

STAFF REPORT

SUBJECT: Fixed Route Passenger Satisfaction Survey 2017

FROM: Cyrus Sheik, Senior Transit Planner  
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DATE: June 26, 2017

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**Action Requested**

This is an informational item only.

**Background**

LAVTA conducts an annual on-board fixed-route passenger survey to gauge passenger satisfaction in order to continually improve the quality of its service. The results of the surveys are also used to calculate service quality standard indicators upon which the operations contractors' annual incentives are based. Both fixed route as well as paratransit riders are surveyed; this report discusses the results from the fixed route survey.

**Discussion**

Methodology

This year's survey was conducted during the month of May 2017, and was undertaken by the agency's own customer service staff as well as operations contractor staff. The surveyors rode mainline routes and asked each boarding passenger if they would like to complete a Wheels customer satisfaction survey. Surveyed trips were focused on the trunk routes #10 and #30, but also included surveying the shorter local routes. Also, for the first time, school tripper routes were included in the surveying roster. A total of 433 completed surveys were received.

The survey questionnaire (Attachment 1) was based on the standard customer service survey LAVTA uses each year, and was provided to passengers in English and Spanish.

Survey Results

The full tally of the 2017 survey results is shown in Attachment 2. The core item in the survey relates to quality-of-service aspects, such as schedule adherence, cleanliness of buses, and driver courtesy, while the remainder of questions addresses rider profile, such as age and household income. As the 2017 survey was similar to ones undertaken in recent years, a meaningful trend comparison can be made.

Quality of service: As in recent years past, respondents this year gave the Wheels service fairly high marks on quality-of-service aspects, as indicated by their scoring on a 1-5 scale where 1 is the worst and 5 is the best. From the total set, the service quality aspects were given a 3-point grading or better by 92% of the respondents, a 4-point grading or better by 71%, and a 5-point grading by 36% or better of those surveyed.

The area that was given the highest share of excellence was whether passengers felt safe when riding the bus, while that related to on-time performance received the lowest relative share. Passengers’ opinion rating of the Wheels service across the board averaged a 4.3 point score on the 1-5 scale.

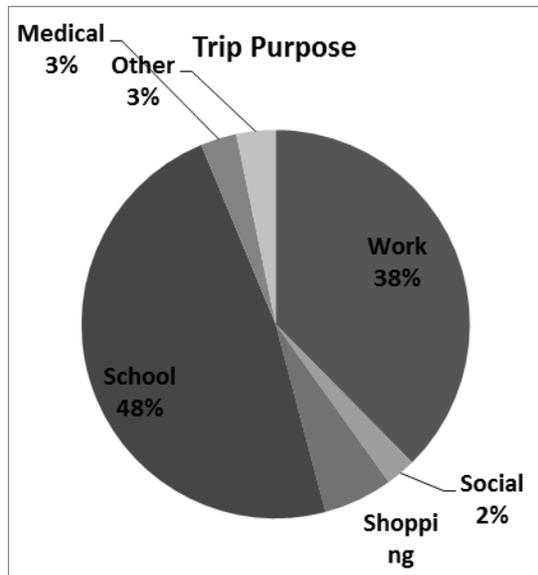
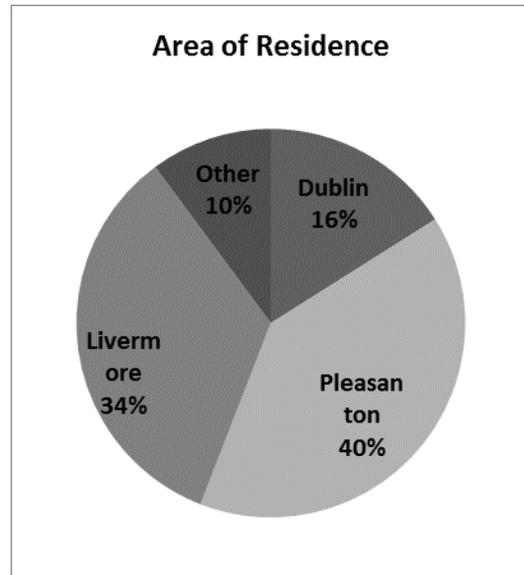
These results appear to be indicative of a high degree of customer satisfaction with the Wheels soft product overall. The average rating across all quality-of-service scorings was 4.3; the same as last year. The area that was rated the highest (4.6) was regarding feeling safe when riding the bus, while the lowest (4.0) was in the area of whether services operate on time. The average scores within the nine individual quality areas probed in the survey saw little trend change from last year, except in the area of customer service helpfulness/friendliness which saw an uptick from 4.3 to 4.5.

As in all years that the current survey format has been used, all quality rating areas continued to receive scores equaling or exceeding the agency-adopted goal of 4.0.

The table below summarizes the quality-of-service scores given by passengers in this year’s survey about Wheels.

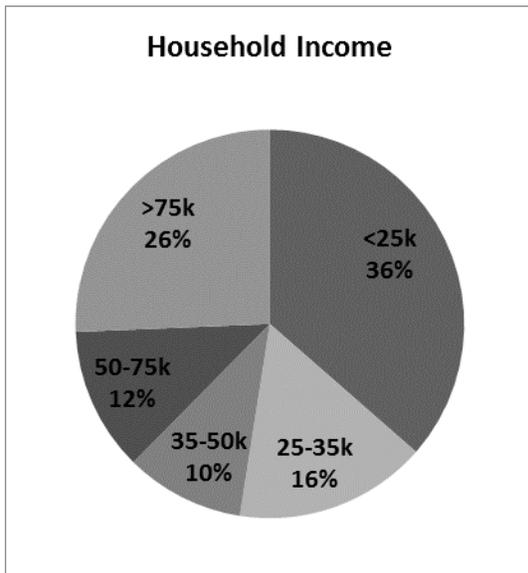
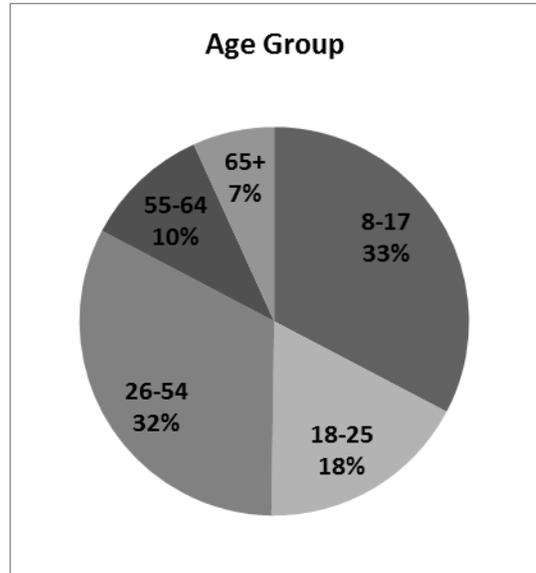
<b>Quality Ratings</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Avg</b>	<b>Last yr</b>
Service operates on time	4%	5%	20%	35%	36%	4.0	4.1
Feel safe when riding the bus	1%	0%	6%	19%	73%	4.6	4.7
Drivers are helpful and friendly	2%	4%	12%	25%	58%	4.3	4.2
Route / service information easy to use	2%	3%	11%	27%	57%	4.3	4.3
Buses are clean and well maintained	1%	3%	12%	27%	57%	4.3	4.4
Transit Center is safe and secure	3%	3%	9%	26%	60%	4.4	4.4
Bus stops clean and well maintained	3%	3%	11%	31%	53%	4.3	4.3
Customer service staff friendly and helpful	1%	2%	12%	20%	65%	4.5	4.3
Overall opinion of Wheels service	0%	2%	8%	39%	50%	4.4	4.4
<b>Total</b>						<b>4.3</b>	<b>4.3</b>

Area of residence: Turning next to the rider profile-related questions, almost three-quarters of respondents (74%) indicated either Livermore or Pleasanton as their primary residence, while 16 percent stated Dublin as their home. 10 percent indicated another municipality or city, broken down as follows as number of persons in alphabetical order: Antioch (1), Castro Valley (3), Concord (1), El Cerrito (1), Hayward (4), Oakland (8), San Francisco (7), San Leandro (5), San Ramon (1), Stockton (4), Tracy (2), Union City (1), and Walnut Creek (1).



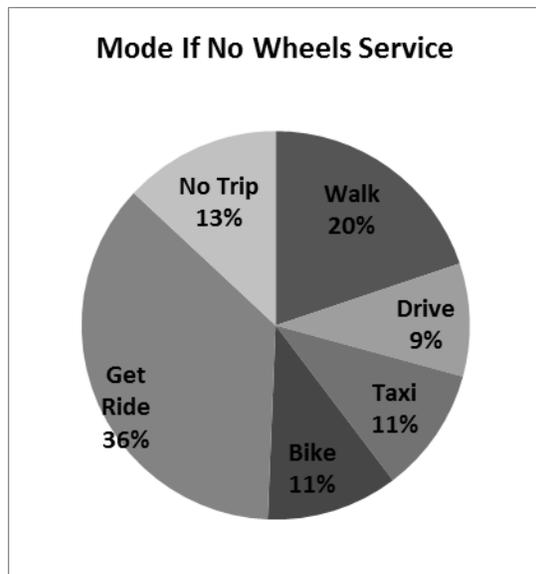
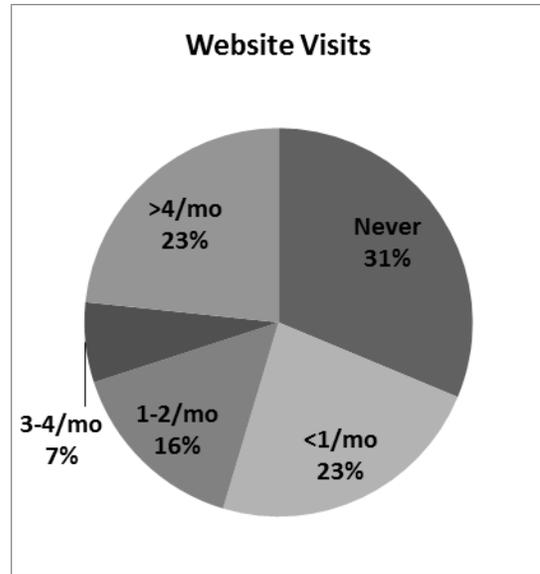
Trip purpose: Almost half of the passengers surveyed (48%) indicated “school” as their trip purpose, followed by 38% of respondents stating going to/from “work”. Other categories such as medical, social, or shopping were each indicated by 6% or less of respondents. These trip purpose proportions differ quite a bit from last year, which had the majority (52%) of respondents stating work as their trip purpose, and only 17% stating school; also, the other trip categories (which are more discretionary in character) had higher shares last year. Some of this difference is no doubt due to the survey this year being conducted prior to the summer break, but for this very same reason, it is hard to say whether an actual general shift in trip purpose has occurred amongst Wheels passengers.

Age: Perhaps due to the same issue regarding shifted survey timing as above, the age distribution of respondents also differed (but not to the same extent) from that found in the previous survey. The 8-17 age category, which has previously been modest, saw a 33% share of respondents this year – likely due to the inclusion of school trippers in the survey group. Young adults 18-25 comprised 18%, while the age category of 26-54 included 32% of respondents, and the 55-64 category represented 10%. Seniors are still not a big rider group within LAVTA’s fixed route service; the percentage of respondents in the 65+ category this year was only 7%, the same number, for example as that seen in the survey three years ago.



Household income: When asked about annual income, a slight majority of respondents (52%) indicated household earnings of under \$35,000 per year. 22% stated incomes in the \$35,000 to \$75,000 range, and the remaining 26% indicated household incomes above the \$75,000 mark. Although the Wheels riders have traditionally been found to be from low-income households, the income distribution has gradually shifted upward from the 2014 survey when 57% of respondents were in the sub-25k bracket, and only 7% were in the 75k+ bracket. The latter, in particular, jumped from 12% to 26% between last year and this year.

Wheels website visits: This indicator remained relatively similar to the responses received last year. There continues to be a significant group of riders (about one-third) that never consult the Wheels website, while remaining respondents indicate using the website with at least some frequency. On the upper end of the spectrum, a core group of almost one-quarter of respondents indicate being frequent visitors to the website.

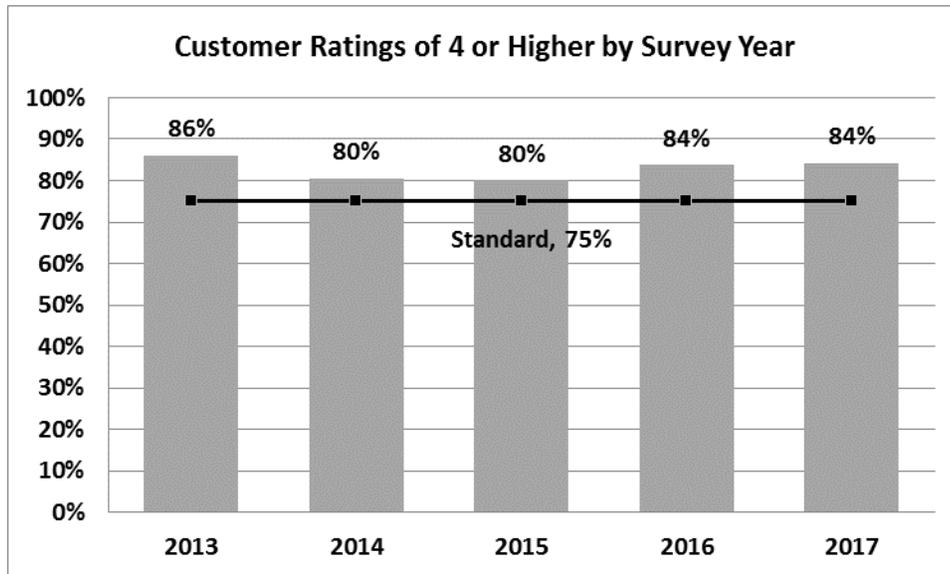


Trip without Wheels: Passengers were asked how they would have made their current trip without the bus. Notably, a large majority of respondents (87%) indicated that they would have been able to get around using other means of transportation, while 13% stated that they would not have made the trip. This is a slight shift from last year away from passengers that have no other options. Of the 87% that indicated alternative means to get around, 20% said that they would have walked, 36% stated that they could have gotten a ride, and 11% stated taxi as an alternative. The only noticeable difference in alternatives compared with the 2016 survey was a shift from “drive” to “get ride” – perhaps due to the larger student sample inclusion this year.

Open comments: 291 of the 433 passengers surveyed took the opportunity to provide open-ended comments at the end of the survey form. This is a larger share of respondents providing open comments than has been typical - although it appears that the incremental responses were of the general kind without a specific issue or complaint; such “general” comments comprised 34% of the open-ended responses. The two other major topics were in the area of *schedule adherence / on-time* issues (21%) and *service/schedule change suggestions* (15%). The entire set of open comments received is shown in Attachment 3, sorted by category.

### Recent-Years Trend Comparison

The following chart shows the five-year trend for overall customer satisfaction, as well as compares it to the agency's standard of receiving an average score of 4 or better from 75% of survey respondents. In this year's survey, 84% of the total pool of scores received were 4 or 5. This is the same level as that seen in last year's survey, higher than in 2015 and 2014, and lower than in 2013. For all five survey years shown in the table, the agency standard of 75% has been met.



### **Remarks / Summary**

As the results described above show, the Wheels fixed route service delivery is continuing to receive nominally high remarks in all quality-of-service aspects that are probed in the annual on-board passenger survey, and the average respondent this year scored the service quality very similarly across the board compared with last year. The item that received the highest rating this year was in the area of passengers feeling safe while riding the bus (4.6), while the item that received the lowest relative rating was the on-time performance of buses (4.0).

The COA-related changes in service levels and coverage that was implemented between last year's survey and that of this year do not appear to have had an overall bearing upon how passengers grade the soft product aspects of Wheels, which is the focus of the customer satisfaction survey. Similarly, the nominal improvement in the agency's on-time performance metric does not appear to have moved the dial positively in terms of passengers' perception of the service's timeliness.

The Wheels ridership base continues to a significant extent to be from low-income households, although gradually less so in recent years. Also, as the responses to the trip-without-Wheels question indicate, most riders stated that they would have had alternative means of getting to their destination and are not captive to the service.

Past studies have indicated that the Wheels ridership base is relatively young, and has a high turnover rate in terms of ridership. The conducting of this year's survey while schools were still in session (as opposed to prior years' surveys) makes it difficult to draw firm trend conclusions, but other surveys and observations indicate that the Wheels ridership base continues to be relatively young. And senior riders (individuals aged 65 or over) in the system still represent a small ridership group in the Wheels fixed route system.

**Recommendation**

None – information only.

Attachments:

1. Survey form (English version)
2. Detailed summary of results
3. Open-ended comments

**WHEELS – PASSENGER SURVEY 2017**Route **1. Which general area do you live? Check ONE.**

Pleasanton                       Dublin                       Livermore  
 Other (please specify): \_\_\_\_\_

**2. Please rate Wheels Service using a scale of 1-5, with 1 being the worst (strongly disagree) and 5 being the best (strongly agree).**

Question	Score (1-5)
Transit services operate on-time	
I feel safe when riding the bus	
Drivers are helpful and friendly	
Route / Service Information is easy to use	
Buses are clean and well-maintained	
Transit Center is safe and secure	
Bus Stops are clean and well maintained	
Transit Center (& Telephone) staff are friendly and helpful	
Overall opinion of Wheels service	

**3. What was the main purpose in making your trip today? Check ONE.**

Work                                       School  
 Social Visit                               Medical  
 Shopping                                       Other (please specify: \_\_\_\_\_)

**4. What is your age?**

8-17                                       55-64  
 18-25                                       65+  
 26-54

**5. What is your annual household income?**

Under \$25,000  
 \$25,000-\$34,999  
 \$35,000-\$49,999  
 \$50,000-\$74,999  
 \$75,000+

**6. How often do you visit [www.wheelsbus.com](http://www.wheelsbus.com)?**

5 or more times in the last month  
 3-4 times in the last month  
 1-2 times in the last month  
 Less than once per month  
 Never

**7. How would you have made your current trip without the bus? Check ONE.**

Walk                                       Bike  
 Drive myself                               Get a ride  
 Take a taxi                                       I would not have made this trip

**Please provide Wheels Management with your thoughts on how our service works for you and/or how we may improve our service.**

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## WHEELS PASSENGER SURVEY RESULTS 2017

ATTACHMENT 2

## 1. Area of Residence

Dublin	Pleasanton	Livermore	Other	Tot resp
68	169	144	43	424
16%	40%	34%	10%	

## 2. Quality Rating

	1	2	3	4	5	n/a	Avg Score	Total Responses Received	Total Points
Service operates on time	15	19	86	149	152	12	4.0	421	1667
Feel safe when riding the bus	5	2	27	79	308	12	4.6	421	1946
Drivers are helpful and friendly	8	16	51	103	241	13	4.3	419	1810
Route / service information easy to use	7	14	45	110	238	19	4.3	414	1800
Buses are clean and well maintained	5	13	51	114	238	12	4.3	421	1830
Transit Center is safe and secure	10	11	34	101	237	40	4.4	393	1723
Bus stops clean and well maintained	11	11	46	128	221	16	4.3	417	1788
Customer service staff friendly and helpful	4	8	44	75	247	54	4.5	378	1687
Overall opinion of Wheels service	1	9	31	160	205	27	4.4	406	1777

## Quality rating from above as percentages:

	1	2	3	4	5	Avg Score	Last year	
Service operates on time	4%	5%	20%	35%	36%	4.0	4.1	421
Feel safe when riding the bus	1%	0%	6%	19%	73%	4.6	4.7	421
Drivers are helpful and friendly	2%	4%	12%	25%	58%	4.3	4.2	419
Route / service information easy to use	2%	3%	11%	27%	57%	4.3	4.3	414
Buses are clean and well maintained	1%	3%	12%	27%	57%	4.3	4.4	421
Transit Center is safe and secure	3%	3%	9%	26%	60%	4.4	4.4	393
Bus stops clean and well maintained	3%	3%	11%	31%	53%	4.3	4.3	417
Customer service staff friendly and helpful	1%	2%	12%	20%	65%	4.5	4.3	378
Overall opinion of Wheels service	0%	2%	8%	39%	50%	4.4	4.4	406

## 3. Trip Purpose

Work	Social	Shopping	School	Medical	Other	Tot resp
150	10	23	191	12	13	399
38%	3%	6%	48%	3%	3%	

## 4. Age

8-17	18-25	26-54	55-64	65+	Tot resp
140	75	139	45	29	428
33%	18%	32%	11%	7%	

## 5. Income

<25k	25-35k	35-50k	50-75k	>75k	Tot resp
125	55	34	41	88	343
36%	16%	10%	12%	26%	

## 6. Website Visits

Never	<1/mo	1-2/mo	3-4/mo	>4/mo	Tot resp
122	91	60	26	91	390
31%	23%	15%	7%	23%	

## 7. Trip without Wheels?

Walk	Drive	Taxi	Bike	Get Ride	No Trip	Tot resp
76	36	40	42	139	50	383
20%	9%	10%	11%	36%	13%	

Total surveys received = 433

General Comments	Category
Some buses need to come more often than 1 bus per hour.	Schedule/Service Change
30R transfer to 10R is difficult at the Transit Center; increase frequency (30R) on Saturday and Sunday.	Schedule/Service Change
Increase frequency on Saturday and Sunday.	Schedule/Service Change
More frequency on Saturday and Sunday.	Schedule/Service Change
Very useful service and very helpful. But, should bring back the 14 Murieta stop near the library.	Schedule/Service Change
Wish they come more often (frequency).	Schedule/Service Change
Half-hour intervals on Route 8--all hours and days.	Schedule/Service Change
Perhaps create a shuttle service to Main Street on the weekends. 10R does that, but adding a shuttle to this area might bring more customers to local businesses and lessen the traffic/parking issues.	Schedule/Service Change
I would like to see more buses running in the morning, thank you.	Schedule/Service Change
(Dublin) Many routes were discontinued, which created a hardship for patrons that cannot shop where there is no bus service. Connecting buses are not coordinated. A bus driver told me it was OK to put shoes on the seats.	Schedule/Service Change
The only thing that I'm not extremely satisfied with is the recent (about a year ago) changes to bus routes. I understand why the changes were made, but for me (and other I met) I now have to transfer buses from Stoneridge Mall to downtown Livermore instead of taking just one bus. Only a slight inconvenience but often times the buses don't line up conveniently, so it takes me more time and frustration, especially if one is only a few minutes late. Overall, this bus system is very good.	Schedule/Service Change
Good service. Should run more service on Saturday and Sunday.	Schedule/Service Change
Please have a stop at Cayetano on Portola Ave (near the new Shea Sage Community). There are a lot of residents commuting to BART everyday and a stop near our community would help the residents a lot. Thanks.	Schedule/Service Change
Have more buses after 7:30 pm.	Schedule/Service Change
Library as a destination again would be nice, but I enjoy the walk on Civic Center.	Schedule/Service Change
Would want more frequency at night as I return from school at night.	Schedule/Service Change
I would like Route 14 to have more regular and frequent service because there is a clinic on East Ave.	Schedule/Service Change
We need 30R to service Livermore Gardens.	Schedule/Service Change
Run the 580X later than 7pm.	Schedule/Service Change
Run service later.	Schedule/Service Change
More buses on weekends.	Schedule/Service Change
More buses in Pleasanton Bart would be nice.	Schedule/Service Change
My brother works at the Livermore Outlets and once you guys switched to 30R it makes it harder for him to get there. Since I only go as far as BART, the whole switch worked out perfectly for me, especially having the bus run till midnight.	Schedule/Service Change
I would like Route 8 to leave BART at 7:30pm Monday thru Friday, and at 8:30pm during weekdays. I work late sometimes, so I need more buses to run later (Route 10 is OK for me too).	Schedule/Service Change
The service is working well. However, weekend service complicates my commute to work. Frequencies for weekend service should be every 30 minutes. Thank you.	Schedule/Service Change
Routes 15 and 14 should run more often	Schedule/Service Change
The last bus on 10R should wait until the last train arrives at the station.	Schedule/Service Change
Have the bus come every 5 or 10 minutes, instead of 15 or 30 minutes.	Schedule/Service Change
The bus does not run often enough. Sometimes there is no bus at the time that I need it.	Schedule/Service Change

To improve make the buses leave 5 minutes later from the Transit Center.	Schedule/Service Change
Service is really good. Wish your express buses ran earlier/later and more runs.	Schedule/Service Change
I am very impressed with Wheels service. I wish the weekend schedule for Route 15 is extended to 11pm.	Schedule/Service Change
I'd like there to be a bus from the Transit Center that goes to the mall. I do appreciate how the commute bus has both Wifi and outlets.	Schedule/Service Change
More frequent service for Route 15 on weekends.	Schedule/Service Change
More weekend buses	Schedule/Service Change
Everything is good, hope they bring back the Rapid. Maybe add more bus service every 30 minutes on the weekends.	Schedule/Service Change
The 30R should run more frequently on the service.	Schedule/Service Change
Hopefully, add more routes.	Schedule/Service Change
Would like more weekend service.	Schedule/Service Change
Perhaps, less changes to routes and schedules.	Schedule/Service Change
Weekends: two buses on 15 Line.	Schedule/Service Change
If this bus could leave just a couple of minutes later. The BART arrives at 8:27am, the bus departs at 8:29, often leaving me running or sometimes missing the bus by a minute. Otherwise, great service.	Schedule/Service Change
Bring back 10, and a more useful bus to get around; there are too many transfers.	Schedule/Service Change
The service for Routes 10 and 30 are good, but not well coordinated with Route 14--which we use to go to the clinic. Route 15 is great.	Connectivity
Wheels service has been very helpful in transporting me home and to places I need to go. I think more synchronized schedules for buses would be very beneficial.	Connectivity
The 14 still does not connect with the 15 bus; especially, on the weekend.	Connectivity
Better connections to the Stoneridge Mall and Outlets.	Connectivity
30R and 10R need to connect downtown.	Connectivity
Some drivers are late, but other than that good service.	Schedule Adherence
Inform us in time if the bus is going to be late or if its not coming so we could adjust to it and make arrangements.	Schedule Adherence
I have noted that several of the Wheels routes in the afternoon appear later than scheduled, by long periods of time (up to an hour).	Schedule Adherence
Only complaint is that sometimes buses are 5-10 minutes late.	Schedule Adherence
Pick us up on time!	Schedule Adherence
I think its very helpful, but it can also be nerve racking if its late because I usually don't have another ride to get to school.	Schedule Adherence
May improve by being on-time more often.	Schedule Adherence
Never be more than 10 minutes late.	Schedule Adherence
Bus drivers are friendly. They are usually on-time, but after school the bus is sometimes late.	Schedule Adherence
If bus is late for 10+ minutes we should NOT pay for it. About 3 times this year, the bus did NOT come at all in the morning--I was late to school.	Schedule Adherence
Sometimes the bus did not come at all!!!	Schedule Adherence
Not come to the bus stop too early or late.	Schedule Adherence
Make sure your buses don't pass the stop before they are supposed to.	Schedule Adherence
Be on-time more often.	Schedule Adherence
Sometimes it is too early or late. Overall, it is great.	Schedule Adherence
Its late and I have school!	Schedule Adherence
Make sure buses are on-time, and make tickets less costly.	Schedule Adherence
Make sure the 608 buses are on-time. Otherwise, everything is fine.	Schedule Adherence
Make sure buses are on-time. Make tickets less costly.	Schedule Adherence
The bus is sometimes very late, so we couldn't get to school in time.	Schedule Adherence
Sometimes its late AND I have school.	Schedule Adherence
Give me ride to school, but sometimes early or late.	Schedule Adherence
Good overall, but buses occasionally show up late.	Schedule Adherence
The service is good but sometimes it doesn't get here on time.	Schedule Adherence
Everything about taking the bus is beneficial for me, except when the bus is not on time or the driver does not know where he/she is going.	Schedule Adherence

It's great. Bus drivers are nice for the most part. On Wednesdays, we get to school a little later than usual.	Schedule Adherence
Maybe show up on time a little bit more regularly.	Schedule Adherence
To have more staff operate on-time.	Schedule Adherence
Be on-time for school pick up and drop off.	Schedule Adherence
Wait longer at stops with more people. Provide bus drivers that get you to school on time.	Schedule Adherence
Be on time more often.	Schedule Adherence
Sometimes the bus is late or completely misses a run. But in general my experience has been very pleasant. Thank you.	Schedule Adherence
Please discourage drivers from arriving and/or leaving bus stops early. Could you move the benches from discontinued stops to the current stops which don't have any benches?	Schedule Adherence
Make the bus be on-time.	Schedule Adherence
The bus is great but sometimes it runs a few minutes late.	Schedule Adherence
Sometimes the bus is not on time, but overall it's good.	Schedule Adherence
A disclaimer about arrival times (maybe there is one, I haven't looked to hard). Early in the year the bus would come up 7-10 minutes before or after posted times.	Schedule Adherence
Rapid needs to be more rapid. On-time performance could improve. Connections could be timed better. Very nice buses!	Schedule Adherence
Better time management for both the 30R and 10R. 30R is ALWAYS late on weekends.	Schedule Adherence
A bit complicated at times. On Saturday and Sunday, it takes a little longer.	Schedule Adherence
Even though the bus arrives early at the stop it should wait until scheduled departure time.	Schedule Adherence
10R for 9:00am trip from Santa Rita Road towards BART is very slow and never on time.	Schedule Adherence
Improve on-time performance; the buses arrive late.	Schedule Adherence
Can provide a bus route from Santa Rita to Hopyard. Also, 10R bus at 8:55 am is late everyday.	Schedule Adherence
Drivers are much better about being on time, but sometimes the buses are late or leave early.	Schedule Adherence
The service is nice but you guys can work a little bit on bus efficiency.	Schedule Adherence
Occasionally, the bus is not just late, but is very late or if not very early. The driver should always follow the time printed on the schedule.	Schedule Adherence
Bus is always on time leaving from Dublin Bart Station, but I cannot say the same for the other direction. We had to get a company shuttle because the bus was usually 15-20 minutes late heading towards Bart in the afternoon.	Schedule Adherence
Website is OK for timetables. Buses are sometimes very late. A live app would be helpful to see where the buses are.	Schedule Adherence
The bus feels safe, and people are friendly. The buses are clean and comfortable, sometimes on-time performance is an issue.	Schedule Adherence
Crack down on buses leaving early. Multiple times, I have had to wait for the next bus due to a driver leaving the stop five or more minutes early.	Schedule Adherence
Just make sure its on time. 1 or 2 minutes extra/late is fine.	Schedule Adherence
Make drivers stop at each stop based on SCHEDULED time.	Schedule Adherence
Some bus routes leave earlier than stated on the schedule.	Schedule Adherence
Better on-time performance is needed.	Schedule Adherence
Better coordination with other bus routes would be helpful. One bus being late can make me miss a bus and lose an hour.	Schedule Adherence
Issue new transfer when bus is late.	Schedule Adherence
Buses should arrive as scheduled, and depart as scheduled. At times, the drivers delay the departure time because they have conversations with other people. Many of us are in a hurry to get to work or to other destinations.	Schedule Adherence
The best part is that sometimes the buses don't stop when there aren't people waiting at the bus stops. The buses are late on the weekend.	Schedule Adherence
Arrival times. Its really hit or miss as far as arrivals (at BART). Most drivers are nice.	Schedule Adherence
Very good, except that at times the person who drives the 30R at 7:14 to the Livermore Lab always stops for about 5 minutes to get some food.	Schedule Adherence
Improve on-time performance.	Schedule Adherence
Overall, service is good. Should try repainting some of the bus stops so that they are visible for the drivers.	Maintenance
A smoother, less noisy ride would be good.	Maintenance
The bus stop should be looked at more often.	Maintenance
Restrooms should be open longer.	Maintenance
The mirrors in the bathrooms are not great, and the whole bathrooms.	Maintenance
Please build a better shelter at the Koll Center stop.	Maintenance
It kinda smells bad. If you could put some air freshner and wi-fi, it would allow students to do their homework on the way to school. Thank you!	Cleanliness
Vacuum the seats; the rest is good!	Cleanliness
You should clean the bus better, and take your time in trip.	Cleanliness
My thought is it is good and helpful. You should keep the buses more clean.	Cleanliness
Cleaner buses and friendlier drivers.	Cleanliness
You could make the buses cleaner.	Cleanliness
Make sure the bus stops are clean at all times.	Cleanliness
Overall, general clean up and clarification of signs posted on stops/benches.	Cleanliness
No empty can carry-ons; very unsanitary.	Cleanliness

Bus stops need to be cleaned more often.	Cleanliness
Some of your drivers are insanely rude, even when unprovoked. On the other hand, some are wonderful. The morning 502 driver is the best; give him a raise for always being so positive.	Driver Courtesy
I really like how the service works. Sometimes bus drivers are mean, I think it may be because I'm a kid.	Driver Courtesy
Wheels has definitely improved since I use to take the bus in 2013 for High School. But, I do feel like bus drivers are more lenient with older guests than youth. Which I do understand because the youth are more likely to be rude, but I am not one of those youths.	Driver Courtesy
The driver for Route 14 is rude.	Driver Courtesy
The drivers should be friendlier. At times, the buses are not on-time.	Driver Courtesy
There is this one lady who stops to get some food almost every route. I've had to run sometimes to catch the 10R, other than that it's great.	Driver Courtesy
I've been riding the bus for 30 years, and your bus drivers need improvement on greeting, smiling, attitudes, and know where their surroundings are. When a rider asks them, drivers should know. Thank you, Bless all.	Driver Courtesy
Some bus drivers aren't friendly. Sometimes they don't stop at certain stops and they don't wait a little longer for passengers to board.	Driver Courtesy
Drivers should have more customer skills. I do notice there is an improvement.	Driver Courtesy
More friendly; more clean.	Driver Courtesy
It's handy for when no one can give me a ride to school. To improve you can talk to some students that misbehave.	Training
Occasionally, new people get lost.	Training
The bus drivers vary at knowing where they are going, but here and there the driver gets lost.	Training
Give new bus drivers detailed map so we are always on time.	Training
Stop changing drivers every few days, let the drivers learn their route and let them keep driving on that route. Also, spend more time at the stops that people actually use, and spend more time at the more crowded stops. Give the drivers some kind of drivers some kind of driving test before hiring them. Have some kind of 3 strike system for tardiness.	Training
More drivers that speak Spanish.	Training
Better training for your drivers.	Training
Hire more qualified drivers.	Training
More charging ports.	Amenities
Poor Wifi, pay with credit card. Real time schedule app or website (quick access). Out of stock farebuster tickets (Safeway).	Amenities
Overall, it's good.	General
Everything seems fine to me so far.	General
Fantastic	General
It's fine.	General
Great service.	General
Good	General
I like your service.	General
It is very good.	General
Its good.	General
It is good and I have no complaints.	General
It's a good service.	General
Works good for me right now.	General
Convenient enough. However, I can have trouble keeping up with the time.	General
It's perfect the way it is.	General
It's good.	General
It's nice.	General
It is good.	General
It's an efficient service that works just fine.	General
It's a great service, thanks.	General
Great for local travel.	General
Just on time.	General
There is no need to improve service. It is excellent.	General
I love BART and AC Transit.	General
It works well for me because it picks up on time, and the bus stop is right in front of my job.	General
For the route that I regularly use, it's good.	General
Good service.	General
Great, I love it. I ride with my kids.	General
Thanks for great service.	General
I think it's fine how it is.	General
No suggestions, you are doing very well.	General
Love the bus	General
Service is great!	General
Everything works for me.	General

Good job with maintenance.	General
I think the service is good.	General
I find it very convenient and a great service.	General
No suggestions. Not possible to be faster with traffic lights and limitations due to time of day.	General
Works perfect for me. Been very helpful for my movement within Tri-Valley.	General
Thank you, perfect service.	General
Good service.	General
Service is good.	General
Overall, very good service.	General
Good service.	General
Good service, provides me a way to get around.	General
It works well. Routes cover everything.	General
You guys do great!	General
I hope Route 30 will provide students free bus as usual with ID card.	General
You all have done well--massively improved. Just keep up the good work!	General
Works fine	General
There is nothing to improve. You are doing your best.	General
I think your service works great.	General
I think that the service is really good and its really convenient.	General
Great service. Easy to navigate.	General
It's an effective and helpful resource for those that are unable to drive.	General
Its really helpful.	General
Overall, its good. If they can stop at BART other side (Pleasanton), that would be helpful.	General
Good.	General
I'm very satisfied.	General
I use other bus services, you guys are the best!	General
The bus needs more work.	General
I am more satisfied with Wheels service.	General
Very good.	General
Very helpful, than you so much!	General
Service works good and is really convenient.	General
It's OK. No improvement needed.	General
Keep up the good work.	General
It works so good, I really appreciate that because it's helpful.	General
I am impressed.	General
I like it so much, it helps me a lot.	General
Very helpful. I really appreciate having this route going to work everyday.	General
Excellent service.	General
I think it works just fine.	General
Efficient	General
I enjoy it and ride Route 11.	General
Personally, the bus service is just fine.	General
It makes me feel more independent.	General
Taking the bus is a very safe choice.	General
Overall, it works pretty well.	General
Service is satisfactory. No improvements needed.	General
It is good, especially on weekdays.	General
Everything is good.	General
Overall, satisfied.	General
Cool bus drivers.	General
It works great for now until I get a car. Thank God for the bus!	General
In general, the service is good.	General
Keep up the excellent service.	General
Overall, good.	General
No issues	General
It seems good to me, and I enjoy it.	General
Wheels is number ONE; the best.	General
It gets me where I need to be.	General
I'm very satisfied.	General
I like how it works, nothing to be changed.	General
Just keep doing what you do that is helping the people who ride the bus.	General
For getting home, I see no problem.	General
Keep up the good work.	General
I like the new schedule.	General

Easy transportation for shopping and for going to the library.	General
Friendly drivers	General
The bus is mostly on-time and the drivers are friendly and helpful.	Praise
Wheels is helpful and helps me get to school.	Praise
Drivers are overall very nice and helpful when I need anything. Wheels has helped me a lot in my life.	Praise
Wheels service is reliable and safe to use.	Praise
Wheels is mine and my family's main way of getting to work, school, and shopping. Like and enjoy Wheels if only times and stops remain the same--no more changes. Thank you.	Praise
It gets me to school on time.	Praise
Route 2 is working great for me. I take it every day after work. It would be hard for me to get home if not for this route. Thanks!	Praise
The 15 minute schedule from BART to LPC on 30R is a HUGE improvement over previous hour-long waits.	Praise
Enjoying new schedule for Routes 8 and 10R. Would appreciate continued effort to sync bus with BART schedule; coordinate better with BART.	Praise
Efficient and easy for my daily work commute.	Praise
Thanks for making student fare free, saves me so much money! I wouldn't be able to get anywhere without Wheels bus.	Praise
Saves on gas over time. Overall, service is good--especially air conditioner with this hot weather.	Praise
Wheels buses are very convenient, especially the every 15 minutes buses.	Praise
Very good service. The drivers are friendly with everyone, including disabled persons.	Praise
I think that the service is pretty good. Its always quiet, which is good. I always get to school on-time. I think your service is good and don't need to change it.	Praise
It is good enough and buses run frequently so that is also good. Overall, service is awesome.	Praise
I really like the service but wish stops had more information.	Route/Service Information
Improve online services--not up to date.	Route/Service Information
Display real-time arrivals at BART.	Route/Service Information
In some bus stops we can see real-time information; it would be great if you can adopt same everywhere.	Route/Service Information
Great improvement from couple years back. Please improve route map in the website.	Route/Service Information
When bus stops are closed, manage them better.	Route/Service Information
Better use of the website to notify users of changes to lines due to construction, etc. (use of paper signs vaguely mentioning possible interference is not enough in today's world).	Route/Service Information
Automated texts with where your bus is at. For example, if it goes past a stop it will text you where the stop is.	Service Alerts
Often the bus says on route, but goes somewhere else. It would be nice if that was fixed.	Service Alerts
Create an app with real-time arrivals of buses.	Service Alerts
If buses are delayed, I would like to see notification on website.	Service Alerts
Please sell bus passes at Dublin High.	Fares
Sell bus passes at Dublin High.	Fares
Cheaper fare.	Fares
Would like perhaps a frequent rider discount or like a weekly/monthly pass available; preorder tickets at a discount price. Most IMPORTANT, offer change or a voucher for extra fare amount paid (I've paid extra a lot).	Fares
Extend transfer hours. Or offer single day passes.	Fares
Better seat layout. Once in a while I get a bus with seats around the edges that all face inward. I hate those buses because anyone with a bag is always in the way. All sitting forward is better.	Seating Configuration
The bus driver goes too fast, needs to slow down.	Travel Safety
Sometimes drivers depart too early before passengers are seated!	Travel Safety
Safety protocol for young passengers (babies) should be improved; I feel babies are more secure in their strollers.	Travel Safety
For seniors, please let them sit first before motion!	Travel Safety
I think that the buses should have a lot more seats for school.	Overcrowding
More 502 buses. There is one, and it is always crammed after school.	Overcrowding
I think we need bigger or more 502 buses.	Overcrowding
More buses.	Overcrowding
A second 502 bus to DHS in the afternoon.	Overcrowding
Use a bigger bus.	Overcrowding
502 is always full on the way back; perhaps a bit too full.	Overcrowding
Add another bus! 502 is just too busy for one bus.	Overcrowding
Add more seats.	Overcrowding