute trip across campus to reach their classes.</b>	Comment received
<b>Please make sure your drivers enforce the fact that everyone riding the bus needs to wear a mask.</b>	Masks are required on buses unless one falls into an exempt category as defined by the <a href="#">state</a> and <a href="#">local</a> public health orders. Please call 785-864-4644 or email

	<p>info@lawrencetransit.org with details about your experience so that we can follow up with appropriate staff.</p>
<p><b>I live in the Sunset Hill Neighborhood where the new bus terminal will be located. I am not for this location and think it should be downtown.</b></p> <p><b>I frequently walk and know that crossing Crestline can be very difficult unless you cross at Harvard or at 9th.</b></p> <p><b>i sincerely hope that buses will not be routed on Crestline either coming or going. There are hills near an intersection I always need to use, and it can be very dangerous. Thank you.</b></p>	<p>The multimodal transfer center location was chosen through multiple studies that examined the benefits and challenges of several locations in Lawrence. More information can be found at <a href="https://lawrencetransit.org/transfer-facility/">https://lawrencetransit.org/transfer-facility/</a>. The development of this center does not rule out continued transfers in the Downtown area.</p>
<p><b>I have heard that the hiring process creates a drought of drivers and then that in turn slows service down. I started walking to work because my bus was rarely on time and I often missed my connection and was late for work. This was the reason I was given, but it is very frustrating, no matter the reason.</b></p>	<p>Please email more details about your experience with buses not being on time to <a href="mailto:info@lawrencetransit.org">info@lawrencetransit.org</a> so that we can follow up. The hiring process for drivers does not have an impact on on-time performance.</p>
<p><b>I think the city of Lawrence should consider following KC's footsteps in eliminating the fare box to ride the bus. We need to start taking bigger steps towards mitigating the climate crisis, and transportation emissions are a big piece of that puzzle, so anything we can do to increase ridership while reducing car dependency should be top priority. Also I think the city should consider ways to make the bus more convenient than driving - we should consider a bus rapid transit service for one or more of our most used routes Lastly - we need the potential to accommodate more bicycles on the bus - the K-10 connector especially.</b></p>	<p>-Online/digital bus passes and fare-free service are planned for further evaluation in 2021.</p> <p>-All city and KU buses are equipped with bicycle racks, and many new bus stop improvements will include bike parking. Typically, over-the-road commuters such as the K-10 Connector do not have bicycle racks due to safety concerns.</p>
<p><b>Having a disability makes the bus harder for most to walk to the bus stops, when walking is not an option. Hence the Uber/ Lyft and taxi rides. Bus transportation is great for those who can get to the bus stops.</b></p>	<p>The 2021 Route Redesign Study will evaluate bus stop spacing and placement.</p>
<p><b>To be useful, buses need to pass each stop every 30 minutes or, ideally, every 15 minutes, and connection times need to be no more than 10 minutes or, preferably, less. When I was still working, it would have taken me 1 1/4 hours on the bus system to travel the 4 miles from my home to work. Much as I would like to support public transportation by using it regularly, that was simply not going to happen.</b></p>	<p>The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.</p>

<p><b>I have considered riding the bus, but very rarely is there a near direct route and stop between where I am and need to go.</b></p>	<p>Comment received</p>
<p><b>The para trans driver do any awesome job.</b></p>	<p>Thank you!</p>
<p><b>I didn't have a car when I was at KU for my undergrad and getting to and from work and the grocery store I relied on the bus a lot and having good routes from various apartment complexes around town to grocery and campus even during non school times was essential for me and i know others will feel the same going forward</b></p>	<p>Comment received</p>
<p><b>Although I do not currently use the bus system, I hope to do so when I fully retire. I believe it is extremely important to have a dependable route that serves the Haskell Indian Nations University population as well as areas of the city that may be of lower economic status that may not have reliable transportation.</b></p>	<p>Comment received</p>
<p><b>I would urge the city to consider moving to a grid system for many routes. A hub and spoke system has more limitations when chaining destinations, e.g., dropping off children at daycare on the way to work, picking up groceries on the way home. There likely are some destinations that need direct to-from routes, e.g., KU and concentrations of student housing, but the day-to-day travel needs of many would benefit from a grid in terms of reduced overall travel times. Vehicles smaller than conventional buses might be appropriate for times of day when commuters are at a minimum.</b></p>	<p>Comment received</p>
<p><b>I would like to see more infrastructure for bicycling. :-)</b></p>	<p>7 bus stops were improved this fall with benches and shelters, and 21 sites are scheduled for improvements in spring 2021. Many of these improvements include the addition of bicycle racks at bus stops to facilitate multimodal trips.</p>
<p><b>The bus system could use a major overhaul. As it stands now, most people use the bus system out of necessity because of the inefficiency of the current system. It takes too long, requires at least one transfer, and often does not get you close enough to your final destination. Utilizing designs from other cities that have successful public bus transit could help improve issues by reducing wait times, transfers, and overall trip times. If the city were to spend some thoughtful time in organizing this, it would be cool to coordinate an outreach event to promote the new system with free rides making sure to</b></p>	<p>-The 2021 Route Redesign Study will explore a variety of bus network concepts and will explore non-traditional forms of transit to encourage higher use of shared transportation. -The 2021 Route Redesign Study will explore the tradeoffs of higher frequency routes vs. system coverage.</p>

<p>highlight the major destinations e.g. Clinton lake, rock chalk park, downtown, south Iowa retail, etc.</p>	
<p>Please reconsider expending even more Lawrence taxpayer investment to benefit KU students and the area of our community with higher median wages. Lawrence continues to dump services into the Brook Creek neighborhood that increases pollution and traffic and decreases quality of life and liveability. While at the same time, pouring investments that would enhance quality of life into high income neighborhoods. The Sports Complex is a prime example of how low-income residents are supporting services that we rarely if ever have the privilege to utilize due to inaccessibility. KU should take care of transportation for their students, and Lawrence should make investments into the communities needing help rather than increase disparities.</p>	<p>The 2021 Route Redesign Study will explore the impact of new route design on a variety of users, including low-income and minority residents.</p>
<p>I still prefer a downtown hub for public transportation, but I think this is no longer an option. I think a hub should be at a location where people want to take a bus. Beyond this, I think routes should be based on demand/usage/need... I would guess high population density residential areas that have low car ownership would be the most important areas to query. High population density work places would be second. High population density shopping/services would be third. Overall coordination with KU campus bus system crucial.</p>	<p>The multimodal transfer center location was chosen through multiple studies that examined the benefits and challenges of several locations in Lawrence. More information can be found at <a href="https://lawrencetransit.org/transfer-facility/">https://lawrencetransit.org/transfer-facility/</a>. The development of this center does not rule out continued transfers in the Downtown area.</p>
<p>Please prioritize low-income residents of Lawrence, NOT KU students</p>	<p>The 2021 Route Redesign Study will explore the impact of new route design on a variety of users, including low-income and minority residents.</p>
<p>should be free</p>	<p>Online/digital bus passes and fare-free service are planned for further evaluation in 2021.</p>
<p>I don't ride the bus much anymore, but I used to depend on it to get to work (using Route 15). There were several occasions where I arrived at the stop 5 or so minutes before pickup time, only to see the bus already down the road. I am not sure if that is a driver or a policy issue, but it very negatively impacted my ability to keep that job. I also noticed that most of the stops in residential areas, specifically East Lawrence, were lacking in quantity and quality. These seem to mainly be the ones that are just a sign, no bus shelter or</p>	<p>Future public engagement efforts through the 2021 Route Redesign Study will strive to capture transportation challenges and needs of a variety of household types including the homeless population. This survey was distributed at the Lawrence Community Shelter.</p>

<p>seating provided. They are also inaccessible to many members of the community, as most are located in areas that would be hard to navigate to for people with mobility issues (lack of sidewalks and poorly maintained roads in this area.)</p> <p>When making these decisions, I strongly encourage the awareness of the homeless population here in town. Most of them are not going to be able to take this survey, and there needs to be some sort of research done into their needs and how changes will impact them before the final decision is made.</p>	
<p>I would like a new place to pick up a bus route Bobs Billing would be a great place for multimodal lets make the move. West to southwest is always used North is less demand east fits perfect with Crestline and North Lawrence.</p>	<p>Comment received</p>
<p>And the problem of psychotics and delusional [illegible writing] (some ride my bus) who menace and threaten, I have been threatened twice in 3 months. Nothing else matters downtown and around town, when there is still a constant 2nd-hand smoke and smoker's toxic intrusion just about everywhere; and there is a community requirement to treat illness, via fire dept, HD, Police, hospitals. #1 issue: smokers in any public place especially at bus stops, in bus shelters, in bus waiting &amp; loading areas are either ill ("substance use disorder" is an illness) and will be notified, cautioned, counseled; or it is harassment! Citizens have rights to repel harassment and protect themselves (when police, transit, and HD don't)</p>	<p>Smoking is prohibited at bus stops</p>
<p>Once covid issue is over better weekend service. Restore old non-school day schedule to #11, 90 minutes is too long.</p>	<p>The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.</p>
<p>Bus service from Downtown to H.I.N.U. The former Route #2 was great. It ran by Independence Inc on its way to Haskell. I go to the health clinic often.</p>	<p>Comment received</p>
<p>There needs to be bus service on Sunday. Main Streets @ 6th, New Hampshire, 31st, Iowa, Wakarusa, Kasold Streets.</p>	<p>The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.</p>
<p>Eliminating the Sports Pavilion stop makes it difficult for seniors to use the facilities in bad weather.</p>	<p>Low ridership, challenges with keeping buses on time as they navigated the Sports Pavilion parking lot, and</p>

	development of LMH Health West led to changes to Route 6. Service near Rock Chalk Park is maintained through stops at Rock Chalk Dr. and Rock Chalk Ln.
<b>Great drivers on lines/routes I utilize. Helpful. Don't like smaller buses. #15 2x per hour would be great esp. since Just Food @ Peaslee. Note: filled out on bus.</b>	Comment received
<p><b>1. Yes the new stops on 6th St. &amp; Rock chalk are wrong. You need a bus stop in back of LMH Health West in front of the Lawrence Surgery Center. It is too far to walk from front entrance to back of bldg. for outpatient surgery. This is crazy when sick and after surgery to go home.</b></p> <p><b>2. I use track at sports pavilion but I can not walk that distance and be expected to exercise and walk back after exercise. You can easily go down Rock Chalk turn right like in past to go to sports pavilion, then turn right to go to LMH Health West and then around bldg and back to 6th &amp; Wakarusa Walmart &amp; downtown. Lets make sense for our kids &amp; seniors who can walk but not that far of a distance. I have rode the bus for 26 years since 1994 as KU buses only, then city/KU together 2000 to present time.</b></p>	Low ridership, challenges with keeping buses on time as they navigated the Sports Pavilion parking lot, and development of LMH Health West led to changes to Route 6. Service near Rock Chalk Park is maintained through stops at Rock Chalk Dr. and Rock Chalk Ln. Coordination with LMH Health staff identified the east entrance to the building as the primary entrance suitable for a transit stop.
<b>We need a bus system that serves both the KU campus and the larger Lawrence community, especially our low income residents and residents with disabilities.</b>	Comment received
<b>I've lived in Lawrence for 10 years and have seen many improvements made to the transit system during that time. As someone who depends entirely on the bus to get around, this is something that is very important to me. I would hate to see routes completely wiped out or so dramatically altered that it would be difficult to get to the places I need to go (or for other to get to places they need). If you can be as transparent as you can be about this entire process, that would certainly be appreciated by me and likely by many others. Thank you.</b>	Lawrence Transit will provide updates to the public about the Route Redesign and Multimodal Transfer Facility processes through a variety of methods. Please visit <a href="https://lawrencetransit.org/transfer-facility/">https://lawrencetransit.org/transfer-facility/</a> for the latest updates.
<b>I work with groups of international students. Our students use the bus - with and without our team - all of the time as they do not ever have cars.</b>	Comment received
<b>It would be nice if the route in N Lawrence went further North. Maybe locust to 7th, 7th to 24 highway, 24 highway to 2nd street, 2nd street south back to transfer station.</b>	Service along major corridors will be evaluated holistically as part of a network of service in the 2021 Route Redesign Study.

<p><b>This would cover the KOA campgrounds and other businesses north of the turnpike and do away with the loop around Lyon / Locust area in a 10 minute span.</b></p> <p><b>There are riders who work and live in areas further North that walk a few miles to access a stop while riders on Lyon and Locust have a loop route going both directions every hour. If they miss a bus going out the bus can be caught 10 minutes later coming into town. Those that have to walk long distance to access a stop have no choice but to get there on time or wait another hour.</b></p>	
<b>none at time</b>	Comment received
<b>I'm grateful we have a city bus system to use when needed.</b>	Thank you for the feedback!
<b>Thank you for existing!</b>	Thank you for the feedback!
<b>Need more bus stop coverings, benches, listed schedules.</b>	7 bus stops were improved this fall with benches and shelters, and 21 sites are scheduled for improvements in spring 2021.
<b>We see empty buses all day on our street - seems like a waste of resources</b>	Comment received
<b>No chairs, benches, or bus stops with covering for your patrons!</b>	7 bus stops were improved this fall with benches and shelters, and 21 sites are scheduled for improvements in spring 2021.
<b>I have no reason to go to campus. I live in Lawrence and want service for Lawrence, KU has enough power over things as it is</b>	Comment received
<b>just have good communication with people whom ride the bus. It makes a difference</b>	Lawrence Transit will provide updates to the public about the Route Redesign and Multimodal Transfer Facility processes through a variety of methods. Please visit <a href="https://lawrencetransit.org/transfer-facility/">https://lawrencetransit.org/transfer-facility/</a> for the latest updates.
<b>I ride the bus 5 days a week for work, and to the library every single day. The 3 bus as it is is incredibly important to me as it is right now</b>	Comment received
<b>all the precautions for COVID-19 need to be taken on the SMOKING PROBLEM, there are still passengers bonding 5 seconds after smoking at bus stops and at Vermont st, still ill and AGGRESSIVE smoking lighting. Smoking is just as dangerous to the public as C-19</b>	Smoking is prohibited at bus stops
<b>I would like a bus stop near Goodwill and Aldi's</b>	The 2021 Route Redesign Study will evaluate bus stop spacing and placement.

<b>non-school #11 times of 90 minutes are way too long</b>	Comment received
<b>THIS SURVEY IS RIGGED BULL*expletive*! THE BUS HUB NEEDS TO BE CENTRALLY LOCATED DOWNTOWN, WHERE ARE THE BUS ROUTES GOING TO 7TH VERMONT DOWNTOWN EASTBOUND?!</b>	Comment received
<b>#11 should have 2 buses running at all times, bring back SafeBus, make SafeRide and SafeBus available for public</b>	Comment received
<b>look at the Bozeman Montana model, how do we consider more direct "walking" paths with poor weather?</b>	Comment received
<b>we really don't need any racist bus drivers. Not appropriate to talk about "indian graduate students" whose food "stinks" and "burns" making "alarm go off", what?</b>	Please call 785-864-4644 or email <a href="mailto:info@lawrencetransit.org">info@lawrencetransit.org</a> with details about your experience so that we can follow up with the appropriate operator.
<b>sundays and holidays even on shorter schedules so people can go to work also late night runs for some workers</b>	The 2021 Route Redesign Study will evaluate extended hours and weekend service alongside other system goals such as frequency and coverage.