

Appendix B: Survey Comments



Appendix B

ONBOARD SURVEY COMMENTS

Question 22. What are your suggestions to improve KeyLine or Mini-bus Service?

- (17. North End of Town). I appreciate the availability of Mini-bus service in Dubuque, but I hesitate to suggest changes because I've not been a rider for long, only approximately three months. However, I think it is a wonderful service and thank you for it.
- (17. on Central Ave.) (19. but limited use in winter due to weather. Weather permitting in winter.) Taking city bus in winter is harder for me to use due to cold weather. Ice/snow makes it harder for me to use city bus due I use a cane to avoid slipping and falling. I can't carry too much stuff – affects my bad back.
- (Live in North End) Fix that exhaust. Also, some buses' heaters blow cold air. All mini-buses need new shocks. They are terrible.
- (Lives in Assisi Village). I'm grateful to have the bus so I can get around. Thank you.
- A great service is being done. Thank you. God bless you.
- Add another bus on Saturdays. I usually wait 1-1/2 hours for a bus on Saturdays.
- All I can say is very good things about the service.
- Better management attitude by boss.
- Better timing to get people to where they need to be at a certain time ex: I live 1/4 mile away from a 10:30 appointment. Don't pick me up at 9:40 am. I have a return time scheduled at 11:30, I don't get picked up until 12:30 then I ride around for 1/2 hour. Routes later at night. Need drivers on Saturday (only have 2) way over scheduled routes. Mini-bus on Sundays. Mini-bus can't go out of city limits ex: Dubuque Co. Fairgrounds.
- Bus is perfect for me. Everyone is polite and helpful. I can't see to write very well, but I congratulate all who are with the bus. It's terrific for me and I thank everyone for the service.
- City bus stop is 2-1/2 blocks from my house and I have arthritis in both my back and both knees. I wish the bus ran at least an hour later (6), but I'm grateful for its existence!
- Come on time for dialysis.
- Don't change pick-up times.

- Drivers are excellent!!! Very kind, caring and courteous. I feel very comfortable they will care for my husband who is total dependent.
- Fix lift control permanently on door.
- Get mini-buses repaired when needed and be on time.
- Go easier on your drivers. They're good people.
- I can't think of too many improvements except for Sunday service as well. I'm very thankful for your service and I want to thank you for it.
- I don't like the change awhile back of telling you when they will pick you up instead of you telling them when to pick you up. Awhile back I wanted to go to Wal-Mart to shop for 2-1/2 to 3 hours. Well, they said they would pick me up at 10 a.m. and return me at 3 p.m. Now why would anyone need five hours to shop. So I had a long, long wait even though I called them before one o'clock, I still had to wait till three. I will soon be 83 years young and in poor health.
- I feel that the service shouldn't be making people wait an hour to be picked up after a day's work. People are tired and want to get home. I also feel that \$9.00 for a no-show is a lot for riders that are on SSI and have a fixed income to live on. Sometimes it is beyond their control to be at the pick-up spot occasionally. This is of great help to me for the most part. Thank you.
- I have no suggestions. Everything and all drivers are very understanding and courteous.
- I think it's fine.
- I think the bus service is great the way they are. Thanks.
- I use a walker and sometimes I have a problem when the bus can't get close enough to put the lift down at the apartment.
- I wish they could send emails daily to let me know the exact times for pick-ups the next day. I am blind and deaf and have hard time using the phone to call relay service. It is easier to use email and would like it done automatically instead of me trying to call or email every afternoon for next day's info. Also, it would be nice to have Saturday service for shopping.
- It is VERY helpful to my wife and me.
- It's okay.
- Keep schedule closer to times needed -- especially for workers -- and when us is always scheduled -- the same days, time and every week the same. When one bus gets others from same spot/place, take others who go to the same area not make them wait for up to an hour after they are off of work - for another bus. This is very hard on the handicapped people. Otherwise is a good and much-needed service for the handicapped -- who are unable to drive. So, please keep up the service. Thank you. P.S. Please try to do personal scheduling, not just go by computer. This is very unreasonable at times!
- Keep the "price" as is! Because of low income and need.
- Longer hours.
- More buses. Sometimes have to wait quite a while.

- More service.
- My son has diabetes. He finishes work at 12:00. Often the bus doesn't pick him up until 1:00. This makes it difficult to manage his diabetes with such a late lunch, and they tell him he cannot eat on the bus. Why is this? Respond to Kathy Thielen 583-9276. Only a few, but some of the drivers are very impatient with him if he is not ready. He has health problems so he cannot stand outside in the cold (cannot wear hat, coat & mittens until bus comes or he gets too warm). And he is mentally handicapped so he does not always get ready at the same pace. I would like to see all the drivers be patient especially when they arrive before the scheduled time. Thank you! Great service and we really appreciate what you do.
- No complaints.
- None. Good all around. I use a w/c - hard to ride regular bus.
- Not schedule so many rides for same bus at same time. More drivers out on Saturday, one of your busiest days. Schedule rides in different districts to keep people on same buses, I've seen 2 different buses picking up passengers living one block apart going to same place, same time? What's up. Nobody should have to ride around on a bus once they get picked up for an HOUR!
- Nothing could be better than what it is today. Everyone is very polite and courteous. We don't have KeyLine service now; did until 2008. It is back to 30-40 year service when we had to walk to another street. We are newly paved street and service stops.
- Pick people up quicker. Sometimes I sit at dialysis 1 to 1-1/2 hours waiting for bus to pick me up. I'll tell you one thing. You should have more drivers like Wayne. He is great. He is so kind to his customers.
- Please go to the drivers and talk to them about better service and bus routes, not to consultants in Colorado. They do not live here, how do they know what's best for our location and our people here? They are not living here. The drivers here are more helpful to us because they know our area and their riders and they are the drivers that help us and it doesn't cost as much as hiring consultants who are so far removed from here. It just doesn't make sense. It just would make it more practical.
- Run every day until 10:00 p.m. Fix air conditioning and heat so they work. Because I'm legally blind, it would be nice if driver called when they arrived since they sometimes arrive 1 hour before scheduled time.
- Service is poor Saturday afternoon.
- Some of these questions have no relation as to why most people use this mode of transportation.
- Sometimes return trip entails an hour or more wait or a try to the opposite part of town to let off another passenger. My back knows it has had a very bumpy ride. I do appreciate being able to ride the Mini-bus.
- The main KeyLine city buses need to be rerouted down residential areas where they can pick up more passengers that don't have to walk so far to even get a bus and I also feel that Dubuque needs more Mini-buses as they have a lot of passengers and I do not think all you people that do drive would like to wait for nearly 1 hour as I do for my pick-ups. During the meeting of

KeyLine services at the Dubuque Five Flags Center the transportation services men said people should get on their computers to fill out this survey. But NOT ALL people in the public have computers. The children and teenagers that go to high school mainly all drive vehicles because if you drive around these schools, there are cars and vehicles parked for quite a distance and those children and teenagers want to go and do things when they are ready to go, but will not want to wait. And yes, you also have to think about the weather. Standing or waiting in very nasty ice cold weather and snow or walking in this type of weather to get to a bus pick-up.

- Time for return was 1-1/2 hours. I was late for meds (insulin), lunch, & physical therapy. The 1st call said it was coming. The 2nd call said I was on the list.
- You need more buses especially on Saturdays. Keep them cleaner, get better shocks. The drivers are absolutely magnificent, but with only two buses running on Saturday we can wait well over an hour before they arrive to take you home from dialysis. They try their best.