

Public Comments: April 18-June 10, 2022

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Table 1: Comments from Immediate Feedback Survey

What general feedback would you like to provide?

State	City	Date Received	Comment
Texas	Flower Mound	4/18/2022	DCTA has some major issues to address with Go Zone in Lewisville/Highland Village. For starters, availability of vans does not appear to be keeping up with demand. I have often waited over an hour to simply attempt to book a ride, especially during daytime hours. DCTA needs a fallback plan in case demand exceeds driver supply, such as DART's Uber Pool alternative in case Go Link on demand services are at capacity, whether that's done via Uber, Lyft or in-house drivers. I've had too many instances where I've been unable to book a ride, or that ride shows up too late for me to make connections at Frankford or Hebron stations and I end up paying a lot more to use Uber or Lyft.
Texas	Denton	4/18/2022	Some people rely on public transportation, some use it when convenient, others could/should adopt it. Most don't know enough about it. Often costs too much to depend on.
Texas	Dallas	4/21/2022	Dcta is a very good service for the public. Clean train friendly and acknowledgeable staff that answers all my questions.
Texas	Denton	4/21/2022	I am deeply disappointed in the shift towards on-demand service in place of the fixed routes. Ideally, I would love to see the two services work together (with an expansion of fixed routes to cover more areas.) I was cautiously optimistic about the announcement of Go-Zone, but seeing the actual product has been less than impressive (to put it lightly.) The Go-Zone drivers do not seem aware of normal traffic laws and have been more of a hazard to other drivers and pedestrians. The wait times have been outrageous during peak usage times which can cause riders to miss work, medical appointments, or other important events in their daily lives. I was also shocked to learn that there are areas within the city limits that did not have access to Go-Zone. I urge whoever reads this to help push for an expansion of the fixed route service to cover more areas within Denton and for the Go-Zone service to prioritize other areas not well-covered by the busses.
Texas	Denton	4/21/2022	I am not going out during the pandemic but from all the reports I've read, GZ is TERRIBLE. In theory, it should have worked fine. But for one thing, the app requires people to walk to a certain pickup location when curb to curb is the gold standard in Uber/Lyft? That needs to go. No reason for it. An on-demand service is a great idea and much needed for the disabled and people navigating the aggressive TX weather, but this is not the way. Y'all can do better. Restore the bus routes. Add the on-demand service IN ADDITION to the routes. On-Demand should be app based, CURB TO CURB disabled or not, and with safe, responsible drivers. If you don't want to do that, then offer some subsidizing or reimbursement to Lyft/Uber users. Because those services are great but they mistreat the drivers due to the style of gig economy exploitation, and their fares are often unreasonably expensive.
Texas	Gainesville	4/21/2022	My son pays for the monthly GoZone service and consistently can't get a ride or has to wait lengthy times. Just today he missed his shift at work because he couldn't get a ride. This is unacceptable. We don't have any bus service in our area and now he could lose his job because of this.
Texas	Denton	4/21/2022	GoZone is inefficient, unsanitary, and overall terrible, especially for people who rely on public transit to get them places on time like the old bus system did. I used to be able to guarantee that I could make it to work or appointments on time with the busses, but when I can't even access a car half the time with gozone also being my only option due to reduced bus routes, what am I supposed to do?
Texas	Denton	4/22/2022	Being back fixed route bus services, and scale back Go Zone. Go Zone is unsafe, and unreliable, and increases transit times for riders. Fixed route is safer, more easily accessible, and easier to navigate.
Virginia	Ashburn	4/22/2022	The GoZone drivers do not follow traffic laws. I always see them stop in the middle of the road, it's ridiculous. Their driving is reckless.
Texas	Fort Worth	4/22/2022	If your going to remove public buses, at least make sure your new go zone alternative works decently. Some drivers iv had were horrid, had to place complaints on them. Also route system could use some improvement.

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State	City	Date Received	Comment
			<p>GoZone drivers are a menace, do they not understand that the rules still apply to them? Just this month I witnessed:</p> <ol style="list-style-type: none"> 1. Driver stopped in the middle of a lane on University in front of Natural Grocers to let a rider out. 2. Two drivers just parked directly in front of the entrance to Target, blocking the lane to all other cars. Everyone was honking and shouting, the driver just yelled "Im waiting on my passenger Fuck Off" 3. Driver attempting to do a Uturn in the middle Texas street, jumping the curb almost hitting a woman walking her dog and then narrowly missed backing into a TWU truck. 4. GoZone driver honking at other drivers by UNT for going slow (the speed limit is 20) and then aggressively swerving into oncoming traffic to race ahead. 5. GoZone driver stopping in the left lane of Elm Street, and letting passengers out.....into the right lane directly into traffic. Literally had an elderly passenger getting out of the van in the middle of a busy road directly into the lane of traffic, in an area surrounded by parking lots and parking spaces. <p>At this point I am convinced that GoZone drivers are intentionally attempting to cause accidents. They are a menace on our roads and it astonishes me that they police are not doing something about it. I have never seen an Uber or Lift driver do anything like what the GoZone drivers are doing all over our town.</p>
Texas	Denton	4/22/2022	
Texas	Denton	4/22/2022	I would prefer less GoZone and more fixed bus routes.
California	South Lake Tahoe	4/22/2022	GoZone is terrible
Texas	Fort Worth	4/23/2022	More days between zones
Texas	Chilton	4/25/2022	We appreciate the opportunity to provide feedback and want to see public transportation in Denton County expand.
Texas	Denton	4/25/2022	Hire local, especially bus drivers, for gozone! Alison Maguire was set up at the 4/19/22 Council meeting by watts, hudspeth and certain dcta board members. Dcta can not impartially investigate themselves!
Texas	Denton	4/25/2022	GoZone drivers have been very unsafe. On several occasions, I have nearly been hit by one of them, and I repeatedly see them speeding through town. I'm all about accessible public transportation- but from what I hear, this has not been a great solution. It is difficult to regulate what each driver does, and when one person has almost been in three, potentially bad accidents, because of GoZone drivers' reckless choices, how many others have the same story? We can't outsource everything if we want our city to remain a wonderful community. Most things are just better when they are done locally.
Texas	Fort Worth	4/25/2022	Specific pick up locations aren't great and the drivers make it dangerous
Texas		4/25/2022	Please bring back reliable fixed routes, go zone is a terrible gimmick.
Texas	Lewisville	4/26/2022	The idea of the GoZone vans is excellent, however, their driving skills are not. I have narrowly escaped at least 4 accidents so far. The drivers will park in the middle of the road, halfway into driveways, blocking driveways, blocking turn lanes, etc., and they tend to whip back out into traffic without looking to see if there is a car there. I was almost side swiped recently, and thankfully was able to veer off into an empty oncoming traffic lane. Please keep an eye on these drivers as they could potentially injure someone, and create a money pit for you if you are having to pay out insurance claims. The service is very helpful to the community, and we would hate to see it go away.
Texas	Lewisville	4/26/2022	Please bring back routes 8 and/or 9 for UNT students and staff/faculty.
Texas	Denton	4/26/2022	It is very disappointing that bus service has been discontinued in my neighborhood (76207 off Ame Dr.) as my partner heavily relies on this service to get to work.

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What general feedback would you like to provide?

State	City	Date Received	Comment
Texas	Denton	4/26/2022	Hi, I used to be a frequent user of the bus system and continued to see people using stops that were close to my apartment that are no longer available to the people in Denton who live on the outskirts of the town. From my experience with GoZone and confirmation from other users the quality has dropped significantly and is not at all comparable to the bus system that used to be in place in my area. It's kind of ridiculous to cut off people from one side of town even if the numbers were small. Those people still need transport that is reliable and reachable without the need for smartphones or legs to walk to the next nearest stops, which are incredibly far. You've effectively cut-off part of the Denton community from the rest of the city.
Texas	Denton	4/26/2022	Sevice is terrible bring back the busses. Every time i want to use the service it shows no vans are available due to high usage.
Texas	Denton	4/26/2022	I operate a business at the Denton Enterprise Airport. We have approximately 200 students who live in the area and come to our academy at the airport each day as well as 100+ employees. We request you consider adding the Denton Enterprise Airport to the Go Zone service area.
Texas	Denton	4/27/2022	when the busses stop at a bus stop to either pick up/drop off it would be nice for them to wait for at least 1 minute to catch any late people (especially since the estimated time of arrival varies by the second)
Texas	Denton	4/27/2022	GoZone costs money for students, but all busses in denton do not. That doesn't make sense. When they replaced bus routes with GoZone, college students should have the ability to use the service for free.
Texas	Denton	4/27/2022	we need more stops more routes
California	Los Angeles	4/27/2022	You people are putting great efforts for providing the safe and affordable transport to the students. But it can be done even better.
Texas	Denton	4/27/2022	I like that I have the option to ride buses. Maybe I wish it was a little bit cleaner, but overall, I have never had a bad experience
Texas	Denton	4/27/2022	Need to increase GOZONE rides more and time limit should be increased.
Texas	McKinney	4/27/2022	I think the cushions on the seats need to be renovated.
Texas	Frisco	4/27/2022	Overall great experience.
Texas	Fort Worth	4/28/2022	Good morning, I am a new rider to the DCTA A train. I get on at the Highland lake/lewisville station at 722am and supposed to arrive at 744am at the Trinity Mills station to transfer to the DART. I am an avid DART rider for years and barely had any issues. This was my first week riding the A train and did not have an issue the first ride. However, I had two issues after and it arrived late twice to the Trinity Mills at 746/747am and causes me to miss the transfer to the DART (it comes at 743am and waits 1 min for A train). Even at this point when the A train does arrive on time, people are running to transfer to the DART. This has caused me to be late to work twice and it's very frustrating. I observed the two times that the A train was late, the people that were transferring to the DART were very frustrated as well. Please consider times that allows the A train to arrive a few minutes early to match the DART schedule so that riders have a chance to transfer to the DART in peace and without anxiety. Thank you in advance. Kindest regards, Jenny Nguyen
Texas	Fort Worth	4/28/2022	The drivers currently need to be taken off the roads. They are unsafe and cause a lot of unsafe driving conditions through their unsafe driving practices. I've seen them stopped in the middle of the road without hazards, on their phones and stopped in turning lanes with no turn signal or hazard lights. They were parked and refused to move so I could turn. I reported this previously and nothing came about it.
Texas	Fort Worth	4/28/2022	As someone who lives in denton and doesn't have any means of transportation myself, the dcta city bus system was a great help when it came to getting to and from places like the grocery store and work. Now the route i used to take is gone and I have had trouble getting to work because of it. On top of this the go zones that are being used as replacements for the bus are not trustworthy at all. I've found myself waiting over an hour just to get a ride, let alone the amount of time i've had to wait for them to get to me and the ride to my destination. It's really ridiculous and no where near as reliable as the bus' consistant schedule. I love the bus' the way they were and I hope everyone at the dcta notices just how much this change has effected many of the citizens of Denton for the worse.

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State	City	Date Received	Comment
Texas	Denton	4/28/2022	<p>I think that GoZone pickup locations need to be safer. I commonly see GoZones parked in strange places and think it needs to be thought out a little more.</p> <p>My apartment complex (The Mark, 3500 N. Bonnie Brae) is on a one-lane road and I have seen a GZ parked in the lane across the road which does not have a safe crosswalk nearby. I have also seen GZ's stop in the keypad lane at my apartment, blocking me from entry. Lastly, as a passenger, the GZ driver stopped near the end of a street, presenting an opportunity for cars entering the street to not be able to turn in.</p> <p>I think a resolution could be to set safe "ground rules" at pickup spots instead of addressing bad pickup spots around Denton.</p> <p>Thank you for providing an affordable alternative to ride-sharing!</p>
Texas	Fort Worth	4/28/2022	The city routes are needed for the students who don't have vehicle transportation or who cannot afford the astronomical parking fees at the local University. Deleting them would cut off students from resources and only make the university experience that much more difficult
Texas		4/28/2022	DCTA is sick as hell GoZone sucks
Texas	Denton	4/30/2022	The GoZone drivers and service utilized around Denton are completely unacceptable. The drivers make roads unsafe for both pedestrians and drivers, and need to be removed. They are constantly stopping in the middle of busy roads, running stop signs, and not paying attention to what they are doing when driving through residential streets where kids are playing. It is only a matter of a time before someone is killed by this joke of a service.
Texas	Prosper	4/30/2022	please create a bus route on US380 from the county line to the city of Denton. congestion is really bad and this might provide some relief.
Texas	Flower Mound	4/30/2022	More affordable transportation for elderly wheelchair citizens.
Texas	Denton	4/30/2022	I would NEVER take a gozone vehicle. I have watched them do so many unsafe things. From going through an intersection while bent over digging through the passenger seat, to stopping in the middle of the road to load/unload, to sitting with their doors open on the side of the road and expecting their passenger to run across a busy street and hop in while standing in traffic. Bring our busses back. I don't know who's getting the kickback for using gozone, but there's a special place in hell ready for them.
Texas	Lewisville	5/3/2022	GoZone is not dependable. Many times, the app is overloaded and cannot request ride. If the app is working and a GoZone is requested it is unlikely to be "ontime". Frustrating when assigned a driver and then switched after waiting. Forget trying to use it for a doctor's appointment. Rapid transit is a challenge and is expensive. We are willing to support reliable rapid transit. GoZone is not dependable. I would only pay extra if there were service level agreements.
Texas	Denton	5/4/2022	Remove GoZone service and have in place extensive bus routes. GoZone was a corrupt approach by the New York guy that leads the service.
Texas	Denton	5/4/2022	Just saw one of your gozone vans speeding down Hercules in University Park. Need to tell your drivers to slow down. They were going too fast for me too get the information on the vehicle but I am sure you can pull the records to see what van was driving where and when.
Texas	Krum	5/4/2022	Route 22 should be activated again as everyone doesn't know how to use GoZone and everyone doesn't actually use GoZone. The same route should also have an option to go to NCTC Flower Mound. We need another option to move around the city as well to DFW airport, because GoZone doesn't stretch that far, but that bus had an option to get there at least.
Texas	Corsicana	5/4/2022	We want to see the DART train extended to Gainesville with a stop in Sanger, Valley View and Gainesville. Please add enough run times to make it feasible to use for grocery runs and other quick trips to Denton. (If this is a DCTA thing...More bike paths (that are truly bike-safe paths, ie. separated from traffic with a barrier (median, poles, wall, etc))
Texas	Denton	5/4/2022	Gozone drivers are not good for Denton I drive all day around Denton I'm auto parts driver I see gozone drivers stop in middle of the street don't use blinkers run some signs

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State	City	Date Received	Comment
		5/5/2022	Very disappointed in the unreliability of GoZone. It takes a minimum of 10 minutes or longer to book and then the ride is delayed dropped or rarely ontime. It does not provide transportation consistently enough for an employee to be at work on time unless the employee wants to show up a few hours early. I work with interns who the majority use GoZone, we keep a daily log of the inconsistencies.
Texas	Fort Hood	5/5/2022	I have students who use GoZone frequently for reliable transportation to and from work . The service is unreliable and undependable. The time to book a ride is close to 15 minutes, then once a ride is book the driver will often show up almost double the originally estimated time. This makes it difficult for my students to demonstrated and practice professional etiquette when a professional entity is unable to provide reliable transportation.
Texas	Argyle	5/5/2022	<p>Denton County and the entire Dallas-Fort Worth metro region continue to grow rapidly. The North Central Texas Council of Governments' (NCTCOG) Transportation Dept. currently projects that by 2045, the population of Denton County will reach approximately 1.5 million, with the population of the DFW metro region reaching approx. 11.5 million by that year. With this rapid growth, having robust multimodal transportation options in DCTA's service areas as well as throughout DFW are absolutely critical towards reducing car traffic, road congestion, and air pollution. Here are four things I believe DCTA should focus on and strive to achieve going forward:</p> <p>1) Having a good balance of fixed route bus and GoZone on-demand vanpool service for all of the reasons mentioned above, as well as to better align with DART's and Trinity Metro's transit services and also function as an optimal regional partner to these transit agencies.</p> <p>2) Maintain or expand the current service levels for the A-Train (every 30 min. on weekdays and every 60 min. on Saturdays), as the A-Train continues to be DCTA's signature transit service and will become an even more important asset for regional transportation when DART's Silver Line rail launches and serves Downtown Carrollton station in late 2024.</p> <p>3) Continue to work with other Denton County cities and communities such as Flower Mound, Corinth, Little Elm, The Colony, and Lantana to launch GoZone and/or fixed route bus service in these locations.</p> <p>4) Provide and promote GoZone, A-Train and/or fixed route bus service to special events such as the Denton Arts & Jazz Festival, the North Texas Fair & Rodeo, the Denton Holiday Lighting Festival, Western Days and ColorPalooza in Lewisville, and other regional events such as the State Fair of Texas and major events at the American Airlines Center and Fair Park in Dallas.</p>
Texas	Little Elm	5/5/2022	I support adults with disabilities find employment and most of this population does not have a drivers license, so they depend on public transportation options to get to and from work. Go Zone has been unfortunately very unreliable, and as you know, being late to work is not acceptable and makes our clients stressed and possibly loose their jobs. Rides are late, get re-routed, the pick up window changes and often, and overall it is unreliable.. Also, it seems like riders need some disability education, as well, and how to work with neurodiverse passengers.
Texas	Plano	5/5/2022	Thanks for your time I hope that there are good plans for the future for employees to have transportation opportunities when they're in need.
Texas	Flower Mound	5/5/2022	GoZone - Repeatedly I've seen the driver's operating their vehicles in unsafe ways. I've also repeatedly seen them park in bike lanes or Midway through intersections to load and unload people. The drivers are very dangerous to the community, especially to cyclist and pedestrians.
Texas	Argyle	5/5/2022	I haven't gotten a report back on my wife using a wheelchair I filled out the form no reply
Texas	Denton	5/6/2022	Please open up a Sunday service and increase the times on the weekend to every 30 minutes I stead of every hour.

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Oregon	Boardman	5/9/2022	The drivers of the Atrain in the mornings need to focus on getting us to the Trinity Mills station instead of wasting time talking to the other train drivers all the time. There should be some covered bike racks or at least a more protected bike rack area. Two of my bikes have been stolen right across the street from the police station. The Go Zone drivers need to prioritize their dropoffs so they don't pick someone up just to drive 10 mins in the opposite direction in order to pick up someone else, who isn't even in a rush to catch the train.
Texas	Dallas	5/9/2022	I have seen several GoZone cars just stopped in the middle of busy streets, half the time I don't see anyone at all with them, and sometimes it is when they are dropping people off, in traffic! We tried to take a GoZone ride 3 separate times and the driver never showed up. Our pick up spots also were inconsistent and each time it was a different part of the neighborhood to go to. I want city busses back!
Texas	Denton	5/9/2022	I'd love to be able to ride the busses here in Denton, especially since my car broke down and needs significant repairs but with the current routes planning trips to different parts of the city is really difficult.
Texas	Denton	5/9/2022	I'm absolutely terrified to share the road with go zone drivers who erratically drive around town with their hazards on constantly. Multiple have swerved in front of me without warning when they absolutely don't have the right of way just to stop suddenly moments later. Please please don't bring more into our city.
Texas	Denton	5/9/2022	GoZone would be great if you could get a ride in a timely fashion and the drivers didn't drop off and pick up in the middle of traffic on busy streets. They should at least utilize parking lots. My coworkers often start calling their GoZone an hour before their shift starts and are still 30 minutes late or have to resort to using Uber or Lyft
Texas	Denton	5/10/2022	i Changed my sign in password but it didnt work
Texas	Keller	5/10/2022	Please bring back the buses and get rid of GoZone
Texas		5/10/2022	Replacing fixed-route bus with on-demand dynamic response service strongly seems to be an unsustainable model for public transportation. I do believe this new model may be a lynchpin in providing safe, cheap, and flexible complements to a more traditional service model. But I fear it would not be able to scale even to demands that have been faced by the bus system within DCTA's own history. This change in business has come across to the public as a poorly planned and implemented initiative and draws questions to DCTA's competency and commitment to public service. I trust expertise, but from an outside perspective I do not feel comforted that DCTA is relying on field expertise from the example of its practices. In the future, this choice could cost Denton County significant setbacks if we find ourselves lacking a proper service network.
North Carolina	Monroe	5/11/2022	By providing constructive feedback in your work environment, you gain some advantages:... If you want to give feedback to a colleague, employee, or boss, don't wait too long
Iowa	Des Moines	5/11/2022	no
Texas	McKinney	5/11/2022	We want to express our deep thanks and gratitude to the Customer Service Team for their prompt replies, Pacience, cooperative and kindness with great deal of polite and understanding for our needs and of course the same for the Management. May GOD bless you all. Ahmed Nouri Kellesly & Eiman Darwich
Texas	Dallas	5/11/2022	Test
Texas	Dallas	5/11/2022	The bus drivers are very friendly
Texas	Dallas	5/11/2022	I think the bus routes are poorly laid out. I don't think busses are bad, they just need a more logical layout. Gozone doesn't seem to scale well, bad alternative.
Texas	Dallas	5/11/2022	I am grateful this service has continued for years.

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			The entire system needs an overhaul. It is dangerous. It is not efficient for people to wait hours for rides to be available and routing that takes you in circles for long periods of time. It doesn't make sense be on the north side of town and take a passenger 30 minutes away to the south side of town before taking them back to the north side of town to get dropped off when we were right next to where I was going to begin with. It took me 2 hours yesterday to get home from Walmart and I live one mile down the road. We dropped somebody off that was a few blocks away from my house, then went back to the area of Rayzor Ranch and drove in circles around Rayzor Ranch for more than 30 minutes. Does it make any sense to pay for public transportation that takes more than four times longer than it would to have just walked home? My biggest issue is that the majority of the drivers are incredibly rude and have absolutely no idea how to operate the vehicle safely. How am I to trust a driver to operate a vehicle safely when they don't even know how to open the windows or turn on the air conditioning or open the trunk? Most of your drivers are taking advantage of your system and parking themselves in front of a fast food restaurant shoving cheeseburgers down their fat faces while passengers sit and twiddle their thumbs for 2 hours waiting to go home. If you manage to have somebody oversee the system properly and have a way for passengers to be able to reach customer service in the same country that they live in who actually speak English and have any idea what they're talking about, the system wouldn't be so messed up. if you want to save money, get drivers who actually do their jobs instead of paying them to sit down at a fast food restaurant while you're passengers sit and wait all day for rides. The pickup and drop off places do not make any sense. You going to cause the whole city to crash into itself when people are stopping in the middle of the roads. Passengers and drivers don't even know where the pickup spots are. They need to be at specific addresses with clear go zone signs so people know where to get picked up and drivers know where to stop. Does it make any sense at all that the pickup for Walmart is behind the building. I'm not an employee. Why would I be in the back of Walmart? For Rayzor Ranch, it says "unnamed road" for the driver. Unless you are at Walmart, the driver has no idea where to pick up. I have had incredibly rude and scary drivers and scary situations with other passengers. They are cramming three people in tiny backseats. My 11-year-old can't even squeeze in there. How can 3 adults fit in the back? The app is broken almost everyday for passengers and drivers. It is constantly freezing so drivers and passengers don't know ride details accurately. The system is genuinely broken. These things need to be addressed before you try to squeeze more money out of passengers. It isn't worth a dime for people who could lose their jobs or miss appointments and classes that they pay for because it takes 2 hours to get a mile away. People have the option to comment on their rides each day. It's not like these comments are new to all of you. You've made the choice since the service started to ignore what everyone is saying about it rather than changing the system and making it better. I would hope that you would seriously look at these comments. People are commenting about issues about safety. People are commenting about not being able to get to their jobs and their classes. People are commenting about the unprofessionalism of your drivers. This is a reflection of your company and more importantly, your city. I lived all over this country as a military spouse. This system is by far the most screwed up system I have ever seen. Your public transportation from your routed buses to Access to trains to go zone are all a complete mess. I've lived here for 7 years and all I've seen is it go more downhill than it was when I got here. You need the proper supervision for each branch of your company if you expect it to be a success.
Texas	Denton	5/11/2022	
Texas	Denton	5/11/2022	
Texas	Denton	5/11/2022	Add more bus stops near to the discovery park and bonni brae street it will be very helpful for students
Texas	Dallas	5/12/2022	Go zone is unreliable and wait times are atrocious. If more fixed routes/more busses per route were implemented more people would actually be able and willing to ride DCTA. The routes currently don't cover a large part of Denton or the wait in between busses is to long which causes people to shy away from using the service. Using GoZone as a supplementally has only led to more issues. GoZone also requires a phone or mobile device that some who ride DCTA might not have access to.
Texas	Denton	5/12/2022	The bus system is so needed for the significant population of Denton that do not have cell phone access or the tools/knowledge to schedule online. To discontinue the bus system is a form of discrimination to many Denton residents.
Texas	Denton	5/12/2022	I do not use the transit system. I have taken the A-Train before though. I am not a big supporter of the transit system and don't really see a need for it. It's just a collection of EMPTY trains, buses and cabs running around. I'm just one of the taxpayers who is having to pay for it. All that said: If we as a community want public transportation and we want people to use it, it should simply be free. You will NEVER be able to pay for the service through fares or even significantly impact the budget through fares. You have to make it reliable, convenient, desirable and free. I personally drive to Carrollton, park and get on the DART train if I want to go to Dallas on a train. I do not trust that I can get back to Denton if I try to take an outing using the A-Train in the evening. Jim Welborn, Denton native.

Table 1: Comments from Immediate Feedback Survey

What general feedback would you like to provide?

State	City	Date Received	Comment
Texas	Denton	5/12/2022	I likeGoZone except: I'm a senior citizen and it is difficult to get into and out of those little vans. I live at Good Samaritan on Hinkle, a senior community. GoZone has no place to list apartment numbers or, in our case, which side of the street we are on, or which of 3 buildings to pick us up. Drivers tell me they are also frustrated by this. I have to phone the driver, tell him or her that I'm at Good Sam and to pick me up at the Administration entrance and what I'm wearing. Otherwise, I have to walk out to the entrance sign on Hinkle and wave my arms. Be warned: Good Sam has cut transportation and you will be getting more seniors (and employees).
Texas	Round Rock	5/12/2022	Stop with the gozone! Ffs. Busses will always be more effective and efficient and if they're not your first priority then you're in the wrong field! For-profit gimmicks will always fail!
Texas	Denton	5/12/2022	As a person that lives in the city of Denton, but outside the GoZone area, I am very frustrated that my sales tax dollars are being used to support a program that doesn't help all Denton citizens. The fact that over 40% of go zone trips are declined because there isn't enough supply directly shows that this model does not work. I support fixed bus routes, which I believe that DCTA's has not adequately provided outside of the university campuses. Cities like Toronto have figured out how to provide a functional public transportation system at a reasonable cost, but for some reason DCTA is absolutely in capable of trying the most basic improvements. I want to live in a city where a foreign visitor can look at a bus map at a bus stop and get to where they need to go without having to ask for help. The goal of a transit system should be to move people efficiently throughout the area, not cut costs by contracting with a poorly run private company. More info on how Toronto fixed their suburban transit service - https://youtu.be/-ZDztBRTyel
Texas	Denton	5/12/2022	There needs to be vans dedicated and reserved for people in wheelchairs or those with disabilities or all vehicles should be wheelchair accessible like buses are. I cannot even use the service because there's never a ride for me, while somebody able bodied around me can get a car immediately. It feels discriminatory considering this is a public service and I am already not able to use Ubers because they're not accessible. Usually public services are accessible.
Texas	Denton	5/12/2022	My grandma is unable to use GoZone because of the height of the vehicles. She's unable to get into the cars.
Texas	Weatherford	5/12/2022	GoZone needs to GoAwayyyy! They are terrible drivers who almost all Denton residents can tell you about a near wreck with. They also aren't even registered and paying the taxes to drive in TEXAS! That's unacceptable.
Texas	Denton	5/12/2022	I am appalled at the decision of DCTA to continue funding GoZone. Data from COVID (when ridership is lower because people were not working) was used to make decisions about how we shouldn't have busses. Did anyone think that we should have looked at ridership from pre-COVID? Were people who ride the busses asked about the decision to have GoZone, or was it just the board who made the decision? How many from the board actually use our public transportation? I'm sure Chris Watts never rides the bus. The people making decisions are not the people who actually use the service and that is such an issue. Busses (when proper routes are devised) are efficient. They reduce traffic. GoZone is an Uber alternative and we already have Uber. Why does the city need to use my tax money to pay right into the pockets of GoZone, a private company? The GoZone service is horrible. The drivers are bad, and traffic increases with each of their vans on the road. I'm disappointed in our city for removing most of the bus lines. This is not something that will help our city grow properly. Do some research into effective public transportation. It works. Capitalism and money doesn't have to be a part of everything. Some things can be a net loss in our pockets, but provide a good to the society.

Table 1: Comments from Immediate Feedback Survey

What general feedback would you like to provide?

State	City	Date Received	Comment
Texas	Sweetwater	5/12/2022	Please for all that is good get rid of these GoZone BoZos. I've had way more almost-accidents with them than I ever did with busses - busses at least have stops and predictable patterns. Go zone vans stop in the middle of traffic when they get a rider in an area with poor access. I'm amazed there haven't been more accidents. More busses and better cycling infrastructure NOW!
Texas	Denton	5/12/2022	Please get rid of Go-Zone or at least track their movement. I have been almost crashed into because they decided not to wait in line for the exit at University from I-35. I tried calling the number I found for them immediately but was told I would have to go online. There have also been so many times that these drivers stop in the middle of the road to wait on passengers. They didn't pull into the parking lot to pick someone up - they stopped in middle of traffic and sat there while everyone had to drive around them. I don't know what the hiring process is but someone is going to get hurt.
Texas	Dallas	5/12/2022	not enough drivers accepting rides at any given time, need numerous waiting zones with shelter as well.
Texas	Denton	5/12/2022	You need to get rid of gozone and bring back bus routes and regular bus schedules
Texas	Lewisville	5/12/2022	So, I've never had to use the service as of yet, but every time I see any of those vans, they are driving in a careless fashion. The top two offenses I see the drivers of those gozone minivans make are rolling quickly through stop signs and speeding through school zones. They also have a big tendency to sway (move a fair bit) in their lane left to right, never staying centered. Oh, I mustn't forget speeding. Not like 5 over. But I'm going 35 in front of Hidden Creek apartments and a go zone minivan driver pulls far ahead when that driver started many cars behind. I'm not sure of the vetting done for these drivers of the tools used to monitor them, but my opinion of it is quite poor. I would love for every single one of the minivans to have driver monitoring capabilities with GPS data to correlate. If there already is such in place, then whoever is responsible for enforcing safe and proper driving needs to start enforcing immediately or yall find someone who will.
Oklahoma	Tulsa	5/13/2022	The DCTA needs to first and foremost remember the taxpayer money involved in it's operation. There is nothing free so the goal should be to be able to fund itself and at least be at a neutral position. The buses do not have enough ridership to justify the number of routes currently operating. The go zone rides make more sense and the cost of the fee to ride needs to be a realistic price. The amount needs to be based by the mile. It needs to undercut Uber and Lyft prices.
Texas	McKinney	5/13/2022	Hire better go zone drivers. People with experience. Pay better to get better drivers. Im convinced nothing will be done until someone gets run over. What I mean is I see go zone vans being driven reclessly & passengers being dropped off on corners instead of in a parking lot or safer spot when there are multiple lots 10 feet from the corner im referring to on W. Prairie st and Bernard. Ive witnessed passengers almost struck because turning cars did not see them until rounding the corner and they are dropping off at the corner, so close calls constantly.
Texas	Denton	5/13/2022	Inform bus drivers to stop running red lights 641 or 6411 did. Ask your pick up vans to stop picking up their fares on busy streets,ie ft w drive and on teasley. Pull into a business. Also tell van drivers to look both ways when pulling out into moving traffic in a parking lot. Guy never looked. Just continued to drive turning right.
Texas	Flower Mound	5/14/2022	i would like to see a connection to DFW airport VIA flower mound. going north and south on 2499 or morris ave. or DCTA ridership to DFW airport with a flat fee. bus service to grapevine mills VIA flower mound morris Ave from downtown denton
Texas	Lewisville	5/16/2022	One flat rate would be best, this way teens can get around the city in a safe, cost efficient way. This helps for working parents.
Missouri	Kansas City	5/17/2022	no
Ohio	Bellville	5/17/2022	no
Texas	Denton	5/18/2022	Longer running hours! The DART Greenline connects to Carrollton on weekdays and weekends until 1 AM, but the last northbound A-train stops at 10 PM. At the very least, citizens go to Dallas on the weekends and would like a reliable ride home at night. Extended hours would promote safety and increased ridership for people enjoying weekend Dallas events. Also, more fixed bus routes-- extend the hours. GoZone should not be prioritized as if it's primary transport. It is a safety hazard, inefficient, and unreliable for the service size of Denton; this is particularly true during Fall and Spring when college students are the primary riders. Improve bus routes, extend the hours, and make them more frequent. GoZone should be treated as an extension, not a replacement.

Table 1: Comments from Immediate Feedback Survey

What general feedback would you like to provide?

State	City	Date Received	Comment
Texas	Houston	5/18/2022	Some drivers are dangerous and break traffic laws, others are ok.
Texas	Denton	5/21/2022	I wish we could fix the Gozone system and make it easier for everyone in the city
Texas		5/22/2022	flat fare makes planning simple. hybrid fare could also work, if we know that a Go-Pass gives us access to the a-train and go-zone trips. distance-based is least favorite (more taxi-like), which may leave people leary of how much the trip will cost and avoid the service.
Texas		5/22/2022	Why aren't there more bus stops on route 6?
Texas	Denton	5/22/2022	
Texas	Lewisville	5/24/2022	Why are all the vans used by DCTA licensed in other states like FL or OH? These should all be licensed in Texas!
Texas	Denton	5/24/2022	Overall it is very good service Employees Time management and all Please add bus stop at 3500N BONNIE BRAE STREET
Texas	Denton	5/26/2022	The ATRAIN's first departure is at 5am. If GoZone start at 5am there is no way for anyone to make the commute with public transportation at that time since public transportation has been cut off early mornings. It should also be on track with buses arriving at DCTA station and DART station at Trinity Mills.
Texas	Denton	5/31/2022	Include Lake Dallas and Corinth. I'm still interested in why these locations don't participate. Stinginess with funds? Make it easier for seniors with aids such as walkers and traveling alone. I used to go Dart to the Museums in downtown Dallas and it was great. Still a fan but it is no longer serving me well. Lots of seniors out there!!!
Texas	The Colony	6/2/2022	I love to ride on DCTA it is very convenient having a station very close to my apartmtnets whenever I need to get to Dallas and back!
Texas	Dallas	6/2/2022	Transportation
Texas	Lewisville	6/3/2022	Las tarifas y comodidades de gozone me gustan, pero los tiempos de espera suelen ser muy largos, entonces para trasladarme al trabajo o cita medica no es una buena opcion. Para ir al Dr tengo que pedir uber o pedirlo una hora antes, extrano el servicio de bus ya que tenia horarios fijos y era mas facil, aunque con gozone la ruta es mas amplia.
Texas	Lewisville	6/3/2022	Cost
Texas	Carrollton	6/4/2022	Great service
Texas	Lewisville	6/5/2022	Nothing particularly
Texas	Lewisville	6/5/2022	The service it's great,great transportation
Texas	Lewisville	6/6/2022	I took the train to downtown Dallas with family visiting. It went well with no problems ordering tickets online and getting on and off the train. I liked using the app on my phone.
Texas	Lewisville	6/7/2022	DCTA was good and safe
Texas	Lewisville	6/7/2022	To continue to congradulate DCTA for the Acessability door to door program in Lewisville and Highland Village. What happened to Flower Mound services from Lewisville to reach necessary Doctors for Seniors and the Disabled.? Without ACCESS DCTA, out of the 73% of Lewisville Seniors that do not drive, we would be in crisis!!! Thank You Again, Lewisville Committee for transportation for Seniors and Disabled to Flower Mound.
Texas	Lewisville	6/9/2022	
Texas	Lewisville	6/10/2022	Lack of bus services within Lewisville is a challenge.
Florida	Niceville	6/10/2022	The traffic
Virginia	Richmond	6/10/2022	The

Table 1: Comments from Immediate Feedback Survey

What general feedback would you like to provide?

State	City	Date Received	Comment
Oklahoma	Bixby	6/10/2022	Hi! I am a regular DCTA rider who lives in Denton. I don't own a car and rely on public transportation to travel. First, I appreciate the regular A-Train hours! It makes it much easier to use. I wish the A-Train and DART communicated though. I have recently seen the DART leave right as the A-Train pulled in. That's very frustrating and on weekends results in an hour delay. I appreciate GoZone for certain things, like filling in for the A-Train at night (why not just run the A-Train later?). However, it's completely unreliable and I often cannot get a van within a reasonable time for things like a dentist appointment. Please do not consider getting rid of buses. GoZone absolutely cannot scale to meet demand. Thank you!
Texas	Lewisville	6/10/2022	Provide adequate transportation and special scheduling for disabled persons for holidays and security training and personnel to prevent gun violence.
Texas	Denton	6/10/2022	Have had many gozone drivers drive poorly and park in no parking zones, improper u-turns, drive the wrong way on one ways, and in general drive dangerously.
Texas	Denton	6/10/2022	I cannot use go zone. I live outside the service area. But I'm denton city limits. Disappointing
Texas	Denton	6/10/2022	GoZone sucks bring back buses
Texas	Denton	6/10/2022	Get rid of Go Zone. Make more bus routes.
Texas	Denton	6/10/2022	Public transportation is so important and needs to be accessible to the entire Denton community! We need consistent, reliable bus service. This means developing routes that people across the city can reach and keeping fares affordable. Please don't replace buses and trains with the "go-zone" on-demand service, which is more expensive for the city, less efficient, and worse for the environment.
Texas	Fort Worth	6/10/2022	They do not service all areas of Denton. I've seen these drivers just stop in middle of roadways...while school is in season they do not look out for crossing guard areas. I just feel they are super unsafe

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76201	5/3/2022	A better bus system can be implemented at cost! A grid based system replacing our current hub and spoke system which cannot move passengers in a timely manner could greatly increase ridership and ability to rely on public transportation.	POSITIVE	9	0
76201	5/4/2022	Bus services should be designed to meet the day-to-day needs of most people, and it should be comfortable experience. A grid system with seating, shade, and highly visible signage at every bus stop would be a huge improvement. People should not have to sit in the dirt under the blazing sun while they wait for a bus.	POSITIVE	12	0
75067	5/6/2022	Covered and shaded bus stops at every bus stop location. We live in Texas and a temporary escape from the heat or random weather event is greatly appreciated. Plus, they are great advertising points for potential revenue.	POSITIVE	12	0
76201	5/4/2022	I have seen GoZone vehicles run stop signs and drive the wrong way down one way streets around UNT. I also see students being picked up and let out in the middle of streets. I think GoZone is a good option for limited circumstances-- those with special needs and late night/early morning hours.	POSITIVE	4	0
75057	4/30/2022	I like riding DCTA because the train is beautiful, clean and really quiet but it's very unreliable when it only serves redundant stops. I wish DCTA would expand west to east going from Flower mound, through Lewisville and into The Colony and Frisco with stops at popular locations such as the downtown and entertainment areas. It would be awesome going to Frisco by train and back! Maybe expand north to Ray Roberts Lake so that families could have fun also! Let's make Denton county fun and exciting	POSITIVE	8	0
75028	4/30/2022	I looked into using it for a ride to the Dfw airport, but that's out of the service area. If on-time rides were provided there, we would definitely use.	POSITIVE	0	0
76207	5/4/2022	I love the go zone so efficient and the price is great for people on a fixed income high schoolers and college kids only thin is need more drivers for sundays and during the week and expand the time on sunday other than that drivers are friendly very nice vans are clean and safe	POSITIVE	1	0
76209	4/30/2022	I would like to see the DCTA move to a grid based system for their routes. This system has proven to increase ridership and improve efficiency in cities like Houston and Dallas. With our current system, riding the bus is time consuming, confusing, and sometimes not even an option depending on where you would like to go or what time it is. I think that looking into this new system would really allow more people access to the buses and help meet the needs of Denton residents.	POSITIVE	10	0
76209	5/4/2022	I would love to see a grid system. It works cities much larger than ours so I think we could definitely benefit here in Denton	POSITIVE	7	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76209	5/2/2022	The buses are so much better for the environment and for the traffic issues facing Denton today. To reduce access to public transit would not only be disaster, it would be a moral failing for low-income communities	POSITIVE	8	0
76201	5/12/2022	To get to a bus stop from home at Linden Dr., I have to walk to University or down into UNT -- it would be great if there was a bus stop on Fulton near to Congress / Panhandle / Linden / Crescent that went toward the Square -- my family and I would ride much more often. Thank you.	POSITIVE	1	0
76209	5/11/2022	Abolish GoZone. Reenforce Bus Routes. Remember that GoZone is deliberately classist and is optimized for those more privileged while buses provide more equitable opportunity for transportation.	NEUTRAL	1	0
76201	5/4/2022	Adopt a grid system for our busses, like most major cities have (Dallas and Houston are local examples), and to stop pouring money into the incredibly unsafe and dysfunctional "GoZone", it would make a massive difference for our community and in improving the walkability of Denton.	NEUTRAL	8	0
75067	5/21/2022	<p>All GoZone rides should be included with the price of a Local or Regional DCTA Day Pass. The fact that an additional fare is required to use GoZone makes the service undesirable.</p> <p>I did like the suggestion brought up during a recent board meeting: GoZone should operate within two zones. A ride from Denton should end in Denton (GoZone Denton Central). A ride in LHVCH should end in LHVCH (GoZone Denton Southeast). Trips between the zones should rely on the rail network.</p>	NEUTRAL	0	0
76209	5/4/2022	<p>As fares only make up a miniscule portion of DCTA's budget, I am in favor of eliminating fares or using low cost, income-based fares for this tax supported public infrastructure.</p> <p>However, if there must be a fare for public transportation, it should be a flat rate, and there should be a daily and monthly fare tier that includes all DCTA services in one payment</p>	NEUTRAL	6	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
75067	4/21/2022	Bring back fixed bus routes in Lewisville. GoZone is not adequate replacement for fixed route service or public transportation more broadly. Perhaps low ridership was cited as a reason for replacing fixed routes with GoZone; however, if some of the money that was used to fund GoZone was instead used to improve and expand fixed route service, ridership would increase. Gutting fixed routes=gutting public transportation. Ideally, GoZone should supplement (not replace) fixed routes in Lewisville	NEUTRAL	23	0
76201	5/2/2022	Bus Routes are necessary for a town like Denton. Too many people have no reliable form of transportation and cutting them in favor of GoZone would harm the town, as there is no way GoZone can accommodate the needs and volume of passengers for an area the size of Denton. We need to expand our bus networks and move to a grid based set of routes with shorter times between busses.	NEUTRAL	12	0
76207	5/12/2022	DCTA does not need to reinvent the wheel - Look at what other Transit agencies are doing successfull in similarly developed areas! Here is Toronto - https://youtu.be/-ZDZtBRTyeI?t=257 I want my County's bus system to be so easy that a 4-year-old, a 94-year-old, and a visiting foreign non-english speaker can figure it out. At a minimum, DCTA needs to codify that a fixed bus route must do the following: 1) Runs 7 days a week, 2) From 6am to midnight, 3) and picks up/arrives every 30 minutes.	NEUTRAL	10	0
76201	5/4/2022	Denton needs to drastically improve its fixed route bus system so that it provides an easy-to-use, reliable alternative to the car-based options that are killing this planet (including making air quality in the area unhealthy). Please implement a grid-based system, and drastically increase outreach to help Denton residents learn about the bus system and how they can incorporate it into their daily lives. Invest in fixed bus routes, and not GoZone.	NEUTRAL	10	0
76205	5/1/2022	Dont get rid of an essential service people without cars rely on. Improve the system, please consider investigating a grid based system.	NEUTRAL	7	0
76209	5/3/2022	Fares should be free to encourage riders and reduce the use of other vehicles.	NEUTRAL	9	0
75067	5/10/2022	Fixed fares based on service with an option for a daily use of unlimited bus and rail (commuter option, maybe only offer as 30-day bulk buy). Examples: Rail Fare (full service), Local Bus Fare (grid), Express Bus Fare (hub to hub), GO Zone Fare (limit of about 8 miles, then charge extra per 1/4 mile).	NEUTRAL	0	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76205	5/12/2022	For a bus route to work you need; 1. accessibility 2. ease of access 3. Efficiency based on movement of person per vehicle 4. Usefulness for the Community. People want to be able to use public transit for, going to/from work. going to get groceries, explore downtown and literally anything else. This can't happen when routes don't go to these places or the only bus stop is too far to get to. More buses, better planned routes and more frequent stops means more riders. Invest in fixed routes	NEUTRAL	5	0
76205	5/1/2022	Get rid of GoZone and add more bus routes.	NEUTRAL	12	0
76201	4/30/2022	GoZone is currently competing with buses. Looking at the GoZone provided data of where Denton GoZone trips happen, most happen along routes that could be taken by bus. We need to rethink our routes, and switch GoZone to a last mile solution, so folks can get to our bus system from outside it, then easily move within an actually good bus system. GoZone staff admitted just this week that added capacity immediately is cancelled out by increased demand. We need to rethink our system holistically.	NEUTRAL	13	0
76209	5/4/2022	GoZone needs enough vehicles to make rides available within 20 minutes to potential riders. Rates should be at least equal to fixed route buses. Perhaps discounted fare cards could be available to those most in need.	NEUTRAL	1	0
76210	5/15/2022	How do we encourage Lake Cities to support. GoZone? Seniors, disabled , and people who can't afford to drive could really use more transportation help. And please make it available wo an iPhone, This penalizes folks who can't afford (or have poor vision). When I go to San Francisco, I go almost everywhere on BART. Why not here?	NEUTRAL	2	0
76209	5/2/2022	I have lived in Denton for almost 10 years and have relied on bus routes and Lyft/Uber to get around. Robust, reliable public transportation in NECESSARY in Denton as many areas are a food dessert with no grocery stores within a reasonable walking distance. Please investigate an efficient, grid-based bus network and invest in making EVERY bus stop accessible and covered.	NEUTRAL	12	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76208	5/9/2022	I have not used GoZone . I think it should be available to the entire corporate Limits of the City of Denton as all Denton tax payers are paying the sales tax being collected by DCTA. I live in the Deerwood subdivision on the outside of Loop 288 at Kings Row. There are 110 homes in our subdivision and many more are slated to be built in the next few years. There are also many new homes in existence in Beaver Creek and Stark Farms subdivisions north of Loop 288. Water Park is in this area.	NEUTRAL	2	3
76201	5/1/2022	I need the buses to be more frequent and to have Sunday service. I also need bus routes that make more sense for person use.	NEUTRAL	14	0
76201-2317	6/5/2022	I would like to see a bus stop at hickory and ave g instead of riding down town and back because of the construction.	NEUTRAL	0	0
75077	5/20/2022	I'm looking to use GoZone to reduce some of the distance in my commute to work, which could enable me to use a bike on either end of the commute (total distance is too long to do consistently). GoZone indicates bike racks available, but no specs. Swagman XT2C rack in photos are limited to 2.5" width/35 lbs. Should list max bike specs that can be accommodated. Are there bike rack options to accommodate larger e-bikes, or would folding fat tire e-bikes be able to put in rear of vehicle?	NEUTRAL	1	0
76201	6/6/2022	It would be great if GoZone rides that connect to a DCTA Bus or A-Train route were included in the cost of the bus/train fare. I think this could encourage folks to utilize the fixed routes and reduce wait times for GoZone.	NEUTRAL	2	0
75067	5/13/2022	Lewisville has a beautiful grid-like arterial road layout that would benefit from a decent bus system. The local bus route should focus on delivering passengers to major roadways where more frequent routes can be found. Major roads in Lewisville include: Justin Rd., Main St., Round Grove Rd. / Hebron Pkwy., and Business 121. These major roadways can easily connect with DCTA A-Train Rail Stations.	NEUTRAL	1	0
75067	4/18/2022	Option 1. The simplicity of a single fare cannot be overstated. It should be in the best interest of the community to provide reliable and predictable transportation service. This includes daily late night service, service during holidays, and service on Sundays; across the entire DCTA network. I cannot tell you how many times I have driven into Carrollton to get on DART because I cannot rely on DCTA to provide the most minimum of public services. Make me want to use DCTA.	NEUTRAL	7	0

Table 2: Comments from Social PinPoint
Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76201	4/30/2022	Our buses currently use an inefficient "hub and spoke" model (see picture). We have meandering, confusing routes that are hard to use, come very infrequently, and stop running early. If i take the bus somewhere, i likely cannot get back via bus. It's time for DCTA to catch up to cities like Dallas and Houston, which are seeing growth by deploying Grid based models. We planned to consult with Jarret Walker, who did the Houston and Dallas networks, pre-covid. Let's make it happen now!	NEUTRAL	16	0
76201	5/2/2022	Our fixed route service must be frequent, convenient, and easy to understand in order to build ridership. Decide what area we can serve with a good frequent connected network, and do that. Coordinate transit investments with member cities land use decisions.	NEUTRAL	11	0
76201	5/9/2022	Please go through with previous plans to invite Jarret Walker + Associates to work with the DCTA Board about the current design of our bus system. Denton's bus system has focused on coverage and commuting trips rather than focusing on ridership and being useful for the majority of trips that are not commuting. We need a fresh look at our bus system.	NEUTRAL	5	0
76201	5/3/2022	Please move towards the grid based network. It would greatly improve people's experience with the DCTA bus system and make it more accessible, therefore increasing the amount of people who utilize the bus system.	NEUTRAL	6	0
76201	5/4/2022	The cuts that DCTA has made to Routes 4 and 7 now prevent people from easily getting to Health Services of North Texas at the end of Mesa Drive. Furthermore, Route 2 no longer stops at Medical City Denton, and Route 4 no longer stops at Oriole Lane, which is across the street from the Serve Denton Center and the HSNT health center inside. These are critical stops for many people here in Denton and they need to be restored.	NEUTRAL	10	0
76201	5/9/2022	The fixed route bus service usually does not go where I need to be taken to. I also need to be able to access grocery stores like walmart or kroger and the buses do not go to these places.	NEUTRAL	4	0
75067	6/19/2022	The virtual bus stop for 1902 S State HWY 121, Lewisville, TX 75067 is too far away from the apartment complexes. To get to the stop, it tells you to cross a six-lane boulevard (HWY 121) which is always SO busy. Your choices are to jaywalk and risk your life or go for a 15-MINUTE walk in the blistering heat ALL the way to the stoplights at Valley View Drive. Old bus stop was more convenient to all residents! New stop is close to random businesses that don't need it as much as the apt. residents!	NEUTRAL	1	0

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Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76201	4/19/2022	To provide helpful feedback, the public needs to know the advantage and disadvantage of each proposal. Currently, only the advantages are listed, so people don't know the disadvantages of whichever proposal they're supporting.	NEUTRAL	10	0
76201	5/1/2022	We don't want GoZone, we want our bus system fixed.	NEUTRAL	13	0
76210	5/9/2022	We want to investigate a more efficient grid-based model! The bus systems are important!!!	NEUTRAL	6	0
76201	6/9/2022	What happened to the concept of a hybrid fare and app design that would encourage connecting from a GoZone trip to fixed-route service for trips with endpoints further away from fixed routes? Essentially, discount GoZone to only \$2 if connecting to a transit stop (as presumably that would be nearer to the next pickup point to make GoZone slightly more efficient), while you charge \$5 for GoZone with no transit stop endpoint.	NEUTRAL	2	0
	5/11/2022	Who is overseeing this system?	NEUTRAL	0	0
76209	5/13/2022	Agreed! I used the old bus system regularly to get to school and work and I never had an issue with the service or the drivers! With GoZone, it's consistently having issues especially the way it operates and the fixed routes are inconvenient.	NEGATIVE	0	0
76201	5/13/2022	As someone who is lucky enough to live close to work, I do not use GoZone. But as someone who does happen to work around the square, I do not think the GoZone service is going where I need it to go. GoZone has provided a series of stressed minivans pulling off to the side of the road in moving traffic, in areas of high car and pedestrian density. I've seen a GoZone driver stop in a parking spot precisely once. If I were spending city money, I'd choose regular stops, and also just use a bus.	NEGATIVE	0	0
76201	5/9/2022	Denton needs actual reliable bus lines with sheltered bus stops, not exploited GoZone workers with no benefits and no incentives to drive safely and serve the community's needs. GoZone cannot successfully replace public transportation because it is not as easily accessible to low-income workers, those without smart phones, and the homeless. We need buses that stop frequently and reliably at our grocery stores, public libraries, court houses, and civic centers.	NEGATIVE	6	0
76205	5/2/2022	Do NOT cut bus routes, invest in BETTER bus routes. Gozone is a terrible solution for a city like Denton. DCTA needs to own the technology and infrastructure for it to be a good investment, not shell money out to VIA for an ineffective and unsafe service (GoZone drivers are for the most part very bad drivers and unfamiliar with Denton roads). We need better and more frequent bus routes, full stop. Also extend the A-Train south to downtown Carrollton.	NEGATIVE	9	0
	5/16/2022	Ewe, That stinks!	NEGATIVE	1	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
	5/11/2022	For the majority of the rides the routing is an absolute mess. Yesterday, it took me almost 2 hours to get one mile down the road because we were driving in circles within a few block radius for over 1 hour. It would take someone 28 minutes to have walked to my house and instead it took me 2 hours from the time that I tried to schedule a ride to get home. The first ride never showed up because the driver had stopped and didn't let anyone know that their vehicle broke down.	NEGATIVE	0	0
76207	5/4/2022	Go zone is incredibly dangerous and inefficient. I've seen drivers repeatedly break traffic laws and have almost been hit by a go zone driver u-turning in the middle of a street. We need a grid based bus system, which is way more efficient and safe.	NEGATIVE	3	0
75077	4/26/2022	Go zone is not doing what you said it would. I do not feel like I can use it reliably. At least 50% of the time I am having to get rides from friends and family because I can't get a go zone ride. This is unacceptable.	NEGATIVE	11	0
76208	5/16/2022	GoZone comes through in a pinch, however daily use can be quite a hassle. Rides don't always get booked, wait time is longer than I expected. Basically a person has to book one an hour in advance if their going somewhere. If a person has to go somewhere during traffic hour it's even worse. Honestly implementing an efficient and frequent bus system would be wayyy more efficient. GoZone should be a secondary means of transportation not primary means.	NEGATIVE	5	0
76201	4/20/2022	GoZone does not currently supply enough drivers/vehicles to meet demand. I have tried to use the service several times, but am unable to get matched with a ride or the wait time is more than 30 minutes. The app also forces riders to keep requesting a ride over and over again rather than placing them in a queue to wait to be matched. I have to plan to set aside time to actively refresh the app until I'm matched, which adds to my overall travel time.	NEGATIVE	10	0
76209	5/4/2022	GoZone drivers are dangerous and the systems of accountability in place are not adequate. I've been cut off or nearly driven off the road by a GoZone driver on more than one occasion and even with a plate number I was told there was nothing to be done to report unsafe driving. This is not a safe or adequate replacement or augmentation of public transit. It is a danger to the public and will ultimately reduce access for those who need and use public transportation in our city.	NEGATIVE	5	0
76207	5/4/2022	GoZone drivers are dangerous and the wait time is ridiculous. Bring back buses in a grid system. Cities that are much larger than Denton have a reliable bus system and I don't understand why Denton can't figure this out. If I wanted to wait for 30 mins to ride in a van with a bad driver, I'd just use an Uber.	NEGATIVE	4	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76201	4/19/2022	GoZone drivers need better training/evaluation/vetting. - They regularly endanger people on bicycles by blocking bike lanes. The app's pick-up/drop-off points encourage this dangerous behavior. They are also not trained on how to drive safely around people on bicycles. - I've had drivers violating Denton's hands-free ordinance the entire trip by holding and looking at their phone the entire time they were driving.	NEGATIVE	11	0
76209	5/1/2022	GoZone is a terrible service that is not serving our community. Removing the bus routes and relying on cars that can only handle a handful of people an hour is not a public transport service. All that this is doing is putting more bad drivers on our already overloaded roads. Public transport should reduce the number of car while increasing the mobility of the population. Additionally the drivers that I have witness would fail their tests if they had to retake them due to dangerous driving.	NEGATIVE	13	0
76201	6/11/2022	GoZone is absolutely terrible. The drivers cant drive to save their lives. Stopping in the middle of moving lanes of traffic, switching multiple lanes with no signal or advanced notice, speeding up to cut other drivers off. Etc etc. these are just to name a few. Multiple times ive almost been in a wreck with a GoZone vehicle where it would have been caused by one of your drivers. Please for the love of god get rid of this awful program and revitalize our public bus systems.	NEGATIVE	0	0
76201	5/3/2022	GoZone is not a solution for public transit. This morning I booked a ride at 7:09, was told I had a 30 minute wait, got picked up at 7:54, and was late to work at 8:14 when I finally arrived more than an hour after booking (my work being an eight minute drive from my pickup location). I cannot afford other means of transportation but I cannot afford to lose my job because the service is so unreliable.	NEGATIVE	12	0
76208	5/13/2022	GoZone is not working the way people expected. I've never had an issue with the bus system pre-GoZone and wish it was back. The GoZone drivers are unsafe drivers and the service doesn't get me to the places I need to be. Instead of implementing a whole new service, why didn't we try to work on our previous bus system to make it more accessible and available?	NEGATIVE	7	0
76201	5/27/2022	GoZone is unreliable and unsafe. Please invest more in the bus system and restore our bus routes!	NEGATIVE	3	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76201	4/30/2022	GoZone unfortunately will never have enough supply to match demand under its current model. The wait times keep people from using it. Adding vans reduces the wait time, which makes more people use it, which increases the wait times. It is a death spiral only satiated with unlimited cash, which we do not have.	NEGATIVE	2	0
75067	5/6/2022	I am going to be very upset if the DCTA reads all these comments talking about how horrible GoZone is and how people are literally begging for more investment in fixed routes and says, "We have heard how frustrated the residents of Denton County are with GoZone, which is why we've decided it's a good idea to make GoZone more expensive and add more GoZone vans to our already crowded streets instead of improving our fixed routes"	NEGATIVE	21	0
75067	6/25/2022	I do use GoZone. It is NOT reliable during busy times, you know, when it's MOST crucial. It's a nightmare to rely on GoZone instead of fixed bus routes. I reloaded the app and address repeatedly on Friday night at 10PM only to find the same screen saying "sorry we're experiencing unusually high demand and all seats are filled". Thankfully I had enough to splurge on a Lyft/Uber to take me home safely but imagine if I didn't! I'm just a woman trying to get home from work safely!!	NEGATIVE	0	0
76208	5/4/2022	I don't currently use Go Zone but have lived in Denton for 17 years. The drivers that you hire drive like garbage. They stop in the middle of the road frequently and impede traffic. Often dropping passengers off and picking them up in very unsafe areas. It's as if you all hired a bunch of people with very poor driving skills to complete the driving. On a daily basis I encounter a Go Zone driver who drives as if they just got their license or they need their license taken away. The buses worked!	NEGATIVE	4	0
76209	5/4/2022	I don't understand why we lost buses to this awful service. Nobody needed for the city of Denton to look at Uber and Lyft and say "hey, let's do that, only worse!" The service of point to point transit on call for variable pricing ALREADY EXISTS! And the final kick in the gut is that you've used GoZone as the excuse to get rid of buses. Buses are a solid mass transit option that has been proven over the course of the last hundred years. Why on earth are you trying to reinvent the wheel?! Sad.	NEGATIVE	9	0
	5/11/2022	I have been put in dangerous situations in these vehicles. I have had drivers who have almost crashed numerous times. I had a driver who drove down the street with the trunk open with my son's legs in the bike rack and almost dragged him under the vehicle all the way down the street. He is 6 ft 3 in so it's not like you couldn't tell he was standing there with the trunk open Who you goinna call? Ghostbusters? Dcta doesn't take responsibility and nobody at via speaks English.	NEGATIVE	0	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76207	5/2/2022	I have spent Hours talking to those who depend on accessible public transit at the DCTA Denton station. That's something our fmr DCTA representative never did. The people depend on accessible public transit. GoZone needs to be an addition to our current existing bus lines. These people are busy working hard trying to make a honest living to provide for their familes, we shouldn't make their lives harder. Privatizing and taking away the accessibility of the current DCTA doesn't help them.	NEGATIVE	10	0
76201	5/5/2022	I know people who need to use public transportation but don't live in Denton city limits. Even though they don't live in Denton city limits, DC TA supposedly services Denton County. The wheelchair accessibility of this area is inexcusable and it leaves people who need wheelchair access stranded if they live anywhere outside of the city limits. Please expand access.	NEGATIVE	5	0
76201	5/5/2022	I live on Austin Street and used to be able to catch the Route 6 bus at several stops along Oakland street and Texas street near TWU. (And that's when the bus would actually stop to pick me up. There were many times when the bus would just pass by the stop or not make the turn down Texas street.) Now, there is only one stop on the other side of TWU on Bell Avenue. The current bus stops are inaccessible and the routes make no sense.	NEGATIVE	4	0
	5/11/2022	I need accessible vehicles that aren't several feet off the ground. I use a walker and I very rarely am able to get an accessible vehicle. When I do, I find it extremely difficult to get into the vehicles. I have heard other people who do not even have hip conditions or mobility issues say that it is very difficult to get into the accessible vehicles. They are way too high off the ground. You need to consider that people have different challenges that need accessible vehicles and can't climb.	NEGATIVE	0	0
	5/11/2022	I ride Go Zone at least 6 days/week. The majority of the drivers are extremely rude and dangerous. They don't know how to operate the trunks, the air conditioning, the windows etc. If it is almost 100° outside and you don't know how to open a window or turn on air conditioning, what's going to happen to the passengers in the vehicle? The stops to pick up and drop off passengers are in the middle of busy roads. This is dangerous for everyone. There need to be stops at specific addresses.	NEGATIVE	0	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76210	5/12/2022	<p>I thought that the last election was a disgrace.</p> <p>First, voters should vote on whether they want elected official's party affiliations on the ballot.</p> <p>The ballot today is confusing and the city and news media does not do provide enough meaningful information about candidates to make informed decisions. They do this every place else, as we have in the past, and there are no problems.</p> <p>Second, amendments on the ballot, by law, should be written in simple sentences.</p>	NEGATIVE	0	7
76207	5/16/2022	<p>I tried to use gozone a few times to get to work but it's so unpredictable and I would never know if I actually would get a ride. I lived maybe a mile from my office and it was still difficult. I do also think it inhibits residents from accessing other areas as it only operates in 2 cities in Denton county. What about all the others?? I've worked with many families who need other options and there's just none because dcta is not prioritizing the majority and what they need with gozone.</p>	NEGATIVE	1	0
	5/1/2022	<p>I very much second this! As a UNT student from the Denton area, it disappoints me how inaccessible much of the rest of the county is. I would've highly preferred taking the train/a bus to work and not sitting in traffic.</p>	NEGATIVE	1	0
76209	5/9/2022	<p>I would just like to reiterate that GoZone in its current state(and likely any state at this point) is not a suitable replacement for the fixed bus routes. If they are listening, I highly encourage for the people in charge of DCTA to use GoZone to get to and from work for 1 week to understand why.</p>	NEGATIVE	7	0
76201	4/22/2022	<p>I would really like to see DCTA try to increase bus frequency to 10-15 minutes along at least two of the routes with the highest ridership. Ideally, all of the other routes should have a wait time of 30 minutes or less regardless of time of day.</p>	NEGATIVE	20	0
76209	5/4/2022	<p>I'm not a fan of this model and the numbers show that it doesn't work. An expanded bus system would serve Denton better with more consistency.</p>	NEGATIVE	8	0
76201	5/1/2022	<p>I've used the gozone service several times and just can't anymore. It's unreliable; the drivers do not adhere to proper driving laws; rides cancel on me for no specific reasons; waiting times are insane; routes make no sense and take longer to get anywhere; they do not care for other drivers and honestly feel like menaces to the community. I've since deleted the app and honestly would rather see them gone then act as the replacement for busses where these issues were never the case.</p>	NEGATIVE	16	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76201	5/4/2022	No I don't. GoZone has some of the worst drivers I have ever encountered on the road. I don't know a single person who thinks they are safe or reliable in Denton. Please focus on a grid bus system like Dallas instead of GoZone.	NEGATIVE	4	0
76209	5/3/2022	No, because it can't be counted on to get me somewhere on time. The drivers scare me, I've had to avoid, or watched other people have to avoid, collisions several times due to their erratic driving.	NEGATIVE	7	0
76201	5/1/2022	No, but I have witnessed on more than one occasion, a go zone driver smoking in the van while parked. I've seen erratic driving and know of people that have had to wait extremely long periods of time to get a ride back home. It only adds more traffic to our streets. Not a solution to our already overcrowded streets.	NEGATIVE	7	0
76209	5/9/2022	No, I don't use Go Zone because the drivers are dangerous. I want busses, fixed route busses that operate all day and into the evening for people to use instead of driving. I want an easy to read and use instruction page detailing which busses go where. Right now it's a mess. Get the Go Zones off our streets!	NEGATIVE	5	0
76209	5/13/2022	No, it does not meet my needs. I'm a visually impaired person that has to rely on services and/or family end friends to drive everywhere. I used GoZone twice in the early part of 2022 and it didn't meet my expectations. I was surprised that the service doesn't technically drop you off and pick you up exactly where you need to go. Thankfully my drivers were kind enough to drop me off at my destinations, but to be picked up I had to walk a little ways with my son in his car seat to be picked up.	NEGATIVE	2	0
76201	4/18/2022	Public transportation needs to be managed and designed as a public service not a for profit business.	NEGATIVE	18	0
75067	5/31/2022	Putting a value on either option should not be something the general public decides. The use of the GoZone service should be included in the price of a normal DCTA ticket, regardless of destination. Look at how DART implemented their GoLink service. I use it daily for work. Do I prefer it over the fixed bus route they replaced it with, absolutely not. My commute varies wildly each day, frequently missing ideal train times. At least the cost of the service is included with my day pass.	NEGATIVE	1	0
76209	5/13/2022	Recently, when I attempt to use GoZone app message pops up that says something like "all seats are full sorry" no matter what time of day it is. It's frustrating because I can't drive due to my visual disability so I rely on others for transportation. Occasionally I'll use Lyft but it's gotten extremely expensive that I rarely use it. I have a bus stop right by house, but I've lived here going in 2.5 years and it's always been closed. Please open all the bus stops again and bring back the buses!	NEGATIVE	4	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76201	5/5/2022	The current GoZone fare model is unsustainable and will continue to require higher subsidies. Budget realities create a service level which cannot attract choice riders because they cannot trust they will be able to return home reliably. If we continue GoZone, we need a hybrid fare model to extend coverage while pricing this service high enough that demand does not hamper DCTA from running a high-frequency bus network that gets better not worse as ridership increases.	NEGATIVE	8	0
76207	6/9/2022	The DCTA connect bus lines need to be maintained. GoZone lacks the reliability and current capacity to replace the bus network. Reports of accidents and the performance of GoZone drivers raise concerns about safety. "Scenario A" is unacceptable for the reasons described. "Scenario C" is the most tolerable of the proposed service changes. That said, DCTA should focus on improving and promoting the fixed bus service rather than cutting routes.	NEGATIVE	2	0
76207	5/4/2022	The fix bus route system needs to be drastically improved. As many others have stated, a grid system with multiple busses per route and shorter wait times would vastly increase ridership and reduce the amount of other cars on the road. Taking cars off of the road will reduce the wear and tear on our roads and decrease the amount of construction needed on our infrastructure. I would much rather ride a bus to work/around town if I knew that I wouldn't spend so long waiting at a stop.	NEGATIVE	9	0
76201	5/1/2022	The fixed route service needs to be changed. It's inefficient and frustrating for both bus drivers and the passengers. A grid system akin to the one adopted in Dallas and Houston would serve Denton far better than the sparse bus stops we have now. It would also cut down on drivers having to make unsafe stops to accommodate passengers along these routes whose destination doesn't coincide with the placement of designated pickup/dropoff areas.	NEGATIVE	14	0
76205	4/21/2022	The go zone program is not only dangerous, but also nonfunctional. I've seen go zone drivers veer into lanes and almost cause accidents, stop in the middle of roads, and block intersections. I have heard that the wait times are very long, longer than usual bus times, which they were supposed to replace. Personally, i avoid using this service because driving next to a go zone driver is dangerous enough let alone in one, Denton politicians should be ashamed.	NEGATIVE	11	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76201	6/2/2022	The goal of the additional fare for GoZone is quite literally to make it less desirable. There is more rider demand for GoZone than GoZone can handle, so they need to reduce rider demand. They can reduce rider demand in one of two ways: (1) Higher pricing for GoZone or (2) Allowing GoZone wait times and ride rejections to get so bad that people stop trying to use it. DCTA doesn't have enough money to meet rider demand by constantly adding more vans.	NEGATIVE	1	0
76201	5/1/2022	The GoZone service in the time I've tried to use it has been outright useless. Not only that, but the drivers are generally a road hazard in their own right. So far I've tried to use GoZone as an alternative to the buses or using my car, and I've had 30 minute wait times for a five minute ride, I've had drivers drive straight past me and keep going, or they simply go past the arrival time and it's no longer feasible to wait. Stop pouring money into a system that doesn't work, and commit to buses	NEGATIVE	16	0
75067	5/16/2022	The ride was not clean it smelled like really bad body Oder I nearly threw up and I had to have the driver stop and let me out and walk the rest of the way home	NEGATIVE	2	0
76201	5/5/2022	The service is a sad excuse for I would transportation. Not sure whether drivers drop people off road frequently because of the app or because of DCTA rules, but is dangerous and the app needs to be upgraded to be a little bit more flexible as far as routes go. This could be a great service and when it works it's excellent. Unfortunately, it puts people at risk and is inefficient. I don't think I've got to a place on time without calling my GoZone two hours in advance. I shouldn't have to do that.	NEGATIVE	3	0
76201	5/4/2022	There have been too many times when I'm driving down a street only to have a gozone driver stop in the middle of it almost causing an accident. As well as gozone drivers recklessly swerve into another lane without putting a blinker on again almost causing a car accident. These drivers are unsafe and should not be on the road. Cancel the contract with GoZone and put more money into buses and our train system for transit in Denton. GoZone needs to Go.	NEGATIVE	4	1
76209	5/10/2022	These go zone drivers have got to be the worst thing in Denton right now. Almost daily I see these drivers either almost causing a wreck or causing a wreck. They look like they have absolutely no training. They stop in the middle of the road to pick up or drop off customers. I've seen go zone drivers park on the wrong side of the road facing traffic in the middle of the street while people are honking at them continuously and they just sit there. They are a danger to denton. Get rid of it.	NEGATIVE	4	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76201	4/30/2022	This isn't enough to replace the bus system. You are doing more damage by replacing it with this. You are not improving the roads regardless; The drivers are reckless and the app doesn't work for those using it for the service (glitches so it just loads when you actually have a driver) and for drivers (wants you to stop off the bat, or it's just that the drivers stop right where it tells you so they stop in the middle of the road which is reckless). Make a better route for the buses instead.	NEGATIVE	7	0
76207	5/10/2022	We need buses because of sometime gozone ride not happening its too late and also ride was not booking sometimes	NEGATIVE	1	0
75057	4/30/2022	When GoZone first launched I was excited because of the extremely low fares and the services that it served but stopped after 2 rides because GoZone are thief's! I took a ride with them that was supposed to be free but they stole \$10 from my bank account and upon emailing them about issuing me a refund for several months. They have stopped responding to my emails and have dragged me around with the same excuse! Never using them and I'm going to continue to use Lyft! Never got my \$10 refunded!	NEGATIVE	5	0
76201	5/2/2022	When I asked about the contingency when supply of GoZone was outstripped by demand, the answer was 'we would go to the board to request more money'. If that continues being the plan, DCTA simply doesn't have enough money to pay for 0.75-1.50 subsidized taxi rides to all residents of Denton/HV/Lewisville when those ride cost \$8-12 a piece to the tax payer. A system that is ruined when it gets popular is simply not a good plan. It's a plan designed to fail.	NEGATIVE	14	0
76209	5/2/2022	Where are these guys getting their licenses from? Some the worst drivers I've ever seen. What's so wrong with our busses that we had to start using this? I've gotten so many close calls with these guys it's nuts.	NEGATIVE	6	0
75007	4/27/2022	Why have all the morning bus times been taken away? I've been late to work more times in the last month than the last two years. Granted, it's mainly because of GoZone's unpredictable service - but now I don't even have the option of taking the bus to the A-Train to guarantee I get to Carrollton before 9AM.	NEGATIVE	13	0

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Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76207	5/4/2022	With the reports that fares only make up a very small percentage of revenue for the DCTA, I would like to see fares eliminated completely. I don't believe that a public service needs to be profitable to remain operational. Removing fares would drastically increase ridership and make it much easier for citizens to get to work, attend medical appointments, visit grocery stores/other businesses, and participate in many other important aspects of their daily lives.	NEGATIVE	5	0
76201	5/2/2022	Yeah, I agree that just adding more GoZone service is not the solution. I think connecting GoZone rides to a more robust fixed route service is the only solution. It would make sense for GoZone to cover first/last mile rides that feed into fixed routes, but not as a stand alone service. By gutting our bus service while launching GoZone, I feel like DCTA set itself up to fail.	NEGATIVE	1	0
76209	5/1/2022	Yes, we need to improve public transit but GoZone is not the answer. Simply speaking, it doesn't work. Plus, it adds cars to our crowded roads with drivers who do not care about blocking the right of way and other dangerous driving practices. Fix our bus system instead, please!	NEGATIVE	18	0
76205	4/26/2022	GoZone is such a great idea and worked well when it started. The service seems to be overwhelmed now by demand and is no longer reliable.	MIXED	8	0
	4/26/2022	I agree. Fairs being fixed are so important especially for accessibility. I work with individuals that do not have high incomes and it is a barrier to have high priced items. It is difficult enough to get regular bus passes to them; having a sliding scale fair would prevent these people from being able to go a certain distance in Denton's city. I don't think Denton needs another Lyft or Uber service, they need reliable transportation.	MIXED	1	0
76201	5/1/2022	I completely agree. The app, while it seems rife with good intentions (affordable uber essentially) its execution is floundering and everyone in the city knows it. If we committed more of the budget to fixing the buses and expanding routes it would mean designated pickup/dropoff areas and safer conditions for everyone.	MIXED	0	0
76205	5/10/2022	I have used it and would use it more if the routes focused on better routes. I do not use it for commuting, but for getting from my neighborhood to downtown and other parts of Denton like UNT, TWU, the grocery store, etc. I do not like GoZone - it's not reliable and the drivers I've seen are terrible and dangerous. Give us more buses and better routes.	MIXED	7	0
76209	4/30/2022	I have used the fixed bus routes regularly and wish there were updates. I think Denton would benefit from a grid based bus system.	MIXED	8	0

Table 2: Comments from Social PinPoint

Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76205	5/1/2022	I have used the GoZone service a few times. It generally goes where I need it to, however I have had multiple times where when I'm ready to go home, there are no rides available for an extended period. In turn, since those were places I GoZoned to, I had to use Lyft to get home since there were no buses that go where I needed them to. Also, as a passenger I have felt that many GoZones made me feel unsafe because of their driving and because they are not familiar with Denton roads	MIXED	9	0
76201-2317	6/5/2022	I prefer the bus service. I need route 7 to to start between 6.30 or 7 am in order to get to DCTA in time to transfer to route 2 so I can get to work on time. I like the afternoon time so I can finish my job and have time to get to the bus stop . when we arrive at dcta the transfer bus is leaving , having to wait for another bus. I also like the gozone but I have been late several times having to ride to other places before getting to work during the school in sessions.	MIXED	2	0
76201	4/19/2022	I prefer the Option 3: Hybrid Model. I would rather the ridership demand for GoZone be managed by higher fares rather than by slow, unreliable service. It is also important to incentivize riders to use buses, which can carry many more passengers per hour than a GoZone van.	MIXED	9	0
76201	5/1/2022	I wanna use the bus but the routes you have don't run frequently enough. I've only heard bad things about gozone and even as you add more cars it's still awful. I want good easy use busses not some dangerous nonsense.	MIXED	14	0
76209	5/4/2022	I would love to have a re-imagined, grid-based bus network that allows for easy transport to and from my job. Currently there isn't a way to ride across the city of Denton (a 17 minute drive) in under an hour and without multiple transfers. If this was done I would become a five days a week - at minimum - rider and be so happy about it. I've ridden our DCTA busses in the past and loved it. It just became unmanageable under the current system as my route needs changed.	MIXED	11	0
76201	5/12/2022	If public transport is going to serve everyone, it shouldn't Require technology (smart phones) that not everyone can afford. Buses on fixed routes are more accessible than GoZone vans/apps. Thank you.	MIXED	11	0
75067	5/21/2022	Infrastructure is needed for GoZone pickup locations. Either utilize existing bus stops or pick a safe and secure parking lot. Either way, the pickup location should be clearly identifiable from the street and sidewalk. Way-markers should also be used to help people, who may or may not have a smart phone, find the pickup location. All pickup locations should have an ID#. The GoZone driver shouldn't be stopping randomly in the middle of the street to pick up passengers.	MIXED	3	0

Table 2: Comments from Social PinPoint
Ideas Wall

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76209	5/1/2022	Keep our buses, but we can do better! I recommend investigating an efficient, grid-based bus network, like the one that has seen success in Houston, Dallas, and other cities across the world.	MIXED	8	0
76208	5/10/2022	Please consider a policy precluding drivers from using phones while driving. Last week I rode a bike past a Go Zone can which was parked in the bike lane but as I passed the driver was looking at his phone rather than mirror and pulled out in front of me into the road so I had to jump into the left lane on Hickory to not crash into the van. This happens all the time. Drivers should have phones affixed to the vehicle for navigation if needed. This probably would not happen with a bus.	MIXED	8	0
76201	5/2/2022	Please implement improved routes and schedules instead of throwing them out and replacing them with a van system that does not work. This city needs better buses to be the best it can be, not fewer buses	MIXED	12	0
76201	4/21/2022	The quality of GoZone was pretty good when it started but has absolutely plummeted. Extremely long waits, drivers going to the wrong location for pickups, unsafe driving, etc. Massive step down from regular bus service.	MIXED	17	0
76201	5/27/2022	To have public transportation in the city of Denton is a blessing. I and others use route 7 and I'm saddened by its reduced coverage. Saying that, it would be helpful if a bus stop on its current route could be added. An additional bus stop at the intersection of Hickory St and North Texas Blvd would be ideal, seeing that the nearest next stop is half a mile away. Walking that distance to catch a speeding bus is a hardship for many of us. We would be so excited to see a bus stop sign here.	MIXED	1	0
76207	6/9/2022	Transferring between buses has meant wasting at least half an hour at the transit center making the buses impractical for cross-town trips. The timing of the current Denton Connect buses to the transit center have been improved. Now, transfers take only a matter of minutes at the transit center in many cases. Some transfers still have long waits (i.e. routes 7 to 6 after 4pm). DCTA should further adjust timings to reduce wait times for transfers.	MIXED	1	0
76209	5/11/2022	While I do not personally utilize Go-Zone, I know many people who rely on it for the basic mobility and freedom that many of us take for granted. Fares need to be kept as low as possible and the fleet expanded for optimum coverage of times and areas of operation. Recruitment of drivers away from superfluous and frivolous services like Uber and Lyft, focusing on providing a very beneficial service to those who would otherwise be left in great need would help. Access varied funding sources.	MIXED	3	6

Table 2: Comments from Social PinPoint*Ideas Wall*

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76210	5/4/2022	Would love to see a fixed system that pays attention to the needs of our populace. Many students (there are A LOT in Denton!) have regularly relied on public transit to get to work and school. My students at UNT have always benefitted from the buses til now. A grid system would help! Uber-like services are unreliable, often unsafe in a number of ways, and also environmentally unsound! Everyone wants to “keep Denton weird” and you can’t really do that without reliable and safe public transit.	MIXED	12	0

Table 3: Comments from Social PinPoint

Comments Received via the Map

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76208	4/27/2022	A bus stop here or in the immediate vicinity would be great.	POSITIVE	4	0
76209	4/29/2022	A bus stop to service the library would be really convenient.	POSITIVE	3	0
76209	4/18/2022	As someone who lives near the UNT campus and works on the north side of University drive at Razor Ranch, I would like to see the reintroduction of the bus stops on the north side of University via Route 7 and or 8. I know there is a Route 7 stop on the south side of University but it is inherently dangerous for pedestrians to cross a busy road love University. Due to the most recent changes to the bus routes I can no longer rely on the fixed bus routes to get to work.	NEUTRAL	13	0
75067	4/20/2022	Bring back fixed bus routes in Lewisville. GoZone is not adequate replacement for fixed route service or public transportation more broadly. Perhaps low ridership was cited as a reason for replacing fixed routes with GoZone; however, if some of the money that was used to fund GoZone was instead used to improve and expand fixed route service, ridership would increase. Gutting fixed routes=gutting public transportation. Ideally, GoZone should supplement (not replace) fixed routes in Lewisville	NEUTRAL	14	0
75067	4/20/2022	Cinemark 14 in Denton	NEUTRAL	2	0
75067	4/21/2022	Lakeside in Flower Mound	NEUTRAL	4	0
75067	4/21/2022	With a large parking lot, several businesses located nearby, quick access to major streets and highways, and centrally located in Lewisville - Bellaire Plaza would make a great central hub for future fixed routes bus system.	NEUTRAL	6	0
75067	4/21/2022	Lewisville Central Park.	NEUTRAL	1	0
75067	4/26/2022	Can route 6 have an additional morning stop before 8 am OR align better with DCTA train schedule (7:44 am arrival) so students and faculty/staff can arrive before 8 am for work or 8 am classes?	NEUTRAL	6	0
76201	4/26/2022	Razor Ranch	NEUTRAL	0	0
76201	4/26/2022	Golden Triangle Mall	NEUTRAL	4	0
75067	4/26/2022	Future train station?	NEUTRAL	7	0
75007	4/27/2022	Please make the new Route 7 reach the A-Train before 8AM... Why is it scheduled to arrive 5 minutes after the train leaves?	NEUTRAL	7	0
75067	4/27/2022	Please provide a bus route to the high school	NEUTRAL	4	0
76207	4/28/2022	Please establish a safe pick-up spot for GoZone riders being picked up from two-lane roads.	NEUTRAL	2	2
75061	4/29/2022	Please Extend Route 7 and all routes back to original destinations. There are a lot of medical facilities and hotels in this area that people need to get to at a certain time. GoZone takes you on a ride around town to fill up the vans.	NEUTRAL	0	0

Table 3: Comments from Social PinPoint

Comments Received via the Map

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76201	5/2/2022	Please include NCTC so that students can get to class since the Shuttle was canceled at the start of Covid	NEUTRAL	7	0
75067	5/2/2022	Railroad Park should be part of the Go Zone coverage area. This may give DCTA an opportunity to capture usage fees from people visiting Lewisville and Denton County for sporting events.	NEUTRAL	1	1
75067	5/2/2022	Please provide a bus route for both Business 121 and Round Grove (TX 3040); respectively. It would be beneficial if the route going through Business 121 were to connect with Old Town Rail Station; and the Route through Round Grove to connect with Hebron Rail Station. These are well established routes that have several medium density housing and businesses.	NEUTRAL	3	0
76210	5/3/2022	There should be either a bus stop here or have it be a part of a GoZone Zone. This area is heavily populated and is becoming more so. There is a large mobile home park right across the street from Wal-Mart and a large apartment complex that is being built on another street next to Wal-Mart. In addition, there is an elementary school, Wal-Mart Neighborhood Market, car repair shop, and Dollar Tree all at that intersection.	NEUTRAL	3	0
76201	5/4/2022	Add a bus line all the way to University to make it easier to get to a grocery store	NEUTRAL	3	0
76201	5/4/2022	Add a direct bus route to the Golden Triangle Mall.	NEUTRAL	3	0
75057	5/6/2022	People who live here are dependent on others for rides to work. Currently I pick up an employee at Kroger 6 days a week.	NEUTRAL	0	0
76210	5/8/2022	We would like service to come to our neighborhood so it would be easier for us to use.	NEUTRAL	1	0
76210	5/11/2022	Bent Creek Estates needs access to GoZone and possibly a bus route down 377? or country club rd. I feel there are a lot of residents that would use public transportation on a daily basis	NEUTRAL	1	0
76201	5/12/2022	A fixed bus stop in this area is needed.	NEUTRAL	0	0
76201	5/12/2022	Please add bus stops in this west-central part of Denton -- somewhere near High School or First Baptist Church.	NEUTRAL	1	0
76201	5/12/2022	Is there enough interest in Krum to connect a shuttle from downtown / First and McCart to Denton bus lines?	NEUTRAL	0	0
76201	5/13/2022	GoZone drivers frequently block the W Hickory bike lane at Welch, hindering and endangering people who are traveling by bicycle by forcing them into car traffic, where they are at risk of injury and harassment by motorists.	NEUTRAL	2	0
76201	5/16/2022	NCTC Flower mound	NEUTRAL	0	0

Table 3: Comments from Social PinPoint

Comments Received via the Map

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76207	6/9/2022	Route 6 of the "Denton Connect Current Fixed Route" has a stop here which does not appear on the bus schedule. There is a valid bus stop sign and drivers pick up and drop off at this location. This stop allows passengers using Route 6 outbound to access University Dr. without having to ride the entire loop. The walk to University from the stop is within reason. However, since it is "hidden" many passengers are not aware of this option to reach University Dr.	NEUTRAL	0	0
76207	6/9/2022	Inbound "Denton Connect Current Fixed Route" Route 6 needs a stop between "Discovery Park" and "Elm at 380". Currently, Passengers leaving UNT for Fallmeadow, Windsor, etc. must ride to the transit center and back which adds 20+ minutes to their trips. To go downtown, these passengers must ride to Discovery park and back which adds 10+ minutes. Across the street from the existing outbound "Windsor at Elm" stop is a good location.	NEUTRAL	0	0
76201	4/26/2022	I frequently take the A-train to Carrollton and would really like a dedicated or prioritization of riders who are going from a location to the DDTC. I have missed an A-train and had to wait an hour for the next one when taking a Gozone to DDTC since there was another stop before mine and the fixed bus route does not arrive frequently enough to get me to the center in time.	NEGATIVE	10	0
76201	4/27/2022	Please re-extend the route number 7 to Rayzor Ranch, specially to the Walmart Supercenter stop. People who want to travel to and from Walmart face a lot of inconvenience since the route was short-terminated to "The Village".	NEGATIVE	5	0
76208	4/29/2022	Please bring back the original bus route	NEGATIVE	2	0
76208	5/3/2022	GOZone doesn't work efficiently, if we had more bus routes in popular areas people would only have to use GOZone to get to the outskirts/ edge of town. This would way people would get to where they need to go more efficiently. GOZONE should compliment the bus routes NOT replace them. Also instead of running bus routes every 20-30 minutes, they should run every 10-15 minutes.	NEGATIVE	5	1
76209	5/6/2022	There needs to be a more efficient way to eliminate the disconnect between Denton and Lewisville Go Zone services. Services between the two need to be continuous, fluid, and travel friendly for the consumer/tax payer/ voter. Not to be used as an experiment between local government officials and third party contractors like Avis and Via. Also, safety concerns regarding the employment of Go Zone drivers being employed by Via NOT Denton County Authority and avoiding safety guidelines	NEGATIVE	5	0

Table 3: Comments from Social PinPoint

Comments Received via the Map

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
76209	5/7/2022	<p>Bus Route 4 runs only ONE bus through the stops per HOUR which makes getting to work on time very difficult. Could there please be more than one bus on this route?</p> <p>I got to the 770137 stop at 8:12 a.m. The bus came at 8:56 a.m. but we did not leave the stop until 9:11 a.m. getting to my destination at 9:19 a.m. I was late to my 9:00 a.m. job even though I left the house at 7:45 a.m.</p>	NEGATIVE	2	0
76209	5/7/2022	<p>Bus Route 4 runs only ONE bus through the stops per HOUR which makes getting to work on time very difficult. Could there please be more than one bus on this route?</p> <p>I got to the 770137 stop at 8:12 a.m. The bus came at 8:56 a.m. but we did not leave the stop until 9:11 a.m. getting to my destination at 9:19 a.m. I was late to my 9:00 a.m. job even though I left the house at 7:45 a.m.</p>	NEGATIVE	0	0
76201	5/9/2022	Go zone people stop in the middle of the roads blocking traffic and have cut me off multiple times	NEGATIVE	2	0
76209	5/9/2022	I've consistently seen a GoZone vehicle stop in a traffic lane to pick up someone. If GoZone is to be continued, please require vehicles to pull off to the side so as to not impede traffic. This is not the same as a FR buses stopped as they are clearly stopped at a designated bus stop. This method of pick-up by GoZone is not safe.	NEGATIVE	2	1
76208	5/9/2022	Add existing neighborhoods to the GoZone pickup and drop areas outside of Loop 288 and other places within the City Limits. These people pay the sales tax and deserve service. Saying it will take to long for the vans to reach and deliver passengers is not a acceptable response. This is a service, not a money making business.	NEGATIVE	1	0
76201	5/12/2022	Please pick up at the covered DCTA stop that is no longer used by the buses. Having to wait in the hot sun for 45 minutes is inhumane	NEGATIVE	1	0
76209	5/13/2022	I don't think the bus routes or go zone rides are dependable enough. I have always waited a minimum of 30 minutes for either one. Many times I'm not even able to request a ride on the GoZone app because the app just says that there are no rides available. I also don't feel that enough people use the bus routes consistently enough to justify their use. I think that the money spent on maintaining air bus routes would be better utilize by focusing on the GoZone routes/availability and Safety	NEGATIVE	1	1
76209	5/16/2022	Drivers need to be screened and drug tested randomly. It is a huge deal lately with these drivers, parking on the wrong side of the road, stopping in the middle of a busy street to pick up or drop off a customer, accidents, etc. These drivers are horrible and need training or drug testing or both.	NEGATIVE	1	0

Table 3: Comments from Social PinPoint

Comments Received via the Map

ZipCode	Date Received	Comment	Sentiment	Up Votes	Down Votes
75067	5/16/2022	The ride was not clean it smelled like really bad body Oder I nearly threw up and I had to have the driver stop and let me out and walk the rest of the way home	NEGATIVE	1	0
76209	5/23/2022	I honestly am not liking the 30+ minutes wait for rides and it's not even accurate to say that. Be better DCTS	NEGATIVE	0	0
76207	6/9/2022	The "Windsor at Elm" of Route 6 of the "Denton Connect Current Fixed Routes" needs a bus stop sign. As a result, where to wait for the on bus at this stop is unclear. Passengers have been passed by the bus on several occasions. Passengers have also received conflicting instructions from drivers as to where the actual location of this stop is.	NEGATIVE	0	0
75067	6/3/2022	I would like this area to be brighter at night, it is too dark at night	MIXED	0	0
76207	6/9/2022	A problem with Denton Connect was that transferring between buses meant wasting at least half an hour at the transit center. The arrival times of the "Denton Connect Current Fixed Routes" have been improved. Now, transfers take only minutes in many cases. Some transfers still do require long waits (i.e. routes 7 to 6 after 4pm). Adjustments to reduce these wait times should be considered.	MIXED	0	0
76209	6/10/2022	I didn't have a great place to put this pin but the lack of a bus route to the location highlights my concern of easy access to resources around the city. The current bus routes that do exist make travel difficult and adding more cars to the roads via GoZone makes even less sense. Please add more fixed routes, simplify to a more grid-like model for easy transfers (see changes to Houston route in attachment) , more options for stops, and stops that have benches and covering.	MIXED	0	0

Table 4: Public Comments

Comments Received through In-Person and Virtual Meetings and DCTA Response (if applicable)

Event	Date Received	Comment	DCTA Response
Virtual Townhall	4/25/2022	Issues with GoZone, uses wheelchair and vehicles are unavailable. Issue with pick up spots. Some drivers do not know how to use safety equipment on GoZone vans. Prefer fare models 1 or 2.	
Virtual Townhall	4/25/2022	Buses are important, essential to character of town, helps artists, lower income/students, fiscally responsible. Questions why we are using hub and spoke model, requests that DCTA explore a grid-based network. Provided short presentation to grid-based network.	The primary focus of this Comprehensive Operations and Fare Structure Analysis is to optimize our fixed route network to complement the GoZone service and create a multimodal transit system. The schedule to
CAC Meeting	5/4/2022	\$.75 is not sustainable. Hybrid "scales of economy/efficiency"	
CAC Meeting	5/4/2022	Positive GoZone experienced. Long wait times are getting worse. Wave of the future.	
CAC Meeting	5/4/2022	Denton City limits should have access. Growth in Denton	
Denton DDTC Townhall	5/11/2022	"I feel like seniors should pay 50 cents for half day passes and \$1.00 for all passes. I feel like students or children should pay the same as the seniors based on the income. Because you made a lot of accommodations for the homeless, why not for the elderly & students? Please reconsider adding some stops that were taken away from Route 7, 3, 2, Mesa (?) area, Med Park, and Ryan High School.	

Table 4: Public Comments

Comments Received through In-Person and Virtual Meetings and DCTA Response (if applicable)

Event	Date Received	Comment	DCTA Response
Denton DDTC Townhall	5/11/2022	"The Union is running the company. The employees that get in trouble that are in the Union are not held accountable for their actions. It's NOT FAIR to the ones that come to work and do their jobs everyday. The union workers treat our Operators Manager Kelly Richardson with a lot of disrespect. Then supervisors write up these workers, then they run to HR, and Cameron and the Head of the Union of this company allows this. The Union gets away with things. If things are in the Handbook, please follow it. It should allow to all operators not just some operators. It is a form of bias and discrimination. The company have lost some great drivers due to this union. The union and several people in the union has a hit list on myself, Kelly Richardson, and Louise Francois. What when I say "Hit List", I mean trying to get us fired. There is so much racism and division in the company. I would love to talk to someone about this issue. But changes really need to be made."	
Denton DDTC Townhall	5/11/2022	"Adding stops to SE Denton, especially in front of American Legion Hall"	
Denton DDTC Townhall	5/11/2022	"1) How will Via app integrate fixed routes? Right now users can't see if a fixed route could get them there faster. 2) Why don't fixed routes run early enough to get employees to work at 8am at our largest employers (like UNT)? 3) Will fixed routes be adjusted to serve hot spots identified by the Via GoZone data?"	1. Via is developing multimodal features that can be utilized in the future. 2. Routes were designed based on when they have historically demonstrated to carry the most riders. 3. That option could be explored as part of our multimodal approach.
Denton DDTC Townhall	5/11/2022	"Fare structure: I prefer a fixed fare that also considers a fare for senior citizens. Using contractors for planning is expensive."	

Table 4: Public Comments

Comments Received through In-Person and Virtual Meetings and DCTA Response (if applicable)

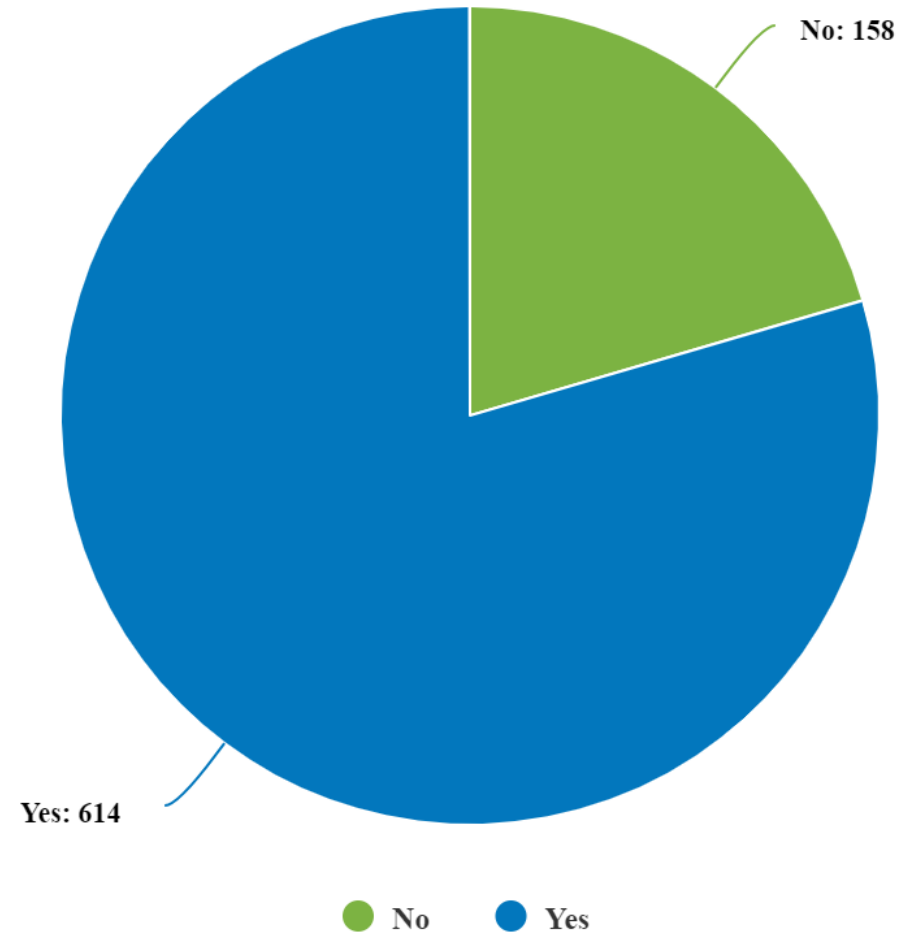
Event	Date Received	Comment	DCTA Response
Denton DDTC Townhall	5/11/2022	"Why are our consultants the same as providers that we are paying? Can we have a board meeting outside of working hours? I would love to use the bus but it would take me over an hour to cross the city which only takes 17 minutes by car. I live on loop 288 and up until those stops were taken I was seeing high school students and other community members waiting. Now I see a lot of students crossing a 6 lane road. My friend's car was towed & GoZone didn't want to cross the street to reach it."	1. Via has multimodal planners that are working at the direction of and in coordination with DCTA staff. 2. The Board of Directors is required to hold at least one regular meeting each month and the Board determines the schedule.
Denton DDTC Townhall	5/11/2022	"Hybrid and/or electric autos please."	
Denton DDTC Townhall	5/11/2022	"The presentation given today is exactly what was utilized at the May 4, 2022 CAC meeting and somewhat at Board meetings. In all of the above, GoZone is forced on the public with misinformation. Please respond to why we use stale information?"	The same or similar information is presented at all public meetings to give all participants a chance to view and provide comment on the same information. Board presentations provide the most up to date data. At times, a data set is presented that is used for a particular purpose, like evaluating routes. That same data may be shown multiple times as a source.
Denton DDTC Townhall	5/11/2022	"Councilwoman Armintor asked for an investigation into GoZone accidents and DCTA board members with certain council members set up Ms. Maguire to shut down the investigation. Will you respond to that?"	DCTA is gathering data and evaluating all GoZone-related accidents.
Denton DDTC Townhall	5/11/2022	"DCTA has transportation planners so why is Via redesigning fixed routes?"	DCTA is working hand-in-hand with transit planners at Via to develop a multi-modal transit system.

Table 4: Public Comments

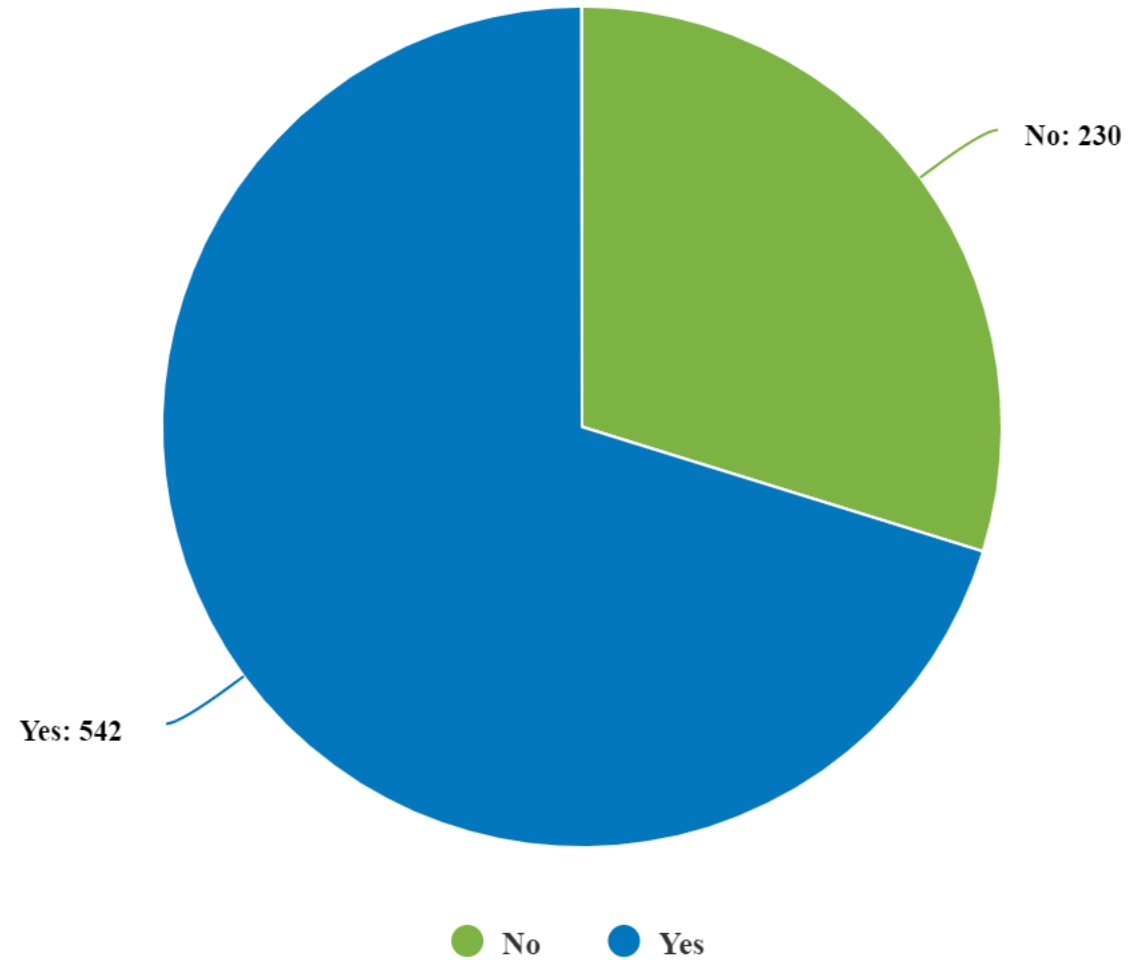
Comments Received through In-Person and Virtual Meetings and DCTA Response (if applicable)

Event	Date Received	Comment	DCTA Response
Denton DDTC Townhall	5/11/2022	"How often do you make forums like this more accessible to those most reliable to DCTA public transit? Forums like these are only accessible to a select few."	DCTA provides multiple opportunities for engagement with the public and our stakeholders. Several public meetings, both virtual and in-person, are held at various locations and times to allow for different people to attend based on their schedules. Additionally, anyone can provide input via our feedback website, phone, or email. Ads are done in English and Spanish and translations services are available when needed/requested. Outreach is also conducted to stakeholder groups, including social service agencies.
Denton DDTC Townhall	5/11/2022	"GoZone is clearly not scaling well, and based on their publicly available data it does not seem likely that their scaling issues will improve. Why fund GoZone over improvements to our bus system?"	GoZone has proven itself as a cost-effective mode that provides a transportation option to residents in our service area.
Denton DDTC Townhall	5/11/2022	""When we put more GoZones on the road, demand just takes them.' - Via Staff, April 2022 DCTA Board Meeting"	
Denton DDTC Townhall	5/11/2022	"Why are we using a data hub-and-spoke model for our routes when every successful transit system has moved away from that model?"	The primary focus of this Comprehensive Operations and Fare Structure Analysis is to optimize our fixed route network to complement the GoZone service and create a multimodal transit system. The schedule to consider and implement this round of improvements does not allow for a complete overhaul of the delivery model. However, the DCTA Board could choose to pursue a more comprehensive Connect network redesign in the future.

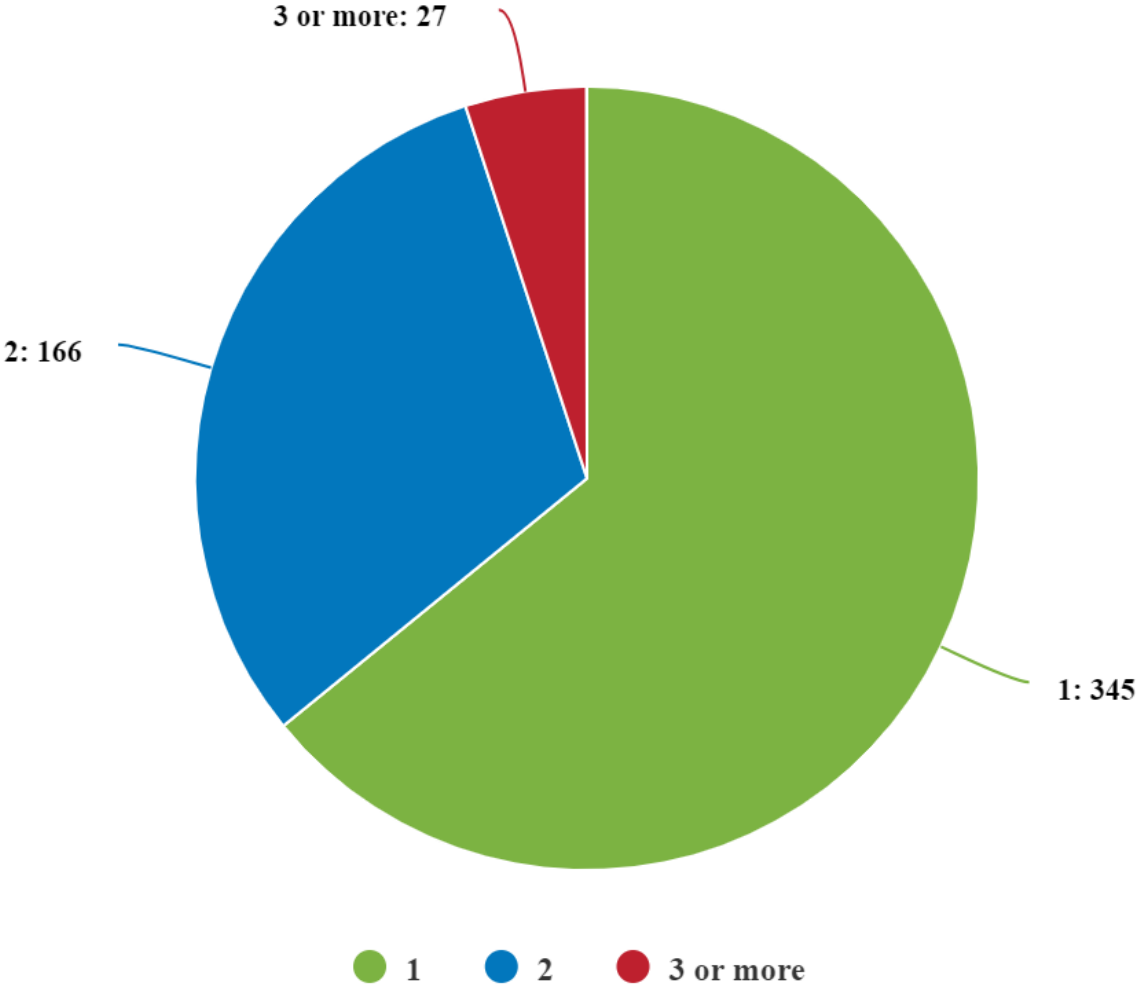
Question 1: Are you a current DCTA rider?



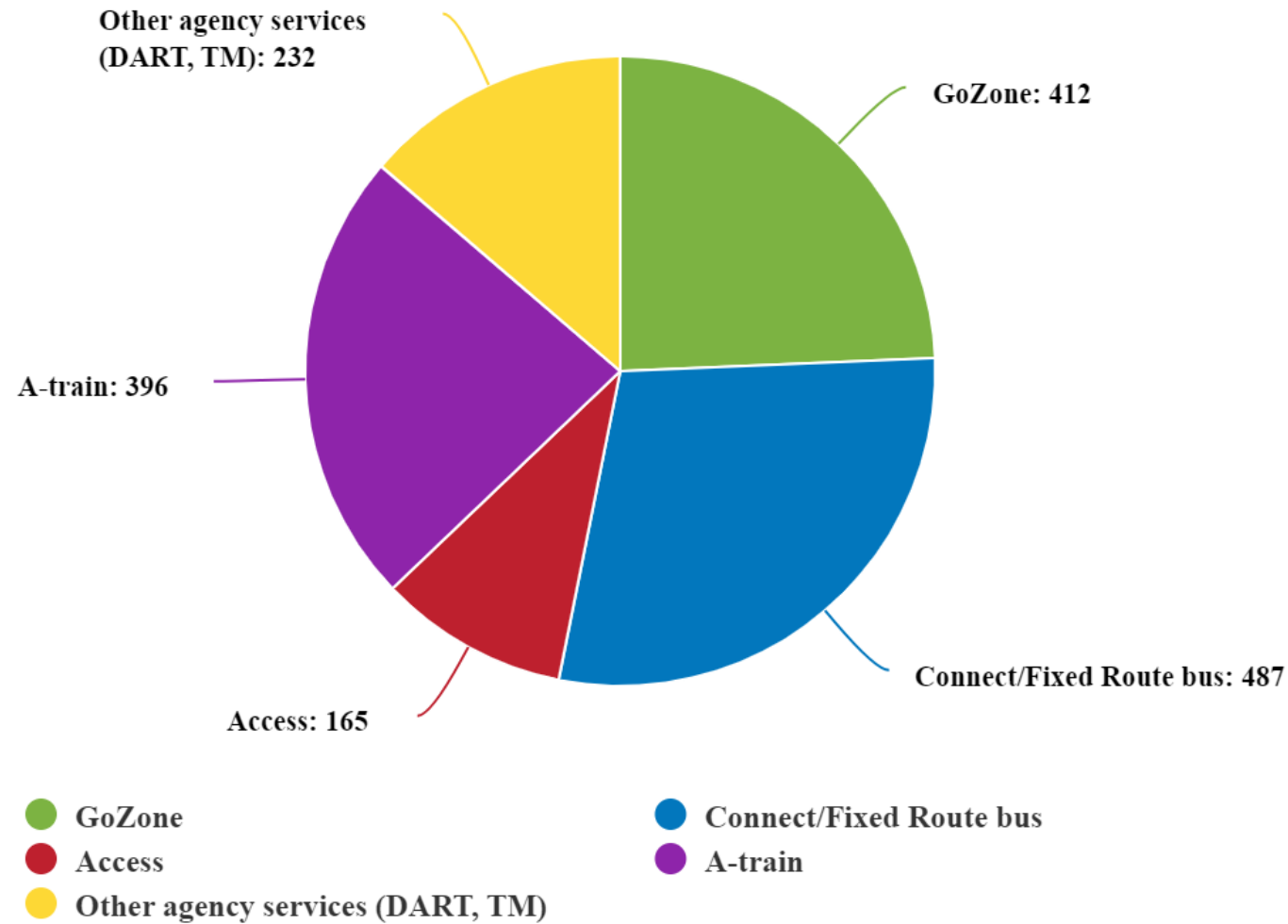
Question 2: Do you own a vehicle?



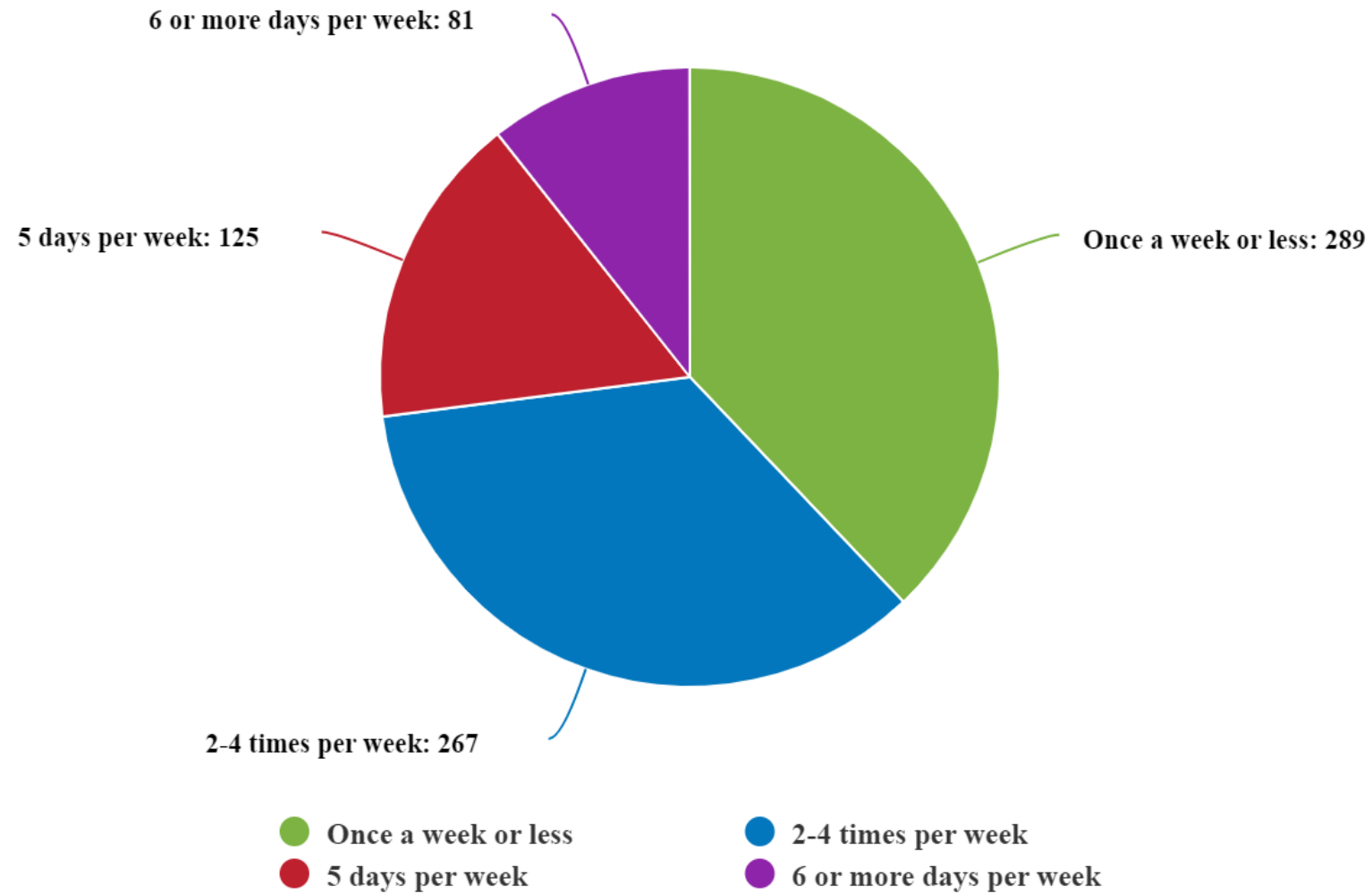
Question 3: How many?



Question 4: Are you familiar with or do you use any of the following services?



Question 5: How often do you use transit?



Question 6: What is the purpose of your transit trips?

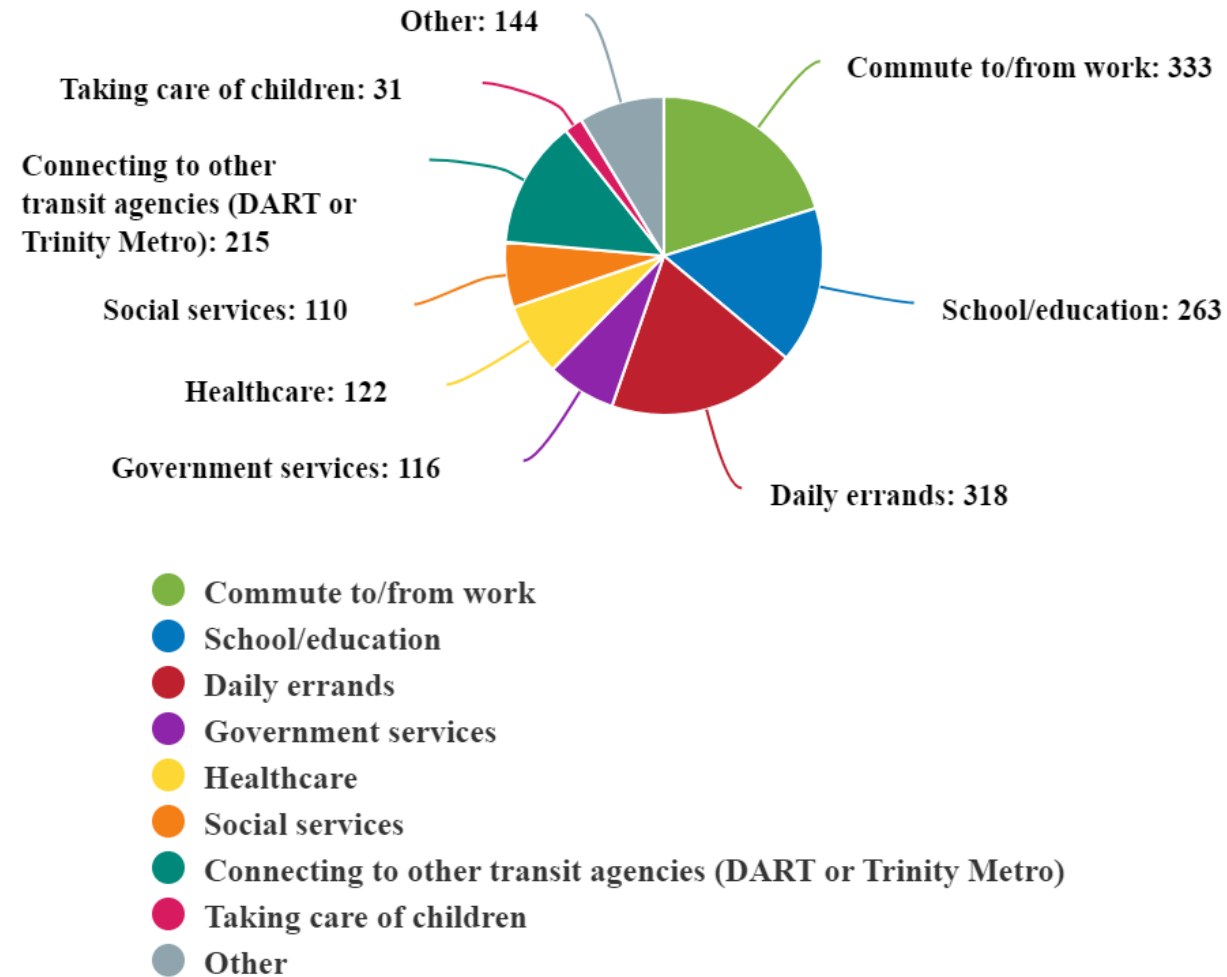


Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
75001	4/18/2022	Safety
75228	4/18/2022	Nothing much, really convenient
76201	4/18/2022	Timeliness and what locations I can access through transit
76201	4/18/2022	Removing transit
76201	4/18/2022	Buses are too low in my area. Request you to improve the number of buses in the below area
75001	4/18/2022	The bus routes not lining up with the A-Train sometimes
76266	4/18/2022	Change in the current connect routes.
76205	4/18/2022	Timing. The busses are vrry punctual, however there isonly one bus at times and takes an hour to loop back around. Most of the time i can walk from campus back downtown and beat it.
76205	4/18/2022	Angry people/ drug safety
75056	4/18/2022	Timeliness so I can be on time for classes.
76201	4/18/2022	If the bus is earlier than the app says and I miss it
75070	4/18/2022	Frequency and late night service
75001	4/18/2022	safety regarding other riders, safety at night
76209	4/18/2022	I would like more stops and more busses, especially on weekends and on smaller roads connecting to bigger roads
76201	4/18/2022	Having a reliable route to and from my work at reasonable times and minimal walking.
75028	4/18/2022	Loss of fixed-route alternatives in Lewisville/Highland Village area.
76201	4/18/2022	The bus routes disappearing
76209	4/18/2022	My biggest concern is with GoZone. When all of the seats are "currently full" during high demand periods the app does not give you any information as to when you will be able to ride. Sometimes I will sit there for up to an hour trying to request a ride. A potential solution I have though of is to implement a que for riders. That way you can estimate how long it will take to get a ride and it will make the request process less stressful/ frustrating.
76201	4/18/2022	It is not affordable and accessible
76040	4/19/2022	In dart there is no security provided
75214	4/19/2022	Safety
76209	4/19/2022	I'm still new to the area, so learning the bus routes and schedules
76201	4/19/2022	Top concern is safety. Second concern is how long will it take to travel to my destination.

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76205	4/19/2022	Integrating transit planning with land use planning
75215	4/19/2022	Not as reliable
76201	4/19/2022	Not being able to use the Go Zone on Sunday evening. I've been left out on Sunday cause they don't get my ride to me .
76201	4/19/2022	If there were no more buses to easily access places.
76201	4/19/2022	The area covered by the bus routes
76226	4/20/2022	1) Lack of financial and other support from politicians and others, 2) Inadequate bus service frequency in Denton, and no bus service in Lewisville and Highland Village, and 3) No current transit service In parts of Denton County where it is very much needed, including Lantana, Flower Mound, The Colony, and Little Elm
75007	4/20/2022	how long the train takes to get to denton
75056	4/20/2022	not as clean as it should be, buses are not on time
75056	4/20/2022	Shootings/Criminal activity
75035	4/20/2022	Accessibility of stops/waiting areas.
75287	4/20/2022	A train and bus route schedule times are good for me. But, Go-zone has 30-35 minutes wait time which I think need to improve.
76201	4/20/2022	I am unable to reliably utilize service to travel within the City of Denton.
75223	4/20/2022	Sometimes it smells like weed
76209	4/20/2022	No concerns.
76209	4/20/2022	No more buses
75067	4/20/2022	GoZone is not public transit. Fixed route services should be expanded.
76209	4/20/2022	How often the service runs each day.
76208	4/20/2022	Hard to get a GoZone have to keep clicking until it finally finds a ride and then u have to wait 30 minutes or more for it to arrive
75077	4/20/2022	The lack of reliability regarding gozone
75067	4/21/2022	Service availability.
75077	4/21/2022	Time
75019	4/21/2022	The Application for UNT Students should be better optimized

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
don't wish to disclose that information	4/21/2022	schedule changes
75067	4/21/2022	Not enough expansive bus routes
75063	4/21/2022	No all good
75007	4/21/2022	Cleanliness of seats
75007	4/21/2022	Late night transit
75007	4/21/2022	None. Has been a good experience.
75215	4/21/2022	Not enough gozone drivers
75019	4/21/2022	The bus showing up late
76201	4/21/2022	Wait times for GoZones during peak hours when people often have placed they need to be at certain times.
75062	4/21/2022	Safety
75007	4/21/2022	Knowing whether or not a route is delayed or cancelled
75067	4/21/2022	Keep the bus connection.
75057	4/21/2022	Wait time
75067	4/21/2022	Gozone not enough cars
76209	4/21/2022	That our fixed bus routes will go away.
76201	4/21/2022	Frequency of bus routes. Frequency of buses is low enough that I typically bike to destinations as the better option.
76207	4/21/2022	I am concerned that members of my community do not have easy access to neither a fixed route service nor the on demand services (GoZone & Access).
76201	4/21/2022	GoZone drivers are dangerous.
76201	4/21/2022	Frequency and connections
76205	4/21/2022	The unpredictability of GoZone and the decrease in fixed route coverage, particularly to Medical City & it's surrounding medical services area.
76205	4/21/2022	there needs to be a bus. I'm not getting in a strangers van alone to go home from work at night. GoZone drivers are frequently unsafe and the system is unreliable.
76205	4/21/2022	Availability

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76209	4/21/2022	Not being able to get a ride
76208	4/21/2022	Availability
75067	4/21/2022	go zone
76205	4/21/2022	DCTA removing fixed routes in favor of an unreliable on demand option.
76209	4/21/2022	It seems like your trying to dismantle it
76209	4/21/2022	Its dangerous. Letting people out in the middle of the road, driving dangerously, etc
76210	4/21/2022	Reliability. We need fixed routes.
76201	4/21/2022	That buses will no longer run.
76207	4/21/2022	Punctuality and safety
76201	4/21/2022	I don't have any. The trains are largely on time, and the buses (at least the ones you still run) work well enough. There could certainly be more bus lines for better coverage within the city.
76201	4/21/2022	Return bus routes. Remove GoZone
76201	4/22/2022	This service has cancelled every time I try to use it. They also drive terribly!
76201	4/22/2022	Driver customer service and accuracy of apps.
76208	4/22/2022	The bus not going where I need to go
76209	4/22/2022	Routes dont connect, GoZone simply does not work most of the time, Trains never run at hours when they are most needed.
76201	4/22/2022	The bus routes are too infrequent to be very useful. I end up just biking or driving. Also the area coverage seems pretty poor. I want to take the bus more!
76210	4/23/2022	Safety
76209	4/23/2022	I am concerned that fixed route buses and other transit services are being removed and will not be available when I need them
75041	4/23/2022	That we need to keep it.
75043	4/23/2022	Canceling the buses
76205	4/23/2022	Cut bus routes
76205 - You cut my bus line.	4/23/2022	Accessibility, privatization of services
76201	4/23/2022	Inadequacy of service - GoZone not dependable, bus routes too few.
76210	4/24/2022	Decreasing connectivity between DCTA and DART @ Trinity Mills

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76210	4/24/2022	Routes available and time for trip
75077	4/25/2022	Safety, Geography, Price, Accessibility, Availability
75075	4/25/2022	Not knowing the exact times the train and bus leaves
75068	4/25/2022	Not feeling safe at train station / bus stops. Especially train stations, there should easier access to call buttons.
75022	4/25/2022	Availability to people who need it
75229	4/25/2022	Time
76201	4/25/2022	Lack of appropriate schedules and the overall corruption
76205	4/25/2022	Accessible transportation
76209	4/25/2022	Unreliability and inconvenience being such that even when I'd like to utilize public transportation, I default to my car
76208	4/25/2022	Safety
76201	4/25/2022	Not getting to dcta in time to transfer to my destination.
76201	4/25/2022	being on time at both departure and arrival
76201	4/25/2022	Lack of connectivity
76207	4/26/2022	Lack of reliability and availability.
76205	4/26/2022	Wide time between buses (long wait time for the next bus)
76209	4/26/2022	Drugged people boarding train
75067	4/26/2022	Fixed routes going away. The transit system is a big seller for the universities. With 7 and 8 going away, it is hard to get to the transit station. The Go Zones are not real reliable. We have over 40,000 students that need to get to the grocery stores. They need reliable, regularly scheduled bus service. The students pay for this and deserve better service.
76205	4/26/2022	Being on time.
76209	4/26/2022	I couldn't book any rides to trinity mills through go zone especially on Sunday from Denton
75067	4/26/2022	Buses and train schedules aligning for work
76206	4/26/2022	Overflow Of Homeless Commuters. The Smells. Garbage Truck Juice with a Hint Of FERMENTED BANANA PEEL!!!
76209	4/26/2022	We need the bus because it it relabel to us
76201	4/26/2022	The speed and reliability of the transit method.

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76201	4/26/2022	Recent changes in fixed routes, specially Route 7.
76207	4/26/2022	Availability in 76207
76209	4/26/2022	The fact y'all removed transit stops from the furthest sections of Denton where I live.
76201	4/26/2022	Sufficient departure times
76201	4/26/2022	Terrible service
75057	4/26/2022	Frequent defunding attempts, buses and GoZone don't come often enough, no trains on Sunday
75028	4/26/2022	Access
76210	4/26/2022	It going away.
75056	4/26/2022	The time it takes to move from one place to another
76201	4/26/2022	I hope that transit can stay and not be removed.
76201	4/27/2022	Suspension of services as well as short-termination of services.
75057	4/27/2022	The lack of availability of Go Zone service for wheelchair users
76210	4/27/2022	Will a train be there for a return. Connects with DART to Dallas. DART not safe.
76209	4/27/2022	I'm worried they're going to take away accessible transportation.
75007	4/27/2022	Being late
76203	4/27/2022	it can sometimes be un reliable, new routes the busses have to take because of construction are not disclosed so schedules get moved.
76205	4/27/2022	Bad drivers and cost
76207	4/27/2022	crazy ass drivers who disobay trafic laws constantly.
76201	4/27/2022	The go zone waiting time is too high and also i need to walk upto a 1-2 miles sometimes to the pick up location.
76201	4/27/2022	I do not have any concerns
76201	4/27/2022	Not a proper schedule and GoZone drivers done know how to drive and don't respond to phone the people in the front desk are rude
76201	4/27/2022	less frequency to Discovery park sometimes
76201	4/27/2022	Not having busses at night gets me stuck in places. It would be nice to have them on the weekend too.
76001	4/27/2022	the cost and effectivness of readding the scheulde

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
75007	4/27/2022	On-time arrivals
76201	4/27/2022	The Go-zone rides have high waiting time and they get cancel automatically.
75002	4/27/2022	Saftey
75067	4/27/2022	Wait time
76148	4/27/2022	Cleanliness
76203	4/27/2022	DCTA GoZone being completely ineffective and replacing the bus stop I rely on (EB Eagle at Kendolph)
76201	4/27/2022	The buses are not prompt and do not respond to stop requests
76201	4/27/2022	Bus stop inconsistency
76201	4/27/2022	lack of proximity to bus stops in residential areas
75077	4/27/2022	Reliable
76201	4/27/2022	The removal of bus routes in favor of GoZone
76209	4/27/2022	Predictable availability
76201	4/28/2022	timing and availability at odd hours
75067	4/28/2022	Timeliness
76201	4/28/2022	Safety
76201	4/28/2022	Gozone is an absolute hazard and something needs to be done about the drivers. There are a concerning amount of negative reports when it comes to how these GoZone drivers behave. The majority of them pick up and drop off in completely unsafe places like the middle of the street.
76201	4/28/2022	It's limited.. unlike other cities where the buses run from 5am to 2 am and can take you to farther areas in both the city and county, Denton transit is limited only to denton and even in some areas in denton, the buses still do not go to these areas
76201	4/28/2022	Timing and least walking because of injurys
76201	4/28/2022	doesn't run late/frequently enough
76201	4/28/2022	Missing the bus and being late to certain events, meetings, and appointments.
76201	4/28/2022	To travel
76201	4/28/2022	Timeliness and accessibility
76201	4/28/2022	Not enough lines

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76201	4/28/2022	Having to use go zone. It's unsafe and not well maintained.
76201	4/28/2022	Safety and cleanliness
76201	4/28/2022	Safety concerning COVID
76207	4/28/2022	Safe bus/GoZone pickup spots that are accessible to pedestrian crosswalks and clear sidewalks.
76201	4/28/2022	Not enough bus routes
76201	4/28/2022	Eliminating transit put those with less resources at a greater disadvantage
75034	4/28/2022	Erasure of DCTA routes
76201	4/28/2022	That DCTA bus routes may disappear
76201	4/28/2022	We need more of these buses
76201	4/28/2022	Recently, they removed the bus tracker app from UNT mobile.
76201	4/28/2022	That it will become limit bus routes and cut down on accessibility.
75028	4/28/2022	That it is taken away
76201	4/28/2022	Bus routes being eliminated, cut, areas no longer being serviced
76201	4/28/2022	Go zone drivers! They are completely unsafe.
76201	4/28/2022	I just don't want the busses to go away it is the only way I can get to work and to my classes.
76201	4/29/2022	The fact that they shortened the routes and left people stranded.
76208	4/29/2022	Gozone is not reliable and they have unsafe drivers
76205	4/29/2022	Time. Spend lots of time waiting on. Would like to schedule pick up to be on time to work
76201	4/29/2022	GoZone's lack of rides
75057	4/30/2022	Lack of service
76209	4/30/2022	Parking
76201	4/30/2022	GoZone drivers are dangerous and incompetent.
76227	4/30/2022	I need a car to get to the train...
75006	4/30/2022	Getting on and off with a bike. Access to biking trails.
76201	4/30/2022	It's good as is.
76207	4/30/2022	they keep cutting the bus routes, I can't get to my doctor anymore.
76209	4/30/2022	Safety
76205	4/30/2022	Expand A-Train to downtown Carrollton

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76203	5/1/2022	It frustrates me that I cannot easily access various places immediately via DCTA methods. GoZone (from limited experience) may be cheaper than other services, but it is slower.
76205	5/1/2022	Limited bus routes, unreliable GoZone, more safe bike lanes needed
75067	5/1/2022	Go zone drivers are completely unreliable
76201	5/2/2022	I would love to take the buses and not have to find parking downtown, or pollute while seeing my friends, but every time I put ask google how to get somewhere by bus, it tells me it is faster to walk.
76207	5/2/2022	Sustainability, affordability, accessibility
76209	5/2/2022	Too slow and not enough stops near where I want to go
76201	5/2/2022	The closest bus stop is 0.6 miles from my home and the Downtown Denton transit center is a mile from my home. Nothing is conveniently close
76209	5/2/2022	DCTA is replacing public transit DCTA buses with unaccountable corporate private transit vendor.
76201	5/2/2022	That the declining access and availability will make it impossible to live affordably in my city.
76201	5/2/2022	Bus routes are not robust enough to support an effective, practical, and safe commute to the Rayzor Ranch or Loop 288 areas for work if one doesn't have a reliable car.
75077	5/2/2022	That it be accessible to all
76201	5/2/2022	Replacing a service with predictable availability & arrival time with one that is random for both availability and arrival time is my biggest concern. It takes something useful and makes it unusable for anything travel with time constraints. The deconstruction of a public service to fund a private company for a worse experience is also an awful direction.
76201	5/2/2022	Losing it because of a for-profit company like GoZone.
76205	5/2/2022	That we plan and operate a high frequency network that can scale to 10x ridership with <<10x cost.
76207	5/2/2022	It should be accessible and free.
76201	5/2/2022	DCTA trying to get rid of the fixed bus routes
75057	5/2/2022	time between trains; lack of trains on weekends and evening when using transit for games at American Airlines Center

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76201	5/2/2022	The wait times between each train make it less attractive than driving, even though the overall experience is still pleasant.
76201	5/2/2022	Changing schedules, shrinking service
76201	5/3/2022	I cannot get anywhere on Denton on any kind of schedule because Connect routes are not near me and GoZones are horrifically unreliable/never timely.
76201	5/3/2022	Gozone is unsafe and buses should be invested in
76209	5/3/2022	Unsustainable and poorly managed GoZone bleeding DCTA funds dry, supplanting fixed-route, and causing the collapse of mass transit in Denton and Denton County
76208	5/3/2022	Timeliness
76208	5/3/2022	Having a more efficient bus route, with more stops and less wait time is far better than mainly relying on GoZONE
75248	5/3/2022	Time
76210	5/3/2022	I have a family of 3 that work at 3 different locations and differing schedules. We have 1 car and sometimes that means that one of us has to go to work hours early or leave hours later than we are supposed to. Not to mention if anything is wrong with the car. Having a bus stop would make it infinitely easier to make it to and from work. For instance, my partner had to get up in the middle of her sleep schedule to take me to work at 8:45a. She and my stepson will both go to work at 4p. I get off at 5p. If I can't get a ride home from a coworker then I will have to stay in my office until 9p. when she gets off. My stepson gets off at 8p. and will have to stay an extra hour at his job. I did get an Uber once but that isn't feasible to do that every day; it's just too cost prohibitive.
75010	5/3/2022	Want more GoZone rides available or more train & fixed route times available
75077	5/3/2022	My adult disabled daughter having consistent public transportation.
76208	5/4/2022	Scheduling
76209	5/4/2022	Ridership safety, availability of routes near major hospitals and Doctors. Offices, availability near grocery stores
76208	5/4/2022	Not enough transportation.
76205	5/4/2022	The lack of hours of operation of the train.
76207	5/4/2022	consistent schedules

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
75077	5/4/2022	Route 22 gone
76201	5/4/2022	Accessibility. Many transit stops are not accessible for those of us who are disabled and have impaired mobility.
76208	5/4/2022	No bus stops near me. A lot of bus stop closed
76210	5/4/2022	Not available to citizens of other towns in Denton County. I understand the sales tax thing. Got it. But if non-Denton citizens could get discounted rail TO AND FROM A-TRAIN stations ONLY, we'd be more inclined to shop in Denton instead of going to other DC cities. We drive to a park-n-ride, get a ticket at the same rate as Denton citizens, and can use that ticket on the train ONLY. No buses, no go-zone. Would make it easier to get into Denton and to SPEND OUR MONEY WITH DENTON MERCHANTS.
76266	5/4/2022	Not enough locations (like sanger), not enough run times to practically use. Doesn't start early enough either for early starts to work days.
76208	5/4/2022	Not in our area
76205	5/4/2022	Schedule
76209	5/4/2022	Safety and affordability
76209	5/4/2022	Safety
76207	5/4/2022	Safety and cost
75078	5/4/2022	Safety
76201	5/4/2022	The lack of transit
76201	5/4/2022	The introduction of GoZone and how bad it is for our community.
76205	5/4/2022	Not being able to catch the last ride back to Denton
76209	5/4/2022	Convenience
76201	5/4/2022	Not enough direct routes.
76201	5/4/2022	Safety and smooth service
75057	5/5/2022	Availability and reliability of GoZone
76210	5/5/2022	Commute time
76210	5/5/2022	Homeless people on trains or unstable drivers on individual rides
76201	5/5/2022	It's the worst
91355	5/5/2022	Traffic safety Traffic jam traffic accident

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
75006	5/5/2022	I don't have any concerns
75227	5/5/2022	Safety
76210	5/5/2022	RELIABILITY AND GETTING TO WORK ON TIME
75090	5/5/2022	late arrival
75459	5/5/2022	Timely Arrival
75201	5/5/2022	no atascarme y demorar y precio justo
75006	5/5/2022	Homeless people / GoZone availability (they're hard to book when you're trying to get somewhere)
75077	5/5/2022	Getting to Denist in flower mound
76209	5/6/2022	Loophole in employment requirements due to Denton County contracting out to a company who also contracts out to an additional company. Placing the consumer at risk.
76201	5/6/2022	Weekend availability
76209	5/7/2022	This is Neeraj,a masters student at unt. We are of 4 people residing at 521 E Windsor Dr, Denton . We were so happy that we are having a bus stop near to our apartment till before spring break. We are wondering why from and after spring break the bus route has been cancelled. We are all an international students who is residing at this place since we didn't get proper accommodation near the university and we chose this place only with the hope of bus "Route 6" to reach university in time and to come back. But it is not active since spring break and we are left with no options. Though we are having "GoZone" service that is so challenging to reach classes in time and to even place a ride since the wait time and ETA changing frequently. We kindly request you to resume the bus stop which is near to our apartment "NB BELL AT WINDSOR" for Route 6 or with any other alternative options with bus to that route. So, we can make use of this transportation throughout the year to complete our studies here at University of North Texas.
76209	5/7/2022	Frequency
76210	5/8/2022	Needed closer to home.
76201	5/9/2022	Go zone drivers are careless and have even less care for traffic regulations
75077	5/9/2022	waste of tax dollars

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
75204	5/9/2022	The A-train does not run efficiently enough. I love the idea of taking transit and before moving here took transit for years, but the fact that it runs every 30 minutes and takes approx. 40-45 minutes to get to my destination, it is faster for me to drive at that point. Wish that wasn't the case!
76209	5/9/2022	The overall reduction of bus stops for Fixed Route services is a major concern. Before the reductions, my major concern was the lack of bicycle and sidewalk connectivity to/from bus stops which made it infeasible to use transit.
76208	5/9/2022	Getting people to where they need to go. DCTA is in the business to provide transportation, not just run trains and buses.
76209	5/9/2022	The GoZone drivers are dangerous and often break traffic laws
76209	5/9/2022	Unsafe drivers
76201	5/9/2022	Improper use of resources through use of GoZone cars
76210	5/9/2022	The lack of routes and horrible gozone drivers
76210	5/9/2022	ensuring reliable and affordable transportation across Denton
76201	5/9/2022	I fear the loss of fixed route busses. They are essential to provide for every type of person.
76205	5/9/2022	Busses being cut
76205	5/9/2022	I needed to use GoZone so that I could get to a doctor appointment and it kept saying that it was unavailable for my route. I was going to the square and you would think there would be a ride available. Very disappointed, bring back the buses.
76201	5/9/2022	Usable public transportation is a huge safety net for people that cannot afford a car, making public transportation reliable should be a priority especially for a city with three colleges in such close proximity.
76205	5/9/2022	I am concerned that GoZone is a poor replacement for other public transit. I wish you'd fix and expand the bus routes and limit gozone. It's a hassle to use if you can even get it to pick you up.
76208	5/9/2022	GoZone drivers are hazardous to other drivers. They are on their phones while driving, don't use signals, swerve like they are drunk, and overall worse than student drivers.
76205	5/9/2022	Timeliness
75077	5/9/2022	Unreliable and often UNAVAILABLE service from GoZone. Lyft was far better.
76209	5/9/2022	Lack of bus routes and horrible GoZone availability.

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76201	5/10/2022	Not enough access to grocery stores and civic centers
76209	5/10/2022	Routes keep shutting down. Go Zone doesn't always work
76201	5/10/2022	That GoZone isn't effective and that we need the buses back.
76205	5/10/2022	1) We're a one-car family. My husband would like to ride his bike to work or take the bus. Even though we live two miles from work, neither is feasible because of roads and intersections that are too dangerous for biking, and bus service that is infrequent and inconvenient. 2) We are greatly affected by the lack of connectivity to the greater DFW area. We'd like to catch a bus a few blocks from home and go to a nearby rapid transit station from where we can access all of DFW, similar to London's Tube. We'd use that option frequently. We'd like to go to restaurants, museums, symphony and opera, visit friends, shop in areas further from our local shops WITHOUT having to drive, park, deal with the truly terribly local drivers, or having to choose a designated driver. In NYC, Boston, London, we go out frequently and feel connected to the larger metropolitan area. Here in Denton, we find the lack of quick, reliable, inexpensive, convenient public transportation means we decline invitations and choose not to buy tickets to events because of the hassle of getting there.
76201	5/10/2022	Reliability, Predictability, Knowing what to expect
76207	5/10/2022	GoZone becoming the norm
75057	5/10/2022	access of public transportation for my elderly clients on fixed income
dearborn	5/10/2022	trip
Jackson	5/10/2022	security
westfield	5/10/2022	security
76210	5/10/2022	End to end trip duration
76201	5/10/2022	No useful service from/to many population centers
85629	5/10/2022	The traffic safety
30318	5/10/2022	Security issues
92009	5/10/2022	Traffic jams
33579	5/10/2022	fewer shifts
76209	5/10/2022	Every bus route near my house is closed
33837	5/10/2022	security

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
75002	5/10/2022	Administrative review, road traffic accident review, letters and visits related issues
Las Vegas	5/10/2022	Traffic jams
28680	5/10/2022	Whether they can get to their destination on time
76205	5/10/2022	No busses
West Valley City	5/10/2022	A traffic jam
1040	5/10/2022	Traffic jam
1040	5/10/2022	bus fare
SAN LUIS	5/10/2022	Unable to get a taxi or stuck in traffic
73301	5/11/2022	convenient
76065	5/11/2022	traffic jam
Fort Worth	5/11/2022	Traffic congestion
75762	5/11/2022	The transportation is convenient
28806	5/11/2022	Get to your destination on time
Deming	5/11/2022	A traffic jam
29607	5/11/2022	Whether they can get to their destination on time
75762	5/11/2022	no
78046	5/11/2022	traffic jam
17602	5/11/2022	Traffic congestion
55406	5/11/2022	Fixed route
76205	5/11/2022	Traffic congestion.
75762	5/11/2022	no
75762	5/11/2022	convenient
39482	5/11/2022	traffic speed
Boston	5/11/2022	How much it costs and how accurately it gets there
75762	5/11/2022	no
TX	5/11/2022	Security issues
PA	5/11/2022	Waiting time
TX	5/11/2022	seat
60609	5/11/2022	Security issues

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
84784	5/11/2022	Whether they can get to their destination on time
MO	5/11/2022	shift
75762	5/11/2022	no
80238	5/11/2022	The safety of the journey and whether he can arrive at his destination on time
Bradenton	5/11/2022	security
Hayward	5/11/2022	Travel time
DeBary	5/11/2022	security
75762	5/11/2022	no
75762	5/11/2022	no
75762	5/11/2022	no
75762	5/11/2022	no
75762	5/11/2022	no
73007	5/11/2022	Security and Services
75762	5/11/2022	no
75762	5/11/2022	no
75762	5/11/2022	no
75762	5/11/2022	no
75762	5/11/2022	no
Saugus	5/11/2022	traffic accident
76201	5/11/2022	Not convenient due to infrequent service. It's usually quicker to walk than take transit, even in the center of town.
Georgia	5/11/2022	safety and congestion
76207	5/11/2022	The poor choice of drivers and laws being broken by GoZone drivers.
30301	5/11/2022	Safety
1040	5/11/2022	No traffic jam
10468	5/11/2022	Safe, fast and economical
94112	5/11/2022	The distance between the platform and home.

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
75067	5/11/2022	The cost of transferring from DCTA to DART is pretty high. It makes just bypassing DCTA and going directly to DART instead. Connection between the A-Train and DART train after 5:30 pm can be very long.
75067	5/11/2022	confusion on how to use
76203	5/11/2022	Timeliness of service
21114	5/11/2022	Be safe and convenient
Alexandria, Louisiana	5/11/2022	My biggest worry about transportation is that sometimes there is a fixed time limit for taking the bus every day, which is sometimes difficult for me to grasp
63101	5/11/2022	security
76209	5/11/2022	Not enough routes around Denton to get to where I need to go
60173	5/11/2022	There was no punctuality and too few shifts
75070	5/11/2022	Since our rides is for Healthcare just to be on time
7302	5/11/2022	Safe and quick
72541	5/11/2022	My biggest concern is getting to jobs that start at 6am and 7am in the morning that a certain distance feom my hone because the earliest bus comes at 4:20 am in my location and limits the range at which i can accept a early starting job to a few miles maybe 5-12miles from home
14136	5/11/2022	It make my means of transport easier
88310	5/11/2022	No traffic jam
76210	5/11/2022	There's not access in South Denton to public transporation
75070	5/11/2022	Reliability
76071	5/11/2022	The move to shared ride service
76208	5/11/2022	Need an earlier A train than what is provided.
76201	5/11/2022	Unprofessional drivers who don't know how to drive safely or operate the AC etc
Aubrey	5/11/2022	Road unobstructed
45402	5/11/2022	The roads are smooth and safe without traffic jams
45402	5/11/2022	Convenient, smooth road, no traffic jam
45402	5/11/2022	Is the transportation convenient?
76201	5/11/2022	Lack of transportation for those without cars and those who want to use cars less
Florida	5/11/2022	The steadiness of the route

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76210	5/11/2022	Being able to go to places I want to go.
76201	5/11/2022	A train is running great. But the connection to DCTA bus is often off schedule. Also it is very difficult to book GoZone from Denton to Trinity Mill Stations on Sunday. It's always full.
Queen Creek	5/11/2022	comfortable
Mount Sterling	5/11/2022	comfortable
Ogden	5/11/2022	comfortable
Forney	5/11/2022	comfortable
Southaven	5/11/2022	comfortable
Lawton	5/11/2022	comfortable
Abilene	5/11/2022	comfortable
Warren	5/11/2022	comfortable
76209	5/11/2022	GoZone in its entirety
76205	5/12/2022	My biggest concern is accessibility and frequency.
76201	5/12/2022	Efficient, consistent, and accessible. Macro over micro transit.
Texas	5/12/2022	A car accident
Austin	5/12/2022	About traffic, the biggest worry is traffic jams
38261	5/12/2022	Traffic jams
90813	5/12/2022	Traffic jams
89523	5/12/2022	Traffic jams
33197	5/12/2022	Traffic jams
43235	5/12/2022	Traffic jams
Birmingham	5/12/2022	What WORRIES me most about transportation is the cost
23358	5/12/2022	none
Galesburg	5/12/2022	Degree of safety
Lumberton	5/12/2022	Degree of safety
Missoula	5/12/2022	Degree of safety
Los Angeles	5/12/2022	Degree of safety
Pearl City	5/12/2022	Degree of safety
Concord	5/12/2022	Degree of safety

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
Granger	5/12/2022	Degree of safety
Greenville	5/12/2022	comfort
Colorado	5/12/2022	A traffic jam
Denton	5/12/2022	Safe and on time
76201	5/12/2022	Losing the A Train- it has provided a way for me to get to work in downtown Dallas for years, and even while working in Mesquite the last 3 years, it has helped me in my epilepsy patches to get to work when I can't drive.
76209	5/12/2022	My ability to get from my home to any other place in town- downtown, the downtown transit center for the A-train, to shopping, etc...
76201	5/12/2022	That the buses will go away
76227	5/12/2022	Losing the fixed bus routes and stops in favor of the shitty and unreliable GoZone.
75056	5/12/2022	Bus Frequency
76201	5/12/2022	stops are far apart -- there is a desert of public transport south of University, west of Carroll, north of UNT, east of Bonnie Brae.
75067	5/12/2022	Service to financially insecure
76201	5/12/2022	That not problems are not being fixed because y'all wanna be greedy
71270	5/12/2022	Slow speed
76201	5/12/2022	lack of access due to poor service
76207	5/12/2022	Busses are needed, especially with the junction opening on Loop 288 in December
76209	5/12/2022	DCTA, as a collective transit system, is virtually useless.
76259	5/12/2022	GoZones serious threat to the safety and well being of other drivers.
76201	5/12/2022	Reliability and consistency
76201	5/12/2022	My biggest concern is the apparent downgrade in the number of routes since 2020. The bus routes available until early 2020 connected the majority of Denton and made navigating the city very easy despite my not having a vehicle. While the current DCTA routes are still convenient, they do not provide nearly as much access to Denton.
76210	5/12/2022	Bring back the busses, the go zone drivers are bad.
76205	5/12/2022	actually receiving a ride
75065	5/12/2022	stres „llegar tarde

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76201	5/12/2022	Bus routes to and from campus need to run later, especially for students who work/live on campus.
75077	5/12/2022	Dcta is a useless program that should be closed
75077	5/12/2022	Other drivers
75067	5/12/2022	Getting a ride in a timely manner with GoZone.
76201	5/12/2022	the bus schedule getting cut
76205	5/13/2022	Public Transit going away and being taken over by weird companies
76201	5/13/2022	Unsafe Gozone drivers
7477	5/13/2022	dfghhty
76201	5/13/2022	Ability to get a ride when I want it, and that it will go where I want to go
76201	5/13/2022	(1) It's available when I need it, (2) safety, (3) how long the trip will take (wait time + travel time)
75057	5/13/2022	No information on busses in Lewisville
77316	5/13/2022	Is it safe
31401	5/13/2022	Is it safe
38122	5/13/2022	Is it safe
8525	5/13/2022	Is it safe
92392	5/13/2022	Is it safe
66604	5/13/2022	Is it safe
62269	5/13/2022	Is it safe
11412	5/13/2022	Is it safe
California	5/13/2022	The road is smooth
Texas	5/13/2022	The road is smooth
Florida	5/13/2022	The road is smooth
California	5/13/2022	The road is smooth
Virginia	5/13/2022	The road is smooth
Florida	5/13/2022	The road is smooth
Michigan	5/13/2022	The road is smooth
Arizona	5/13/2022	The road is smooth

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
Oregon	5/13/2022	The road is smooth
California	5/14/2022	security
California	5/14/2022	security
California	5/14/2022	security
California	5/14/2022	security
California	5/14/2022	security
Oklahoma	5/14/2022	security
California	5/14/2022	security
California	5/14/2022	security
76201	5/14/2022	GoZone drivers
0	5/15/2022	Wait time and inaccurate commute estimates. Also availability
75067	5/15/2022	Being on time to work
76201-5810	5/16/2022	No busses
75077	5/16/2022	cost
75077	5/16/2022	cost being too expensive
76209	5/16/2022	GoZone unavailability and no bus routes in my area.
76226	5/16/2022	Safety from transit operators
64130	5/17/2022	safe
91789	5/17/2022	Is the traffic convenient
11214	5/17/2022	Pick up and drop off kids stuck in traffic
22560	5/17/2022	Is there a traffic jam
23059	5/17/2022	time and safety
31523	5/17/2022	Emergencies
75206	5/17/2022	timeandsafe
95338	5/17/2022	The car broke down
7036	5/17/2022	smooth road
78666	5/17/2022	special line problem
93720	5/17/2022	Is it convenient
48324	5/17/2022	time

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
44813	5/17/2022	route problem
894	5/17/2022	safe
95991	5/17/2022	Is it smooth
75240	5/17/2022	Drivers are rude, buses are never on time, sometimes you're standing out there and the buses never come and then your forced to either be late or take a Lyft or Uber, buses need to come more frequently not once or twice an hour
76021	5/17/2022	Convenient transportation
76201	5/17/2022	the route connecting North Park and Ride won't be supported anymore.
75028	5/17/2022	Being able to connect between DART and DCTA in a timely mannner
92084	5/17/2022	Missed picking up the child
19604	5/17/2022	TIME
86005	5/17/2022	accident
76207	5/18/2022	The new routes are awful, I've missed my bus and been late to work because some drivers go on the old route and drive past me when I'm in the correct new spot, and the GoZone is unreliable, unsafe, and unsanitary.
76201	5/18/2022	Lack of fixed bus routes. The lack of consistancy and constantly changing the routes makes it hard to keep track of where I can go. Please. Just decide on multiple useful bus routes and stick with them.
76209	5/18/2022	Ability and safety of drivers
75227	5/18/2022	Times
76209	5/18/2022	Sometimes the drivers take too long
76210	5/18/2022	A-Train is good but DART need security. A man, in a fit, punched and broke a window on the last green line I took. There always seems to be someone losing their minds on it.
76201	5/18/2022	Incorrect tracking times
93536	5/18/2022	The traffic safety
75056	5/19/2022	Bus routes are not frequent enough and do not get me where I need to go. I have never been able to get a ride on GoZone.
76205	5/19/2022	That fixed route transit remain in Denton.
76205	5/19/2022	Go zone is out of area never on time and app issues

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76201	5/20/2022	Wait times
20109	5/20/2022	Line problem
76209	5/20/2022	Someone is going to get killed by GoZone. It should be tossed out of the city on its ass! We don't need it and we don't want it!!
46201	5/20/2022	If more people
60423	5/20/2022	Line problem
74953	5/20/2022	efficiency
32081	5/20/2022	congestion
42002	5/20/2022	Line problem
74722	5/20/2022	Traffic jam
71937	5/20/2022	Traffic information
74136	5/21/2022	time
74137	5/21/2022	time and price
74012	5/21/2022	time
73068	5/21/2022	time
74135	5/21/2022	price
74728	5/21/2022	time and price
45215	5/21/2022	time
74403	5/21/2022	price
74829	5/21/2022	Fixed time and vehicle
90745	5/21/2022	security
76209	5/21/2022	The time and how lately there are never cars to take me to school
76209	5/21/2022	Availability, wish there were later times.
75077	5/22/2022	reliability
76201	5/22/2022	It's inaccessible to me. All of the stops have been taken away from my area.
76205	5/22/2022	The reduction of fixed bus routes.
75077	5/23/2022	The access to bus routes in/around UNT campus. Every year you all remove essential stops that are convenient to students/faculty.
76209	5/23/2022	It doesn't run late or serve when I want to go to events in Dallas arts district

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76205	5/24/2022	Why the train does not run on holidays or run later in the evening or why no transportation on Sundays.
76209	5/24/2022	It takes long to get a driver and it's not reliable to get to work on time. Also the don't pick up at the exact address which is a safety concern
TX76207	5/24/2022	Bus stop
76203	5/24/2022	The removal of some bus routes due to dcta not hiring people
75067	5/24/2022	Being late for work
76201	5/25/2022	Communication with its clients
76201	5/25/2022	More availability options overnight (i.e. 10p-6a). People do work overnight shifts.
76201	5/26/2022	time spent waiting, and not being able to arrive on time to work or appointments
75056	5/26/2022	not very comprehensive. Lack of coverage in areas
76201	5/27/2022	Time
76207	5/28/2022	Pay taxes with no services in my area.
76201	5/30/2022	Cutting bus routes
76210	5/31/2022	Using it as a senior. Using the GoZone from Corinth.
76210	5/31/2022	Security
76201	5/31/2022	I mostly commute by foot, and use my car only for occasional errands. I would like to ride the bus more, but the routes do not go near my home. We need to improve the fixed route system so that it works better for everyone, and is on a grid. I'd also like to use transit to go to the airport, but if I have a morning flight there is no reliable way for me to get to the Denton transit station since I live alone. GoZone, Uber, etc. are not reliable enough (especially early or late) to count on them for getting to the airport.
76227	6/1/2022	The drivers of each respective transport vehicle type driving away before I get a chance to board. They do it on purpose.
76299	6/1/2022	Limited services when I need them most, weekends and after 10 PM weekdays.
76208	6/2/2022	GoZone unavailable.
75038	6/2/2022	More frequent timings should be added for Denton connect routes like Colorado express, 7 and 6
75067	6/2/2022	Safety

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
75023	6/2/2022	none
76203	6/2/2022	It takes quite a while to use. At times it is literally faster to walk.
75067	6/2/2022	Wait time
76182	6/2/2022	Availability near my home
75067	6/2/2022	Severely disappointed to learn that DCTA has cancelled all intracity routes in the city of Lewisville. When I lived here 5 years ago, I relied upon the bus service to commute to work, go shopping and get to church and Dr Applebees and
75057	6/2/2022	Lots of homeless people aboard the trains
75067	6/2/2022	Location
75057	6/2/2022	Reliability
75067	6/3/2022	It is necessary due to inflation
75067	6/3/2022	safety
75067	6/3/2022	Cost
75067	6/3/2022	Many go-zone vehicle operators drive unsafely. I have had close calls with many of the vehicles.
75067	6/3/2022	Security and timing of trains
75057	6/3/2022	Health measures regarding COVID and what's being done about the cleaning procedures
75067	6/3/2022	Schedule
76201	6/3/2022	Wait times and my own flexibility. I ended up using Lyft to get to the train station and back because of how unreliable I had heard GoZone was. Granted, this was just a rumor, but I really needed to get to class and Lyft gave ETAs before you selected a ride. This made it easy to plan around and it was usually consistent so I knew how much time I needed in the morning
75067	6/4/2022	I don't use it
75065	6/4/2022	none
75067	6/4/2022	Que sea con más frecuencia tarda mucho
75067	6/4/2022	Location-convenient
76209	6/4/2022	Safety on train or bus
75056	6/4/2022	Safety
76201	6/5/2022	Cleanliness in the trains and around the station

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
75067	6/5/2022	I need a fixed route, and I need the buses to run often.
75067	6/5/2022	Nothing
75057	6/5/2022	None
75067	6/5/2022	I don't have any concerns
75067	6/5/2022	Not enough cars got G Zone.
75067	6/6/2022	None
75067	6/6/2022	That there is limited service in the suburbs.
75067	6/6/2022	TIME
75067	6/7/2022	Homeless people
76201	6/7/2022	Being able to get to school, safety on road of gozones.
75067	6/7/2022	Accessibility and cost
75067	6/7/2022	Safety
75067	6/7/2022	That the Federal Government may cut funds to DCTA for Seniors and disabled persons.
76210	6/7/2022	I'm a single parent and my daughter takes goes on to and from school. I truly appreciate the service.
76209	6/7/2022	Afraid that the bus route I need to use to get to UNT getting shut down
76201	6/8/2022	timing
76207	6/9/2022	In general: reliability and safety
75067	6/9/2022	Keeping fares affordable for all especially the homeless who trying to get a job or make Dr. Appointments.
76201	6/9/2022	The GoZone ETA is more often incorrect than it is correct-- realistically, a 30min wait is fine on occasion if I'm warned ahead of time before I book the ride, but when waiting 30mins turns into 55mins with no warning or acknowledgement, that's not okay.
75067	6/9/2022	Having to find a way to get to the train station if I want to use the train since there is no longer a bus route in my neighborhood.
75067	6/9/2022	GoZone drivers are terrible.
75067	6/9/2022	It's not offered near my Home 2801 Denton Tap Road Lewisville Texas 75067 so I can't use it
76205	6/9/2022	That fixed route be abandoned instead of imagining how to make fixed route more efficient leading to positive feedback loops in transit investment and ridership.

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
76201	6/9/2022	GoZone waits too long; often abandoned by the driver
Alaska	6/10/2022	Is it safe
75067	6/10/2022	Lack of buses within Lewisville
53202	6/10/2022	Traffic congestion
Beaverton	6/10/2022	congestion
22101	6/10/2022	timeliness
Los Angeles	6/10/2022	congestion
76201	6/10/2022	That we will continue to focus on coverage instead of ridership, and trying to get efficiency by cutting cost rather than increasing ridership.
76201	6/10/2022	That we will fail to invest in making transit convenient with short headways on a small number of routes
76209	6/10/2022	My biggest concern is providing more, regular fixed routes with covered and benched stops that provide more options for community members around town for regular and reliable access to food/groceries, social services, health care, and school/education.
5156	6/10/2022	Epidemic protection
76208	6/10/2022	It's not accessible to my neighborhood
76207	6/10/2022	not enough fixed routes to get to groceries and social services.
76201	6/10/2022	GoZone drivers are unsafe and services are ineffective. Every time I have ever tried to use the service it says all vehicles are too busy. This is even after checking for multiple hours.
76201	6/10/2022	Do not cut bus routes in favor of GoZone, they are worse for the environment and traffic
76205	6/10/2022	Cost and availability.
75067	6/10/2022	Want service more often in a day
76210	6/10/2022	availability of consistent services with high gas prices taking their toll on households and oncoming economic downturn approaching
36117	6/10/2022	Their own safety issues and whether the road conditions are congested when traveling
76201	6/10/2022	Sabotaging of fixed routes by DCTA
Georgia	5/13/2022	Path problem
Texas	5/13/2022	Path problem
Florida	5/13/2022	Path problem

Table 5: Comments from Fare and Service Mode Survey

Q7. What is your biggest concern regarding transit?

ZipCode	Date Received	Comment
California	5/13/2022	Path problem
Ohio	5/13/2022	Path problem
Oregon	5/13/2022	Path problem
Texas	5/13/2022	Path problem
California	5/13/2022	Path problem
Florida	5/13/2022	Path problem
Michigan	5/13/2022	Path problem
Nevada	5/13/2022	Path problem
New York	5/13/2022	Path problem
33610	6/10/2022	安全
75762	5/11/2022	
Florida	5/11/2022	
	5/13/2022	
	5/18/2022	
	6/7/2022	
75067	6/8/2022	
	6/9/2022	

Question 8: How concerned would you be if you could no longer use the following services?

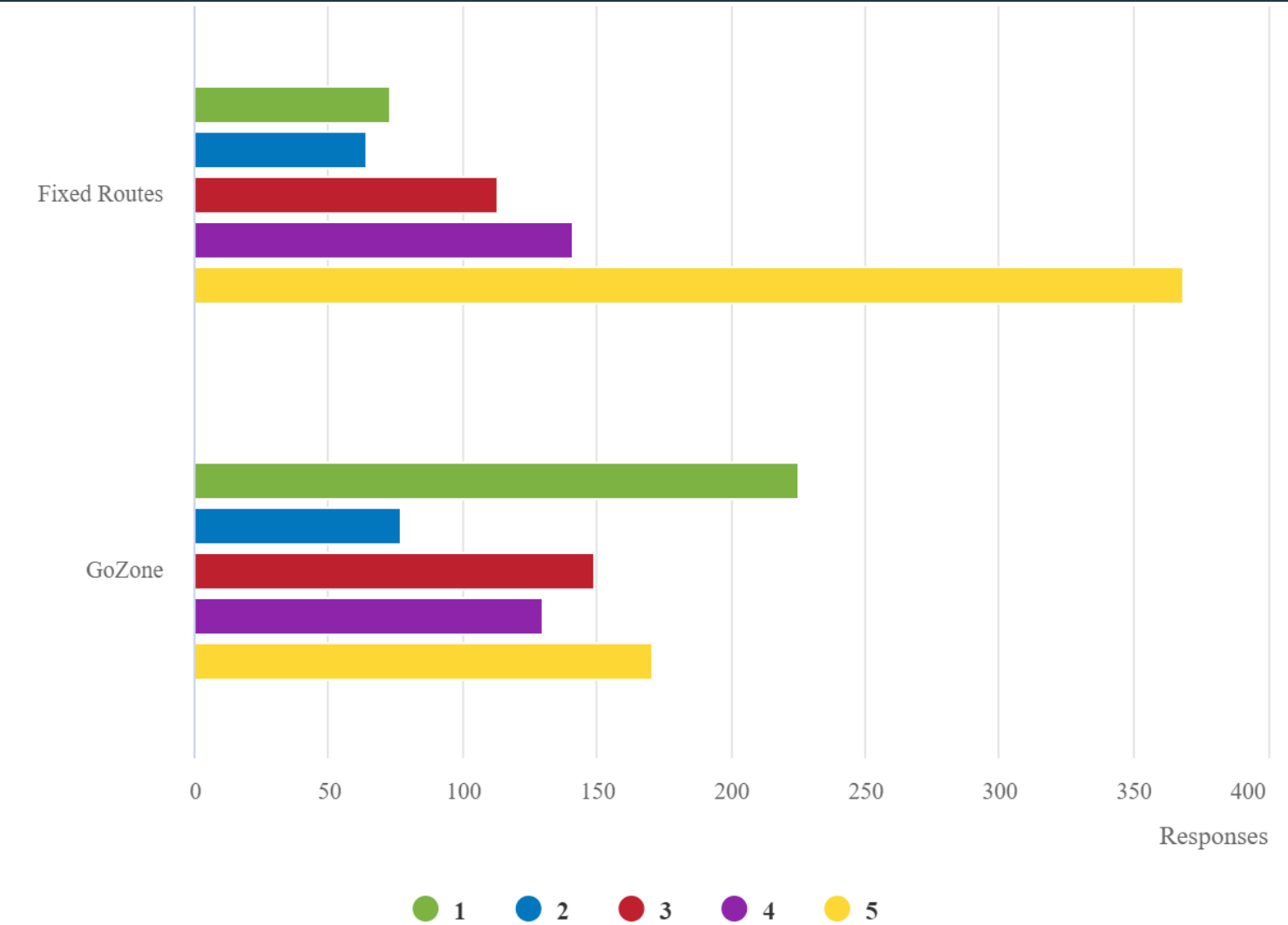


Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
75242	4/18/2022	Prosper
75001	4/18/2022	More routes to unt
76201	4/18/2022	None that I can currently think of
76201	4/18/2022	Rayzor Park to UNT Union
75001	4/18/2022	denton county towards little elm or surrounding denton areas
76266	4/18/2022	Yes
76205	4/18/2022	Discovery park recently had a time extension but can still end a tad early. Ive had classes that end at 8 and felt stranded cause i didnt know how to get home
76205	4/18/2022	Everywhere possible.
76201	4/18/2022	Not that I can think of
75028	4/18/2022	Flower Mound, Lake Cities, Little Elm, Frisco, The Colony
76201	4/18/2022	UNT, and CORINTH
76209	4/18/2022	I would like to see Route 7 have a stop on the North side of University again to service razor ranch.
76201	4/18/2022	Unaware
76040	4/19/2022	No
75214	4/19/2022	None
76209	4/19/2022	Not that I am aware of.
76201	4/19/2022	I support DCTA focusing its funds on areas with the highest ridership potential rather than watering down service quality by focusing too much on coverage.
76205	4/19/2022	No
75215	4/19/2022	N/a
76201	4/19/2022	Dowout Mingo Roadn past the race Trac on East 380 and
75007	4/19/2022	N/A
76201	4/19/2022	Corinth, Little Elm, and Highland Village
76201	4/19/2022	I want the buses returned to their previous routes
76226	4/20/2022	Yes, particularly Lantana, Flower Mound, Corinth, The Colony, and Little Elm
75007	4/20/2022	carrollton
75056	4/20/2022	further in the colony, it stops at 121

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
75287	4/20/2022	no
75223	4/20/2022	I would like another DCTA train but in another area.
76209	4/20/2022	No
76209	4/20/2022	No
75067	4/20/2022	Flower Mound, Corinth (bus from a train station to NCTC campus)
76209	4/20/2022	Not sure
75067	4/21/2022	With all the recent publicity, it's a shame the shops at Lakeside in Flower Mound are excluded.
75019	4/21/2022	Coppell, TX
don't wish to disclose that information	4/21/2022	Not at the moment
75067	4/21/2022	Majority of Denton, actually, as well as Lewisville. Bring back routes 21 & 22 you fucking cowards
75063	4/21/2022	No
75007	4/21/2022	No
75007	4/21/2022	Grapevine
75019	4/21/2022	No
75062	4/21/2022	(GoZone) and Corinth (GoZone)
75067	4/21/2022	Yes but u decide where city is changing and growing
75057	4/21/2022	Flower Mound, Corinth, Lake Dallas, Hickory Creek, Argyle
75067	4/21/2022	Whole city and others
76207	4/21/2022	I would like to see an expansion of both fixed route and GoZone services within the city of Denton. I don't understand how there are areas within Denton's city limits that don't have access to GoZone.
76201	4/21/2022	Outlying towns to the north of Denton city
76205	4/21/2022	Reinstate fixed route service to the Medical City area.
76205	4/21/2022	Denton proper. GoZone does not cover it.
75067	4/21/2022	flower mound Carrollton
76201	4/22/2022	Flower Mound

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
76201	4/22/2022	Buy more buses, fire GoZone. They are horrible
76209	4/22/2022	Its insane that there is no fixed route or public transport option that works for major events. Its basically impossible to use public transport to get to any major event in the metroplex in the evenings or weekends.
76201	4/22/2022	Right now if I want to take the bus from my house on Bowling Green Street to the Square, it would take 41 minutes. It only takes 45 minutes to walk. More service would help!
76210	4/23/2022	South Denton; cannot get ride to/from doctor off Unicorn lake then home in S Denton
75041	4/23/2022	no
75043	4/23/2022	Garland
76205	4/23/2022	You got rid of the bus route by my apartment off of Teasley
75055 - You cut my bus line.	4/23/2022	Bus service and trains should extend to some extent throughout the county. I would love to attend FC Dallas and Roughriders games without worrying about traffic and 380 or being forced to use a toll road to cross the bridge. Public transit should be convenient, not issue filled like GoZone has proven to be.
76201	4/23/2022	Water Works Park and CH Collins in Denton, areas west of I-35
76210	4/24/2022	Corinth
75077	4/25/2022	Northern Denton County
75075	4/25/2022	Plano area
75068	4/25/2022	The A train railway area should have go zone available since they are not placed in walkable locations. When you get to the train stations you either need a car or bus to get anywhere.
75022	4/25/2022	Flower Mound
75229	4/25/2022	More routes from UNT to the Denton Trainstation
76201	4/25/2022	Fixed routes to all of the City of Denton!
76209	4/25/2022	For my own purposes, no, but ideally, DCTA would be a robust public service for as much of the population as possible.
76201	4/25/2022	On university dr and Mesa dr. And a second stop after the hobby lobby stop.,near the restaurants.
76201	4/25/2022	The Lake Cities area. But I also understand if they don't pay &/or vote to participate, they will not be involved...

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
76205	4/26/2022	Londonderry
75067	4/26/2022	Lewisville
76205	4/26/2022	Flower mound.
75287	4/26/2022	Gozone needs to go Carrollton trinity mills Station
76206	4/26/2022	Lake Dallas Area
76209	4/26/2022	Lil elm
76201	4/26/2022	the other side of the road by the Presbyterian hospital
76207	4/26/2022	76207 near library
76209	4/26/2022	Loop 288 section of Denton, which y'all recently removed.
76201	4/26/2022	Gozone service is terrible. One could plan around busses
75057	4/26/2022	I'd like to see a train station by NCTC, and train service to Fort Worth (possibly going along 377)
76210	4/26/2022	No
76201	4/26/2022	Not that I can currently think of.
76201	4/27/2022	Walmart Supercenter
75057	4/27/2022	Bus routes should be added back to Lewisville
76210	4/27/2022	No
76209	4/27/2022	I wish they'd put bus stops back on Windsor On route 6.
76205	4/27/2022	Carrollton
76207	4/27/2022	Stop trying to replace bus routs
76201	4/27/2022	there should be included a point near gazebo apartments. Because i see pick up point that is 14mins walk from gazebo apartments.
76201	4/27/2022	Nope!
76201	4/27/2022	The remaining of Denton like airport road I had work but I couldn't go because of no transportation
76201	4/27/2022	no
76201	4/27/2022	Denton Square and grocery outlet stops like Walmart or winco
76001	4/27/2022	bus to arlington
76201	4/27/2022	No

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
76201	4/27/2022	yes, need to include Hickory creek , dallas drive , and some parts of Lewisville in the go zone and fixed route bus.
75067	4/27/2022	Denton to Lewisville
76148	4/27/2022	Lot 20 UNT
76203	4/27/2022	Yes - EB Eagle at Kendolph stop for Route 7, which I rely on to get to the DDTC; the stop was removed after GoZone was added, but GoZone doesn't work
76201	4/27/2022	Dallas
76201	4/27/2022	By Denton high school
76201	4/27/2022	Denton north of UNT and south of US 380
75077	4/27/2022	NCTC Corinth Campus
76209	4/27/2022	Northeast and Northwest Denton
76201	4/28/2022	All I, and many others, want is for the GoZone drivers to be trained better. They need to be picking up and dropping on in safe locations, not in the middle of the road.
76201	4/28/2022	Yes.. S western blvd.. Airport road where some of these warehouses and jobs are located at. Also for the times to be increased from 9pm to 11pm and from 6:30 am to 5am
76201	4/28/2022	Past 288 and university
76201	4/28/2022	if gozone could expand their map
76205	4/28/2022	The Retreat
76201	4/28/2022	More stops and more buses to dp,rayzor ranch
76201	4/28/2022	It covers good ground
76201	4/28/2022	Just don't take away denton
76201	4/28/2022	We need more north texan buses
76201	4/28/2022	Once I tried going to a pharmacy around Teasley but GoZone didn't cover that so probably that area, I am not sure though.
76204	4/28/2022	Some areas in denton
75028	4/28/2022	Flower Mound
76201	4/28/2022	All that were taken away, south denton, route 1, bring back route 5 for north denton, Lewisville, lake way,
76201	4/28/2022	A connection from denton to Lewisville with transit it Lewisville

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
76201	4/29/2022	Bring back original routes
76205	4/29/2022	Lake Dallas
75057	4/30/2022	The Colony and Frisco
76227	4/30/2022	US 380 between the city and the county line
76207	4/30/2022	Put the bus stop back on Evers street, and the bus stop. I used to take the bus to work but they removed all the bus stops near my house.
76209	4/30/2022	A bus stop on Mockingbird. Forget Gozone.
76203	5/1/2022	More bus service into Lewisville / more Flower Mound would be highly appreciated
76201	5/2/2022	I would like to see the we have make more sense before expanding a network that doesn't work. Once we have a network that works, extend it back to walmart and the dialysis clinic and the peterbuilt/budweiser/etc manufacturing area.
76207	5/2/2022	West side of 35
76209	5/2/2022	Flower Mound
76201	5/2/2022	Carroll closer to University around Crescent would be nice
76209	5/2/2022	City of Denton is currently "served" by Go-Zone, but anyone familiar with this situation understands Go-Zone is a poor and inadequate replacement of fixed buses.
76201	5/2/2022	South of UNT
75077	5/2/2022	Grandscape
76201	5/2/2022	Fixed routes need to have their routes assessed to best connect residential areas with commercial & medical destinations. GoZone has decent service area, but is too unpredictable in availability to depend on for anything time sensitive.
76201	5/2/2022	Updated bus routes to include more of Denton would be helpful.
76205	5/2/2022	No. We need to focus on ridership, complimentary land use, and frequent service over expanding the coverage area.
76207	5/2/2022	The bus routes don't help passengers attempting to go neighborhood to neighborhood.
75057	5/2/2022	Railroad Park
76201	5/2/2022	In Denton west of 35 - bring back airport zone
76209	5/3/2022	Northeast and eastern Denton no longer serviced by fixed routes.
76208	5/3/2022	Natatorium

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
76208	5/3/2022	Yes Edwards Road doesn't have a bus route or cannot get a GOZONE
76210	5/3/2022	Yes, the Wal-Mart Neighborhood Market on Teasley.
75010	5/3/2022	Carrollton
76208	5/4/2022	Yes
76209	5/4/2022	Near post oak exit on I35
76208	5/4/2022	Yes
76208	5/4/2022	Hodges Elementary area. North of Loop 288.
76208	5/4/2022	Off of Kings Row in Denton, TX
76210	5/4/2022	Corinth
76266	5/4/2022	Sanger
76208	5/4/2022	Preserve of Pecan Creek area
76209	5/4/2022	Yes route 4
75078	5/4/2022	We live near border of denton in fm1385 near Savannah. There are no bus routes there.
76201	5/4/2022	Carroll Blvd needs a bus line
76201	5/4/2022	n/a
76209	5/4/2022	Corinth
76201	5/4/2022	No Any
75057	5/5/2022	GoZone from Lewisville to North Carrollton/Frankford Station; GoZone to intersection of 2499 & Flower Mound Road
76210	5/5/2022	Corinth, TX
76210	5/5/2022	South Denton , teasley, around Guyer high
5093	5/5/2022	Flower Mound and The Colony
76201	5/5/2022	I would like if DCTA could save us sometime and pick us up from the exact spot.
91355	5/5/2022	yes
75227	5/5/2022	No
76210	5/5/2022	YES - all areas that currently do not have access to in Denton County
75077	5/5/2022	No
75077	5/5/2022	Flower mound

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
76209	5/6/2022	The Corinth area where the tax payer is not in need of services due to socio economic status. This, however does not serve the majority in need in Denton and Lewisville.
76201	5/7/2022	No
76209	5/7/2022	Please resume the bus service of Route 6 at "NB BELL AT WINDSOR "
76210	5/8/2022	The south side of Denton to at least Ryan road or hickory creek road.
75077	5/9/2022	none
76209	5/9/2022	GoZone trips to from major destinations in Denton seems ok, but using GoZone for the entire City is not cost-effective as you're just promoting single-occupancy vehicle use. Consider BRT between Sanger and Denton, a revised FR system (like Houston's rehaul) and start over.
76208	5/9/2022	Include the entire City Limits of Denton in the GoZone service area.
76201	5/9/2022	None
76205	5/9/2022	Denial park and under 35
75077	5/9/2022	Flower Mound
76209	5/9/2022	NE Denton
76201	5/10/2022	Public libraries
76205	5/10/2022	I'd like to see the whole area served by frequent busses. I shop for weekly meat and dairy north of Denton and taking the car is currently my only option, for instance. A bus would be wonderful.
76201	5/10/2022	No. Any lack of service is temporal rather than geographic.
75057	5/10/2022	Flower Mound
76210	5/10/2022	Yes, even though my home is in City of Denton, it is currently excluded from GoZone. I think it is because you removed 76210 zipcode... which is partial corinth, but my home is City of Denton and should be included in GoZone area
76201	5/10/2022	No fixed route serves my neighborhood (Broadway St.). GoZone does, but its service is so awful that it would be no loss if it didn't
85629	5/10/2022	Not yet
30318	5/10/2022	Not yet
92009	5/10/2022	Don't see
33579	5/10/2022	Gozone

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
75002	5/10/2022	A-train and Connect.
Las Vegas	5/10/2022	Yes.
76205	5/10/2022	More busses
West Valley City	5/10/2022	yes
1040	5/10/2022	I don't know
1040	5/10/2022	Krum
SAN LUIS	5/10/2022	Don't know much about it
Fort Worth	5/11/2022	Don't know much about it
Deming	5/11/2022	Don't know much about it
75762	5/11/2022	no
17602	5/11/2022	Use a fleet of dedicated vans to pick up and drop off passengers at designated virtual bus stops in the area
55406	5/11/2022	South Carolina
75762	5/11/2022	no
75762	5/11/2022	no
39482	5/11/2022	Sumrall town
Boston	5/11/2022	At present, the coverage has met my daily needs
75762	5/11/2022	no
PA	5/11/2022	A lot of
TX	5/11/2022	Not familiar with
84784	5/11/2022	Whether they can get to their destination on time
MO	5/11/2022	A lot of
75762	5/11/2022	no
80238	5/11/2022	I don't know. I don't need to worry about that right now
58345	5/11/2022	Whether they can get to their destination on time
Bradenton	5/11/2022	no
Hayward	5/11/2022	no
DeBary	5/11/2022	no
75762	5/11/2022	no

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
75762	5/11/2022	no
75762	5/11/2022	no
75762	5/11/2022	no
75762	5/11/2022	no
75762	5/11/2022	no
75762	5/11/2022	no
75762	5/11/2022	no
75762	5/11/2022	no
Saugus	5/11/2022	yes
76201	5/11/2022	No. Improve service before you expand it. Expanded coverage of poor service quality doesn't help anyone.
76207	5/11/2022	Other than stops being shut down for no reason other than to promote the GoZone mess, no.
1040	5/11/2022	no
94112	5/11/2022	Corinth
75067	5/11/2022	Flower Mound
21114	5/11/2022	Unopened areas
Alexandria, Louisiana	5/11/2022	There is no
76209	5/11/2022	North Denton does not have enough bus routes that take them downtown
60173	5/11/2022	I'm sorry I don't know. I live in the city
75070	5/11/2022	We will be happy to add other Counties in addition to Collen County
72541	5/11/2022	I think gozone should be nationwide and everywhere it makes perfect sense and should replace uber and lyft please make it happen
14136	5/11/2022	None
88310	5/11/2022	All of the
76210	5/11/2022	Yes
75070	5/11/2022	Flower Mound
76071	5/11/2022	Ponder
76208	5/11/2022	No, not unless Corinth starts supporting it.
76201	5/11/2022	The natatorium, More areas on Teasley such as Southmont Baptist and Napoli's.
Aubrey	5/11/2022	Corinth Greenbelt Park Denton

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
45402	5/11/2022	Lexlogia technologies
45402	5/11/2022	corinth
45402	5/11/2022	Greenbelt Park Denton
76209	5/11/2022	Better bus routes to all schools for parents, teachers and students in elementary, secondary, and university.
76201	5/12/2022	The current bus routes are nonsensical-- they need to connect and have extended times
Colorado	5/12/2022	All, to run the business
76227	5/12/2022	I live in an unincorporated part of the county with an Aubrey address. I can't even get bus or train service without driving 30 minutes to an hour to either Denton or Lewisville. And GoZone? Don't make me laugh.
75056	5/12/2022	No service at all.
71270	5/12/2022	The Colony
76201	5/12/2022	All opened
76201	5/12/2022	all of the shopping centers that had bus stops removed to force commuters to use GoZone.
76201	5/12/2022	Need More Bus Routes to Drs offices and HHSC and ODB and Monsignor King.
76205	5/12/2022	unsure
75067	5/12/2022	I would like to see all of Denton County covered by a combination of a fixed bus route, GoZone, and the A train. And it connecting to DART in Dallas Country
76205	5/13/2022	Yes, ideally I'd like every part of town to be serviced by a fixed route bus
	5/14/2022	jcofgen@gmail.com
76201	5/14/2022	Both
0	5/15/2022	Intercity travel
75067	5/15/2022	No
76201-5810	5/16/2022	Both Nctc Flower Mound and Corinth.
75077	5/16/2022	unsure, what GoZone routes cover
76209	5/16/2022	Bring back Route 6
76226	5/16/2022	Argyle
64130	5/17/2022	GoZone
11214	5/17/2022	Near the school
22560	5/17/2022	urban town

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
23059	5/17/2022	NO
31523	5/17/2022	First aid location
75206	5/17/2022	no
95338	5/17/2022	Run the place for business
78666	5/17/2022	no
44813	5/17/2022	no
894	5/17/2022	Remote regions
75240	5/17/2022	With the way things are currently no area is truly "serviced" by the DCTA
75028	5/17/2022	Flower Mound
92084	5/17/2022	Remote areas
19604	5/17/2022	ciky
86005	5/17/2022	Remote areas
76201	5/18/2022	Why not just service it all???
76209	5/18/2022	Flower Mound
75227	5/18/2022	Mesquite
76209	5/18/2022	None at this time
76210	5/18/2022	Corinth, GoZone
93536	5/18/2022	Country road
75056	5/19/2022	I would love to see service expanded through the entire county.
76205	5/19/2022	More of southern Denton
76201	5/20/2022	Aubrey
20109	5/20/2022	Alexandria
76209	5/20/2022	I'd like to see the whole county included. DCTA isn't profitable, so we should just make it as expansive and accessible as possible.
46201	5/20/2022	Marion County
74722	5/20/2022	Bus station
71937	5/20/2022	Coffee shop
76209	5/21/2022	Lagrone academy
75077	5/22/2022	Lewisville Railroad Park

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
76201	5/22/2022	Near TWU
76205	5/22/2022	Corinth, Flower Mound, Krum, unincorporated areas.
75077	5/23/2022	FM 407 From Lewisville to Flower Mound, Welch St on UNT campus
76209	5/23/2022	I would use a fixed route if it ran in a grid regularly up and down locust and elm or oak and hickory
TX76207	5/24/2022	3500N BONNIE BRAE STREET BUS STOP PROVIDE
76203	5/24/2022	No
76201	5/25/2022	Forthwith area
76201	5/25/2022	It would be nice if there were more options to travel between zones or even to/from zones. I'd pay an additional fare or an increased fare for premium service such as this.
76201	5/26/2022	Route 7 being shortened has definitely impacted a lot of people
75056	5/26/2022	The Colony
76207	5/28/2022	Robson Ranch. There are many elderly who do not drive.
76210	5/31/2022	Id like to be able to go all the way to Mansfield on Dart. Easier transfer needed for seniors
76201	5/31/2022	UNT should be easily accessible by public transportation from more parts of the county. For example, a friend who lives in Highland Village wanted to take public transit to work at UNT but can't.
76227	6/1/2022	Aubrey and Prosper.. really the 380 corridor
75038	6/2/2022	Gozone service of trinity mills area coverage should be expanded
75067	6/2/2022	Grapevine?
75023	6/2/2022	no
75067	6/2/2022	Lewisville - fixed route bus
76182	6/2/2022	I haven't found a station near NRH
75067	6/2/2022	Lewisville, TX
75057	6/2/2022	Nope
75067	6/3/2022	Lewisville
75067	6/3/2022	no
75067	6/3/2022	Dallas
75067	6/3/2022	Lewisville

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
75057	6/3/2022	Carrollton
75067	6/3/2022	Not at this time.
76201	6/5/2022	No
75067	6/5/2022	Tom Thumb on 3040, Castle Hills, LLELA, Lake Ray Roberts
75067	6/5/2022	No
75057	6/5/2022	No
75067	6/5/2022	No
75067	6/5/2022	More GoZone cars
75067	6/6/2022	No thank you
75067	6/6/2022	Yes
75067	6/7/2022	NA
75067	6/7/2022	Lewisville
75067	6/7/2022	FLOWER MOUND, FLOWER MOUND, FLOWER MOUND AND FLOWER MOUND
76210	6/7/2022	I attempted to schedule go zone in South Denton but it showed up not an available option.
76201	6/8/2022	Denton to Lewisville
76201	6/9/2022	Just other general areas of the county that aren't explicitly Denton or Lewisville-- it'd sure make it easier to find a house if I weren't only confined to available locations in the City of Denton itself so I can keep using GoZone to work
75067	6/9/2022	The Colony, Flower Mound
75067	6/9/2022	My Neighborhood 2801 Denton Tap Road Lewisville, Texas 75067
76205	6/9/2022	No. We need to focus on convenient, frequent service to build ridership before we expand geographic coverage area.
76201	6/9/2022	West Sycamore St
76201	6/9/2022	No
Alaska	6/10/2022	I don't know
75067	6/10/2022	Fixed route bus service in Lewisville
53202	6/10/2022	Anywhere you want to go
76201	6/10/2022	No
76201	6/10/2022	None

Table 6: Comments from Fare and Service Mode Survey

Q9. Are there areas of the county currently not served by DCTA that you would like to see included?

ZipCode	Date Received	Comment
75067	6/10/2022	Yes, the Lewisvill area between Round Grove and Main
5156	6/10/2022	I think that's enough for me
76208	6/10/2022	More of denton
76207	6/10/2022	need better fixed route coverage for Denton, Go Zone is a disgraceful failure.
76201	6/10/2022	Extended hours for bus routes would help immensely with drunk driving
75067	6/10/2022	Yes, flower mound
76210	6/10/2022	yes, near Guyer High School- Teasley and Hickory Creek Rd
33610	6/10/2022	Tampa
81657	6/10/2022	Vail
76201	6/10/2022	Lewisville by fixed routes!!

Question 10: How familiar are you with GoZone on-demand microtransit?

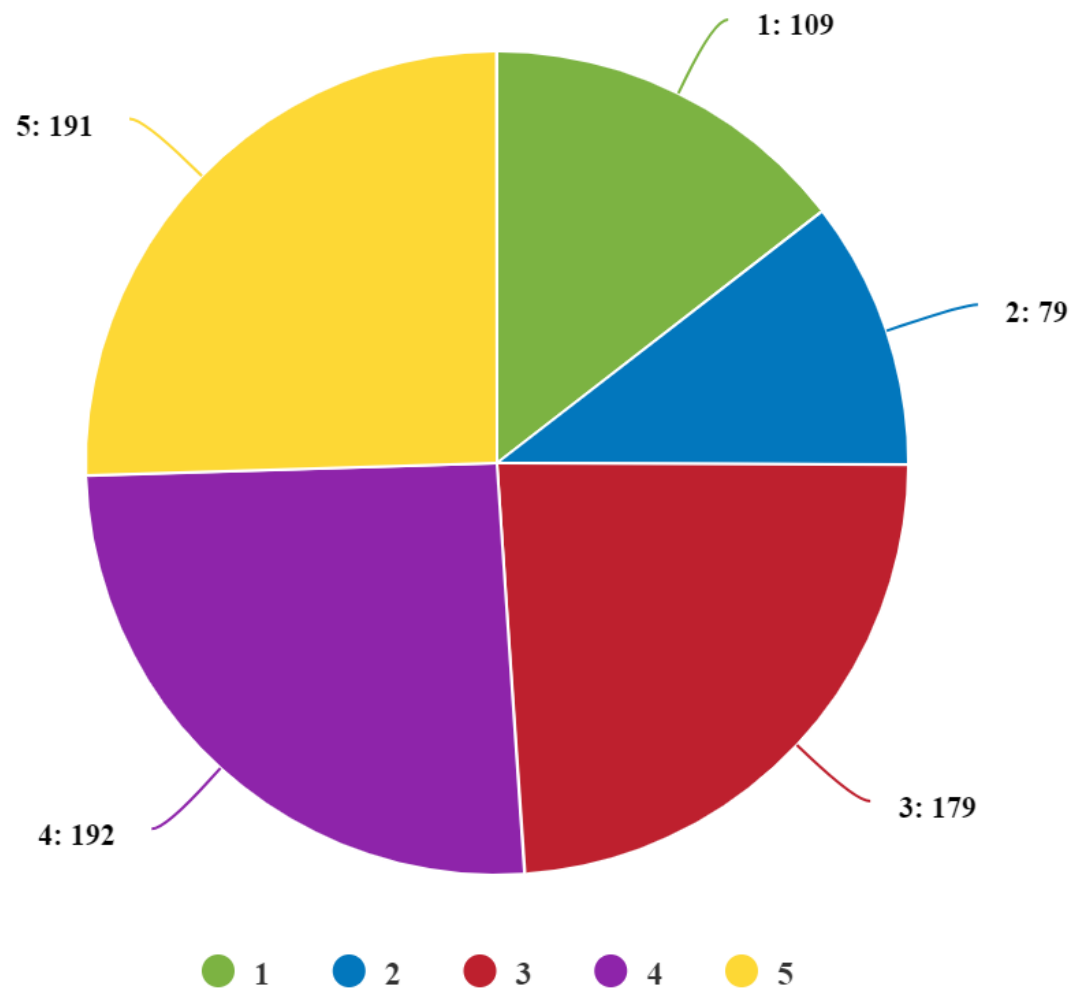


Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76201	4/28/2022	Positive	Affordable
76207	4/28/2022	Positive	Affordable and convenient transit
75067	6/5/2022	Positive	Affordable custom routes.
76210	5/11/2022	Positive	An on demand service makes better sense.
			At times when I'm out of transportation, GoZone really comes to my rescue.
			However, the only time I was not happy is that GoZone is supposed to take people from Denton to Trinity Mill Station on Sunday. I tried to book the service ahead of time, but it's always full and not available.
76201	5/11/2022	Positive	
75065	5/12/2022	Positive	buen servicio,atención a necesidad de cliente
75077	5/2/2022	Positive	can get it anywhere to anywhere and much longer hours of operation
75090	5/5/2022	Positive	Convenient
Deming	5/11/2022	Positive	Convenient and simple
74722	5/20/2022	Positive	Convenient and swift
71937	5/20/2022	Positive	Convenient and swift
86005	5/17/2022	Positive	Convenient and time-saving
76208	5/11/2022	Positive	Door to door service is amazing. How do you beat that? Then, you would also not have empty busses running around polluting and screwing up traffic.
TX76207	5/24/2022	Positive	Driver always on time and greet us whenever we get on board
76209	5/4/2022	Positive	Drivers are friendly. Affordable.
76209	4/26/2022	Positive	Go zone helps me to travel for my school and it is way affordable
75067	6/5/2022	Positive	God way of transport
MO	5/11/2022	Positive	good
75057	5/11/2022	Positive	Good Drivers
76210	5/8/2022	Positive	Good fast service. Nice drivers.
75067	6/7/2022	Positive	Good very good
			GoZone has been really great to have when I'm not able to use my vehicle. My oldest son uses it twice a day, 5 days a week to get to and from work. He doesn't own a vehicle or have his license, so it has been important for him to get back and forth to work.
75067	5/24/2022	Positive	
			Gozone is in many ways better than uber and lyft its way cheaper at the sacrifice of a bit of reliability
			You guys need more drivers and that would help the estimated arrivals and drop offs
			Also the gps your drivers use are usually leading them to wrong pick up and drop off locations in my opioid they should all be using the exact same gps to navigate and I recommend Waze gps because it is most efficient at making the route and would increase efficiency of routes
72541	5/11/2022	Positive	
75038	6/2/2022	Positive	Gozone should be available more frequently like we should get a ride within 10 minutes
75077	5/22/2022	Positive	haven't used it yet, but sounds good so far.
76210	5/18/2022	Positive	I can't use it because I'm in Corinth. If it was here I'd take it to the train.
74953	5/20/2022	Positive	i feel good
80238	5/11/2022	Positive	I feel the traffic in GoZone is very good

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
74135	5/21/2022	Positive	i fell good
76201	4/27/2022	Positive	I have not had a bad experience. However, if the bus was cleaner, it wouldn't hurt.
75019	4/26/2022	Positive	I have not used GoZone but it's a great idea since the bus routes don't cover all areas
75043	4/23/2022	Positive	I have yet to see some bad news.
West Valley City	5/10/2022	Positive	I like feeling very convenient
76205	5/19/2022	Positive	I like the opportunity to go from point to point when the GoZone is working.
76201	4/27/2022	Positive	I like the price and the experience
76209	5/18/2022	Positive	I like the service and at times how efficiently they get to you.
75067	6/6/2022	Positive	I love it easy to use app
Hayward	5/11/2022	Positive	I often use
76207	5/4/2022	Positive	I see a coworkers use it for work commuting
76201	5/13/2022	Positive	I think it's a good solution to provide transportation without wasting money to run buses with 5 people on them. However, it does sound a little weird to be in a minivan with strangers. Perhaps if you chose larger vans with more space, it would be more viable?
76201	4/21/2022	Positive	I think the drivers can be a little dismissive or underexperienced in my experience, but otherwise it's been nice
76209	5/4/2022	Positive	I use to drive for Link (Currently DCTA) and I made sure my commuters was on time... I see more Lady Drivers 😊 It is so sad to me that the Bus that I help drive from Ft Worth Brand NEW to Denton is going away...
76209	5/4/2022	Positive	I've always felt safe while using go zone
76226	4/20/2022	Positive	I've taken four one-way trips via GoZone through Denton, Lewisville, and Highland Village and had great experiences with it each trip, with wait times never exceeding 17 minutes.
76210	5/11/2022	Positive	If there were a bus route that services fort worth drive/377/Country Club Road (Bent Creek Estates) you would have consistent riders. I have a family member who does not drive - so it would be of great convenience for him to be able to board a bus daily to get to his place of employment (Goodwill on University)
Aubrey	5/11/2022	Positive	I'm familiar with the traffic,Think GoZone is doing a great job
75062	4/21/2022	Positive	It amazing! Cheap !! And just wish it could take me to job in Corinth
76205	5/11/2022	Positive	It does a very good job in terms of service and security.
Las Vegas	5/10/2022	Positive	It feels very convenient
76210	6/7/2022	Positive	It has been a lifesaver for our household this past 6 months.
75067	5/24/2022	Positive	It has some hiccups but it's generally reliable
Boston	5/11/2022	Positive	It helps me a lot in my life and I like it very much
76201	4/28/2022	Positive	It is a good method of transport for a reasonable price.
75057	5/10/2022	Positive	It is a reasonably-priced, easily accessible form of public transportation. Nice, comfortable vehicles. Good communication.
76201	4/27/2022	Positive	it is good to go to college , but at night time , it will be usually busy and the ride never gets booked. and also the wait time is more
76207	4/26/2022	Positive	It provides cheap uber-like services for local people.
76201	5/25/2022	Positive	It seems very infantile in its presence in the market. The drivers are inexperienced, Unknowledgeable on their routes/city, if your eta is quoted at 15 mins then it shouldn't take 30 mins for your ride to arrive. The wait times need to be more accurate from the beginning with like a 5 min buffer.

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
75227	5/18/2022	Positive	It works
75215	4/19/2022	Positive	It's good
76206	4/26/2022	Positive	It's Very Coat Efficient For Me. Don't have to "GO BROKE" trying to change locations.
74728	5/21/2022	Positive	it's fine and fast
76201	4/27/2022	Positive	NA
76201	5/4/2022	Positive	Nice service
75065	6/4/2022	Positive	none
75077	5/16/2022	Positive	Not family with the service at all but it sounds really interesting
TX	5/11/2022	Positive	Personally, I like it
75001	4/18/2022	Positive	Positive aside from the drug addicts who use the service without paying
75067	6/4/2022	Positive	Quick response and safe
76201	4/25/2022	Positive	Seems like it is the most on-time incarnation of public transport in the city of Denton this century.
76210	5/31/2022	Positive	So far my only concern is wait times
75067	5/11/2022	Positive	sounds interesting
76205	4/28/2022	Positive	the app is not user friendly, at it takes so much time to find a driver, sometimes I wont be able to. Although it's great, cheap, but somewhat inconvenient. I mainly use it because it can go anywhere in Denton unlike the buses that are on fixed routes.
76209	4/26/2022	Positive	The are relabel and not on time
75067	5/11/2022	Positive	The GoZone works in Lewisville, however during rush hour the service is not dependable.
76209	5/6/2022	Positive	The idea of Go Zone and it's convience to the user is not in question. It is the details of Denton county's inability to confirm driver identity and the whereabouts of vehicles due to the fact they have contracted service and responsibilities to second and third party companies who are not legally bound to state/county obligation in due processes. Because of this lax in requirements it has placed it's community consumers at unnecessary and possible extreme safety risks.
75035	4/20/2022	Positive	The service is usually running very smoothly and gives many people access to transit.
75028	4/28/2022	Positive	They are amazing, the price is also so convenient for students
76205	4/26/2022	Positive	They are flexible, offer services even including weekends, can reach all corners of Denton
75067	6/6/2022	Positive	This choice help to everybody
76201	5/18/2022	Positive	Usually very little wait time and drop off time is fast, the pick up and drop off locations are the other somewhat problems
76209	4/20/2022	Positive	Very affordable,very spacious, & very comfortable.
SAN LUIS	5/10/2022	Positive	Very convenient
88310	5/11/2022	Positive	Very convenient
93536	5/18/2022	Positive	Very satisfied with
81657	6/10/2022	Positive	very suitable for me
75077	4/25/2022	Positive	We appreciate the access of door pickup versus nearest bus stop location.
75057	5/5/2022	Positive	We didn't have bus service nearby, and the bus routes were ludicrous anyway. Now we have useable public transportation. My daughter, who's unable to drive, is able to ride from home to TWU and back. We're so grateful!
76208	5/4/2022	Positive	We have a special needs son and I like the idea of him using GoZone better than riding the bus because it is door-to-door service. That is how the school bus has always been for him.
76227	6/1/2022	Positive	We NEED this. I don't have a vehicle and UBER and Lyft are destroying me financially

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Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
Colorado	5/12/2022	Positive	With the good
76209	4/27/2022	Neutral	A lot of the drivers are outsourced outside of denton and do not know the area well enough to drive in it. Go zones often stop in the middle of the road or drive crazy which is a safety hazards.
75206	5/17/2022	Neutral	all good
76201	5/20/2022	Neutral	As to be expected wait times. Unexpected driver cancellations
76209	5/10/2022	Neutral	Can be further improved and made more available. App needs work, doesn't always work.
75067	6/2/2022	Neutral	Currently have a vehicle, so at present have no need in, or interest in learning more about, GoZone.
74403	5/21/2022	Neutral	didn't pay much attention
75067	6/3/2022	Neutral	Do not use but may need to in the future.
76208	5/4/2022	Neutral	Doesn't cover my area, and we love within the city and pay same taxes as everyone else.
don't wish to disclose that information	4/21/2022	Neutral	Don't know much about it
75067	6/10/2022	Neutral	Don't know about Go Zone. ^o
75019	4/21/2022	Neutral	Dont really know what gozone is
75227	5/5/2022	Neutral	Dont use
75287	4/20/2022	Neutral	Drivers sometimes miss their pickup spot. However, I have good experience with customer service.
76208	5/4/2022	Neutral	For the most part it's reliable, but the wait times can be too long. Don't know if it's scheduling or a staffing issue.
75007	4/19/2022	Neutral	Gets where I need to be. But I can't schedule a ride ahead of time and it takes so long to get to my destination or sometimes always changes.
76201	4/18/2022	Neutral	Go zone is actually a good service. But need to improve on the waiting time and the allocation of passengers on dropping
75077	5/4/2022	Neutral	Good but not enough options
90813	5/12/2022	Neutral	GoZone's venue intelligence enables enterprises to strategically refine operations, bridging the gap between online and offline busines.
76210	5/10/2022	Neutral	Had several times where yall were too busy, had several misses where your app did not accurately report my location to driver... and longer than estimated wait times
75067	6/10/2022	Neutral	Happy that service fare and safety. Preferred more service so that we can reduce more vehicles on the street and traffic band encourage people to use public transport.
75223	4/20/2022	Neutral	Have it but don't really use it
76205	4/18/2022	Neutral	Haven't rode it yet, just heard rumors.
76210	5/5/2022	Neutral	Haven't used
76266	5/4/2022	Neutral	haven't used
76207	5/4/2022	Neutral	Heard they are bad drivers
76205	5/4/2022	Neutral	I am concerned we spend too much on this system. Uber and Lyft are much more efficient.
75057	6/2/2022	Neutral	I am new to Texas and am not familiar with public transportation.
75067	6/10/2022	Neutral	I am unaware of a replacement service for the lack of buses
76209	4/19/2022	Neutral	I am unfamiliar with GoZone.
75077	4/21/2022	Neutral	I do t know much about it

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76201	4/27/2022	Neutral	I don't know this service
75007	4/21/2022	Neutral	I don't really know anything about it. It seems like it does the same thing Uber does.
75056	4/18/2022	Neutral	I don't use go zone but it's a resource that is nice to have.
75056	4/21/2022	Neutral	I don't use GoZone.
75056	4/26/2022	Neutral	I don't use it
73068	5/21/2022	Neutral	i don't care about that
74012	5/21/2022	Neutral	i don't care that
75067	6/7/2022	Neutral	I don't know much about GoZone
76210	4/27/2022	Neutral	I don't know what go zone is. Fussing about fares is a waste of time. Most wouldn't use service if it were free.
76209	4/26/2022	Neutral	I don't know what is that
Fort Worth	5/11/2022	Neutral	I don't like it very much and I don't like it very much
76001	4/27/2022	Neutral	i don't much about it because i don't go on it
76201	4/18/2022	Neutral	I don't really use go zone
75075	4/25/2022	Neutral	I have never used it
75007	4/21/2022	Neutral	I have never used or talked to anyone about GoZone.
75067	6/3/2022	Neutral	I have no knowledge of Go Zone
75001	4/18/2022	Neutral	I have no used it, but I have seen the offer and it looks like it would be conviene depending on the areas i'm going to
76201	6/3/2022	Neutral	I haven't actually used it myself, but from what I've heard the wait times/pick up/drop off can be not as accurate, so I've tended away from that service. I can't say good or bad though because I haven't used it myself.
75056	4/20/2022	Neutral	I haven't had to rely on it
76210	4/26/2022	Neutral	I haven't thought about it too much
75007	4/21/2022	Neutral	I haven't used it before
75057	5/13/2022	Neutral	I haven't used this service yet.
Denton	5/12/2022	Neutral	I haven't really read about it
75077	5/5/2022	Neutral	I hope you get better with the times that you have to pick people up
76201	4/25/2022	Neutral	I like the gozone, but not riding a long time. I was late 2 times because of the order you call, even when we passed my street.
76205	5/4/2022	Neutral	I like the idea, but have not used it yet and have read some negative experiences
75067	6/5/2022	Neutral	I like the thoughts of the program especially for fixed-income older citizens and college students because of the cheaper price. However the wait time for a vehicle is too long.
76210	5/3/2022	Neutral	I live outside of the GoZone, so I haven't had the opportunity to use it.
76208	4/20/2022	Neutral	I love gozone but I think the bus service was cut too soon. More vehicles needed for gozone so it's not so difficult to get a ride.
75057	4/30/2022	Neutral	I love the low fare cost but with not enough drivers and extremely long wait times, I would much rather take a lyft or Uber for \$7+
75057	6/2/2022	Neutral	I see them all, over my town here in Lewisville so I am, seeing it is becoming a popular option
75067	6/9/2022	Neutral	I think for people who need consistent service to and from work GoZone is not as reliable as a fix route bus service.
78666	5/17/2022	Neutral	I think it's not bad
75006	5/5/2022	Neutral	I've never used it.
76201	4/28/2022	Neutral	I've seen Gozone but haven't used it.
76205	5/12/2022	Neutral	if getting a ride was more consistent, it'd be great

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76227	4/30/2022	Neutral	I'm not familiar with it
75023	6/2/2022	Neutral	I'm not familiar with it.
76208	4/27/2022	Neutral	It is convenient and cheap, overall, but has been plagued with long wait times and periods of unavailability. I'd like to see it run later at night than it currently does too.
76201	4/26/2022	Neutral	It is very affordable, but the waiting times are usually long.
76209	5/7/2022	Neutral	It is very challenging to book a ride
76209	5/23/2022	Neutral	It isn't available for crunch time for events. I have heard that I could use it to get from Trinity Mills dart to Denton after a train doesn't run. But I don't trust that I would be stranded
76205	4/19/2022	Neutral	It seems like a useful tool, but it is not scalable to higher ridership which means it should be targeted to areas which are not serviceable and warrant heavy subsidy rather than areas which could be well served by frequent fixed-route service.
76201	5/2/2022	Neutral	It tries to be Uber/Lyft, but is mediocre. The service works in taking users closer to where they want to go. However, availability has been spotty, and there's a notable gozone vehicle presence around town adding to traffic.
76201	4/28/2022	Neutral	It's ok
Birmingham	5/12/2022	Neutral	It's about the time, I'm not sure my time is exactly in line with GoZone
85629	5/10/2022	Neutral	It's convenient to make a good impression
75067	4/21/2022	Neutral	It's cool could be better. And nicer
74953	5/21/2022	Neutral	it's fine
76201	4/28/2022	Neutral	It's good coverage but the time it takes and the frequency of all drivers being busy leaves the possibility of being stranded on the other side of town... speaking from experience, some of the drivers are also incompetent.
74137	5/21/2022	Neutral	it's not bad
74136	5/21/2022	Neutral	It's ok
75067	6/3/2022	Neutral	its okay
Saugus	5/11/2022	Neutral	It's okay, but it's a little troublesome if you're in a hurry
76210	6/10/2022	Neutral	I've heard a lot of complaints and observed very questionable driving practices, but see the benefit to having a service of this type
76201	4/26/2022	Neutral	I've only just recently heard about it so I don't have much of an opinion on it currently.
75067	6/3/2022	Neutral	Me gusta el servicio. Es comodo, pero los tiempos de espera son muy largos o no hay, si lo pido 5 veces 3 me toca esperar hasta 40 minutos y si tengo que llegar a una hora exacta pues no me sirve, a veces me dice que no hay disponibles. Y eso con el bus no pasaba, yo podia ir programandome con los horarios del bus y no tenia esos problemas.
75215	4/21/2022	Neutral	More gozone drivers needed.
Florida	5/11/2022	Neutral	More neutral
89523	5/12/2022	Neutral	Myers says GoZone's reseller partners are actively using their advertising solutions to drive technology infrastructure improvements without using IT budgets by building relationships with marketing departments.
76201	5/25/2022	Neutral	N/A
75067	6/2/2022	Neutral	Need more timings and less wait time
75067	6/9/2022	Neutral	Never heard of GoZone
75214	4/19/2022	Neutral	Never heard of it
75067	6/9/2022	Neutral	Never heard of it
75067	6/2/2022	Neutral	Never herd of it and don't know how to use it

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
75067	6/6/2022	Neutral	Never taken it
75067	6/5/2022	Neutral	Never used
75019	4/21/2022	Neutral	Never Used It
76208	5/4/2022	Neutral	Never used it just see the vans running people around.
76201	5/2/2022	Neutral	Never used it so can't rate
73007	5/11/2022	Neutral	No particular opinion
75056	4/20/2022	Neutral	not bad but sometimes it takes a while to get to you even though it says "5 minutes "
75028	5/17/2022	Neutral	Not familiar enough to comment
75006	4/30/2022	Neutral	Not familiar with GoZone
76182	6/2/2022	Neutral	Not familiar with gozone
75067	6/7/2022	Neutral	Not familiar with this service
75056	5/26/2022	Neutral	Not offered in my area
75057	6/5/2022	Neutral	Not too familiar
75067	5/12/2022	Neutral	Overall it's a good idea and works well most of the time. There has been times (at least once every week or so) where someone in my household either can't get a ride, the app isn't working right, or has to wait 40-60+ minutes for a ride.
76201	4/27/2022	Neutral	pickups and waiting time is more
94112	5/11/2022	Neutral	Places of interest are not covered by transportation.
76205	4/18/2022	Neutral	Plenty of times where i get denied because they are too busy or theres no shuttle that has open space. Or i schedule one and it takes 30-45 min just to show up and i become late for classes or work.
76201	4/28/2022	Neutral	Recently I was unable to book the ride and it was showing that there are no current vacancy in rides. Everyone with me (my friends) tried the same but they couldn't succeed. I wish there are rides available all the time from 5AM to 12 pm with no problems with the app.
76205	4/26/2022	Neutral	The app always get stuck, like it doesn't show that the ride booked but I receive messages that the ride is 15 min away which doesn't make sense .
76201	4/22/2022	Neutral	Seems like a good idea, cheap, just should advertise more, and don't forget to pick people up .
76201	4/22/2022	Neutral	Shorter wait times and extended Sunday availability
76071	5/11/2022	Neutral	Some good, some needs work
92084	5/17/2022	Neutral	Some places may not be direct
71270	5/12/2022	Neutral	Sometimes it's very slow
76201	4/19/2022	Neutral	Sometimes they don't get the information correct and then I have times that my driver does not stop and waited for me so I lose the ride. I am slow at walking and they don't wait.
76201	5/26/2022	Neutral	Sometimes you can get a long wait time and hard to make appointments on time if you cannot find a ride
91789	5/17/2022	Neutral	still alright
76201	4/18/2022	Neutral	The app for gozone is sometimes buggy
75057	6/3/2022	Neutral	The availability of GoZone is amazing for anyone not looking to wait for a train or bus ride and just wants to ride alone. It's a quick way to get from point A to B without worrying about going between different routes to get to where you need to be. Only thing is that GoZone could offer a wider range of where it services.
75068	4/25/2022	Neutral	The cars are always late even up to 30 mins late past the estimated pickup times. And most drivers don't give change back.

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76201	5/30/2022	Neutral	The wait times are inaccurate and pick ups are far
76266	4/18/2022	Neutral	They do not serve the whole Denton area fully.
76207	5/4/2022	Neutral	too long of wait times, unsafe drivers on the road.
76201	4/28/2022	Neutral	Took me 45 minutes to get a ride one time. Otherwise pretty convenient.
76201	4/28/2022	Neutral	unreliable at times, but it gets me where i need to go
76001	4/28/2022	Neutral	Very slow and not accurate tracking on app, and some drivers are questionable.
76201	6/8/2022	Neutral	wait time high
75067	4/27/2022	Neutral	Wait time is main drawback. Where wait time increases and unable to book ride for long time. Should keep trying 30 min to book ride in early mornings mostly
75070	5/11/2022	Neutral	We have no idea about CoZone Service
Alexandria, Louisiana	5/11/2022	Neutral	We need buses because of sometime gozone ride not happening its too late and also ride was not booking sometimes
76201	6/9/2022	Neutral	<p>When I first moved into the apartment I'm in now (2019), I looked into taking the bus (fixed routes) to work-- it would've involved a 20min walk, and 2 to 3 route changes over two hours (the route that dropped by TWU was not the same one the "nearby" stop to my apartment connected to, assuming that one route circled back to the hub (which itself was unclear per the online schedules I was searching). Because figuring out the buses would've been too complicated, my option at the time was to just wake up two hours earlier than I needed to so my boyfriend could drop me off at work when he left for his job, or take a Lyft, since I can't drive. Lyfts to and from work started around \$7-8 a ride in Denton (which was already more than I was comfortable with), but over the months they had begun to increase to \$12-\$14 a ride, which is just not a manageable price for a daily commute. Considering the above, GoZone was a really great development for me personally-- I do however know that for the greater populace of public transportation users in Denton, this hasn't been a positive thing. But they'll leave their own experiences in the reviews-- I'll just add that I agree with most public comments that a grid-based bus route system sounds like it would be the best way to go. If there was actually a bus stop near me that would take me to work in a reasonable amount of time, I'd use it (It should not be so absurdly difficult trying to get from a spot right off of West Hickory to TWU. I am literally on a well-known Denton street right by UNT, -- it's a 10min drive). For me, even though GoZone has made my commute easier in general to where I still mostly use it, there are still plenty of issues I have with it (it's just my best option at the time).</p> <ol style="list-style-type: none"> 1. ETA times need to be more accurate, or correct in general. I can handle booking a ride with a 30 min ETA, if it actually shows up in 30 minutes after the timer counts down from 30, and doesn't suddenly jump up to 37, or go from 15 back up to 28 halfway through my 30 minute wait. 2. Gas stops need a way to be added to the countdown timer so I'm not watching my driver's car icon sit at a 7/11 for 10mins while the ETA continues to sit stagnant at 4mins out. They are not 4mins from getting me, they are getting gas. I could've been getting ready for 10 more minutes instead of standing out on the sidewalk staring at the phone app. 3. People need to be able to change the method of payment in the car so I don't have to sit for 30 minutes in one location while someone calls customer service trying to argue about using her bus pass instead of giving the driver 75 cents. 4. Sometimes it smells. Sometimes I am sitting shoulder to shoulder with someone-- even economy plane seats give me more personal space with my seatmate than GoZone vans when too many people get picked up at once. Involuntarily touching others would normally make me uncomfortable anyway, but especially with COVID still so recent, it's downright disturbing to be stuck in that situation.

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
75028	4/18/2022	Neutral	When the system works properly, it helps be to get to and from work. When there is a driver or vehicle shortage, it's caused substantial delays to the point where I have no other option but to take Uber or Lyft in order to make important connections.
75078	5/4/2022	Neutral	Where I live there are no bus services.
76210	4/24/2022	Neutral	Why do these vehicles have out of state license plates. Odd at best.
76209	5/21/2022	Negative	A 5 minute ride becomes a 30 minutes ride to school. Sometimes i have to use an uber because there are never enough cars and no matter how much you try to schedule on there's barely any. It's either 30 minutes away if you get one and sometimes it's never in your time frame
75007	4/27/2022	Negative	Absolutely horrid. Bring back the buses.
76201	6/10/2022	Negative	Accidents, rude obnoxious drivers, horrible service, foreign country customer service.
75077	5/5/2022	Negative	Always full so never available when need it
76201	4/28/2022	Negative	Any rideshare service carries a huge risk of being unsafe especially when it involves college students
76209	5/12/2022	Negative	As someone who rides public transit for the reduction of cars on the road and for the comradery of being out in public, with the public, a taxi-service style system is not meeting my expectations
76207	4/27/2022	Negative	as stated before, drivers are crazy and disobey traffic laws left and right.
76208	4/29/2022	Negative	Bad drivers
76210	5/12/2022	Negative	Bad drivers, bring back the busses
76201	6/10/2022	Negative	Bad drivers, buggy app, more traffic created in comparison to busses
76209	5/10/2022	Negative	Bad drivers, horrible wait times, feel uncomfortable as a women with creepy driver so close
76201	5/12/2022	Negative	bad drivers, no time consistency, cost money
76201	4/28/2022	Negative	Can never book a ride
76201	5/2/2022	Negative	Can't wait 30 minutes for a 5 minute ride
76205	4/30/2022	Negative	City does not own the technology or infrastructure. Bad investment!
76210	5/31/2022	Negative	Corinth
76201	5/12/2022	Negative	Dangerous driving patterns and unreliable accessibility are primary criticisms. Also, prioritizing micro transit over fixed buses makes literally zero sense in a college town.
76207	5/28/2022	Negative	Doesn't serve the entire county. If county taxes are used, the entire county should be covered.
75067	6/5/2022	Negative	Don't like it. I want the fixed route back. The new system is not user friendly in that people are required to have smartphone. When we call in to the phone number provided, the person answering can't communicate in Spanish.
76209	5/2/2022	Negative	Drivers are careless and bad, service is slow and unpredictable - eliminate GoZone and use truly public transit
76207	5/10/2022	Negative	Drivers are careless and often park in the middle of the street to pick someone up. It's rude and dangerous. I have had to go around a car parked in the middle of the street around the square. They increase traffic to an already congested area. Since these are contracted drivers, there is little oversight into their actions.
76201	6/10/2022	Negative	Drivers are extremely bad. Pickup and drop off locations are often inconvenient and unsafe. Almost every time I have tried to access services they have been too busy, even after checking for multiple hours at a time
76205	5/4/2022	Negative	Drivers are horrible.
76209	5/9/2022	Negative	Drivers are only providing single-occupancy trips to/from destinations. It is not effective. If FR doesn't work, it's because the routes need to be looked at again and against major developments.
75067	5/1/2022	Negative	Drivers are unreliable and are horrible drivers. Witnessed many, many traffic violations. Missed job interviews.

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76205	5/19/2022	Negative	DRIVERS CANT DRIVE DONT SERVICE AREA I LIVE IN PARK IN UNSAFE LOCATION NEVER KNOW WHERE THEY ARE GOING
76201	4/27/2022	Negative	Drivers don't drive very well, waste of gas
76205	4/25/2022	Negative	Drivers stop randomly in middle of road.
76201	4/21/2022	Negative	Drivers tend to have dangerous driving habits and the service is generally unreliable.
76201	4/28/2022	Negative	Drivers will park anywhere and everywhere and it's unsafe.
76201-5810	5/16/2022	Negative	Dropped me off 2 miles from my stop
76201	5/2/2022	Negative	Every time my friends need one, the wait time is horribly long or they are outright denied. At the thursday 4/28 meeting of the DCTA board, GoZone staff admitted that adding new vehicles to the road doesn't reduce wait time, it just increases demand. It's not a model that works.
76207	5/18/2022	Negative	Every vehicle I've been in is filthy, I've had negative encounters with passengers that are difficult to handle due to the forced close proximity, and I can never guarantee that I'll be able to get a ride like I can with fixed routes.
76201	4/19/2022	Negative	Frequently, GOZONES are either: unavailable, extremely late, or they pick up someone else and then try to charge me for it. Also, it packs everyone in a lot closer than the buses do, which is not something I feel good about in the current climate
76209	5/11/2022	Negative	Friends who have used it tell me it's difficult and unreliable
76201	4/28/2022	Negative	From my experience and from others, it's too much of a hassle and not convenient. I wouldn't mind it working in tangent with buses but replacing the busses with these is idiotic.
76201	5/18/2022	Negative	From my own experience with long wait times and lack of availability, to all the horror stories I've heard of absolutely awful drivers.
76205	4/21/2022	Negative	Go Zone drops a large percent of rides due to lack of drivers, making it much less reliable than fixed routes. Dentonites cannot plan around an "on demand" system that has a 50% chance of refusing to honor their requests.
76205	4/23/2022	Negative	Go zone is not a solution for traffic concerns. It is not a good solution and is not public transportation. I like public transportation because it gets cars off the road.
76201	5/3/2022	Negative	GoZone can be nearly impossible to use to get somewhere in a timely manner. Half the time it is full, the other half of the time waits are "30 minutes long" (often extending up to an hour in actuality). I spend hours every week waiting and planning for rides on the hope I will get to work and school on time.
76208	4/25/2022	Negative	Gozone drivers are an absolute MENACE to this town and absolutely horrifying when it comes to safety. They do not follow road laws or signs, endanger their passengers and other drivers. Gozone needs to get out of Denton
76208	5/9/2022	Negative	GoZone drivers are constantly stopping in the middle of busy roads to pick up/drop off passengers. They also do not respond or look around when passengers are asking to be picked up in parking lots. Overall I wish they would go away.
76201	5/10/2022	Negative	GoZone drivers frequently drive recklessly and GoZone is not accessible to people without smart phones.
75067	4/21/2022	Negative	GoZone has been a mistake since its implementation. The prices are bullshit. The drivers are untrained. There have been more crashes recorded from this dogshit service than any of your other services. GoZone was a mistake to implement and it all boils down to corporate greed. Give us back reliable busses and decent public transport more frequently than 27 fucking minutes. Give us more access points and more #7 busses.

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76201	5/2/2022	Negative	GoZone has been a terrible, unreliable, and unsafe experience every time I've been forced to use it. It is nearly always late, because there aren't enough drivers. The drivers they do have are nearly always incredibly underpaid, and because of that are incredibly terrible drivers. On top of that I've been left in several places, like the grocery store with refrigerated goods, that nearly or do go bad because of the time it takes them to get to me and get me home.
76201	4/19/2022	Negative	GoZone is a hit or miss sometimes they are reliable other times they take longer and the drivers don't know how to drive safely
76207	4/30/2022	Negative	GoZone is a terrible service, I have not heard one good thing about it.
76201	4/28/2022	Negative	Gozone is an absolute hazard and something needs to be done about the drivers. There are a concerning amount of negative reports when it comes to how these GoZone drivers behave. The majority of them pick up and drop off in completely unsafe places like the middle of the street. I've had several employees use Gozone and it has never been a good experience for them. They are almost always late and sometimes are surprised by the amount of other passengers and when they get dropped off. I've had customers ask me for help with GoZone because they don't understand why they have to walk down the road and get picked up on the street instead of getting picked up from their current location or at the very least a safe parking lot. I love the idea of GoZone and it could really help a lot of people, but as itsy currently going I think it needs to be shut down and completely redone.
75067	4/20/2022	Negative	GoZone is being used to replace public transit when we should be using the money that went to fund GoZone to improve and expand fixed route service
76208	5/3/2022	Negative	GOZONE is ineffective and is costing us our tax dollars.
76209	5/2/2022	Negative	GoZone is not ADA compliant and underserves community members with mobility issues
76207	4/26/2022	Negative	GoZone is TERRIBLE. It's not efficient, it takes forever to get a ride, and the drivers do not conduct their vehicles safely. Please cancel this disaster and bring back more buses.
76205	4/21/2022	Negative	GoZone is unreliable and inconvenient. The drivers are unsafe and poorly compensated, and it'd difficult to get a ride. I also dint get great cell service everywhere in the city, and there are many people without easy access to phone charging. I don't see the benefit in transportation that stops working if my phone dies or if I can't get enough bars.
76205	5/9/2022	Negative	GoZone is unreliable and not a good replacement for buses. How is adding a bunch of contracted drivers in vans going to help traffic? I don't think it's safer or more reliable than buses or fixed routes.
76207	6/9/2022	Negative	GoZone issues as as follows: - Unreliable: Currently, it is impossible to predict when I will arrive at a destination when I use GoZone. Wait times vary considerably and on many occasions no van is available. As multiple pickups often occur, travel time shall vary. As a result, an hour (or more) of anticipation before an appointment may be insufficient time if one plans to use GoZone for transportation. - Usability: Equivalent transit services such as Lyft have a browser utility in addition to telephone applications. GoZone is telephone application only. As a result individuals such as those with feature phones or on restricted data plans are at a disadvantage. Booking a ride with DCTA staff helps to mitigate this but the DCTA dispatchers have been unable to inform passengers of where their "virtual stops" are located. This means at locations with multiple "virtual stops" finding your van can be a fool's crusade.
76209	5/11/2022	Negative	GoZone lack of safety, regulation, and over all impact to the community is disturbing to my as resident as DTCA clearly does not have the best interest of the community in mind.
76201	5/2/2022	Negative	GoZone looks and behaves just like Uber and Lyft, except the drivers are more reckless and create unnecessary hazards along roads. They on-demand model is also not the best fit for a public service.

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
75067	4/26/2022	Negative	GoZone usually has a 30+ minute average wait time for rides or is unavailable during commuting times - it's hard to coordinate with current schedule unless planned way in advance, and it's not guaranteed. I've also witnessed some very unsafe drivers or passengers being dropped off at unsafe/inconvenient drop-off points.
76203	4/27/2022	Negative	Had to wait over 30 minutes for a ride at points, sometimes the app wouldn't even let me book a ride Nearly missed an important medical appointment because I tried to book a ride around 2 hours before, had to wait 30 minutes for pickup, then couldn't get on because the driver and passengers all refused to wear masks (this was during the time masks were required, and I am at increased risk for covid). I then had to call the DCTA customer service to cancel my ride, as the app wouldn't let me cancel. When I tried to rebook, the next ride was again 30 minutes away, so I had to take an Uber to ensure that I wouldn't miss my appointment.
76205	5/9/2022	Negative	Half the time don't get ride and the vans are always driving bad when I see em when I'm driving
76201	5/12/2022	Negative	Have seen gozone drivers not being saf drivers
76208	5/4/2022	Negative	Horrible service. Unsanitary vehicles.
76210	4/23/2022	Negative	Horribly unsafe driving; doesn't transport to S Denton
76201	4/22/2022	Negative	Horrid customer service. App inaccuracy
76201	4/23/2022	Negative	I am aware of long wait times and high rates of accidents. I have seen them drive in unsafe manner and stop in places where they create a traffic hazard.
76209	5/9/2022	Negative	I can never get a ride and app won't let me reserve a ride. I have given up since it has replaced the old on-demand service in Lakeway area. Faster to drive or take A-train and just walk.
76201	6/10/2022	Negative	I can't count on it. The majority of the time I tried to take it I was denied a seat. Another time the wait time was 29 minutes. If I have a schedule on a fixed route, I can plan ahead.
76201	5/13/2022	Negative	I cannot plan trips with GoZone, because it's not reliable. I have no idea how long I will have to try request a ride before a seat becomes available. I don't know how long I will wait for the GoZone to arrive. And I don't know how long it will take to travel to my destination once I'm picked up. I'm also concerned about the safety of GoZone. Driver attention is on their phone while driving, rather than the road, substantially increasing the risk of a crash. Because they're distracted by their phones, they make frequent unsafe and illegal maneuvers. They endanger people who are bicycling by blocking bike lanes. They endanger all road users by making unpredictable stops at pick-up and drop-off points that are invisible to other road users.
76209	4/21/2022	Negative	I can't get a ride in a timely manner. The pick up and drop off locations are not convenient
76201	4/21/2022	Negative	I don't see the point in multiplying the amount of cars on the road. The main reason I like public transit is that it helps to reduce road congestion and lower overall emissions. I'm also not a fan of seeing my money, through taxes and fares, going to a third party administrator. We paid for public transit, keep our money in the area.
76207	4/21/2022	Negative	I explained it in my feedback and I don't want to retype all that
76201	4/28/2022	Negative	I had two incidents with go zone drivers both where u safe and very uncomfortable. I wrote the board a public comment at the last board meeting due to the unsafe driving I witnessed. Also just go to the denton downtowners group and search GoZone. You see lots of safety complaints.
76205	5/10/2022	Negative	I hate it. Paying for a ride when the busses were free for me?!

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
75077	5/9/2022	Negative	I have a couple elderly customers that have tried to use go zone to come and pick up their cars. 3 out of 4 times I went to get them after they waited over several hours only to have to reschedule again and again
76205	5/12/2022	Negative	I have had to use gozone a couple of times and the wait times were terrible and once it just cancelled on me all together. Taking away busses and routes away for this is a massive mistake
76210	5/9/2022	Negative	I have heard it is not reliable and the drivers are not familiar with the city and do not follow traffic protocols. My son's friend takes a GoZone home from middle school each day and sometimes has to wait an hour. Meanwhile there is a covered bus stop nearby.
75056	5/19/2022	Negative	I have never been able to get a ride. Seats are unavailable or the wait time is longer than 30 minutes.
76209	4/18/2022	Negative	I have never seen worse drivers in my entire life then the gozone people
76205	5/2/2022	Negative	I have tried to take GoZone three times. All of those times, there was no ride available (within 30 minutes). As a result, I drove. If it might take 1 hour+ of waiting in order to actually reserve a GoZone back for the return trip, I'm simply not going to strand my family that way.
76201	5/10/2022	Negative	I have used GoZone several times. Excessive wait times in many cases, unreliable amounts of time for a trip, bad drivers utterly unfamiliar with Denton, seriously insufficient accommodation for patrons with limited mobility (cane, and inability to walk more than a few hundred yards even with it), all these made me decide that GoZone was useless for me. And there are no fixed-route buses that come anywhere near me, even though I am within a few blocks of UNT.
76299	6/1/2022	Negative	I hear drivers are rude and wreck less.
76201	4/20/2022	Negative	I like the idea of GoZone, especially as an extension of fixed routes. I have been unable to utilize the service as often as I would like due to no available rides and long wait times.
76201	5/17/2022	Negative	I saw a disable person just left behind by this service. The times I used the GoZone, the cars take a long time to get to the location I'm at and they don't leave you as close as you would want to a location. I still have to walk like 10 minutes or so, which is basically like having a fixes route. I don't see much of an advantage.
76201	5/31/2022	Negative	I see a lot of complaints about people never being able to get a ride and about dangerous drivers.
76201	5/9/2022	Negative	I see drivers that seem to have learned to drive where no rules exist. I see people in wheelchairs unable to get rides scheduled.
76201	5/12/2022	Negative	I think the public needs more info.Are the vans clean? Do they smell? Are you in the van with other riders? I've been nervous to try it because I don't know this information and I don't want to be stuck in a van with an unhomed/unshowered/unrestroomed resident of Denton. (Yes, I know that sounds horrible, but here we are.)
76207	4/21/2022	Negative	I was cautiously optimistic about the announcement of GoZone, but seeing the actual product has been less than impressive (to put it lightly.) The GoZone drivers do not seem aware of normal traffic laws and have been more of a hazard to other drivers and pedestrians. The wait times have been outrageous during peak usage times which can cause riders to miss work, medical appointments, or other important events in their daily lives. I was also shocked to learn that there are areas within the city limits that did not have access to GoZone.
76201	5/2/2022	Negative	I was in a hit and run with a GoZone driver who did not stop at a four way stop sign.
76201	5/14/2022	Negative	I working parking for UNT. They do not understand how to park and park wherever they want. On a normal day it's just slightly annoying. However, during events, it can get in the way and cause a total mess.
76201	5/22/2022	Negative	I would prefer to use the bus, which used to be reliable. Or I would rather use Uber and Lyft, which I know are reliable.
76201	4/26/2022	Negative	I would rather have buses instead of a privatized service.

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76209	5/20/2022	Negative	I've almost been killed by GoZone drivers while I'm legally in crosswalks more times than I can count on both hands!! We're only using them because some assholes decided they'd rather spend MORE money and put lives at risk to "prove" that privatization is somehow better than a public service. I hate to break this to you, but it's not!
76201	4/28/2022	Negative	I've had personal instances out driving where I've seen Go Zone drivers not driving well or parked in obstructing places.
75034	4/28/2022	Negative	I've heard bad stories
76205 - You cut my bus line.	4/23/2022	Negative	I've heard plenty of stories about wrecks, drivers leaving before the rider can get to the vehicle, and have personally watched go zone drivers make U Turns on 288 illegally. This is an unsafe system and only contributes to pollution and traffic congestion.
76201	5/2/2022	Negative	I've used it several times and in no way does it feel like a proper replacement for busses. The drivers are reckless and honestly feel like a danger to the community; the gozone routes go far off course and take too long to get to their destination (which makes me very uncomfortable); The waiting times are absolutely horrid and have forced me to use Uber or Lyft instead; I have had rides cancel on me numerous times for no reason at all; and in general it's just ridiculous they expect us to use it as a replacement for busses where I've never had these issues.
76201	5/9/2022	Negative	In my time driving, walking, and cycling in Denton my most stressful times have been when a GoZone driver is around. The times I've seen them do dangerous if not illegal maneuvers is enough for me to not want to use the service.
76201	4/21/2022	Negative	In principle the idea of using it for infrequent rides to specific destinations is useful, but the service is far too slow and inefficient. I would much prefer taking a bus that comes often and takes me close enough to my destination.
76201	5/3/2022	Negative	In the times I've used GoZone, I've had wait times of more than 45 minutes- once a driver just drove past me and kept going. Another time I was almost hit by a GoZone driver.
76205	5/24/2022	Negative	Is not needed. Duplicate transportation service. I take Uber or Lyft.
76201	4/18/2022	Negative	Is see them driving recklessly, clogging traffic waiting for passengers, and adding to the already high amount of vehicles in traffic dense areas.
76203	5/1/2022	Negative	It appears to be cheaper than Uber/Lyft, but is often far slower.
76201	5/11/2022	Negative	It costs much more per rider than a well-designed bus network with reasonable ridership. The solution to poor bus ridership isn't to replace busses with a mode that is guaranteed to cost more per rider. It is to improve the bus network so it is more useful to more people, thereby increasing ridership.
75007	4/20/2022	Negative	it gives you an estimated time how long it will take and they usually take longer. they also don't give heads up they're picking up someone else which makes me uncomfortable

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Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
			It is a complete mess. If somebody was properly overseeing the system, drivers would actually act professionally. They wouldn't get away with stopping to take breaks all day while riders are waiting endlessly for their drivers to come and pick them up. They don't know how to operate the vehicle safely or efficiently. How do you not know how to turn on the air conditioning in the back seat when it's 100° outside? How do you not know how to open the trunk? If you have varying vehicles, you need to train the drivers to know how to operate each and every one of them. You cannot have pick up spots in the middle of the street. You're going to cause a massive collision. When there are safety issues with vehicles, why can't I reach anyone who works for your company? Nobody at DCT takes responsibility and via doesn't know how to speak English nor do they have anybody who calls you back. So basically you have a system with your company's name on it and your cities name on it where people are just running free all over the place while passengers are expected to just waste their whole day to go down the road. Also, I should easily be able to go from Denton to Lewisville or Flower Mound or highland village. In every other town that I have lived in across this country, you were easily able to get from one area to another. I should not just be able to get to these areas on Sundays or holidays with go Zone. Another idea is that you should have on the app which drivers and how long until that vehicle is supposed to arrive and you can choose who you would like. I end up having a book rides and then cancel them and then book them and cancel them if I see certain drivers that I refuse to ride with. If you're getting feedback that a ride was dangerous and there was a severe problem, why is nobody calling passengers back or they send an email from another country that you can't reply to. It means you have drivers getting away with not doing their jobs properly and you're just throwing money at them.
76201	5/11/2022	Negative	
76201	4/29/2022	Negative	It is almost impossible to be at an appointment or anywhere on time with out having to order the gozone 2 hours before.
76208	5/9/2022	Negative	It is not providing service to the entire City limits of Denton, a primary member city. I am reading how poor the service is to those who are using it with long pickup delays.
75067	4/26/2022	Negative	It is not very reliable. We need set scheduled buses.
76205	6/9/2022	Negative	It is simply not reliable and dependable. We are rationing service based on who can afford to wait an hour or more before they actually get a ride. It's also not scalable or affordable - we cannot afford to grow our ridership because the cost per rider served does not decrease as ridership increases.
75057	4/27/2022	Negative	It is very rarely available
75067	4/21/2022	Negative	It needs to be larger for more access. I can go more places if I could depend on gozone. I could go several different places in a day. But it don't allow me to because of fewer cars.
76201	5/10/2022	Negative	It seems like a way to cut funding or to misappropriate funds. It seems like a de-professionalization and makes the service untrustworthy. It makes public transit seem untrustworthy, slimy, corrupt, shady, and opaque.
76209	6/7/2022	Negative	It seems so much more complicated than fixed bus routes
76209	5/24/2022	Negative	It takes too long and not being picked up at the exact address
76201	5/7/2022	Negative	It took a long time to pick me up like 2 hours.!
75070	4/18/2022	Negative	It was justification for altering route 7
76201	4/30/2022	Negative	It's an unreliable service.
76201	5/12/2022	Negative	It's better to invest in fixed route, fixed time.
76201	6/10/2022	Negative	It's inconvenient and unreliable. Nothing close to the 12-15 minute wait time convenient marketing pitch that Via sold us before it started.
75057	4/26/2022	Negative	It's not available enough, and it'd probably be better if we just had a more accessible bus system
76210	5/9/2022	Negative	It's not safe and is bad for the environment

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Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76207	5/2/2022	Negative	It's a shitty uber
76205	6/10/2022	Negative	It's clearly not good enough. And how is putting more vehicles on the road solve the problem?
76203	6/2/2022	Negative	I've heard terrible reviews about people getting picked up or dropped off far from where they need to be. I also saw that GoZone drivers have to PAY THE COMPANY if they need time off in extenuating circumstances.
76201	4/25/2022	Negative	Lack of properly trained drivers, non professionalism and common courtesy of drivers, wait time, availability of vehicles, ride time is deplorable, etc.
76201	4/18/2022	Negative	Last ride i took dropped me off 2 miles away from my destination.
75056	5/12/2022	Negative	Late and inconvenient to use. I prefer fixed route buses.
75077	5/9/2022	Negative	Length of time to get a ride is highly variable. Even worse though is that service is often not available at all during peak times. That's unacceptable, and you should have the honesty to rename it NoZone if you aren't going to fix that.
76209	4/30/2022	Negative	Like I said, so many unsafe things. Stopping in the middle of the road, distracted driving, expecting a passenger to cross a busy road and get in while standing in traffic
76201	5/12/2022	Negative	long wait times that frequently stretch beyond what the app itself says make it near useless for anything with a time limit
76207	6/10/2022	Negative	Long waits, inconsistent travel time, odd nonsensical routes taken, just an overall boondoggle.
76201	5/10/2022	Negative	Many people are unable to use the service and the drivers are reckless. It would be best if we went back to fixed bus routes and fix the system we already have in place.
76209	6/10/2022	Negative	More vehicles, more traffic, more fuel waste, less efficiency
75057	6/2/2022	Negative	Most of the drivers I have received since I tried out the app when the DCTA removed its discount from Lyft up until now have been unreliable because of sitting in one place before cancelling them, doesn't know the area or where they're going, have communication barriers because of language, most don't even pick up the phones when you call them or they're not reachable, two of them almost got hit by a car while I was in it including the first one I ever took due to reckless driving. The app doesn't show if the drivers already have passengers or going to pick other people up after you so the estimated arrival is inaccurate and you can't choose spots to be picked up or dropped off.
76209	4/18/2022	Negative	My biggest concern is with GoZone. When all of the seats are "currently full" during high demand periods the app does not give you any information as to when you will be able to ride. Sometimes I will sit there for up to an hour trying to request a ride every 5 minutes. Because of this i physically cannot trust GoZone to get me to work. This is really frustrating for me because I could trust the fixed bus routes to get to work but since the most recent changes I cannot anymore. A potential solution I have thought of is to implement a que for riders. That way you can estimate how long it will take to get a ride and it will make the request process less stressful/ frustrating.
75077	4/27/2022	Negative	My son depends on Lyft as Go Zone is unreliable. Late for work or class too often waiting for GoZone
75067	4/21/2022	Negative	Need more cars service more areas. Drivers not most are not picking clients up on time. Done just drive by as if they pick up.
76201	5/2/2022	Negative	Needed to book a GoZone transit from west of UNT campus to Loop 288. Despite the estimated wait time of under 20 minutes, I waited for an hour for my GoZone to arrive and was forced to be late to work.
76209	5/16/2022	Negative	Never available
76201	5/5/2022	Negative	Never on time
76203	5/24/2022	Negative	Never on time. Drivers tend to be a little reckless on the highway
76227	5/12/2022	Negative	No service where I live.
75077	4/20/2022	Negative	Not consistently reliable.

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Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76201	5/12/2022	Negative	Not efficient
75010	5/3/2022	Negative	Not enough rides available with short distance times
76210	5/4/2022	Negative	Not permitted to use it. At all. Ever.
75070	5/11/2022	Negative	Not reliable
75077	5/3/2022	Negative	Not reliable. My adult daughter cannot rely upon for groceries, doctors, volunteering or anything
76201	4/21/2022	Negative	Not timely or available when needed.
76201	5/12/2022	Negative	One of my employees was assaulted by a fellow passenger in a GoZone vehicle. GoZone is their only reliable mode of transportation and now they are left feeling unsafe whenever they have to use GoZone.
75077	5/23/2022	Negative	Out of the dozens of times that I have requested a go zone ride, I have only accepted 2 rides. I usually can get to my destination faster walking 2 miles than to wait an hour for a ride. The most inconvenient form of transportation.
76208	4/21/2022	Negative	Poor customer service and dangerous drivers
76208	5/3/2022	Negative	Poor driving attention.
76201	5/9/2022	Negative	Poor driving, poor safety execution, poorly executed solution in general. Environmentally unfriendly compared to mass transit. More cars on the road is not the solution for public transit; buses, trains, and other similar solutions are.
76209	5/4/2022	Negative	Press and cost
76201	5/12/2022	Negative	requires phone apps, and its costs are increasing
76207	5/12/2022	Negative	Rides are not available and it's causing harm for people being late to work, appointments, and it's hard for our vulnerable homeless population who can't get rides to service providers.
76259	5/12/2022	Negative	Safety concerns. Drivers making threats online. Vehicles aren't registered to Texas.
76209	6/4/2022	Negative	Seems like drivers stop in the middle of the road or in spots that aren't safe for other drivers.
76201	4/19/2022	Negative	Service is unreliable. Difficult to plan trips around it, because I don't know if it will take 2 hours to get a ride or just 15 minutes. I also don't know how long the trip will take since the driver may drop off or pick up multiple passengers along the way.
76201	5/4/2022	Negative	Slow service and horrible drivers
76201	4/25/2022	Negative	Slow service, and horrible customer service
76201	5/26/2022	Negative	Stressful try not to unless I have to and have no other choice
76203	5/11/2022	Negative	Takes too long for GoZone to arrive for pickup; I have to call 30-40 minutes in advance of when I really need the ride in order to not be late.
76201	4/29/2022	Negative	Takes too long to get a ride. 30-45 minutes is too long to wait. You cannot count on being able to get any appointment on time. Ride arrival estimates are unreliable It's 5 minutes then it becomes 12 minutes. MOST IMPORTANTLY/ When I use GoZone to go somewhere and I'm unable to get home because there are no rides available. in short, your service is beyond terrible.
76205	5/9/2022	Negative	Takes too long, drivers aren't safe, pickup and dropoff locations often aren't safe (middle of busy streets)
75067	6/9/2022	Negative	Terrible drivers
76205	4/27/2022	Negative	TERRIBLE drivers... the worst I have ever seen. They are not properly trained, stop in the middle of the road, rarely use turn signals, just overall bad. Even though it is cheap to ride, I know many people who are afraid to even ride GoZone because of how dangerous it is. Some drivers also don't wear masks which makes people uncomfortable/
76205	4/21/2022	Negative	Terrible service and quality.
76205	4/21/2022	Negative	The ability to get a ride is often very limited or non-existent due to high volumes.

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76205	5/22/2022	Negative	The ability to get a ride is unpredictable and unreliable. I've had to reschedule appointments because the app told me rides were unavailable. Lyft & Uber aren't always feasible when on a fixed income, and with the buses, at least a schedule could be relied upon.
76208	4/22/2022	Negative	The app is poor. When booked it always takes longer than expected.
76201	4/28/2022	Negative	The driver's are relatively bad at driving and the vehicles are always deathly dirty. They're an eyesore
76201	4/21/2022	Negative	The drivers are aggressive, untrained, dangerous drivers. The service is constantly late and unsuited for the area
76209	5/9/2022	Negative	The drivers are dangerous and break laws. They don't show up when you schedule rides. Not dependable and scary to ride.
75007	4/27/2022	Negative	The drivers are dangerous. I have almost been hit multiple times both walking in crosswalks when I had the walk signal and through parking lots and in my car when they ran red lights or turned on red without waiting for oncoming vehicles. Every time the drivers were looking at their phones and not watching what they were doing. I have seen them cut in front of a moving bus and slam on the brakes to make a turn causing the bus to slam on the brakes. I would rather walk in a hail storm than ride with the people driving for GoZone!
76207	5/11/2022	Negative	The drivers are driving consumer vehicles with Class C licenses just like any other motorist and they do not follow the most basic of traffic laws. Also, I have been told that most of the drivers do not reside in Denton County. If this is a city service there should be a large percent of the employees required to reside within the county they serve to keep our tax revenue in the area.
76209	5/9/2022	Negative	The drivers are frequently unsafe and on their cell phones instead of paying attention
76209	4/21/2022	Negative	The drivers are no well trained, you have to go "find" them in some unknown place - unlike a bus stop and then get into a vehicle for who knows how long and wait while everyone else gets dropped off. It's BS!
76201	5/11/2022	Negative	The drivers are terrible. They don't seem to be paying attention.
76208	6/10/2022	Negative	The drivers are the problem. I think microtransit would solve many of issues with fixed routes if drivers were not unreliable and dangerous. I think city should embrace and promote GoZone like option instead of trying to force all fixed routes to work
76201	4/30/2022	Negative	The drivers are unsafe. They stop in the middle of roads, act as if the rules of traffic don't apply to them, and don't pay attention to where they are going/what they are doing. On N. Austin St I have seen numerous drivers nearly run into kids trying to ride bikes and play, because they are too busy trying to figure out how to navigate.
75077	5/12/2022	Negative	The drivers consistently fail to drive safely. Such as speeding, speeding in school zones, swerving in and out of traffic especially on the highway and driving across double white lines when they miss the exit.
76201	4/27/2022	Negative	The drivers don't know how to drive if the limit is 50pcs they will go 20mins and the times are unreliable the app is properly updated and scheduled a ride in advance the drivers don't respond to phones and it always says unexpectedly high demand also we were told unt student is a bus pass but not in GoZone
76201	4/21/2022	Negative	The drivers drive dangerously. The wait times too long.
76201	4/26/2022	Negative	The drivers have been unsafe, the cars can be crowded, the pickup/dropoff locations are bad and unsafe.
76209	5/12/2022	Negative	The few time I've tried to use it, I've been unable to get a ride.
76201	4/18/2022	Negative	The few times I have used it, it has been unreliable. Sometimes no ride is available, takes too long to pick up, takes too long to arrive to destination. I can't rely on it day to day because I don't know when it will even be available.
76201	6/5/2022	Negative	The gps is horrible on the map, the app picks random spots as your pick up instead of picking the spot you are at, the drivers are horrible at driving
76209	4/25/2022	Negative	The horror stories are plentiful and while I appreciate the service being available for emergent needs, I'd greatly prefer bus routes and mass transit.

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76209	5/3/2022	Negative	The model as implemented is unsustainable. At current rollout and funding it has a 40% failure rate and time to destination after ordering of nearly an hour. The more funds are supplied to increase capacity, the more demand, which in-turn degrades service again. You can never catch up. It would be preferable to augment frequent but limited fixed-routes with endpoint-to-bus-stop or endpoint-to-transit-center connection service, rather than end-point-to-endpoint. The replacement model does little to reduce car traffic as most vans are single passenger trips.
76205	5/1/2022	Negative	The service availability is unreliable which feels like a safety hazard to me as a woman. The wait time is long, and the drivers drive recklessly and are unfamiliar with Denton roads.
76209	4/23/2022	Negative	The service is unpredictable so I can't easily plan. The drivers stop the vans in the street and are dangerous.
76201	4/28/2022	Negative	The set times for gozone is not actually what it says it is.m example it could say 8mins to arrive but then the driver takes a whole 20mins or it could say 30mins to arrive but then end up taking a whole 50mins to abt an hr.
76201	4/27/2022	Negative	The times I've used it, the driver went past me to a whataburger and rejected my calls multiple times.
75067	6/3/2022	Negative	The unsafe driving I have seen makes me hesitant to use the service
76201	5/6/2022	Negative	The wait times are too long, there are never any cars available and it's confusing that travel between certain zones is only allowed during certain times. It's too constricting to be efficient or helpful.
76201	4/27/2022	Negative	the waiting time is too high, sometimes we have to wait in aberrant weather conditions, which is life threatening. Sometimes we need to walk 1-2miles to the pick up location, which is the real concern.
76201	5/4/2022	Negative	The way that it was introduced, the fact that our former mayor is a board member of the for-profit company running it, the fact that it is being used to cut bus routes when bus routes are important for lower income community members. The whole thing is a bad idea and not good for the community.
76209	5/4/2022	Negative	There a bad drivers
75067	6/7/2022	Negative	There has been some scheduling problems in times scheduled, pick up and delivery time. Also how on time is GO ZONE? There has been difficulty in loading carts, walkers riders grocery items in fitting them into the GO ZONE Cars. We much refer door to door services by ACCESS DCTA. This service is absolutely necessary for those Seniors and the Disabled with adaptability equipment, etc;
76201	4/28/2022	Negative	There is a very long wait time and the drop off are very far away from the actual location
95338	5/17/2022	Negative	There is no time to know
76209	4/20/2022	Negative	They allowed 3 people I don't know to use the credit card to ride in Denton. I had the App on my iPhone. This is and was very upsetting. Will never use this service again.
76209	4/21/2022	Negative	They are dangerous to be in and drive around. Drivers need better training or more oversight
76201	6/7/2022	Negative	They are road hazards, and keeping hazard lights flashing does not excuse dangerous behaviour. They use blinkers for too long so you never know when they're actually turning, they stop for pickups at curbs in the middle of streets causing traffic problems. It's also an environmental and traffic concern. Buses and other transit are useful because they keep more cars off the road, reducing traffic and emissions, while gozone does neither of these things.
76201	5/2/2022	Negative	They are slow, dangerous, they park in bike lanes and have no regard to human lives while driving around. The app has no intuitivity, I put the pick up location in one spot and it made me stand next to an open sewer drain to be picked up that took 2+ hours. I would've taken the bus but DCTA got rid of the route so it's my only option.
75041	4/23/2022	Negative	They cause accidents.
76201	5/9/2022	Negative	They cut people off and block traffic make extremely poor driving decisions

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Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
75067	5/15/2022	Negative	They do not always answer when I call. I work typical hours, Monday through Friday and many times, I've had to ask others to take me to work. This service is not reliable.
76209	4/21/2022	Negative	They drive like crackhead half the time and someone I know has never gotten one because they just cancel it before pickup
76201	4/28/2022	Negative	they park anywhere
76207	5/2/2022	Negative	They're dangerous drivers that make the roads less safe. The drivers need to be better if my tax dollars are going towards them. I'm not in favor of them losing their jobs, I just want them to be better trained.
76210	4/21/2022	Negative	They're difficult to access, especially for those who struggle with technology - this excludes many of those who, ironically, most need transportation services. They're unreliable - they have a wide window in which they may actually show up. I have a negative opinion that they seem to be licensed out of state. Many of them drive obnoxiously.
76201	4/22/2022	Negative	This service cancels with no warning. They also require 3-4 hours of waiting and drive terribly.
76210	4/24/2022	Negative	Time for trip service, inability to plan for trips, long wait time, high emissions for trips using a bus for single destinations.
75067	4/21/2022	Negative	Too long of a wait most days. Drivers are not taking my safety into consideration.
76209	5/18/2022	Negative	Too many unsafe drivers
76210	5/5/2022	Negative	Unavailable in my area.
76210	5/5/2022	Negative	unreliable, dropped rides, long wait times, inaccurate wait time, via the app i can see the driver is just sitting at a gas station or train station, arrival time of driver is given and then increases by 30 minutes or more, etc. It takes 10 to 20 minutes on average to book a ride
76201	5/13/2022	Negative	Unsafe drivers I would never trust my life with Go Zone after what ive seen.
76201	5/19/2022	Negative	unskilled drivers, not a good service to replace the bus routes. keep bus routes at the very least. expanding routes would solve the issue of needing go zones
76226	5/16/2022	Negative	Used for the first time today, driver ran a red light while blasting trap music and generally didn't follow the GPS.
76201	4/26/2022	Negative	Vans are not available app provides no solution.
76208	6/2/2022	Negative	Vans in Lewisville are not readily available. When you do book a ride, it is generally at least 10 minutes late.
76201	6/9/2022	Negative	Very long wait and several occasions where drivers canceled my ride and phone died + got stranded as a result.
76201	4/28/2022	Negative	Very unsafe, blocking traffic , making riders cross busy streets to get in, letting riders off in middle of the street, in middle of intersections, unreliable, not ADA-assessable,
76209	4/27/2022	Negative	Wait times are long or at the very least unpredictable, drivers appear inexperienced and don't drive safely; frequently speed and let passengers get in or out in unsafe locations.
76201	6/9/2022	Negative	Wait times are not consistent and even after accepting a trip, it could take another 30 minutes than estimated. So I cannot plan to arrive at a time I need to arrive by.
75057	4/21/2022	Negative	Wait times, bad driver behavior
76205	4/29/2022	Negative	Waiting time Not reliable

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76205	5/10/2022	Negative	<p>We've used it twice. My husband's students use it frequently. One of the times we used it, we gave up and ordered an Uber instead. The other time it was ok, but took forever. We'd rather rely on regular bus services on fixed routes and occasional use of taxi/Ubers.</p> <p>My husband's students report frequent issues with being late to classes and rehearsals using GoZone. They can't rely on it to get them where they need to be on time. They'd also rather see a comprehensive bus system with frequent busses, serving the whole city and county.</p>
76205	5/9/2022	Negative	When I tried to use it there was no route available and no car available. I was going to a doctors appointment.
75006	5/5/2022	Negative	When I'm on the A-Train, I book my GoZone 30-40 minutes ahead of time (because they are never available if you need one at a reasonable time) but that still doesn't guarantee it will get there the time it promises. There are days where the A-Train has left Denton to go south and I am still waiting for a GoZone which may not come.
76209	5/2/2022	Negative	<p>Where to begin? First, who owns Go-Zone? You can't answer this because the answer is not publicly available. Who owns Via? Is Via based in Denton County? Texas? The United States?</p> <p>It's absurd, the notion that a private corporate entity with zero accountability to Denton County voters is responsible for providing so-called "public transit". DCTA is diverting public funds (and ruining public trust) into the accounts of a private entity which has shown it's incapable of replacing fixed bus routes.</p> <p>Go-Zone is a disfunctional service. First, the delays are extraordinary. Children in public schools are arriving an hour, two hours late to school thanks to Go-Zone. Ask attendance staff at the high schools for confirmation of this fact. One can only imagine the same goes for people relying on Go-Zone for getting to their jobs. Many senior citizens in Denton County don't qualify for SPAN. Ask yourself, would I trust my grandmother to use GoZone to get to a medical appointment? The answer is no. Not a person on the DCTA board would trust GoZone to get a loved one to a medical appointment. In my family, this has been a question, and the solution was, someone has to take off work to get the senior family member to her doctor's appointment. The dramatic unreliability of GoZone/Via makes travel for scheduled appointments impossible. This is especially infuriating because part of the GoZone pitch to the Denton City Council was "it's better for seniors" "it's not as scary as a bus". Completely unaccountable sales pitch point turns out to be false. I'm embarrassed for the City Council representatives who parroted this talking point.</p> <p>Go-Zone is terrible for the drivers. Very little training is involved as is evident by the numerous accounts of Go-Zone vans stopping in traffic, not following rules of the road, etc. Drivers have no idea whether or not they will be given the correct set of keys or a van with a full gas tank day to day. How do I know? I ask every Lyft or Uber driver whether they have driven for Go-Zone, and I take notes of their complaints.</p> <p>DCTA has been laser focused on dismantling trust in fixed bus routes in favor of Via. All across Denton, I see DCTA bus stops in front of giant apartment communities papered up with "Route Closed". How wonderful! A clear indication DCTA is reducing service to the dense parts of town and that happens to coincide with a reduction of service for lower income populations.</p> <p>The misleading \$0.75 promotional rate. This is unsustainable. It is apparent, DCTA and Via are trying to lock in a long term contractual obligation BEFORE the public is given access to the actual rates to be charged by GoZone. All of your data is corrupted by the \$0.75 promo fares. You can't make assumptions about future use under unknown rates when all of your data, to date, is based on a subsidized cheap promotional fare. How about the Board attend a few classes at UNT's school of public administration for a primer on policy implementation? If a Board member doesn't understand how this is poor policy creation, that person really should not be in a position to spend public funds.</p>

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76209	4/26/2022	Negative	While sharing the road with them they have been incredibly poor drivers causing many near accidents and obstructing traffic flow by stopping in the middle of the road to pick up riders. As a rider, they do NOT offer a large enough zone of coverage. I couldn't go pick up my car after it was towed because the location was just on the other side of the line for their range. The wait times are also ridiculous.
76203	4/27/2022	Negative	with gozone being introduced lots of bus routes are being closed, whether I see it or not there must be people who rely on those bus routes, on top of that gozone requires a phone to book so it is not a convenient situation.
76209	4/22/2022	Negative	Worlds worst drivers, never available, extremely long wait times, impossible to use with a schedule. If I have an appointment even with a days notice it would not be possible to depend on GoZone to get me there. I would like the people in charge someday so say book yourself an imaginary DR's appointment at 2pm across town.....then attempt to use your own service to get there on time. Experience this shit show for yourselves and see how horrible it is.
75001	4/18/2022	Negative	would rather improve busses rather than gozones
California	5/13/2022	Positive	Very good
Texas	5/13/2022	Positive	Very good
Florida	5/13/2022	Positive	Very good
California	5/13/2022	Positive	Very good
Virginia	5/13/2022	Positive	Very good
Florida	5/13/2022	Positive	Very good
Michigan	5/13/2022	Positive	Very good
Arizona	5/13/2022	Positive	Very good
Oregon	5/13/2022	Positive	Very good
Georgia	5/13/2022	Positive	Very good
Texas	5/13/2022	Positive	Very good
Florida	5/13/2022	Positive	Very good
California	5/13/2022	Positive	Very good
Ohio	5/13/2022	Positive	Very good
Oregon	5/13/2022	Positive	Very good
Texas	5/13/2022	Positive	Very good
California	5/13/2022	Positive	Very good
Florida	5/13/2022	Positive	Very good
Michigan	5/13/2022	Positive	Very good
Nevada	5/13/2022	Positive	Very good
45402	5/11/2022	Positive	Can serve the public.
5156	6/10/2022	Positive	Clean, convenient and fast
17972	5/12/2022	Positive	convenient
10468	5/11/2022	Positive	Everything is ok, especially the details
894	5/17/2022	Positive	excellent
28680	5/10/2022	Positive	Get to your destination on time
28806	5/11/2022	Positive	Get to your destination on time

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ZipCode	Date Received	Impression (Q11)	Comment (Q12)
45402	5/11/2022	Positive	Good service and convenience
1040	5/10/2022	Positive	Good service from GoZone
36117	6/10/2022	Positive	GoZone brings convenience to people's travel. It makes me very comfortable
44813	5/17/2022	Positive	great
33579	5/10/2022	Positive	It help us more
23358	5/12/2022	Positive	it's phenomenal
45215	5/21/2022	Positive	make my journey shorter
39482	5/11/2022	Positive	More familiar
30318	5/10/2022	Positive	The impression was good
58345	5/11/2022	Positive	Whether they can get to their destination on time
73301	5/11/2022	Positive	no
	5/14/2022	Positive	fguxgfugkgfjfgklgfgffthgfh
DeBary	5/11/2022	Positive	I know it very well
23059	5/17/2022	Neutral	ALL good
17602	5/11/2022	Neutral	Assembly assembly
7477	5/13/2022	Neutral	dfgggfgdsh
60173	5/11/2022	Neutral	Everything is good, the fares are good
64130	5/17/2022	Neutral	good
43235	5/12/2022	Neutral	GoZone is an on-demand rideshare service, powered by Via, that riders utilize for trips within, and sometimes between, designated zones in Denton County.
38261	5/12/2022	Neutral	GoZone's enhanced solution allows advertisers to independently view detailed campaign metrics including impressions, click through rates, and results of A/B testing. Advertisers can update creatives in real-time, rotate creatives on a weighted scale, and create micro-sites that are specifically designed to engage with on-site guests.
45402	5/11/2022	Neutral	I hope I can do better
11214	5/17/2022	Neutral	Not much understanding of this system
1040	5/11/2022	Neutral	Not often go to
31523	5/17/2022	Neutral	Some places may not be perfect
33610	6/10/2022	Neutral	There are some downsides
75002	5/10/2022	Neutral	NO
75762	5/11/2022	Neutral	no
75762	5/11/2022	Neutral	no
PA	5/11/2022	Neutral	no
75762	5/11/2022	Neutral	no
75762	5/11/2022	Neutral	no
75762	5/11/2022	Neutral	no
75762	5/11/2022	Neutral	no
76201	5/12/2022	Neutral	no
TX	5/11/2022	Neutral	fgwaikuk

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ZipCode	Date Received	Impression (Q11)	Comment (Q12)
Bradenton	5/11/2022	Neutral	I know it very well
33197	5/12/2022	Neutral	With GoZone's cloud-managed advertising software in place, retail centers can provide unique visibility to tenants, cities can promote upcoming events and local developments, and large public venues can increase app downloads and sell additional sponsor placements.
14136	5/11/2022	Negative	I love using cause it easy
0	5/15/2022	Negative	The wait times and pickup locations tend to be inaccurate
75242	4/18/2022	Positive	
75006	4/18/2022	Positive	
75228	4/18/2022	Positive	
75044	4/18/2022	Positive	
75077	4/18/2022	Neutral	
76201	4/18/2022	Positive	
76205	4/18/2022	Neutral	
76209	4/18/2022	Positive	
76040	4/19/2022	Neutral	
76201	4/20/2022	Neutral	
75011	4/20/2022	Neutral	
76209	4/20/2022	Neutral	
75063	4/21/2022	Positive	
75007	4/21/2022	Neutral	
75010	4/21/2022	Positive	
76205	4/22/2022	Neutral	
76201	4/22/2022	Negative	
75057	4/23/2022	Neutral	
75022	4/25/2022	Positive	
75229	4/25/2022	Neutral	
75287	4/26/2022	Positive	
75248	4/26/2022	Positive	
75028	4/26/2022	Neutral	
76201	4/27/2022	Neutral	
75002	4/27/2022	Neutral	
76148	4/27/2022	Neutral	
76201	4/27/2022	Neutral	
76201	4/28/2022	Positive	
75067	4/28/2022	Neutral	
76201	4/28/2022	Neutral	
76201	4/28/2022	Negative	
76201	4/28/2022	Neutral	

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Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
76204	4/28/2022	Positive	
76201	4/28/2022	Neutral	
76209	4/30/2022	Neutral	
75248	5/3/2022	Neutral	
75077	5/3/2022	Positive	
75067	5/4/2022	Neutral	
76201	5/4/2022	Neutral	
76205	5/4/2022	Positive	
76201	5/4/2022	Neutral	
76209	5/4/2022	Neutral	
91355	5/5/2022	Neutral	
91355	5/5/2022	Neutral	
75459	5/5/2022	Neutral	
75201	5/5/2022	Positive	
75077	5/5/2022	Neutral	
76227	5/6/2022	Neutral	
76205	5/7/2022	Neutral	
76209	5/7/2022	Neutral	
75204	5/9/2022	Neutral	
76266	5/10/2022	Negative	
89523	5/10/2022	Neutral	
75213	5/10/2022	Neutral	
98065	5/10/2022	Neutral	
79118	5/10/2022	Neutral	
84770	5/10/2022	Neutral	
Pittston	5/10/2022	Neutral	
Florida	5/10/2022	Neutral	
Illinois	5/10/2022	Neutral	
New York	5/10/2022	Neutral	
90189	5/10/2022	Neutral	
westfield	5/10/2022	Neutral	
92009	5/10/2022	Neutral	
77032	5/10/2022	Neutral	
Michigan	5/10/2022	Neutral	
Tennessee	5/10/2022	Neutral	
75240	5/10/2022	Neutral	
76065	5/11/2022	Neutral	
75762	5/11/2022	Positive	

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Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
75762	5/11/2022	Positive	
75762	5/11/2022	Positive	
78046	5/11/2022	Positive	
75742	5/11/2022	Neutral	
75762	5/11/2022	Neutral	
75740	5/11/2022	Neutral	
75762	5/11/2022	Positive	
75762	5/11/2022	Neutral	
75742	5/11/2022	Neutral	
75762	5/11/2022	Neutral	
75762	5/11/2022	Neutral	
75742	5/11/2022	Neutral	
75762	5/11/2022	Neutral	
75762	5/11/2022	Positive	
75741	5/11/2022	Neutral	
75762	5/11/2022	Positive	
New York	5/11/2022	Negative	
Oregon	5/11/2022	Negative	
75762	5/11/2022	Positive	
Pennsylvania	5/11/2022	Positive	
80220	5/11/2022	Positive	
75762	5/11/2022	Neutral	
75762	5/11/2022	Positive	
75742	5/11/2022	Neutral	
92804	5/11/2022	Neutral	
75762	5/11/2022	Positive	
75762	5/11/2022	Neutral	
75742	5/11/2022	Neutral	
75742	5/11/2022	Neutral	
75762	5/11/2022	Positive	
75762	5/11/2022	Neutral	
Georgia	5/11/2022	Neutral	
75071	5/11/2022	Neutral	
Florida	5/11/2022	Neutral	
Queen Creek	5/11/2022	Positive	
Mount Sterling	5/11/2022	Neutral	
Ogden	5/11/2022	Neutral	
Forney	5/11/2022	Neutral	

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
Southaven	5/11/2022	Neutral	
Lawton	5/11/2022	Neutral	
Abilene	5/11/2022	Neutral	
Warren	5/11/2022	Positive	
Texas	5/12/2022	Neutral	
Austin	5/12/2022	Neutral	
Galesburg	5/12/2022	Positive	
Lumberton	5/12/2022	Positive	
Missoula	5/12/2022	Positive	
Los Angeles	5/12/2022	Positive	
Pearl City	5/12/2022	Positive	
Concord	5/12/2022	Positive	
Granger	5/12/2022	Positive	
Greenville	5/12/2022	Positive	
75067	5/12/2022	Positive	
90048	5/12/2022	Neutral	
76201	5/12/2022	Negative	
75077	5/12/2022	Negative	
77316	5/13/2022	Positive	
92392	5/13/2022	Positive	
New York	5/13/2022	Positive	
California	5/14/2022	Positive	
California	5/14/2022	Positive	
California	5/14/2022	Positive	
California	5/14/2022	Positive	
California	5/14/2022	Positive	
Oklahoma	5/14/2022	Positive	
California	5/14/2022	Positive	
California	5/14/2022	Positive	
75077	5/16/2022	Neutral	
93720	5/17/2022	Neutral	
95991	5/17/2022	Positive	
75240	5/17/2022	Neutral	
76021	5/17/2022	Positive	
98201	5/18/2022	Negative	
US	5/20/2022	Neutral	
US	5/20/2022	Neutral	
US	5/20/2022	Neutral	

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
US	5/20/2022	Neutral	
US	5/20/2022	Neutral	
US	5/20/2022	Neutral	
91352	5/21/2022	Positive	
74601	5/21/2022	Positive	
74070	5/21/2022	Positive	
96789	5/21/2022	Neutral	
74129	5/21/2022	Neutral	
73142	5/21/2022	Neutral	
74829	5/21/2022	Neutral	
73111	5/21/2022	Positive	
73159	5/21/2022	Positive	
90745	5/21/2022	Neutral	
76209	5/21/2022	Neutral	
76201	5/27/2022	Neutral	
76201	5/27/2022	Neutral	
75067	6/2/2022	Positive	
75067	6/2/2022	Positive	
75067	6/2/2022	Neutral	
75057	6/3/2022	Neutral	
75067	6/3/2022	Neutral	
75067	6/4/2022	Neutral	
75056	6/4/2022	Positive	
75067	6/6/2022	Positive	
75067	6/8/2022	Positive	
Alaska	6/10/2022	Positive	
	6/10/2022		
Beaverton	6/10/2022	Positive	
Los Angeles	6/10/2022	Neutral	
76201	6/10/2022	Negative	
155 Lochmere Lane	6/10/2022	Neutral	
Sycamore Fork Road	6/10/2022	Neutral	
Nevada	6/10/2022	Neutral	
93401	6/10/2022	Neutral	
77020	6/10/2022	Neutral	
1040	5/10/2022	Positive	
1453	5/17/2022	Positive	
7302	5/11/2022	Positive	

Table 7: Comments from Fare and Service Mode Survey

Q11 &12. What is your overall impression of GoZone. Please explain your response.

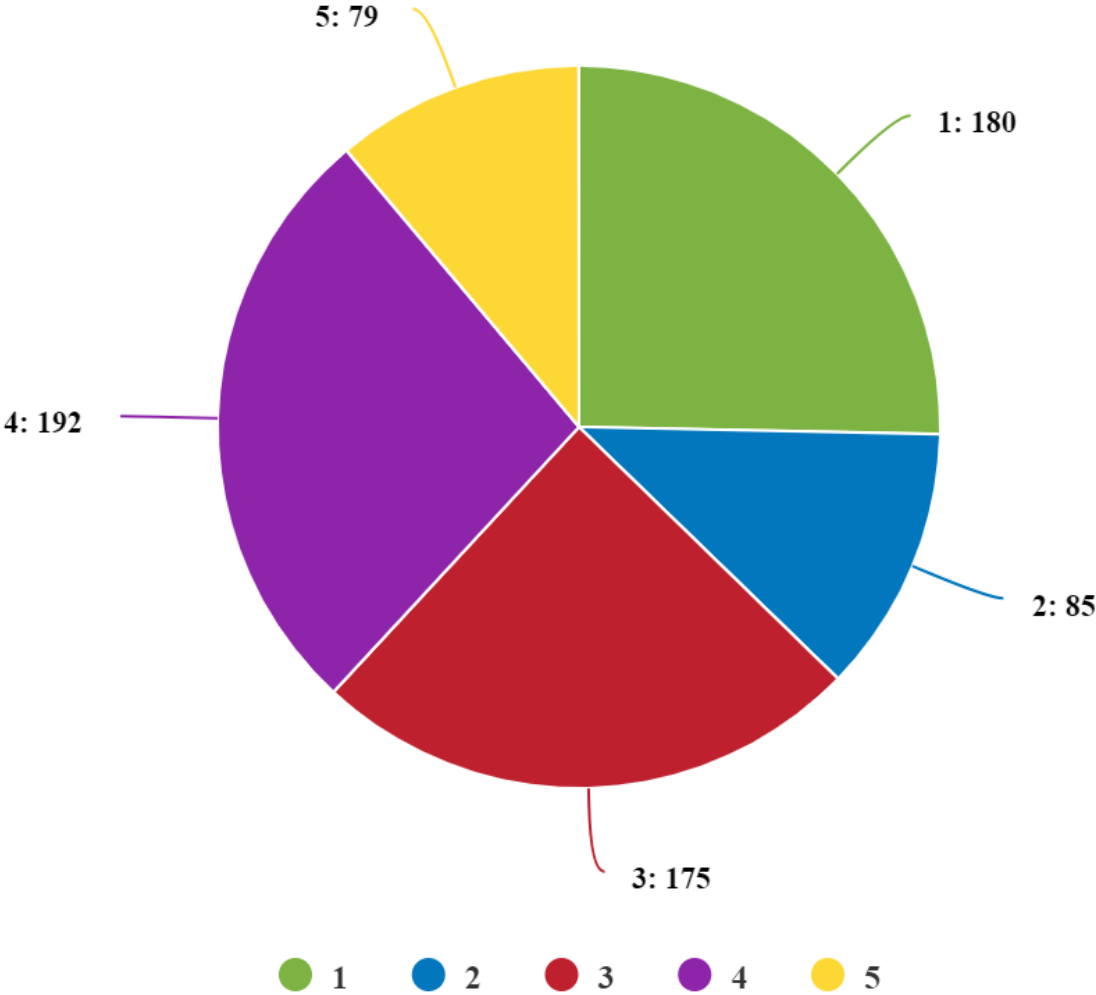
ZipCode	Date Received	Impression (Q11)	Comment (Q12)
8525	5/13/2022	Positive	
11412	5/13/2022	Positive	
21613	5/10/2022	Positive	
29607	5/11/2022	Positive	
30301	5/11/2022	Positive	
31401	5/13/2022	Positive	
35650	5/18/2022	Positive	
37601	5/11/2022	Positive	
38122	5/13/2022	Positive	
50231	5/21/2022	Positive	
50501	5/5/2022	Positive	
53202	6/10/2022	Positive	
55406	5/11/2022	Positive	
60438	5/10/2022	Positive	
61821	5/10/2022	Positive	
62269	5/13/2022	Positive	
66604	5/13/2022	Positive	
1119	5/21/2022	Neutral	
5093	5/5/2022	Neutral	
7013	5/11/2022	Neutral	
7036	5/17/2022	Neutral	
19108	6/10/2022	Neutral	
19604	5/17/2022	Neutral	
20109	5/20/2022	Neutral	
21114	5/11/2022	Neutral	
22101	6/10/2022	Neutral	
22560	5/17/2022	Neutral	
27529	5/11/2022	Neutral	
32081	5/20/2022	Neutral	
33410	6/10/2022	Neutral	
33837	5/10/2022	Neutral	
33843	5/10/2022	Neutral	
42002	5/20/2022	Neutral	
44115	6/10/2022	Neutral	
45261	5/20/2022	Neutral	
46201	5/20/2022	Neutral	
48034	6/10/2022	Neutral	
48324	5/17/2022	Neutral	

Table 7: Comments from Fare and Service Mode Survey

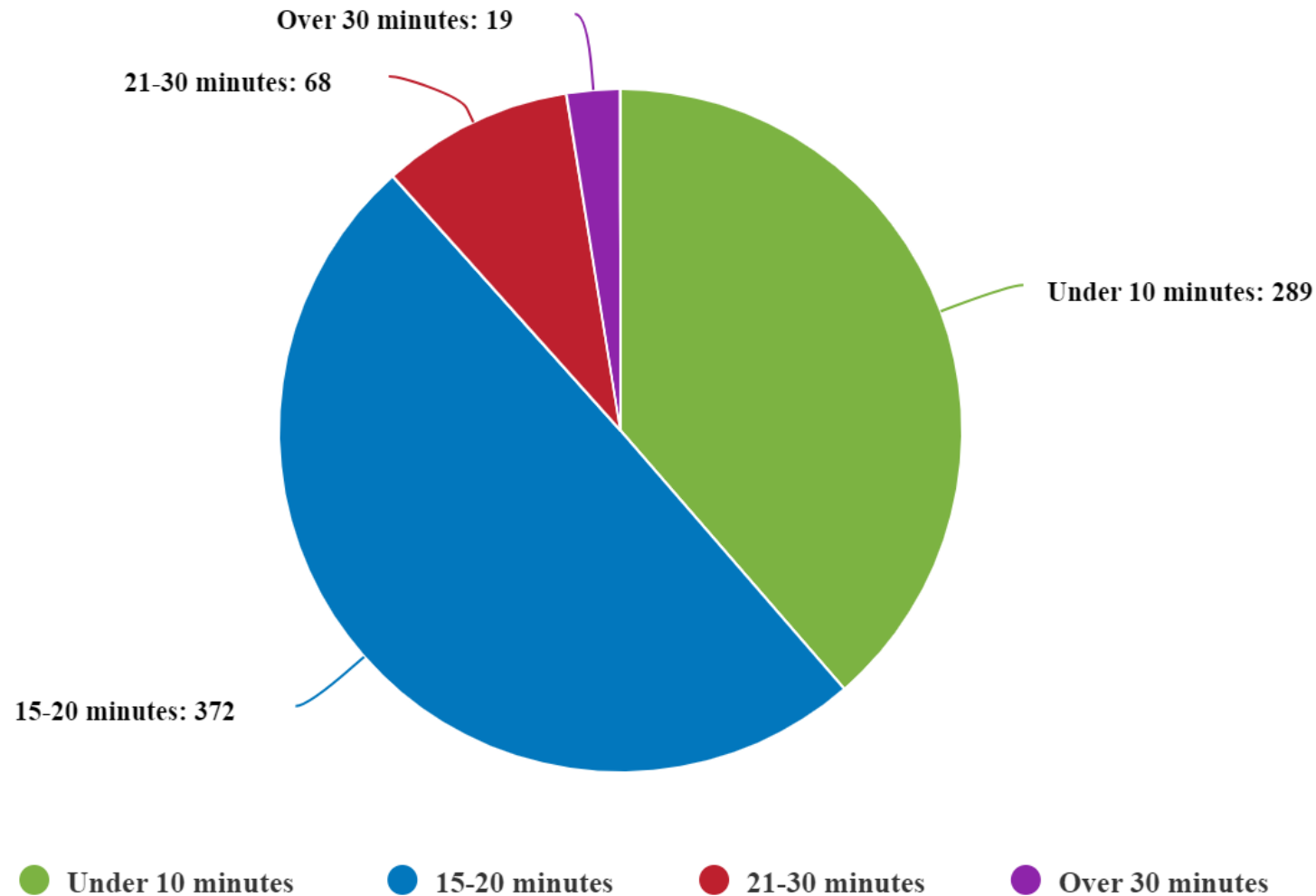
Q11 &12. What is your overall impression of GoZone. Please explain your response.

ZipCode	Date Received	Impression (Q11)	Comment (Q12)
56224	6/10/2022	Neutral	
58072	5/21/2022	Neutral	
59903	5/11/2022	Neutral	
60423	5/20/2022	Neutral	
63101	5/11/2022	Neutral	
65804	5/21/2022	Neutral	

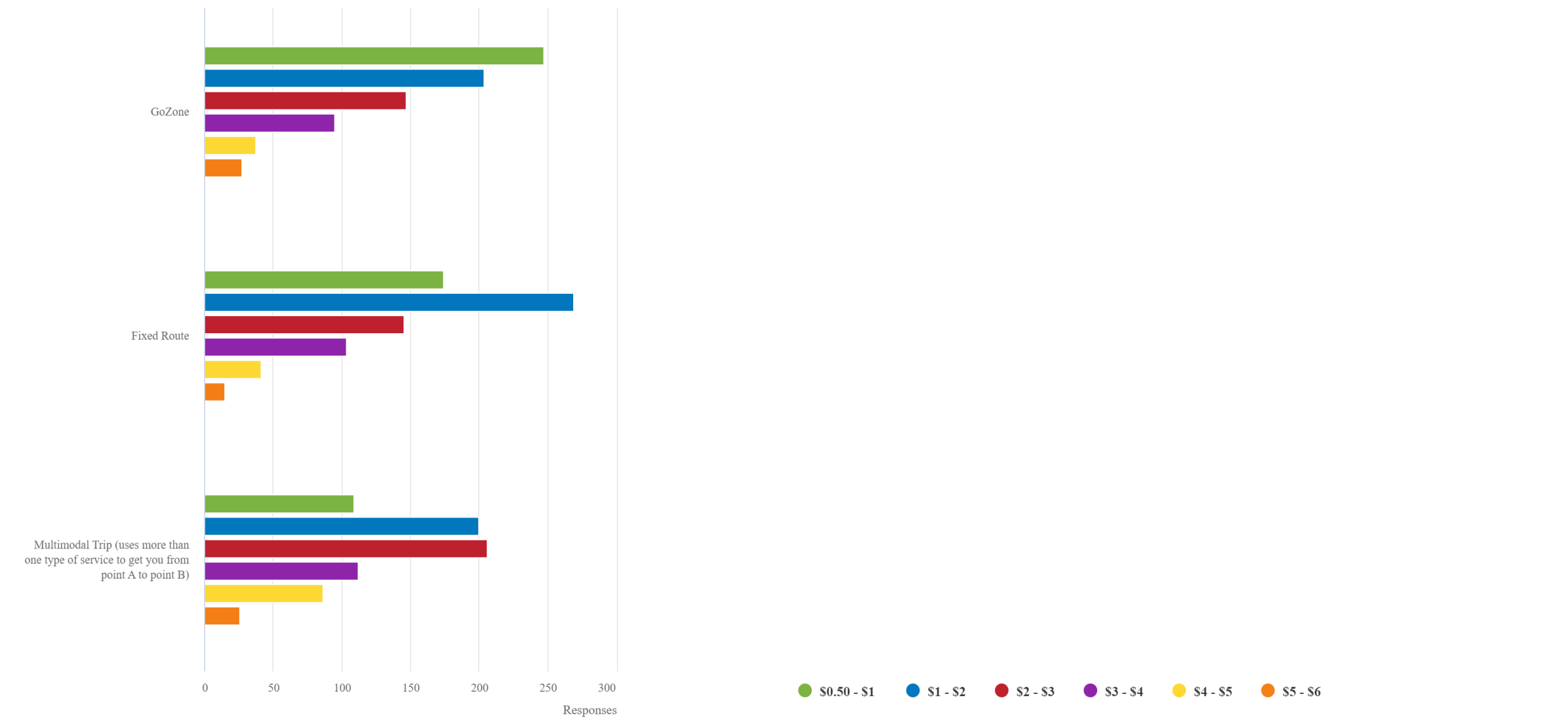
Question 13: What is your current level of satisfaction with GoZone service?



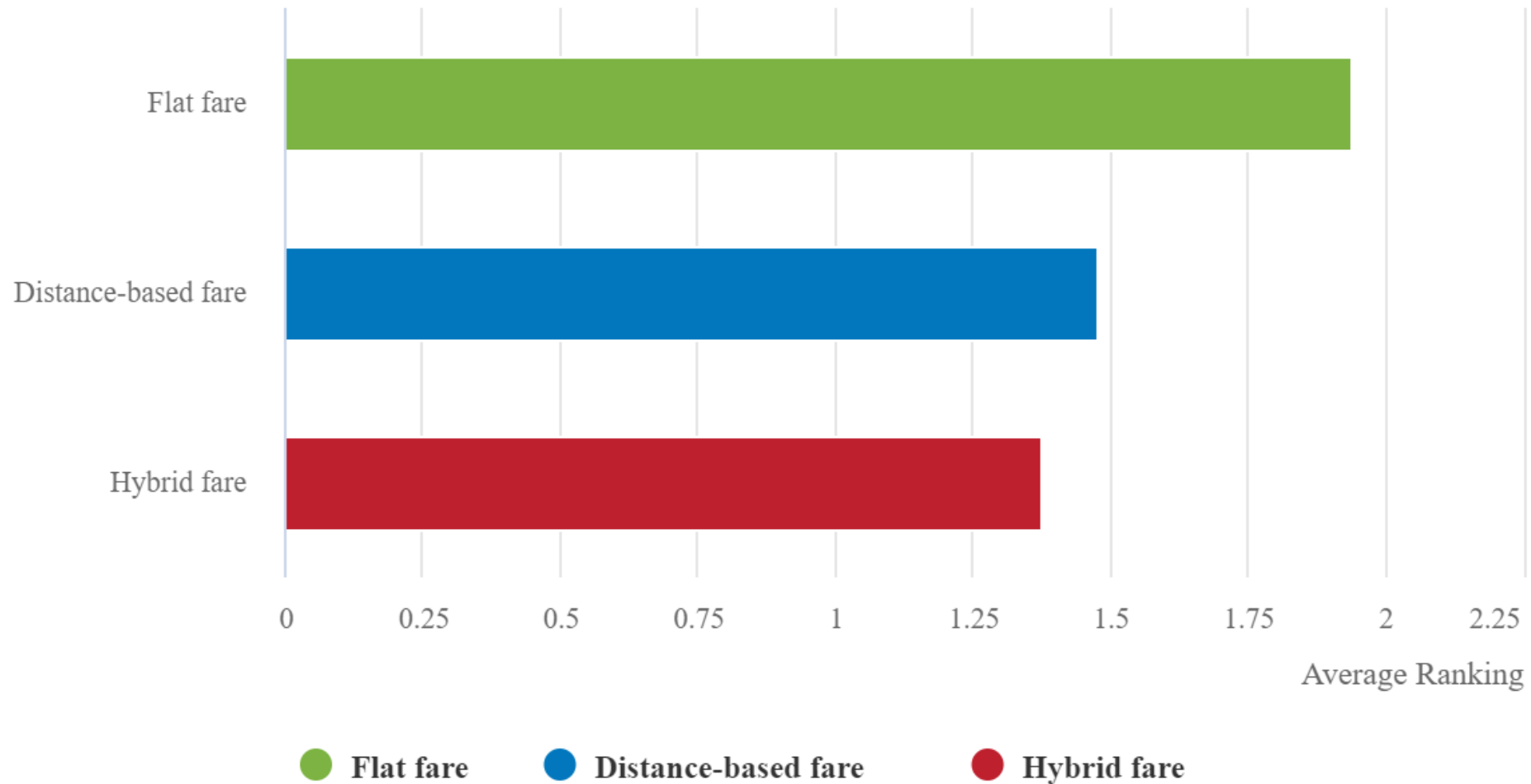
Question 14: When booking a ride with GoZone, what do you consider to be an acceptable wait time?



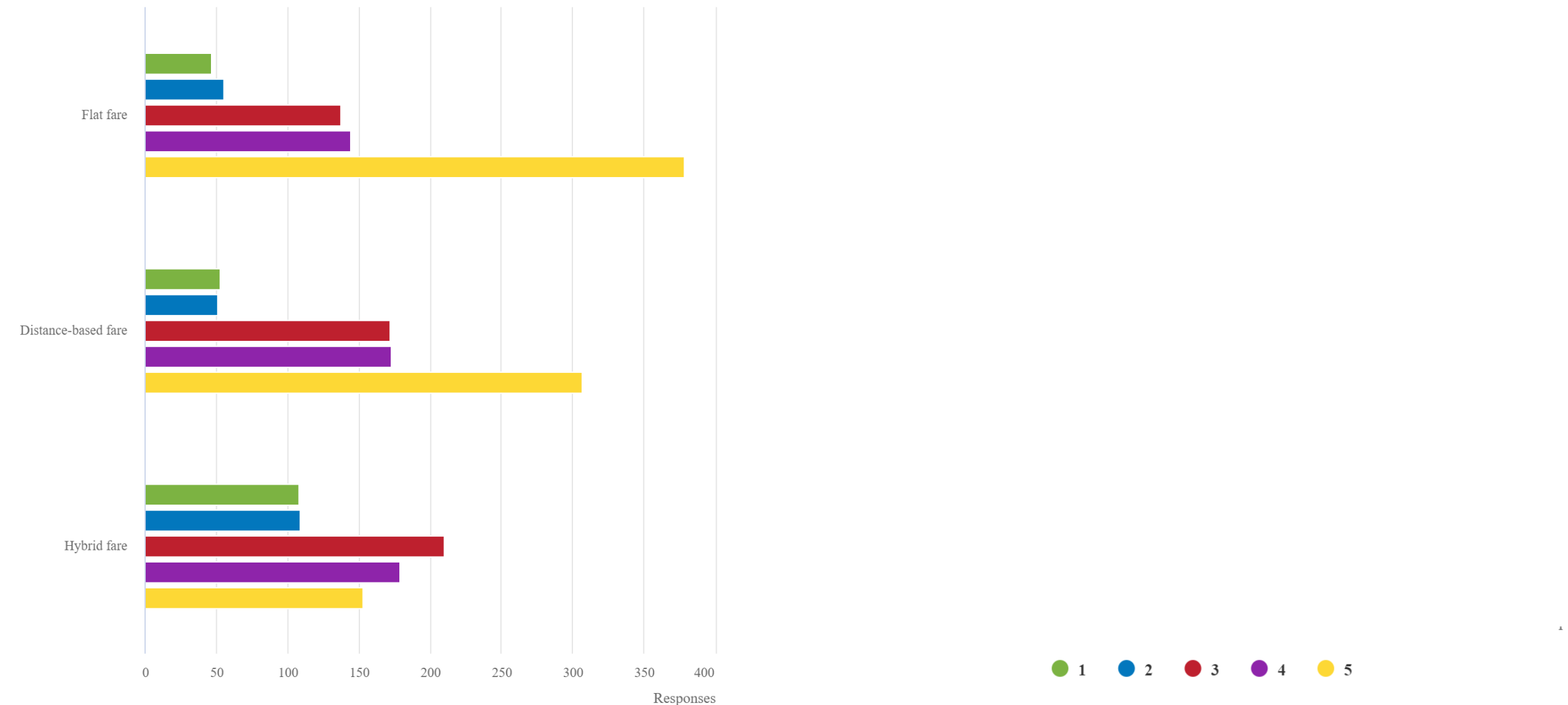
Question 15: GoZone currently costs \$0.75/trip while Connect bus service costs \$1.50/trip. What is the maximum price you're willing to pay for each service?



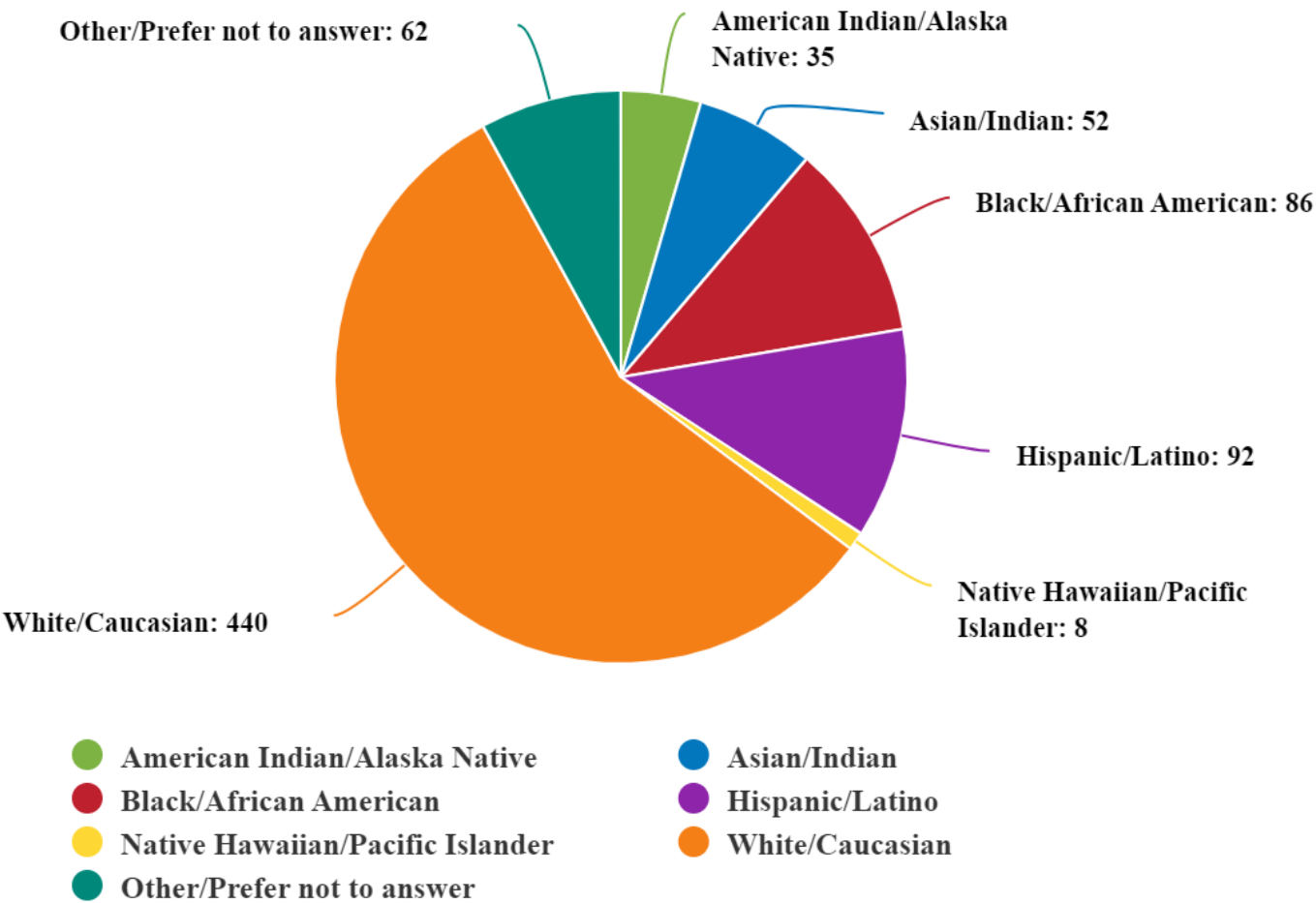
Question 16: DCTA is considering three different fare models. Please rank each fare model in order of preference.



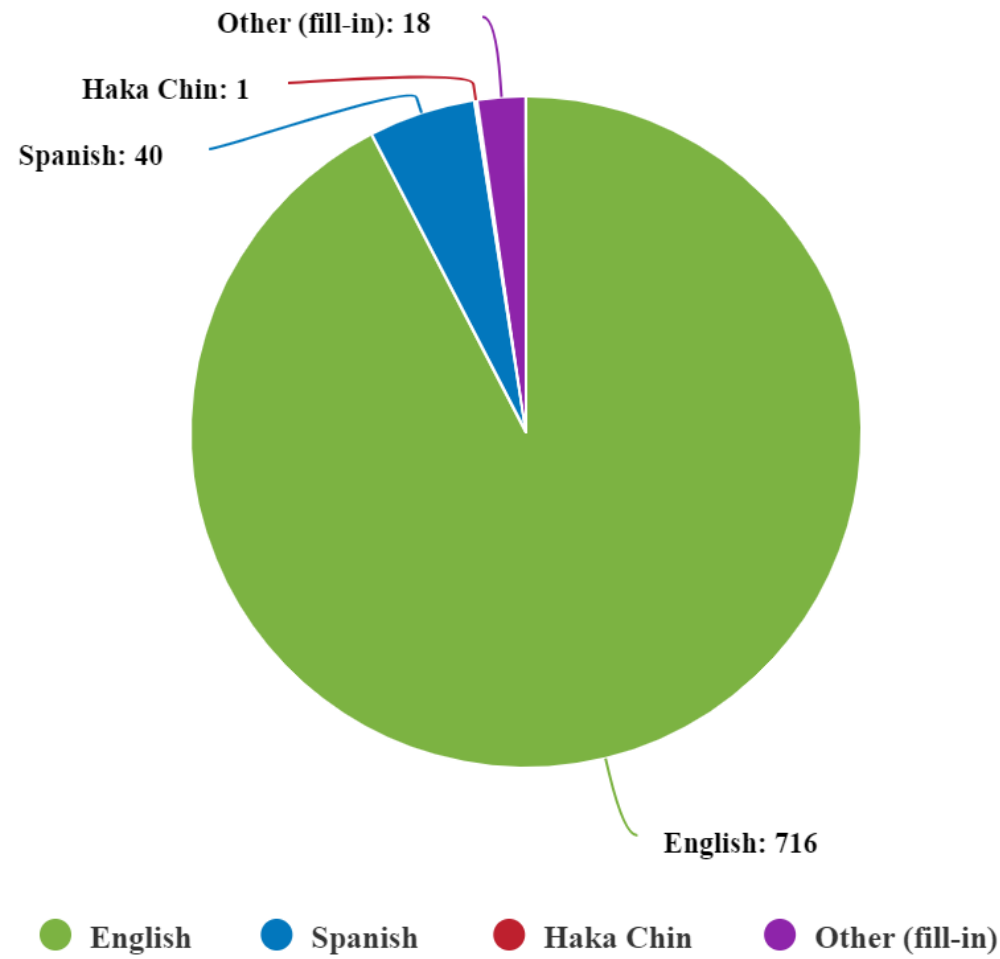
Question 17: How well to you understand each of the fare models?



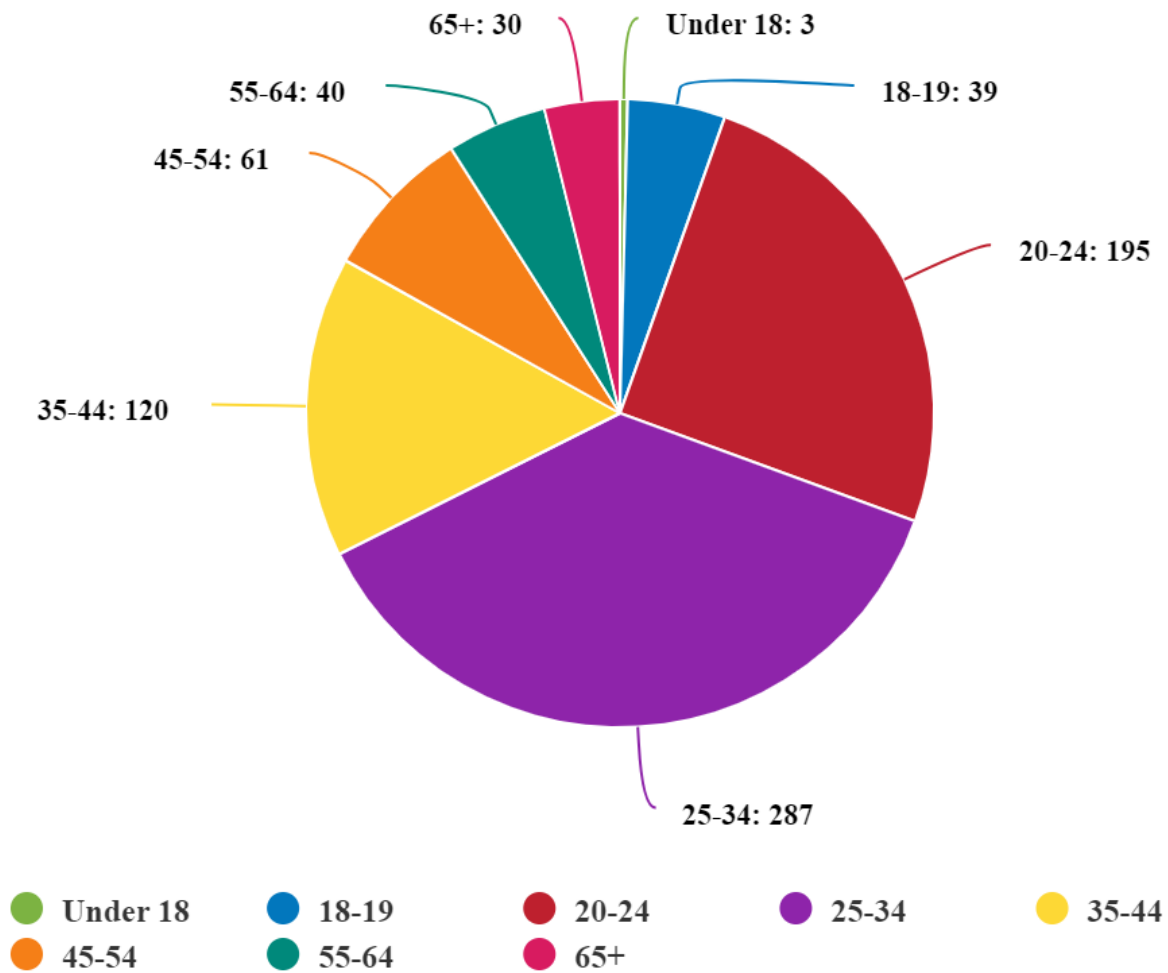
Question 18: Which category best describes your ethnic or racial background?



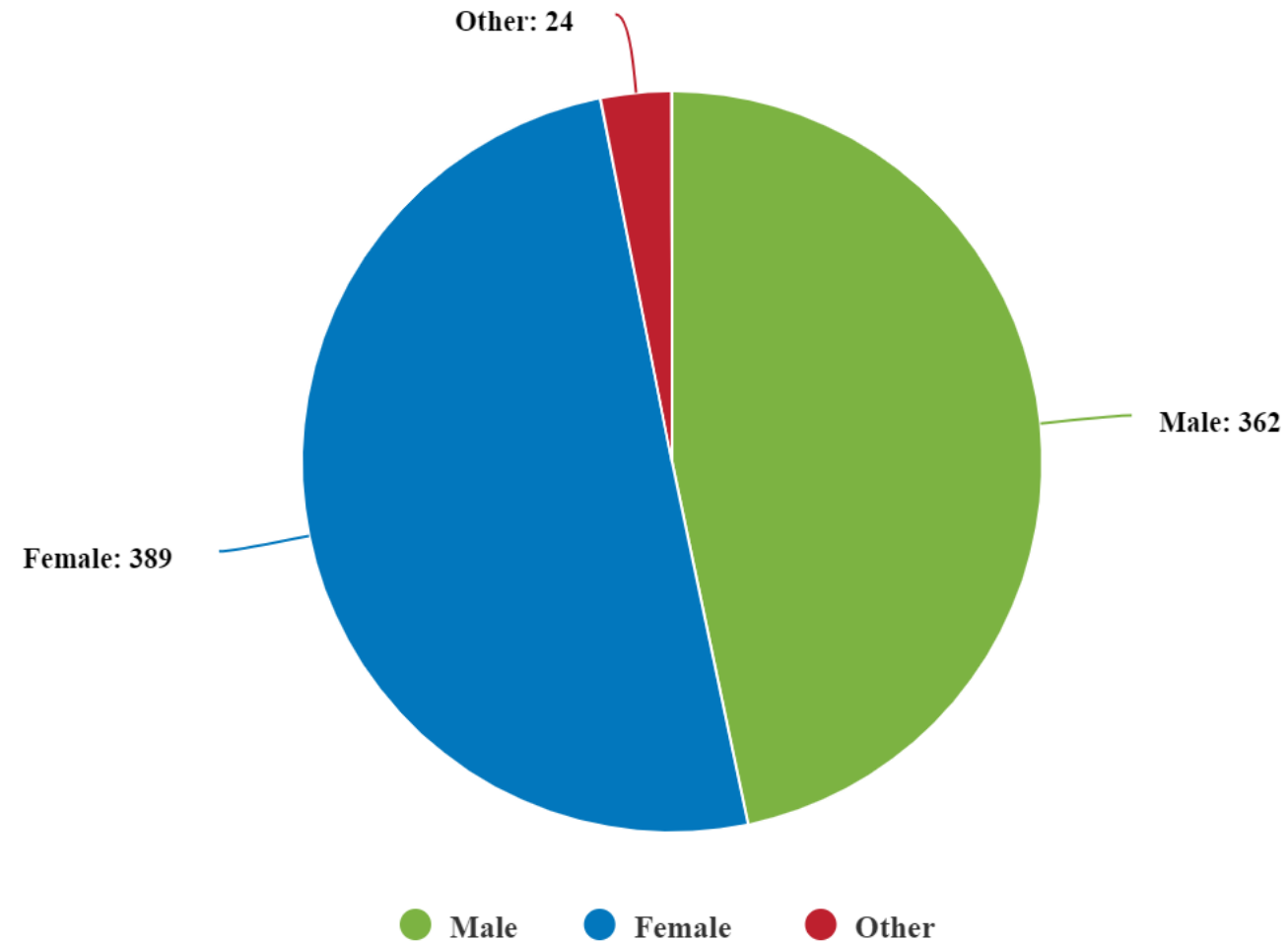
Question 19: What is the primary language spoken in your home?



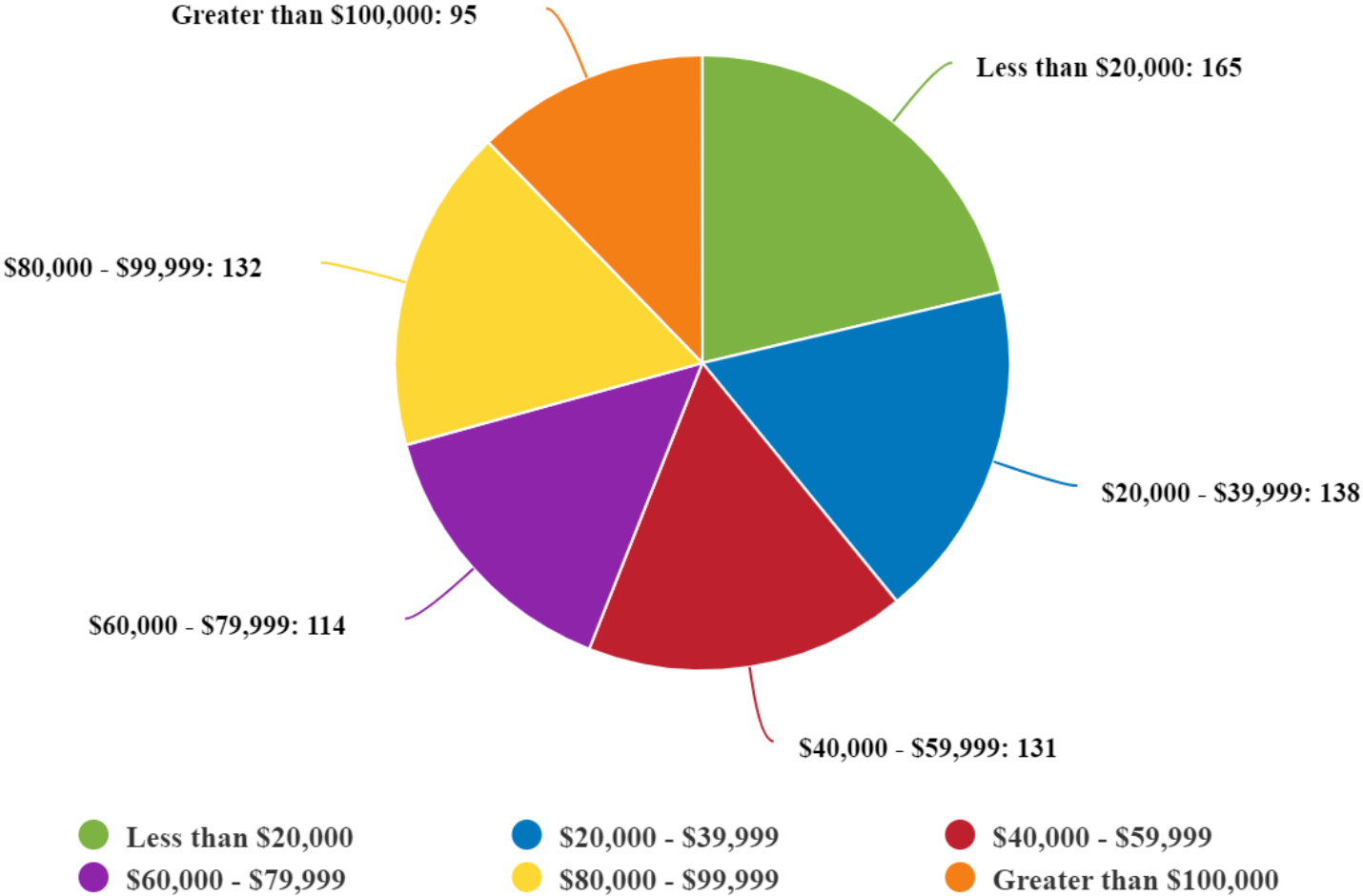
Question 20: What is your age?



Question 21: What is your gender?



Question 22: Which of the following best describes your total annual household income in 2021 before taxes?



Question 24: How did you hear about this site?

