

# Appendix N: Agency Client Comments

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### Question 20. What are your additional unmet transportation needs?

1. A place to sit with strollers so that handicapped spots won't be taken.
2. Additional unmet needs
3. All over Columbia
4. Among everyone I know that relies on public transportation, there is a major need for weekend and evening services. People work during those times and they have lost their jobs because they couldn't get rides.
5. At this point we are able to drive our own vehicles. If that changes, we would be interested in public transportation.
6. Better sidewalks and bike paths
7. Biking and walking paths.
8. Bus does not run on some nights, does not go far enough out.
9. Bus drivers who would hook motorized chair how they are supposed to so that chair would have no trouble getting me around. If they're not familiar, train them!!
10. Bus is often not clean and not on time.
11. Buses do not run often enough and do not run in enough areas.
12. Buses every evening and Sunday would be nice.
13. Buses on Sunday would be nice!
14. Car repair for low income.
15. City and county buses used to get to and from work should be much better, even if that means an increase in fare.
16. Closer bus stops; more wheelchair accessible transportation.
17. Columbia needs more buses that cover all of Columbia.
18. Commute to Chicago to see family/father by Amtrak.
19. Currently there is only one weekend (Thursday) when the public library is open after 6pm and you can get a bus ride home. M-W public bus transportation closes around 6 pm. F/S the library closes 5 and 6 pm respectively. Public transportation needs to
20. Do not need at present.
21. Don't need it.
22. Downtown Route gets to Wabash after other routes leave and it is a long wait for next bus.
23. Drivers need to keep first seats open for disabled people.
24. Due to my hours of work, sometimes I don't get off work until after 10:00 p.m. and then the buses are not running. Therefore I must walk that time of night alone on the other side of town.
25. Emergencies.
26. Even though I don't use public transportation, I used to daily and I believe night transportation and Sunday transportation is very important, especially for the elderly and people with kids.

27. Evening and weekend service would be great. There are also many parts of town where there is no service and people are stuck without rides.
28. Evening bus service and Sunday bus service. Saturday AM service (starts too late currently).
29. Evening service, M-F
30. Expand area of coverage
31. Finding ways to get my ill father to doctor appointments and therapy sessions.
32. For court dates and visiting relations.
33. For medical, for attention, or for food.
34. Free transportation – can't afford to pay.
35. Get to hairdressers, religion studies and socials. Just to be able to get groceries by myself and not have to rely on someone, who's always in a hurry.
36. Go to AA meetings, would like transportation to meet needs.
37. Going to doctor.
38. Going to Lenoir Nursing home to visit my parents.
39. Handicapped-accessible
40. Have a stop at Brownstation and Stark
41. Have friend to take me where bus doesn't go.
42. Here, transportation is a necessity and it is too late for me to learn, so I need transportation badly - to volunteer, to enjoy the company of seniors attending choir, bell choir, dances, athletics, swimming, which I knew a little. With these activities I
43. I am blind and Para Transit is not always reliable or available when I need a ride. My guide dog also has to ride with me.
44. I am mostly interested in evening hours
45. I applied for the transit bus and got approved from the bus station. Now they have never picked me up and won't because we live on Nifoy in Regency Trailer Court and they say we live out of Columbia area.
46. I can't afford to pay or have the time to work and pay for car work, then go to school. I would never sleep. I can't afford not having better public transportation in this day and age. I'm busy all the time.
47. I currently have to walk 4 to 5 miles to the nearest bus stop.
48. I currently have to walk from Prathersville Rd to Blue Ridge to get public transportation
49. I do not drive during icy road conditions
50. I feel that public transportation is good for people who are in need; some people's way to support family. When your car is broken down, it would be nice to have a way to school, work, etc.
51. I get motion sickness very easily; often a bus makes this worse.
52. I have a car to get my kids to daycare and myself to work.
53. I have a Para Transit pass.
54. I just need a ride to and from work.
55. I just need a truck.
56. I just want a car
57. I live just outside of normal bus lines.
58. I may need public transportation in a few years.
59. I may need these services in the future.

60. I need a bus stop closer to my home. I live on Brown Station Rd and the only bus stop there is on Blue Ridge which is 4 miles away.
61. I need a car to go see my parents in Ashland, MO in case they need anything. They are older and may need assistance from me.
62. I need a car very bad.
63. I need a jet.
64. I need help in and out of vehicles
65. I need wheelchair access and would like to see some weather protection at stops.
66. I no longer have a car and need help to learn the bus system.
67. I only need transportation when my husband is not able to drive me.
68. I think all over transportation is a very good thing.
69. I think if it was more convenient for elder people, would help.
70. I use a taxi which offers dependable (timely) service with late model cars in good condition and drivers who drive carefully, assist me in entering my destination safely.
71. I use public transportation if I HAVE to get somewhere and I don't have a ride.
72. I used to ride the buses/public transport but stopped over a decade ago because there is no manageable order maintained on the buses. People would yell and flap and fly all over the place and verbally and physically threaten other people (including myself)
73. I was recently unable to drive temporarily due to an injury. I would have used public transportation if it was available in the county
74. I will not ever use public transportation.
75. I would consider riding to work, but we don't have service in Arcadia down Rt. B.
76. I would like to go to the I.S.S.
77. I would like to see a bus that runs directly from Simthdon to UMC hospital.
78. I would like to see bus service expanded.
79. I would like to see evening and Sunday bus service. If you are going to operate a bus service, it should be seven days per week.
80. I would like to see more evening hours and more locations served.
81. I would like to see more night, weekend, and out-of-town options.
82. I would like to see more routes and stops past city limits
83. I would like to see more service after 5:00 pm and service to the outer areas of Columbia.
84. I would like to see the bus run longer hours.
85. I would like to use Sil. It is good service.
86. I would love it if we could get some kind of mass transit system between Columbia and JC, between Columbia and St. Louis, and between Columbia and KC.
87. I would need someone to do errands for me occasionally, when my husband or family couldn't. And that is already offered through one of our senior programs.
88. I would use the bus system if I didn't have any other way.
89. I'd like to see city bus run 6:00 a.m. to 1:00 p.m. Mon-Sunday. Possibly some sort of assistance to pay transportation – partial payment when buses aren't available for low-income people, families.
90. If my son is working I have no way of getting to the doctor, etc. My son does my shopping. My arm has improved greatly and my leg is still getting better. I still have hopes of driving again.
91. If routes went everywhere, a lot of people would use it.
92. If services are expanded, people may be willing to pay extra.

93. I'm 45 and like that freedom you have when you drive yourself. But if I was older, say 75, I would rather someone else deal with the headaches of owning a car. I think a service that runs everyday, so I could shop and just get away from my home and back sa
94. I'm sorry I've never used public transportation but the day may come when I cannot drive my own car--then I would be happy that we have this in Columbia.
95. In the bus stop, having the number of the bus and the time of arrival will help greatly!  
Thank you.
96. Increased transportation for special needs people.
97. It doesn't come to my home on Bodies Dr. and I can't read the map.
98. It would be nice if there were not a limit on house and the time to call for a ride.  
Sometimes there is an emergency.
99. Just 1 route that doesn't require going all the way downtown to transfer, just to go 2 miles from home.
100. Light rail to Jefferson City and St. Louis and Kansas City.
101. Local routes – West Columbia, Central Columbia, East Columbia.
102. Lower cost, more destinations
103. Medical, shopping – only places I go.
104. Mental Health transportation
105. More affordable sight-seeing tours
106. More bike paths and a walkway across I-70 would be nice.
107. More drivers, be on time.
108. More frequent, more stopping points, cheaper.
109. More public transportation is really needed on this side of town (near Reality House).
110. More stops and more times available. I would consider my car.
111. Most of my life is severely restricted by high prices of fuel and maintenance/repair of vehicle.
112. My car is no longer available so public transportation is my only means of transportation.
113. My closest bus stop is too far to walk.
114. My current service, Para Transit, only has 1-2 trips to the hospital or senior center each week, which is not enough.
115. My daughter or son takes me where I got to go if I need to go anywhere.
116. My family takes care of it all.
117. My husband currently drives me where I need to go.
118. My schedule is very complex and requires me to travel multi-location daily. Public transportation would be a scheduling nightmare.
119. My vehicle is not running. I have to rely on family.
120. NA meetings – we don't have transportation from Prathersville Rd.
121. Nearest bus stop is 15-20 miles away
122. Nearest bus stop is 2-3 miles away and just about gets me where I need to go so I might as well just walk the whole way.
123. Need help getting on and off bus. Unable to do by myself.
124. Need to be more stops per day
125. Need to use public transportation in traveling to Chicago to see father (84 yrs). Usually use Amtrak.
126. Needs to be affordable for poor and unemployed
127. No transportation in my town

128. Not being able to drive, it is hard to get around when the bus doesn't go where you need it to.
129. Not coming out to Regency Trailer Court. My wife and I cannot walk 3 or 4 blocks to catch the bus.
130. On some routes, buses take too long to get there.
131. Own transportation.
132. Paratransit fulfills most of my needs. Waiting time is sometimes burdensome.
133. Provide pick-up every 10-15 minutes, serve Brown Station Rd. and Rock Bridge Elementary. Go to Nifong area. Have another bus station because the city is growing.
134. Really need it on Sundays and later at night.
135. Return trips from doctor when unable to drive.
136. Rides to exercise programs. This would be VERY helpful.
137. Right now my transportation needs are working for me.
138. Saturday hours are inconvenient.
139. Scott Blvd. is a mess.
140. So far, we're OK, but age is catching up and we have no buses near our home. Would have to walk over a mile and we're just a mile from the Mall. I've never driven, so never have gone to town more than once a week and church.
141. Someone should be able to write a grant proposal so as not to charge \$2 or more for a bus. That is egregious and unnecessary unless going to a different county or city.
142. Sometimes it's hard to find a ride to where you need to be.
143. Store.
144. Stores (food); companies (businesses); shopping (clothes, etc.); general transportation.
145. Sunday transportation to church would be a good service.
146. The buses need to run more frequently, later hours (till 10:30 Mon-Fri; till 1 a.m. Fri-Sat). I'd like to be able to go to Chapel Hill area, Scott Blvd. area, Lemone Industrial area.
147. The transit bus system is good enough. No car – all would be undesirable because of high cost.
148. There is no Sunday service.
149. There need to be more routes outside city limits into the county
150. There need to be more stop locations to avoid long walks
151. There needs to be more streets that connect across town. Like a highway that doesn't take you out of the way.
152. This seems it could be good.
153. Time and affordable night service is needed
154. Timely and affordable transportation is really needed
155. To be able to use paratransit system without having to fill out an application for it if a person is somewhat incapacitated and would have to worry about another passenger tripping over their foot or leg. On City Transit, if a passenger gets on the bus and
156. To be able to take my electric wheelchair to visit my family in Steelville. Going to places outside of Columbia to go shopping or to eat.
157. To go to more factories.
158. To state parks.
159. Transportation in areas right outside city limits would be nice.
160. Transportation is a big issue for the elderly. I have to drive when my body is inflamed and I can hardly walk. Plus when the gas prices are up, like when you feel like driving, you can't afford it.

161. Unable to walk, mostly bedfast. Children provide all care.
162. Use a wheelchair to get around. Need transportation from door to get around. Also, help with packages to door on return.
163. Valleyview Sub. area
164. Van with lift to go to doctor. Need personal attendant to go to doctor.
165. Way to get to class.
166. We live at Lenoir Woods. If we would need transportation it is available to us at no extra charge.
167. We need more rail service in Missouri!
168. Weekends and after 6pm is needed.
169. Weekends and Holidays
170. Wheelchair accessible.
171. When hurt I need public transportation to get to my appointments.
172. When I go to the store, I buy more than I could carry on the bus – groceries.
173. When the gas is expensive we need better transportation that would assist the public.
174. Work, religion, meetings, shopping.
175. Would like to see small group service for outings to outlying areas. Would be willing to pay for this service.
176. Would like transportation at night. Probably shouldn't drive at night.
177. Would use it to "tour" nearby communities.

**Question 20 b. Include any additional comments?**

1. \$2.00 would be too much.
2. I am so thankful that Columbia has so many benefits for senior citizens and the disabled.
3. Would pay if less than 50 cents.