

Senior Rider Survey Comments

1. I don't use the Senior service very often as I have a daughter in town that gives me rides.
2. Please don't take the City Bus away because I am not the only one who rides it, especially if their car breaks down or something else unexpected happens. Or people who don't drive a car.
3. Don't ever take the bus service away from us elderly. I have never driven and my husband is deceased. I depend on the bus service. Thank you.
4. I wish they would have bus service until 5 p.m. due to medical appointments that are later in the afternoon—you have the worry of not having a ride back home.
5. I am 91 years old and moved to Grand Forks last August and haven't used the bus very often but glad to know it's here when I need it. Excuse scribbling. I am hoping to use Senior Bus to go visit friends.
6. It is such a wonderful service to have the Senior Bus. The drivers are so helpful and polite.
7. I am still driving my car and intend to until I say "This is enough!" I do use the Senior Rider occasionally when I have an eye doctor appointment etc. The Senior Rider is very important and I will surely depend on it when the time comes—especially in the winter.
8. I am handicapped (in a wheelchair) so need the lift when I go for my appointments. I like the ramp on the taxi.
9. All drivers very good and helpful.
10. I am so fortunate to have Senior Bus service for medical purposes. Especially when I had surgeries and couldn't drive. It is so good to be picked up at the door and taken to destination. It is a wonderful service.
11. Have a limited budget and I appreciate the good service and reasonable fare.
12. Re: No. 5. The times I needed were already booked. I really like the service and plan to use it more often during the fall and winter months.
13. I have only used the service twice but was very impressed by it—except, I called a day before, for a 9:30 ride, and there was no way I could be picked up at that time because the bus was not available. I tried again, for a 2:30 ride to the Cancer Center and was told it wouldn't be available for a ride home. I am in the process of having 33 radiation treatments and would have found the service wonderful, but after being turned down twice, I've driven myself. Thank you.
14. I did not receive this but a friend had two. I've never used the DAR—mostly I use City Bus so I can get on and off ½ block from house—gives me independence to shop and etc. whenever the bus runs—no special calling. I'm in early 80's but very active—have no car.

15. I sure appreciate the people who drive these buses and come up to the door to get me. Also this lady who takes my calls is very nice to talk to.
16. I usually try to call once a day in advance and I usually ask if they have anyone going my direction to be considerate.
17. I find the Senior Bus very helpful for my medical appointments.
18. I do use Dial-A-Ride to attend church on Saturday sometimes. The DAR runs longer than SR to 6:30 p.m.
19. I like taking City Bus, but I had a car until last fall. It's so handy to take to so many places. Thank you.
20. It is a great service—the Senior Rider carries groceries and helps us till we get our cart to haul them upstairs. Very polite and nice to the riders are the drivers. Please continue as is.
21. I find the service great as is. Without it I would be lost. It has been a “Godsend” and the service is excellent. I am ninety and couldn't carry my groceries from City Bus stop for us which is by the Post Office.
22. The Senior Bus service is very important to many people. I hope we can keep it.
23. I sure have enjoyed it very much. Drivers are very helpful, helping with groceries, were we need much help. I couldn't do without, thanks very much.
24. I see no reason EGF cannot provide same service as GF. For example: Why can't EGF provide service between 6:30 and 10:00 p.m.? Or are we supposed to be not seen or heard from after 6:30?
25. I think the Senior Rider service is wonderful. I would use it all the time—3 days a week, Mon., Wed., and Friday, if the service was extended to 6 o'clock. I usually get on at 1 p.m. for 4 hours. By the time I can leave dialysis it's 5:45 so near 6 o'clock. Sometimes I don't feel so well after dialysis and I would appreciate being able to take the Senior Rider home.
26. I come to Grand Forks to see a doctor and stay at my granddaughter's about a week. Then I go to the Senior Center, and I use the Senior Rider bus.
27. I really appreciate the bus service and wish it would run on Sunday. I work M-F so Sat. is the only shopping day I get. It takes time and energy to shop while riding the bus, especially getting from one store to the next and carrying packages and it's hard to do that all in one day. The night bus is a long ride home so that's discouraging.
28. I have a car and still drive; however, I'm driving less and less as I get older. I know that the seniors that use this service would be lost if it was cut out or eliminated.

29. Please don't stop giving us the service. Since I lost my eyesight, I had to sell my car, I don't go to play bingo, cause I don't care for it. Since I am almost 85 years and can't see to drive, I do like the City Bus and the Senior Bus. I am a member, I must walk since my heart attack. Please keep the service for us.

30. I love the Senior Rider bus service. The drivers are so nice and helpful and honestly, I don't know what I would do without it. I really do depend on it a lot. It's easier for myself and the ladies I take on it than the City Bus and in our price range.

31. I use a walker and bus is not as easy as cab—and the service is such that there is no need to call the day before. No calls taken on Sat. or holidays—bad—I still can't get to church Sunday.

32. I like the bus for going to the clinic. Or getting your hair done. Thank you.

33. I'm very happy with the availability of the Senior Bus transportation when I've needed it. I may not use it that often, but I use it because I do not drive. I'd like to see the city continue this service.

34. Excellent service as of now.

35. I am at Tufte Manor now and may still use Senior Rider service when little better.

36. I think both the bus and Dial-A-Ride are good, but I prefer the Senior Rider. I have used it in the past because of a broken hip and arm. The driver was wonderful. On time, very courteous. I think it's a must for our community. Thanks.

37. If want to attend a senior meal have to go around 9 and then gobble food in order to get ride home. Legally blind so can't see to see if bus is outside. If calling for a doctor appointment the bus was always unavailable because it was too busy—the regulars count over the ones that need it for appointments.

38. Good driver and helpful into bus.

39. Have no auto here to drive. Came to Grand Forks by ambulance but OK now.

40. I really appreciate the City Bus service and also the Senior Rider service.

41. Thanks for Senior Bus. I can't walk to bus stops!

42. This April 2nd, I was sure I could drive to my appointment, but when I got up I wouldn't even try, so I called Senior Rider service. I knew that one should call ahead. So I tried and the Senior Bus got me to my appointment and home. I appreciate it very much. Thank you.

43. I use Dial-A-Ride only for times when our retirement home van cannot take me. They go only Tues. and Wed.

44. I depend on Senior Rider for all my getting around. I do not drive and I would be completely lost if it wasn't for Senior Rider. They also are very helpful with doing things for us seniors. Thank you so much.
45. Charging \$3 per ride is OK, but please keep the bus and Dial-A-Ride service.
46. You don't treat old people nice. I use Dial-A-Ride now and they are nice to me.
47. This is my only sure means of transportation.
48. The drivers of the Senior Rider bus are always nice and pleasant. They always make sure to get you there on time to where you are going.
49. The bus drivers are very pleasant.
50. I appreciate the Senior Rider service and pray that it continues!
51. Am thankful that we have a Senior Rider bus, although I don't take it too often. I'm happy that we have that service for us. Thank you.
52. If it wasn't for the Senior Citizen Bus, I couldn't keep my doctor appointments in winter, as I don't drive in winter. Don't know what I would do if we didn't have the service. I won't have no other way to get to clinic.
53. It was very good service and always on time and the drivers were very nice to me, and polite, and helpful.
54. It was a great service when I could not drive.
55. I just lost my car through an accident and will probably take Senior Bus when needed—at least once a week.
56. I had my own car but because of age and eye problems I gave up driving as of 1 Jan. 03. I very much appreciate the services offered by your organization. I have not used the City Bus in past six months as bus station is several blocks from my home and I use a cane or walker and my mobility is rather poor.
57. Disappointment in not getting Senior Rider when needed on time and then have to switch and stand and wait for City Bus service on the corners!
58. Add one more SR bus.
59. The drivers are so friendly and helpful, it means a lot when you're old and not feeling well.
60. Please don't take this service away from us. If you do make changes—add another bus and add more hours, for instance.

61. I too agree, the drivers are all so courteous and patient—thanks to all of them.
62. I hope this service continues for riders like me, who don't drive. To have a bus that picks you up right at your door is wonderful for all old people. I'll need this service more than ever as my children are gone. It's my ride for doctor visits.
63. May we always have the Senior Citizen bus with us. I appreciate what they do for us. We would be completely lost without it. Thank you very much.
64. When I sell my car next year I will be dependent on Senior Rider service.
65. I am 85 years old and no longer drive and have a walking problem. The Senior Rider bus is a Godsend. I couldn't manage without it.
66. Senior Bus very often has no vacancy.
67. This service is so appreciated!
68. I have not taken the Senior Rider service for some time and especially since the weather got nicer. I drive most of the time and have until this year. I liked the convenience of it for me. The reason I quit riding it early was it was always "full" with one or two of us on. There was never a suggestion of changing to 15 min. earlier. One day I called in on Tues. to make reservations for Thurs. and was told I had to call in ahead of time, which I thought it was by 2 days. I have used it for 9:30 hair appointment and that was OK. I go to the Center Tues. night (not covered by Senior Rider) and Thurs. for bingo. I see the bus is full when it brings the people for the meals, or almost full. Use it or lose it—how can one use it when its full? I understand you cannot pick up both ends of town at the same time, not even by car.
69. How about Saturday—I'd love to be able to go to a mall some Saturday
70. Would like to see Sunday service. I live at Parkwood so this service means a lot to me.
71. This Senior Rider service is just wonderful, sure am glad they have this for us. This is great service, for all of us that don't drive. Please keep it going. Thank you.
72. I used to be able to get to my appointments when necessary. I call well in advance but recently have been refused service several times. I've been told the times I needed had been filled. This puts me in a bad spot especially when it involves appointments at the clinic.
73. The Senior Rider is very good, and very reasonable. The lady that takes our calls is very good and the Senior Bus drivers are very nice.
74. I appreciate the Senior Rider service very much. It has been a great help to me.

75. Generally drivers very congenial and thoughtful—waiting for me to be seated before driving on. I am very thankful for the present bus service and schedules. Suggest small buses (but not like the present ones which are disorienting—low ceilings, bumpy). Thank you.
76. It would really hurt to lose the bus service when one doesn't drive.
77. As stated in the Dial-A-Ride form, I did not apply until I was past age 80 and then it took another four or five years to be accepted. My need for Senior Bus coincides with her need to get to the Center for meals and bingo. The University Avenue bus comes within a half block but I am afraid of the narrow steps getting off and on so would rather walk the 3 ½ blocks.
78. I have only been in town one year. I'm sure I'll use the bus in the winter.
79. I'm a regular bus rider—5 days a week, but I also like the Senior Rider when the bus isn't convenient.
80. Now that I am 89 years of age—I may use ridership more. (Use cane or walker—can walk nearly ½ block).
81. Without the City Bus, I would be in bad shape. I use it for almost everything and I do not own a car and have no relatives that live in Grand Forks. It is a lifesaver for me.
82. I appreciate having the Senior Bus to take for medical purposes, etc. In the wintertime it is even more valuable of a service. It's a great service for us senior citizens.
83. I really appreciate having the van.
84. I didn't get a ride on time anymore. Hope it will be better next fall when I start again in the fall and winter, so I get in time for work.
85. Bus drivers are very pleasant.
86. No comments. Have always been satisfied with Senior Rider service! Thank you!
87. As I am on portable oxygen and pretty “home bound,” I can rely on both services. The drivers are very helpful to get groceries/packages into a cart with my oxygen attached so I can get my purchases up the elevator to my apartment, plus the cost for both is reasonable! I am really appreciative of the drivers and service!
88. The Senior Rider does a great job.
89. The friendly caring staff of Senior Rider gives me a feeling of security. I can't walk far anymore so it's harder to catch city buses. Don't see well either.

90. The senior rider van is a must for seniors who don't have a car to get to the appointments or to grocery stores in the wintertime. It's preferred over the City Bus and we all don't have Dial-A-Ride cards. Please keep the senior van.
91. Question No. 5—due to late call for ride on this day. The schedule too full. Must call at least a week in advance. Use to call the day before. Too late. (Senior Bus)
92. The Senior Rider service was gracious and a most appreciated ease of mobility when I know the day ahead of time for the need to call.
93. Hope the service continues. Put another bus on sometimes—hard to get in because of more riders which is good.
94. You have to call 2 to 4 weeks ahead of time now. So it is not convenient for me anymore. I would rather use the City Bus service and shop 3 times a week to get all my groceries. Doctor appointments are not always 2 to 4 weeks in advance. This makes it hard on me. Thank you.
95. I'll be needing and using Senior Rider service more often now that my husband resides at Hearthstone 4000 Valley Square. I greatly appreciate your rates being much less than Dial-A-Ride.
96. I liked it very much and plan on riding it when I need to go.
97. Depend on the Senior Bus—appreciate being able to make appointments ahead. The drivers are courteous and kind. Appreciate they come to the door and deliver us to the door.
98. I used the service after hand surgery when I could not drive to therapy appointments. Service was great—I was completely satisfied with the service and the price. Thank you.
99. The Senior Service Rider bus. Are more polite, they help in and off the bus. The rest of the buses I ride—don't help me.
100. I try to call for a ride 3-4 days ahead of my medical appointments, twice I was told the time was filled and could not take me. Once the folks playing pinochle had to be taken home.
101. Couldn't do without Senior Bus. Don't drive and depend on it. Couldn't get to medical appointments. I volunteer at hospital—use it to get there and see my husband at Valley Eldercare. Need for shopping and other appointments. Beauty shop, lawyer, bank—main ones. Its tough to get older but everyone get there at some point. Want to stay active as long as can. Thank you, God bless.
102. Wished to use the Senior Rider service a couple of times, but once it was booked up and another time was told it does not go out of the city limits when I wanted to go to lunch at the new golf course. I called Dial-A-Ride to see what they would charge and they said it would be \$14.00 which I couldn't afford so I could not go. I am disabled and in a wheelchair so it is difficult for me to get out to get a Dial-A-Ride card.

103. Later pick-ups for the ones that play bingo at the Bingo Palace. Have pick-up at 3:30 p.m. at the Bingo Palace.
104. I have only ridden the bus very few times. However, I feel that it is very important for the seniors who do not drive.
105. Would be nice if we had bus service of some kind on Sundays.
106. Needs rides because of impaired vision. I use both City Bus and Senior Rider.
107. Eye disease in the last years have made it necessary to get help with rides. I now take the City Bus or Senior Rider when their schedule is available. Thank you.
108. I basically use the Senior Rider just to go to the doctor during inclement weather.
109. I did use the Senior Bus when I was in a car accident and got very good service. I drive my car now but being 83 years old I may have to use the bus some day, and I hope we can have that service.
110. I use both. I enjoy regular bus service but prefer Senior Rider when I need door to door service, i.e.: when fasting 12 hours or so for blood tests, I feel safer on Senior Rider door to door, or with heavy bags to carry, from grocery or other shopping. Otherwise, regular bus rides are enjoyable. Good bus drivers, very capable and very pleasant. P.S. Thank you for asking.
111. I rode the City Bus for 12 years both ways to go to work, and I used it to go to the clinic and the mall. But we need the Senior Rider for people that have a hard time getting around. I hope we never lose it. We need to keep the City Bus also.
112. I think DAR is a very good service and should not be abused. I feel safer in a cab. The cab and bus drivers have been very good. I am 91 years old.
113. No assisting of help in and out of bus or rider and no assisting to my appointments. As for the bus, I gotta walk at least ½ mile to get to one. Not able to do without help.
114. I still use Dial-A-Ride to go to the hospital for dialysis too early for the bus. Also at times when the bus is not available. Also when I need to use it on short notice. I am 85 years old trying to get along on Social Security.
115. I moved to Grand Forks last October. I do not have a car. I really appreciate the bus service.
116. The bus driver is very helpful, pleasant.
117. The bus driver on the Senior Rider service is very congenial, a very good bus driver.

118. There are times when it would be nice to have longer hours, especially while shopping because it is difficult for older people to take a bus too early in the day and therefore having all afternoon at least would be helpful or possibly early evening even.

119. Also would like someone to spray for dandelions for us seniors at a reasonable price.

120. If I want to buy a lot Senior Rider is better. They help load and take large items to the house. I like that.

121. Thank you for having a bus.

122. The rider service was exceptional and all the drivers were caring and helpful! Thanks!