



JACKSONVILLE TRANSPORTATION AUTHORITY 2015 FIXED ROUTE CUSTOMER SATISFACTION SURVEY SUMMARY REPORT

Demographics

Gender:

Response	Frequency	Percent
Male	1214	51.3%
Female	1151	48.7%

Age:

Response	Frequency	Percent
19 or Under	208	8.8%
20-25	334	14.1%
26-45	724	30.6%
46-59	575	24.3%
60-64	235	9.9%
65+	289	12.2%

How often do you use the bus services of the Jacksonville Transportation Authority (JTA)?

Response	Frequency	Percent
Daily	1314	55.6%
Weekly	760	32.1%
Occasionally	225	9.5%
Rarely	66	2.8%

If you use the services Daily or Weekly, how many times per day do you use the service?

Response	Frequency	Percent
1	140	6.4%
2	816	39.3%
3	360	17.4%
4	418	20.2%
5	164	7.9%
6+	184	8.9%

If you use the services Daily or Weekly, how many transfers do you usually make per trip?

Response	Frequency	Percent
0	326	15.7%
1	454	21.9%
2	707	34.1%
3	298	14.4%
4	218	10.5%
5	26	1.3%
6+	45	2.2%

How long have you used these services?

Response	Frequency	Percent
Less than 6 Months	347	14.7%
6 Months to 1 Year	263	11.1%
1 to 2 Years	241	10.2%
2 to 5 Years	388	16.4%
Over 5 Years	1126	47.6%

If you use the Community Shuttle, do you ever request route deviations?

Response	Frequency	Percent
Yes	253	10.7%
No	988	41.8%
No Shuttle	1124	47.5%

What method of fare payment do you most commonly use?

Response	Frequency	Percent
Cash	536	22.7%
Star Card	1829	77.3%

If you use a Star Card for fare payment, which of the following passes do you use most often?

Response	Frequency	Percent
Senior	474	25.9%
Youth	60	3.3%
Reduced Fare	191	10.4%
1 Day Pass	155	8.5%
3 Day Pass	78	4.3%
7 Day Pass	365	20.0%
31 Day Pass	506	27.7%

Since the implementation of Route Optimization, do you feel you now have more frequent (or better) options available when traveling in Jacksonville?

Response	Frequency	Percent
Yes	1071	45.3%
No	1013	42.8%
N/A	281	11.9%

Do you know about and/or use NextBus to find out when your bus will arrive?

Response	Frequency	Percent
Yes	1514	64.0%
No	851	36.0%

Location:

Response	Frequency	Percent
Avenues Mall	21	0.9%
Blanding Blvd. & Orange Park Northway	51	2.2%
FSCJ Kent Campus	35	1.5%
FSCJ Southside Campus	26	1.1%
Gateway Hub	297	12.6%
Kings Ave. Station	32	1.4%
Lem Turner Rd. & Dunn Ave.	44	1.9%
Monaco Dr. & Dunn Ave.	31	1.3%
Pearl St. & Water St.	51	2.2%
Rosa Parks Station	1041	44.0%
Regency Square Hub	574	24.3%
8th & James Hall Dr.	162	6.8%

What would make your transportation experience better?

Response	Frequency	Percent
On-Time Bus Service	402	9.6%
More Frequent Buses	612	14.7%
Better Transfer Timing	202	4.8%
Accurate Route, Schedule & Service Info	129	3.1%
Expanded Routes	359	8.6%
Bus Operator Training/Attitude/Sensitivity	320	7.7%
Improved Customer Service (call-in)	71	1.7%
Bus Stop Amenities: Lights/Shelter/Seating/Security	328	7.9%
Expanded Service Hours (Nights/Weekends)	560	13.4%
Other (please explain)	1187	28.5%



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Satisfaction Ratings

Overall Satisfaction

Questions	Mean	Category Percentages			Satisfied	Neutral	Dissatisfied
		0	20	40			
19. What is your overall satisfaction with the services of the JTA?	3.91				81.2%	12.6%	6.1%

Arranged in Order of Highest to Lowest Satisfaction Ratings

Questions	Mean	Category Percentages			Satisfied	Neutral	Dissatisfied
		0	20	40			
21. How satisfied are you with the helpfulness of the JTA staff at Rosa Parks?	4.06				89.7%	6.9%	3.4%
13. How satisfied are you with your ability to get route and schedule information?	4.03				89.9%	6.3%	3.8%
18. How satisfied are you that the operator(s) do a good job driving the bus?	3.99				87.9%	9.0%	3.0%
15. How satisfied are you with safety while riding the bus/trolley?	3.97				88.8%	8.0%	3.3%
14. How satisfied are you with the safety at the stop?	3.87				82.9%	11.4%	5.8%
17. How satisfied are you with the helpfulness of the operator?	3.78				75.7%	15.9%	8.5%
16. How satisfied are you with the operator's courteousness and friendliness?	3.75				73.9%	17.5%	8.6%
10. How satisfied are you with the cleanliness of the buses?	3.71				74.7%	14.0%	11.3%
9. How satisfied are you with the on-time performance of the bus service?	3.64				69.3%	17.2%	13.6%

Questions	Mean	Category Percentages				Satisfied	Neutral	Dissatisfied
		0	20	40	60			
11. How satisfied are you with the cleanliness of the bus stops?	3.59					69.0%	16.7%	14.2%
22. How satisfied are you with the cleanliness of the bathrooms at Rosa Parks?	2.87					36.2%	25.2%	38.6%

Contacted Customer Service

Customer Service Center

Questions	Category Percentages					Yes	N/A	No
	0	20	40	60	80			
23. Have you ever called the customer service center at JTA?						35.3%	0.0%	64.7%
23A. If yes, were you satisfied with the hold (wait) time?						85.7%	0.0%	14.3%
23B. Was the customer service representative who handled your call courteous?						89.3%	3.4%	7.3%
23B ₂ . Was the customer service representative who handled your call knowledgeable?						86.6%	9.8%	3.6%
23C. Have you ever called the customer service center and requested to speak with a member of the customer service management team?						14.7%	0.0%	85.3%
23D. If so, was a member of the customer service management team available to take your call?						21.4%	0.0%	78.6%
23E. If you have ever submitted a question, comment, or concern (complaint), did you receive a call back from customer service with investigative results?						79.4%	0.0%	20.6%

Concern Resolution

Questions	Mean	Category Percentages				Satisfied	Neutral	Dissatisfied
		0	20	40	60			
24. If you have ever submitted a question, comment, or concern to the JTA Customer Service Center for investigation, how satisfied were you with the way your concern was handled?	2.85					45.3%	8.9%	45.8%

All Sections – Open Ended Questions

12. If you are not satisfied (includes neutral) with the cleanliness of the bus stops (includes neutral), please list the bus stop names and bus stop numbers that are not clean.

- # 5 103 and Ricker Rd, #12 Gateway Hub.
- #1 Main & 38th.
- #1 Main/Dunn Ave.
- #10 Beaches to Downtown stops need cleaning and trashcans.
- #10A Atlantic (McDonald).
- #10A Beach area.
- #10A South Beach.
- #12 - 9th and Myrtle.
- #12 stops.
- #13 on Commonwealth, #10 Atlantic.
- #14 Ellison bus stops are full of trash.
- #18 and #50 Atlantic, Regency and University.
- #18 Atlantic and Monument.
- #19 & 18 Arlington and University and Atlantic Blvd.
- #19 Arlington, #32 McDuff.
- #19 Merrill Road and Hartsfield, Avenues Mall.
- #19 Route at Hutchinson Park Drive near Walmart.
- #2 Soutel & Lem Turner.
- #22 Clyde & Soutel.
- #22 Kings Rd. smells of urine. The homeless sleep there.
- #22 Norfolk and Devonshire.
- #23 - Derwood and Southside (headed into town).
- #25 University and San Jose.
- #2721 Phoenix Avenue.
- #3 at Payne and 8th.
- #3 buses and # 9 buses and bus stops.
- #3 Moncrief and Wilton.
- #3 Route, Cleveland at Moncrief.
- #32 Broadway and McDuff.
- #3404.
- #4 and 22 - Kings Rd.
- #4 Bus stops needs attention.
- #4 Downtown.
- #4 Route is dirty. Ants at University Club Blvd and Ft. Carolina near the Walgreens.
- #4, #14, #15, and #12 stops need cleaning.
- #703 India Ave.
- #9 and Arlington Expressway at the abandoned hotel.

- #9 Arlington Expressway.
- #9 Regency.
- #9 route stops.
- 11th and Phoenix needs cleaning.
- 12th and Phoenix
- 13th and Woodland.
- 16th and Main has a lot of trash. Marcus St. near Winn Dixie.
- 1760 on North University by Firestone needs cleaning.
- 19th and Cedar Road.
- 1st and Main Street.
- 1st and Phoenix on the Eastside.
- 21st and Boulevard.
- 21st and Phoenix needs a bench and shelter.
- 21st. and Myrtle (Brentwood area).
- 27th at Haynes is dirty.
- 28th and Buckman.
- 2nd and Main needs cleaning.
- 31st and Stewart needs trash can.
- 3rd Avenue stops need cleaning.
- 44th and Main - 1A.
- 45th and Cleveland.
- 48 and Main St, Edgewood, Cleveland, Regency Square.
- 4th and Jefferson.
- 5th near the Mini Mart is dirty.
- 63rd and Main Street is dirty.
- 7A, 7B, and 50 stops are very dirty. #5 103rd near 295 - overgrown with weeds.
- 8th and Blvd, Lem Turner stops need cleaning.
- 8th and Main (#3 bus) and (#1 bus) homeless sleeping on seat.
- 8th and Myrtle.
- 8th and Payne, 25th and Moncrief, Edgewood and Moncrief need cleaning.
- 8th Ave. and Beach Blvd. south, 9th Avenue and Beach Blvd going in the opposite direction.
- A Phillip Randolph next to Corner Store is dirty.
- A. Phillip Randall and Union need cleaning.
- A. Phillip Randolph, Beach and University (going to town).
- Acme and Hare Avenue. Arlington stops have a lot of dirt and high grass there.
- Acme Street.
- Across from Walmart on Phillips Highway, the one on Beach Blvd (stop is 1009).
- Aldon Road and St. Johns Bluff.
- All bus stops need trash cans.
- All bus stops need improvement.
- All of the bus stops have problems.
- All of the Northside stops.

- All of the stops need to be cleaned.
- All of the stops need to be cleaned.
- All of the stops on the #5 route need attention.
- All stops need improving, especially Downtown.
- All stops need to be tended.
- All Stops. #1 Bus Stop Monaco and Dunn, #14 stop on Edison at McDuff.
- All the stops have trash.
- Almost all the stops need improvement.
- Arlington and Cesery.
- Arlington at Myrtle Avenue and Dalper stops need attention.
- Arlington Blvd and Expressway need cleaning.
- Arlington Expressway.
- Arlington Expressway and Arlington Road.
- Arlington Expressway and Arlington Road need attention.
- Arlington Expressway has a lot of trash.
- Arlington Expressway has trash on the ground and no shelters.
- Arlington Expressway needs cleaning.
- Arlington Expressway Service Rd. has a lot of trash.
- Arlington Expressway stops.
- Arlington Expressway (by the BP gas station) has too much trash. Bus route #18 by Century 21 is nasty.
- Arlington Road (near sandalwood school); Atlantic and Arlington, FSCJ South.
- Arlington service road is not clean.
- Arlington stops need to be cleaned and need shelter.
- Atlantic (by Kernan), #22 Bus stop on Avenue B, Withrow and Atlantic.
- Atlantic and Hodges has trash. Phillips Highway and Baymeadows needs a bench, shelter and trash pick-up.
- Atlantic and Hodges, Mayport and Dunallen.
- Atlantic and Howard coming towards downtown.
- Atlantic at I-295. Route #8 Beaches and University.
- Atlantic at Acme could be cleaner.
- Atlantic at Acme going towards downtown has ants.
- Atlantic at Kernan is dirty.
- Atlantic Blvd.
- Atlantic Boulevard near McDonald's (Bus #10 route).
- Atlantic Village is dirty. Empty the trash more often.
- Avenue B at Edgewood (urine smell and trash).
- Avenue B and Edgewood.
- Avenues and Edgewood by the Shell Station.
- Avenues Mall.
- Avenues Mall stops need cleaning.
- Avenues Stop.
- Barbados and Edison has a lot of trash.

- Baymeadows and San Jose Marbon Park and Ride
- Baymeadows Way and Philips is dirty.
- Beach and 3rd Street.
- Beach and Hodges is dirty.
- Beach and Sunny Pines need cleaning.
- Beach at University and Arlington Expressway.
- Beach Blvd has an ant problem. the #8 and #9 Beach Blvd.
- Beach Blvd. at San Pablo needs cleaning.
- Beach Blvd. is dirty and needs shelters.
- Beach Blvd. stops need cleaning.
- Beam Street stops are dirty and grass is high. Commonwealth at Beaver is also dirty.
- Beaver and Jefferson. #23 Arlington St. near King Street.
- Beaver Street (#13 bus route).
- Beaver Street has trash.
- Beaver Street is dirty.
- Beechwood and Beach Blvd (bugs and spiders).
- Better cleaning service is needed.
- Blanding and John needs cleaning.
- Blanding and Lakeshore, 103rd street (all stops on 103rd), Phillips Highway.
- Blanding Mall.
- Blanding Mall in front of Cathedral Towers.
- Brentwood Apartments #12.
- Bus #1 stops.
- Bus #12 route stops.
- Bus #5 area.
- Bus #5 Edgewood and Kinnon needs trash cans going towards Cleveland.
- Bus #5A has roaches on the A.M. route.
- Bus #9 from beach, very trashy.
- Bus #9 from the beach and Bus #3.
- Bus #9 is not on schedule.
- Bus stop #11.
- Bus stop #2852, #1800.
- Bus stop on 8th and Myrtle is filthy.
- Bus stops have no seats at Arlington.
- Bus # 3 at Amtrak station.
- Bus #'s 13 and 15.
- Bus #'s 4, 3, 2.
- Bus #13 route near Winn Dixie, Moncrief and Cleveland and Soutel (near Morris Manner).
- Bus #14 route. Edison Avenue area (also near Walmart).
- Bus #18 had ants on it on Sunday 9/6/15.
- Bus #200 and 7B need to be cleaned.
- Bus #4 Route especially the stop at Washington Heights.

- Bus #51 smells bad. #5 leaks.
- Bus 2A Lem Turner stops.
- Bus 3A or 3B.
- Bus 5A has bugs on it, it needs to be cleaned.
- Bus Route #12 at Myrtle.
- Bus route #13 at Commonwealth.
- Bus route #19 and area on 1st Street, the trash cans are always overflowing.
- Bus Route #23 needs cleaning.
- Bus Route #3 needs cleaning from end to end.
- Bus Routes #12 and #3 need cleaning.
- Bus routes at the Beach need attention.
- Bus stop #2514 is dirty with trash, beer and liquor bottles.
- Bus stop Hare Avenue and Free Avenue- grass needs cutting in summer time.
- Bus Stop on Phillips, across from Walmart.
- Bus stops at Shands are not clean.
- Bus stops by the Airport. Buses on the #14 Route at Edison.
- Bus stops need more shade.
- Bus stops on 1701 and 1902 routes need cleaning.
- Bus stops on Edison Avenue.
- Bus stops on the #50 routes in front of the Inn Suite/Baymeadows and Baymeadows. Way (#1224) are covered with ants.
- Bus stops on the Eastside and Northside.
- Bus waiting time is too long. Hands and Walnut.
- Buses smell need to be cleaned ant infestation.
- Cannot read the signs, they are not clear and need to be clear.
- Cassat Avenue needs trash cans.
- Cassat and Soppho.
- Clean all of the stops.
- Clean the bus on the #25 route.
- Clean the stops more regularly.
- Cleveland and 4th and Avenue B are very dirty.
- Cleveland and Edgewood.
- Cleveland Arms and Regency stops smell of urine.
- Cleveland Rd. and 45th St.
- Cleveland Road and Edgewood.
- Commonwealth and Edgewood and Moncrief Rd and Edgewood.
- Customers are causing the dirty buses and stops.
- Do a better job keeping the stops clean.
- Dodge Avenue and the Northside of town need to be cleaned.
- Downtown stops.
- Downtown stops.
- Dunn and Lem Turner.
- Dunn and Lem Turner.

- Dunn and Soutel.
- Dunn Avenue and Monaco Arms Apartments, there is too much trash.
- Dunn Avenue at Highland Square.
- East 21st street stop.
- Eastside and Northside stops are dirty.
- Eastside off Phoenix and 21st, all the way around to King.
- Edgewood and Bunker Hill, #51 bus. Ant beds, trash smells of urine, homeless use the bus stop as a restroom.
- Edgewood and 66th Street.
- Edgewood and Lem Turner - Trash is always on the ground.
- Edgewood and Shenandoah.
- Edgewood and Shenandoah (#51 Route).
- Edison bus route stops.
- Edwards at Post needs a trash can.
- Emerson and St. Augustine.
- Fair and San Juan need trash pickup and seating. Also McDuff and Post.
- Fairfax at 16th and Kings Road (near Checkers). Also Myrtle Avenue.
- Florida Avenue at 3rd.
- Florida Avenue at Pippins and 45th Street at Moncrief.
- Florida Avenue and Pippins is dirty.
- Forest and Beach.
- FSCJ Southside Campus needs cleaning. Seats are soiled.
- Ft. Caroline & Cesery, University at Ft. Caroline, Expressway at Country.
- Gateway.
- Gateway.
- Gateway.
- Gateway.
- Gateway in front of Shands and Forsyth Street.
- Gateway is dirty.
- Gateway needs cleaning.
- Gateway station.
- Gateway.
- Gateway.
- Gateway.
- Golfair and Davis.
- Golfair and Normandy on the #15 route.
- Grass on Edgewood is too high at stops.
- Hogan Creek Apartment stop on Jefferson Street.
- I don't care about dirty bus stops.
- I don't really pay attention to the cleanliness of the bus stop.
- In front of Walmart on the Northside.
- Jacksonville Beach area needs cleaning.
- Jefferson bus stop has lots of ants.

- Jefferson stop (going toward Rosa Parks) has ants.
- Jefferson street pool.
- JTA needs to do leak repair because leaking water gets on seats. Drivers need to do walk-throughs for lost items. More trash cans are needed at most stops. Re-open the bus pass machine.
- Just fine as is. Area is kept clean.
- Kendall Court at Lem Turner is dirty.
- King Road at Moncrief.
- King Road at Tyler, 20th Street at Division need cleaning and to have the grass cut.
- King Road, Main Street at 103rd, Avenue B across from Winn Dixie all need cleaning.
- King Road.
- Kings and Spires is very dirty.
- Kings Rd at Edward Waters College. The stop is very trashy.
- Kings Rd is not clean.
- Kings Rd. at Fairfax.
- Kings Road.
- Kings Road.
- Kings road (campus towers).
- Kings Road near Popeyes.
- Lane and Wiley Road , Walmart at 103rd.
- Lane and Wilson (#13).
- Lanes and Beaver is dirty. Needs trash can and shelter.
- Lanes Avenue and Commonwealth.
- Lee and Monument need cleaning.
- Lem Turner.
- Lem Turner (Bus #2 and Bus #12).
- Lem Turner & Dunn Avenue.
- Lem Turner & Edgewood. Gateway in the am (5 am).
- Lem Turner and Clyde.
- Lem Turner and Dunn (mostly Northside).
- Lem Turner and Dunn is very dirty.
- Lem Turner and Dunn.
- Lem Turner and Dunn Avenue is dirty.
- Lem Turner and Edgewood. Homeless sleeping at the stop.
- Lem Turner and Gateway.
- Lem Turner and Soutel stops need cleaning.
- Lem Turner at Dunn Avenue has a lot of trash.
- Lem Turner at Dunn Avenue has a lot of trash.
- Lem Turner at Dunn near the McDonalds.
- Lem Turner near Walmart.
- Lem Turner next to McDonalds needs to have trash pickup more often.
- Lem Turner Road is dirty.
- Lem Turner stops are dirty.

- Lem Turner stops are not clean.
- Lem Turner/Edgewood and Rowe Ave.
- Lime Street at Beaver Commonwealth is dirty.
- Look at all stops.
- Main and Tallulah.
- Main Street and 16th.
- Main Street at Market and 27t Street at Buckman.
- Main Street near Sav-A-Lot.
- Main towards 8th is dirty.
- Many bus stops need attention.
- Market and 1st.
- Marrow Road where the #23 bus stops by Sav-a-Lot needs a trash can.
- McDuff Bus Route #15 near Ribault High School.
- Meadow Village, St. Augustine, University and Phillips Highway stops all need to be cleaner with trash cans.
- Merrill and Townsend need trash cans.
- Merrill and University.
- Moncrief.
- Moncrief.
- Moncrief and 45th St, all the way down the bus line.
- Moncrief and 45th Street - Strong urine smell.
- Moncrief and Cleveland Road, Moncrief and 30th street.
- Moncrief and Cleveland, Atlantic Village and Mayport.
- Moncrief and Kennight Drive is always very bad smelling.
- Moncrief area, Golfair.
- Moncrief at 45th and Commonwealth and Main.
- Moncrief at Washington Heights.
- Moncrief Road.
- Moncrief stops are dirty.
- Moncrief stops need to be cleaned.
- Moncrief stops.
- Moncrief Village, Lem Turner and University
- Moncrief-the entire route.
- Moncrief. Confederate Point.
- Monument at McCormick.
- Monument at St. Johns.
- More cleanup, less trash.
- Morrow and Chester (the #5 Route) needs cleaning.
- Most buses and stops need better cleaning.
- Most of the stops need more attention paid to trash pickup.
- Most of the stops on the Westside need cleaning.
- Most stops have ants and need an exterminator.
- Mustang Rd/Philips Hwy and JTB.

- Myrtle at 8th and Payne is dirty.
- Myrtle Avenue.
- Myrtle Avenue route needs cleaning (Bus #12).
- Need a more thorough cleaning.
- Need more benches at bus stops at Barnes and University.
- Need more shade at stops with no shelters.
- No trash can at Ellis and Lenox.
- Normandy and Big Chief.
- Normandy Atlantic and Kernan has a lot of trash.
- Normandy in front of Walmart.
- Normandy and Cassette. 103rd and Blanding.
- Normandy and Herlong at Southpoint.
- Normandy and Lane.
- Normandy at Lane, Jamais at San Juan, 103rd & Blanding
- Normandy near Payless.
- Northside on Golfair (by raceway) the #12 route.
- Northside and Eastside route bus stops are not taken care of as much as Southside/Arlington stops and certain parts of the Westside.
- Northside bus stops need cleaning.
- Northside bus stops.
- Northside bus stops.
- Northside, Shelfwood, Lem Turner and Airport stops.
- Not clean most of the time.
- Not sure/ rough neighborhoods.
- Old Cain Road, Toledo and Gateway need to be cleaned.
- One by Mayport donation center and Regency donation center.
- Pearl and Main.
- Phillip Randolph at 1st Street is dirty.
- Phillips Highway at Walmart.
- Phillips Highway Bus #7.
- Phillips Highway (Across from Walmart).
- Phillips Highway and Emerson by gas station.
- Phillips Highway and Emerson Street.
- Phillips Hwy and Baymeadows (Bus #7), a trash can is needed.
- Phillips Hwy by the College/Hendrix bus stop is too far.
- Phillips Hwy stops and Avenue Mall need trash cans.
- Phoenix and 11th Street.
- Phoenix and Joseph Streets.
- Post and Day.
- Regency.
- Regency.
- Regency.
- Regency.

- Regency #9 and #19.
- Regency hub.
- Regency need to be cleaned.
- Regency Square.
- Regency Square.
- Regency Square.
- Regency Square.
- Regency Square and Arlington bus stops.
- Regency stop and Beach Blvd.
- Riverside bus stops (Park and Copeland).
- Riverside Park and Bars
- Riverside stops are not clean.
- Riverside stops at Roselle are dirty.
- Rosa Park to Shands bus.
- Rosa Parks.
- Rosa Parks.
- Rosa Parks.
- Rosa Parks and Regency.
- Rosa Parks and Shands.
- Rosa Parks' bathrooms are not clean.
- Rosa Parks has a lot of trash.
- Rosa Parks needs better cleaning.
- Rosa Parks should be cleaner.
- Rosa Parks.
- Route #11 stops need cleaning and Zoo Parkway.
- Route 1 - Zoo Parkway is very smelly and has lots of trash.
- Routes #3, #12, and #13 need to be cleaned.
- Royal Plaza is very dirty. Bus routes #9A and 10.
- Save-a-Lot on Route #15 needs trash cans near Wendy's.
- Shands (in front of the hospital).
- Shands and Mary Singleton (#19 bus).
- Shands Hospital stops and Main St.
- Shands hospital.
- Shands hospital.
- Shands stops are not clean.
- Shands, in front of hospital on both sides of the street. Gateway Hub Market St and Union.
- Sherwood (#22).
- Sometimes buses smell bad and need air fresheners.
- Soutel and Moncrief need pressure washing.
- Soutel and Moncrief need to be cleaned.
- Soutel and Ribault.
- Soutel bus stops need trash cans.

- Souther and Ribault.
- South Point.
- Southside Blvd. near Regency.
- Southside bus stops on Route #19.
- Southside corner of Century and Atlantic. The grass needs to be cut and debris picked up.
- Southside needs garbage cans. Beach Blvd and St. Nicolas area.
- St. Augustine (near Publix).
- St. John's Bluff and Arden (trash).
- St. John's Bluff.
- Steam cleaning is needed at stops for removal of gum.
- Stewart grass needs cutting and has a lot of trash (Bus #12 route).
- Stops for the #3 route on Moncrief.
- Stops in the predominantly black neighborhoods are always dirty.
- Stops near Terry Parker High School are dirty.
- Stops need shelters.
- Stops on Route #7.
- Stops on the Beach Blvd and Main St. Routes.
- Stops on the Northside need to be cleaned.
- Stops on the Northside.
- Stops on the route for #9- Beaches and #8 Beaches.
- Stops without shelters are not clean.
- The # 10, #18, #23 and Regency.
- The # 9 Regency has roaches. The #10 Regency has a lot of trash.
- The #12 route needs cleaning.
- The #14 McDuff and Day.
- The #15 and 14 to Walmart.
- The #19 route needs cleaning.
- The #19 route, Beaver and Ocean, Newman and Ocean, Market and Union.
- The #23 Kangaroo Street (Sandalwood).
- The #3 A&B buses. 30th and Moncrief (has dead tree branches that need to be removed). This has already been reported.
- The #3 Moncrief and Cleveland.
- The #3, #12 and #1 route stops. Moncrief Road, Myrtle Avenue and Main Street.
- The #5 Pearl and Water.
- The #5 route stops.
- The #7 Phillips Highway.
- The #7 Southside shuttle.
- The #7B route is dirty.
- The #9 3rd. Avenue and Beach.
- The #9 bus route stops.
- The Avenues Mall stops need cleaning.
- The bus stop near Brentwood.

- The route 12 bus stops are always dirty.
- The stop next to city hall, royal pond at dollar tree.
- The stops on the #5A route near McDonalds, #5A 103rd near Krystals and #51A 103rd near CVS.
- There are bugs at bus stops on the #18 route (there is a red ant infestation on Century 21 and Atlantic). Need more benches.
- There are spiders at the 366 Beach Blvd and Beachwood stop. It needs to be sprayed.
- Timuquana and Seaboard
- Touchton Road stops are dirty.
- Town and Country
- Trash cans are needed at 1st and I
- loania, and 1st at Liberty.
- Trash cans are needed on Maple at 23rd.
- Twin Towers stops are not clean.
- University and Beach Dunn Ave. and Lem Turner Normandy and Lane Arlington Town and Country.
- University and Gable Lane has a lot of trash and needs seats.
- University at Beach in front of the Jr. College. Southside Blvd, Old Middleburg at 103rd.
- University at Los Contas.
- Village at Bay Meadows, and Augustine need cleaning.
- Walmart #19 (ants).
- Westside routes.
- Westside, Northside and Downtown stops.
- Westside, off Lane Ave., San Juan.
- Windows need to be clean and don't add banners to windows. Trips are quicker.
- Winn Dixie at Union Street.
- Yellow Pine at Overhill Road.
- Youngerman Circle
- Youngerman Circle and Blanding.

Improvement Suggestions

20. What would make your transportation experience better?

- # 32 going down McCay should enter Rosa Parks. The #14 is often late. Need #2 and @14 in the afternoon after work.
- #1705 won't let the bus down for seniors on Dunn area. Amtrak bus never comes by for over an hour. When it is dark they need more buses at Moncrief & Edgewood.
- #17B bus is always late. #19 bus riders are rowdy. Some of the drivers are not helpful or polite. Shelter and lighting is needed at Arlington stops. #19 needs to run more frequently.
- #18 route needs to extend service on Sunday. Expand Skyway,
- #19 connection is poor.
- #19 from Arlington is overcrowded and disabled passengers can't get on it. Add another bus or increase frequency.
- #2 now does not go home. I now have to take 4 Buses. Hogan Creek needs a bus stop. There is standing room only.
- #23 and #25 routes need to run more buses. Operators have bad attitudes. More shelters and lights are needed at the stops. #19 and #14 buses need to work together.
- #23 needs to run every 30 minutes. Bus drivers are not helpful and do not have the information they should have. Website trip planner doesn't always work correctly.
- #23 South (expand evening hours). NextBus information is incorrect.
- #23bus should run every 30 minutes.
- #308 needs to return to Long Star Road.
- #34 go further down Edgewood to connect to #5.
- #34 route needs to go further down Edgewood to connect to #51 route.
- #3b male driver at 6:09 am- He's nasty not friendly.
- #5 bus is always late and needs to be on time. Bus drivers Need to be held accountable, they have attitudes, run out to restaurants with passengers
- #7 should run from Gateway to Avenue.
- #9B bus needs to be express from 3:50 in the morning from Rosa Parks to the Beach every day. The do it, but substitute drivers don't.
- 24/7 service is needed.
- 26th and Fairfax needs seating and shelter.
- 7A Phillips Highway need more benches.
- 9A and B routes need to run later in the evenings.
- A bus is needed to serve Memorial Hospital/Downtown.
- A credit card machine is needed.
- A driver refused to let me get on the #3 Trolley because I have a walker.
- Able to deal with all of the changes now.
- Accurate time schedules are needed on buses. Bus driver attitudes need to change, they need to stop snapping when people ask them a question. Sometimes buses don't show or pass passengers by.
- Add 3 additional bike racks to buses.

- Add adapters on bus to charge phone.
- Add additional buses or increase frequency for the #19 bus route for Arlington. The bus is always packed and disabled passengers can not board the bus.
- Add additional Shuttle services.
- Add lighting on Main Street.
- Add lights at the stops and clean the buses.
- Add lights, shelter and seating at all stops.
- Add more bike racks. Need to clean buses more frequently because of homeless folks.
- Add more bus shelters.
- Add more bus stops and buses for overcrowding on the #13 bus in the evening. Bus drivers need customer service training.
- Add more bus stops. Stops are too far apart on the Northside (Moncrief area, Gateway and Shands). Buses need to be cleaned and sanitized.
- Add more shelters on the Southside.
- Add more stops so you don't have to walk so far.
- Add more bus stops so they are closer together on the routes. Fix the continuous problems with the STAR card machine at Regency.
- Add more bus stops.
- Add more stops on Merritt Road.
- Add service, expand railway. Drivers are rude.
- Add services to St. Augustine.
- Add shelters at all stops. Run buses until midnight on weekends.
- Add transfer slips.
- Add transfers.
- Additional restrooms are needed at Rosa Parks. Need additional water fountains at Rosa Parks.
- Advise if the bus is going to be late. Give reasons for bus delays (include it on NextBus). Reinstate transfers to be able to ride without paying additional fares. Improve function of STAR card machines.
- Air conditioning is too cold.
- Air conditioning on bus is too cold.
- Airport bus operators are rude and drive pass waiting passengers. Some drivers bring their personal issues to work.
- All bus stops need covers.
- All buses need to be on time. Expand the weekend service hours.
- All employees with JTA need to be more customer service oriented.
- All is good.
- All stops need covers.
- All stops should have shelters and seating. Customer Service should stay open later.
- All the changes are good.
- Allow passengers to eat snacks on the bus.
- Allow the STAR card to be used when needed (no expiration dates). Open the

customer service center on holidays and weekends.

- Always late to work because the earlier bus was discontinued. Switch back to the way it was.
- Appreciate the service and the fact that it is free.
- At 2:15 the bus #5 female driver is extremely rude. She told a passenger she would "kick her ass" (stop #2514 Blanding/Orange Park).
- Awesome!
- Be mindful of the season and have the AC and heat going when appropriate.
- Be sure information given to riders is accurate.
- Be sure NextBus information is consistent and accurate.
- Beaver Street needs to expand routes. Improve customer service of bus driver attitudes. Expand services to 24/7.
- Better connection timing to transfer.
- Better connections and transfers too and perhaps shorter routes.
- Better lighting is needed at the stops.
- Better shelter is needed at King and Division. Route 19 from downtown has too many buses.
- Between 5:00 and 6:00 am there is only one bus coming Downtown which causes me to be late by an hour. Start the buses running earlier.
- Bring back bus #R5.
- Bring back shuttle on Moncrief and 45th (Hilltop and Fairway Oaks). Move the bus stops closer.
- Bring back the Community Shuttle.
- Bring back the old bus schedule and expand bus hours until 1 am.
- Bring back the old bus schedule.
- Bring back the old bus stops.
- Bring back the old stops.
- Bring back the Shuttle in the Myrtle Ave. area.
- Bring bus stops closer together.
- Bus Drivers sometimes don't know other routes available in the area. Bus stops need seating.
- Bus #10 from Regency does not follow its schedule on the weekends. Drivers do not pick up people...they ride around the parking lots.
- Bus #18 should run later. I work in the evening and can not get a bus to get home after 10 pm. JTA needs to make sure the machine at Regency works. It is often out of order and many times takes money without dispensing the bus passes.
- Bus #23 route to town should run later to 9:00pm.
- Bus #5 is not on time.
- Bus #51 and Lem Turner /Walmart needs better transfer timing.
- Bus #9 Beach Blvd. should leave later after 9:00 pm. Many people work in restaurants at the beach and get off late.
- Bus #9 driver leaves early so I miss connecting to #23.
- Bus #9 going to Rosa Parks is too crowded, standing room only and dangerous.
- Bus 13 is too crowded and unsafe. Clean the buses. Go back to old routes.

- Bus 7A coming from the Avenues Mall to downtown is late every day. Skyway should operate on Saturdays-- even if only for 1/2 day.
- Bus 9 route needs to expand service route to go down service road. I have to walk too far to get the bus at Regency.
- Bus driver attitude training is needed.
- Bus driver attitude training is needed. Extend hours on nights and weekends.
- Bus driver attitude training is needed. Shelters and seating is needed at all bus stops.
- Bus Drivers attitudes needs improvement, there are just a few bad apples. Bus stops need lights and shelter. Expand hours at night and weekends. The #12 bus needs to run until 12 midnight.
- Bus drivers don't seem to know their routes.
- Bus drivers need attitude training. Bus stops need to be closer together.
- Bus drivers need customer service training and better people skills. Increase the accuracy of NextBus. There needs to be additional restrooms at Rosa Parks. Customer service team at Rosa Parks need to be available as long as the buses are running.
- Bus drivers need customer service training. It should be easier to understand how to select the next bus I should take. More stops are needed on the routes.
- Bus Drivers need customer service training. Run Skyway on weekends.
- Bus drivers need to have more knowledge and information regarding routes.
- Bus drivers need to tell people not to eat and drink on the bus.
- Bus drivers need training for bad attitudes. Put shelters at the stops. Extend night and weekend operating hours.
- Bus drivers need training for their attitudes.
- Bus drivers need training for their bad attitudes and they should be more helpful and nicer. Expand service hours during nights and weekends to run until 1 am. 31 day passes should be cheaper for college students.
- Bus drivers need training to improve their attitudes. Expand services on nights and weekends.
- Bus drivers ride past passengers. Air conditioning needs to be turned down the #3 bus on Moncrief and Dunn is cold.
- Bus drivers should ask people not to sit in seats reserved for the handicapped.
- Bus drivers should be polite when responding to a question.
- Bus drivers should know the routes and be more helpful. Too many stops were taken away and it hurts the elderly.
- Bus drivers should not pass the bus stop when people are waiting.
- Bus Drivers should show more concern for passengers when they are late.
- Bus fares are too high.
- Bus is always late.
- Bus operators need attitude training. Expand service hours to 3:00 am.
- Bus operators need training for bad attitudes. Customer Service gives some crazy responses. Run buses until 8:00 or 9:00pm. Merrill and Yellow Pine stops need lighting.

- Bus should take pennies.
- Bus stop at University - stops are too far apart. Beach Blvd. Winn Dixie stop is too far to walk to.
- Bus stop at Walmart and Monument is muddy.
- Bus stop covers on Monument.
- Bus stop security needs to be improved.
- Bus stops are too far apart.
- Bus stops are too far apart.
- Bus stops are too far apart.
- Bus stops are too far apart. Expand the NextBus service to include Sundays.
- Bus stops are too far away, especially on the Northside off 45th and Dakota. Older people have to walk too far.
- Bus stops need lighting at Dunn Ave by Garden City. Run the bus system until 12 midnight and on weekends.
- Bus stops need lights and shelter (the #53, #5 and #16) 103rd, Ricker Road route. Replace covered shelter at Walmart. Need more restrooms and coverage.
- Bus stops need to be closer together for connections. Call buttons at stops need to be operational. Bus stops need lights and shelter.
- Buses #13 and #15 need to be cleaned.
- Buses are too crowded.
- Buses going to Walmart should run every 30 minutes during the Christmas holidays. Some of the drivers are rude and not helpful.
- Buses need to be better maintained. JTA should have people riding the bus to monitor the drivers and understand the customers' experience.
- Buses need to be cleaned more often. Drivers need to be familiar with landmarks along their routes to help customers with directions.
- Buses need to be cleaner.
- Buses need to have additional cleaning.
- Buses need to be upgraded.
- Buses need to run more frequently. Time schedules of the #11 bus need to come more frequently.
- Buses should be cleaner.
- Buses should not arrive before scheduled. Drivers should be more familiar with their routes.
- Buses should return to their previous routes.
- Buses should run at least every 30 minutes.
- Buses should run between midnight and 6 am. There should be messages and warning systems at hubs and stops.
- Buses should take pennies.
- Can't go to Winn Dixie on Edgewood.
- Certain stops need to be reinstated to accommodate the elders, who can't walk too far. Drivers need to change their bus signs when they reach that designation. When it rains, drivers need to cut the AC down because seniors as well as others can get sick. More of the flashing LED signage needs to be installed like those at

Rosa Parks to announce the times of the next buses. Not everyone has a smartphone.

- Cesery Rd and Arlington Expressway; San Jose and Mandarin.
- Change routes back the way they were.
- Change routes back to old way.
- Change schedule back to the way it was.
- Change some of the schedules back. I have to travel to downtown to make connections.
- Change the bus routes back the way they were.
- Change the bus service back.
- Change the buses back to get to the hospital.
- Change the CEO, he should go back to Ohio.
- Change the expiration process for the STAR cards. A weekly pass should last a full seven days even if it is not used on some of the days.
- Change the route for # 12 -- now it goes in a circle and you have to wait too long for it to come back.
- Change the routes back so passengers don't have to walk as far, and need to catch more buses.
- Change the routes back so that it doesn't take too long. Clean the stops more often. Put trash cans on all stops. Clean the buses more often.
- Change the routes back the way they were.
- Change the routes back to the way they were.
- Change the routes back.
- Change the routes back. Add more buses on the Northside.
- Change the San Jose schedule route (7B). Buses need to come early and it is usually too crowded.
- Change the schedule back to the way it was.
- Change the seats that are cushioned.
- Change the STAR card to have it "expire" based on the number of days it is used (used 31 days for the monthly card).
- Change things back to the way they use to be.
- Change weekend schedule, buses should run every hour on Sunday's. #1 Bus in the morning has passenger who exposes his privates.
- Clean and sanitize the buses more often.
- Clean buses and bus stops better
- Clean buses and bus stops more frequently.
- Clean buses more often. Turn the AC down. Drivers should control the passengers.
- Clean buses.
- Clean buses.
- Clean buses.
- Clean seats regularly.
- Clean the bus stops more regularly. Have the #5 go all the way to Timuquana or change the #51 to go all the way up to Middleberg Road.

- Clean the buses better. Expand service hours.
- Clean the buses more often.
- Clean the buses more often.
- Clean the buses more often.
- Clean the buses more often. The seats are awful.
- Clean the buses. Drivers need training for bad attitudes. Extend Sunday service hours.
- Clean the buses. Stop the cursing, loud music and urinating on the buses. Children eight and under shouldn't have to pay. Open Customer Service at Rosa Parks on the weekends.
- Clean the restrooms at Rosa Parks.
- Clean the stops.
- Clean the stops. They are filthy.
- Clean up bus stops and adjust the air conditioning on the bus.
- Clean up the bus stops.
- Clean up the bus stops.
- Clean up the bus stops.
- Clean up the buses and bus stops. Put the stops back because there are passengers who have gout and now have to walk too far.
- Clean up the trash.
- Clean windows on the bus.
- Cleaner bus stops are needed.
- Cleaner buses.
- Cleaner restrooms.
- Closer bus stops are needed.
- Consider bring back the Ricker Road stop. Have a bus at Wilson and Ricker.
- Correct automatic system for accuracy.
- Create a route where you don't have to take several buses and spend more money.
- Create a special program for veterans and disabled veterans.
- Create better connections.
- Curtail the use of phones on the buses.
- Customer service is very good.
- Customer Service should be open as long as the buses are running.
- Customer Service should have expanded hours.
- Decrease the distance between bus stops. Stops are too far apart for seniors.
- Deodorize buses and sanitize seats. Run the Skyway on weekends.
- Deodorize and sanitize buses more frequently.
- Deodorize buses more often.
- Deodorize the buses. Rosa Parks needs more fans.
- Deodorize, sanitize, and clean up the mess on the buses. Drivers need to address bad language, food, talking and acting up on the bus. Need to reduce the distance between bus stops.
- Disabled passengers in wheelchairs should have a bus for their own and separate

- use to allow them sufficient room. Add more bicycle racks on the bus.
- Do not increase the fare. Have the option to purchase daily passes on buses.
 - Doing a good job. Have to get use to the changes.
 - JTA is going good right now.
 - JTA is doing well so far.
 - JTA is doing well.
 - JTA is doing well.
 - Don't skip stops.
 - Driver need attitude training.
 - Drivers are rude and are not helpful. Remove ashtrays from Rosa Parks.
 - Drivers are rude and mean.
 - Drivers are rude to senior citizens. Some drive recklessly.
 - Drivers don't know how to drive.
 - Drivers don't wait for passengers to be seated. Machines should be serviced at the bus stops.
 - Drivers have attitudes and need customer service training. Clean the bus stops. Drivers should wait until riders are seated before they pull off. Drivers yell at passengers.
 - Drivers have bad attitudes. Run the buses every 30-minutes.
 - Drivers have bad attitudes. Stops should have shelters.
 - Drivers have nasty attitudes. Expand the service to run until 1:00 am.
 - Drivers have nasty attitudes. Return Arlington Road routes to the way they were. Stop at Senior Citizens Center on Arlington and Rohara for the seniors.
 - Drivers hit the brakes too hard. The 10:15 bus that leaves the Rosa Parks station does not go by Winn Dixie anymore. Start running the Riverside shuttle again.
 - Drivers need attitude training.
 - Drivers need attitude training.
 - Drivers need attitude training.
 - Drivers need attitude training. Expand service hours. Respond to survey cards when they are submitted.
 - Drivers need attitude training. Put shelter at the stops. Extend the service hours on Sundays.
 - Drivers need attitude training. Need more seating at stops.
 - Drivers need better driving skills.
 - Drivers need better driving skills. Managers should ride the buses to monitor driver behavior.
 - Drivers need customer service training.
 - Drivers need driver training.
 - Drivers need to ask younger folks to get up when the handicapped get on and need a seat.
 - Drivers need to be more sensitive to the needs of seniors. I've seen the driver leave the stop when a senior was running for the bus.
 - Drivers need to be more in control.
 - Drivers need to know the routes and be able to help people.

- Drivers need to leave when scheduled. Drivers need to address passengers using profanity. Drivers also need to eliminate loud music and eating.
- Drivers need to pay more attention to the road.
- Drivers need to slow down.
- Drivers need to take fewer breaks and stop talking on the phone.
- Drivers need to take fewer breaks.
- Drivers need to wait for the passengers on the bus and the elderly.
- Drivers need to wait until passengers are seated before they pull off. Route #19 is spread out too far.
- Drivers need training on how to respond to riders when they have questions. They should at least try to answer.
- Drivers should be able to give change. A march is scheduled in October about Mr. Ford not being approachable by Real Life, Inc.
- Drivers should be able to speak to younger folks and ask them to move for the senior and handicapped to sit down.
- Drivers should be allowed to put off those who are using profanity and being loud on the bus.
- Drivers should be monitored often to see how they drive.
- Drivers should tell the younger riders to get up when the elderly get on.
- Drivers should turn down the air conditioning on buses. Sometimes it's too cold.
- Drivers shouldn't pull on the side of the road and talk on their cell phone.
- Drivers yell at customers. Poor customer service from drivers.
- Drop the fare price.
- Drivers need to control kids on the bus.
- Due to the change I now have to walk too far to get to a bus stop.
- Earlier bus service is needed from Regency Square and the #10.
- Earlier morning hours.
- Elders have no place to sit and wait on 27th at Buckman. They have to walk 7 or 8 blocks to find a seat.
- Ensure NextBus has accurate information. Implement use of transfers.
- Ensure the NextBus App works correctly. There are times the bus does not come at all. At the FSCJ Southside Campus, transfers are had to make. Bus Drivers should wait to see if passengers from one bus need to get on their bus.
- Ensure the Rosa Parks electric signs are in sync and accurate.
- Ensure the signs at Regency reflect current and accurate information.
- Especially 17B- Baymeadows area.
- Every 15 minutes.
- Everything is beautiful.
- Everything is fine because it gets me where I have to go.
- Everything is fine.
- Everything is fine.
- Everything is good.
- Everything is OK.
- Everything is OK.

- Everything is okay!
- Exactly what's been done! Today customer service representatives smile and speak caring comments. Thank you! (B. Allen)
- Excellent job on bus routes.
- Expand bus service hours for #23.
- Expand evening hours.
- Expand evening service to 2:00 am.
- Expand hours of customer service.
- Expand hours to 1:00 am
- Expand hours to 11:00p.m. on weekends. Give discounts to persons 55 and over.
- Expand hours until 12 midnight. JTA has come a long way!
- Expand number of stops that allow you to purchase passes with a debit card.
- Expand routes like the old routes. Branding of routes is not good, you can not see the stops between major stops. Weekend drivers are not always following the rules and they take frequent breaks. Disabled passengers should not ride the same fixed route buses as others, they should have their own bus. Water fountain at Rosa Parks does not have good pressure and the water is warm.
- Expand routes out by the zoo.
- Expand routes to Broward. Bus drivers have bad attitudes.
- Expand routes to Cassat because there is no line on Lakeshore. Put seating at all stops. Reduced Fare cards should allow for more than 1 day of travel.
- Expand routes to go out to Schafer Road near the airport.
- Expand routes to Oceanway to First Coast School. Need shorter #3B routes.
- Expand routes to Prichard road and Soutel, all the way down Prichard road (there are many warehouses there).
- Expand service hours on the weekend.
- Expand service hours on the weekends.
- Expand services on all lines on Sundays until 11 pm.
- Expand services on weekends the buses should work like the weekday schedule.
- Expand services on weekends.
- Expand services to 24/7.
- Expand Skyway.
- Expand Skyway. Need more stops in the South area and on the route to the airport. Get a new CEO!
- Expand the #14 Route and add more stops.
- Expand the service to run 24/7. Some drivers have attitudes. Stops need seating.
- Expand the weekday service.
- Expand weekend service.
- Extend and expand the Skyway.
- Extend Customer Service hours.
- Extend hours at night.

- Extend hours on the weekend.
- Extend service hours on weekdays and weekends.
- Extend the Skyway to the Westside.
- Find a way that buses can go around the trains which can make me late.
- Fix machines at Regency.
- Fix the STAR card machines, sometimes people use the only cash they have and that leaves them stranded. Wait time is too long.
- Fix the ticket machines at Rosa Parks.
- Flyer routes would be helpful for outlying areas to Downtown.
- Focus on customer service, shelter and seating at the stops.
- Free transfers are needed.
- Get more eco-friendly buses.
- Give employees a raise. Especially Sheryl Elmore.
- Go back to old routes.
- Go back to old routes. Reinstate the shuttles that were removed.
- Go back to old system, the new routes are complicated and bus stops are too far apart.
- Go back to old system. Maintain buses to avoid breakdowns. #9B bus is always late.
- Go back to the old route. The buses are too spread out especially for the handicapped and the elderly.
- Go back to the old routes.
- Go back to the old routes.
- Go back to the old routes. This new one sucks.
- Go back to the old system and get this right.
- Go back to the old system.
- Go back to the old system.
- Go back to the old system. Bus stops are too far apart.
- Go back to the old system. The new routes are complicated.
- Go back to the old way and service schedule. The new service schedule and the new service is not good. Seniors have to walk too far.
- Go back to the old way for better connections.
- Go back to the old way where people know where to go. Cut down on the number of times you have to switch buses and then pay again.
- Go back to the way it used to be.
- Go back to the way things were. Bus no longer goes by Winn Dixie and when I get there it takes me too long to get to my destination. Can't buy ice cream.
- Go back to the way things were. Had a bus (AR6) that carried me from the bus stop to my job and back. Now I have to change buses and it would be dark when I get home.
- Great just like it is!
- Happy with service.
- Happy with service.
- Have a security guard on the buses.

- Have a shorter distance between stops.
- Have a shuttle service for the disabled.
- Have cameras on the buses.
- Have closer bus stops.
- Have closer stops.
- Have Customer Service open as long as buses are running.
- Have customer service staff available at Rosa Parks on Saturday.
- Have customer service window at Rosa Parks open at 5:00 am.
- Have free transfers.
- Have free transfers.
- Have larger, cleaner buses. No phone talking on the bus.
- Have more bus stops closer together.
- Have more bus stops in other areas such as those that go past 295 and Pritchard/Commonwealth--or buses that go out to Immenson. I have to walk too far.
- Have more frequent surveys on the weekend.
- Have more locations where riders can put money on their cards. Get better seats on the bus.
- Have more security and seating at stops.
- Have more stops in Orange Park.
- Have one weekend schedule and not one for Saturday and a different one for Sunday. Schedules should not be different.
- Have seat belts for children.
- Have seat belts in the back seats of the bus.
- Have windows open that load STAR cards on the weekend.
- Hire bus drivers with more appropriate people skills.
- Holiday schedule should be Saturday schedule all weekend.
- I am 82 and I have to walk too far.
- I don't like the new changes. Things were better before.
- I have to walk 20 to 30 minutes to get to a bus stop.
- I have to walk too far to get to a stop.
- I like JTA.
- I liked the old system better because it was easier. Now there is a lot of new learning.
- I live down the street from Shands, but it is now too far to get to the bus stop. Need to have Skyway run on weekends.
- I love JTA.
- I love to ride the buses with my dad. It's fun and we go different places.
- I need ways to get to the grocery store more easily.
- I now have to take more buses than before the changes in December to get to/from work/home.
- I prefer old system (prior to most recent changes).
- I prefer the old system before the January changes started.

- I preferred the service the way it was before the changes. The way things are now is inconsiderate to seniors. They are too old to walk such long distances.
- I suggest scanners be placed on the buses for safety reasons. I've seen people with guns on the bus. Be able to get change.
- I think JTA is doing as well as any bus service.
- I want to be able to get to the dog track in Orange Park at a reasonable time (8:00 am).
- I work on the weekend and the buses come too far apart. Many times I am at a stop alone in the dark.
- I'm happy with the services.
- Implement use of transfers.
- Improve accuracy of transfers and connections.
- Improve bus driver knowledge of routes. Reinstate transfers with no paying of another fare when you have to take a connecting bus.
- Improve bus maintenance.
- Improve NextBus, it needs to work better.
- Improve on time performance at night.
- Improve regulation of bus temperature, they are too cold.
- Improve seating.
- Improve the ability to transfer downtown.
- Improve the Community Shuttle.
- Improve the fare box on the buses.
- Improve the lost and found department. I don't think the people working there are honest.
- Improve the route information and make it more understandable.
- Improve timing for transfer connections between #50 and #7. Expand service hours to 11:00pm. Too many stops and transfers are needed on the Southside.
- Improve weekend service.
- In the A.M. restrooms are locked. Need better schedules.
- Increase the number of fans at Rosa Parks.
- Increase the number of stops on routes. Advise customers of the number of changes.
- Information on the recording is not always accurate (phone).
- Install outlets on buses for changing phones.
- Install a cold water cooler at Rosa Parks.
- Institute transfers. Current system costs too much.
- Improve routes so passengers don't have to pay three fares. I used to only pay once.
- Issue transfers when changing buses.
- It is difficult to learn new routes.
- It takes me 2 hours to get to my destination. I have to sit at Kings Avenue station for 50 minutes to catch the next bus.
- It takes too many bus transfers to get anywhere. Sunday services are bad.
- It's great...it's free!

- It's overall a bad experience due to rude bus drivers.
- JTA can't get any better.
- JTA Customer Service should be open as long as buses are running.
- JTA decision makers should ride buses for at least one month before making changes. Need to reinstate bus transfers and create more direct routes.
- JTA does an excellent job.
- JTA is doing a good job.
- JTA is doing a good job.
- JTA is doing a great job.
- JTA is one of the best transportation systems and very well run. The supervisors at Rosa Parks are great.
- JTA needs to be more senior friendly. Need closer bus stops.
- JTA needs to do a better job of designing the routes. Go back to the way the routes were before.
- JTA service is good.
- JTA should have transfers.
- JTA should implement the use of transfers. Make the printed schedule easier to understand. More buses are needed to go to Orange Park.
- JTA should keep doing what they are doing.
- JTA should not have made the changes.
- JTA should use transfers.
- JTA should use transfers.
- Keep buses cleaner.
- Keep customer service center open later, and on weekends.
- Keep doing what you're doing.
- Keep it the same.
- Keep machines in good working repair at the hubs.
- Keep on doing what you're doing.
- Keep the buses cleaner.
- Keep the STAR card machine in working order at Regency.
- Keep up the good work.
- Keon has an attitude. Michael and Ethel are perfection.
- Kings Avenue and Phillips Highway bus need to meet/connect with bus #25 at Kings Avenue station. Expand route back to Regency.
- Later, Bay Meadows scheduled routes (until 11 pm or 12 am).
- Lem Turner and Soutel bus stops are dangerous to stand at.
- Lem Turner and Soutel bus stops are dangerous to stand at.
- Let's keep it as it is.
- Lights are out at the Kent campus stop.
- Like the new changes. Need more bus stops.
- Likes the new changes. The service is good.
- Likes the service as is.
- Likes the service the way it is.

- Limit the number of people allowed on a bus at one time. When the bus is overloaded and people are standing, it presents a hazard and is dangerous to those standing as well as those sitting. When drivers see passengers running for the bus they should not pull off and leave them.
- Link schedules and the shuttle with NextBus. Drivers need to enforce rules on the bus. Clean the buses.
- I have to wait a long time.
- Look at the New York/New Jersey transit systems for efficiency. Implement zones and charge per zone.
- Lost senior card and can't afford to replace it. Add transfers to service.
- Lower one way fares.
- Lower the price of the fare.
- Machines are not always working when passengers need to use them (have to pay cash).
- Maintain buses better.
- Maintain the buses better.
- Make adjustments so senior citizens do not have to walk so far. This rider has to walk 6-7 blocks to catch a bus.
- Make any restrictions clear and consistent. One driver allowed a passenger on with his cat in a carrier and the driver on another bus refused the passenger on the return trip due to the cat.
- Make bus stops closer together, Edison and McDuff across Stockton.
- Make sure bus air conditioning is working. Deodorize and sanitize buses more frequently.
- Make sure the AC is working in the summer.
- Make sure the bus stops are properly displayed. Put the stop back on 1st and Fuller. Seniors in the area have a long walk to stops.
- Make the shuttle buses lower so challenged passengers can board more easily.
- Make the STAR Card for disabled provide for more than one day of fare.
- Make the transfers free.
- Male and females wear their pants showing the private parts.
- Miss the Shuttle Buses (Northside Shuttles).
- Moncrief area, add routes.
- Monument Rd at Atlantic needs covered shelter.
- More bus stops on #23 route are needed. Need accurate information on boards at bus stops. (Regency).
- More frequent buses needed on all bus routes. Expand service to 24/7. Bus drivers have attitudes and need customer service training. Need additional routes to Riverside area.
- More bike racks on the bus. #18 bus has 1 hour wait sometimes. Increase frequency.
- More bus shelters are needed when raining.
- More buses needed from Mayport going Downtown.
- More frequent buses after 6:00 pm going to the Northside (#3 or #22). Drivers

need to change the signs when appropriate. Some drivers need to be more familiar with the routes.

- More frequent buses are needed on the weekend.
- More frequent buses are needed so folks won't have to stand on the bus.
- More frequent buses needed during rush hour (every 15 minutes).
- More frequent buses needed on the weekend.
- More frequent buses needed on the weekend.
- More frequent buses needed on the weekend.
- More frequent buses needed on the weekend. Ensure accuracy of NextBus.
- More frequent buses needed to address the overcrowded #7 bus. People should not be crossing the yellow line. Bus drivers need better attitudes. Bring back the I-9 JYB and Phillips Highway routes.
- More frequent buses needed, every 15 minutes, on all lines.
- More frequent buses on Route #22.
- More frequent buses on Sundays.
- More frequent buses on the Blanding line. Wait for passengers to sit down before taking off. Blanding stops need shelters. Drivers need attitude training. Supervisors should ride buses.
- More frequent buses on the weekend.
- More frequent buses on the weekend. Drivers need attitude training. Have Customer Service open on weekends.
- More frequent buses on the weekends and expand Customer Service hours.
- More frequent buses on weekends.
- More frequent buses should run after 6:00pm. More frequent buses after 6 PM.
- More information needed about shuttle schedule.
- More new stops needed on routes.
- More protection needed from rain. Bus #23 should run later.
- More restrooms at Rosa Parks.
- More restrooms at Rosa Parks.
- More routes needed to Town Center.
- More seating and shelters needed at bus stops.
- More seating needed at 23rd and Fairfax Street.
- More seating needed at stops.
- More security is needed at the bus stops and on the buses.
- More shelter and seating needed.
- More sheltered, enclosed and lit shops are needed.
- More shelters needed at bus stops.
- More stops between Regency and Southside.
- More stops needed in areas where there are lots of seniors.
- Must walk a long way to bus stops. Put the stops back the way they were.
- My son and I love to ride the buses around town when we are together.
- Need 24 hour bus service.
- Need a bus going from Southside Blvd. to the Avenues Mall.

- Need a bus on Pritchett.
- Need a bus shelter at Northside Bunker Hill and Edgewood. Need to run later hours on the 7B Mandarin route. JTA should have transfers for customers who have to make connections. Correct the NextBus system - it does not include the #4819 bus stop.
- Need a bus that goes directly from west Edgewood to downtown.
- Need a method to charge phones on the buses. Sometimes NextBus is not accurate or missing bus. Buses not being tracked #15, 14, and 17. Add shelter to Spring Park Rd., and Bowden.
- Need a STAR Card machine at every stop.
- Need additional buses on route #19 to alleviate overcrowding.
- Need additional places to recharge phones or laptops and to purchase STAR cards (gas station, Publix, etc.).
- Need additional restrooms at Rosa Parks.
- Need additional shuttle bus stops in the East Port area.
- Need benches and trash cans at all stops.
- Need better transfer timing out to Mayport.
- Need better weekend services.
- Need bus stops closer to home.
- Need bus stops closer together.
- Need bus stops to be closer together. Skyway should run on the weekend. Need expanded hours for people who work late on the weekend.
- Need buses that go all the way down San Jose past the Park and ride. Need more security at bus stops.
- Need buses to Pritchett Road and on Cassat.
- Need buses to run on Sunday s at stop #1044.
- Need cleaner buses.
- Need closer stops on #5A Orange Park stops. Need seat belts on the buses.
- Need connection from Beach to Atlantic. Improve holiday service. #5A black woman operator always has a bad day.
- Need Customer Service after 5 pm to accommodate people getting off work.
- Need earlier bus times for people who have to be to work early in the A.M.
- Need electrical outlets at major hubs.
- Need enclosed structures for bus stops.
- Need expanded bus route to the airport. Return the shuttle.
- Need free Wi-Fi and 24 hour bus services. This will triple JTA's business.
- Need later and earlier start times for buses (can't get to the shipyard until after they start and end). When a call is made about a driver, JTA should follow up and do something about it.
- Need lights at all stations and improve Customer Service.
- Need lights, shelter, seating and security at stops.
- Need machines in other locations to reload STAR card. Need more frequent buses coming/going to Orange Park. Open Window at Rosa Parks on the weekend. Operate Skyway on weekends. Place Suggestion Boxes at various stops.

- Need more availability of the community shuttle. Reservations are always booked.
- Need more bike racks.
- Need more bus stop benches and covers.
- Need more bus stops that have benches.
- Need more bus stops on 103rd (near McDonalds). Need more senior friendly routes. Return 8th street route to the old way.
- Need more bus stops where seniors live.
- Need more buses during evening hours after 5:00 p.m.
- Need more direct routes and stops from Atlantic to the Beach.
- Need more direct routes from Barnes to town.
- Need more direct routes. Return to old routes, which were more customer/senior friendly.
- Need more frequent #3 buses. Bus drivers need to have improved customer service and not so much attitude. Shelters needed at all bus stops. Need more frequent buses on the weekend. Allow the buses to accept pennies. Create a system more like NYC.
- Need more help to figure out which bus to take, 8A or 8B. NextBus only says #8.
- Need more lights at bus stops.
- Need more stops for the longer routes and very late night buses.
- Need more #19 buses traveling to town early in the morning-- they are too crowded.
- Need more benches at 10A bus--east of Atlantic and Kernan @ Krispy Kreme.
- Need more bus stops - back the way they were in the past.
- Need more buses by the VA-- From 8th St., to Jefferson. Drivers need to lock wheelchairs down on #3A and 3B.
- Need more buses in high senior citizens area.
- Need more buses on Rojera/Cesery route.
- Need more clean restrooms. Expand weekend hours.
- Need more direct routes from Town Center to Arlington.
- Need more frequent buses at night. You have to wait too long.
- Need more frequent buses on the weekend.
- Need more frequent service on Southside. Buses should run every 30 minutes.
- Need more seating at bus stops.
- Need more shelters on Monument. Put Wi-Fi on buses.
- Need more stops in the JT Butler area.
- Need new drivers.
- Need newer buses.
- Need security on the buses and at major hubs. Security needs to be employed by JTA.
- Need shelter and seating at 26th and Fairfax.
- Need shelter at Atlantic Blvd bus stop and Colonial Point.
- Need shelters at every bus stop.
- Need Skyway services on weekends.
- Need stops closer together on many routes.

- Need the original routes for the community shuttle and Lone Star road returned.
- Need time to get used to all of the changes but I feel that "everything is lovely".
- Need to add more buses to the Northside routes. Need more buses in the New Berlin/East Port area.
- Need to add more stops. Stops are too far apart on the Brentwood/Myrtle Ave route.
- Need to add transfers. Passengers have to pay too much to transfer too many times.
- Need to be able to take one bus to get to the Mayo Clinic. There are fewer bus options to get to that destination now.
- Need to bring back transfer tickets.
- Need to clean all the buses.
- Need to clean up bus stop at 16th and Main. It's a problem.
- Need to have an option to connect between Atlantic and Beach without having to go to Regency.
- Need to have bigger buses so they won't be so overcrowded.
- Need to have bus route on Kernan Ave. There needs to be a community bus in the area. The wait is too long.
- Need to have Skyway service on the weekend. Need more bus stop signage. There is no signage on College Street and not everyone knows you need to stand at the corner. There needs to be an agent at the Skyway because the signs can be deceiving.
- Need to have transfer.
- Need to have transfers that you don't pay for.
- Need to make all drivers friendlier.
- Need to make the stops closer together. Increase the number of buses on any given route (#24 specifically). Need to have transfers where you don't have to pay when you change buses. I paid \$12 to go one way to Mayport and Clyde.
- Need to pay twice for routes that used to only cost one fare.
- Need to reinstate transfers without paying additional fare.
- Need to return the stop that was on Ricker Street.
- Need to start the bus routes on 103rd and Riker Road before 5:00 am. Open customer service center early, around 5:00 am.
- Need transfers that don't require payment.
- Need transfers to reduce the cost of riding multiple buses. The changes do not accommodate the needs of the public. Reduce the fare. Reduce the distance between bus stops. Seniors are now having to walk 6 - 7 blocks to get on a bus.
- Need stops on Blanding and more bus frequency (every 30 minutes after 6 pm through 9pm). The #19 needs more frequent buses until 9 pm on weekdays (every 30 minutes).
- New bus drivers need more training.
- New changes have caused problems.
- New system is confusing. The old way was better because transfers were not needed.

- NextBus - unable to get through and has incorrect information. Need covered bus stop shelters on the Beach route. Seats on new buses are slippery. Seat belts are needed.
- NextBus -- Needs to include driver breaks.
- NextBus app does not work on the Northside.
- NextBus app is not accurate at night. Phone number listed at stops are not answered.
- Nice service.
- No more changes this time.
- No more changes. JTA should raise their driver hiring standards.
- Notify customers when buses are late. Drivers pass by customers. Need more shelters at the stops.
- Offer cheaper fares of \$0.75 cents.
- Offer free rides.
- Offer transfer options.
- Old people have to walk too far to get a bus.
- On time performance is better. Drivers should make the young give up their seats for the elderly or have seating that is specifically for the elderly only.
- Open Customer Service Center on weekend.
- Operators need attitude training. More shelter and seating at stops.
- Overall this is a great service. Some of the drivers are really rude.
- People should not be allowed to play loud music on the bus.
- Place seat belts on the buses.
- Place suggestion board on the front exit.
- Play the DVD player. I see it's there, but no movies are ever played.
- Play the radio.
- Please change routes back to previous way.
- Please hire women to clean because men don't do as good a job. Train the drivers for customer service. They have too much power over the riders.
- Prefer old system, change buses back.
- Prefer the old system.
- Prefer the old way. Seniors have to walk too far. Wait time is too long on Saturdays. Need a new CEO.
- Pretty Satisfied.
- Prevent all the folk from just hanging out at the stops. Pick up the trash at the stops.
- Prevent overcrowding on the buses.
- Prevent overcrowding on the buses. It's a hazard.
- Provide customer service training for drivers. hire more sensitive drivers for seniors and disabled.
- Provide transfers for free.
- Provide an earlier bus than 5:00 am.
- Provide more information on the buses.
- Provide transfers for riders.

- Put a stop at the jail.
- Put it back like it was.
- Put it back the way it was. It's too confusing now.
- Put it back the way it was. People have to walk too far to get to a bus stop.
- Put more buses on the Beach Blvd and Corporate Rd. route. Buses are usually too crowded.
- Put more shuttle buses on Beaver.
- Put shuttles back in the neighborhood.
- Put some of the stops back so passengers won't have to walk so far.
- Put the bus back on Helena. Too far to walk to current stop.
- Put the bus back on Royal Palm Drive. The stop as it is now is too far to walk. When it rains, you are soaked by the time the bus arrives. Synchronize the buses to help connection times. They come too far apart.
- Put the bus route back that was on Main. Need to get to work at Sears.
- Put the bus schedules online.
- Put the bus stop back on 4th and Davis, senior citizens must walk too far.
- Put the community buses back in the neighborhoods so we don't have to walk so far.
- Put the Community Shuttles back in operation so I as a senior citizen, don't have to walk so far to catch the bus.
- Put the old schedule back in place.
- Put the routes and schedules back the way they were.
- Put the schedule back the way it was.
- Put the schedule back the way it was. Ramona area needs a closer bus.
- Put the service and routes back the way they were before January 2015.
- Put the service back the way it was.
- Put the shuttle bus stop back near the Twin Towers. I'm too old to have to walk so far.
- Put the shuttle buses back in the community.
- Put the shuttle stop back near Twin Towers.
- Put the shuttles back by Shands. Have the #12 bus go to Main St.
- Put the stops back where they used to be for the K2 route. Stops are too far apart for elderly to walk.
- Put the stops back where they were.
- Put the stops closer together. Change the cloth seats to vinyl or metal seats and have sanitizing wipes on board so people can wipe the seats down.
- Reduce bus fare.
- Reduce cost of STAR card.
- Reduce fares and use a transfer system.
- Reduce fares.
- Reduce the fare.
- Reduce the fare.
- Reduce the fare.
- Reduce the fare.

- Reduce the fare. Approach tech companies and encourage their employees to ride with a discount. Put 33rd and Spires route back because it now makes me walk a long distance.
- Reduce the number of buses needed to get from the Gateway area to Edgewood/Cassat.
- Reduce the number of buses needed to get somewhere. I use to take 1 bus, but now need to take two.
- Reduce wait time between buses.
- Regency Hub at night, run #18 and #19 more frequently. Add one more bus.
- Reinstate the use of transfers.
- Reinstate transfer system with no cost.
- Relook at bus stops that were removed from the different shopping centers. These are places that seniors really need to be able to go.
- Remove ads from the bus windows.
- Repair the STAR card machine at Regency. Create different ways to pay for the card. Buses are always late.
- Replace the bus stop on Union and Franklin - Elderly passengers have to walk too far to get to the stop.
- Reroute bus #14 to go to Romona Flea Market.
- Rest Rooms need to be cleaned.
- Restore some of the stops that were taken away. 44th at Pearl is located near a senior housing complex. It is too far to walk to the new stop.
- Restrooms at King Station.
- Restrooms need to be open on weekend.
- Return Bus #17 on Baymeadows Rd. bus stops after 6:30 and needs to run later on weekdays and weekends.
- Return service to the way it was.
- Return shuttle to Arlington and Rogeno road area.
- Return shuttles to the general communities.
- Return some routes to the way they were.
- Return stops to areas with large numbers of senior citizens, i.e., Blodgett Homes. Do not raise fares. Return use of transfers.
- Return the shuttle to Brentwood area. Trim bushes and pick up the trash at stops.
- Return the shuttles that were removed.
- Return the trolley bus back to the beach area.
- Return to old routes on the Westside.
- Return to previous schedules and routes.
- Return to the old bus stops.
- Revamp bus schedule so it is easier to read.
- Review the policy on veterans paying to ride.
- Review the routes. Bus stops are too far apart.
- Revisit reinstating old routes. It use to take me only one bus to get to Walmart and now I must take 2 or more.
- Riders have to pay fares twice.

- Rides are too expensive when you have to pay for connections. Some drivers have bad attitudes.
- Riverside needs lights on in the morning.
- Rosa Parks should be covered.
- Route #19 buses are very crowded. Have seating at all stops.
- Routes are too long.
- Routes do not always need to run through Rosa Parks. Extend hours to 11pm. The #5A evening bus does not always show up and in the morning it has roaches. Rosa Parks supervisors are very helpful.
- Run buses every 30 minutes on the weekend. Extend customer service hours for as long as buses are running.
- Run buses in the New Berlin/zoo area. No buses come out that way.
- Run buses more frequently on Route #19.
- Run buses more frequently on the weekends and be on time. Expand Davis Street routes. Extend service hours to 12 midnight.
- Run buses until 12 midnight.
- Run longer hours at night.
- Run more buses in general.
- Run more buses on Sunday.
- Run more buses.
- Run more frequent buses on the weekend.
- Run more frequent buses on the weekends.
- Run more frequently on weekends.
- Run service 24/7.
- Run service 24/7.
- Run service until midnight.
- Run Skyway on weekends.
- Run Skyway on weekends. Extend hours of customer service.
- Run the #17 on weekends.
- Run the #5 bus more than one time every hour on Saturdays. Drivers should make announcements (when needed), to pick up bags in the center of the bus to allow passengers the right of way.
- Run the buses 24/7.
- Run the buses 24/7.
- Run the express buses more often.
- Run the Shuttle on Sundays.
- Run the Skyway more often especially on the weekends. Rosa Parks restroom has improved a lot.
- Sanitize and deodorize Rosa Parks.
- Sanitize the buses.
- Sanitize the buses.
- Sanitize the buses. Have more bus stops. Expand the routes.
- Satisfied with all the services.

- Satisfied with the service.
- Schedule should be posted at Regency.
- Senior wait and the number of transfers are too many to get to Riverside Hospital. Need more bus stops.
- Seniors have to walk too far to catch the bus. Drivers are not familiar with the new routes/schedules.
- Service should be available 7 days a week. Expand Skyway services. Have additional restrooms at Rosa Parks. Passengers should not have to pay three times to get to their destination.
- Shelter and seating needed at Lem Turner and Palmdale.
- Shorten the route for #19 downtown to Arlington.
- Should be able to carry pets in a carrier on the bus.
- Should be able to make change.
- Should be able to purchase 1-31 day at my location. More locations are needed to purchase passes.
- Should have 2 buses going to downtown from Timuquana, the walk to the current bus stop is too far. Bus #25 should go downtown and not just to Kings Ave. I have to change buses too many times to get downtown.
- Should have transfers.
- Shouldn't leave passengers, many times they don't even stop.
- Shuttle arrival times should be linked with bus arrival time. Shuttles should wait for connecting buses.
- Shuttle should not offer deviations.
- Shuttle should stop at all stops.
- Simplify procedure to get Reduced Fare STAR card.
- Skyway needs to be open on weekends.
- Some bus stops are too close to the street.
- Some buses are too cold.
- Some of the shelters allow rain to come in. That needs to be fixed.
- Some of the stops are too far for senior citizens.
- Sometimes bus drivers take 15 minute breaks during their route.
- Sometimes the bus doesn't show. #18 needs to come more frequent.
- Sometimes in the mornings the buses arrive too early and leave early (#9 bus). Some bus drivers are disrespectful. I heard a driver say "What does it say on the sign?" rather than answer a question. A male driver had to swerve to avoid an accident because he was on his phone while driving the #9 bus.
- Spray the bus stops for ants.
- STAR cards are too flimsy. Find a way to charge STAR cards from the bus meter.
- Stay as it is!
- Still need help with schedules.
- Stop changing the number of the buses and making passengers pay on each one.
- Stop changing the schedule around.
- Stop making changes. It's confusing.
- Stop overcrowding buses, add more for routes that need them. Have buses going

to the airport.

- Stop overcrowding buses. Have more buses that go further, to places that have many jobs.
- Stop the folks from begging for money all the time.
- Stop using older buses. Need more bus stops near Walmart (Philips Highway) it's too far to walk.
- Stops are too far apart.
- Stops are too far apart. The elderly are not being considered.
- Stops are too far from where I live. I'm a senior and I have to walk too far. Restore the Jefferson and 4th stop.
- Stops need seating and shelter.
- Stops need to be closer.
- Stops should be closer together, they are too far apart (look at stops on 103rd street).
- Sunday Route, Bus #19.
- Supervisors at Rosa Parks are very helpful.
- Switch the bus routes back to the way they use to be.
- Talleyrand bus needs to be on time.
- Texting option doesn't work for Riverside Stop -- Parks and Barnes.
- The # 9 bus needs to run every 15 minutes. Need a map on the website.
- The # 9 needs to be on time. Bus drivers need better attitudes. The #23 needs to come more frequently.
- The #10 should run every 30 minutes. Mayport bus should run every 30 minutes. Train female drivers to be more pleasant. Need improved driving by female drivers (they make too many sharp turns).
- The #10 to South Beach should run every 30 minutes. Bus drivers need better attitudes and better customer service.
- The #13 bus is always late. More buses are needed on the routes.
- The #1402 stop, driver put a passenger off the bus in June and they had to walk 2 miles to get home. Need a restroom at Regency.
- The #17 needs more frequent buses to Commonwealth and Baymeadows. Bus drivers should discontinue passing by and ignoring passengers. There is confusion surrounding the A and B routes, even the bus drivers and customer service agents are confused and unable to give information. The #17 bus does not run in Baymeadows on weekends and this should be changed. On 9/11/15 the #8B going downtown across from Wells Fargo at 11:30 am was swerving and barely avoiding an accident and hitting passengers. The team in neon vests at Rosa Parks are excellent.
- The #18 and #9 bus connection at Regency is off time. Power outlets and wife should be on buses. Allow the use of electronic cigarettes on the bus.
- The #18 have earlier arrivals at Regency, Acme and Kona. Add more lights at bus stops.
- The #19 bus driver is a rude male. He was driving in the A.M. on 9/9/15.
- The #19 is the worse route with the worst schedule.

- The #19 is too slow. It takes too long to catch the bus at the mall (#19).
- The #19 route needs more bike racks.
- The #2 to Lem Turner should run every 15 minutes after 6pm. Bus stops at 4th and Davis are needed.
- The #23 needs more frequent buses. Change routes back to the way they were.
- The #23 usually leaves before passengers from another bus at stop can de-board and get on the #23 (need better transfer timing).
- The #3 and #15 buses need to be on time. Bus drivers have bad attitudes.
- The #4A bus and #1401 drivers need attitude training. Driver left today 9/10/15 from Soutel at 11:30. Consider closer stops.
- The #51 Edgewood bus driver left me at the bus stop. Drivers are not considerate to older riders. Bus stops are too far apart.
- The #7a needs more buses in the morning due to overcrowding.
- The bus should not leave people. Messed up the routes.
- The bus stops are too far apart and some of the stops are not desirable (thugs hanging out).
- The buses are kept too cold.
- The buses need to be able to make change on the weekend. The 3B bus route needs to be expanded. Passengers are having to wait 2 hours for the bus.
- The CEO should ride the bus before making changes.
- The changes have been great!
- The comfort level of bus passengers should be considered more. Many times it is too hot on the bus. Bus drivers should control the behavior of passengers and address loud talking and use of profanity.
- The CT4 (to the Beach) needs to be restored. Consider people that are trying to connect with other buses.
- The December changes have caused me to now have to take 8 buses a day versus the 4 I use to take. I now have to walk 6 long blocks to get to a bus stop.
- The dispatchers are rude.
- The driver on the Kings Road bus (Soutel and US 1) stops the bus on Soutel and US1 and at Winn Dixie on Moncrief and Soutel. She goes in and shops. Passengers have been late several times when she does this. Put the buses back the way they were. Passengers have to walk too far and I have asthma and now have to catch two buses instead of one.
- The drivers don't seem to be familiar with different routes or even their own routes. The old system was better.
- The drivers need to reduce the air conditioning on the buses. The #202 doesn't run long enough. A passenger that has a receipt for their STAR card and the card doesn't work, the passenger should be allowed to ride.
- The format used for Route and Schedule Information is an issue.
- The guy "Mike" that answers the phone is excellent! He is friendly and very personable.
- The last bus on 301 should end later. Expand shuttle until 8 PM.
- The new system is not working. Too many important routes were discontinued. Go back to the old system. Get someone who knows what they are doing.

- The newer services and changes has made riding worse.
- The noise level is too high on the buses (phones, radios, etc.). Pick up the trash at the stops.
- The online scheduler is great.
- The recent changes have made the experience worse. Riders have to walk a long way to catch a bus. This is not good for seniors.
- The service is good, no suggestions at this time.
- The service is good as it is.
- The service is great!
- The service was better before the changes.
- The services have been upgraded a lot since the last time I used it.
- The stop at Kona and Acme Street needs lights.
- The stop is a long way from my house.
- The stops are too far for me to walk to now.
- The Sunday schedule does not work for people trying to get to their jobs. Increase the frequency of the buses.
- The website needs to be improved. It does not recognize streets if they are not in the system. It is very difficult to look up specific routes.
- There are too many people are on the buses. Check the time of day and consider running two buses on the busy routes instead of one during the heavy times.
- There is no need to make any more changes.
- There needs to be an easy way to get to the Riverside area. There isn't any bus service on Riverside. Commuter buses need to be on time so that connections can be made.
- There needs to be better wheel chair accessibility at Riverside and the Park street area. Problems in Market street area with drainage preventing wheelchair access.
- There needs to be longer training periods with instructors. Be sure the driver is screened. Clarification on what size cart can be brought on the bus without removing items is needed - different drivers have different views/rules.
- There needs to be Wi-Fi on the buses.
- There should be electric signage at the larger stops.
- There should be more shelters.
- There should be transfers.
- There were too many changes made all at once. Give riders a chance to get used to the new way.
- They don't listen to riders so why bother to tell them anything.
- Things are better now.
- Things are getting better.
- This is a nice service.
- Too many steps to correct lost fares. Some seniors can't use online services and many do not have extra money.
- Too many transfers are needed and too much walking has to be done.
- Too many transfers are needed to get to where you need to go.
- Too many transfers are needed to get you where you need to go. Too many

changes.

- Took almost 2 hrs. to get from RPD to University. Need to clean the buses inside more often.
- Train rude drivers. Shelters are needed in the Ellison area.
- Transfers for lines \$1.50 per connection is too costly.
- Free Transfers.
- True transfers do not charge for each bus connection.
- Turn down air conditioning. Clean buses regularly. Give riders transfers for connections.
- Twin Towers residents need better service in this area. Need community shuttle to return to the Twin Towers area. JTA/Routes need to be more senior friendly.
- Use Newman Street as a main hub/connection.
- Use transfer system where additional fare is not required.
- Very happy with new stations.
- Very satisfied with the service.
- Wait time too long many times.
- Was given incorrect bus schedule information when called Customer Service to ask.
- Weekend buses are not on time.
- Weekend wait time is too long. It takes two hours between buses.
- Wisteria Street at Northside needs security or police. Some areas have buses running every 15 minutes.
- When it rains and passengers have to reboard the bus it is a problem for the customers having to stand outside when it is raining and going through the reboarding process.
- When making bus changes please announce to passengers if there is a new schedule.
- When the buses change the driver should ask in advance for those staying on to pay.
- While new routing is faster, it now takes multiple buses (and fares) for me to get to my destination. 2. Need transfers. JTA needs to do more surveys to keep in touch with what their customers want.
- With NextBus make it more specific instead of saying Bus 1, say Bus 1A or 1B.
- Work release center on Old Desmore and Ford Road needs a bus that runs after 8 pm on weekdays.
- Would like the buses to go through more neighborhoods.
- You now have to walk too far between stops.
- You should not have to pay again when you go from one bus to another on the same route.

Satisfaction with Contacting Customer Service

23A. Have you ever called the Customer Service Center at JTA? If yes, what was your hold (wait) time and were you satisfied with it? Please explain.

- 1-2 minutes
- 10 minutes.
- 10 minutes
- 10 minutes.
- 10 minutes.
- 10 minutes.
- 10 to 15 minutes.
- 2 to 5 minutes
- 2-3 minutes.
- 2-3 minutes.
- 20 minutes/I hung up.
- 25 minutes and 32 seconds.
- 25 minutes.
- 3 minutes on hold.
- 3 minutes.
- 3-4 minutes
- 30 minutes.
- 30 minutes.
- 30 seconds.
- 30-45 minutes.
- 5 minutes.
- 5 minutes.
- 5 minutes.
- 5-10 minutes
- 5-10 minutes.
- 5-10 minutes.
- 5-10 minutes.
- 5-10 minutes.
- 5-6 minutes.
- 5-6 minutes.
- 8 minutes.
- After waiting 2 minutes they said they would call me back, they never

did.

- Answered immediately.
- Did not get an answer.
- Did not have to wait long on hold.
- Got a recording.
- Got recording. Not available on Sunday.
- Had to wait too long.
- Have waited up to an hour and a half.
- Hold time 30 minutes.
- I called and was placed on hold for 15 minutes. I had to hang up.
- I called regarding leaving an item on the bus.
- I called to report an accident. The person I needed to speak with was rude. It took an attorney to get the needed information.
- I got a message when I called and I left a message. I never received a call back.
- I had to wait too long.
- I have had to leave a message 3 times.
- I left a message after waiting for hours.
- I never got an answer on - 630-3100.
- I usually have to leave a message when I call.
- I waited a long time for a shuttle, which never returned for pick up.
- I waited an hour and a half.
- It depends on who you speak with.
- Less than a minute.
- Michael and Ethel are good.
- Did not wait long.
- No one answered the phone.
- No wait.
- No wait.
- No wait.
- No wait.
- Not long.
- Not too long.
- Not long.
- On hold for 20 minutes.
- On hold for two hours.
- On ROI week it was a challenge.

- Only a couple of minutes.
- Only seconds.
- Only some are courteous.
- Phone rang and rang. No one answered. Left a message. No one called me back.
- Rose has burnout.
- There is a rude gentleman that answers their phone.
- Some are and some are not.
- Some are courteous.
- Some have attitudes.
- Sometimes they are nasty.
- Sometimes you can't get through to anyone.
- The bus I was on drove into Walmart in the wrong lane.
- The bus was late, it was raining and there was no shelter.
- The customer service representative gave me very short answers.
- The situation was handled immediately.
- The wait was too long.
- There should be fewer prompts when customers call in.
- There was no wait.
- They never picked up when I called.
- They put you on a voice machine.
- Under 1 minutes.
- Unknown, I hung up
- Wait time 2 minutes.
- Wait time is too long.
- Wait time was too long.
- Waited more than 30 minutes for someone to answer.
- Waited one hour
- Waited too long.
- I only waited 1 minute.

**23B. Was the customer service representative who handled your call courteous?
Please explain.**

- You get a lot of attitude when you call.
- At the time the operator did not understand the rider (language issue) so incorrect information was given. Operator demonstrated their frustration with the caller.
- Brandy, Sharon and Madelyn are great!
- Call not acknowledged.
- Complaint about a driver. The person on the phone did not care.
- Could not get the right information, need to listen better.
- Customer Service rep had a bad attitude.
- Did not know answer to my question.
- Gave wrong information.
- Good service.
- Got on the wrong bus. The driver put me off in the wrong area.
- I called about my bus being late but the representative could not give me the status of the bus's arrival.
- I called regarding the Hemming Park machine that took my money.
- I didn't ever get anyone on the phone because I hung up after having to wait a very long time.
- I ended up hanging up.
- I love Sharon.
- I received the wrong information from the customer service representative.
- I was given the wrong information when I called.
- Incorrect route information.
- Love the NextBus App.
- No real information was given.
- There was no wait.
- Person was having a bad day and took it out on me.
- Provided the wrong information.
- Provided the wrong information.
- Rep didn't sound like she wanted to help me.
- Rep put me on the wrong bus.
- Reported bus leaving too early.
- Some give the wrong information.
- Sometimes not so much.
- Sometimes the reps are not as knowledgeable as they need to be.
- The bus I was on broke down and another bus was supposed to be sent. We ended up having to walk to another bus stop.
- The bus was late and the representative was not able to tell me when it would be coming.
- The community shuttle was not at the designated stop.
- The customer service representative did not know to tell me that the street name

had changed as a result of the optimization process.

- The customer service representative gave me the wrong information.
- The customer service representative was not helpful and didn't know the routing information.
- The driver did not keep the route timing and customer service tracked the bus.
- The rep didn't know Jacksonville and wasn't confident in answering my questions.
- The representative was not helpful at all.
- The rude behavior of the driver stopped.
- The shuttle was overcrowded. They told me to call back later.
- There is one gentleman that is very rude and doesn't listen to customers. He talks over you when you are speaking.
- There was an accident while I was on the bus. I called to complain because my back was injured.
- Two different reps will give you two different reasons why the bus is late.
- Unknown, I hung up.
- Women are not as skilled at customer service as men.
- Wrong bus information.
- Wrong information.

**23B. Was the customer service representative who handled your call knowledgeable?
Please explain.**

- A driver was not professional. The driver was nasty.
- I called about the route changes.
- Bus was running late.
- Called and complimented a driver approximately one week ago.
- Called to see if I could schedule a pickup.
- Child was injured on the bus.
- Complaint about a driver.
- Following my question the driver was not professional in responding.
- Good
- Good.
- Good.
- I asked for a supervisor.
- I called because my STAR card balance did not match the actual balance.
- I called to discuss driver performance. It was very positive and helpful.
- I did not receive enough information.
- I lost my bike and they did a good job of assisting with locating it.
- I lost my wallet.
- I needed information about route #5 and I was told to look online.
- I put \$50 on my card but it was not credited.
- I reported a bus driver who refused to turn on the heat during winter.
- I reported a driver.
- I was given incorrect information.
- I was given incorrect route information.
- I was given wrong information.
- I was provided the wrong information.
- I was put on hold.
- Information I was given was incorrect.
- Left wallet on the bus.
- My bus never showed up for 2 hours.
- My STAR card did not work.
- There was no follow-up.
- Not good.
- Person hung up.
- Provided a weekly pass as a resolution.
- Some of the reps are not knowledgeable.
- The bus did not leave earlier than 5:00 am when they change to the new system.
- The bus driver was rude. The driver arrived early and I questioned the driver about it. He was not professional and spoke to me rudely.
- The customer service rep was not helpful and was very short with me.
- The evening bus had not come and I did not know when the next bus was coming.
- The rep had an attitude.

- The staff was rude and didn't know that the #22 bus went downtown. She hung up the phone on a passenger.
- They gave me the wrong information and were not friendly.
- They stick together against passengers.
- I called to complain about wait time.
- I called to report a driver.
- Very courteous and helpful.
- When I asked for a manager, they cut me off.
- When you call they take up for drivers and cover up for them.
- Wonderful experience with Ms. Bruce.
- Wrong information was given.
- I wrote a letter last week.

23C. Have you ever called the Customer Service Center and requested to speak with a member of the customer service management team? Please explain.

- A driver was very rude.
- Both of my STAR cards were initiated and would not work.
- Bus #18 never arrived.
- Called back later.
- Called back later.
- Called to see why time was changed on buses.
- Called to report STAR card didn't work.
- Complained about a driver.
- The manager was excellent
- I asked to speak with a supervisor or manager but I was denied.
- I complained about the driver going past stops.
- I have a reduced fare card and had bad technical difficulty putting additional money on it. I had 7 cards in 5 days.
- I never received a credit or a refund.
- I never received a call back.
- I reported that a rock was thrown at the bus. I requested that buses be re-routed through the neighborhood.
- I retrieved my wallet.
- I was told the supervisor would call me back. No call back.
- It was found that I was being overcharged on my STAR card. The overcharged amount was credited back to me.
- Left voicemail.
- Ms. Bruce was helpful.
- Never got money back.
- No call back.
- No follow-up by management.
- The manager was not in.
- She was helpful but wallet not found.
- They spoke to the driver.
- Supervisor handled it.
- The driver was parked with riders on the vehicle while she (the driver) was in an appointment.
- The driver was very unprofessional when talking to people.
- The manager called back in a couple of days.
- The manager was not available at the time but did call me back.
- The manager was unprofessional and not good.
- The supervisor was rude.
- They did call me back.
- They replaced my card.

23D. If you have ever called and requested management assistance, was a member of the customer service management team available to immediately handle your call? Please explain.

- 2 weeks later I'm unsatisfied.
- A bus driver cursed passenger.
- A news reporter tried to film me and the bus driver.
- Added funds on STAR Card but not credited on card.
- Bus 13 is always late.
- Bus driver has a problem with people using their phones.
- Bus driver passed by a passenger. Did not pick them up.
- Bus passed me by.
- Bus schedule problem.
- Buses need to be on time.
- Buses were slow.
- Called about a driver and the bad treatment of another customer. The rep called me back to say that the driver had been counseled.
- Called in and asked a question about the person that got shot.
- Called to complain about a driver.
- Charges were credited back.
- Comment about bus driver's conduct.
- Complained about a driver.
- Complained about new changes on the bus routes and need to add more bus routes so that the wait time is shorter.
- Complaint about a driver.
- Complaint about another passenger.
- Corrected time on bus.
- Darin and Leanne have been helpful regarding escalating issues.
- Driver did not know directions.
- Driver not picking up passengers.
- Gave a complaint about a driver but did not hear about the resolution.
- Got an answer but JTA is oblivious. The drivers have not been told to put wheelchairs on first.
- I have to take 4 buses to get from the Southside to the Westside.
- The manager helped with responses.
- I called a week later and the driver had said they made their route.
- I called because I am disabled and the driver was not attentive to my needs. I got the runaround and my concern was not addressed. I was very frustrated with the experience.
- I called to report that a driver failed to stop and pick me up.
- I called to report that a woman on Bus #9B attacked black people.
- I called to report that I had lost my phone.
- I informed the customer service representative that I lost my keys and she said she would inquire. I have not heard back.
- I inquired about the 9B and 10B buses because they were late.
- I lost my phone.

23E. If you have ever submitted a question, comment, or concern, did you receive a call back from customer service with investigative results? Please explain.

- A bus driver nearly hit a passenger.
- A rider on the #2 bus was put off of the bus because she was talking to another person about the service. No action was taken.
- Arlington shuttle did not follow the assigned route.
- Bus # 10 pulled in--driver did not change the bus # to #9--I missed the bus and emailed the concern to JTA. I was never called back.
- Bus driver still does not follow schedule.
- Bus left early. Had to wait another 45 minutes.
- I received a call but but it was over a month later.
- Called in to report driver rudeness to a senior riders.
- Called to report that she was not seated when the driver pulled off. JTA said she was seated.
- Complained about the timing of the bus.
- Complaint about wheelchair handling. No response,
- Could not schedule shuttle.
- Driver complaint.
- Have not heard back.
- I called and asked for a manager with a complaint and never got a call back.
- I called and wanted to know more about the changes coming up. No one called me back to let me know anything.
- I called because I lost my phone.
- I called because a bus did not come for over an hour and when it did arrive it was full. I never heard back from anyone.
- I called several times about a driver not being professional, driving badly and going too slow.
- I called to compliment a driver.
- I complained about a bus driver.
- I complained about a driver.
- I complained about buses that were no shows.
- I complained about issues with route #5.
- I complained about a driver shooting the bird at a passenger as he passed her by.
- I don't remember the particulars but I had an issue with routing/scheduling. I just remember I was not happy.
- I had a bus driver issue.
- I had a complaint about a driver who left the stop ahead of time.
- I had to wait at the bus stop for 2 hours when the optimization route changes took place and no one called me back to tell me when I could expect the bus to arrive.
- I left a message that a driver was driving like a maniac.
- I lost my phone, and they got it back for me.

- I lost my wallet on the #1 bus. I tried to get it back but was not allowed to get back on the bus.
- I never got a response from the call in.
- I never received a call back.
- I never received a response to resolve my issue.
- I was kicked off the bus for no reason.
- I was told to expect a call back but no one ever called me.
- I was waiting for the bus and smoking a cigarette. I was putting the cigarette out but the driver passed me up.
- I'm still waiting to hear back about my keys.
- It took some time but the problem was finally resolved.
- JTA doesn't do anything about the attitudes of the drivers or how they drive.
- JTA has ruined things for seniors.
- Lost item on the bus.
- Machine at Rosa Parks not working.
- Many people do not call in because they know JTA will not call them back or address their concerns.
- My call was investigated and I received a call back from the manager. The manager followed up and called the news station.
- My clothing was soaking wet but the operator refused to turn down the air conditioning.
- My clothing was soaking wet but the operator refused to turn down the air conditioning.
- My issue was not resolved.
- My son fell asleep on the bus and the driver was rude. My son ended up downtown. The driver was very insensitive to my son who has a disability.
- My STAR card was not working properly.
- Need to be more organized.
- Never got \$16 back.
- Never got a call, not even a courtesy call.
- Never got response.
- I never heard about the outcome.
- No return call.
- Nothing was documented.
- Nothing happened
- Nothing happened
- Nothing was done.
- I was told I should be standing when the bus comes, not sitting down.
- I received a call back once.
- I recently filed a complaint
- Shuttle at Argyle did not pick up passengers.
- The #1 bus was late and even then the driver stopped to get something to eat.
- The #9 bus was extremely late.

- The Beach bus driver told me to pay another fare when it was not necessary. Driver got off the bus to smoke a cigarette. My complaint was satisfactorily resolved.
- The bus did not pick me up (bus #17). I was not called back when I called in to complain.
- The bus driver left stops early and I called to report that. He passed the bus stop to go and wait at Tinsel Town.
- The bus driver passed me by.
- The bus never showed up.
- The bus came the wrong way and had to wait an hour for it to return.
- The customer service rep was rude. It took an attorney for me to get the needed information.
- The driver was rude on bus #CT2
- There was no resolution.
- They don't do anything.
- I was upset my issue was not handled on the same day.
- When I asked, I was told the supervisor was on jury duty and there was no one else to speak with.

25. If you were not satisfied (includes neutral) with the way your concern was handled, please explain.

- A rider on the #2 bus was put off of the bus because she was talking to another person about the service. No action was taken.
- Bus # 10 pulled in--driver did not change the bus # to #9--I missed the bus and emailed the concern to JTA. I was never called back.
- Bus 541 never showed up and nothing was ever done. The dispatcher is rude. Weekday driver is the problem. The driver on the weekends is okay.
- I called and asked for a manager with a complaint and never got a call back.
- I called and wanted to know more about the changes coming up. No one called me back to let me know anything.
- I called because a bus did not come for over an hour and when it did arrive it was full. I never heard back from anyone.
- I called to report that I was not seated when the driver pulled off. JTA said I was seated.
- I complained that wheelchairs should be allowed to go on the bus first, but nothing has changed.
- I did not receive a call back. The driver would not accept my STAR card and wouldn't call downtown to verify its validity.
- I did not receive a response to my complaint.
- I do not know what happened with the driver or if anyone tried to follow up.
- I don't remember the particulars but I had an issue with routing/scheduling. I just remember I was not happy.
- I filled out a comment card and never heard back. The complaint was regarding

- I never received a return call.
- I received a response that they would consider addressing rerouting of the #5 bus in the future.
- I received no response.
- I submitted a concern about a driver and never heard back from anyone.
- I submitted my complaint regarding the bus driver arguing with me but I got no response.
- I submitted this complaint 2 weeks ago and so far I have not received a response.
- I was never able to schedule the shuttle and I ended up not taking a job because of that.
- I was upset my issue was not handled on the same day.
- I'm still waiting to hear back about my keys.
- JTA doesn't do anything about the attitudes of the drivers or how they drive.
- JTA doesn't do anything.
- JTA has ruined things for senior citizens.
- JTA needs to be more organized.
- Lost \$20 in the machine, but no one ever called me back.
- My issue was not resolved.
- My son fell asleep on the bus and the driver was rude. My son ended up downtown. The driver was very insensitive to my son who has a disability. I never heard what was done.
- My STAR card was not working but it took a long time to resolve.
- My wallet was found and I had to pick it up.
- No one answered the phone.
- Nothing happened
- Nothing happens.
- Nothing was done.
- Operator told rider they could not help with complaint because he did not have driver's name.
- The # 9 bus left early and I had to wait 30-45 minutes for another bus.
- The bus did not pick me up (bus #17). I was not called back when I called in to complain.
- The bus driver said that they made their route.
- The bus driver still doesn't go downtown on the weekend like the schedule says it should.
- The customer service rep was rude. It took an attorney for me to get the needed information.

- The driver was transferred instead of fired.
- The machine at Rosa Parks was not working and more help was needed at 5 am.
- The result I received was that the report was unfounded when I was very clear that the issue actually happened.
- There has been only one time that someone has called me back. Usually no one responds.
- There was no resolution.
- There was no resolution.
- They should have been more professional and didn't take time to hear the complaint fully (they just gave me short answers).
- We were involved in an accident on College Street in March and I still haven't heard from anyone about the situation and results.
- When I called I was told I was in the wrong because I was sitting at the bus stop and did not stand up before the bus approached the stop.