

The TRANSPORTER



Labor Day Services

There will be **NO Bus Service on Sunday, September 2nd OR Monday, September 3rd**

in observance of the Labor Day Holiday

Bus Talk Time.....

Have you ever had a suggestion but didn't write it down? Do you have questions about our bus service but were afraid to ask?

Do you want to praise your driver?

Here is your chance! Starting in August, DuFAST will unveil a new program entitled "Bus Talk." Kristen Vida, DuFAST Executive Director, will be riding the bus to hear your concerns, questions and suggestions. It is your time to talk one on one with management. "Bus Talk" is being scheduled for every month (except in October...) from 8:00a.m. - 11:00am. "Bus Talk" locations will rotate among routes each month. Below is the schedule

August 7 **Blue Route**
September 4 **Red Route**
November 6 **Green Route**
December 4 **Blue Route**
January 8, 2013 **Red Route**

February 5, 2013 **Green Route**
March 5, 2013 **Blue Route**
April 2, 2013 **Red Route**
May 7, 2013 **Green Route**
June 4, 2013 **Blue Route**

New Buses

DuFAST will be unveiling two (2) new buses this fall. Buses #2207 and #2307 will be retired and replaced with similar vehicles.

The new vehicles will be able to hold 14 passengers and will be ADA accessible. The vehicles are being purchased with Federal, State and Local funds.

Be on the look out!!

What will DuFAST do with the old buses? DuFAST will be selling the used buses. The authority will bid or auction off the vehicle

**Sunday Express to end...
Mark your calendar!**

**The Sunday Express will end
November 4th**





And the Survey Says....

Recently, DuFAST surveyed passengers regarding its service. Questions were asked that pertained to on-time performance, vehicle cleanliness, driver performance and other important service quality factors.

Of the 82 completed surveys, here's what we found out...

Driver was:

Courteous		Helpful		On-Time	
Yes	No	Yes	No	Yes	No
79	3	81	1	78	4

Cleanliness of Bus :

5- Exceptional	4	3	2	1- Disappointing
57	23	2		

Routes ride on:

Blue	Red	Green	Loop
66	36	37	25

Frequently ride the bus:

3-5x/wk	1-2x/wk	Once month	Other
49	17	4	12 (daily)

Age Range:

1-18 years	18-30 years	31-50 years	51-64 years	65+
0	6	19	27	30

Passengers have:

Cellphone		Texting		Visit website	
Yes	No	Yes	No	Yes	No
57	25	40	42	10	72

Gender:

Female	Male
54	6