



TARTA Community Survey Analysis

December 2021

TARTA | **Next** 
It's Go Time.

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Introduction

Overview

KEY FINDINGS

- **Respondents are supportive of TARTA, but desire improve service.** While there are a lot of suggestions for improving service, respondents generally have a positive view of TARTA. These findings reinforce the voter support for Issue 12 in November.
- **Improved Weekend Service.** Perhaps the most common theme from respondents was the need to expand the service to operate more on the weekend, and specifically returning service on Sunday.
- **Expanded weekday service hours.** Providing service later in the evening on weekdays was also a common theme.
- **Need to restore and improve basic services.** As noted, most respondents were focused on improving basic services (such as weekend service and later evening service) providing more frequent service. Many respondents also desired more geographic coverage over more frequent service in specific corridors.
- **Improved passenger facilities.** Many respondents said that the physical condition of passenger amenities (stops, shelters and the buses themselves) needs improvement.
- **Improved passenger information.** This includes the desire for more convenient payment methods, better stop signage, more ad campaigns and training opportunities that can attract new transit riders.
- **Additional service to Oregon, Holland and Perrysburg.** When asked about specific locations where service should be expanded, Oregon and Holland (specifically the Spring Meadow shopping area) were the two most common requests. Additional service to Perrysburg was also requested, as well as several specific locations like the airport and Fed Ex Ground Center.
- **Enhanced service hours on TARPS.** Respondents who are familiar with TARPS also requested additional service hours on the weekends as well as later in the evening (similar to fixed route services).
- **Desire to improve the reservation process on TARPS.** A few respondents noted that improvements to the reservation process for TARPS is an important improvement. This could include same-day reservations as well as improvements to how trips are reserved and paid for, such as online or through an app.

Overview

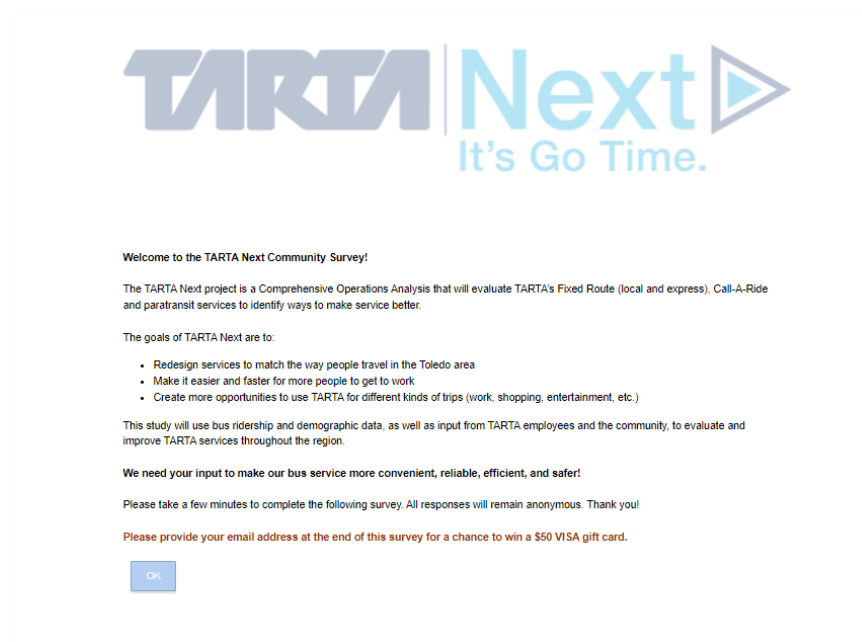
SURVEY METHODOLOGY AND REPORT OUTLINE

Nelson\Nygaard partnered with TARTA staff to develop an online community survey for approximately two months beginning in late August 2021. A link to the survey was available on the TARTA Next website (www.tartanext.com) and was advertised through TARTA's website (www.tarta.com) and social media channels. The online survey was available in English, but printed versions were available in Spanish, Chinese and Arabic. A total of 302 English and 7 Spanish surveys were completed.

This report presents the results of the community survey in six sections:

- **Survey Respondent Profile**, which explores the travel habits of community survey respondents.
- **Serving Existing Transit Customers**, which presents specific feedback and interests of existing TARTA riders.
- **Attracting New Transit Customers**, which presents the feedback and preferences of community members who do not use TARTA.
- **Community Feedback**, which includes community satisfaction, preferences, and open-ended feedback.
- **TARPS and Call-a-Ride**, which highlights comments made regarding demand response service.
- **Respondent Demographics**, which assesses additional respondent characteristics such as age and household income.

Figure 1: Online Survey Instrument (English)



A NOTE ABOUT TERMINOLOGY

TARTA (Toledo Area Regional Transit Agency) provides a variety of transportation services throughout the Toledo area. To distinguish between these services, this report refers to the fixed route services as **TARTA**, the complementary paratransit services as the **Toledo Area Regional Paratransit Service (TARPS)**, and the general public demand response service for the communities of Maumee, Ottawa Hills, Rossford, Sylvania, Sylvania Township and Waterville as **Call-A-Ride**. When a comment or survey response is not specific to one of these service types, or includes all service types, it is referenced as “TARTA services.”

Survey Results

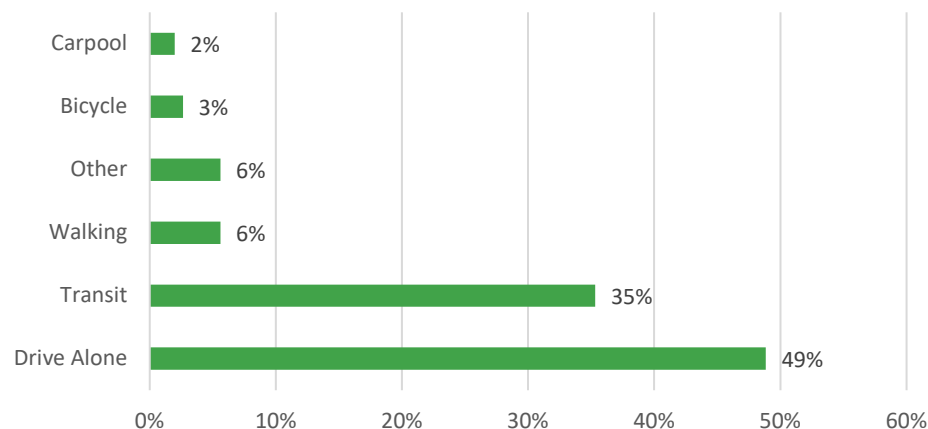
Survey Respondent Profile

PRIMARY MODE OF TRANSPORTATION

Figure 2 shows the primary mode of transportation of survey respondents. Almost half (49%) of survey respondents drive alone as their primary mode of transportation. Over a third (35%) reported using transit as their primary mode of transportation, which is significantly higher than the proportion of the total population that uses transit.

The “Other” open-ended category included TARPS, getting rides from friends or family, rideshare services, and a combination of modes.

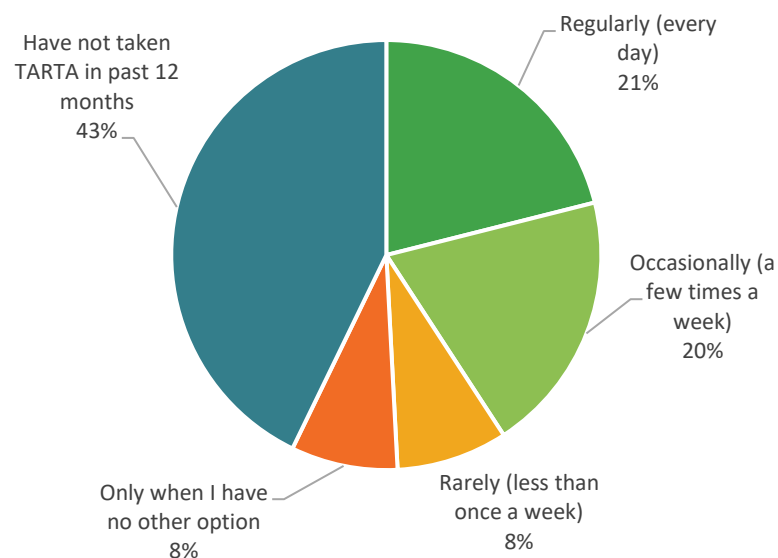
Figure 2: Primary Mode of Transportation



TRIP FREQUENCY

Over half (57%) of respondents have taken a TARTA service within the past 12 months, as shown in Figure 3. Of those who have ridden a TARTA service in the past year, 71% ride at least occasionally. About one in five respondents (21%) of are regular customers of TARTA. It should be noted that “TARTA services” could include fixed route, TARPS and Call-A-Ride.

Figure 3: Trip Frequency



Survey Respondent Profile

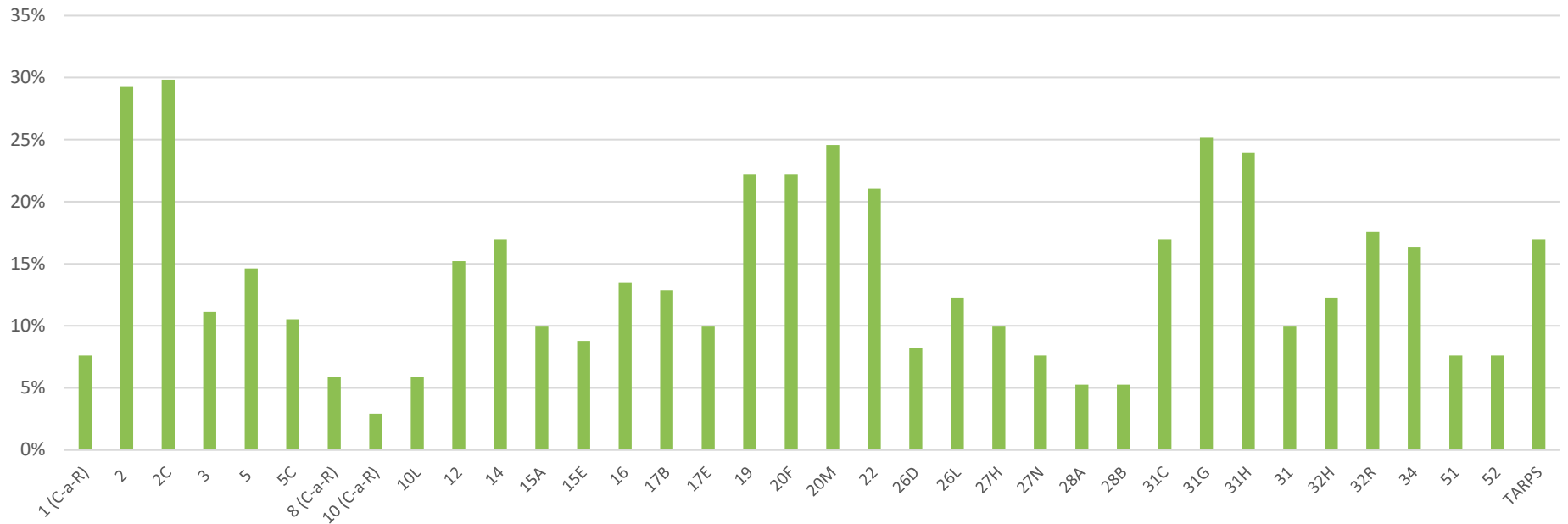
TARTA SERVICES USED

Figure 4 illustrates which TARTA services transit customers typically utilize. This question was only posed to those who responded that they had used TARTA services in the past 12 months.

Routes 2C (Franklin Park Mall via Monroe) and 2 (Flower Hospital via Franklin Park Mall/Toledo Hospital) were the most used routes, with just under 30% of respondents using each. Other most used routes are the three variations of Route 31 (to UTMC and Maumee) as well as the two variations of Route 20 (Franklin Park Mall via Franklin/Central and Meijer via Collingwood/Central Ave).

A significant number of respondents (17%) also use TARPS services and several respondents (about 15%) use Call-A-Ride services.

Figure 4: Which TARTA services do you typically use? Select all that apply.



Serving Existing Customers

REASONS FOR RIDING TRANSIT

As shown in Figure 5, over half of transit customers (55%) choose transit at least partially because parking is not convenient. Transit customers' reliance and need for transportation alternatives is also high - about a third (34%) of bus riders cannot drive a vehicle and another third do not own a vehicle.

INCREASING USE

About three fourths (75%) of transit customers would ride more often if there was TARTA service on Sundays (Figure 6). Later evening service was the second most common improvement that would cause them to ride more often.

Over half (56%) would be more likely to ride or ride more often if service was more frequent.

Closer routes to homes or jobs were less common, potentially because current customers likely already have routes that are convenient for them.

Figure 5: Why do you ride the bus? Select all that apply.

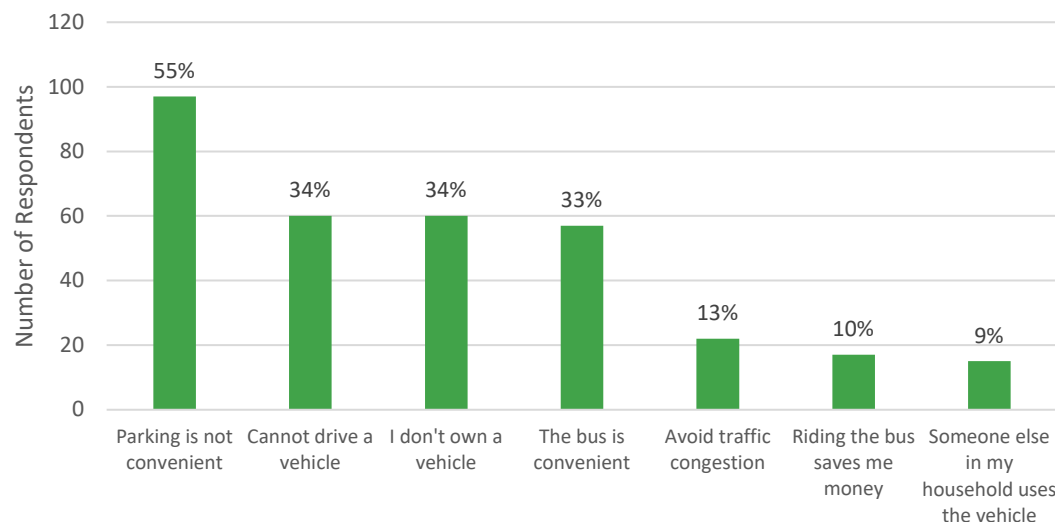
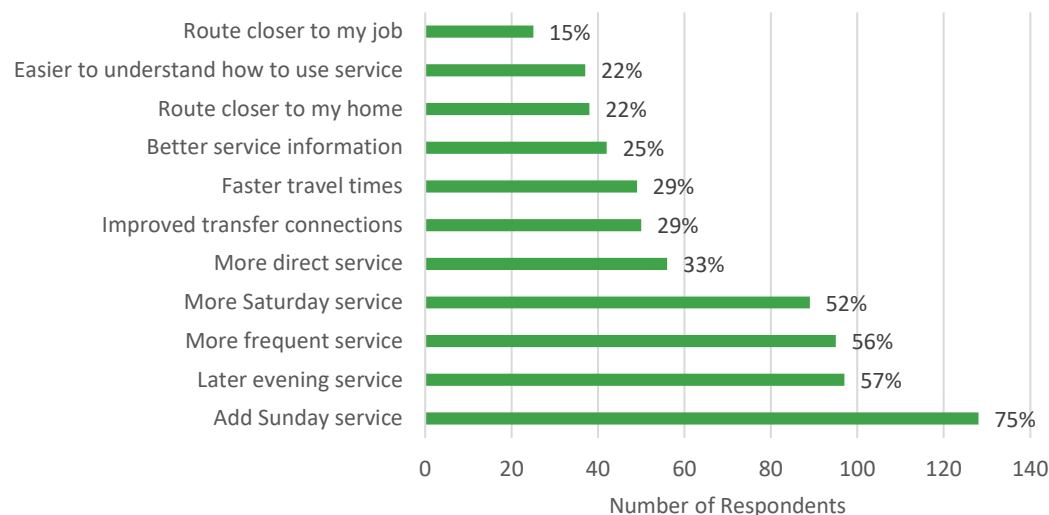


Figure 6: What improvements would make you more likely to use TARTA services or use them more often? Select all that apply.



Attracting New Customers

REASONS FOR CHOOSING ALTERNATE TRANSPORTATION

About two thirds (62%) of survey respondents who do not use transit report that transit does not go where they need it to, or the trip is inconvenient, preventing them from choosing to take transit.

Just 6% reported that safety on the bus influences their decision to choose other modes of transportation.

IMPROVEMENTS

Over half (54%) of non-customers say that more frequent service would cause them to start using transit or to use it more often.

Fewer non-riders are interested in an alternative service to a bus, at 16%, the least popular improvement.

Figure 7: If you do not use TARTA transit services, for which reasons do you choose to use another means of transportation? Select all that apply.

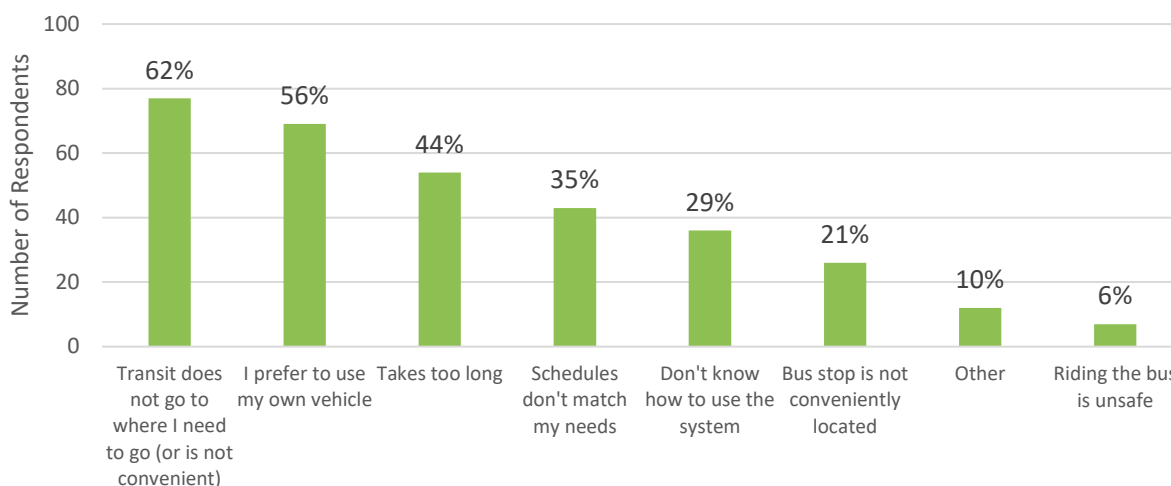
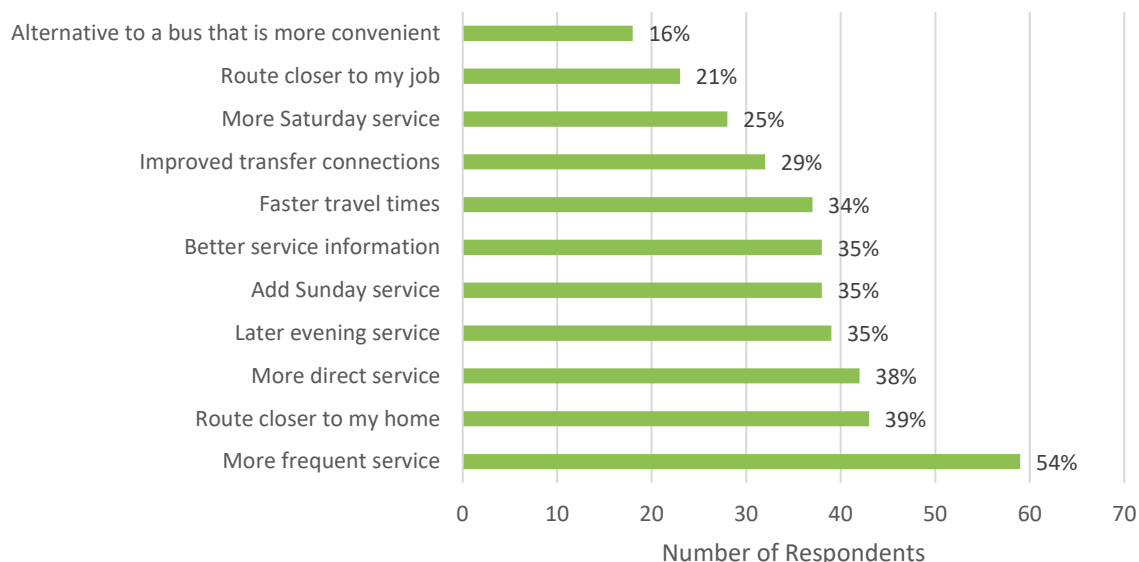


Figure 8: What improvements to service would cause you to begin using transit or to use it more often? Select all that apply.



Community Feedback

SATISFACTION WITH TARTA

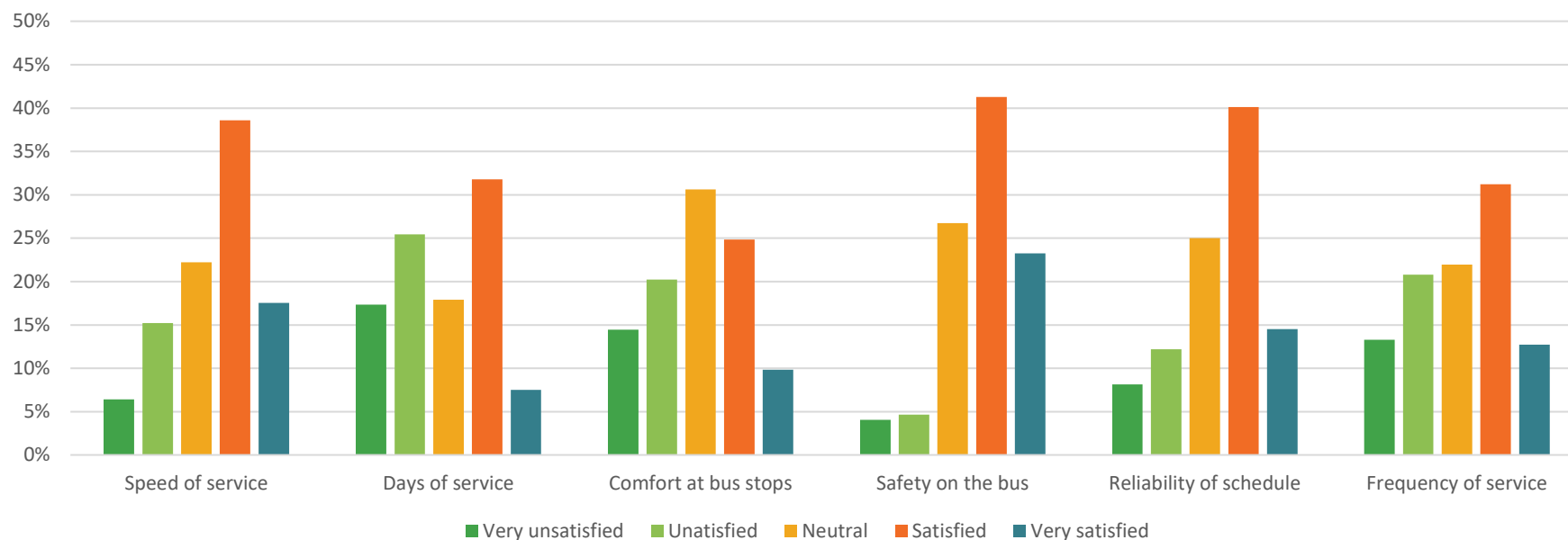
Survey respondents who reported using TARTA services within the past 12 months were asked about their satisfaction levels with different aspects of TARTA service; results are shown in Figure 9. In general, customers are satisfied or neutral with TARTA services.

Customers were most unsatisfied with the days of service, 42% are unsatisfied, and less than 10% are very satisfied. This supports the strong desire for Sunday service that was noted earlier. Comfort at bus stops was also a source of dissatisfaction and low satisfaction, and the only aspect of service where “Satisfied” was not the most common response.

44% of customers were satisfied or very satisfied with the frequency of service, and 34% were dissatisfied.

Over 60% of customers were satisfied or very satisfied with safety on the bus, and less than 10% were unsatisfied. Customers were also generally satisfied with the speed of service (57% satisfied or very satisfied) and the reliability of service (55% satisfied or very satisfied).

Figure 9: Please rate your satisfaction with the following aspects of TARTA service:



Community Feedback

SERVICE TRADEOFFS

Community members were asked three questions that asked them to choose the tradeoff between competing transit investment options. The tradeoff questions are not intended to be prescriptive in terms of how future services *will* be provided, but rather indicative of rider preferences and values that can help inform the process. The following is a summary of the responses:

- **Slight preference for larger service area over increased service.** Over half (58%) of community members would prefer bus service to more places over more frequent bus service (Figure 10).
- **A strong preference for more service on weekend days over more weekday service.** 67% would choose more service on weekend days compared to expanded service on weekdays (Figure 11).
- **Preference for increased service during the off-peak hours.** 61% preferred more service in the evening and midday over more service in the morning and afternoon rush hours (Figure 12).
- **The same preferences are seen when broken down by riders vs non-riders,** though the percentages vary slightly.

Figure 10: Frequency vs. Coverage

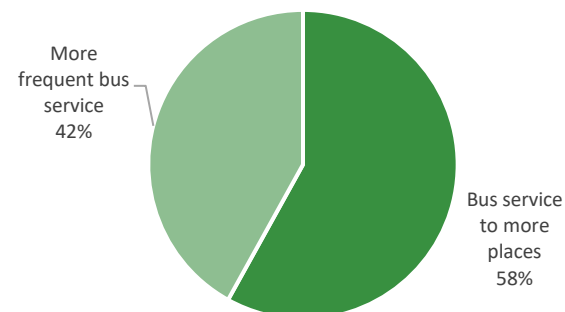


Figure 11: Weekend vs. Weekday Service

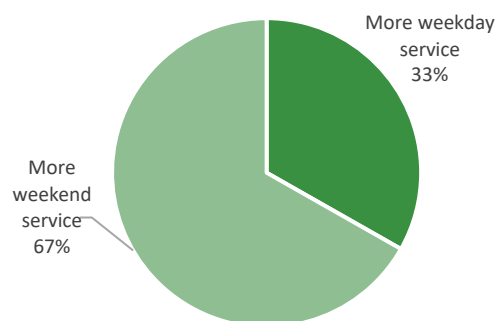
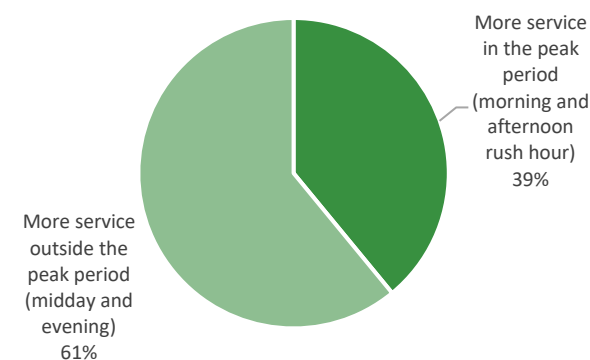


Figure 12: Peak vs. Off-Peak



Community Feedback

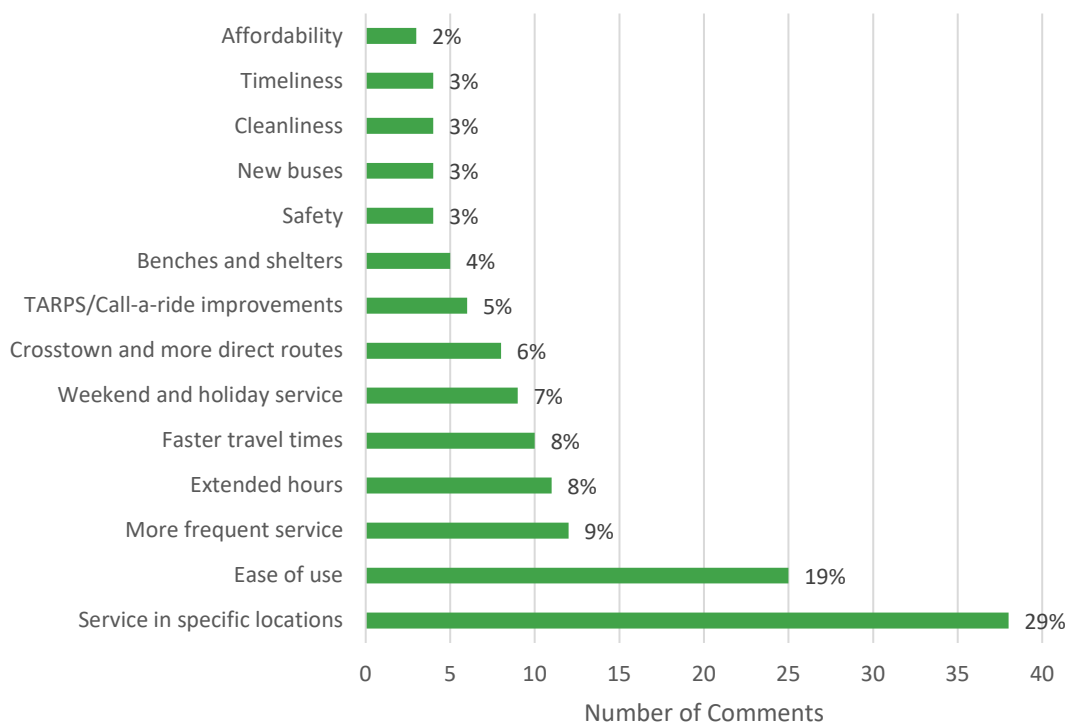
OPEN ENDED COMMENTS

To gauge how to increase ridership, two questions were asked regarding what improvements would result in using transit more often. Those that had used TARTA services within the past 12 months were asked what improvements would make them use those services more often, and non-customers were asked what improvements would cause them to begin riding. Along with multiple choice answers, respondents could select “other” and specify their answers in an open comment box. These comments were sorted into broad categories, seen in Figure 13. Comments that included multiple comments or suggestions were counted in multiple categories

Comments varied widely, with over a quarter (29%) mentioning service in specific locations, such as their job, home, or an important destination. Related to these specific locations, the desire for more direct routes to destinations, especially crosstown, was also mentioned, with dissatisfaction related to the downtown hub system.

Cleanliness and comfort on buses and at stops was a common theme, with comments on getting modern, smoother buses and adding benches and shelters at stops, and cleaning these spaces more often.

Figure 13: What would make you more likely to ride the bus, or to ride it more often?



Ease of Use Suggestions

The second most common comment theme was making it easier to ride the bus. Suggestions on how to improve the riding experience included:

- More convenient payment methods
- Route numbers on the back of buses and on bus stop signs
- Make it easier to find and understand schedules
- Ad campaigns for TARTA and how to ride, or where to find information
- App for schedules and bus tracking

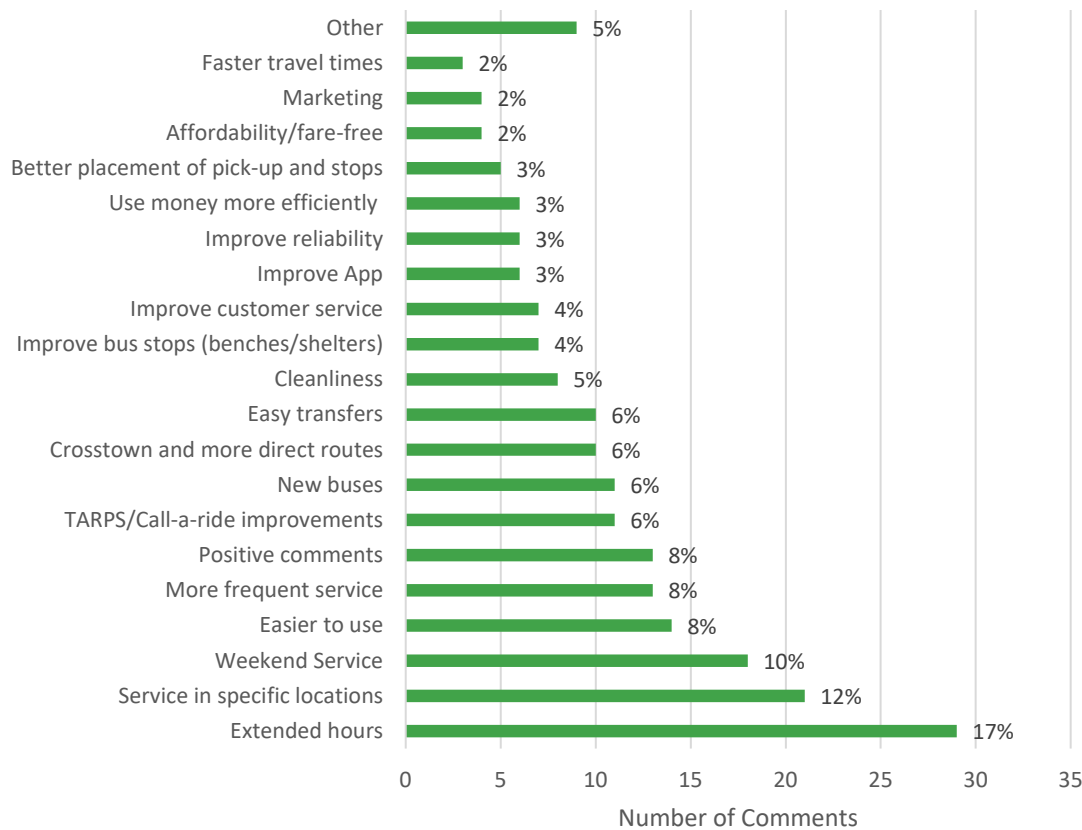
Community Feedback

OPEN ENDED COMMENTS

Respondents were given an opportunity to share any other comments or suggestions they had for improving TARTA service, and these results were coded into categories of the most common responses. Comments that included multiple comments or suggestions were counted in multiple categories. These categories were similar to the themes seen in the open-ended responses to the questions about riding more frequently.

The most common suggestion was to expand service hours to later in the evening and earlier in the morning, especially to major job sites with non-traditional hours, such as retail and Amazon.

Figure 14: Do you have comments or suggestions for improving TARTA service?



Selected Comments

“There should be more routes with overlapping transfer points so that riders do not have to transfer to the downtown lineup for most destinations, which adds significant time to the commute.”

“I think if I knew more about TARTA services, I would use it. Public needs more info on routes & destinations. Put in front of people’s faces so much that it becomes first thought, not after thought.”

“There needs to be two number 12 buses like it was back in 2016 so it is easier for East Toledians to get around”

“Later Service Hours During the Week.”

Community Feedback

OPEN ENDED COMMENTS

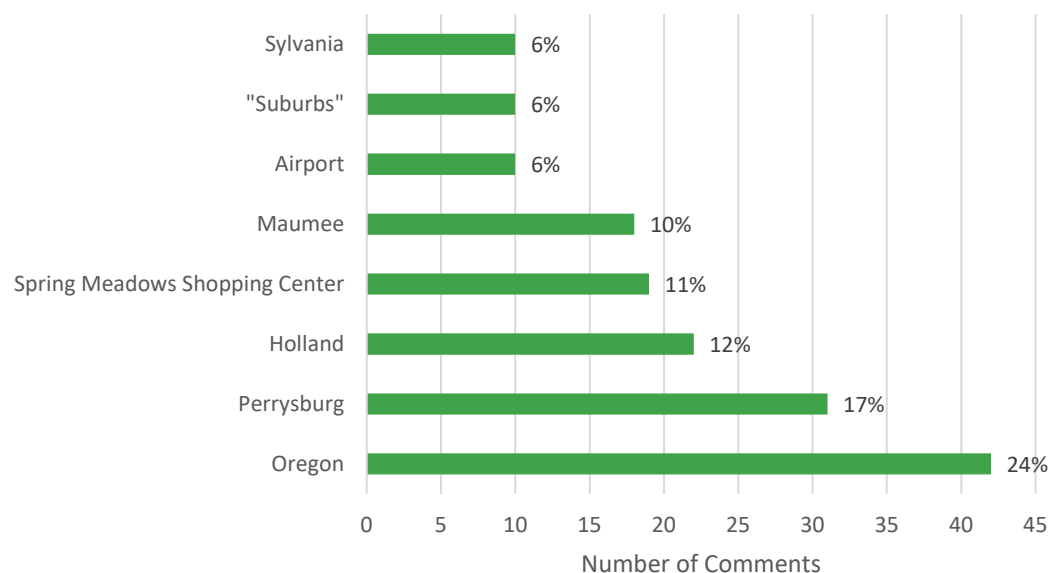
Respondents were asked an open-ended question on places TARTA should serve that are currently not being served. Many respondents named towns, while some were more specific with intersections or corridors. By far the most common request for additional service was to Oregon, and some were specific about service to services and medical facilities on Navarre Avenue.

In addition, 19 different comments requested service to Spring Meadows Shopping Center. Multiple different hospitals were also mentioned, especially having stops closer to entrances.

Figure 15: Are there any places that TARTA should serve that it does not serve today?

Other notable locations

- Amazon Fulfillment Center
- FedEx Ground Center
- Toledo Zoo
- Hospitals
- Senior centers
- Express to Ann Arbor, MI
- Express to Detroit, MI
- “All of Lucas County”

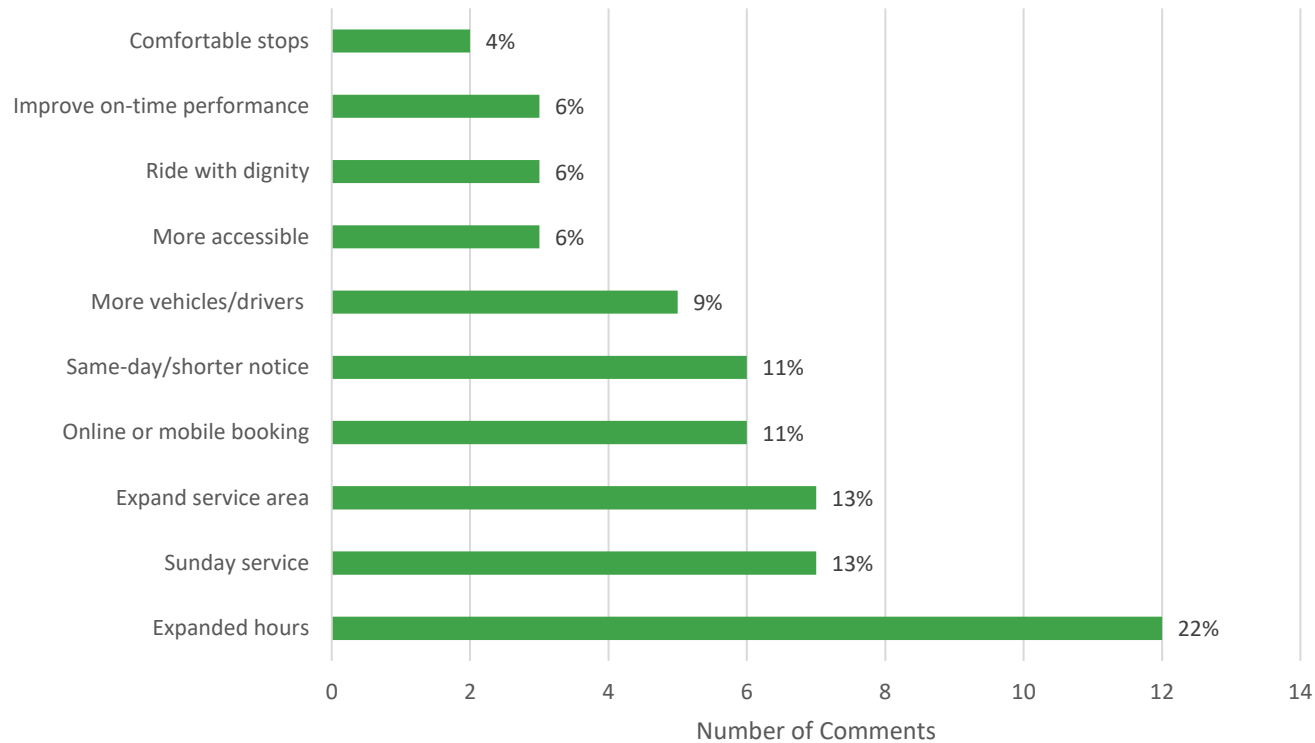


TARPS and Call-a-Ride

DEMAND RESPONSE IMPROVEMENTS

Community members were asked what ways TARTA could improve its demand response services (TARPS/Call-A-Ride) in an open-ended question. Increased access to these services was the predominant theme, with requests for availability earlier and later in the day, on Sundays, and in more locations. Ease-of-use was also common, with requests for online or in-app booking and rescheduling, as well as the ability to make reservations on shorter notice.

Figure 16: Are there ways that TARTA could improve its demand response services (TARPS/Call-A-Ride)?



Respondent Demographics

INCOME

Respondents' income levels vary widely, as seen in Figure 17. Almost a quarter (24%) of respondents make under \$15,000 per year, and 21% make \$75,000 or more per year.

Community members who have taken TARTA in the past 12 months are more likely to be low-income: Over half (55%) make below \$25,000. 40% of those who have not taken TARTA in the past 12 months make over \$75,000.

Figure 17: Income

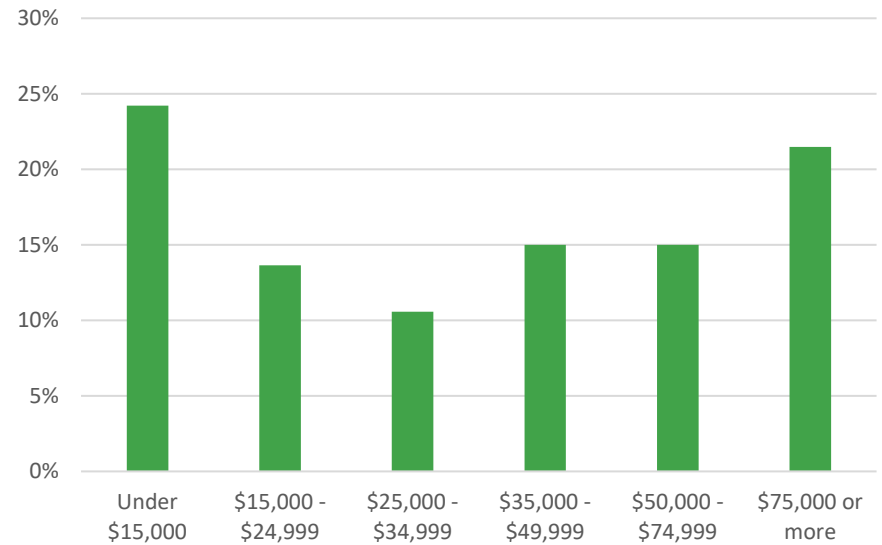


Figure 18: Have you taken any TARTA service within the past 12 months?



Respondent Demographics

AGE, EMPLOYMENT, AND STUDENT STATUS

Half of respondents are employed full time, and almost 40% are not employed at all (Figure 19). As seen in Figure 20, approximately 40% of respondents are over 55, and many may be retired and out of the workforce.

Less than 5% of respondents are students, reflecting the low number of respondents under 24.

Figure 20: Age

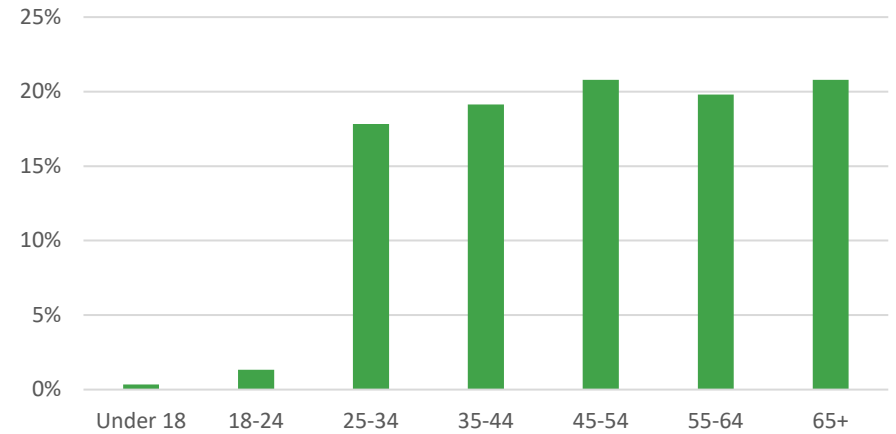


Figure 19: Employment Status

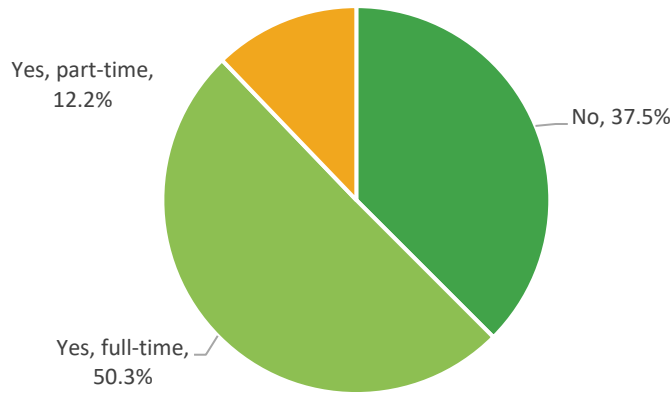
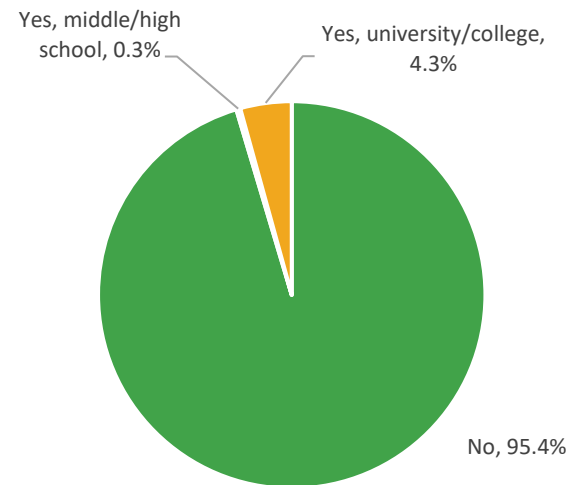


Figure 21: Are you a student?



Appendix A: Full Open-Ended Comments

APPENDIX A: FULL OPEN-ENDED COMMENTS

Primary Mode: Other – Please Specify
Friends
Uber, Lyft
family ride where I can't get TARPS
Retired Former Sylvania to downtown Toledo. Call a ride would serve my current needs.nedd
Someone drives me
Handicapped and rely on borrowing a ride from others
Friends drive me since I cannot drive anymore.
Husband
Car
Combination, tarta, carpool, walking
Neighbor, Lyft, or, bus (haven't used a bus during the Covid-19 pandemic.
My family take me to work.
Friend or rideshare
Tarta bus
Car
Bicycle, walking and TARTA
Other (please specify)
Traps
Combination walking, carpool, bus, and Uber/Lyft.
My son takes me where I need to go and for doctor appointment I used whatever company my insurance pays for
TARPS, J&FS transportation
Bus Driver

TARPS/Call-A-Ride improvements
Online booking requests, tracking/ETA of bus
More buses
Trip consistently
Shuttles terminal for Fall and Winter coming to keep the public Indoors
Bring back Sunday
Allow a certain amount of same day appointments
Longer hours on Saturdays. Expand areas of service.
Bring regular (no. Cal a ride) buses to Maumee and Holland area.
Be more accessible for people
Run Call a Ride later on Saturday.
Sunday service as well 45 min to 1hr.
Usually it comes on time!

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

TARPS/Call-A-Ride improvements
Share the space. Dont block an entrance to a business for loading and unload wheelchairs.
more driver's, less dependence on cab services
Expand Reservation Times and service areas
The major issue with these services is the requirement of planning trips far in advance and the difficulty of predicting when the ride will arrive. I have not used Call-a-Ride in a long time, but when I did, sometimes it would be there right after I called and sometimes I waited for almost an hour. I have had TARPS pick-ups scheduled for a 4:35 to 5:05 window that arrived at 6. I also want to be able to decide about trips on shorter notice.
Later bus routes for those people working at Mud Hens at Wawa
don't judge /question people's disability
Just waiting for Sunday service to start...and maybe an earlier time on core lines (ie to Southwyck) on Saturdays.
Go out to AMAZON for others
I generally rely on the fixed routes, haven't used this service as much because not only don't the hours work for me but no availability on bus due to pandemic
Please bring back Sunday service
CAR should be 5am to 12midnight!
More drivers for TARPS
More stops and routes
Being on time more often
Sane day service
Put places to charge your phone on every buss.
Computerize TARPS scheduling
Go back to calling same day and walk ons
Run every hour
phone app, same day service
I was told there is no Paratransit available for Toledo residents to get to friends homes, restaurants, shopping malls IN Toledo.
Bus need to run early Bus drivers need not to pass people up at bus stops
Use busses on Sundays and dont have to wait longer the bus line
Go more places
Nicer drivers
Allow weekly schedule for call a ride with transfer to on line if needed.
need TARPS in Springfield township
Teaching the drivers sensitivity and Empathy toward those with disability issues. Many are callous and rude.
Expand its call hours

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

TARPS/Call-A-Ride improvements
There could be another 12 bus like it was back years such as 2016 as well as trying to make a bus route that's for going around Owens Community College and the businesses such as FedEx and others that are on J Street that are close to Owens Community College. I also strongly think that there absolutely needs to be 24/7 busing for the Toledo, Rossford, and Perrysburg community areas because there are many people working different shifts throughout the day and need reliable transportation no what time it is. FedEx Ground that is located in Perrysburg, Ohio and is close to Owens Community college definitely needs a bus stop right over by where there guard shack/outdoor locker area because multiple FedEx employees that live in Toledo, Rossford, Maumee, and Perrysburg need a ride to and from work. The bus that could be used for going to Owens Community College and the workplaces close to it such as FedEx ought to be a 24/7 route due to how shifts work at workplaces such as FedEx Ground where there are shifts that would start much earlier than when tarta would usually start running the buses in the morning or later than the usual last hour the buses run for the day. FedEx Ground for example has a shift that starts as early as 4:00am and then another shift that starts as early as 11:00pm or as late as 12:00am and there are people for all four shifts that need a ride to and from work everyday and if they do not have a ride to work, they are screwed and FedEx Ground is currently to where they need a lot more employees right now. Also there are other workplaces close by both Owens Community College and FedEx Ground such as Old Castle and etc that probably have employees that need rides to and from work. The FedEx Ground employees would rather pay the usual tarta bus fare cost than pay a lot more for Uber or Lyft and would appreciate having a guaranteed public bus system such as tarta so they could easily get to and from work.
Affordable on demand service for emergencies
longer hours
not require 24 hrs notice for all rides, perhaps 3-4 hr notice to setup transportation with call a ride
Later Saturday hours
Open on Sunday, we need a bus in Oregon
Less ppl on at one time
Cleanliness of busses, polite drivers, more stops that u can sit down at, more areas covered in Lucas County
it is much easier for me to see a bus. It would be great to have the option of bus or cab.
Wheelchair accessible on-demand service like Uber/
More
Less outsourcing to Black and White cab; improve on-time performance; operate longer service hours; offer ability to make/cancel reservations on-line; elimination of bus fare; county-wide service
Online scheduling of rides
Please bring back Sunday service

What improvements would make you more likely to use TARTA services or use them more often? Other – Please Specify
Consistent application of rules by operators
bus stop benches
All of the above
Return the downtown bus stops

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

What improvements would make you more likely to use TARTA services or use them more often? Other – Please Specify
Have crosstown busses that intersect with other busses giving better transfer options
Downtown loop back on Jackson St for lineups
BETTER COMUNICATION WITH DRIVERS
Cross town busses that don't go through downtown. Lite rail down Monroe Street and down Broadway. Convenient payment system for transfers and/or day passes (Once fares resume)
Expand Service areas, reduce time on the bus. More buses to reduce time on the bus.
Like to see 3 on Saturday
generally, less walking and transferring involved in using the fixed-line system
If feasible to do so, keep fares free; if fares return, continue to make the bus affordable as TARTA has consistently and continuously done throughout the years
Earlier service on Saturdays...my coaching position requires me to be outbound by 7:30am on Saturdays
Have pickups in other locations than just downtown so a person can connect from centralized locations
A Detroit Ave north/south bus to provide access to several major east west bus lines (2,22,20,5,27) would facilitate movement without needing to always go just downtown to transfer. It's also a social equity issue. And, Detroit Ave is already a authentically evolved transportation route (part of the "Great Trail" and fastest, most direct, way to the south end. ay to
Better or more consistent/reliable) tracking of the busses, so I'll know where they are and when they'll arrive.
Unsure
Newer Buses, ones that ride better, with comfortable seats. I understand we're pot hole city, totally get it, but it would be nice to get newer buses, so there's less banging and noise.
Add Holiday
Bus from Miracle Mile to Mall
Handicap pickup from Toledo home to a friend's Toledo home, or restaurant, or shopping mall
Please put more enclosed benches at stops
More stop shelters
Put route numbers on all bus stop signs
Route numbers on the back of each bus
And holidays
Need TARPS in Springfield township
More crosstown routes and not having to travel downtown for a transfer.
Before recent time of no fares, I was confused about paying with phone. Hard to buy passes or occasioal use fares
If there were more bus routes in areas such as Perrysburg, East Toledo, and other areas throughout Lucas and Wood counties. If there was a bus route more for just the area around Owens Community College and the workplaces close by such as FedEx Ground, me and multiple other people would really appreciate it. Also would like to have bus services work 24 hours and 7 days a week so more people are able to go and do things such as go to work (there are a lot of people who work 3rd shift as well as people who work until late at night such as 11:00pm or 12:00am that would use tarta and wouldn't mind paying the small usual fare price).

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

What improvements would make you more likely to use TARTA services or use them more often? Other – Please Specify
Benches & Shelters at the Hub outside
Free rides
Route closer to my in-laws' home and otherwise expanded geographic services
Oregon bus
3 on weekends
Tarp bus on weekend

If you do not use TARTA, why not? Please specify.
We live in Monclova Township and service is unavailable.
used TARTA daily until pandemic job loss
Walking to and from bus stops isn't safe
It's too risky for me since covid
Outside of service area
No timetables online and stops not accurate on Google maps
TARTA does not go to Amazon Fulfillment Center in Rossford/Perrysburg Ohio.
I don't know if my check marks have been recorded. It does not show on my screen. I have low vision and have trouble seeing the schedules as available on line. I also have been unable to get a response from a phone call or through your website. Very frustrating.
I live in Point Place and the railroad tracks that cross Summit often block buses
Difficult to navigate which bus stops are "active"
All transit focuses on getting downtown. Many times transit doesn't involve downtown.
TARPS
The bus stop was moved. I have breathing problems which causes me a problem to walk far.
Covid-19.
Would like to ride it to events downtown mudhens walleye dinner come concerts from centennial terrace You no longer provide that service
As a senior the TARTA service will be needed after I don't drive
Transit does not go where I need to go
have been staying close to home these days
For an elderly woman riding alone
When working downtown, always took the bus!
shuttle buses to MudHens and Walleye games. no longer have buses come down Crystal in Maumee
I live in Perrysburg which is not served by fixed routes
no need
a lot of transport of geriatric person
Dislike the TARTA system
I can't take my dog on TARTA
Don't like traveling alone as a woman

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

What improvements to service would cause you to begin using transit or to use it more often? Other – Please Specify
Service to Monclova Township
light rail would be better than buses
new equipment and not recycled old worn out busses that always break down. stay off the expressway
Broader service area
Go to Amazon Fulfillment Center
Get rid of masks on buses
Do not need public transport
Commuter service to/from Ann Arbor reasonably priced
Add connection destinations to Amtrak Station, Toledo Express Airport, and Detroit Metro.
At this time I have no need for TARTA
Bus stop closer to my home
More park and rides
No clue
Having the Park and Rides available to and from the Mud Hen and Walleye games
Bring the Mudhens Shuttle Back and bring the Music Under The Stars Shuttle Back
Signs at bus stops informing people what bus or buses stop at each bus stop
Matyeed this service to go to church.
Service more like TARPS
Special events transportation to/from downtown
None
Beef it up like the train system is planning on doing
Shelters from weather at bus stops
Springfield Township? Holland?
Broader community involvement, Perrysburg, Sylvania, Temperance etc.
Safer city for walking from / to bus stop
need
Frequent Commuter service to University of Michigan/Ann Arbor
don't plan on using it
Someone to show me how to ride the bus, how do you pay, find stops, schedules
Users pay cost of transportation, NO tax dollars!

What is the one thing TARTA could do to get you to ride the buses more regularly?
Service to our area.
I'll never ride buses, but would ride light rail
Used TARTA when I worked. Not planning to return to workforce because of age, but if I did perhaps security enhancements at stops...redesign shelters, better lighting and benches at stops, etc.
stop wasting money on new management positions and focus on providing safe clean reliable service

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

What is the one thing TARTA could do to get you to ride the buses more regularly?
Make it easy and fast!
cover the entire Lucas County area
Easy access to and from Downtown Toledo at convenient hours
Run routes more frequently
add later evenings and weekend service. even if I have to wait an hour for the bus to arrive.
Better help for seniors.
Clearer schedules
Provide access to my service area; extend hours and routes
more direct suburb to downtown routes.
More direct service, faster service from suburbs to downtown, more bus stops closer to my home, later times
Make it easier to figure out which bus to take
Reroute East Toledo route from circular to out and back, Rapid Bus service along Broadway (or fixed light rail) and Monroe
Go out to my job!
Have it take you to the airport museum botanical garden. Make it like in big cities. An accepted means of getting where you want to go and be out their visible and convenient
Get rid of masks!!!
If it went directly near my job
Carry more than 2 people
Go out to Holland ohio
I would like to be picked up at a bus stop. Secor and Alexis.
More direct service. I hate going downtown to connect to another bus. When I used it to go to work I had to take one to downtown, another to go to the Franklin Park Mall & then a 3rd (call-a-ride)..
I worked downtown at a large hotel (the one with a roof top restaurant) 11am- 7pm, sometimes later & live in the Corey / Talmadge / Central Ave / wildwood park area & I couldn't see how to make the bus service work for me. Admittedly I could have called or tried harder. So some of that's on me. Ultimately, I changed jobs to a restaurant closer to home (Talmadge Road). I'm a working chef & going to culinary school at Owens. Due to Covid many classes are online but I would be interested to see if the buses run out to Owens CC. I have a vehicle but it's older & problematic. Hoping my thoughts help TARTA in some way.
I need to learn how to ride the bus. Promote free days to learn how to use the busses. Have representatives at certain stops so questions could be asked. Example- Free bus day to get to the mall from downtown. Have a representative at the downtown bus stop and the mall bus stop.
Nothing
More frequent buses per route, like in any other city when I am travelling buses come every 15 minutes or every 30 minutes. I would also personally love if there was more routes in Perrysburg and Rossford area that connect to Toledo (besides the one Amazon route).
A better website to explain mapping and more frequent late night service. It's hard to get from downtown to the edge of the city where a lot of things are located and I only have time to do that after work.
I see buses break down, it would be good if they got new buses.
Have routes that go to more suburb business areas.

Appendix A: Full Open-Ended Comments

TARTA Next Community Survey

What is the one thing TARTA could do to get you to ride the buses more regularly?
Make travel to local work and recreation destinations easy, convenient, and desirable
Nothing. But the day may come when I can no longer drive and I would be overjoyed that this service exists.
Seriously, there are stops all across town that simply aren't active anymore. Take down the signs, make the system easier to navigate and reduce travel time and I'd gladly ride vs drive. I hate to drive.
More call a ride
More modern day busses get rid of those hand me down busses
Better paratransit service.
More reliable pick up/drop off times for TARPS specific service.
Provide a service that is more in the nature of a taxi.
If it was safer.
More efficient routes, less wait time between transfers
I don't need the transportation but our employees do at work. Need closer stop to our work place
More service, bus stop close to my work
More direct routes between key destinations, vs. downtown hub system.
Not interested
It's not likely that anything would cause me to ride TARTA MORE OFTEN.
Nothing
More transit to Perrysburg and Sylvania
Clean and maintain them better
Provide park and ride to and from Mud Hen and Walleye games
Clean the inside more frequently
No comment
No comment
Express routes clear to use
Get newer busses! The busses are old and have no air conditioning.
More routes that are consistent e.g. more buses in an hour and on time.
I think it would be helpful to have an ad campaign focused on people who never use Tarta. I am sure I can find information on the website or at certain locations. But as someone who has never used it but is open to it, I would love to see billboards, commercials, etc focusing on how to start using public transit!
Cleaner seats, better schedules, and frequent trips.
Actually have a community meeting in my neighborhood. Only one meeting? What a joke
Reduce transportation times.
Easy of going from suburbs to downtown nights and weekends. Able to easily get to and from Mud Hens, Walleye, bars, etc downtown.
safer?
Be more consistent and timely
Read the answer to number 3
Faster service, direct routes.
Closer pick up stations and more often bus service.

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

What is the one thing TARTA could do to get you to ride the buses more regularly?
Nothing
Shuttle to downtown for sports and events happening downtown.
Nothing. Our city is car centric and everyone drives. I love paying for Tarta with my tax dollars to see empty buses driving around everyday.
I have a hard time understanding the routes
Clarify routes, connectors, and travel times; consider updating signage at the bus stops, specific to routes for passengers to get on/get off and understand the route system from that point; also, is there an app that shows tracking of buses on the route, and perhaps include an app payment system.
Provide well-advertised mainline routes that serve major destinations (i.e. Monroe Street, AW Trail). Also, have lines that connect suburbs with each other that don't go through downtown. Long term goal should be to add regional lines to BGSU, downtown Detroit, Detroit Metro Airport, and UM.
I prefer my own vehicle
Have a route that goes throughout the many condo places in Maumee. Ex: a bus route DIRECT to the Train Station downtown
If I could get to work, and if I could get downtown, I would be set. There is a bus stop near my home but the bus no longer runs here.
Bus by my neighborhood
Return service to Waterville at times that coordinate with my work schedule.
There's no bus service in Holland or Springfield Township.
more routes, more frequently on more days
I'm retired, don't take the bus now.
Faster commute times. 2 hours to get to work is insane
Have an app with eta times so you know if the bus is on time. And knowing where in route the bus is
N/A
More convenient schedule, closer stop to my home.
Don't make me waly 2 miles after I get of the bus downtown to get to my office.
Allow me to get to work without having to transfer buses, walk half a mile, and take over an hour to make the trip.
Come to Maumee
Service my direct neighborhood
Access to a bus in Sylvania
Bus Rapid Transit along major corridors, similar to light-rail system.
SIMPLER ROUTES, STRICTLY ON MAIN STREETS TO AND FROM DOWNTOWN
Make it easier to find schedule and to understand it.
Phone app schedule
maybe late night route from downtown to old west end
advantages to personal time restrictions
If I knew& understand bases scheduling or tarps I'm disabled
Make it easier to figure out how to get from point A to point B
Easier to understand routes and schedules; I am college educated and can easily use public transportation in other cities but cannot figure out how to get from one point to another in less than 16 hours using TARTA.

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

What is the one thing TARTA could do to get you to ride the buses more regularly?
reasonably priced Commuter service to Ann Arbor
nothing
More frequent stops to locations I'm interested in, I loved the shuttles to events too(such as mud hens), so I would say increasing the park and ride to events especially large events like festivals where parking is difficult.
Dogs allowed
It really needs to be faster. Less wait times, more direct routes, less transfers, etc.
it does seem in other cities, making more frequent bus trips were people used them most was successful. people being able to depend on a bus coming soon after a bus they may have missed, seems like it would help.
Market the ability to go to popular places and how to get there
Cleanliness
X
It's too bad that you couldn't get all the people who would use Tarta and how often. The Alexis/Clover area has few buses.
Publish schedule and be on time
Stop making everyone go downtown to transfer. Make it possible to transfer at several hubs, like a subway system
hourly service Sylvania to FP mall, Flower Hospital and/or downtown

Are there any places that TARTA should serve that it does not serve today?
Anywhere in Lucas County that is not currently being served.
Fallen Timbers Mall (Cinemark Movie Theater) should have a stop also. Disabled and cannot always walk across entire Mall to JC Penneys stop
St. Charles hospital
No
There are probably many, but may not cost effective to reach everyplace. Some areas don't want public transportation.
Holland and Springfield areas
night shift wokers. service between 10p and 7a
Not sure
All of Lucas County
Perrysburg
Not sure
My job at Lott Library 703 Main St .During Election time .Next November 2 ,2021
No
Having the east side bus separate is an inconvenience. Also having the 51 and 52 separate makes it difficult to get where I need to go in those areas because I have to transfer at the mall. Often times those routes are late.
Downtown. Preferably a repetitive loop like other big cities.

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

Are there any places that TARTA should serve that it does not serve today?
Oregon, or at least extend a little more near Navarre, to be able to walk to destination.
City of Oregon
No
Sylvania Township, better connections from malls to other malls without going to the hub.
Oregon Walmart
Holland
Holland, Oh Regular bud for Maumee
The outer edge parts of Toledo
I don't know
Holland OH
TARTA should service the entire Lucas County region
no
no
no
Northwood.....I work & have to walk to my job because service stops on Oak Street and service is not convenient for my 7am - 3:30 Monday - Fri job, Do better Tarta!!!! People in community keep funding you but we're not getting anything in return
More service on Detroit, Reynolds and one bus going all the way down Alexis.
Unsure
Zoo
Organ Oh
Doctors are all there Dentist,eyeDoctors,Pharmacists Oregon!!
27400 Crossroads Pkwy Rossford OH 43460
Airport. Other communities like perrysburg. And more service like AAA. Was trying to introduce.
These trade off questions are unfair and bias. I go to work at 10 am and am off at 7 pm. Tell me to choose which is more important...seriously!! St Charles hospital.
All suburbs
Downtown. The new hub on Cherry sucks.
None
Perrysburg, Maumee, Oregon
Yes. I understand that other communities have vote for TARTA but there should be a way to figure out how to provide service to employers like FedEx and other large employers who are not in TARTA service areas.
Power train on Alexis Ave
CITY OF OREGON
Sylvania rossford Oregon and Holland Ohio
Bowling Green
Oregon and Spring Meadows
Holland ohio
No
Hopefully TARTA will build more outlets

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

Are there any places that TARTA should serve that it does not serve today?
Oregon, Ohio, Perrysburg Ohio and the Toledo Airport
Perrysburg
Spring Meadows, better service to Maumee
I think everything is very good.
Navarre Avenue - From Wheeling Street and down to Walmart
I think that TARTA should serve Oregon. It would make it way easier for me to go to the grocery store oregon
Holland, doctor's offices along Holland-Sylvania in Sylvania Township (I have ridden the the bus that goes to Flower Hospital there, but there aren't actual stops, so I have only been able to do so by letting the driver know I'd be out and flagging him/her down).
Do you serve Secor and Alexis? That's six blocks from my home, but it's doable over walking to get to Miracle Mile.
NO
Holland, Oregon & Perrysburg
There is a large "campus" off of Arlington where several hospitals, a senior center, senior housing, the Sight Center, the Area Office on Aging, and the Lucas County Board of DD are all located close together. One of those is where I work. To get there from a suburb, I would have to go downtown and transfer. I think there should be more routes and more frequent routes to and from that campus to Sylvania, Maumee, and other parts of Toledo. I would also like to see routes from the Toledo Airport to some of the major hotels around the area. I would also like to be able to get to Perrysburg, BG and Ann Arbor.
Spring Meadows area in Holland. I like to shop in that area (I live on the old south end) & I know that it would be convenient for people that work there too.
I'm not familiar with TARTA routes to provide useful information. I would be interested in taking TARTA on weekends to the sat am farmer's market, or Friday / Sat evening into the downtown restaurant/ bar scene & mudhens/ walleye from Sylvania area / Talmadge. Or a direct run to Owens. Maybe these routes already exist, I'm not sure. I think most people would use TARTA more for special events in the evening, become more Uber-ish, instead of being viewed as a bus system for those work downtown 8-4 or 9-5.
Oregon to Pearson Park and the 32H that can go further to Walmart/shopping areas out Spring Meadows.
Express service to University of Michigan
Oregon would be convenient
Perrysburg and Rossford
Not sure
the east side has one circular route. everything should be there and back.
Can't think of any, but more direct routes would be better.
Dumbell in Maumee
Springfield Township/Holland area, due to the variety of shops/stores/restaurants that people need to access, yet are unable to, or are limited due to the 32H only stopping at the edge of the Holland/Toledo border, as well as greatly reducing concerns about having to travel to/from the Spring Meadows site through pedestrian crossing the major and traffic-heavy overpass over I-475 on Airport Highway.

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

Are there any places that TARTA should serve that it does not serve today?
Maumee area
TARTA/ Greyhound Stations, Toledo Express Airport, and Detroit Metro(future passenger rail?)
Yes, but not TARTA's shortcoming. It's the communities creating the lack of service. The market/service area needs to include all the fringes as well as Toledo.
I wish it would go closer or into Perrysburg...but that's not Lucas County.
None that I don't need
Large employer worksites located outside of the city limits for residents living inside the city limits.
northwood oregon
Airport and Detroit (only available outbound, right now)
AMAZON Fulfillment Center in Rossford, Ohio and Reynolds Rd. For people that do not have a car, nor License. Maybe setup an agreement with AMAZON. Some employees have to be at work at 7am. Do something like the Cookie Factory/Hearthside Food in McComb, Ohio. Everyone meets up at Libby Glass, and they get on a Bus and that company takes them to Work, and brings them back to Toledo, Ohio. " The bus, a white 35-passenger charter van with green decals, is regularly scheduled to take several factory workers to the Hearthside Food Solutions factory in McComb, Ohio, a bit more than an hour away. I am looking out for everyone, that TRULY need a ride, and want to work" Thank you!
SPRING MEADOWS AREA---That would allow people more access to jobs
Maybe improved bus service to Maumee and Sylvania (city & township) to increase ridership. Possibly BRTs to downtown that ran on surface streets (not interstate/freeways) with limited pickup points at strategic locations along the route. The Anthony Wayne Trail might also be a good use of that type of express BRT ; stops at St Lukes Hospital, Conant, Glendale, Zoo, etc.
You took my stops out on Secor going towards downtown, 22.
Perrysburg
Oregon, Perrysburg,Sylvania, Rossford
A connection to Detroit, Michigan transit. The Toledo Express Airport.
Call a ride from rossford to places in perryburg
Bowling green, perrysberg, Michigan's state line..
Unsure
Oregon and spring meadows
holland oregon perrysburg michigan
Not that I'm aware of
Oregon and Holland Area
I don't know.
Yes
I did not see.
All senior centers
Not sure where all they service
NO
I have no idea.
Spring Meadows Shopping Center, Oregon
N/A
N/A

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Are there any places that TARTA should serve that it does not serve today?
Ottawa hill
Sylvania,Holland
NA
Unknown
Not sure,Ittheres service to the places I need to go
Perrysburg
Rest of Wood County, select areas of Monroe and Ottawa Cos.
More of I-795, because I'm originally from Lake Township, and there's alot of job's there and at Oregon rd, and it would be nice to have more service there and other places in Wood County, we're there's job's that people work at, to we're it's a little easier for them to get to there work as well. Not everywhere in Wood County, no. Just we're there's job's and shopping stores, this way other's if they obtain job's at shopping store's in Wood County, they have a better chance of getting back and forth to there work too. I hear people talk, and that's another thing. I get it it's for Lucas County mainly, but just we're there's job's in Wood County, not everywhere there, just too make it easier for them too.
Assuming the sales tax passes, Holland.
Oregon and spring meadows
No
No
No
Not sure
Oregon
No
Oregon
Idk
No
Oregon Perrysburg the out skirts
Ni
no
Outskirts, lucky ohio
No
Spring meadows
No going to the mall can delay people tho
No
Parks
Never used tarta
Fallen Timber's and Levi Commons
no
St Charles hospital
Not that I can think of
No comment
No

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

Are there any places that TARTA should serve that it does not serve today?
No comment
Places where people work
Go by Sunforest Court
Perrysburg
Spring Meadows
unknown
more service to spring meadows area.Possible service to Meijers in Oregon
I don't know... perhaps a bus that could take me from Oak Street to Meijer's on South Wheeling or to Walmart on Navarre, and back home again an hour later.
Oregon, Perrysburg, Rossford
Not sure where exactly it does serve now, but service to population areas throughout the area should be a priority. E.g. sylvania city/township to downtown, perrysburg, Franklin park, spring meadows, etc
direct service between key portions of town where people work
More route for school kids and early morning workers
Yes the bus stop at Holmes and Woodville needs to be brought back it is needed
Oregon, Maumee, Perrysburg
Unsure where all TARTA serves. Unfamiliar with the current routes and stops. I live in South Toledo and would like to know more about the routes from my home to downtown.
Employers in Toledo's suburbs
Not sure.
Oregon, Ohio
do not know
Maybe more convenient service from neighborhoods to grocery, retail, and large employers?
See number 3
Yes, Detroit Ave, Reynolds Rd, Spring Meadows
Maumee bay State Park
West Toledo - Washington Local school district area.
Sunday and hoildays
Perrysburg
Airport.
Oregon and other suverbs
Springfield Township/ need TARPS
No
If TARTA is to survive, it needs to reduce itself to a very small core of routes. Expansion of empty busses is a fools errand
Park and ride/events downtown/Toledo express airport
Add suburbs like Perrysburg and Oregon to its services and do a express line for areas like spring meadows/All the malls.
Hospital in Oregon Toledo
Oregon/Navarre

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

Are there any places that TARTA should serve that it does not serve today?
Fedex Ground (that place needs a 24/7 service due to the shifts start and end times, and how there are usually multiple FedEx employees needing a ride for all of the shifts every single day), The workplaces/businesses off of Narrave Avenue that are in Oregon, Ohio such as Goodwill, Walmart, Kroger, Dollar Tree, Gordon Food Services, and more (there may be Toledians who work at Goodwill or one of the other places off of Narrave Avenue that need public transportation in order to get to and from work). Meijer that is off of Wheeling Street and is close to the Great Eastern plaza (there are some employees that work there that don't drive or don't own a vehicle).
No
There should be buses that go to and from downtown to First Solar, the new glass plant in Pemberville, etc. at shift change times.
Sporting event shuttles to/from downtown to Maumee, Waterville, West Toledo, Sylvania, Pburg, etc.
dont know
Not sure
Oregon, Perrysburg, Holland. Long term should aim to add BGSU connection and regional service to major SE Michigan locations.
TARPS used to go to Fallen Timbers Mall. Couldn't go last time I tried. All of Lucas County at the minimum.
Nope
Need more bus stops in Maumee; no service at Gibbs and the Trail anymore. Perrysburg should opt into TARTA
Maumee by Waterville
Perrysburg, but we know their leaving the TARTA that has a classist and racist history.
Yes going out of town
Oregon, Ohio
Oregon, northwood, Holland,
The suburbs
Waterville
Springfield Township
Holland Ohio
Perrysburg, Sylvania, Temperance
No
Suburban areas
Owens Community College and easier transfer to UT from Maumee
The Waterville/Maumee commuter route downtown was terminated with COVID/low ridership. Understandably this was a niche route but was extremely convenient. The current available routes are not terribly functional as a car alternative for typical 8-5 office hours, would need to be at the bus stop by 6:30am and not get back til 6:30pm, which adds well over an hour to a typical day compared to the old express route.
Holland Ohio and more of East Toledo
No
More in Maumee
Perrysburg - downtown and Rt795

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TARTA Next Community Survey

Are there any places that TARTA should serve that it does not serve today?
Spring Meadows, Whitehouse, Swanton
Swanton
Toledo Express Airport
Sylvania
Holland Springfield Twp
Expand deeper into suburbs, service to every metropark and the zoo
City of Oregon
no
Oregon
All of Lucas County
Oregon, Springmeadows, Holland
Oregon, the airport, Holland
Not sure
I don't know
Spring Meadows, also Maumee takes 3 buses sometimes (depending if call-a-ride is needed) from UTMC area almost 2 hours
Perrysburg Maumee holland
Inbound from Western and Airport
Toledo zoo Anthony Wayne trail side,
Oregon Perrysburg Sylvania
Suburbs directly outside of Toledo - Maumee, Perrysburg, Holland...I think the requests to cover county wide including Swanton are a bit of a stretch and don't see how a reasonable schedule could be arranged for those more remote locations.
Outlying suburbs
Express service to Ann Arbor
Oregon, Springfield Township
Perrysburg, Oregon, parts of Rossford
Metroparks
Oregon; Spring Meadows; Holland; Monclova; Monclova Township
Lucas County as a whole!
i think a bus stop near the bike trail on bancroft would be great. people can put their bike on the bus, and then get on the trail there. i also, think bancroft should have a more of a focus on pedestrian and bike traffic. adding a bus line to bancroft would help with this. bancroft is mostly NOT 5 lanes of traffic. which feels better for ped/bike safety.
Yes spring Meadows
Not sure since I don't use the bus and not familiar with routes
Inside neighborhoods
Perrysburg
I really am not sure about where all you currently service so cannot comment on this .
Suburbs

Appendix A: Full Open-Ended Comments
TARTA Next Community Survey

Are there any places that TARTA should serve that it does not serve today?
Centennial to Flower Hospital, Colony Monroe & Central Promedica buildings, Wellness Center which is the old Churchills grocery in Sylvania

Do you have comments or suggestions for improving TARTA service?
24hr service and connecting busses going all the way downtown takes to long. Try looking into Cleveland Ohio bus service. Cleveland Ohio bus connections and running hours allows people to have a ride to and from work at anytime with convenient connectivity with the next bus. \$5 allows everyone to catch buses all day plus with connecting buses closer to them instead of going downtown is much more convenient.
Ability to go from Maumee or Monclova Township to Sylvania without having to go through downtown Toledo. Should be more like TARPS where you can go door to door.
Add another stop for Fallen Timbers Mall Movie Theater for Maumee Call a ride service. Walking across entire Mall to JC Penney stop is difficult when disabled
Add light rail
Add Sunday service
Add Sundays and late nights
Although I haven't used TARTA recently, I am impressed with the frequency enhancements and proactive approach to solving usage challenges.
An improved app that is easier to use.
Better Buses
Better customer service
better manage your money. take care of the taxpayers before you put even more money in your pockets.
Better marketing, I haven't ever ridden a TARTA bus but all I ever hear is unreliable, slow, confusing, disorganized. Maybe start to educate the public on why better for environment?
better off peak service
Better overall commitment to service
Better technology. App that has all you need to know would be cool.
Bring back outdoor shuttles to be ready for Fall and Winter weather keep dry and warm
Bring back Sunday service
Bring back Sunday service!
Bring back the TARTA Trolleys
Bring back transfer slip or something comparable, when Tarta starts charging fees again. Or make weekends free.
Bring Sunday service back.
bring Sundays back
Bus shelters should be cleaned more frequently. More frequent service to Franklin Park Mall, especially on the weekend.
Buses come by stops early and do not wait for passengers. That has to stop because it could cause some to get stranded.

Appendix A: Full Open-Ended Comments

TARTA Next Community Survey

Do you have comments or suggestions for improving TARTA service?
Buses seriously need to be cleaner
Call a ride sucks
Can the pickup areas be at the crosswalks for easy boarding like in winter
Clearer schedules
Coffee machine @ the hub bldg.
Commit to a zero fair system in the long-term
Definitely!!! 1) your supposed rules - make sure ALL drivers are on the same page re: eating on board, wearing masks, personal loud music on board. I've had drivers tell me that to avoid issues, the drivers just choose to ignore. That it's easier 2) rude drivers - don't respond to questions/totally ignore Have to ask to lower the front "step up". I'm nearly 70. Why do I have to ask? Then when I do, they act like I'm "bothering them" 3) the using of the front door is a HUGE issue with some of your drivers (they ARE NOT AT ALL in favor of that) as is some of your drivers wearing masks. They refuse to AND refuse to ask riders to put their masks on AND/OR to wear them correctly
disinfection
disinfection
display the route on the bus stop so people know where that bus goes
Do better Tarta!!!! The community continues to pass levies & funding but Tarta you are letting the community down
Doing more when a few drivers run 5+ minutes early. Going back to how it used to be when busses didn't sit down for 10+ minutes and left almost right away when they get downtown. If possible something with more passengers having to follow the rules of the bus.
Easier app, app language options (eg Spanish), more frequent stops/routes, more convenient or closer stops, expanded schedule and routes
Easier to find out which routes to take
Every 45min to 1hr service.
Fixed rail along Broadway and Monroe Streets, align with high employment centers and worker populations
Free wifi More benches near bus stops
Garbage cans by the bus stops, please put the bench back on Collingwood just before Scott high school . Thank you Tarta for all you do!!
Get an agreement going with Amazon. UBER, and Lyft are very expensive.
Get going. Make major changes become an acceptable means of getting somewhere. And whatever you do do not you the phrase we will take it under advisement. My brother in law took all these important business men to city council to get moving on a downtown waterfront and their answer was the above.
Get more cut ins, get these buses to stop parking in traffic. Ie: driver has to use the bathroom. Blocks traffic. Have a security team to patrol bus stops in the evening. Bring back a transfer slip instead of paying full price. Have a short bus run from toledo hospital to the mall more often. Then a big bus run from downtown to toledo hospital. (Take alternating bus routes and find a common place to make a transfer point. And run smaller busses the rest other side of the runs.) Monroe Michigan has two transfer points. Maybe a study of other bus systems to help improve services.
Get rid of masks. Get the homeless out of downtown pick up areas
Get rid of the hub, replace downtown stops, bring later evening service, restore Sunday service.

Appendix A: Full Open-Ended Comments
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Do you have comments or suggestions for improving TARTA service?
Get school service back
Have better routing to include transfers other Than downtown.
Have different transfer points, not just downtown. Make the stops for certain routes closer. In order for a rider the "16" route to go to Franklin Park they must go downtown, where as if the 16 and 17 route stops were closer a person could walk over to the "27" stop. Currently it is a several blocks walk. OK for young people but not so for older citizens.
Have more busses on the 31h route running to downtown than every 2 hours.
Have more compassionate drivers toward the elderly and disabled
Having just returned from the Twin Cities, getting around on transit was simple, dependable and enjoyable. Great connections and easy transfers. A complete system.
Having night service and weekend service
Hire better drivers
Hiring drivers is a priority. But once we get them we have to work to keep them and train them properly. Building confident & safe drivers that feel appreciated and dedicated to serving the public in key to moving forward .
Holland ohio
Hope to provide more punctual service on weekdays
Hopefully TARTA will build more outlets
I am grateful for Tarps. Because of TARPS I can get to my job as a Speech and Language Pathologist for children who have communication disorders.
I am totally unhappy with the downtown setup there is not enough benches and not enough shelter near the bus line up to avoid walking to the transit center and back as I have problems walking distances. Not enough garbage cans either.
I appreciate the call-a-rides, but they frequently require 2 buses to get to them. Also from where I live I need to go to an appointment near Meijers on Central, left home at 9:45am and got home at 3:30pm (Saturday)
I don't have any comments. I'm very satisfied.
I don't like taking the long way home on the #12 from downtown (I get off two stops before Tony Packo's). I liked when you had the #13 so the buses ran both ways.
I don't really
I have alot of appointments in Oregon maybe service Oregon and I am homebound on Sundays due to no service maybe adding Sunday so I can get out to improve my mental health more
I have been a rider of TARTA for the past six years and fell into the much-discussed category of someone who had other transportation options (the money to buy a car) but chose to ride TARTA instead. Less than two weeks ago, I finally gave up and bought a car. Honestly my decision was more based on lack of ride-share drivers late at night when I leave work than TARTA itself, but I think it all factors into a person's ability to live in Toledo without a car.
I have had trouble getting in touch with TARTA.
I hope that busy working days can provide more services
I hope voters in Lucas County will vote YES for the Tarta bus levy in November!!

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Do you have comments or suggestions for improving TARTA service?
I live in a suburb, and going anywhere on the bus requires a lot of walking, and if I'm going anywhere other than downtown, a lot of transferring. I would like to see routes that go directly to other suburbs and other parts of Toledo without a transfer. Also, for anyone living in a subdivision in Sylvania Township, the bus stops are few, and far away. I would like to see bus stops in the shopping areas on the corners in Sylvania Township (i.e., Central and McCord, and along Central and along McCord.)
I love your service & feel that it is vital to our community. But, you need to do deep cleaning on your buses. Especially with soft surfaces.
I think if I knew more about TARTA services, I would use it. Public needs more info on routes & destinations. Put in front of people's faces so much that it becomes first thought, not after thought. Rework your public image into something exciting like "let the fun begin with TARTA". Make people think taking the bus is part of the beginning of their adventure on their way to their destination, like a night out say at Souk or The Heights Or the docks. Tap into the higher end crowd that could use TARTA as their designated driver / fun coach. Hone in on special events. Select drivers on these routes to interact with riders & create a uplifting environment & energy. Also offer routes from high end hotels to evening hot spots / restaurants for out of towers. In my mind when I think TARTA I think downtown worker or low income riders. But I don't see the bus a dangerous (as compared to other cities). But why can't Toledoans see TARTA as a fun / exciting/ thing to include as part of their weekend entertainment. Albeit it all depends on covid, But people are ready to see Toledo in a new light & TARTA should evolve with it.
I thought maybe tarta should employ a cleaning crew to clean the buses on a regular basis because their not that sanitary. Well some buses and I would like the heating/cooling for the buses to be looked at since most buses are old and needs work. I had and experience with a bus twice over the winter that had fumes that could make you have an heart attack
I will be voting for you.
I will not vote for the Sales Tax as I am paying far less with the property tax than I would if TARTA passed the sales tax.
I would like the 14 to go inbound UP East Broadway like it used to before the casino. It's a very long ride going downtown this way.
I'm not sure if there is a TARTA app or some better way to figure out what number routes go where now. I remember a few years ago trying to decode a PDF map of routes and it was nearly impossible! Google Maps integration with bus times is amazing so I would use that nowadays. But for folks without a cell phone and Google maps at-hand it might be a struggle.
If you are going to have a downtown line up, shelter from the elements would be nice. Maybe try to emulate the Cleveland RTA system instead of the time wasting line ups downtown.
Improve the website to have a better GIS map than moovit. Improve reliability of transit 24/7
Improved bus stops, bus stops with maps, heated/covered bus stops. Also noting routes that are regularly delayed and working to improve them.
Improving service area and times of service will definitely be a great service to our communities and businesses.

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Do you have comments or suggestions for improving TARTA service?
In addition to the responses given in the survey, my concern is also about the TARTA indoor station downtown; understandably, it has remained unused since the start of the pandemic, yet there has been no updates or news about what will be done about it, especially since the upcoming fall/winter season will increase the necessity for riders to wait indoors and avoid potential health complications from waiting for buses in lower temperatures. Are there any plans to reopen the station while being able to adhere to safety guidelines due to the Covid-19 Delta variant becoming prevalent?
Increase availability or stops and areas of service. More direct routes.
Instead of large busses, use smaller jitney's with improved intra-connection networks.
It seems that some suburban folks think they shouldn't pay taxes for a service they don't use, but that likely benefits them somehow. I haven't used Tarta more than twice in 60 years nor have most of the people I know. However none of us would think about not having it and paying for it.
Just keep up the great work and asking us how to improve. I'm glad TARTA is listening!
Just like you should have later bus routes for those people working late night and put him to walleye games
Just making the system more easily navigable (improved apps/features. Think "TARTA for Dummies" keep up the good work
Keep up the great work!
Keep up the Great work. See about the Transit Service for Amazon workers.
Later Service Hours During the Week.
Less wait time at the Hub in between buses, please have more service times and access on the 32 R line in the area between Arlington and Spencer in the midday hours. My mother who is retired and solely relies on buses has difficulty getting to her medical appointments directly. She has to go downtown and ride back out just to get where she's going and that makes no sense at all.
let the bus designs slowly evolve over time. The existing large buses are very comfortable and have good visibility. The smaller buses have poor visibility and are not comfortable. The smaller buses should be more like the big buses.
Like I said put my stops back.
Live arrival/departure monitors at busy/main stops.
Longer bus service hours so people can get home and shop wider bus isles and ad charging port for cellphones wider seats
Longer service hours.
Low frequency service (all days of the week) seems to lead to a lack of a critical mass of service that makes TARTA an unviable transit option for all but those with absolutely no other option. While it is essential to have TARTA as a transit source for those that have no other options, expanding service to make it a viable transit option for all will be a major asset to the region and increase the sustainability of the region. From a non-expert opinion, it seems like there is probably a double edged sword in play where low frequency service leads to low ridership which leads to calls for cuts to service due to low ridership. It seems like we need to try to break from that cycle for the system to succeed. Thank you for gathering input to improve the system!
More call a ride
More connections that don't always have to go downtown.. more cross town services
More consideration to the needs of those who don't have cars.
More cross town lines

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Do you have comments or suggestions for improving TARTA service?
more direct service to places quicker and faster service when going to important places like work or appointments
More frequency
More reliable pick up and drop off times for TARPS services.
More service. Having to wait one or two hours for a bus is not practical.
More stops more routes
More time, more places will great.
More transfer points
More weekend and evening service for call-a-ride
More weekend service
My criticism of TARTA is not based on its service but it's ongoing poor financial management and based on this no serious effort to address this.
N/A
N/A
N/A
N/a
NA
NA
Need a bus stop close to the intersection of Ford and Illinois in Maumee. Lots of work locations in that area
Need Sunday service and later service
New buses please
New equipment is badly needed.
Newer Buses, more mechanic's, more times and areas, faster service.
NO
No
No
No
No
No
No
No
No
No
No
No
No
no
No
No
No

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Do you have comments or suggestions for improving TARTA service?
No
No
No
No
No
no
No
No
No
No
No comment
No further
No one should have to wait longer than 30 minutes for a bus. During the afternoon when Toledo Public School let's students out for the day. No busses are available at alot of locations.
No Tarta is a good service. Maybe a trial run from Miracle Mile to Mall and/or drop off by Sunforest Court
None at this time
not allowing people who cough horribly to stay on the bus
not at this time
nothing comes to mine right now.
Nothing more than what I have already said.
Only that they need more buses and weekend service. Also later evening services as there are people that work second or third shift.
Only what already stated, make it easy and obvious for potential new riders to know how to get started riding and navigating the system
Other than better bus shelters and people not smoking in the shelters, when it's cold, allowing passengers to board buses sooner at the mall. Perhaps instituting warming buses. Houston has those, and they don't even get as cold as Toledo.
partnership with cab companies to get people to your primary routes
People need to be able to get from home to work on time, or home from the grocery store before thier food spoils.
Please bring back Sunday service.
Please provide early routes people have to work 4am 5am 6am etc should not have to get off work and call a ride public transportation should be provide through out the whole city at any given time maybe more people taking bus if routes fix there schedules
Please put WiFi on the bus and give us updates on construction zones
Please restore the 35 Airport/Maumee-Arrowhead route. Pre COVID pandemic, this was the only inbound route between the hours of 7am and 8am (M-F) in between Airport\Reynolds Rd and Airport\Angola. The inbound route had heavy ridership to the downtown lineup. The change in this bus route has disproportionately affected minority and low income customers who have no option of catching an inbound bus during these hours. I have been taking the bus for over 15 yrs and I now have no way of taking the bus to my employment.

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Do you have comments or suggestions for improving TARTA service?
Provide more hours of operation than what you already have.
publicity and awareness of routes and options needed. better bus stops?
Put bus route numbers on all bus stop signs
Restore Sunday service and add later service hours.
Route numbers on the back of each bus, service to Oregon, Ohio. Bus stops in more spots, some are ok and some are too far apart, or non-existent
safer!
See first fill in the blank
See number three
Service some areas that don't have service at this time.
so far so good
So glad to see a better PR program & newsletter.
Sunday and holidays
Sunday service, and later times would be fantastic!
Support the Nov. vote
TARPS esp is not good anymore. Sometimes you do not have a week to schedule a service. Plus have a potential rider show why they need TARPS BY having them try to maneuver in their own environment. Not at the TARPS H. Q.
TARPS in Springfield Township
TARPS is a great service but it has drivers who don't do their job. I'm saddened that I can't ride with dignity. Improve this service. More people would use it.
TARTA as it is currently structured cannot possibly compete with ride share services. TARTA as it is currently structured, is a colossal waste of money.
Tarta is a broken system and unusable even by its own employees. It is not frequent, it doesn't go to places professionals work and come to work in Toledo laser ice to the airport. Transit has to be robust, otherwise it's a homeless shuttle.
Tarta really needs to join the 21st century and provide us with brand new SAFE equipment and just remake its whole entire system so that more areas can be served and give us back the hours/SUNDAY services that was taken from us in the past 5 years. I really do hate using TARTA because it's NOT a great bus service and it's really my ONLY option (LAST RESORT) if I don't have another choice.
Thanks for the patience of the drivers to those who ride rarely and forget how to load bikes, etc.
The people who used to rely on your services are not primarily M-F 9-5 workers. They need to go to work on holidays and the weekend as well as late hours. Transferring ends up costing a fortune for families. It shouldn't cost \$20 to go to and from the movies one time on a bus.

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Do you have comments or suggestions for improving TARTA service?
<p>There needs to be 24/7 service; bus drivers who drive the number 12 bus need to know about detour routes such as what specific streets and roads to take in East Toledo and Oregon when dealing with situations such as a stopped train on Wheeling St. or flooding over by where the old East Toledo Junior high was (Toledians who know the East Toledo/Oregon area very well could help with creating the detour routes....these detour routes will help with saving time and have it to where the bus driver will not be to frustrated); more bus routes need to be made in order to help people in multiple communities with getting to and from work, going to places such as the grocery store, and more; there needs to be two number 12 buses like it was back in 2016 so it is easier for East Toledians to get around (us East Toledians, especially those of us who live in the Birmingham neighborhood area/East Toledo and Oregon borderline area most definitely need more than one tarta bus going in and out of East Toledo....we rather pay \$1.50 or few bucks each way than spend \$10 or more on a way one Uber or Lyft ride that is not guaranteed to arrive at all); make a 24/7 bus route for areas such as Downtown, parts of Rossford such as where Amazon is located (Amazon has a morning to evening shift that starts as early as 7:00am and a evening to morning shift that could end early as 5:30 or 6:00am), and areas in Perrysburg such as were FedEx Ground that is off of J Street is at (there are multiple workplaces/businesses that are off of J Street that are close by Owens Community College right now and those places run 24 hours and 7 days a week where there are going to be multiple employees who will be needing a ride to and from work regardless of what time it is and wouldn't mind paying \$1.50 or few bucks each way just so they can get to and from work. FedEx Ground has 4 main shifts; one starts approximately at 3:25-4:00am, one starts at 11:25am-12:00pm, one starts at 5:10pm-5:15pm, and one starts at 10:0pm-11:00pm and usually some of the people who work the shift that starts at 5:10pm-5:15pm end up having to stay working until 11:15pm-11:45pm at times as well as the employees who work the shift that starts at 3:25am-4:00am having to stay working until 11:00am-11:30am at times....the high level bosses at that specific FedEx Ground location could explain how the shifts are exactly much better than I can).</p>
<p>There needs to be places to sit downtown at the hub, there are only a few benches on one side of the street. And some type of shelter for when it's raining.</p>
<p>There should be more routes with overlapping transfer points so that riders do not have to transfer to the downtown lineup for most destinations, which adds significant time to the commute.</p>
<p>They should have more weekend service and when a bus breaks down in route they should send out another one</p>
<p>This survey was not user friendly.</p>
<p>Toledo is car centric and anyone who can afford a car drives. People don't use Tarta for commuting (unless you can't afford a car). We are not like Cbus, Cinci, or other larger cities where people commute to downtown and return to the suburbs everyday. I don't like paying for Tarta with my taxes to see empty buses driving by everyday. Current fixed route bus service is inefficient and wasteful of tax dollars. The density population, car centric nature, and commuting habits don't support it. This is why you don't get public support. Reduce fixed routes (both frequency and routes), bring back downtown special event buses, and focus on call-a-ride, paratransit, and point-to-point services.</p>
<p>understand routes</p>
<p>Updating signage at stops; online app route and bus tracking; digital payment system</p>
<p>Use newer buses. My wife is a regular rider, and she says some of her rides are rough.</p>
<p>Use TARPS to get me to where I can transfer to a bus in another county.</p>
<p>Vote down the levy</p>

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Do you have comments or suggestions for improving TARTA service?
Weekday: extend evening hours, same with Saturday service. Also, have buses run every "half hour", as opposed to every hour.
Went to trouble to print out schedule only to find Saturday service ended before I needed it.
Where they have the stops. Use infrastructure monies to share.
Wifi on buses, and more comfortable seating.
Yes going out of town
Yes- More busses and more coverage area
Yes pay drivers more and weapon checks on buses
Should be able to purchase single tokens. Accessibility to the poor is important, and requiring a purchase to be a whole roll is nonsensical and inconvenient.
smaller busses more frequently