

From: guswalk@gmail.com
To: [Transportation Commission](#)
Subject: ParaTransit comments
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Importance: High

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Good afternoon:

I will be unable to make it to the meeting on July 29, so I am sending in my paratransit comments.

I am very satisfied with the service I receive from First Student and Transit Solutions.

But I can hardly say the same for Quality Transit. In my opinion their company has no Quality to it. It does not seem like they have the same training as the other two companies.

Some of their drivers never say a word to me all the while I am in the vehicle.

They picked me up so late one time, that I arrived at my appointment 15 minutes late. And they were supposed to pick me up 45 minutes prior to my appointment. This time was set by Metro when I called to arrange the ride.

The second time, they were so late, I canceled my appointment because I never would have made it in

time.

The last time I used Quality Transit, I got out of the vehicle, and tripped up a curbing and fell. And the driver just drove away! This is very unacceptable! Thankfully I just skinned up my elbow a little. And luckily there was another resident outside, because I need her to help me up, as I have a brace on my right foot/leg, and I am not able to get up with out holding onto something.

Since, then, if I know I am having Quali Transit, I will usually cancel the ride and take Lyft (if the ride isn't too far). I just don't want to deal with them anymore.

I do not know who is worse? Quality Transit (now) or Badger Cab (when they were a part of paratransit). It hink it is a tie.

First Student and Transit Solutions are always nice, they always ask who I am (which Quality hardly ever does).

First Student and Transit Solutions always wait until I am at the door of my drop off point before they leave.

Thank you for listening.

Jo Ann Gustavson