

Attachment 3, DS-2022-47
Tecumseh Transit Service
Selected Comments Received

Selected Comments Received through the Blaise App
<p>"This is amazing. Just for the fact that I don't have to go around the whole town for just a 10 minute trip is A++ to me. I love it."</p>
<p>"Great drivers, great service, unfortunate that the pick-up/drop-off times can be more than 10-15 minutes later once the trip updates. Wish the call centre was in the area too!"</p>
<p>"This is not a good service it doesn't provide any kind of ease to the passengers. Timings are worst which doesn't match with transit Windsor. Old system was good."</p>
<p>"It was a perfect one. Thanks for the awesome driver."</p>
<p>"The worst! They are always late and I have to attend Doctors appointments which are crucial every week. I am expected to be on time, not late every week."</p>
<p>"The bus was over 20 minutes late but instead of the app to update with a new time, it kept us at the bus stop standing under the hot sun. It is not right we have to pay for subpar service."</p>
<p>"New to Windsor and Tecumseh and Faith was very understanding of my lack of knowledge of the system. She made sure I arrived at my destination safe and sound and was knowledgeable and willing to answer any questions I had."</p>
<p>"The driver is nice, helpful and professional, and the transit is clean. Smooth ride."</p>
<p>"Worst service. I booked bus for 8:20 on app it shows me 7:55 bus arrival time and bus didn't show up I waited about 20 minutes. Please manage the app I am always getting late on my work"</p>
<p>"Your app has been crashing on me since late last night. I uninstalled/reinstalled the app 3x. But it still crashed after inputting my request. Please fix. Also, give my thanks to the call-in operator in New Brunswick (I didn't get his name) for listening and booking my rides for me. Give him a raise!"</p>
<p>"Every day, this bus is late and updates and makes mg child late for school. I have tried numerous different times to remedy this on my own. But it's either my 13 year old has to leave at 650, and arrive at school 1.5 hours early. Or be picked up at 815 and be late for school. This app is not working and we need to go back to a regular schedule."</p>
<p>"The driver has a "Heart of Gold ". Thanks to all the drivers for their dedication and hard work. Long live Tecumseh!"</p>