

# Appendix B: Onboard Survey Comments

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## ONBOARD SURVEY COMMENTS

### Question 29. What are your suggestions to improve KeyLine service/any other comments?

#### Miscellaneous (3 percent)

- Information
- More posting if you guys have to cancel routes, like use the radio as well.
- Survey too long.
- Workers that know how to fix them.

#### Bus Conditions (8 percent)

- At the transfers, it would be great if the drivers took a rag and quickly wiped off the dirty seats. Increase the fare so the gas for the bus can be paid for.
- Bike rack.
- Bike racks.
- Bus could be cleaner.
- Buses could be more modern (update). Buses should run longer (7 pm).
- Get new bells and better doors.
- Need bicycle racks.
- Need new buses or they get fixed.
- Some of the buses need to turn the heat on.
- They need voice to say what stop is next on intercom. Show time and day/month. More seats so extend hydraulic system to operate from front of bus. Longer bus schedules for every 15-30 minutes instead of hours and more bus routes and run on Sundays and hire more drivers to have a longer schedule. Basically run 24 hours, you'll see more money, like Chicago.
- To get Nitro in the bus!!

#### Drivers (5 percent)

- Better attitude and bus running on Sunday.
- Bus drivers need better pay and insurance. Longer hours.
- Friendlier drivers and more poles to hold onto.
- Get better drivers.
- I would like to see the drivers let people get to a seat before pulling out of a stop.
- Some drivers need to be more friendlier and work on attitude.
- Some of the drivers' attitudes and their timeliness.

### **Fares (6 percent)**

- Any school ID can be used.
- Don't raise the fare.
- Higher fare -- better service (more routes, more buses).
- I barely make it on \$1.00 bus fare. I love riding bus; meet people. Bus drivers are very nice to talk to. I love riding the bus.
- Keep the fare at no more than \$1.00. You'll get more riders. Watch for more foul mouth riders, etc.
- Maybe for all kids free and adults \$1.00. Maybe they could wait for people a little longer.
- The fare should be for a 24-hour pass valid for any line.
- This service is subsidized by the government! Make it free or \$20 a month!

### **Passengers (2 percent)**

- Kick more annoying people off.
- Most of the buses are fairly clean. It is sad to see people laying down on rainy days or during the winter making the seats dirty. I know it's difficult, but I would like the drivers to be stricter with the patrons regarding etiquette.
- The people on it

### **Positive (5 percent)**

- Ok now.
- Everything is fine at this time.
- I think that it is outstanding that a city as small as Dubuque has a public transit system with the level of coverage that KeyLine provides. My only suggestions are that the buses should have bicycle racks (as seen on buses in some other cities), that the bus service should also include Sundays, and that regular bus hours should extend further into the evening hours.
- Just keep up the good work and do best KeyLine can do.
- Keep running on time.
- Love the bus service.

### **Safety (2 percent)**

- Slow down, bumpy ride.
- When we pick up the kids at the Lincoln school area, they need to find a seat. Not all the time but sometimes they stand on the back steps (not safe). Some drivers must not see this or just leave it go.

### **Schedules (3 percent)**

- Advance notice when buses are not running.
- Need to place time of arrival and leaving Medical Associates West.
- The online map is unreadable, should have an option to zoom in to see street names.

- The website needs to be able to zoom in on the map because it is very hard to read the print.

### **Service (64 percent)**

- 1. Need to expand bus routes. 2. Need good drivers...[illegible] 3. Need to start running at 4 AM and run late til 8 PM. 4. Keep noisy, rude kids off the bus or come up with something that will keep them quiet.
- Sageville
- All week - longer Sunday.
- Allow Red line and Green line run every half hour. They're the most used buses. I and others won't have to be on the bus most of the day. You could run the Gray line every half hour also. It helps when you miss your bus to know you don't have to stay in the elements too long.
- Being able to be dropped off on Hwy 20.
- Bus run for churches on Sunday.
- Bus should run later in the day -- until 10:00 p.m.
- Bus to Northend - Tanzanite
- Buses available on Sundays -longer hours.
- Buses running more often per bus stop.
- Earlier on Saturday and later during the week.
- Earlier service on Saturdays.
- Evening buses, Sunday buses.
- EXTEND BUS HOURS like years ago (run till 9:00PM or 10:00PM). Gives people in this town a chance to get food for their families after work and to get back home from the doctor, if you had a late appointment.
- Extend the hours at night.
- For buses to come more often.
- For buses to run longer.
- Get more buses. Run 7 days a week. Run 24 hours.
- Going to areas where more people actually use the bus, i.e. people who live on the West End don't usually ride the bus.
- Half-hour service Monday through Saturday.
- Hardly any one picks up on west side -- all cars. Can you get minivans and pick up at bus stop those who call in. Done other places and Tiajuana. Train drivers to smile and say "Hello."
- Have it cover more areas in the city. The arboretum is a nice place to visit but no bus goes that way.
- Have service past 5 pm and on Sunday.
- Have the buses run on Sunday.
- How about Sunday service.
- I feel the buses should run later.
- I was downtown at 5:20 waiting for the Red line and sat there for 45 minutes in the freezing cold. It wasn't pleasant. The bus never came. That was the only problem I ever had.
- I wish buses would run to midnight.

- I would like if the bus would run a little later and on Sundays. There are so many places myself and others would like to go after 5:30 and on Sundays but there is no transit available.
- I would like the bus to run later into the evening, say 11:00 p.m. Monday through Friday. 7:00 a.m. to 7:00 p.m. on Saturday. Sunday doesn't matter.
- I would like to have bus service later each day. Also, Sunday service would help people who have no other means of transportation.
- I would like to see the bus run on Sunday because that is when the ads come out in the paper. Also run later on Friday and Saturday till 8 pm for people who work till 5:00 on these days. Thank you.
- I'd be willing to pay a higher fare if service continued later in the evening.
- Later bus service - maybe till 8 or 9 at least.
- Later service hours.
- Later services
- Longer bus hours to do shopping and to get home from late doctor appointments. Would like to have a bus to drop off and to pick up people at Eagle Point Park again.
- Longer hours and 30 minutes between buses.
- Longer hours even if this means that fares go up. I have to work late.
- Longer hours of service.
- Longer hours on Saturday.
- Longer hours.
- Make longer hours.
- Maybe think about running on Sundays until 3 p.m. at least. Regarding fare: \$1.00 is a lot for many low-income families.
- More buses, later service, and to be more frequent. It is hard to get around when buses stop running. I don't have a car and I can't work more hours because I will have no way to get home.
- More buses, less time on bus, (more direct service).
- More night service and Sunday service.
- More routes.
- More times, would pay more.
- More weekend service -- Saturday longer and Sunday. Up to like 7 pm-ish at night during week so people can do things after work or get home if working after 5 p.m. (or longer). Drivers are pretty good.
- Need more buses, need to have better times.
- Need to run at least every 30 minutes instead of hour, and need to operate after 6:00 PM.
- On Saturday let some buses run earlier or some buses run on Sunday.
- Open till 9:00.
- People have places to go every day at all times. My suggestion is to have extended hours and to have bus service on Sundays as well as Mon. - Sat.
- Please give us more rider time.
- Please go down Holiday Drive regularly instead of having to telephone. I do not have a telephone. Please have buses go to the arboretum, Union Park and the fairgrounds (during fair days) when spring and summer. Do not increase price -- it is high enough!! But if you go to special places like the Arboretum, Union Park

- or the fairgrounds, then increase to \$1.50 is OK because then that would be \$3.00 round trip.
- Please have Green line and Red line buses run every half hour. They're the most used.
  - Please have have buses comes every 30 minutes, then people don't have to wait so long in the cold.
  - Put more stops, more buses so it don't take so long, play a radio.
  - Run it.
  - Run longer in the evening.
  - Run on Sundays 8-12.
  - Run on Sundays and later hours.
  - Run on Sundays.
  - Saturday @ 7:00 a.m.
  - Schedules and hours – run earlier on Saturday; later during the week.
  - Service on Sunday, at least every 2 hours on each run.
  - Service on Sundays and run after 5.
  - Service should be provided 7 days a week with more day and night shifts.
  - Stay on 24 hours. Closed on Sundays.
  - Sunday Routes :)
  - Sunday service.
  - Sunday service and extended pass; 5 pm daily.
  - Sunday service and some weekend evening service
  - Sunday service and until at least 10 p.m. Monday-Saturday.
  - Sunday service, later routes.
  - The bus needs to run later because it's hard to take care of business. I don't have a car. I can't work any extra hours at work because I have no other means of transportation. Also, the buses should run more frequently because when I get off the bus to take care of minor things, I have to wait about an hour for the bus again.
  - There needs to be Sunday service and longer service hours.
  - There should be night service because that's when people need the bus more.
  - They need the stopping time or pick-up time listed on the bus stop.
  - To wait a little longer at stops, main stops, like stores, doctor, other places. And some drivers to be more friendly. Be more on time and punctual.
  - Would like Sunday service to Mall, Hy Vee, downtown. Pick up at Medical Towers apts.
  - Would ride 24 hrs. 7 days a week if service was provided. I really need hours extended at least until 8pm to allow for both shopping and work. Buses need bike racks. Telephone office should be manned all the time.

### **Stops (2 percent)**

- At blood plasma center (by Med. Assoc. West) need a shelter or bus to go to plasma center. In cold weather, cold at corner with no protection.
- Have more inside shelters at bus stops.