

DAR Survey Comments

1. I would not be able to ride the City Bus.
2. I really like the DAR service. It takes me where I need to go, it saves me money, the people are nice. Without DAR services my life would difficult to get around.
3. Dial-A-Ride is my lifeline to living independently. I am elderly and physically unable to use other forms of transportation for my basic needs, for obtaining medical attention or groceries. I have no family in the area and of course not able to drive a car! The service is good—leave it as is!
4. Am happy with this service.
5. I do not drive. Am so thankful for DAR. If it wasn't for DAR I'd never get around. The service is excellent and I do hope they will continue this service.
6. I promise not to misuse the privilege and use it only to go on appointments and places too far off the City Bus line. The City bus line is not handy. It can be a 4 hour 4 bus journey but thanks to postal service at Hugo's I'm spared that one. The express line is best ever for me.
7. I don't take DAR at any time because I am not qualified for it. City Bus: I don't care for the small bus because it is too narrow between the seats and it is too jerky.
8. It's the best service I ever had so I do hope it will continue. I am 91 years of age. I really appreciate the service.
9. I like the Dial-A-Ride bus and feel very safe. I also am very happy with my driver, Rich. All employees of DAR seem to be very nice.
10. I'm satisfied with the service.
11. Dial-A-Ride was an excellent source for me on my dialysis days. MWF. Thanks for all the help. Great workers.
12. DAR people are very friendly and cooperative. Keep up the good work.
13. I really appreciate Dial-A-Ride (taxi) for my medical appointments which are scheduled 2-3 months apart. I go from East Grand Forks to the dentist, hearing center, and medical clinics in Grand Forks.
14. Please don't get rid of the DAR service! I'm not sure what I would do without it.
15. I am unable to walk too far or drive a car because my left side is paralyzed. I had paratransit in Sioux Falls and my doctor here helped me get Dial-A-Ride and I am very thankful for that. Once in a while I have to use it twice a week to go to the clinic.

16. I know some people who are using DAR entirely for errands, shopping, etc. I use it when it's possible and usually I need a helper along. This is a nice service and drivers are pleasant and helpful. I think older people need longer hours for shopping etc. for example early afternoons and evening.

17. I am on a limited fixed income and use the Medicare ride to my doctor appointments. The drivers are all nice and polite and I do not get confused when I ride on DAR to the clinic and the hospital. Please don't change that.

18. Became legally blind almost 4 years ago and no longer drive. Dial-A-Ride has really helped.

19. It is very hard to take the bus in winter because the curbs are always full of ice and snow and impossible to climb over. It can take 45 min. to an hour to get from the south end (36th Ave S) to Columbia Mall. The bus is very difficult to get on and off.

20. I think that these services are very good. I will use my new DAR card only when necessary and sparingly. Please keep it valid. I am 91 years old.

21. Separate service for senior citizens who are able to walk.

22. We have a van here at 4000 Valley Square that takes us to the doctor and dentist, so I don't need DAR to take me there. Also takes me to the grocery store once a week.

23. I am 85 years old. Disabled. I travel to the hospital 3 days a week for kidney dialysis. At times I have other medical appointments at the clinic so need the service.

24. Frank is in a wheelchair. He had a stroke five years ago. That is why he rides on the Dial-A-Ride bus with a wheelchair lift.

25. I would not be able to go to the clinic or any place if it weren't for Dial-A-Ride.

26. I don't drive and I walk with a cane and have bad legs, feet, and back.

27. I really like the taxi drivers.

28. Have the DAR available prior to 10 a.m. on Saturday!

29. Why is the DAR not available until 10 a.m. on Saturday?

30. Prior to my accidental fall in Aug. 93 I was able to drive. Since that time I have depended on DAR for which I am very grateful. It is wonderful and opened my world again. It is well-operated with kindness and caring, all being like an extended family for handicapped people like myself. My gratitude runs deep!

31. I just signed up for DAR last month.
32. I used DAR only a short while after an illness. As soon as I could I went back to driving my own car. I found the DAR drivers very accommodating and kind. The riders should be told they have to make an appointment to use DAR. I thought I could just call and that wasn't so, my only dissatisfaction.
33. Julia rides along with Frank for a helper.
34. Thanks to your service and the drivers I am able to continue an independent living, without taking advantage of it, (time and cost) on a retirement income!
35. They have always been courteous and timely!
36. I appreciate DAR very much—I'm happy it's available.
37. The drivers have all been so kind and helpful. Thank you for making this service available for those of us in wheelchairs.
38. Medicaid people get free ride to doctor. The people I know are spry and now walking disabilities. They ride City Buses but because they get a free ride they take taxi. Bob Murphy 2505 13th Ave S don't have Dial-A-Ride but takes taxi of his doctor at Family Practice Center. He could ride bus as he's in top shape. There shouldn't be free rides for Medicaid people. Terri Johnson EGF don't need Dial-A-Ride. She walks round and round in Columbia Mall trying to lose weight. It used to be if you could walk 5 blocks—no Dial-A-Ride.

Here's an example of why so many Dial-A-Ride users—too easy to get a card. Example: young gal who rode buses every day to work came on bus all excited because she came from City Hall and she had gotten a Dial-A-Ride card. She showed me her hand which she had injured at work and she had an elastic bandage on it—in a week it was off and hand looked well. That gal could walk, run, ride bus and why was she given a card? Only time she rode the bus after that was on Saturday when she and husband went to Royal Fork to eat and to South Forks for bingo. So I guess anyone who has a counselor, on Medicaid, can walk, run, know how to ride buses can get Dial-A-Ride card? GF Taxi advertising Channel 3 anyone Medicaid can get free rides to doctor or dentist. So these people who ride buses are taking the opportunity to use Dial-A-Ride for doctor and dentist appointments because it's free. They are saving their bus ride fare. These people who I know play bingo, buy cigarettes don't need "free rides." The "free ride" deal should be dropped.

39. I am disabled and walk with the aid of a cane. I do not own a car and have no relatives that live in Grand Forks.
40. Thank you for being there.
41. I went one time on a Saturday and had to pay full price—to the emergency room and back??

42. Question #2—Some weeks never and other weeks may be several times. I think DAR is a wonderful service, as I do not have children close and can no longer drive.
43. The City Bus is route oriented. I haven't taken the Senior Bus. DAR is trip oriented and picks me up at the door. I could not use the City Bus in winter or rainy times. I would get soaked just getting to the shelter.
44. I am pleased to have my choice between DAR and the City Bus. Thank you!
45. I love riding the City Bus because I can meet other people around town. The new small bus is too narrow for wheelchairs and for carts with two wheels.
46. I did not renew my card this year because I live at Parkwood Place and the Parkwood van service takes care of my needs. Thank you.
47. I have had my card for two years, but have never had to use it. My retired husband is able to provide all of my transportation needs.
48. I'm very pleased with Dial-A-Ride service. Always was from the first time I used it.
49. Thank the Lord for Dial-A-Ride!! The drivers are good to help me in and out of the cab and to help to the door of wherever I'm going. Bless them!
50. Elizabeth is a stroke victim, she sees doctor twice a year, she does not get out other than that.
51. It would be appreciate if the EGF hours were extended past 6:30 p.m.
52. Because I can ride the bus for \$9.00 five days a week. If I had to take cab for five days a week it would cost me \$110.00.
53. I also have asthma and heart problems. I have not been able to drive myself. Have to be very careful in winter. Cannot walk very far. Thank you for this service. My life is easier, knowing I have this service available.
54. In years past I have used Senior Citizen bus, City Bus, and Nodak Cab. I am legal blind. I use the cab because I can get service when I need it. There are times when I can travel alone and I am more comfortable in a cab.
55. I have called Dial-A-Ride several times and they did not come.
56. I only use DAR to go to the eye doctor and clinic. I only have a daughter in town to take me and she is a nurse, and often my appointments are on days I can't go only with Dial-A-Ride.
57. Although my primary care doctor had recommended DAR service for me, I was called and told I could use City Bus and/or Senior Bus service. Neither will work for me. I would be very pleased to use City Bus if I could get where I wanted to go and could return to my location. #5 I do not know what service is provided.

58. I really appreciate this service for errands and doctor visits. I try hard not to abuse this service.
59. On No. 6 question, didn't call in soon enough. No fault due to driver.
60. I only use city transportation for doctor and other medical services. Last week I was late for my appointment as Dial-A-Ride didn't come until after I called to tell I had been waiting. I missed my dinner which I contract and pay for ahead. A meal is served here one each day which is important for me being an amputee.
61. I need Dial-A-Ride to go to work and any place I have to go. I have no other transportation.
62. We use the service for my mother who is in skilled care at Valley. It is her only means to be able to get out and about and critical to her emotional well being. We use it every weekend so she can go shopping or out to eat or appointments. Dial-A-Ride has been a Godsend for us. Mom has no use of her left side (arm and leg) so transferring her into a car is a challenge. The wheelchair van has allowed us to be so mobile and gives her more independence. The staff has been so friendly and we all really appreciate the service.
63. I don't drive so I depend on Dial-A-Ride to get places.
64. In consultation with my husband, and in behalf of him (J. Carleton Green) this is made. We are happy with and very thankful for DAR. It is our sole source for taking him out. We strong support the continuation of DAR. It is of great importance to the community as a whole, showing caring for the segment needing it.
65. I still try to ride the bus when the weather is good and I am well enough to walk to the bus stop. The Dial-A-Ride and City Bus people are really wonderful and good with helping me. Thank you.
66. Can't say how invaluable the service is to allow us to live our lives.
67. I only use the service to return from therapy. The people I have dealt with are very courteous and helpful.
68. It's comforting to know such a service is available to the handicapped. It is needed!!
69. I am very happy with the DAR services. I would be totally lost without them. Especially with all of my medical appointments I'd be lost without them. Thank you.
70. Please clarify these questions mornings 10:00 a.m. to 12 noon 777-9373
71. It is a wonderful service for people that are handicapped. I just wish there were services on Sunday, so I could go to church.

72. After my recent hip surgery, I will be more interested in using DAR service for transportation.
73. Glad to have it.
74. Very glad it's there!
75. Dial-A-Ride is very important to me and other consumers who need to get to work in the community. Please continue your full service and hours. Thank you.
76. Wish the hours in the EGF side was longer hours but it's fine! Thank you.
77. I hope I answered your question all about that's why I don't take the City Bus. I like the Dial-A-Ride cab the most.
78. I have M.S. I find walking around a mall, store, or clinic very tiring and if I take Senior Bus or DAR, I take my scooter and I don't have to walk. The drivers are very nice and friendly and helpful!
79. It is a wonderful service. The drivers are courteous and kind. Let the DAR please continue.
80. I used it more when my husband was also in need of the service (both of us were in need of the service, but his need was only temporary). Now he is driving again.
81. I have bad feet also, hard to walk most of the time. Also takes meds make me sick. This is very important to me. Harder to walk in wintertime.
82. DAR takes me to the handicap entrance at my building on the campus. I appreciate this as I am unable to walk any distance.
83. Since using this service, which was wonderful for my husband, who passed away in August, we have not used it. He was handicapped so it was a great way for some independence.
84. I have the doctor's signature. Do not drive and live alone. Dial-A-Ride is wonderful.
85. When I can't get a ride from Prairie Harvest Foundation I call DAR
86. Most people here are handicapped. You would need lifts.
87. I really like it that there are two companies providing DAR, because there are a lot of people who use it. I can call if there is an emergency and someone is here in 30 minutes because there are two companies.
88. I am in a wheelchair. 86 years old. Would be housebound without Dial-A-Ride. Thank you.

89. I take DAR because it's easier than the bus. I have a walker, and am not able to walk very far. Hope this answers your question. I can get in and out of the cab quite easily as yet. Thank you!

90. I am satisfied with bus and DAR services. With lung problems it is hard to walk 3 ½ blocks to bus.

91. Without DAR I would be very much worse off. I go to all appointments that way, and to work and shop for groceries, etc. Even though the people who use DAR are not the most prominent citizens, they do spend their money in greater Grand Forks and revenue could be lost if these people cannot get around. Thank you.

92. I am in the nursing home for 21 years and ten months and am not able to ride the City Bus or the Senior Bus. I am completely disabled due to a big stroke. I just got on Dial-A-Ride. I don't talk or walk or write and have to have my wife go with me.

93. My son is not always free to take me to my doctor appointments and I like the DAR because I use a walker to get around and I am able to get into the front seat without any problems. Also the drivers are very kind and helpful.

94. I have a chronic neuro-muscular disease. I only use DAR when really needed. I need DAR's home wheelchair pick-up because I can't get to bus stops. My power chair is very large. I am 6'1" and over 310 lbs.

95. Sunday service for church.

96. You don't have to get the service more than an hour ahead of time.

97. I need a service that will transport my wheelchair.

98. DAR is wonderful. This is because the city does not do it.

99. The DAR is the reason I put up with ND bad weather and taxes.

100. Cannot get on the bus because I have an electric scooter.

101. The DAR has been a very nice way to not worry about getting to Altru Clinic or bone doctor and eye clinic. And with his situation getting worse—I am sure it will be used again and again. Also use main bus system for business trips to bank and my parents home to care for it if need be. I do not drive.

102. The special needs of this community must have enough services to provide for special needs people. They depend on these services.

103. Keep the service.

104. Without DAR I would be really lost. Thank you for providing the service. Please don't fix it cause it ain't broke...it's a good system.

105. Like it real well.

106. Sunday service would be nice (church, etc.) otherwise any change in the current system would just be a set back.

107. At the present time, I still own a car and am able to drive where I want to go.

108. I have MS. Can no longer drive. Cab is greatly appreciated.

109. I like the service but cab drivers should not use cell phones while driving. ND road rules are violated by not having both hands on wheel! I would be housebound if not for affordable taxis. I can't walk to bus.

110. Haven't used as yet. It is there for emergencies should the occasion arise.

111. The City Bus is not the best for me. I must use a cane or a walker and bus stop is several blocks from my residence. Also my mobility is poor.

112. JoAnn has not used DAR services. During the past year, however, there have been several occasions where she could have.

113. Thank you for the time you took me to Fargo. I'll need to come back one day.

114. The service you provide is wonderful. Sorry I cannot use it for everything! Can I try my Dial-A-Ride card?

115. It is a very good commodity. Pleasant, accurate, and dependable for times I have used it, although I must admit I don't use it enough.

116. Very good service on Senior Bus. Courteous drivers and scheduling person.

117. For the past 4 months or so I have had lots of problems with my walking and I can't get in any bus alone, as I can't make the steps, not even the first step, without help. But into car I can as I learned that at rehab some time ago, and I hope to use the DAR again. Stay with us.

118. It would be nice if Sunday morning I could use DAR to attend worship services. Also, evening DAR service (after 6:00 p.m.) would permit me to shop or attend social functions. Thank you!

119. I take the van as I am in a wheelchair.

120. In winter, wish the DAR was available on Sundays.

121. He really appreciates the services of DAR.
122. My mother is now in a nursing home. I'll be calling about renewing her membership but she could only go in a wheelchair now.
123. Have started using a wheelchair so DAR is most important than before. Daughter can take me out shopping or to eat on DAR and not struggle to get me in and out of a car.
124. Was denied 5 years ago. I was told by Roger Foster unless I was in a wheelchair I do not qualify. Have not been able to use as of yet!
125. As I was instructed to have a form filled out by my doctor, plus my answering questions, I forwarded papers accordingly. Sometime later I received a reply denying my application. I am perfectly happy with access to Senior Bus and City Bus service, especially the Senior Bus, as I do not drive a car. I am 86 years old today.
126. When I hurt my leg and was using a wheelchair my children had me sign up for Dial-A-Ride, but I never use one. When I had to go to the doctor or anywhere someone always came to help me. My family took care of everything. I had a card to use but never did. Thank you.
127. I did not use any of the services.
128. We no longer live in the Grand Forks area. Thank you.
129. I never use DAR.
130. Do not use DAR.
131. I ride the City Bus only from home on S 17th to Altru Main Clinic M-F 8-5. I enjoy the City Bus because I'm not able to drive at this time. Thank you much!
132. I have never used DAR. When my husband died January 1st, 1999, I signed up for DAR because I hadn't driven a car for several years and I was concerned how to take care of myself. I still drive but I like to keep the option open if I should not be able to do so. I am 75 years. Have had arthritis since I was 19 years old. I had hip (both) replacements in '71 (left) and '72 (right). I am bent over so I can't walk far.
133. I am a regular rider on the City Bus. Shopping/medical/work/social visit. I have only been taking the City Bus.
134. I cannot answer these questions because I am not a DAR person. I was denied.
135. I am satisfied with DAR service. The drivers are always helpful. They let me sit in the front seat because it is easier for me to get in and out.