

STAFF REPORT

SUBJECT: Fixed Route Passenger Satisfaction Survey 2019

FROM: Tony McCaulay, Director of Planning and Marketing
Cyrus Sheik, Senior Transit Planner

DATE: June 24, 2019

Action Requested

This is an informational item.

Background

LAVTA conducts an annual on-board survey to assess passenger satisfaction with respect to soft-product delivery in areas such as bus cleanliness and driver courtesy. Specifically, the results of the surveys are used to calculate two of the service quality standard indicators upon which the operations contractor's annual incentives are based. Both fixed route as well as paratransit riders are surveyed; this report discusses the results from the fixed route survey.

Methodology

This year's survey was conducted during the month of May 2019, and was undertaken by the agency's own customer service staff as well as operations contractor staff. The surveyors rode various routes and asked each boarding passenger if they would like to complete a Wheels customer satisfaction survey. Surveyed trips were not technically from a statistically random sample, but focused on the trunk routes #10 and #30, although several of the shorter local routes were also surveyed. Emphasis was on peak periods, but midday and Saturday trips were sampled as well. Also, for the third year in a row, supplemental (school tripper) routes were included in the surveying roster. A total of 399 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 2019 survey results is shown in Attachment 2. The core component in the survey is a series of quality-of-service aspects that respondents are asked to grade on a scale of 1-5, such as schedule adherence, cleanliness of buses, and driver courtesy. The remainder of questions addresses rider profile, such as age and household income. As the 2019 survey was almost identical to ones undertaken in recent years, trend comparisons 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 96% of the respondents, a 4-point grading or better by 86%, and a 5-point grading by 56% or better of those surveyed.

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 4.37; slightly above last year’s 4.35. 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, where out of nine aspects probed, eight remained the same, while one (customer service) was up from last year.

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; an additional decimal was added to the total in order to illustrate the small trend change over last year.

Quality Ratings	1	2	3	4	5	Avg	Last yr
Service operates on time	2%	6%	21%	38%	33%	4.0	4.0
Feel safe when riding the bus	0%	1%	6%	21%	72%	4.6	4.6
Drivers are helpful and friendly	2%	3%	11%	31%	53%	4.3	4.3
Route / service information easy to use	1%	3%	8%	23%	65%	4.5	4.5
Buses are clean and well maintained	1%	2%	7%	27%	63%	4.5	4.5
Transit Center is safe and secure	2%	1%	10%	25%	62%	4.4	4.4
Bus stops clean and well maintained	2%	3%	15%	33%	48%	4.2	4.2
Customer service staff friendly and helpful	1%	2%	11%	25%	61%	4.4	4.3
Overall opinion of Wheels service	1%	1%	7%	43%	48%	4.4	4.4
Total						4.37	4.35

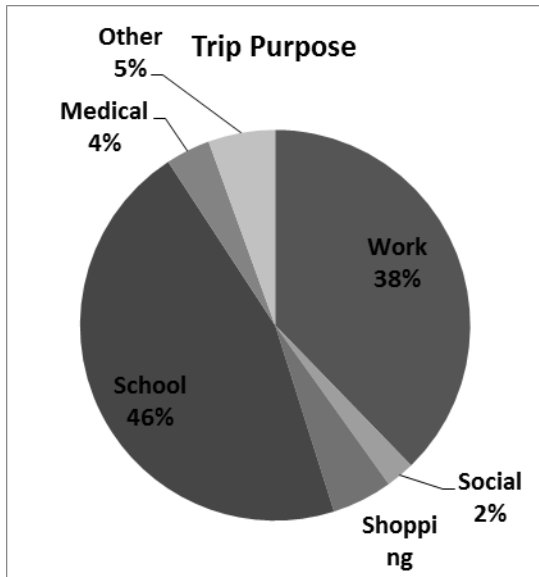
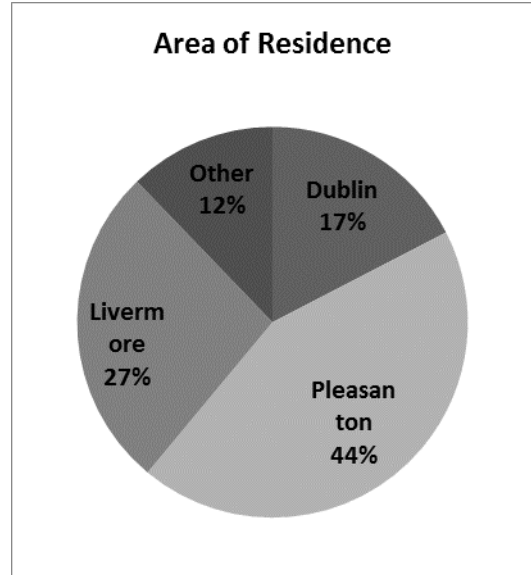
School-focused versus mainline routes. Although the results of the survey are presented as a whole, Staff this year marked the surveys that were done on the school-focused routes vs. the “regular” routes, in order to be able to analyze any differences in the overall satisfaction levels between the two types of routes.

Comparing numbers from the two sets shows a differential of about 0.2 points (4.21 vs. 4.44) between school routes and mainlines, respectively. This difference appears to be mostly attributable to riders on the school routes marking down the on-time aspect of the service: Whereas riders on the regular routes gave the on-time aspect a 4.2 on average, riders on the school routes rated this area an average of only 3.4. The full comparison between mainline and school route responses for quality ratings is shown in Attachment 2.

Respondents' General Profile

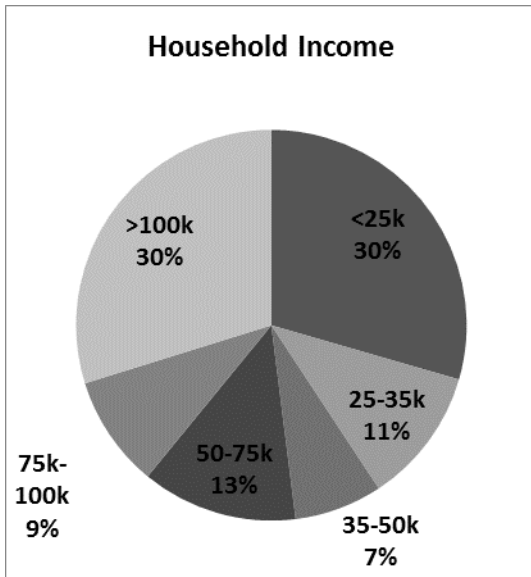
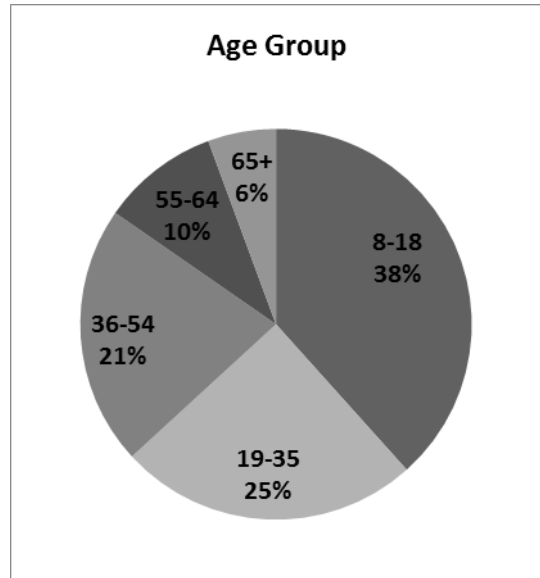
As previously indicated, the main purpose of the survey is to obtain passengers' grading of the quality aspects indicated above. However, the survey also asks a few basic supplemental questions related to rider profile, such as age, household income, and area of residence – keeping in mind that the trips that were surveyed were not technically drawn from a statistically valid random sample of all Wheels riders.

Area of residence: 88% of survey respondents stated that they live in the Wheels service area. The distribution by city here likely is a reflection of the routes that had a lot of surveys done on them, including routes 10, 30, and several of the school tripper routes, especially in Pleasanton: the latter city was stated by 44% of respondents as their residence, while 27% and 17% stated living in Livermore and Dublin, respectively.



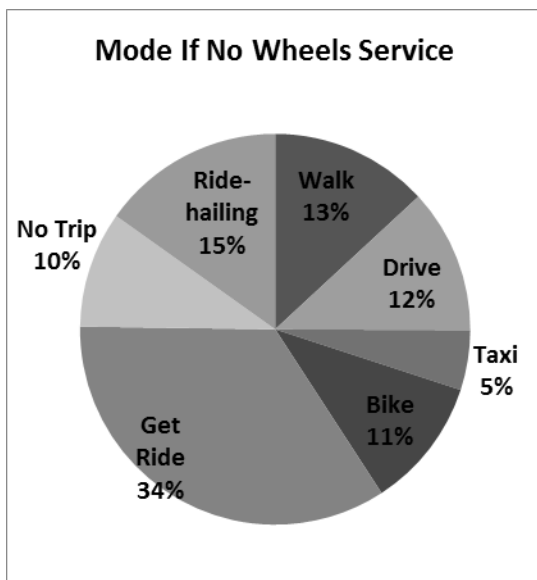
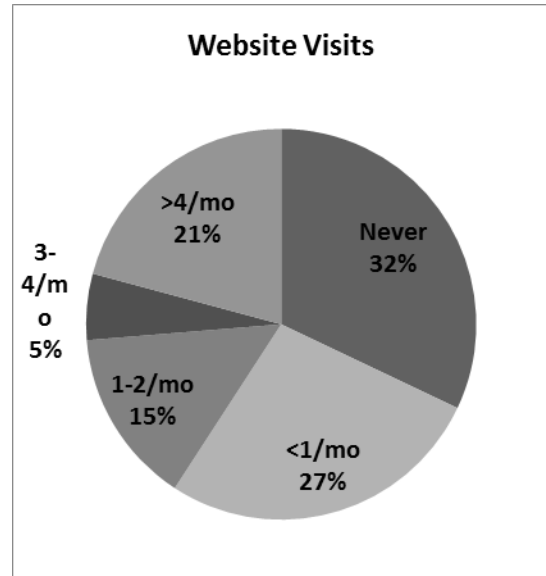
Trip purpose: Almost half of the respondents stated “school” as the purpose for their current bus trip, while about 40%, said that they were traveling to or from work. Other categories such as medical, social, or shopping were each indicated by 5% or less of respondents. Even taking into account that school-focused routes were included in the set, this is an indication that the Wheels service overall is primarily used for work and school trips - a trend that was reinforced further this year over last year's results.

Age: Also likely due to the extensive surveying of the Wheels school-focused routes, respondents aged 18 or under were broadly represented among those surveyed; at 38% of all responses received, while 56% were of ages 19-64. Consistently with what has been observed in prior surveys, middle-aged and senior riders have a modest presence; as with last year, 16% percent of respondents stated their age as 55 or older. And out of this group, 6% of the total survey respondents were age 65+.



Household income: When asked about annual income, almost a third (30%) of riders indicated household earnings of less than \$25,000 per year, while an equal portion of respondents indicated earnings of more than \$100,000, the highest bracket in the survey. The remaining 40% of respondents stated that they fell within the middle \$25,000 to \$100,000 earnings categories.

Wheels website visits: About one-third of respondents stated that they do not consult the Wheels website, while the remainder indicate using the website with at least some frequency. On the upper end of the spectrum, a core group of one-fifth of respondents indicated being frequent visitors to the website at more than four times a month. This general distribution has been steady for the past several survey years, except that the “never visit” category went up this year compared with 2018.



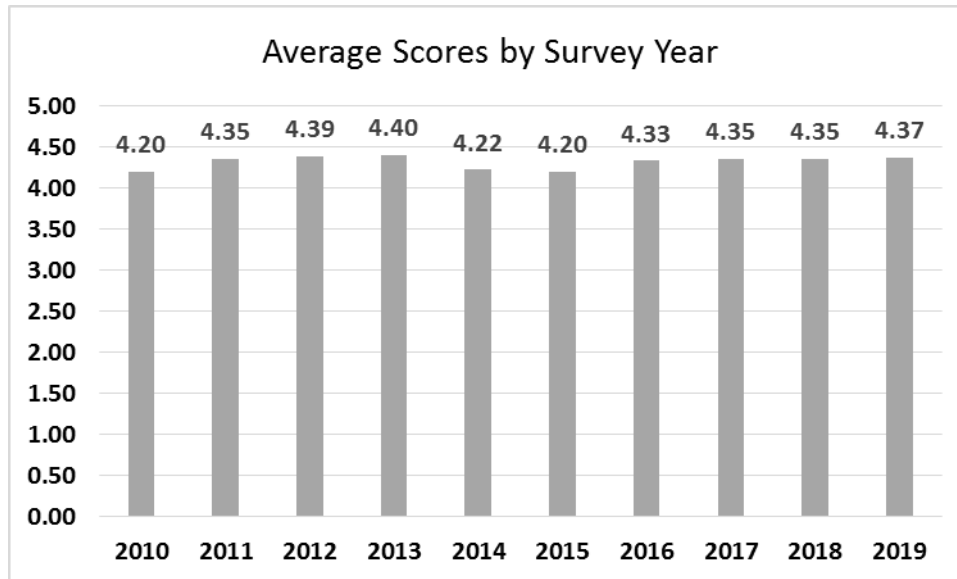
Trip without Wheels: Passengers were asked how they would have made their current trip, if at all, without the bus. Notably, a very large share of respondents (90%) indicated that they would have been able to get around using other means, while only 10% stated that they would not have made the trip. Of the 90% that indicated alternative means to get around, 34% (percentage points) stated that they would have gotten a ride from someone, 13% stated that they would have walked, while the remaining responses were 10-15% each for driving, biking, or using a taxi or ride-hailing service. The high percentage of “get a ride” responses came largely from student respondents.

Open comments: 267 of the 399 passengers surveyed took the opportunity to provide open-ended comments at the end of the survey form, with respondents covering a large variety of topics. More than 40 percent of mainline route respondents provided positive feedback about their service experience. Another 14 percent commented that they would like additional service. Other commenters focused primarily on the perceived lack of timely service and of particular drivers being discourteous or rude.

The entire set of open-ended comments received is shown in Attachment 3.

Recent-Years Trend Comparison

The following chart shows the ten-year trend for the average score of the annual customer satisfaction survey. Although there have been smaller fluctuations, the long-term trend has been stably in the 4.2-4.4 range. The overall result from the 2019 survey is slightly above the ten-year average of the survey.



Remarks / Summary

As the results described above show, the Wheels fixed route service delivery is continuing to receive 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. As indicated earlier, 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), with mainline route riders rating that factor much higher (4.2) than riders on school focused routes (3.4)..

The ridership base continues to a significant extent to be from low-income households, except on the school-focused routes. Also, as the responses to the trip-without-Wheels question indicate, most riders stated that they would have had other means of getting to their destination – many of which would have involved additional private vehicle trips.

Past studies have indicated that the Wheels ridership base is relatively young, and has a high turnover rate. This survey does not ask direct questions related to retention - but the observations from this year indicate that the Wheels ridership base continues to be relatively young, and that senior riders (individuals aged 65 or over) 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

1. Which general area do you live? Check ONE.

_____ Pleasanton _____ Dublin _____ Livermore
 _____ Other (please specify): _____

2. Please rate the 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?

_____ 8-18 _____ 55-64
 _____ 19-35 _____ 65+
 _____ 36-54

5. What is your annual household income?

_____ Under \$25,000
 _____ \$25,000-\$34,999
 _____ \$35,000-\$49,999
 _____ \$50,000-\$74,999
 _____ \$75,000-\$99,999
 _____ \$100,000+

6. How often do you visit 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 _____ Get a ride _____ I would not have made this trip
 _____ Bike _____ Take a taxi
 _____ Drive myself _____ Use a ride-hailing service such as Über or Lyft

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

WHEELS PASSENGER SURVEY RESULTS 2019 - TOTAL RESULTS

1. Area of Residence	Dublin	Pleasanton	Livermore	Other	Tot resp		
	67	168	103	47	385		
	17%	44%	27%	12%			

2. Quality Rating	1	2	3	4	5	n/a	Avg Score	Total Responses Received	Total Points
Service operates on time	7	22	82	152	132		4.0	395	1565
Feel safe when riding the bus	1	4	22	83	287		4.6	397	1842
Drivers are helpful and friendly	6	12	45	123	212		4.3	398	1717
Route / service information easy to use	4	13	30	92	256		4.5	395	1768
Buses are clean and well maintained	4	7	26	109	251		4.5	397	1787
Transit Center is safe and secure	6	5	36	92	228		4.4	367	1632
Bus stops clean and well maintained	6	12	58	130	192		4.2	398	1684
Customer service staff friendly and helpful	5	7	37	89	213		4.4	351	1551
Overall opinion of Wheels service	2	4	28	167	183		4.4	384	1677

Quality rating from above as percentages:

	1	2	3	4	5	Avg Score	Last year	
Service operates on time	2%	6%	21%	38%	33%	4.0	4.0	395
Feel safe when riding the bus	0%	1%	6%	21%	72%	4.6	4.6	397
Drivers are helpful and friendly	2%	3%	11%	31%	53%	4.3	4.3	398
Route / service information easy to use	1%	3%	8%	23%	65%	4.5	4.5	395
Buses are clean and well maintained	1%	2%	7%	27%	63%	4.5	4.5	397
Transit Center is safe and secure	2%	1%	10%	25%	62%	4.4	4.4	367
Bus stops clean and well maintained	2%	3%	15%	33%	48%	4.2	4.2	398
Customer service staff friendly and helpful	1%	2%	11%	25%	61%	4.4	4.3	351
Overall opinion of Wheels service	1%	1%	7%	43%	48%	4.4	4.4	384
						4.37	4.35	

3. Trip Purpose	Work	Social	Shopping	School	Medical	Other	Tot resp
	143	9	19	173	14	21	379
	38%	2%	5%	46%	4%	6%	

4. Age	8-18	19-35	36-54	55-64	65+	Tot resp
	150	97	84	38	22	391
	38%	25%	21%	10%	6%	

5. Income	<25k	25-35k	35-50k	50-75k	75k-100k	>100k	Tot resp
	89	34	22	39	28	90	302
	29%	11%	7%	13%	9%	30%	

6. Website Visits	Never	<1/mo	1-2/mo	3-4/mo	>4/mo	Tot resp
	117	99	53	20	76	365
	32%	27%	15%	5%	21%	

7. Trip without Wheels?	Walk	Drive	Taxi	Bike	Get Ride	No Trip	Ride-hailing	Tot resp
	45	41	17	37	118	33	52	343
	13%	12%	5%	11%	34%	10%	15%	

Total surveys received = 399

WHEELS PASSENGER SURVEY RESULTS 2019 - MAINLINE ONLY QUALITY RATINGS

Quality Rating	1	2	3	4	5	n/a	Avg Score	Total Responses	Total
								Received	Points
Service operates on time	4	7	39	106	120		4.2	276	1159
Feel safe when riding the bus	1	2	16	51	209		4.7	279	1302
Drivers are helpful and friendly	4	7	27	73	168		4.4	279	1231
Route / service information easy to use	3	9	19	57	191		4.5	279	1261
Buses are clean and well maintained	3	4	20	66	186		4.5	279	1265
Transit Center is safe and secure	4	4	30	61	159		4.4	258	1141
Bus stops clean and well maintained	5	7	43	93	131		4.2	279	1175
Customer service staff friendly and helpful	3	1	22	53	162		4.5	241	1093
Overall opinion of Wheels service	1	1	12	104	150		4.5	268	1205

Quality rating from above as percentages:

Quality Rating	1	2	3	4	5	Avg Score	Last year	Total Responses
								Received
Service operates on time	1%	3%	14%	38%	43%	4.2		276
Feel safe when riding the bus	0%	1%	6%	18%	75%	4.7		279
Drivers are helpful and friendly	1%	3%	10%	26%	60%	4.4		279
Route / service information easy to use	1%	3%	7%	20%	68%	4.5		279
Buses are clean and well maintained	1%	1%	7%	24%	67%	4.5		279
Transit Center is safe and secure	2%	2%	12%	24%	62%	4.4		258
Bus stops clean and well maintained	2%	3%	15%	33%	47%	4.2		279
Customer service staff friendly and helpful	1%	0%	9%	22%	67%	4.5		241
Overall opinion of Wheels service	0%	0%	4%	39%	56%	4.5		268
						4.44		

Total surveys received = 280

WHEELS PASSENGER SURVEY RESULTS 2019 - SCHOOL TRIPPER ONLY QUALITY RATINGS

Quality Rating	1	2	3	4	5	n/a	Avg Score	Total Responses	Total
								Received	Points
Service operates on time	3	15	43	46	12		3.4	119	406
Feel safe when riding the bus	0	2	6	32	78		4.6	118	540
Drivers are helpful and friendly	2	5	18	50	44		4.1	119	486
Route / service information easy to use	1	4	11	35	65		4.4	116	507
Buses are clean and well maintained	1	3	6	43	65		4.4	118	522
Transit Center is safe and secure	2	1	6	31	69		4.5	109	491
Bus stops clean and well maintained	1	5	15	37	61		4.3	119	509
Customer service staff friendly and helpful	2	6	15	36	51		4.2	110	458
Overall opinion of Wheels service	1	3	16	63	33		4.1	116	472

Quality rating from above as percentages:

Quality Rating	1	2	3	4	5	Avg Score	Last year	Total Responses
								Received
Service operates on time	3%	13%	36%	39%	10%	3.4		119
Feel safe when riding the bus	0%	2%	5%	27%	66%	4.6		118
Drivers are helpful and friendly	2%	4%	15%	42%	37%	4.1		119
Route / service information easy to use	1%	3%	9%	30%	56%	4.4		116
Buses are clean and well maintained	1%	3%	5%	36%	55%	4.4		118
Transit Center is safe and secure	2%	1%	6%	28%	63%	4.5		109
Bus stops clean and well maintained	1%	4%	13%	31%	51%	4.3		119
Customer service staff friendly and helpful	2%	5%	14%	33%	46%	4.2		110
Overall opinion of Wheels service	1%	3%	14%	54%	28%	4.1		116
						4.21		

Total surveys received = 119

General Comments
<i>Comments from mainline routes</i>
Helps me get to school every day.
Careful hiring.
Sometimes the bus is late which makes me miss the next bus, but overall very good service.
The bus service is very nice and they help a lot of people.
Bus service need to have more connecting times. I take two buses to work. 10R to 15 I've been stuck many times. I had to call Lyft from Transit Center.
Please put shelters on stages (bus stops) which do not have them. It is difficult to wait for a bus on stops which have no shelters. - Michaela
Bring back the 15B.
Your drivers are very nice and helpful, I wish there were more stops in popular areas so it is easier to get places.
Very dirty.
Work on pulling up to stops like signs and lights.
Place stops near the Burlington, Ross, Marshalls stores on Dublin Blvd on Route 30R.
Satisfied with operations.
I like the return bus 15 that goes through Galloway and comes back to the bus station.
Really friendly bus drivers!
I love riding on Wheels bus because it helps me get home and school.
I wish you had a bus from Stockton to Livermore.
Overall your drivers are great. Aaron is awesome!!
It works great for me as a train rider. Evening driver always gets us to the train on time.
The paint on the curb that represents a stop needs to be repainted. Also some stops the bus sign is hidden by bushes or trees.
The drivers are friendly and excellent!!!
Make time awareness after 9pm. I get stuck trying to get to Bart from Livermore.
More routes to south Livermore, cleaner bus stops.
Works great Tu-Fri is great on rt 14. Mondays rt 14 at 6:55-7a driver always drivers too fast and nearly passes up my stop every week.
Really good!
The Wheels service is very tidy and clean compared to other buses in the Bay Area. I would like to see bus drivers in a better mood. I try to greet and smile but most are very rude and do not smile at all. Other than that, I feel safe.
It's actually at times that I thought they wouldn't be operating in the past they stopped services at 6:45pm and at the days starting at 6:45a.
Is great I take it to school every day and it helps a lot but some of the drivers are kinda mean.
Very safe and friendly service every day.
Service is working well!
Had couple times the bus passed by without stop when I was waving at night.
More buses.
Frequent enough to plan the rides and visit the places along the route. Service is good and is free for Avana resident with a pass.
I wish there were a bus line all the way from Dublin Bart (Hopyard) to Pleasanton downtown. Mostly it's fine, it is friendly, useful and safe. It is not fast when connecting when we need to transfer from one point to another.
I have had drivers who are not good because they do not know that one feels. Even if they arrive at the Bart, they do not open the door. I don't have a drivers license, and I rely on public transportation. I usually ride after work so I'm tired and I can rest on the bus.
Always room for improvement.
I wish the buses will be arriving on time. Also, it will be great if the buses schedule can match the Bart schedule.
The bus service is as good or better than all the others I have used.
When Bart is a couple minutes late, some drivers will wait a couple minutes to pick us up, and some say they're not allowed to. I really like when they wait.
It's good service.
Keep doing what you've been doing!
Lost items are not easy to retrieve. Customer served is rude and not helpful.
Phone chargers.
I really like the service mainly the drivers they are very friendly and helpful.
Everything is okay, maybe just improving time.
It is extremely convenient and at this time very good, no change.
The route is not as consistent as it could be regarding time.
Please make sure buses have a better overlap with Bart schedule so we don't have to lose 30 mins in transit additionally. Some drivers don't wait for all passengers to come from a connecting Bart, it would be a courtesy to do so.
Morning routes are normally late picking up from East Ave.
More frequent morning routes.
You might add an email alert (that riders can sign up for) so any delays or route problems could be broadcast. Bart has such a system and their emails help keep me informed of any problems on their system.
More frequent buses on the weekends!!
Placing additional service on peak hour (8-9:30a).
Bus service needs to do better.
Have more buses at night. 30R only every hour, should be every 30 mins like 10R.
Great, love it.
It works well and it's free for college students which is awesome.
Some drivers are a--holes, it would be nice if they greeted you to make you feel safe and comfortable.

More frequent service on weekends.
Sometimes it takes a long time for the #8 bus to pass by. Would like to have extras on the weekdays.
Good customer service.
Improve access to work.
The service is already first rate. I cannot think of where the service needs to improve right now.
One of the staff drivers I met was very rude. She gave too much attitude and when I asked her. It was like my first time using this bus and I expected she would stop at the bus stop. When she didn't, I checked with her when is the next stop and she was very rude.
Decent enough, maybe work on being more on time.
I ride the 30R route on weekends. It would be nice if it ran more often than once an hour.
All good reporting.
Clean bus and no bad smell at least, and no drivers should be rude.
It's efficient.
I always liked the service, your drivers are friendly and we have known them for many years. Sometimes the routes change and hurt us, but we adapt to them.
#8 more than once an hour.
I use Wheels bus for my commute to work on a daily basis.
I think your company service works are good, just sometimes the bus stations are unsafe and dirty.
Generally the service is good, only sometimes some drivers are unhappy.
Very satisfactory with services/management.
I want to say when the bus is in San Ramon on the weekend, bus 35.
The main issue I've ever had is that sometimes a bus on the schedule doesn't show up until its almost time for the next one. It isn't super often but enough to be a little annoying and stressful.
Better syncing with Bart. Buses in the AM are often a few minutes late, so we miss a train. In the PM, if Bart is two or three minutes late, bus leaves anyway (sometimes as passengers run out) empty, which is frustrating.
All bus stops should have LED display to notify bus time.
Saturdays and Sundays to be every half hour.
Please have more service on the weekends as well.
Overall happy with the service but would be great when buses come on time so that we may not miss the connection train especially during mornings.
The bus is helpful to get around when you don't have cars. It helps me to go to school and to the store, everything is fine to me. :)
Overall great service.
Helps me get to school and back; for improvements, maybe extend the 30R route to neighborhoods (Positano, Jordan Ranch, etc.)
Overall very happy with the bus service. Time management could be better.
Great service especially for LPC students. Would appreciate it running at more intervals past 9pm for night classes.
Real time app needs to be accurate. Old schedules replaced at bus stops.
Very good service.
More bus service on weekends.
More frequency during weekends
More buses on the weekend and more routes.
Buses are not frequent enough, especially from Bart. Signage could be better overall.
It's good, I like its service.
The drivers are very friendly and we don't care what race they are. It would be nice if they were more punctual.
Personally, the service provided by Wheels is very useful for those of us who work outside our place of living.
The drivers are wonderful. The 30R needs to run more often (on the weekends).
Good service, friendly and cordial.
Pretty good and fast service.
Buses are not on time during weekends. Few bus stop displays don't work.
Overall very good, better than AC Transit.
It's great.
Some of them need to be monitored but also in all good.
Super good.
I never use transit because I think it's difficult.
As I am a college student, the advantage is that its free for me, but the con is that it takes 40 more minutes for me to reach college when I'm driving a car on the freeway.
I wish the #3 bus to and from Stoneridge Mall ran earlier and more often.
When people ask a question from the driver, he must listen very well, not he?
The only comment I have is that it takes too long for kids to get to Fallon School because the bus goes on a big loop. Someone living by Central Pkwy takes 40 minutes, while it should only take about 5 mins.
Need to increase frequency for buses.
Frequency can be increased.
Use the bigger buses on the peak time 30R route whenever possible as it gets quite crowded! Better transfer connections between routes @ the E Bart station, especially the route 14 and county connection route 35 (which recently changed schedule).
Would like to see route 2 service all day on weekdays.
Route 2 bus in the morning from Silvera Ranch is taking longer to Bart. Maybe opposite route would help for me taking the bus in the mornings.
Make sure the service is on time, add more stops, information readily available.

I really love the service because it allows for my daughter and I to get where we have to go. However I ride the 8 bus and it could use later service until like 9:30pm, be on time in the morning (6:36) and work on getting a bus stop by the apartments on Case Avenue. Everything seems to be great! Thank you.
It works great.
Monthly tickets being available in the bus itself instead of going to Safeway to purchase one.
Bus stops should have a bit more info of location. A new guy like me often gets confused of my location.
Please be on time.
Sometimes the bus leaves early or ignores people at the bus stop at my school, Amador Valley.
The service is very much useful.
Buses need to start only at the times pre-assigned to a stop. For example, can't leave early even if there are no people waiting.
R10 Monday Female Driver - She needs more training. She drove up on a curb at the train depot. She stopped so suddenly I almost slid out of my seat. She almost hit a truck merging at Valley & Santa Rita. It was the bus that meets the 2nd Ace train.
Better scheduling, more available customer service.
All good about current service. If possible, create service for places not available now.
More at-stop live times.
Having difficult time finding when I need a route in hurried action to be on time - and not enough money to ride.
Everything looks good to me.
There is more than 15 minutes between each bus on 30R. 10R Walmart stop can't be used, it is occupied.
Very good.
You're doing well, no need to change.
I would like a bus stop at Case and Valley. Too long of a walk between bus stops. Route 8 drivers are courteous and polite.
The #8 bus pulls up at 8:33. The #1 pulls out at 8:33, at Bart. I have to have the #1 wait so I don't have to wait 30 min.
Overall great, but my bus is late a lot, which makes me late for work.
What about the 10 going from Livermore to the Mall as before to not take 2 buses. That they do not ask us before calling themselves Transit Agency of the Year.
More buses on Route 3.
Keep on doing good service and the company wouldn't have that many complaints.
I love traveling on Wheels. I just don't like that some bus stops don't have shade.
Good.
It works now; it's always on time and there are no technical problems.
Please improve the bus shelters, going back to the old style of shelter which actually provides shade and protection from the wind and rain. Also, please offer better and more frequent service on weekends.
Bringing transfers back; \$8 a day adds up. I love riding the bus, but it's no longer as affordable.
If drivers can be more accommodating during afternoon rush hours - Bart is not always on time. Be flexible with departure time.
It was good as always; on time and clean.
You have to sleep in the bus stop, and you are very partner with vines.
Everything is very good.
I love the service; just continue like that.
Really consistent and reliable.
Some drivers sometimes pout or are surly.
One of the best.
Wheels helps me and my sister get home from school. I think there should be a stop added closer after the College.
Clean and safety of the environment. Avoid health hazard environment.
Cleaner buses, remove cloth seats and use plastic.
Excellent service. It would be nice to have some of the bus stops on Santa Rita upgraded for protection from rain. Also maybe one more bus late at night from Livermore to Pleasanton.
Park-and-Ride in Pleasanton to Bart.
Gets me to Bart on time every day.
Need a bus service until 9 pm for every 15 minutes.
Increase frequency during nighttime.
The bus would be better if they actually show the distance between you in the bus.
The Wheels bus transportation is simple, and a pleasant experience.
The drivers have provide service and always shout to the passengers.
I take the bus along with the Ace train; it works fine for me. Kudos/praises to outstanding Wheels employees: Paul in dispatch, Carlos driver, Evelyn driver, and John in Livermore Transit Center. Only, sometimes transient people smell really bad. They should not be allowed on the bus.
Please be on time. Don't be late or too early.
I wish the bus routes would run more often, later, and on weekends.
Monday evenings, Bart is always delayed so I end up missing the bus connection (30R). Can the bus schedule be adjusted to account for the Monday delay?
In particular, drivers aren't usually helpful and have attitude when asked anything. Fix signs at Bart station bus stop.
Better synchronize 30R schedule with Bart in case Bart is delayed.
Doing good.
The 10 and 30 leave Bart at the exact same time. If you miss either of them, you're stuck for an hour. Maybe staggering the departure times after 9 pm so it's safer than waiting alone for long periods of time.
The connection late at night between the 10 and 30 at Railroad Avenue does not successfully link up consistently. Many times, the 30 departs without waiting for the 10 next to the "cream" bus stop.
No complaints.
Make the 30R to match the Ace train hour/time for easy access.
I haven't had a bad experience in the year riding the buses.
The service is good.

Very convenient to reach Bart. If there was express service more often in the morning.
Improving the system to get change cards.
It's overall good.
Upgrade ticket machines to dispense \$ dollars in change.
Is there an app for Wheels which shows the live location of the ride that you plan to ride on, like Muni? If there is, it's great, else just a suggestion. Thanks!
<i>Comments from school routes</i>
It's good.
It's good.
Fortnite and Markass brownie.
Some students yell and swear on the bus, which is super disruptive.
Have buses be on time.
Give 502 the tany buses in the morning.
Be on time more; better buses.
Please allow the morning buses to come on time.
Drive a little more safely.
Give reclining seats to 502 + be on time in mornings, please.
It would be helpful if the bus wouldn't come too late and/or early some days.
Wheels management can try to come on time and like show [illegible] are coming to my bus stop.
It's nice the app doesn't work for 607.
I think the service is good, but I wish that the buses would be more on time. I have almost been late to school a couple of times.
Try to come on time, since sometimes you guys come like 10 minutes late.
You can improve service by having at least 2 buses serve in the morning for school.
It's a great service, but it would be helpful if it came on time, and if the bus drivers are a bit more kind.
Please send nicer bus drivers in the afternoon. Be more on time.
Show up on time.
The service works well!
It's ok.
I really like how we can use Wheels to travel around Pleasanton, Dublin, and Livermore, as we don't have a car. Also, the prices are reasonable.
Some of the bus drivers are not kind.
Maybe have the bus come a little earlier, and make sure it's on time.
Overall everything is good, except sometimes the bus doesn't come on time. You can improve your service by coming on time please!
Thank you!
It's good.
Just be more on time.
Mostly fine; more punctuality would be much appreciated.
The driver is always different, and they never pay attention or wait long enough at stops. I've lost my ride to school so many times.
Good.
Great service, but would have been great if the Case Avenue stop wasn't so early in the morning. Maybe at least 20 minutes later?
For Foothill High School, a bus that runs an hour earlier than the current route for students w/ and A Period class.
Nine or more times this school year, the bus was late by 10+ min. Afternoon bus often fails to show the correct line name, causing many people to take the wrong bus.
Hire people who actually like their job.
Overall fine, but sometimes way too late. We've waited 45 minutes alone for the bus once.
It's good, but sometimes very late. One time it was 40 min late after school.
On time?
The bus is very inconsistent in the time that it arrives at stops.
I think you should get here on time more often. While being late is rare, you can be up to 30 minutes late, and it's not good - to say the least.
It is okay.
It's cool, but sometimes drivers should stop when coming back.
It's ok I guess.
We need reclining seats and free Starbucks.
Wheels is really good bus service, and I enjoy taking it.
The bus schedule on the app is not accurate. Overall, the performance is great though.
It is good.
I think that your service is good and doesn't require much improvement.
The service works out for me, except when the bus is coming late or if a driver strayed from the route.
Service is great. Please serve on time.
Don't leave right after you drop off kids at the school.
Sometimes the bus coming back from school has to keep stopping and starting.
Better training for new drivers.
It is convenient because both parents work.
The service is great. The only issue is that buses come very late sometimes. Besides this, this bus is safe and pretty reliable.
Have [] that can be adjusted for changing schedules like exam season at school.
Good.
Making sure drivers know the routes.
I take the bus to school and from school, and I use the 10R frequently sometimes.
It's a pretty good service, and I wish for it to continue in this area, as it is very helpful.

Thanks to the bus driver.
I like it but the bus at 3:03p at PMS is like a war zone.
The service is wonderful!
Good; sometimes it's a little late.
On some days, the bus is a little late. I don't want to be late for school.
I would only like the bus to be more on time.
Get on time more and don't be late.
It's kind'a unfair that Ruby Hill gets a better bus than us. Their bus has better seats, wi-fi, plugs to charge your device. There is nothing wrong with this, but I'm just saying that it's unfair.
Be on time on Wednesdays, because it is really early or late.
If would be helpful if there was a specific time they came at, because it can be late or too early, which can cause me to miss the bus.
Wheels has been convenient and great.
The bus is good. Not good if crowded.
The bus comes a little late, and the buses are way too crowded in the afternoons.
Transportation to school is really good, except when drivers occasionally miss bus stops, even when we pull the line.
It is good. I feel safe enough and the bus drivers are very nice to everyone on the bus.
On time more.
I've been taking the bus for the past two years, and overall I enjoy it. But sometimes it just gets a little bit annoying when the bus leaves early - especially in the morning - or it leaves late.
More friendly drivers.
Show up a few minutes later, so I don't miss the bus.
Unless you already do this, check the bus for lost items after every shift.
It's overall good, except multiple times it has been late and I was almost late to school.
Make sure that the bus drivers know their route, cause it's made me late this year like ten times.
Buses are not on time after school.
Pretty good; really convenient.
Let kids w/o passes or money get onto the bus.
Honestly, I feel that this is a service that helps a lot, as it is hard for me to be on time to class without taking the bus.
Just being on time.