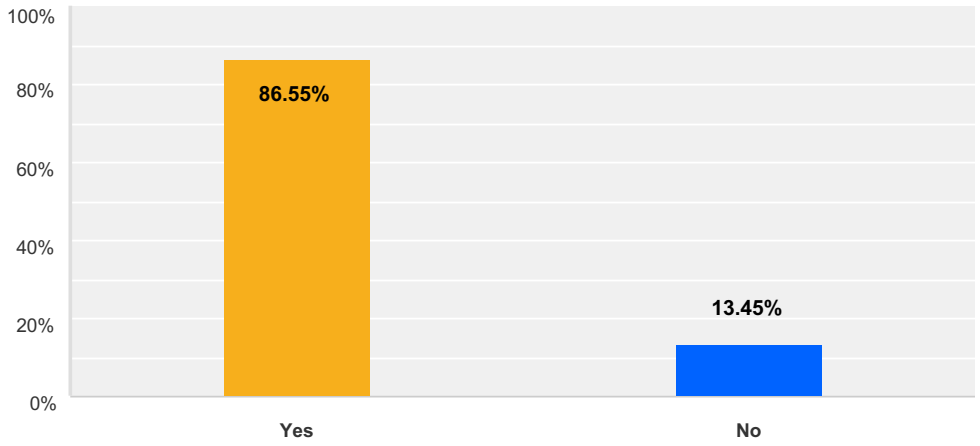
Q1 Are you a resident of Edmond

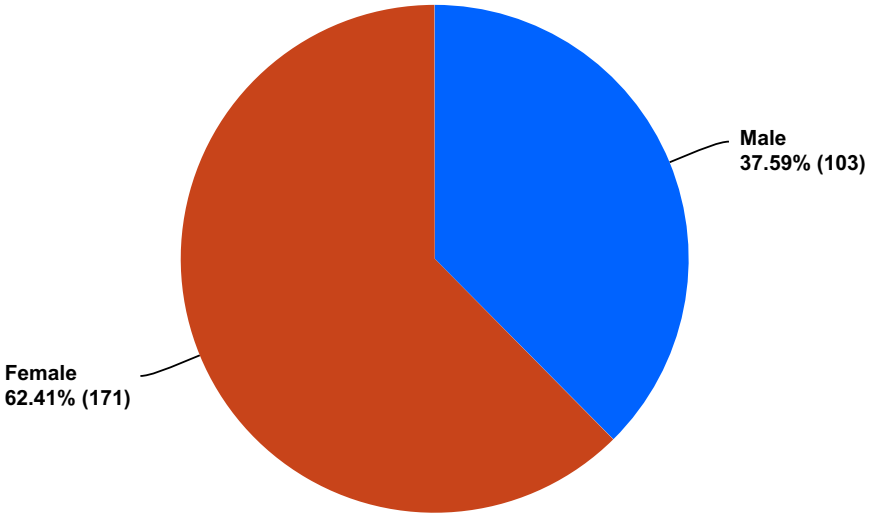
Answered: 275 Skipped: 0



Answer Choices	Responses	
Yes	86.55%	238
No	13.45%	37
Total		**275**

Q2 Are you male or female?

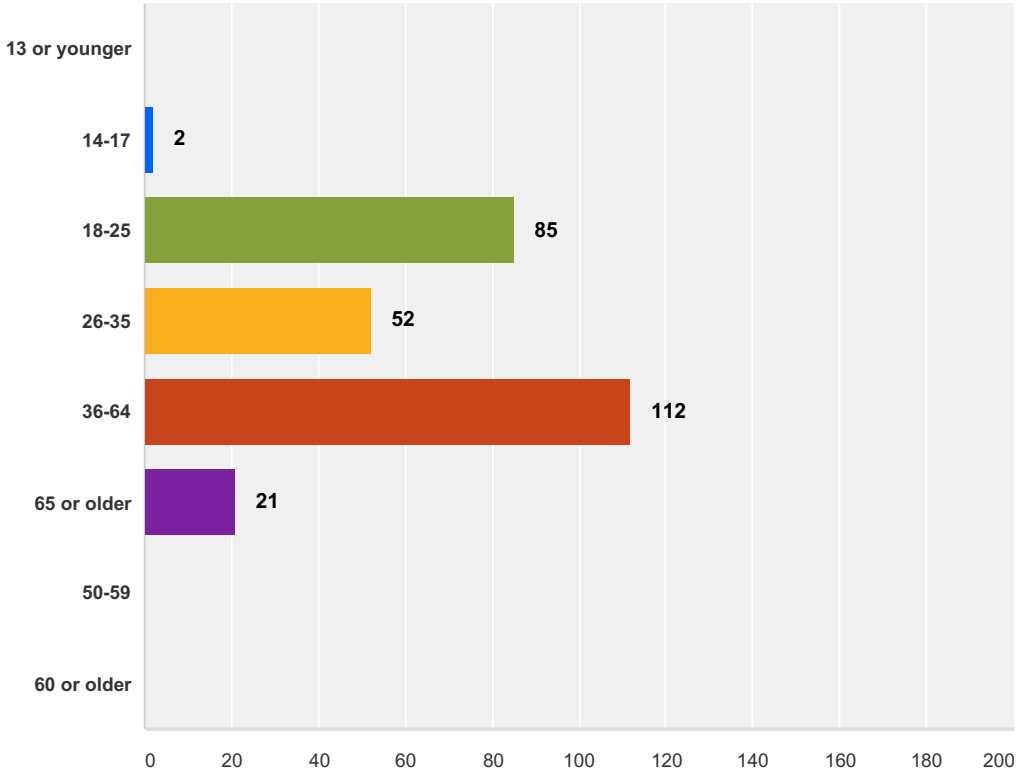
Answered: 274 Skipped: 1



Answer Choices	Responses	
Male	37.59%	103
Female	62.41%	171
Total		**274**

Q3 Which category below includes your age?

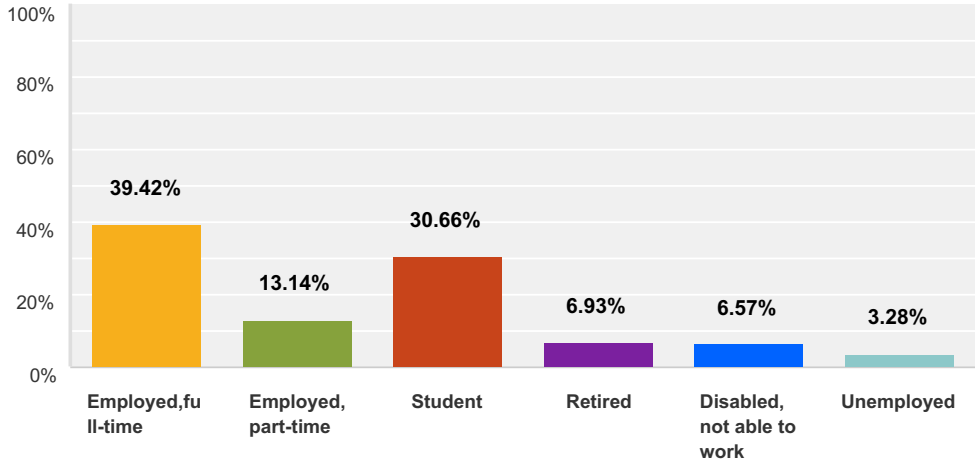
Answered: 272 Skipped: 3



Answer Choices	Responses	
13 or younger	**0.00%**	0
14-17	**0.74%**	2
18-25	**31.25%**	85
26-35	**19.12%**	52
36-64	**41.18%**	112
65 or older	**7.72%**	21
50-59	**0.00%**	0
60 or older	**0.00%**	0
Total		**272**

Q4 Which of the following categories best describes your employment status?

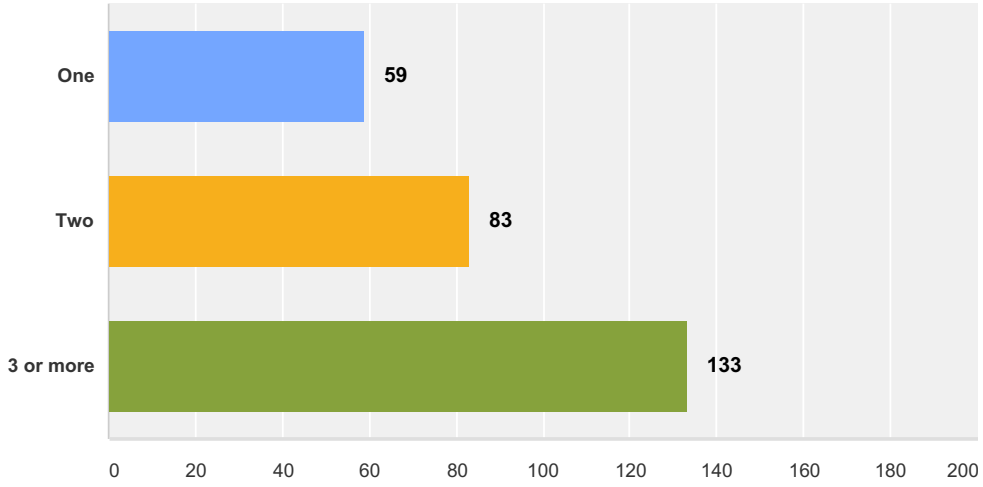
Answered: 274 Skipped: 1



Answer Choices	Responses	
Employed,full-time	**39.42%**	108
Employed, part-time	**13.14%**	36
Student	**30.66%**	84
Retired	**6.93%**	19
Disabled, not able to work	**6.57%**	18
Unemployed	**3.28%**	9
Total		**274**

Q5 How many people live in your household?

Answered: 273 Skipped: 2

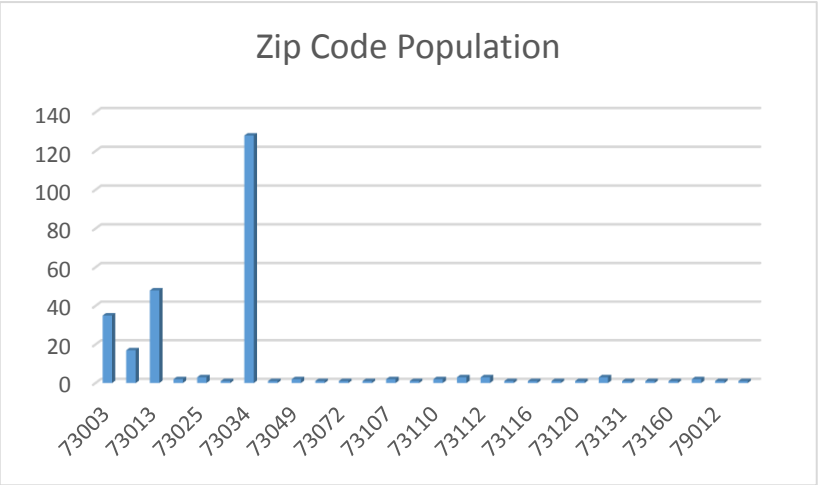


Answer Choices	Responses	
One	**21.61%**	59
Two	**30.40%**	83
3 or more	**48.72%**	133
Total Respondents: 273		

Q6 What zip code do you live in?

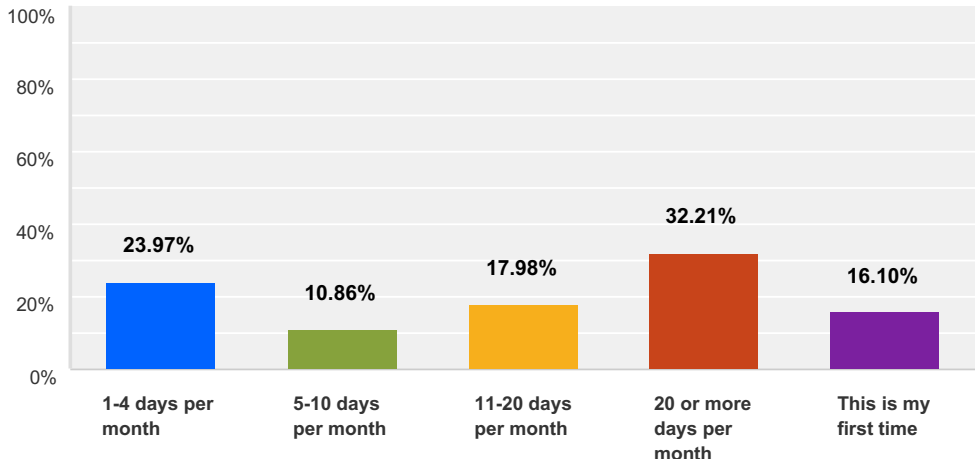
Answered: 265 Skipped: 10

Zip Code	Population
73003	35
73012	17
73013	48
73025	2
73025	3
73032	1
73034	128
73036	1
73049	2
73069	1
73072	1
73099	1
73107	2
73108	1
73110	2
73111	3
73112	3
73114	1
73116	1
73119	1
73120	1
73129	3
73131	1
73135	1
73160	1
73162	2
79012	1
783012	1
Total	265



Q7 How often do you ride Citylink?

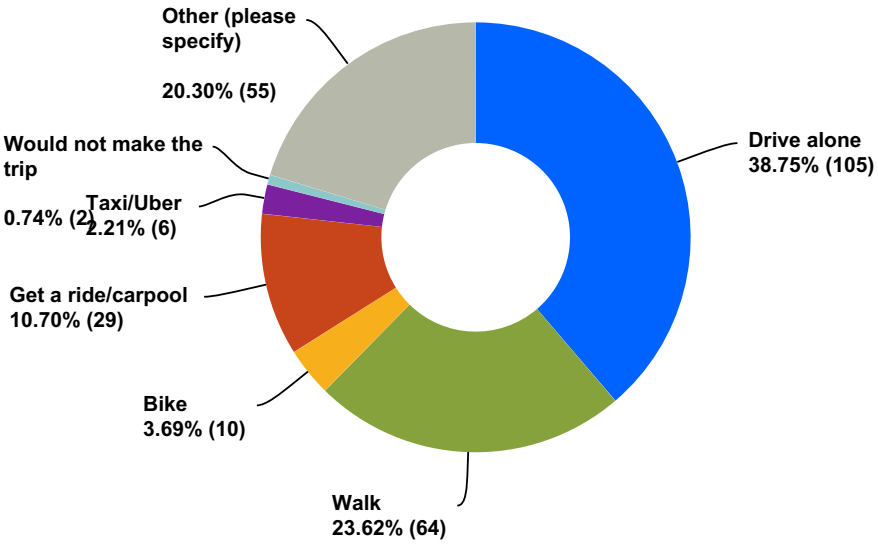
Answered: 267 Skipped: 8



Answer Choices	Responses	
1-4 days per month	23.97%	64
5-10 days per month	10.86%	29
11-20 days per month	17.98%	48
20 or more days per month	32.21%	86
This is my first time	16.10%	43
Total Respondents: 267		

Q8 On a typical weekday, what is your primary mode of transportation?

Answered: 271 Skipped: 4



Answer Choices	Responses	
Drive alone	**38.75%**	105
Walk	**23.62%**	64
Bike	**3.69%**	10
Get a ride/carpool	**10.70%**	29
Taxi/Uber	**2.21%**	6
Would not make the trip	**0.74%**	2
Other (please specify)	**20.30%**	55
Total		**271**

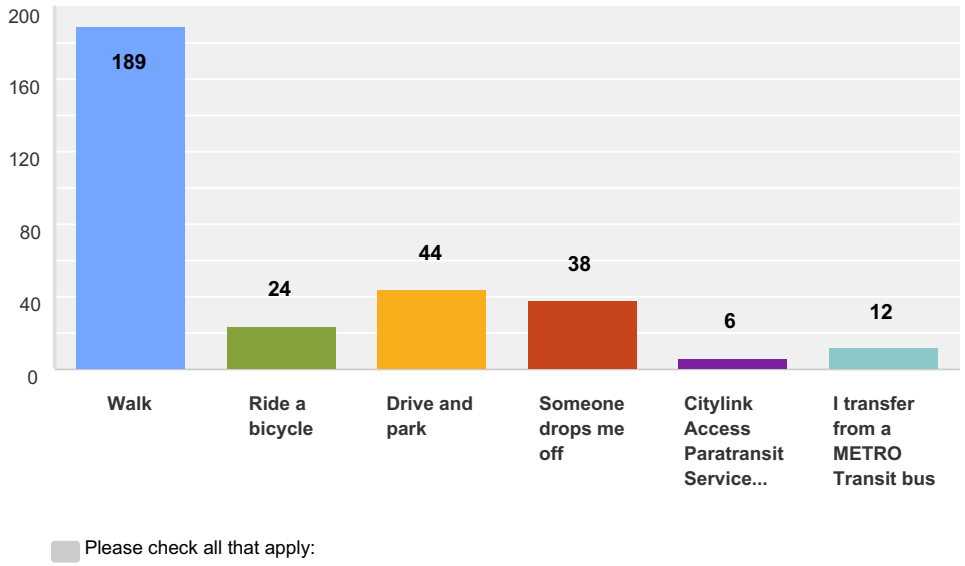
#	Other (please specify)	Date
1	Bus	10/7/2016 5:38 AM
2	Drive or take Citylink.	10/4/2016 1:53 PM
3	Citylink bus	9/28/2016 10:34 PM
4	Citylink	9/28/2016 2:27 PM
5	Scooter Electric	9/26/2016 11:22 AM
6	Citylink	9/26/2016 11:06 AM
7	Citylink	9/26/2016 10:44 AM
8	Citylink Bus	9/26/2016 10:41 AM
9	Edmond bus	9/21/2016 4:53 PM
10	Bus	9/21/2016 3:31 PM
11	Bus	9/21/2016 3:21 PM

12	depend on transit	9/21/2016 3:13 PM
13	Citylink	9/21/2016 3:06 PM
14	Citylink	9/21/2016 2:30 PM
15	savings	9/21/2016 2:22 PM
16	wife drives minivan	9/21/2016 2:20 PM
17	The Bus	9/21/2016 1:25 PM
18	Bus	9/21/2016 1:22 PM
19	Citylink	9/21/2016 1:00 PM
20	Bus	9/21/2016 12:54 PM
21	Citylink	9/21/2016 10:25 AM
22	Citylink	9/21/2016 10:14 AM
23	ride with sister in law	9/21/2016 10:11 AM
24	Citylink	9/21/2016 10:06 AM
25	Bus	9/21/2016 9:56 AM
26	Citilink	9/21/2016 9:53 AM
27	whicever is going to fit	9/21/2016 9:45 AM
28	Bus (Citylink)	9/21/2016 9:37 AM
29	Bus	9/21/2016 9:34 AM
30	Bus	9/21/2016 9:31 AM
31	primarily bus, carpool backup	9/21/2016 9:25 AM
32	Bus	9/21/2016 9:22 AM
33	Bus	9/21/2016 9:20 AM
34	taking Citylink	9/21/2016 2:27 AM
35	City link	9/20/2016 4:38 PM
36	bus	9/20/2016 11:57 AM
37	Citylink	9/20/2016 11:27 AM
38	Citylink	9/19/2016 5:16 PM
39	Citylink Bus	9/15/2016 4:28 PM
40	Citylink bus ride	9/15/2016 4:22 PM
41	use bus for work, no car	9/15/2016 3:19 PM
42	and use Citylink	9/15/2016 3:12 PM
43	you	9/15/2016 2:50 PM
44	Citylink	9/15/2016 2:41 PM
45	Citylink	9/15/2016 2:32 PM
46	Citylink Bus	9/15/2016 2:10 PM
47	Citylink	9/14/2016 6:56 AM
48	I would take the bus if a route existed near my neighborhood.	9/13/2016 6:54 PM
49	citylink	9/13/2016 2:44 PM
50	No money spent on any free buses ever	9/13/2016 10:36 AM
51	bus	9/13/2016 10:06 AM
52	Citylink	9/13/2016 10:00 AM

53	bus	9/11/2016 6:38 PM
54	Car - I don'tt live on the route. My son, who is blind, rides.	9/11/2016 1:14 PM
55	city bus	9/6/2016 2:25 PM

Q9 How do you typically get to the bus?

Answered: 249 Skipped: 26



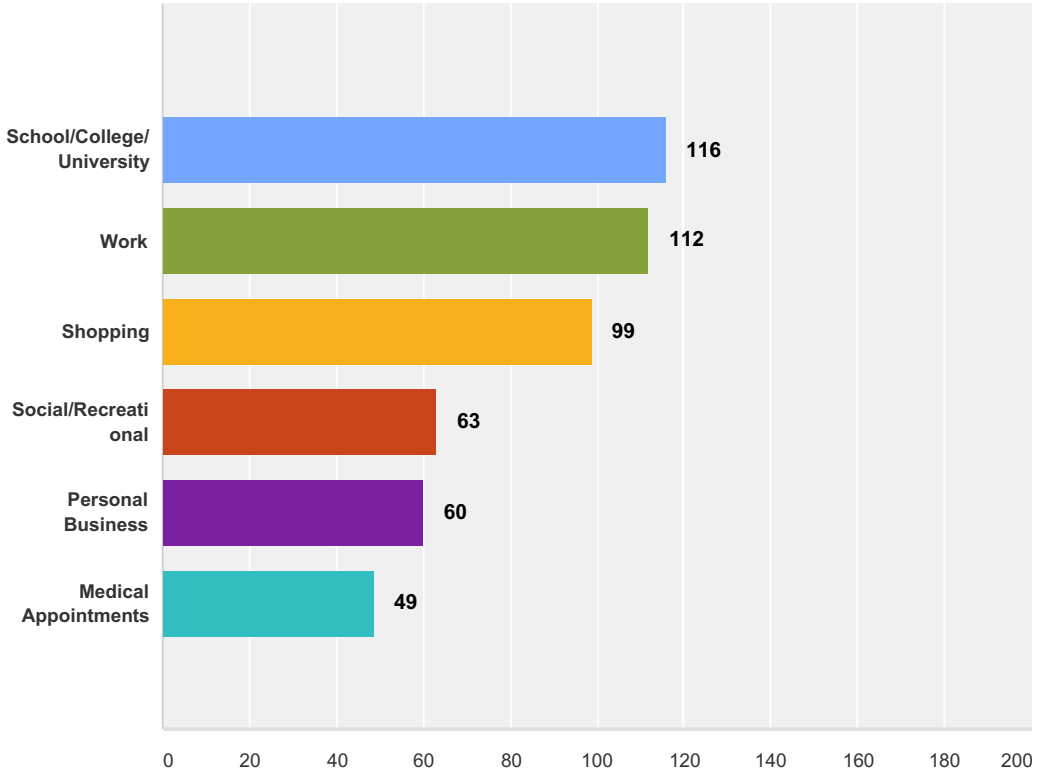
	Total Respondents
Walk	189
Ride a bicycle	24
Drive and park	44
Someone drops me off	38
Citylink Access Paratransit Service (CAPS)	6
I transfer from a METRO Transit bus	12

#	Other (please specify)	Date
1	Can't use the bus because it doesn't come up Covell Rd and Broadway.	9/21/2016 11:42 PM
2	n/a	9/21/2016 2:27 PM
3	Transfer from CART Bus (Norman)	9/21/2016 12:54 PM
4	Pickup Crest	9/21/2016 9:56 AM
5	I rarely ride the bus	9/20/2016 9:55 PM
6	I don't...	9/19/2016 8:27 PM
7	I don't	9/19/2016 7:31 PM
8	I drive. "Limited"	9/16/2016 5:24 AM
9	Kick Scooter	9/15/2016 4:28 PM
10	Don't use it	9/14/2016 1:13 PM
11	I would take the bus if a route existed near my neighborhood.	9/13/2016 6:54 PM

12	i don't ride the bus	9/13/2016 11:16 AM
13	No money spent on any free buses ever	9/13/2016 10:36 AM
14	I'd really like to take it...but I would have to drive to take it.	9/13/2016 10:21 AM

Q10 What is/are your destination(s) when using Citylink?

Answered: 248 Skipped: 27



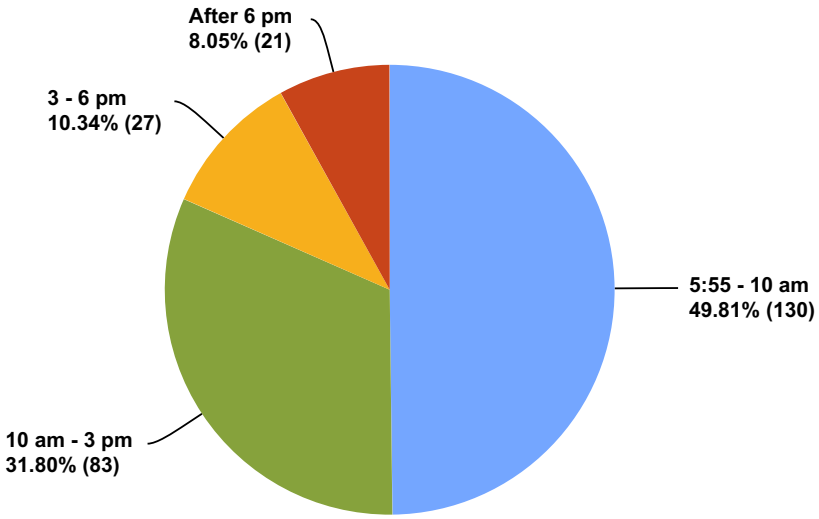
Please check all that apply:

	Total Respondents
School/College/University	116
Work	112
Shopping	99
Social/Recreational	63
Personal Business	60
Medical Appointments	49

#	Other (please specify)	Date
1	N/A	10/4/2016 1:02 AM
2	I live in Edmond half the month, and the other half I live in south OKC, so i use Citylink and Embark to get to and from, and also travel with bags of clothes back and forth.	9/30/2016 11:33 AM
3	Joy ride. Thank you for the stellar service! Been riding for 2 wonderful years! Keep up the good work!	9/26/2016 10:51 AM
4	Walk to home	9/26/2016 10:49 AM
5	Library	9/26/2016 10:44 AM
6	Library	9/21/2016 3:16 PM
7	n/a	9/21/2016 2:27 PM
8	library to study English	9/21/2016 2:22 PM
9	Art related show/entertainment	9/21/2016 12:54 PM
10	Home	9/21/2016 10:06 AM
11	Home	9/21/2016 9:56 AM
12	counseling/group(very important)	9/20/2016 11:22 AM
13	Work	9/19/2016 3:50 PM
14	V A Hospital	9/19/2016 10:39 AM
15	School	9/15/2016 3:42 PM
16	and home	9/15/2016 3:36 PM
17	use bus for everything	9/15/2016 3:16 PM
18	Home	9/15/2016 3:12 PM
19	Don't use it	9/14/2016 1:13 PM
20	In the next question I needed the option for more than one selection. Ride to work and home. I also wanted to select the time of 3-6pm	9/14/2016 6:56 AM
21	Love to go to Edmond!	9/14/2016 5:00 AM
22	I would use it for going to work, shopping, and personal business if a route existed near my neighborhood.	9/13/2016 6:54 PM
23	I dont use citylink	9/13/2016 12:19 PM
24	our hotel guests have various destinations	9/13/2016 11:16 AM
25	Recreational therapy for my wheelchair-bound brother...	9/13/2016 11:15 AM
26	No money spent on any free buses ever	9/13/2016 10:36 AM
27	Can't but would like to	9/13/2016 10:21 AM
28	Home after work	9/13/2016 9:56 AM
29	oklahoma city	9/11/2016 6:38 PM

Q11 What times of day would you be most likely to take the bus?

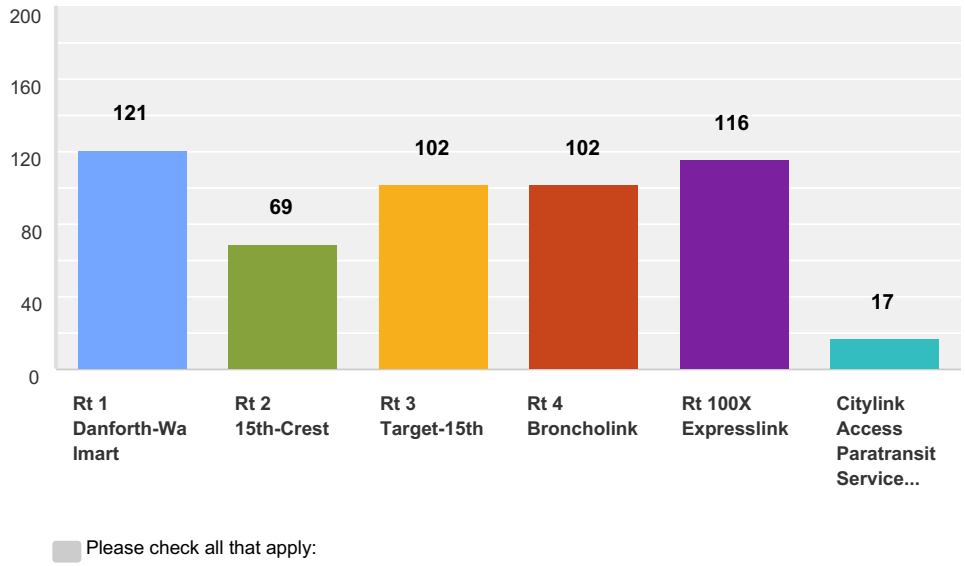
Answered: 261 Skipped: 14



Answer Choices	Responses	
5:55 - 10 am	**49.81%**	130
10 am - 3 pm	**31.80%**	83
3 - 6 pm	**10.34%**	27
After 6 pm	**8.05%**	21
Total		**261**

Q12 Which Citylink routes do you ride?

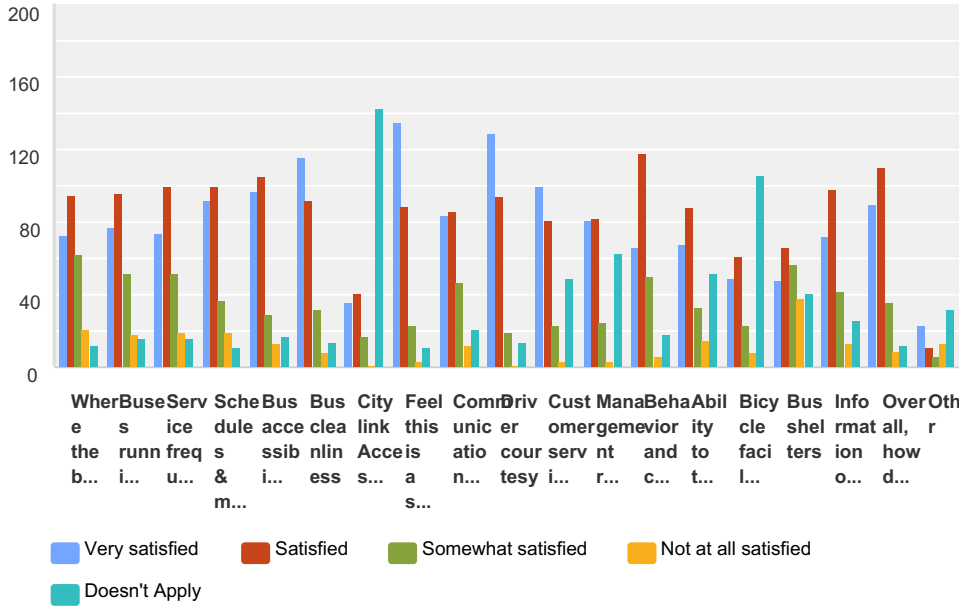
Answered: 250 Skipped: 25



	Total Respondents
Rt 1 Danforth-Walmart	121
Rt 2 15th-Crest	69
Rt 3 Target-15th	102
Rt 4 Broncholink	102
Rt 100X Expresslink	116
Citylink Access Paratransit Service (CAPS)	17

Q13 How do you rate the following aspects of Citylink service?

Answered: 262 Skipped: 13



	Very satisfied	Satisfied	Somewhat satisfied	Not at all satisfied	Doesn't Apply	Total Respondents
Where the buses go	**27.86%** 73	**36.26%** 95	**23.66%** 62	**8.02%** 21	**4.58%** 12	262
Buses running on time	**29.96%** 77	**37.35%** 96	**20.23%** 52	**7.00%** 18	**6.23%** 16	257
Service frequency (e.g. every 30 minutes)	**28.46%** 74	**38.46%** 100	**20.00%** 52	**7.31%** 19	**6.15%** 16	260
Schedules & maps easy to understand	**35.80%** 92	**38.91%** 100	**14.40%** 37	**7.39%** 19	**4.28%** 11	257
Bus accessibility	**37.60%** 97	**40.70%** 105	**11.24%** 29	**5.04%** 13	**6.59%** 17	258
Bus cleanliness	**44.62%** 116	**35.38%** 92	**12.31%** 32	**3.08%** 8	**5.38%** 14	260
Citylink Access Paratransit Service (CAPS)	**15.25%** 36	**17.37%** 41	**7.20%** 17	**0.42%** 1	**60.59%** 143	236
Feel this is a safe way to travel	**51.92%** 135	**34.23%** 89	**8.85%** 23	**1.15%** 3	**4.23%** 11	260
Communication of changes or detours	**33.60%** 84	**34.40%** 86	**18.80%** 47	**4.80%** 12	**8.40%** 21	250
Driver courtesy	**50.19%** 129	**36.58%** 94	**7.39%** 19	**0.39%** 1	**5.45%** 14	257
Customer service representatives courtesy	**39.53%** 100	**32.02%** 81	**9.09%** 23	**1.19%** 3	**19.37%** 49	253
Management response & courtesy	**31.89%** 81	**32.28%** 82	**9.84%** 25	**1.18%** 3	**24.80%** 63	254

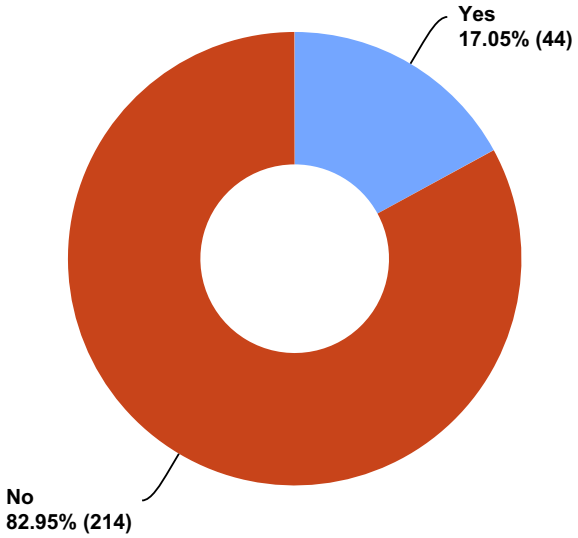
Behavior and courtesy of other passengers	**25.58%** 66	**45.74%** 118	**19.38%** 50	**2.33%** 6	**6.98%** 18	258
Ability to transfer to another bus	**26.56%** 68	**34.38%** 88	**12.89%** 33	**5.86%** 15	**20.31%** 52	256
Bicycle facilities	**19.84%** 49	**24.70%** 61	**9.31%** 23	**3.24%** 8	**42.91%** 106	247
Bus shelters	**19.28%** 48	**26.51%** 66	**22.89%** 57	**15.26%** 38	**16.47%** 41	249
Information on website	**29.03%** 72	**39.52%** 98	**16.94%** 42	**5.24%** 13	**10.48%** 26	248
Overall, how do you rate Citylink services?	**35.16%** 90	**42.97%** 110	**14.06%** 36	**3.52%** 9	**4.69%** 12	256
Other	**27.38%** 23	**13.10%** 11	**7.14%** 6	**15.48%** 13	**38.10%** 32	84

#	(please specify)	Date
1	Overall I am SO thankful for this service. I don't know what I would do without Citylink.	9/30/2016 11:33 AM
2	please come farther North than Danforth	9/25/2016 11:33 PM
3	Needs to come up to Covell and broadway	9/21/2016 11:42 PM
4	I am very thankful to live in a town that has such a great transit system.	9/21/2016 4:53 PM
5	great and free	9/21/2016 2:51 PM
6	You need to keep the drunks off the bus	9/21/2016 2:30 PM
7	Price/cost	9/21/2016 12:54 PM
8	The price is great!	9/21/2016 12:47 PM
9	price-free	9/21/2016 9:31 AM
10	needs a bus getting to 8th & Stiles at 9am or so, lv. at Edmond at 8-815	9/20/2016 11:57 AM
11	really like Herb, Ronnie and fairly new female blonde lady with colorful sunglasses as drivers! They are excellent!	9/20/2016 11:27 AM
12	More bus routes	9/20/2016 9:30 AM
13	Needs to come all the way to Memorial on Bryant or at least to 33 rd Street	9/19/2016 8:24 PM
14	How late the busses run	9/19/2016 5:59 PM
15	Free	9/19/2016 5:41 PM
16	I hope citylink runs more longer than now.	9/19/2016 4:51 PM
17	Please think about providing access to Lake Arcadia. We have a boathouse at the first entrance that a lot of international students would like to use, but the busses dont go that far.	9/19/2016 3:12 PM
18	run at night - weekends	9/15/2016 3:19 PM
19	Please, please, please add later service! Would love ot be able to use the bus to run errands after work.	9/15/2016 2:58 PM
20	Wish bus was more frequent and ran till 9pm	9/15/2016 2:35 PM
21	When we have used the citylink, the AC wasn't working on the commute from downtown Oklahoma City to Edmond. It was over 100 degrees. Was there not another bus? The bus stops are also not marked very well. A bench with citylink ad or a sign that says bus stop would help.	9/13/2016 10:49 PM
22	Number/Extent of routes	9/13/2016 8:26 PM
23	a route anywhere near my neighborhood that doesn't involve tramping through a field (private property even!)	9/13/2016 6:54 PM
24	The 1100 series busses are gawd-awful! Extremely bad shocks, very noisy wheelchair ramp, uncomfortable seats. Hope you replace them with the smaller 1950 series busses and use the purchasing agent who bought them for Taser practice!	9/13/2016 3:23 PM

25	would like the 100X Expresslink to go further north, i.e. exit at 23rd street and take Broadway to 13th street, then south on Hudson into downtown	9/13/2016 1:55 PM
26	Would like a pickup area further west, Penn or Western?	9/13/2016 12:42 PM
27	I wish that you had more route maybe that go to I 35 shopping and hospital areas as well as Saturday service for route 3 since I do a lot of business on Saturday.	9/13/2016 12:16 PM
28	Bus comfort	9/13/2016 11:15 AM
29	Available routes	9/13/2016 10:37 AM
30	No money spent on any free buses ever	9/13/2016 10:36 AM
31	100x never on time	9/13/2016 10:06 AM
32	We need shocks on the big buses; the ride is horrible	9/13/2016 10:00 AM
33	no rounds after 6pm and on weekends	9/11/2016 6:38 PM

Q14 Have you utilized the bicycle racks on the buses?

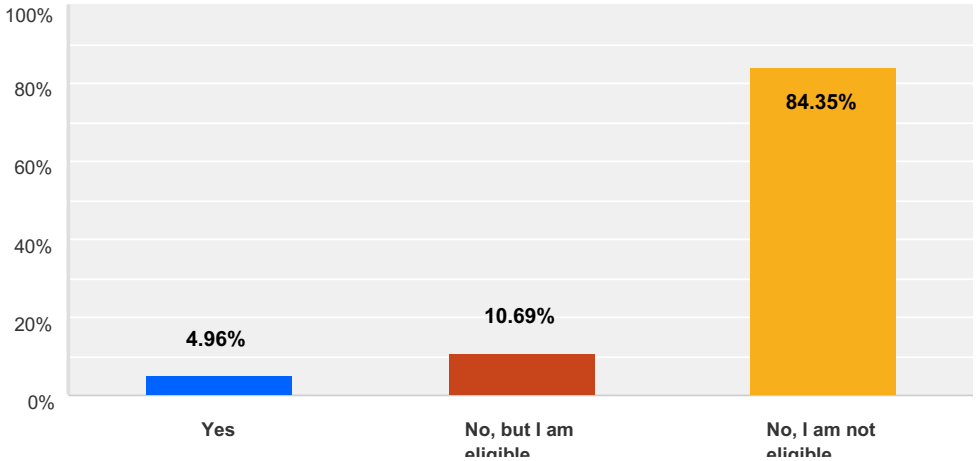
Answered: 258 Skipped: 17



Answer Choices	Responses	
Yes	17.05%	44
No	82.95%	214
Total		**258**

Q15 Have you utilized the Citylink Access Paratransit Service (CAPS) which is for Edmond residents with functional disabilities?

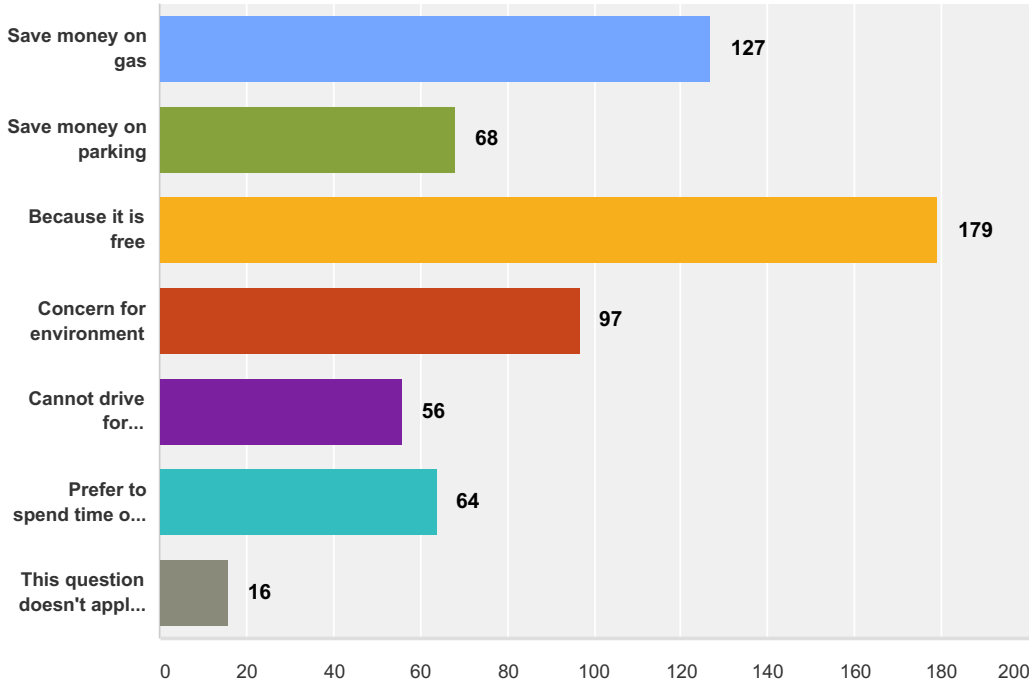
Answered: 262 Skipped: 13



Answer Choices	Responses	
Yes	**4.96%**	13
No, but I am eligible.	**10.69%**	28
No, I am not eligible.	**84.35%**	221
Total		**262**

Q16 Which of the following best describes the reason(s) that you use Citylink?

Answered: 245 Skipped: 30



(Choose all that apply)

	Total Respondents
Save money on gas	127
Save money on parking	68
Because it is free	179
Concern for environment	97
Cannot drive for legal/health reasons	56
Prefer to spend time on activities other than driving	64
This question doesn't apply to me/Do not ride transit	16

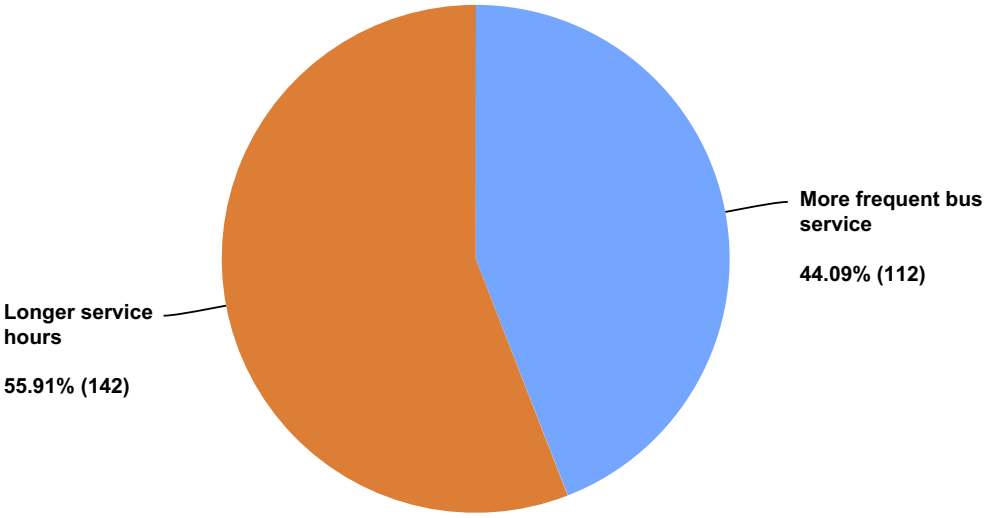
#	Other reasons (please specify)	Date
1	I dont have a car, city link is the only means of trnsportation, that i have and use daily	10/1/2016 12:02 PM
2	Have no car.	9/30/2016 11:33 AM
3	I'm not driving my car because I'm not use to it.	9/28/2016 10:34 PM
4	I do not have a car of my own	9/26/2016 11:06 AM

5	I don't have a car and my house is little bit far from UCO by walk.	9/26/2016 10:47 AM
6	I do not have a car	9/26/2016 10:41 AM
7	I meet my wife who works downtown and do not want to have two vehicles to drive home.	9/22/2016 9:59 AM
8	And I don't have drive.	9/21/2016 3:29 PM
9	Gets me to where I will not ride my bike.	9/21/2016 3:26 PM
10	No car, driver license	9/21/2016 3:06 PM
11	My car gets used	9/21/2016 2:46 PM
12	I do not have a car	9/21/2016 2:17 PM
13	doesn't have a car	9/21/2016 1:51 PM
14	to get to school	9/21/2016 12:54 PM
15	Don't want to fight traffic or parking hassles	9/21/2016 12:47 PM
16	I have no problems with service	9/21/2016 9:28 AM
17	No cash	9/21/2016 9:22 AM
18	save money on car insurance expenses (bus is bumpy for writing)	9/20/2016 11:57 AM
19	I just want to say its a blessing its free and thank you	9/20/2016 11:22 AM
20	Have the hopes that the metro area evolves into a true metropolitan district, and provide simple but efficient public transportation.	9/19/2016 11:57 PM
21	It's the best way to get around Edmond without having to lose my hard-to-get parking spot at UCO.	9/19/2016 7:24 PM
22	My vehicle broke Down so I've been using it for a month while car is in and out of the shop with recurring problems.	9/19/2016 6:41 PM
23	I don't have a car.	9/19/2016 5:59 PM
24	I don't have a car	9/19/2016 5:16 PM
25	car sometimes not available	9/19/2016 4:17 PM
26	Saves me the trouble of having to find a parking space at the university.	9/19/2016 3:08 PM
27	I don't have a ride	9/19/2016 3:02 PM
28	Do not own a car	9/19/2016 2:46 PM
29	I do not have -and at the time cannot afford - a car of my own.	9/19/2016 2:38 PM
30	Don't drive to far from home	9/16/2016 5:24 AM
31	Convenience	9/15/2016 4:28 PM
32	no car	9/15/2016 4:25 PM
33	I'm a student at UCO and I cannot drive because I'm afraid	9/15/2016 4:22 PM
34	no means of transportation	9/15/2016 4:11 PM
35	Because I do not have a car.	9/15/2016 4:01 PM
36	I don't have a car	9/15/2016 3:36 PM
37	It is my only choice for getting to work.	9/15/2016 3:24 PM
38	depend on for work	9/15/2016 3:19 PM
39	Cannot afford insurance and upkeep on a car with my low income	9/15/2016 2:50 PM
40	I don't have car	9/15/2016 2:23 PM
41	Don't use it	9/14/2016 1:13 PM
42	Edmond is a long drive. Wouldn't be able to go there without Citylink.	9/14/2016 5:00 AM
43	Single car family	9/13/2016 10:49 PM
44	Better for health to walk more	9/13/2016 8:26 PM

45	I checked the reasons I WOULD have for riding the bus if riding the bus were an option for me.	9/13/2016 6:54 PM
46	I don't have a car	9/13/2016 4:35 PM
47	my elderly parents cannot drive anymore. but the problem is the bus routes are very limited. they cannot take the bus unless I drop them off at one of the bus stops and then pick them up again at one of the other bus stops on this Citylink. After a while, it becomes boring because it's the same limited routes. they are not at liberty to take the bus whenever they want to because there is no bus stop within walking distance. They have to wait for me to be free to drop them off at Walmart and pick them up later at another stop.	9/13/2016 2:28 PM
48	Unavailability of private transportation.	9/13/2016 2:17 PM
49	I have made some good friends riding the bus.	9/13/2016 1:55 PM
50	I would like to request a stop closer to Memorial and Bryant. Oklahoma Christian is close by and they would be able to utilize the service as well as many neighborhoods in that area.	9/13/2016 12:41 PM
51	Our hotel guests would need to use citylink likely for all of the above reasons.	9/13/2016 11:16 AM
52	The bus provides a wonderful opportunity for recreational therapy for my brother who is disabled and wheelchair-bound...	9/13/2016 11:15 AM
53	No money spent on any free buses ever	9/13/2016 10:36 AM
54	I'd love to, just isn't practical	9/13/2016 10:21 AM
55	I have no car.	9/13/2016 9:58 AM
56	I have a 1 car household, so I don't have many other options at this time.	9/13/2016 9:29 AM
57	Easy to get around since I live close to UCO	9/12/2016 8:59 PM
58	use it when car is in shop	9/12/2016 12:37 PM
59	I do not always have the car.	9/12/2016 11:57 AM
60	I do not have a car.	9/11/2016 6:38 PM
61	I do not own a car.	9/10/2016 9:10 AM

Q17 Which would you prefer?

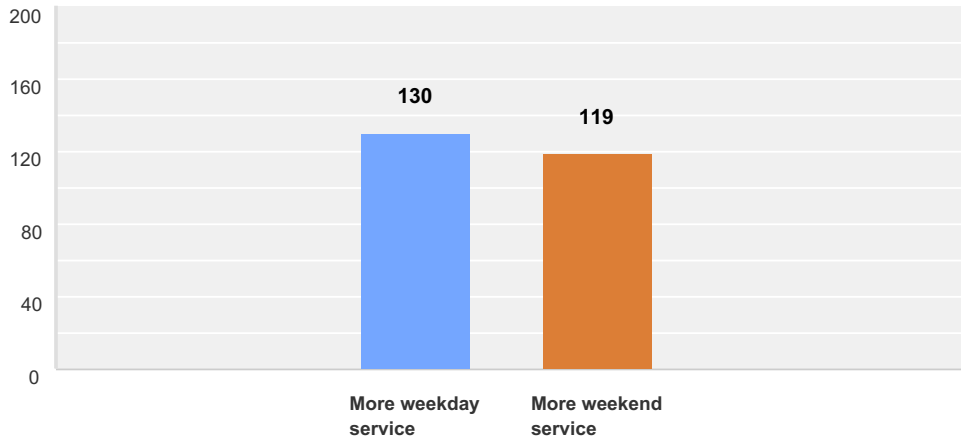
Answered: 254 Skipped: 21



Answer Choices	Responses	
More frequent bus service	44.09%	112
Longer service hours	55.91%	142
Total		**254**

Q18 Which would you prefer?

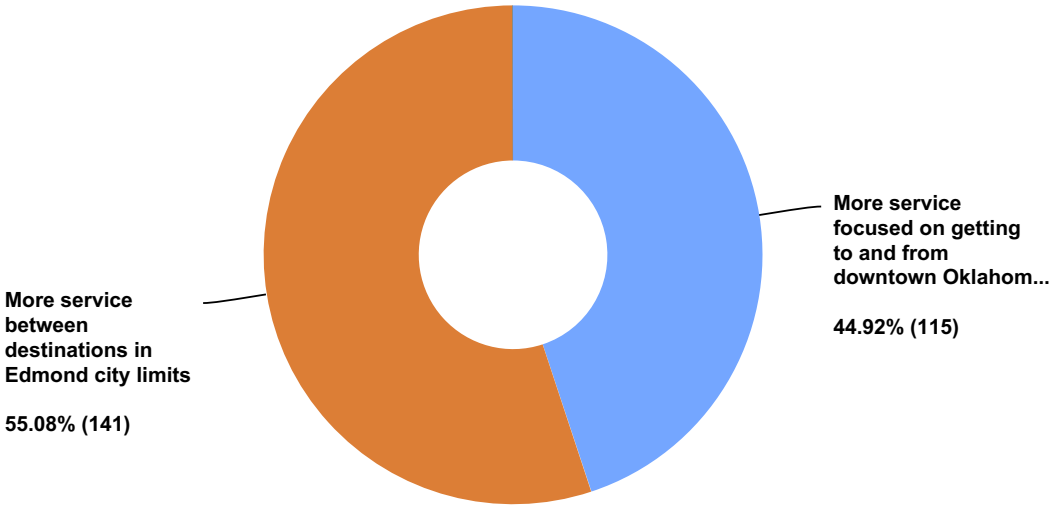
Answered: 249 Skipped: 26



Answer Choices	Responses	
More weekday service	**52.21%**	130
More weekend service	**47.79%**	119
Total		**249**

Q19 Which would you prefer?

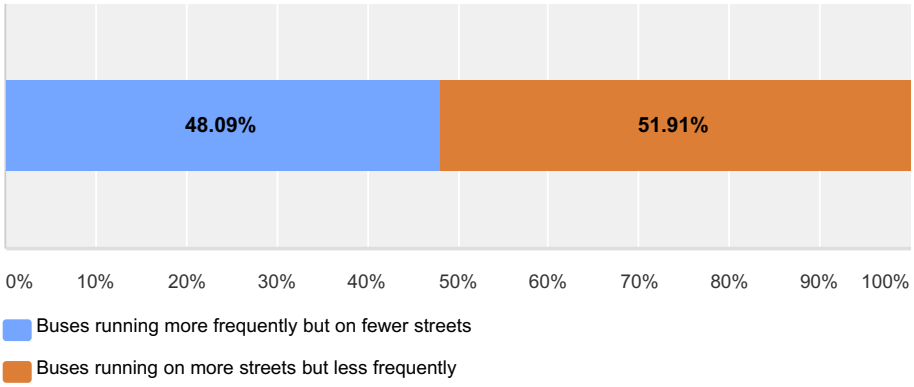
Answered: 256 Skipped: 19



Answer Choices	Responses	
More service focused on getting to and from downtown Oklahoma City	**44.92%**	115
More service between destinations in Edmond city limits	**55.08%**	141
Total		**256**

Q20 Which would you prefer?

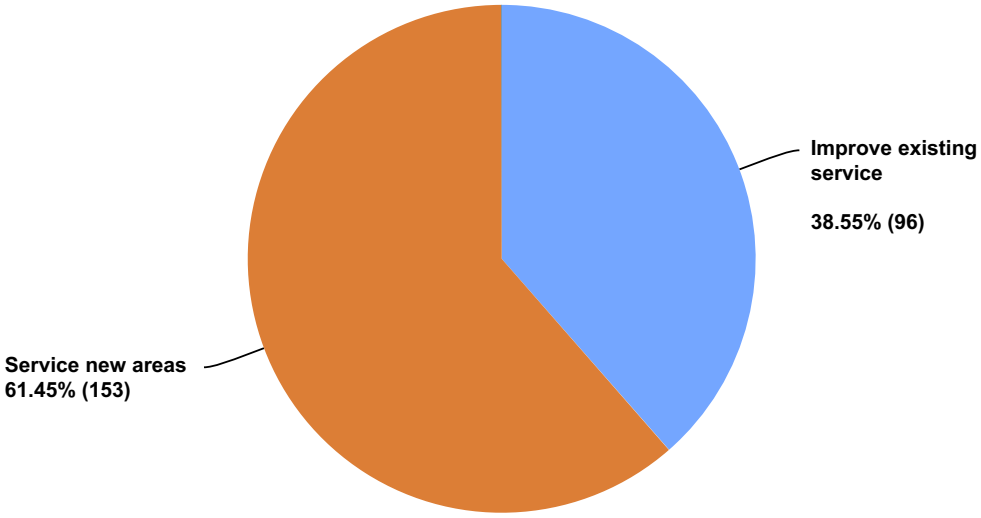
Answered: 235 Skipped: 40



Answer Choices	Responses	
Buses running more frequently but on fewer streets	**48.09%**	113
Buses running on more streets but less frequently	**51.91%**	122
Total		**235**

Q21 Which would you prefer?

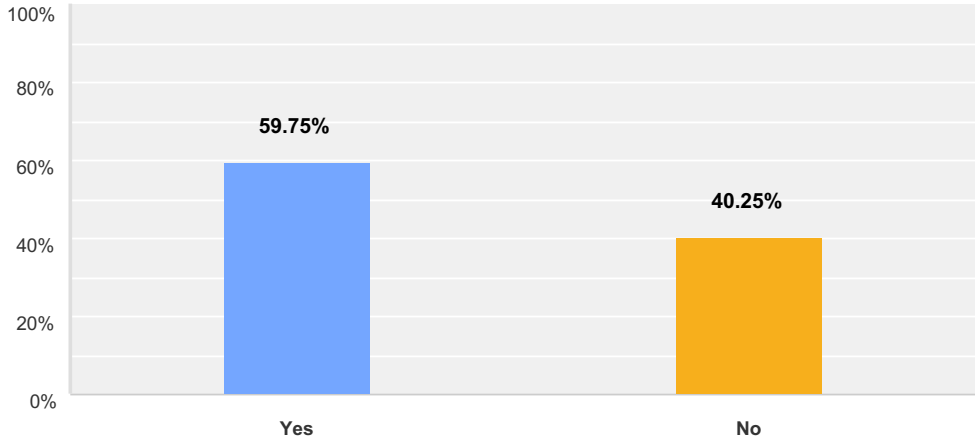
Answered: 249 Skipped: 26



Answer Choices	Responses	
Improve existing service	38.55%	96
Service new areas	61.45%	153
Total		**249**

Q22 Would you pay for more general service?

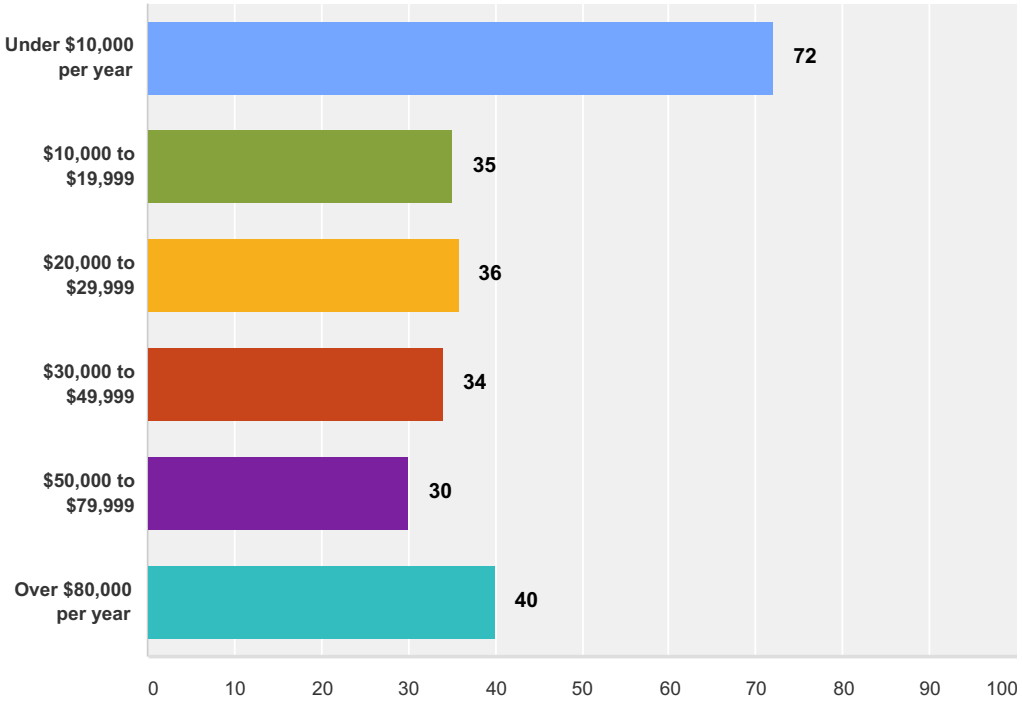
Answered: 241 Skipped: 34



Answer Choices	Responses	
Yes	**59.75%**	144
No	**40.25%**	97
Total		**241**

Q23 What is your annual household income?

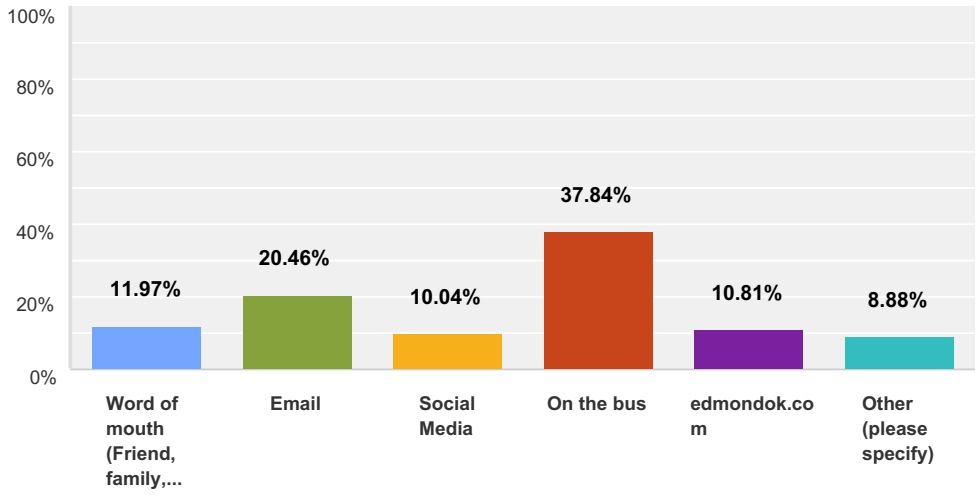
Answered: 247 Skipped: 28



Answer Choices	Responses	
Under $10,000 per year	**29.15%**	72
$10,000 to $19,999	**14.17%**	35
$20,000 to $29,999	**14.57%**	36
$30,000 to $49,999	**13.77%**	34
$50,000 to $79,999	**12.15%**	30
Over $80,000 per year	**16.19%**	40
Total		**247**

Q24 How did you hear about the survey?

Answered: 259 Skipped: 16



Answer Choices	Responses	
Word of mouth (Friend, family, colleague, fellow bus rider, etc.)	**11.97%**	31
Email	**20.46%**	53
Social Media	**10.04%**	26
On the bus	**37.84%**	98
edmondok.com	**10.81%**	28
Other (please specify)	**8.88%**	23
Total		**259**

#	Other (please specify)	Date
1	Newspaper story.	10/4/2016 1:53 PM
2	nagesh chopra	10/1/2016 7:31 PM
3	Bus Driver	9/26/2016 10:41 AM
4	uco	9/21/2016 6:10 PM
5	Dr's prescription on wheelchair	9/21/2016 3:13 PM
6	Driver	9/21/2016 10:06 AM
7	UCO	9/20/2016 12:41 PM
8	UCO email	9/19/2016 8:24 PM
9	UCO email	9/19/2016 5:48 PM
10	UCO	9/19/2016 3:17 PM
11	OU hospital staff	9/16/2016 5:24 AM
12	Cristy Bus Driver	9/15/2016 3:19 PM
13	Presentation by Nagesh Chopra	9/14/2016 7:55 PM
14	Channel 5 koco	9/14/2016 5:00 AM

15	Nextdoor.com	9/13/2016 10:49 PM
16	NextDoor	9/13/2016 8:26 PM
17	Neighborhood website	9/13/2016 2:38 PM
18	edmond cvb	9/13/2016 11:16 AM
19	All of the above, plus traditional media and observation... :)	9/13/2016 11:15 AM
20	Edmond active	9/13/2016 11:02 AM
21	No money spent on any free buses ever	9/13/2016 10:36 AM
22	okc newspaper	9/12/2016 12:37 PM
23	Newspaper	9/11/2016 1:14 PM

Q25 Additional comments or suggestions to improve Citylink service:

Answered: 106 Skipped: 169

#	Responses	Date
1	I'm an international student, I have no car so that the bus is very important for me. I truly hope It can be improved in the best way.	10/6/2016 12:17 PM
2	It would be nice if the 100x left the Festival Marketplace a little earlier than 7:15am in order to get downtown before 8am so we could get to work by 8am.	10/5/2016 4:41 PM
3	I truly appreciate the Citylink Expresslink service to and from Downtown Oklahoma City. If I could ask that one thing change, it would be to alter the departure of the 7:15 a.m. bus to have it arrive in the heart of Downtown Oklahoma City prior to 8:00. The current schedule does not take into account any delays and still allow a rider to be in their office by 8:00. Yes, I realize two buses depart earlier, but I believe the 7:15 could be shifted up slightly to allow it to meet the needs of a greater number of riders. Again, thank you for this service.	10/4/2016 1:53 PM
4	intead of more buses running the same route, it should be more more buses running new route and new service areas,in edmond and between edmond and oklahoma city	10/1/2016 12:02 PM
5	100X being more frequent or staying at the Embark Transit Center for a few minutes longer or possibly somehow being more convenient with their bus times ? I seem to miss 100X by mere minutes , which causes me to wait for the next bus time(which I still gladly do, very thankful for this service no matter what).	9/30/2016 11:33 AM
6	It is a great service, I really appreciate that. I do have some suggestion and request. I take 100X bus and then route 3 or 1 bus to UCO. So each morning it is very good if route 1,2, and 3 buses can wait at the festival market place until the 100X returns from Oklahoma City. because there are a lot of people need connecting buses come in 100X bus and 100X bus sometimes late. So if the other buses can always wait until 100X comes, that would be awesome. One driver told that the buses are cleaning once a week and he has seen people peeing on seats. That is not appropriate even if its a "free" bus. So if possible try to avoid them. If you can make a "bus app" or real-time tracking website. So that people can track the bus and be at the bus stop when ever it comes. thank you	9/28/2016 10:34 PM
7	Need a bus that will go to I-35 or longer bus hours	9/28/2016 2:30 PM
8	Service to or between 2nd and Santa Fe	9/26/2016 11:22 AM
9	Would like to go to Walmart by highway and 33rd St.	9/26/2016 11:19 AM
10	I love taking Citylink! Drivers are friendly and its one of the most convenient ways of getting around.	9/26/2016 11:13 AM
11	Thank you!	9/26/2016 11:04 AM
12	Please be on time and be frequency.	9/26/2016 10:47 AM
13	This is awesome service! Great people!! Thank you for all you do! There needs to be a route on Kelly and 2nd street, Santa Fe. It would be nice to see Crest and Walmart on Santa Fe become a route of their own for the West Edmond riders not have to go into town just to go back to Walmart and Crest on Santa Fe. Thanks.	9/26/2016 10:41 AM
14	Come up to Broadway and Covell	9/21/2016 11:42 PM
15	I've had a good experience and would benefit from extended weekday hours to and from downtown, but otherwise satisfied.	9/21/2016 3:35 PM
16	It should be available till 7pm.	9/21/2016 3:29 PM
17	More stops by Social Security office, a bus to the zoo would be nice, from there you can take bus #22 to downtown OKC	9/21/2016 3:26 PM
18	I live in bus wasteland that exists north of the EMBARK routes, and south of the Citylink routes. I have no options to get anywhere on the bus, hence, I drive. I can't believe I work 5 miles from the house, and still have to drive since there are no public transit options.	9/21/2016 3:19 PM
19	going to 33rd street and Danforth and Western area.	9/21/2016 3:13 PM
20	Saturday and Sunday services, morning for Target line. Don't make designated stops. Continue to pick us up where we stand.	9/21/2016 3:09 PM
21	Please consider longer bus hours!:)	9/21/2016 3:00 PM

22	Great service, would pay for longer hours!	9/21/2016 2:51 PM
23	I like this service very much. Thank you for this generosity.	9/21/2016 2:40 PM
24	Start charging a ridership fee, I am tax paying homeowner of Edmond that would like to see you start charging a fee to go for Edmond to downtown OKC and back, just like the Sooner Express does from Norman.	9/21/2016 2:30 PM
25	Thanks!	9/21/2016 2:22 PM
26	Adding routes to tourist and significant places.	9/21/2016 1:51 PM
27	Buses are usually 10 min. late in morning times. Charlotte Farall is an outstanding employee! She goes wave and beyond compared to other employees, the definition of great customer service.	9/21/2016 1:48 PM
28	There should be a route for 33rd & Broadway	9/21/2016 1:43 PM
29	Extend to weekends and more areas.	9/21/2016 1:38 PM
30	I would like the bus t go by apartments Crown Ridge Street. I wouldn't have to walk down that long street all the time with lots of groceries.	9/21/2016 1:25 PM
31	Work with EMBARK to coordinate bus schedules (for those who use the transit center downtown OKC)	9/21/2016 1:19 PM
32	A bus to Norman, Id like to stay in Edmond later but I have to catch Express link @4:30 to catch Norman	9/21/2016 12:54 PM
33	I appreciate you guys, thanks!	9/21/2016 12:47 PM
34	AC working on buses in summer. Wi-Fi working on buses that are equipped. Give driver discretion to refuse disruptive or unhygienic passengers	9/21/2016 10:18 AM
35	bus runs on weekdays same on weekend...	9/21/2016 10:11 AM
36	Driver on Crest Bus	9/21/2016 10:03 AM
37	Always video for safety	9/21/2016 9:59 AM
38	Thank you for helping Edmond be a great place to grow!	9/21/2016 9:53 AM
39	going beyond 33rd street and going towards Western and Danforth	9/21/2016 9:45 AM
40	go to the high schools more	9/21/2016 9:37 AM
41	I like it the way it is. Thanks!	9/21/2016 9:31 AM
42	Thank you and I really enjoy the bus drivers great people always nice!!	9/21/2016 9:28 AM
43	Going to Okc in the morning is fine. Mostly business people. But coming back is sometimes a little scary. There are homeless amd mentally ill people riding in to Edmond and being dropped off there to create problems. I had one guy try to get in my car with me. It was very frightening. After talking to several people, we believe it would be smarter for the city to charge for the Okc route. This would eliminate the problem if those people had to pay. It would save on police having to deal with the issues and be alot safer for the people in Downtown Edmond where they seem to be gathering.	9/20/2016 9:04 PM
44	I began riding the CityLink this summer and have been impressed with the service. The drivers I've had have been very courteous and helpful. The buses have been very well-maintained. I've felt safe with my daughter on the bus.	9/20/2016 12:41 PM
45	More frequent rides on main streets!	9/20/2016 12:04 PM
46	maybe up and down Broadway & back and forth on Edmond Rd. Don't buy any more buses like 1154 or 1153, maintain the Wi-Fi on 100X buses	9/20/2016 11:57 AM
47	Love the free service, easy on the wallet!	9/20/2016 11:27 AM
48	seat protectants and clean seats daily	9/20/2016 11:22 AM
49	Expand more routes in East Edmond, like go out to I35	9/20/2016 9:30 AM
50	Information regarding bus STOPS can never be too explicit, please provide that information everywhere, with an accuracy of latitude/longitude!	9/19/2016 11:57 PM
51	N/a	9/19/2016 5:59 PM
52	I just want the busses to run later. I can't get everything done by 5 when the busses stop.	9/19/2016 5:59 PM
53	24 hr bus service should be implemented	9/19/2016 5:41 PM
54	I think the Broncho link should have extended hours and it should run on weekends	9/19/2016 5:16 PM

55	Bus rides make me feel like a bird soaring through the sky of opportunity and freedom. I live to ride and ride to live. As long as I live, the bus will live on in me.	9/19/2016 5:12 PM
56	Overall i do like the bus service that Edmond provides. I do have some concerns. There are times when other passengers display disruptive behavior. however this is few and far between. I have had an overall great experience. I hope they expand the Oklahoma City bus services to weekends so we all have more access to events in downtown Oklahoma city.	9/19/2016 3:21 PM
57	The service is very good but i wish it would be till 9 pm	9/19/2016 3:12 PM
58	The drivers are very nice and professional. The buses are very nice.	9/19/2016 3:08 PM
59	Definitely more routes that go all around edmond. More hours would be very nice. More service areas and extended hours	9/19/2016 3:02 PM
60	Buses should run at least untill 12:00 AM. Should provide more time instade of one bus every 30 min, use 2 buses every 15 min. Have an updated the current location of the bus "phoen application" Make a real bus stop that is shadow area. If that provided at least there will be 35% more people using the citylink. And I'll sell my car.	9/19/2016 3:02 PM
61	It would be beneficial to have more routes after 5:30. The Driver's route was about to end and mine was the last stop on a usual route but because of its end, I had to get the closest I could get and walk home in the downpour rain.	9/19/2016 2:53 PM
62	I like it!	9/19/2016 10:39 AM
63	There is not bus service near / around Oklahoma Christian University. I hardly get to utilize this and I want to utilize it.	9/17/2016 6:06 PM
64	More convenient locations that are marked. Don't like to randomly wave a bus down	9/16/2016 5:24 AM
65	I love the bus because it serves so many people that don't have other options.	9/15/2016 4:28 PM
66	Citylink is awesome and I really like it because I cannot drive. I usually take 100X and then Route 3 UCO. Sometimes 100X is late and Route 3 has already departed. If you can please hold each bus till 100X comesfrom OKC to Market Place everytime that would be awesome. I prefer if there are more 100X buses. If you can please make a "bus app" live tracking system to track the bus on time. So people can track the bus and come to the stop.	9/15/2016 4:22 PM
67	Excellent service	9/15/2016 4:11 PM
68	Please the bus should work on weekends few times. pls.	9/15/2016 4:01 PM
69	none	9/15/2016 3:36 PM
70	Its great	9/15/2016 3:32 PM
71	More bike space is needed badly!	9/15/2016 3:24 PM
72	Run later hours	9/15/2016 3:19 PM
73	Later hours would be good for people who work later hours at least 12:00 midnight	9/15/2016 3:16 PM
74	Some drivers drive too fast, and sometimes can't stop for someone who's been waiting. Sometimes pully string won't work.	9/15/2016 3:12 PM
75	I think this is the best thing for Edmond.	9/15/2016 2:53 PM
76	Christy, Ronnie, Herb and Sam are reasons I love Citylink so much! Thank you to all for your kindness! :)	9/15/2016 2:50 PM
77	It's great!	9/15/2016 2:29 PM
78	Citylink is a very useful service	9/15/2016 2:17 PM
79	Don't use it	9/14/2016 1:13 PM
80	get rid of it, no one hardly rides it big waste of tax payer money	9/13/2016 9:41 PM
81	I often see people trudging along the edge of a field, which is private property, in order to eventually reach even a sidewalk. These people do not have a car. I'm lucky enough to have one, but would prefer to not have to drive it everywhere because that's bad for the environment. I refuse to trudge through mud when it's been raining. I refuse to walk through unkempt grass and have to pick off dozens of goathead stickers. I refuse to have to keep an eye out for snakes. So, I end up driving my car everywhere. But, what about the people who live in my neighborhood/area who don't? That's what they have to put up with. Please, either provide a bus to this area (2nd and Coltrane) or put in some sidewalks!	9/13/2016 6:54 PM
82	I'd like Citylink to expand and cover more areas of Edmond.	9/13/2016 4:35 PM
83	Route the Number 4 bus through Festival Market.	9/13/2016 3:23 PM

84	Na	9/13/2016 3:08 PM
85	We would like to see the bus stop at Oakbrook Shopping Center at Edmond Rd. & Santa Fe. Handicapped people in the Oakbrook addition could then easily get to a bus.	9/13/2016 2:38 PM
86	It would be nice to see this service extended to the whole edmond area. For example reaching towards the walmart on i35 to Santa fe	9/13/2016 2:29 PM
87	We need more streets serviced by Citylink. Need one on:1. Covell/Kelly- Uptown or Walgreens 2. Mitch Park - MAC Ctr 3. 15h St/Bryan - Spring Creek Plaza 4. Danforth/Bryant - Kickingbird 5. 33rd/Broadway - Carl's Jr. Then 2x/week: 1. Quail Springs Mall - from Kickingbird (middle)	9/13/2016 2:28 PM
88	Would be nice to have at least minimal service available on Sundays -- at least in the morning and early afternoon -- i.e., to get to church and back home	9/13/2016 2:17 PM
89	It is a nice service but half the time they cancel my route or leave me stranded for hours at a location	9/13/2016 1:01 PM
90	I would like to see service extended to Covell. Right now, the nearest location I go to is on Danforth & Blvd.	9/13/2016 12:36 PM
91	Nice service. But not a quality service. Better maintenance and cleaner buses would be nice. I would be happy buying monthly or even annual passes to support improvements. Sometimes the riders are mentally ill or on drugs/alcohol. This can be a problem. One time I sat down to find that my entire seat was soaked. I think that it was urine. It would be nice to have more bus shelters along the route.	9/13/2016 11:22 AM
92	Edmond hotel guests would benefit from this service	9/13/2016 11:16 AM
93	This service is beyond appreciated... Our first outing was just this past weekend; our experience was so positive that we plan to use it regularly.... We have also shared information about Citylink with family and friends and encouraged them to try it - for a litany of reasons. Citylink is just another testament to the magnificent livability of our beautiful, beloved Edmond....	9/13/2016 11:15 AM
94	Personally, I prefer more downtown service, as that is the only thing I use CityLink for, but I understand that it is perhaps more important to provide services to underserved people in Edmond. I would be happy to pay for the bus, but I also understand that this can be an obstacle to underserved people. I would be open to means-testing, but I understand that is probably more trouble than it is worth.	9/13/2016 10:50 AM
95	Service to city parks like mitch park, hefer park.	9/13/2016 10:48 AM
96	I love the idea of a good bus service for Edmond, but it is too limited in terms of times, locations the bus travels to and frequency.	9/13/2016 10:37 AM
97	No money spent on any free buses ever	9/13/2016 10:36 AM
98	Getting some way to get folks to and from downtown in equal time to driving alone would be a huge win.	9/13/2016 10:21 AM
99	I have been riding the 100x for 5 years and am appreciative of the service and hope it continues. Thanks for providing a great service!	9/13/2016 10:13 AM
100	on time...on time...on time. the inconveniences are only worth it b/c its free...if I had to pay I'd rather spend $ on car.	9/13/2016 10:06 AM
101	It would be extremely helpful if a stop could be made near the State Capitol BEFORE heading downtown. Taking Lincoln south instead of I-235 could accomplish this easily.	9/13/2016 10:04 AM
102	Need to enforce the no music rule (we all don't like rap or opera).	9/13/2016 10:00 AM
103	It takes hours and a trip all over Edmond just to get to and from 1 place. 1 doctor's appointment can literally take the whole day.	9/13/2016 9:58 AM
104	I have noticed that with this service being free, there are more homeless being brought from downtown OKC into Edmond. I feel like this is a big problem for the city of Edmond, as it causes tresspassing, theft and many other issues. I think it would be beneficial to charge for the service, so it can be better supported and rid some of the problem with bringing more homeless to our city. I don't feel safe while traveling in a bus with many of the homeless that we have brought to our city. Most of them have some mental disorders, and can tend to be unstable because of it. If CityLink would charge a fee for service and included a discount for seniors and students, I would happily pay for that fee, even though I wouldn't qualify for either of those potential discounts. Charging a fee would provide for more quality service, as well as would lesson the amount of homeless that ride the busses all day, and that our brought into our community.	9/13/2016 9:29 AM
105	Please consider covering the bus stops. Waiting for work in the rain and cold wind could be much improved with a covered stop.	9/12/2016 6:53 AM
106	the buses should be running after 5pm and on weekends	9/11/2016 6:38 PM