



JACKSONVILLE TRANSPORTATION AUTHORITY 2015 CONNEXION CUSTOMER SATISFACTION SURVEY SUMMARY REPORT

Section One – Demographics

Gender:

Response	Frequency	Percent
Male	189	38.9%
Female	297	61.1%

Age:

Response	Frequency	Percent
25 or Under	23	4.7%
26-59	211	43.4%
60+	245	50.4%
No Response	7	1.4%

How often do you use the services of the JTA Connexion services?

Response	Frequency	Percent
Daily	105	21.6%
Weekly (Once to Four Times a Week)	347	71.4%
Occasionally (Once or Twice a Month)	28	5.8%
Rarely (Less than Once a Month)	4	0.8%
Did Not Respond	2	0.4%

How long have you used these services?

Response	Frequency	Percent
Less than 1 Year	81	16.7%
1 to 2 Years	98	20.2%
2 to 5 Years	150	30.9%
Over 5 Years	157	32.3%

Survey Location:

Data Filter	Frequency	Percent
Adult Daycare	6	1.2%
Brooks Club House/The Arc	27	5.6%
Recreational/Mailed to JTA	175	36.0%
Medical/Dialysis	248	51.0%
Schools	19	3.9%
Mary Singleton Senior Center	11	2.3%

Mail or In Person:

Response	Frequency	Percent
In Person	265	54.5%
Mail	221	45.5%



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Section Two - Satisfaction Ratings

Arranged in Order of Highest to Lowest Satisfaction Ratings

Questions	Mean	Category Percentages			Satisfied	Neutral	Dissatisfied
		0	20	40			
8. How satisfied are you with the safety while riding in the vehicles?	4.22				91.4%	5.6%	3.1%
11. How satisfied are you that the drivers do a good job driving the vehicles?	4.22				90.6%	6.6%	2.9%
6. How satisfied are you with the cleanliness of the vehicles?	4.21				90.5%	7.0%	2.4%
10. Based on your needs, how satisfied are you with the sensitivity and assistance you receive from drivers?	4.20				89.9%	6.6%	3.5%
9. How satisfied are you with the courteousness and friendliness of the vehicle drivers?	4.20				88.4%	7.2%	4.4%
13. What is your overall satisfaction with the services of JTA Connexion?	4.09				84.2%	10.5%	5.4%
12. How satisfied are you with the helpfulness of the dispatchers when drivers or passengers need assistance on the vehicles?	4.07				77.8%	16.5%	5.7%
7. How satisfied are you with the scheduling/booking process?	3.98				77.6%	16.1%	6.4%
5. How satisfied are you with the on-time performance?	3.73				67.7%	17.3%	15.1%

Section Three – Eligibility and Concerns

Questions	Mean	Count	Category Percentages					Satisfied	Neutral	Dissatisfied
			0	20	40	60	80			
14. If you participated in the program eligibility process, how satisfied were you with it?	4.42	425						79.8%	13.6%	6.6%

*Includes only responses from riders who participated in the program eligibility process.

Questions	Mean	Count	Category Percentages					Satisfied	Neutral	Dissatisfied
			0	20	40	60	80			
15. If you have ever called JTA Connexion with a concern, how satisfied were you with the way your concern was handled?	3.83	380						66.1%	16.1%	17.9%

*Includes only responses from riders who have called with a concern.

16. How often do you have occasion to call to the Customer Service Center for any reason (e.g., scheduling, status, concerns, miscellaneous questions, etc.)?

Response	Frequency	Percent
Only Once	42	8.6%
Daily	31	6.4%
Weekly (Once to Four Times a Week)	135	27.8%
Occasionally (Once or Twice a Month)	135	27.8%
Rarely (Less than Once a Month)	143	29.4%

17. If you have called the Customer Service Center with a concern and were not satisfied (includes neutral) with the way your concern was handled, please explain.

- A driver left me and they would not send another driver. I had to arrange other transportation.
- A driver with an apparent poor attitude was argumentative and rude. When I called to complain I never heard back on how the issue was handled.
- A few time late pick up just call and ask how long before pick up. I was satisfied when dispatch let me know they was on their way.
- About 2 years ago I lost my wallet on the van. I called customer service but never got a response.
- All of my calls have been taken care of properly.
- Always great.
- Answer my appeal regarding transportation to my doctors appointment.
- Asked driver to move me to another seat and request was denied due to cold air. Reported incident of driver being rude and uncooperative. eventually resolved.
- Attitude!
- Call Center - I called to report a late pickup.
- Called about a driver and did not get a reply back.
- Called about a driver's improper attitude and tiring my wheelchair down sideways. Called Call Center but no response.
- Called about them being late.
- Called in to cancel an appointment and the receptionist was rude and had an attitude.
- Called to complain about them being late and they don't so anything about it.
- Called to get help because she missed her pick up. Spoke to Dan Masterson and he told her "That's your problem."
- Client went into the hospital and called to let JTA know but because she didn't call again the next day she was counted as a no-show. She believes this was very unfair.
- Concerns were handled when reported. Service improved for a time then problem with untimely pick ups started again.
- Contact dispatch to report driver was late, given a later pick up time, was not pleased that she did not record the call and no change in service.
- Did not send the bus back in the afternoon to pick rider up.
- Dispatch was called to address a problem and when I got off 1 1/2 hours later, they still had not responded to the driver.
- Dispatcher the driver to just let me off the bus and not take me into the building. The drivers (some of them) don't want to help.
- Driver left patient who was standing outside waiting. Receptionist at the center called in to report it but patient was reported as a no show. Photos of improper parking have been sent to a staff a JTA to identify this concern. Not sure of the outcome.
- Driver said he didn't have time to drop me off to my section 1318 because he was running late. I had someone call JTS so I can complain. No one called me back.

- Driver was no show. I ended up having to call Century 21 to have them pick me up because JTA did not come back.
- Drivers - I called to complain about a driver and felt like the person with whom I spoke just wanted to defend the driver's behavior and didn't believe me. The driver was even less helpful after I complained.
- Drivers - One driver was very discourteous to the passengers and was not helpful at all. Timeliness - Client received a no show and she called to complain because the drivers had left her more than once. She was not believed and nothing every happened. JTA does not listen. The client was penalized with no-shows because the driver left her or did not show up within the designated window.
- Drivers are still not getting out the vehicle to offer assistance to passengers especially during extreme conditions.
- Dropped me off at Prudential Dr (Middle of June). Return trip supposed to be 12:30, 1:15 ride had not come and was told I was put as a "No Show". Would be about an hour I called again, still no ride. Finally I saw a bus go two blocks away to Baptist hospital. I followed and asked if he could call dispatch....
- Everything's been good.
- Experienced a problem with being pick up. When I called I was told I wasn't on the list. I have a standing appointment 3 times a week. Could not understand why I wasn't picked up with no explanation given.
- Good
- Greatly improved in past year.
- Had to wait 2 or 3 hours before being picked up. A supervisor had to eventually come to carry me home.
- Handle timing professionally.
- I am always told that it will be taken care of, and nothing ever changes. The same things continue to happen.
- I am mostly satisfied after I vented to one of the operators.
- I am very dissatisfied.
- I am very proud of your service. I am a foster grandmother, I ride the service 5 days a week. The drivers are very courteous and helpful. Thanks for your service.
- I am visually impaired. JTA is horrible about late shows.
- I called about my aunt being left on the bus by herself and they told me that they would call be back but I had to call them about a month ago and they said she was not on the bus by herself. They have left her so many times that it is a crying shame.
- I called about waiting too long.
- I called and my concern was handled. I was very pleased with the service.
- I called because I had to ride around town before getting home.
- I called to complain because a rider, who is blind, was dropped off in the rain and left outside. No action was taken other than me being told to get a doctor's statement regarding the rider's blindness.
- I complained about a driver leaving me even though I was there within my pick up window. But the same thing happened again.
- I don't call in with a concern that often but I do get concerned when a coworker

that works with me and rides a driver complains or the radio to their boss and it sounds like they are using my name. I don't want to get in trouble.

- I don't have any issues.
- I don't use it very much.
- I filed a complaint but never got a return call.
- I had a bad experience with a driver who was abusive. I reported the driver and she was fired. I later found out from another driver that she was hired back.
- I had to report a driver (she was sleepy) and I had to wait over an hour for a replacement driver. The replacement driver was rude and drove me all over the place when I was actually closer to drop off.
- I have a right knee injury and it was hurting and I asked the driver to put me off in front of the nursing home where I was going. She called and asked the supervisor (I heard the female supervisor say) tell her I'm sorry her knee is hurting but you can't. I thought that was cruel.
- I have always been satisfied with them handling my complaints.
- I have complained about the fare increase but nothing has happened.
- I have not had a return call.
- I haven't that check for the found those tickets.
- I never got a response so I don't know if my concern was addressed or not.
- I purchased a weekly card but machine didn't give me a receipt as well as didn't put the money on the card. I called y'all when I saw my debit card was charged. Y'all treated me as though I was lying.
- I recently had a multiple scheduled ride and suddenly plans changed and I still needed to get home. I called early enough to cancel my ride to the next destination but JTA couldn't get me home. I sat there waiting for over 2 hours calling every 45 mins to check. Finally a staff member at DBS gave me a ride to my daughters work and I was able to get home. JTA does get busy and stuff happens on both sides.
- I schedule a time and they pick me up at a different time - like earlier.
- I was left home for hours. I live on the 18th floor when I got downstairs the driver had left. They said she only had five minutes to wait. The driver arrived early.
- I was picked up for a 2:00 appointment at 12:30 and the driver took me all the way to the Naval base. These types of things have happened more than once. Called to complain but no one has called me back.
- I was satisfied and it was handled.
- I was to be picked up at a location in the mall. The driver went to another location. It was five hours later before I was picked up.
- I was very upset about how the center handled my concern. They counted me as a no show on a pick up when they were 2 hours late. Also, once, a driver came to pick me up and I had to go back into the house because I forgot my money. When I went back into the house the driver left me.
- I will report and called the office.
- If I call with a concern it never gets resolved because they pass it on and on with no call back.
- It was explained good. Thank you.
- It was fair.

- It's all about JTA and not the client.
- JTA Connexion do a wonderful job.
- Just timeliness.
- Keep your h service
- Late bus pickups. Had to call complaint line to get help. Lied about me calling to cancel rides but I didn't do it.
- Late pick up and riding all over town before getting home from dialysis.
- Left waiting for hours, had to call husband to pick me up. Also, driver has passed my home to drop off passengers further away.
- Listened carefully and supportive staff.
- Missed appt. because driver did not ring door bell. and reported me as a no show.
- Money exchange. It is very have for some individuals to always have the correct change.
- My concern was met.
- My concern was not handled by JTA. I had to hire an attorney to resolve it.
- My only concern is the managers on JTA. The manager takes all night to get there also the manager doesn't supervise on duty after five o'clock.
- My son handled the problem.
- My wife called to express her concern about the type of vehicle used to transport me due to my height. We don't know what happened because she didn't get a return call. I'm still riding in the same van.
- Need a pass due to 95% blindness, unable to get someone to assist her.
- Need more assistance from drivers when client does not communicate well. Don't just drop off when there is no one around. Take to destination (doctor office/suite). Sometimes may be necessary to leave bus door to ensure safety of clients/passengers.
- Neutral
- Neutral (Late)
- Never called in
- Never called in but thought about doing it.
- never called in.
- Never had to call with a concern.
- No concerns
- No concerns
- No concerns/problems (at this time).
- No one seems to be concerned about my problem. When it rains JTA has a big problem with getting to pick up people on time and drop them off on time. I am late getting to work but no one cares. They pick me up first but have several stops to make before my stop.
- No response given
- No, I always get courteous, nice person when I call the call center for anything.
- Not happy with the decision to that JTA does not put in arrive time if you are going home.
- Not sure if they took complaint, don't know the outcome.
- Often not satisfied with planning a trip causing long delays.

- Often times when drivers won't help w/service dogs.
- On Aug. 3rd, 2015 my ride was very late. I called to be picked up at 8:00am, so my pick up time was between 6:45 and 7:15am but I had to call at 7:20 and the dispatch said they were 3 miles away. I asked if I would get to my appointment on time and the dispatcher said no and I told her that I may not get seen if I'm not there on time so I had to cancel my appointment and reschedule it for the next day.
- On bus almost two hours. Had to ride all over the city after waiting several hours to be picked up. Spoke with Dan who addressed the issue.
- On March 31, 2015 I had a knee replacement. I called to place a hold on a standing trips. There was few times they would send a bus to pick me up.
- Once I called the Connexion office to complain because I was left in the cold weather because the driver has a 7:15 pick up. Was I satisfied with the way my situation was handled, NO. I was very displeased because nothing better could be done!
- Once I was \$.10 cents short of my fair. I had 10 pennies. The driver would not accept it, which I thought was very rude. I've been using this service for over 2-3 years. I forgive the driver.
- Once they answered in 20 to 40 mins. I am satisfied.
- One day I almost got no show from my pick up and the driver was rude.
- One day I got left at home and waited, they said they couldn't come back and get me.
- Operator was horrible, calling it in was no use. Office didn't provide any assistance.
- Pick customers up during the window that's issued. Tell the drivers not to use their cell phones while customers are on the bus. Tell the drivers to keep both hands on the wheel and not their forearm.
- Pick up in the morning is near perfect. Pick up in the afternoon is shaky.
- Pick up not on time.
- Really late when picking me up.
- Scheduling - Recently I had a lot of schedule changes from JTA but in the last week this has improved.
- Some drivers are disrespectful and rude. Some have really bad attitudes.
- Sometimes I call for a complaint and I don't get a call back.
- Sometimes I felt like person I talked to didn't really care. I had to complain more than once when made to ride over 10 mins going from dialysis . Also, one dispatcher had an attitude because I waited so long one Sat. to get picked up from Walgreens. I felt I should have been notified that y'all would be so late. She said y'all can't do that. 3 busses broke down but that's not my fault.
- Sometimes inexperience of dispatcher until you're transferred to someone else with more experience. It's frustrating having to explain the same problem several times based on the inexperience of the dispatcher or person on the phone.
- Stay on hold too long.
- Takes a long time to answer the phone and sometimes they just don't answer.
- Thank you for having call the center personnel, very helpful and find ways to solve my concerns. I commend personnel at booking and having good drivers.

Thanks for the good service.

- The driver was very mean and disrespectful. And they didn't call me back to let me know what they did to him.
- The drivers always had a good reason if they were late. This day the driver didn't show up at all so I called to report the driver and he turned around and reported he saying I didn't answer the doorbell.
- The drivers speed a lot.
- The many times I have complained never get a call back to tel me how the problem was handled. Think this company has poor communication problems (left-hand doesn't know what the right-hand is doing).
- The new location address.
- The person I spoke with had a bad attitude from the very beginning, she had an "I am right and you are wrong" attitude before she ever looked into the matter. Once I fell in my own driveway but the driver kept the other passengers waiting on the van while she called her supervisor and waited for me to come to my house and she made a big deal about it.
- The whole system needs to be upgraded.
- They changed me to go to the main building and I found out I should not have been changed. Never called me back and I did not get my money back.
- They do not call back or keep documentation of previous conversations.
- They scheduled me on a bus that goes to the military base and I can not get on the base. They make me get off the bus and wait until the driver comes back off the base. They keep doing it even though I have complained and the people at the bus has asked them to stop, nothing works.
- Think it was handled.
- This has happened more than once. I was in the vehicle scheduled for a drop off, but not feel well and the driver was going in my area but the dispatcher would not let them take me. I had to go my original drop off and wait for another ride. The drivers have come to get me and I'm in my (I'm in a wheelchair) and one morning my leg got stuck and someone has to help free me. They left me and said I had to wait for another ride but they would not send me another ride.
- Timeliness - The drivers are many times not on time. Routing - I liver 5 minutes from the dialysis center but I must ride all over town and then back to my neighborhood to be dropped off at home.
- Very good.
- Very satisfied with service.
- Waiting on ride and when they showed up, got me to work late. One driver sent, told them not to get me, then they sent another driver. LATE FOR WORK.
- We don't call in often or complain much. On one occasion we were told "NO" by the dispatcher about a time change an a trip to the doctors appt. She was very friendly... I've been using the Connexion for 19 years, Love and appreciate the people and the service. Again thanks a bunch JTA.
- Well I called to tell you guys the driver was smoking outside of the bus and some of them make a mess in the bus and that she was putting her whole saliva on a gatorade and it was super disgusting.
- When I call I have to leave a message and they never return calls.
- When I get some lunch, the drivers are rude and they don't want to wait and

when I am done I like to get food to go and I know of two drivers that are rude drivers.

- When I've called I always have to leave a message and no one calls me back.
- When the bus is late I have called with a concern and have been put on hold for a very long time. I can not get an accurate time of when David will be home.
- When the driver was late it seemed as if the dispatcher was more sympathetic to the driver than me.
- When you call and try to schedule a ride request, its difficult to get through to dispatch.
- When your bus is late, dispatcher gives lame excuses. They will not call and let you know your bus is there to pick you up.
- Whenever I have called with any issue or concern it was handled in a timely fashion. I have no complaints.
- You have some drivers that are fantastic . Others act like they do not want to be there. I would rather have someone say "I'm not having the best day" than be quiet and not speak.
- A driver left me and they would not send another driver. I had to arrange other transportation.
- A driver with an apparent poor attitude was argumentative and rude. When I called to complain I never heard back on how the issue was handled.
- A few time late pick up just call and ask how long before pick up. I was satisfied when dispatch let me know they was on their way.
- About 2 years ago I lost my wallet on the van. I called customer service but never got a response.
- All of my calls have been taken care of properly.
- Always great.

Section Four – Improvement Feedback

Feedback from All Customers

18. What could JTA Connexion do to improve your transportation experience?

- Address/Review the order in which pick ups are made. Coordination of the overall logistics of program needs to be done.
- Advance notice if there will be a major delay.
- Advise if there will be a major delay.
- After sitting in Dialysis for 3 1/2 hours, I don't want to wait so long to be picked up. Schedule pick ups better. You have some of the nicest drivers out there. I don't thing if I was younger I could drive JTA.
- Allow the drivers to make change. That would be helpful.
- Always have a back up driver incase we get left because of disability.
- Amount of time on bus sometime. Overall everyone is wonderful.
- Arrive on time for pick up. Coordinate routes better to avoid riding all over the city.
- Assign drivers to provide service to riders in the north, south, east and west sides of Jax, instead of having drivers zig-zagging back and forth. Designated zoning routes.
- Be closer to the pick up time.
- Be more considerate when booking routes, sometimes on buss too long, sometimes pass by my location only to come back after another drop when right at my location.
- Be more consistent with veteran drivers that come out to Mayport Naval Station, that's all I ask.
- Be more courteous to riders.
- Be more flexible and remove the "zero tolerance rule" when a person does not hear the driver knock at the door or phone call made because the care giver is sometimes dealing with the disabled person at the time frame window at that moment and just can't let go of the disabled person to get to the phone or door. Just be flexible and wait more that one minute. We have to wait when they are late.
- Be more friendly, we all have bad days but we all need to live so when you get to work leave it all at the door.
- Be more friendly/outgoing/caring. I am extremely glad to have available bus transportation.
- Be more on time.
- Be more on time.
- Be more understanding when I am trying to explain something.
- Be on time and the driver pickup person, they will waste time a person already for app.
- Be on time for dialysis patients after their treatment.
- Be on time for pick up and drop off time needs to be talked about.
- Be on time more here lately.
- Be on time when picking me up.

- Be on time, all the time.
- Be on time!
- Be on time.
- Be on time.
- Be on time.
- Be on time. Should be a better way of getting riders to their destination other than riding them all over town when they are close to home from the dialysis center.
- Be on time. Train drivers.
- Being on time for my pick ups in the afternoon. Most times I have to call and check on ride, then once in the bus I can ride for 1 1/2 to 2 hours. Not good for dialysis patient as well as diabetic and below knee amputee. Need to improve greatly....
- Better communication with customers concerns when customers have an in hospital emergency and have to contact to inform JTA.
- Better coordination of trips between driver and riders. Let drivers decide route based on passengers destination (especially for drop offs).
- Better organization, if the driver is going to be arriving after the window then the call center should call.
- Better planning of trips. Give importance to same neighborhoods for pick ups and drop offs.
- Better safe drivers, more training, walk to doors, help down the stairs.
- Better scheduling would be very helpful. I am thankful to have the ride.
- Better scheduling. A major problem. Why do dispatch put extra inserts on the manifest? If makes the clients late to their appointments. Set up some initiatives for drivers to be more courtesy and caring. Be a company that says we care about our families and their well beings.
- Better scheduling. It takes too long to get home sometimes.
- Bring back the bus pass where I can pay for a month instead of having tickets mailed to the house or having cash available due to tickets not arriving on time. It was so much easier.
- Bring back the call system that called passengers of the times they were being picked up.
- Call Center - Please shorten the message that plays before I can talk with someone or give me a way to bypass it.
- Call to let people know that drop off times are going to be late. The drop off was suppose to be 4:30 but didn't get there until 6:45pm. It would be helpful.
- Can't suggest anything at this time because my experience has been a good one.
- Carried me to Middleberg.
- Clean the seats on the buses. Be sensitive with conversations over the radio. Allow more time for riders to get to the bus after it arrives. Increase the time from 2 minutes to 7 minutes, giving a total of 7 minutes to get on the bus. I need this time due to some of the incapacities.
- Come up with another system where you don't have to have exact change. Maybe use a card. Also need to have drivers be consistent on where they can drop a rider off. Some say they can't drop off in the front.

- Community shuttle is satisfactory to me. JTA Connexion has been excellent.
- Connexion is Very pricey for the disabled. It would be helpful to be able to use the STAR card for fares. Improvement is needed in pick up timeliness.
- Consider taking me to other cities in Florida.
- Consistency with drivers and equipment. Drivers not waiting on passengers. Training- Training-Training.
- Coordinate pick up times better.
- Cost is a factor for me. StarCard need to have a replacement.
- Could be improved by having better scheduled pick ups and drop offs. Very often I spend an hour and a half between pick ups and drop offs. I would like shorter time in between pick up and drop offs.
- Could improve scheduling reservations for pick ups correctly.
- Could not read the handwriting completely for this survey.
- Customer service needs improvements. Some drivers don't care that this is how some people get to and from work.
- Decrease the rates. Very difficult living on a fixed income.
- Decrease the wait time when calling dispatch.
- Designate specific vehicles for dialysis. Improve/Shorten wait times.
- Dispatcher need to have answer when you call.
- Do more training with the new drivers before putting them on a route. Close the door after putting us on the bus to prevent harm. This could be a safety issue.
- Do not continue to increase the cost to ride.
- Don't ride patients all over town before dropping off. Have to wait too long before appt. time. Pick up time needs to be closer to appointment time. Hour ride time creates a problem.
- Driver - JTA needs to hire more compassionate drivers who know how to treat senior citizens.
- Driver makes continuous conversation with dispatchers and drivers are not professional sometimes, very personal.
- Driver sensitivity training is needed. Work on improving pick up times after treatments. Keep schedule times. Do not leave people who are trying to get transportation after dialysis.
- Driver wait time -Drivers should be willing/able to wait 5-10 mins for a pick-up if a dialysis patient is close to completing their treatment. Connexion needs to have the STAR Card. Drivers - There are many good drivers who are customer service oriented but there are a few who are not and need training. Call Center - Sheryl and #49 who answers the phone are outstanding. Call Center - Many times when you call in the phone rings a very long time or you have to call back.
- Drivers - Drivers should be more attentive to customer needs and getting them to their appointments on time. Timeliness - The wait time for return trip pick up needs to be reduced.
- Drivers - I was to be picked up at 10:30 and the driver arrived at 10:25 and then left me.
- Drivers - On one occasion I was dropped off at Adams on the Hogan St side but when I was picked up after my treatment for the return trip I had to walk to Laura St. The driver told me she could not pick up on Hogan which was why I had to walk. I have a respiratory problem and could not walk very far.

- Drivers - The drivers now walk me to my door which is wonderful. I am very happy with the service overall. Routing - There should be changes made to the routing system so that I don't have to ride all over the city picking up or dropping off other people when I live very close to my dialysis center. There are times I'm late because of others that have to be picked up.
- Drivers need to call if the passenger request a drop when passing by 10 locations to get to another pick up. Allow all dialysis/cancer treatment patients additional 5 minutes on case of unforeseen bleeding after needles are removed after treatment.
- Drivers should be nice.
- Drivers getting lost are in need of training. Routing issues cause clients to have to go past their home and ride across town. JTA needs to be more sensitive to the needs of the dialysis patients.
- Drivers know their routes better.
- Drivers leave too quickly if you are in the dialysis chair finishing up or if you are on your way out of the room.
- Drivers leave you if you are not ready the minute they get there.
- Drivers need to extend the waiting time when a client is completing their treatment. They should extend the waiting time from 2 minutes to 7 minutes.
- Drivers should be mindful of the space in the parking lots and park appropriately so other vehicles can pass and other JTA buses can unload. Please send diverse drivers and drivers that have had sensitivity training.
- Drivers should check with the front desk before leaving a client. Coordinate the pick up times better.
- Drivers trying to take too many people at one time has made me late for my treatment. Need more vehicles.
- Eliminate the cash (I know you're working on it).
- Ensure everyone is on one accord.
- Ensure the routes are set to accommodate all riders such that no one is inconvenienced. Better coordinate the schedule.
- Especially on return trip the route can be questionable. I live relatively close to my work but occasionally I am driven around for almost 2 hours, going in a very circuits route.
- Evenings should have more drivers and only have rides 30minutes to an hour ride.
- Everything is fine.
- Everything is fine.
- Everything is ok except for the one time I was late for work.
- Everything's been good.
- Expand the routes.
- Extend the time drivers can wait.
- Fare - JTA should charge less for rides.
- FINE
- From my experience with JTA Connexion personally I feel they can be a lot more cautious to those they pick up and drop off. Also be on time with their pickups and drop offs as well as give a certain time for pick ups and drop offs.
- Get people with right routes.

- Give discounts to seniors. \$3.00 tickets for a month is too much. I only get SSI (\$120 monthly).
- Give me free rides (LOL)
- Good job. Keep up the good work.
- Handle scheduling better.
- Happy with the new vans.
- Have a little more patience when picking up.
- Have change for passengers when they are going to various places, because the passenger may not have change to ride.
- Have customer service personnel handle all calls that come in on the day they are received not days later. Also schedule pick ups on time/
- Have more buses and decrease waiting time. Schedule times better. I don't like having to ride all over town before being dropped off.
- Have the chance to pay online.
- Have wi-fi available so I could watch part of a movie or listen to music on the way to my day program.
- Hire a scheduler that lives in Jacksonville because the person doing it now does not know what they are doing. Even the drivers complain about the way it is done. Drive by dropping people off to go wait to pick someone else up to just go back and drop off. Also some drivers wait too long for people to come out.
- Hire drivers who can drive.
- Hire more bookers.
- Honor schedule pick up time by being on time.
- Honor your return pick up times. Become more timely for dialysis patients.
- I am disabled, driver needs to let me off closer to the building rather than making me walk farther away.
- I am satisfied at this time.
- I am satisfied.
- I am very satisfied .
- I am waiting an extended amount of time to be picked up after my treatment. Improve the schedule so that we can be picked up timely.
- I don't know, better route planning.
- I don't like riding over town when I get off dialysis machine.
- I don't see why I need get get my doctor to remind you that I am legally blind for the eligibility questionnaire.
- I have no complaints with JTA. They're always on time. Drivers are excellent and there on time. Thank you so much for JTA.
- I should not have to ride around so long before being dropped off when I live so close. JTA shouldn't have so many vans come at the same time to pick up one person.
- I think the dispatchers could use some additional customer service training because they can sometimes be very curt and rude with callers and drivers.
- I think the new changes that have been made are very good. I get to work on time every day.
- I wish prices were cheaper. I wish they were more accurate with being on time. Some of the drivers are snotty.

- I would like for the JTA to operate later at night and no weekend. Sometimes I work until 11:30pm. I need a ride late at night. They are lots of people that have to work at night and have to go out later in the afternoon and need transportation to their destination.
- I'm close to the dialysis center and I feel they should bring me straight here, rather than passing it to pick up someone else. If there are three people ready to leave from the center, why not pick them all up rather than one at a time.
- I'm happy with JTA.
- I'm happy with the service.
- I'm very happy with the service.
- If drivers are late patient still has to pay.
- If someone called for every emergency pick up they should fit them in for that day of the emergency but overall still very satisfied.
- Improve being on time for dialysis pick up.
- Improve communication between dispatchers and drivers. Provide more vehicles at Shands to handle volume of riders. Present award to Ms Perry and Mr. Mulligan they are excellent.
- Improve communication. On time performance. Don't mix medical patients with riders who are going to the base. Call back or respond to riders when they complain.
- Improve its on-time performance. There have been several occasions as a result of your service that I have been late for work, making me look bad with my employer.
- Improve pick up times for the dialysis clinic.
- Improve roadside assistance. In my opinion a client shouldn't wait 3 hours on a bus to get home and the procedure is at least 5 hours before a client is returned
- Improve routing of pickup and drop off.
- Improve routing so I don't have to ride around town all day. Improve pick up schedule.
- Improve schedule to make pick ups on time.
- Improve scheduling and pick up on time.
- Improve the call center please!
- Improve the schedule. JTA is not sensitive to the needs of dialysis patients. Listen to the patient. Look at the no show rule.
- Improve the scheduling for pick up. They are late and they take me around the city, therefore I get home later.
- Improve the scheduling. Other than that I am satisfied.
- In the mornings instead of taking me first sometimes they send me to another place and in the afternoons when I wait for school to go home is like it takes forever. They are never on time and I want some decent drivers. There was one driver and that stopped at my house and smoked a cigar in front of my house.
- Increase driver wait time to 7 minutes. Wait if a patient is close to completing their treatment. Drivers should adhere to scheduled pick up times. The service has improved and I appreciate being escorted to the door.
- Increase the level of communication.
- Instead use tickets. You should use Star Cards
- IT IS GREAT.

- It takes too long for a driver to pick me up after my appointment. JTA needs to ensure timely pick up due to the fact that I have to use oxygen.
- It would be great if the wait time after dialysis is less. The people are really great and I appreciate the services. They have taken care of me well.
- JTA can let me know that my ride is going to be late. I just had a driver come and stop the service and it was not my window of time. 8/9/15 return.
- JTA Connexion is doing a very, very good job. I love the service the company provides. Keep up the good, good job.
- JTA Connexion needs to expand service to include 3 miles within/outside the county boundary. Some clients live close to county line (i.e. St. John's) and receive services in neighboring county because much closer.
- JTA has been good to me. Drivers are nice, helpful. I would like to be able to use the StarCard for payment again. It would be nice to go on, load the card for monthly rides. I'm still paying cash. Just a thought.
- JTA needs more flexibility for when things happen. Like a extra driver who just picks up the slack when possible.
- JTA needs special personnel assigned to receive appointment calls. Need better coordinators for pick ups of dialysis patients in the afternoon
- JTA needs to improve getting me to my appointments on time. Scheduling pick up to and from appointments sometimes I'm on the bus 2 to 3 hours.
- JTA needs to prevent vehicle breakdowns.
- JTA needs to revisit the routing of the buses.
- Just timeliness.
- Keep doing what God bless the JTA.
- Keep on doing things the right way. Great job!
- Keep up the good work and keep smiling.
- Keep up the good work.
- Keep up the good work.
- Leaving room for things that may happen between pickups and drop offs and not send a small car for more than one plus size person. Give rider a call if they are going to be late.
- Less wait time to book rides. It was 10 to 30 minutes before I hung up and called back later.
- Less wait time.
- Listen to clients immediate needs.
- Lower fees or base fees on individuals.
- Lower the cost and and pick ups better and shorter time for pick ups.
- Make booking faster.
- Make drivers keep vehicle windows closed so the air conditioner works better. Do not do inserts to the schedule - it creates a mess.
- Make more of an effort to ensure passenger is not unavailable before leaving or reporting as a no show.
- Make StarCard refillable over phone. Have far pick ups (if already some than add some more). Show that "RED BELT" is not needed. Less dumbing down on drivers, they are on road and could streamline pickup/drop-offs. Let those that can do, do what they can. The call back option is great.

- Make sure clients understand the pick up time windows. This would decrease frustration.
- Make sure dialysis patients get to and from their treatment quickly. On Time. No dialysis patient wants to ride all over town before or after they feel sick and need to get home quickly.
- Make sure dispatcher records appointment time accurately and when the ride is scheduled in order to meet requested drop off time. Don't ride passengers all over the city if the driver is passing their destinations.
- Make sure the transit buses have air conditioning that works.
- Make the pick up times closer to the times I am finished with my appointments.
- Making sure passengers are going in the same area and not all to one area in Jacksonville. There must be a better way to pick up passengers in the same area to take them to their destination. Also pick up times could be quicker. Most of the time after the 30 min window.
- Many times have to wait on the bus 2 1/2 hours vs 1 hour. Call center wait time, sometimes when you call dispatch you have to wait 15 mins for someone, then when they mess up you have to wait 3 to 4 hours for a pick up.
- Maybe have a card we could load money on every week or month to ride.
- Money exchange. Drivers shouldn't use the ranger so much. Seasoned drivers need more liberties on the route schedule. The computer isn't always right.
- More courtesy calls before "NO Show". Call if the driver is going to be late. Call to let the client know that their pick up time has changed.
- More drivers, cut down on wait time for return trips, pick up for appt. on time have been late to apps due to being picked late.
- More frequent times.
- More than happy.
- More training for new drivers.
- Most drivers are very courteous but some drivers need more training on customer service.
- Need for drivers to be able to give change to the rider. Suggest that they sell tickets.
- Need more localized offices. JTA should have free or more reasonable rates. Fare should be free or less for handicap riders as compared to other riders.
- Need more vehicles and more drivers in case of breakdowns. Need improvements with routing process, cut down on the riding time for pick ups and drop off. Sometimes it takes me 1 1/2 to 2 hours to be dropped off to my destination because of how rides are scheduled.
- Need to adhere to the schedule fee, dialup and medical appts.
- Need to be more careful to prevent injury.
- Need to get booking staff in order not helpful at all.
- Need to improve pick up time (I sometimes wait for over an hour). Bus is taking me around town and I live 5 mins from the center.
- Need to improve time of arrivals. Many times when they give me a window, the bus does not show up until 15 minutes to a half hour late.
- Need to lower the price for the elderly.
- Need to make sure drivers know where they are going. Need to do a better job scheduling so people don't have to ride all around.

- Need to pick up and drop off patients on a timely manner. Dialysis patients, especially after a treatment don't feel well and want to go home.
- No answer.
- No improvements needed. I am very pleased, easy to make reservations and drivers are exceptional.
- No problems, everything is good. They are on time with picking me up.
- no suggestions
- Nothing at this time.
- Nothing just keep the good people working. One time I was sick on the bus. Operator #45 was there to help.
- Nothing, they are fine just the way they are.
- Nothing, they are very special.
- Nothing, this time.
- Nothing. Glad tickets are closer in town (not off University/Richards Rd.)
- On each pick up/drop off, let all clients know where to be next. GPS needs to be improved. The system tells the driver(s) a long way to location instead of short direction. Nothing, everything else is perfect. Just keep improving with a smile!.
- On time performance. Run longer hours for everyone.
- Operator 30 is excellent driver.
- Operators are sometimes rude. #3 not friendly.
- Overall everything runs efficiently! On the large grey vehicles that have only 3 steps, it is very hard to make it up that first step. Some days it is not possible and I need to use the lift to board the vehicle.
- Pick clients up on time as scheduled.
- Pick me up and bring me home in a timely manor.
- Pick me up and drop me off on time.
- Pick me up on time.
- Pick up and drop off on time. Shorten wait time and lower fare. Question: 6. respondent is blind.
- Pick up clients on time. Drop off clients on time. Stop booking 2 and 3 clients with the same time that live in opposite directions.
- Pick up on time and drivers need to have more patience with clients. Some drivers assist when I'm getting off and others won't assist at all.
- Pick up ontime
- Please do not put people on the bus that don't have a military I.D.
- Provide a hook on bus to hold dog while driver gets me out of van and not just let the dog run out of van. Dog can not go down lift.
- Provide free service. Have more patience with riders coming out to board the vehicle. Provide service regardless of the road. Some drivers do not want to pick up on dirt roads.
- Put a lock on the Cypress Village Brookdale route. It's a problem for me to go see my mother. I don't have a car and I have a fixed income. They go right next door to it to Mayo.
- Put more of use who live blocks apart and in the same area on the same bus.
- Put the shuttle back in place.
- Rates should be lower.

- Replace shocks on vans.
- Replace some of the stubborn drivers. Allowing the drivers to get to home quicker.
- Return home quicker.
- Revise and fix the schedule to pick up on time.
- Revisit how no shows are recorded. Drivers are no showing the patients when they are late picking up the patients. If I wait for 3 plus hours and then call a cab, I, the patient, am penalized.
- Routes are a problem. The schedule for my pick up from treatment is late.
- Routing - I have to ride all over the city before being taken home after my dialysis treatment. I'm the first person on the vehicle and the last to be dropped off. I did not want to complain because I did not want to get the driver in trouble.
Routing - JTA should limit the number of passengers picked up at the same time to avoid any one person having to ride around for too long.
- Satisfaction Level - I am 100% satisfied with the service.
- Satisfaction Level - Service is good.
- Satisfied
- Schedule - Drivers need to follow the schedule according to patients need for special services.
- Schedule faster pick ups.
- Schedule more pick ups.
- Schedule my appointments on time. If I am not ready they leave me and then I have to wait longer.
- Schedule pick up on time and some drivers don't always assist in getting of the bus.
- Schedule pick up times so that my wait time is shorter.
- Schedule pick ups better.
- Schedule pick ups on time.
- Scheduling - A schedule should be created that is suitable for special services needs.
- Scheduling - Extend the hours of service beyond 5 pm to schedule a ride.
- Scheduling - Improve scheduling of routes.
- Scheduling - JTA should try to make the schedule more convenient for the patient.
- Scheduling - Once the schedule is in place, work hard to keep the same schedule.
- Scheduling - When I have an emergency visit to the hospital I would like to be able to call in that day to be picked up and to go to other destinations.
Scheduling - I'm concerned that I'm not able to be taken to the flea market as I was previously.
- Scheduling needs to be better. They pick me up from the dialysis center and take me all over town before dropping me off at home. They say I far out and that's why I'm the last one dropped off.
- Scheduling pick up time needs improvement.
- Scheduling pick up times and better communication between the office and the drivers.

- Send small vehicles for my service.
- Serve coffee and donuts
- Shorten the wait time when trying to connect with JTA.
- Slow about picking me up some days. Improve on this.
- Slow down or wait until I'm seated before pulling off.
- Smaller pick up times. Start using SmartCard again for payments instead of tickets.
- Some of the bus drivers could be a little nicer. By me being a 85 year old black female from the old school, I can handle myself. As for me the bus service couldn't be better, I love it.
- Some of the dispatchers are very rude. The service need much improvement. Also need to be more on time with pick ups.
- Some of your locations are out of town, it would be nice if they would take you their. Its time they did.
- Some ride bookers are great and others are poor. You need to improve the consistency of the quality of the booking person. Also, sometimes the wait time for a booker is very long.
- Sometime I'm finished with my treatment before the pick up time and I have to wait until the scheduled pick up time before I can leave.
- Sometimes I've noticed some of other passengers waiting for transportation, when we all live in the same area, but as many as 3 buses picking us all up and go in different directions before taking us to our destinations. To me this would save time and gas if we are all in the same area. I really appreciate being able to use JTA, having broken my neck and unable to drive to my dialysis treatments
- Sometimes the drivers stop to go to the bathroom during my ride. They speed a lot and they could be more courteous.
- Staff needs to be friendly when booking transport.
- Stay within the pick up window that is giving to the customer and if you're gonna be late call the customer and tell them.
- Stop dropping me off past my stop and on my way back to my stop they drop me whoever the pick up, past my stop.
- Stop having her late. She has to clock in and she is docked and that comes out of her money. But they always have an excuse for why they are lat. I can understand some time but not so much.
- Stop pressuring drivers. Manifest came out with 3 pick ups at the same time.
- Take me directly home after dialysis pickup. She has to ride far passed her house to drop others off first. Be on time in the afternoon like they are in the morning.
- Tell the drivers to slow it down.
- The buses are kept too cold many times.
- The cost is a little high for the rider. Sometimes the bus is too cold.
- The cost of the transportation is too expensive.
- The dispatchers give drivers bad advise.They want them to be able to do everything in 5 minutes.
- The rider is frustrated with having to ride all over town before they are dropped off at home.
- The route scheduling can be very ridiculous. Needs improving.

- The StarCard was so nice for my daughter. Having exact change sometimes is a headache.
- There are reasons why people don't respond if you can help before you leave.
- They are late picking me up. Pick me up on time.
- They can get me on time all the time when picked up.
- They can improve scheduling the pickup times and drop off times on the manifest. I was taken all the way to St. Augustine one time.
- They can route pick ups and drop offs better. I live on the Westside and I was taken all the way to Baldwin.
- They can wait till I get some lunch. I have to wait on them and that's not right.
- They could have one bus for the southside, one for the westside, one for the northside, one for the eastside, one for beaches. I am sure you could figure this out besides the way you are doing business now.
- They need more buses for pick up.
- They only concern is if I could get home a little earlier from school. Sometimes I don't get home more than two hours or more. Sometimes I am picked up at 12:25 and I don't get home until 2:245pm or 3:00pm. I am 82 years old and sometimes I just need to be home to get to the bathroom and other things.
- Timeliness - Be more on time.
- Timeliness - Drivers need to pick up clients on time, especially for return trips.
- Timeliness - Drivers should keep their schedule commitments.
- Timeliness - I was suppose to be picked up at 1:45 pm at the doctors office and then be taken to Walmart. I wasn't picked up until after :30 and missed being able to go to Walmart because it was time for my nurse appointment. The dispatcher said they were backed up. Timeliness - Coordinating pick up times better would make the transportation much better. There is too much time I have to spend waiting to be picked up.
- Timeliness - If they would pick me up on time it would improve my experience.
- Timeliness - Improve the pick-up time after my treatment so I don't have to wait so long.
- Timeliness - JTA needs to change their no show timing. The drivers will leave very quickly. Clients are elderly, ill or disabled and should not be expected to respond in 2 minutes. Eligibility - I do not think JTA should be able to tell me I am not disabled "enough" to ride Connexion when my doctor has shown me as disabled. JTA is not medically trained. The doctor is the only one who can say I'm disabled. Fare - Fare needs to be reduced.
- Timeliness - JTA needs to shorten the time span for the assigned pick up window and then arrive within that timeframe. Routing - Plan pick up times and priorities better to prevent backtracking. Routing - Eliminate long rides for dialysis patients after their treatments.
- Timeliness - Pick me up on time when my treatment time is over. Call Center - There are times when I have called in and they have hung up on me and I've had to call back.
- Timeliness - Please ensure JTA scheduled pick-up gets me to my dialysis appointment on time. Many times due to the last minute inserts I am late and then they want to come back and pick me up before my treatment is finished.
- Timeliness - Please schedule pick-ups and be on time in the afternoon,

especially on Wednesdays.

- Timeliness - The drivers need to be on time both in the morning and picking me up after my dialysis treatment. Drivers - JTA needs to hire more good drivers. Drivers - JTA needs to figure out a way to monitor their drivers to ensure they are acting according to customer service standards. Vehicle Maintenance - Improve the maintenance of the vehicles and invest in new ones. Many have major rattling when the vehicle is moving.
- To me they do an excellent job. I have never had a problem.
- Took a detour. Poor communication with passenger. Got on the expressway when passenger was close to home. Told passenger to shut-up.
- Train drivers, take more direct routes. Dispatchers need to be more sensitive to needs of passengers when late, lost, etc.
- Train new drivers how to drive. Train drivers how to strap in wheelchairs (always feel like I'm going to tip over).
- Train the drivers better for their attitudes as well as have them knock on the doors to let the riders know that they are out there rather than just showing out. Teach them how to secure riders in wheelchairs.
- Train the new drivers to drive more safely. When I'm onboard in my wheelchair I always feel like I'm going to tip over. When they drive the bus they need to slow down. I'm always on the bus for more than 90 mins in the morning and afternoon. They don't give you the time you ask for when you call to take a trip, they give you the time they want you to have.
- Trips need to be organized better. People with earlier pick up time should be dropped first.
- Try to make manifests more sensible. I think being on a bus more than 1 1/2 hours is bad scheduling by someone.
- Try to shorten length of time clients have to ride on return trips from dialysis; this is a time when patients feel sick and need to get home as quickly as possible.
- Try to stay within the time frame. Sometimes the drivers show up too early which puts pressure on the rider to complete their daily routine.
- Update GPS system.
- Vehicle Environment - Drivers should ensure music is not too loud. Vehicle Environment - Reduce the level of the air conditioner. Many times it is too cold in the vehicle. Routing - Routing needs to be improved. I have to go a long way from my house. I am 15 minutes away from the dialysis center yet it takes up to 1 hour to get home after my treatment. This is a waste of JTA gas and my time. Drivers - Some drivers are more helpful than others. Some drivers will assist you and others won't. Drivers - Drivers should be monitored.
- Vehicle Maintenance - Ensure the vehicles have good shocks for a smoother and less jarring ride.
- Verify appointment the day before and hire more dispatchers so you don't hold so long on the phone.
- very good.
- very satisfied
- Very satisfied with the services.
- Wait a little longer.
- Wait time for dispatch is 20 to 30 mins overtime. I have called. JTA needs to

improve that.

- Waving the \$3.00 a trip fare for the indigent would be a big improvement which eliminates capacity restraint by high fare prices. Seat with straight backs are better for elderly and disabled.
- What and why is there a difference in the fares?
- What JTA can do to improve my transportation experience is be on time for my pick ups. Time frames are very important to me. I normally have to wait for a long time until my transportation arrives.
- When dispatch is aware that my pick up time is extended, they should contact me so that I may be able to arrange alternate transportation rather than have me wait pass my pick up window and then I have to call. Also repair the many non-operating vehicles.
- When it rains the drivers should have an umbrella so that the clients won't get wet (the clients in wheelchairs).
- When late outside of my pickup time give a call.
- Work better at dispatcher. They schedule to many pick ups and I was lat to my appointment. Also the wait times are too long (2-3 hours).
- Work on schedules most of the times drivers are late for appointments. Dispatcher put a different time than given and to manifest.
- Work on scheduling appointments better so that drivers have enough time to get to clients on time. When scheduling isn't right it makes me late for my appointments.
- Work on timeliness.
- Would like pick up times improved.
- Would like to be able to go home after treatment instead of riding all over city. Drivers need to be trained how to park vans to unload and pick up patience.
- Would like to be picked up as soon as I come off the machine. I'm tired and usually don't feel well.
- Would like to be picked up immediately after finishing dialysis instead of having to wait within the window.
- Would like to have JTA call to remind you when the shuttle is coming if you don't ride on a regular basis.
- Would like to see another bike slot carrier.
- You're doing a great job, keep up the good work!!