

STAFF REPORT

SUBJECT: Fixed Route Passenger Satisfaction Survey 2018

FROM: Cyrus Sheik, Senior Transit Planner

DATE: August 27, 2018

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**Action Requested**

This is an informational item only.

**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 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 months of May and June 2018, 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 focused on the trunk routes #10 and #30, but also included surveying the shorter local routes. Also, for the second year in a row, school tripper routes were included in the surveying roster. A total of 400 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 2018 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 2018 survey was 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 95% of the respondents, a 4-point grading or better by 84%, and a 5-point grading by 57% 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 4.35; 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, where out of nine aspects probed, two were positive, two were negative, and five were the same compared with 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 virtually exact overall average recorded in the survey of this year versus last year.

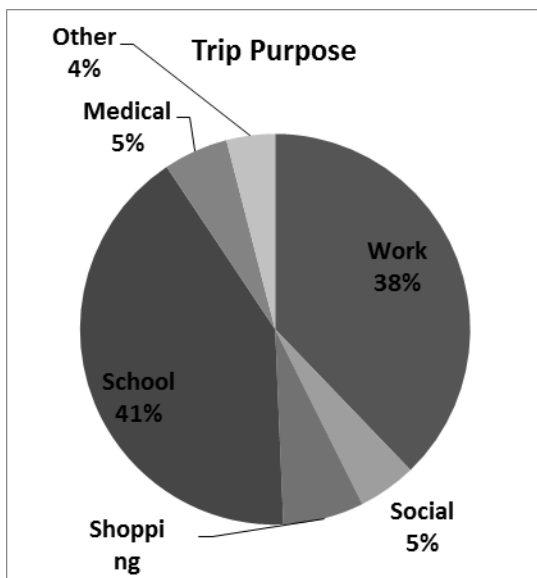
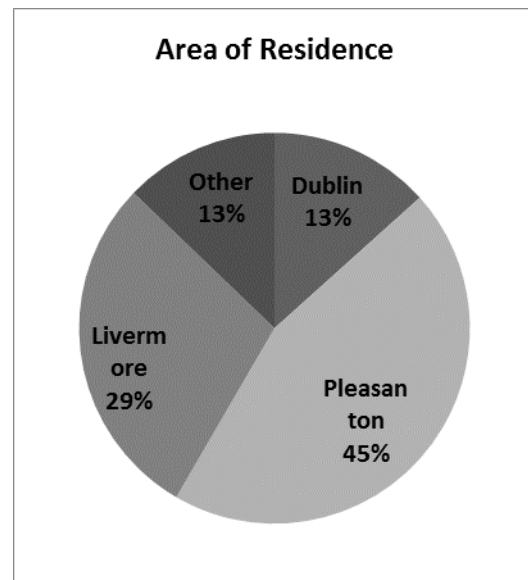
<b>Quality Ratings</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Avg</b>	<b>Last yr</b>
Service operates on time	2%	7%	23%	29%	39%	4.0	4.0
Feel safe when riding the bus	1%	1%	6%	20%	73%	4.6	4.6
Drivers are helpful and friendly	2%	4%	12%	28%	55%	4.3	4.3
Route / service information easy to use	1%	3%	8%	22%	66%	4.5	4.3
Buses are clean and well maintained	1%	2%	8%	28%	61%	4.5	4.3
Transit Center is safe and secure	1%	4%	9%	26%	60%	4.4	4.4
Bus stops clean and well maintained	1%	5%	14%	32%	48%	4.2	4.3
Customer service staff friendly and helpful	2%	4%	11%	26%	57%	4.3	4.5
Overall opinion of Wheels service	1%	1%	9%	41%	49%	4.4	4.4
<b>Total</b>						<b>4.35</b>	<b>4.35</b>

## Respondents' General Profile

As previously indicated, the main purpose of the survey is to obtain passengers' grading of the quality aspects indicated above. Staff's experience from years past is that the sample in general does not substantially affect what level of scores are obtained because most of the factors (driver courtesy, the cleanliness of buses and bus stops, the ease of using route information, etc) are systemwide issues and apply somewhat independently of route and time of day.

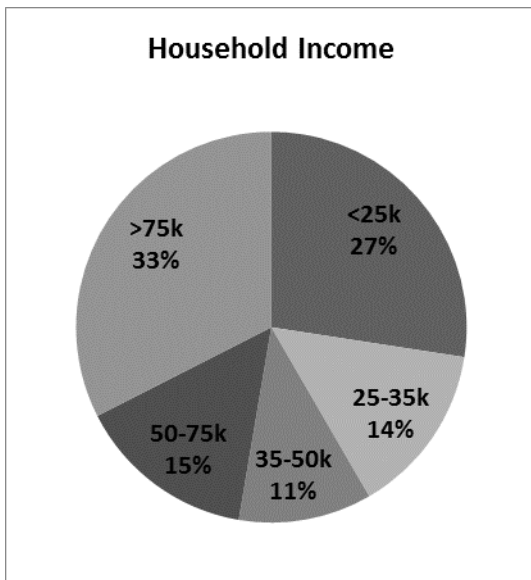
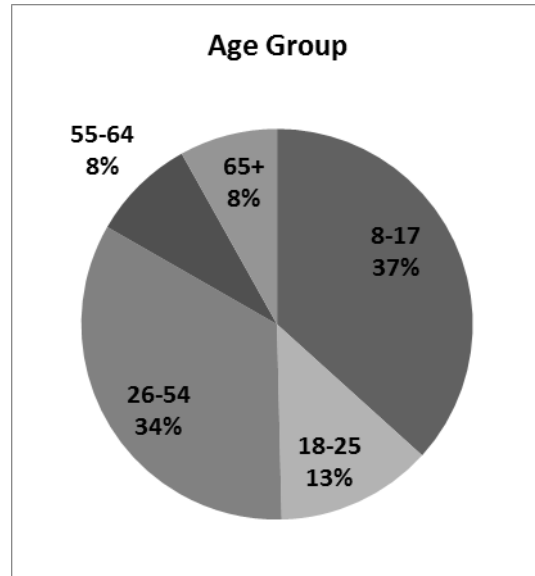
However, the survey also asks a few basic supplemental questions related to rider profile, such as age, household income, and area of residence. The results from those questions are more dependent on the routes surveyed, and as such are not to be interpreted to be from a statistically valid sample. For instance, the extent of surveying onboard the Wheels school-tripper routes may skew the overall results in areas such as respondent age and trip purpose. With this as an important background, here are nonetheless the total tally from all respondents' answers to the supplemental questions.

Area of residence: About 87% of survey respondents stated that they live in the Wheels service area. The distribution by city here likely reflects the routes that had a lot of surveys done on them, including Route 30R and several of the school tripper routes, especially in Pleasanton: the latter city was stated by 45% of respondents as their residence, while 29% and 13% stated living in Livermore and Dublin, respectively.



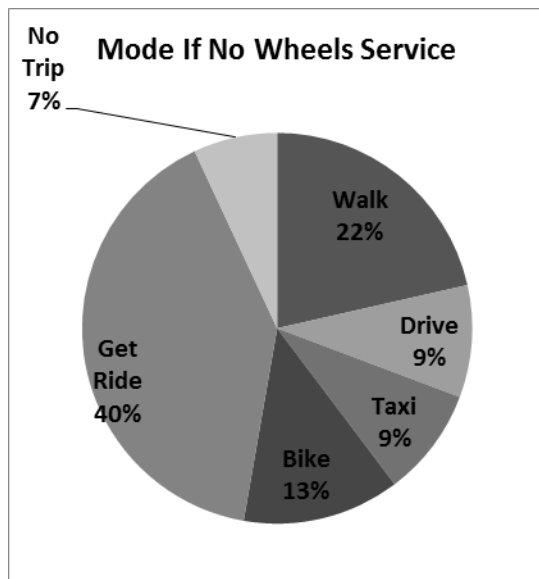
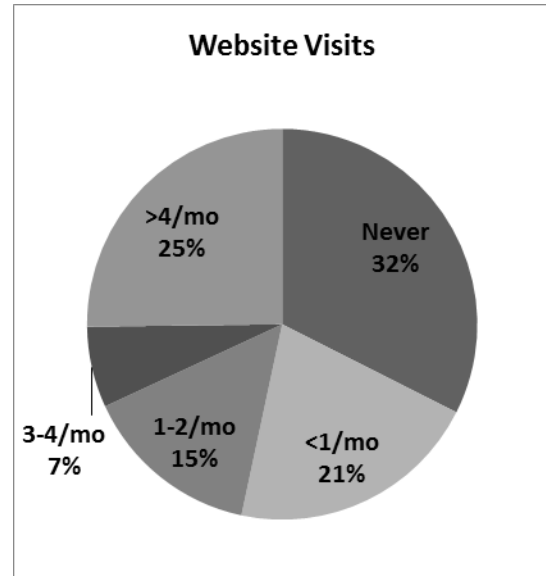
Trip purpose: About equal proportions of passengers surveyed indicated "school" and "work", respectively as their trip purpose, at 41% and 38%, respectively. Other categories such as medical, social, or shopping were each indicated by 7% or less of respondents. This is an indication that the Wheels service is relatively little used for discretionary trips.

Age: Also likely due to the extensive surveying of the Wheels school-focused routes, respondents aged 17 or under were broadly represented among those surveyed; at 37% of all responses received, while 47% were of ages 18-54. Consistently with what has been observed in prior surveys, middle-aged and senior riders have a modest presence; this year, only 16% percent of respondents stated their age as 55 or older. And out of this group, only 8% of the total survey were age 65+.



Household income: When asked about annual income, about a quarter of riders indicated household earnings of less than \$25,000 per year, while a third indicated earnings of more than \$75,000, the highest bracket in the survey. It is likely that this is reflective of the average mainline Wheels rider being from low-income household, while riders on school-focused routes come from a cross-section of households more typical of averages in the service area. The remaining 40% of respondents stated that they fell within the middle \$25,000 to \$75,000 earnings categories.

**Wheels website visits:** About one-third of respondents stated that they never 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-quarter 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.



**Trip without Wheels:** Passengers were asked how they would have made their current trip, if at all, without the bus. Notably, nearly all respondents (93%) indicated that they would have been able to get around using other means, while only 7% stated that they would not have made the trip. This continues a multi-year shift away from passengers that imply that they have no other options. Of the 93% that indicated alternative means to get around, 40% (percentage points) stated that they would have gotten a ride from someone, 22% stated that they would have walked, while the remaining responses were about 10% each for driving, biking, or using a taxi or ride-hailing service. The high percentage of “get a ride” responses came largely from

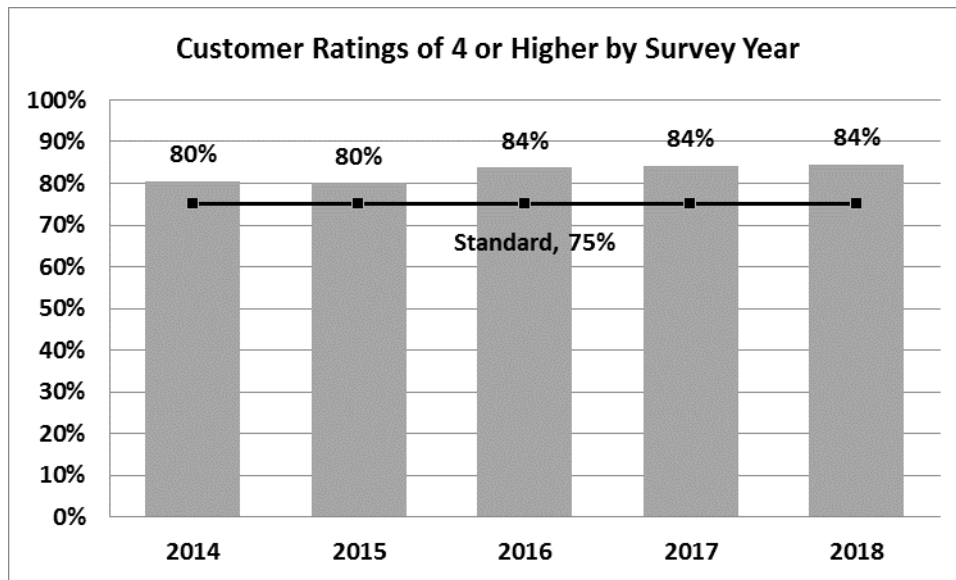
student respondents.

**Open comments:** 259 of the 400 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. On the operational end, many commenters focused on the perceived lack of timely service and of drivers being discourteous or rude. On service-related comments, many respondents expressed a frustration with the weekend service; many also brought up issues about system/network connectivity and frequency.

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

### 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 the two prior years, and higher than the level seen in the preceding two years prior to that. 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. As indicated above, 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).

On the latter, Staff notes that the nominal improvement in the agency's on-time performance (OTP) metric does not appear to have moved the dial positively in terms of passengers' perception of the service's timeliness. Over the past two years, the measured systemwide OTP has increased from 80.2% to 84.3% (preliminary), yet passengers' average scoring in this category went down from 4.1 to 4.0 within the same timeframe.

The Wheels ridership base continues to a significant extent to be from low-income households, although not on the school-focused routes. 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 and last year's survey while schools were still in session (as opposed to previous years' surveys) makes it difficult to draw firm trend conclusions on age trends, but other surveys and observations indicate that the Wheels ridership base continues to be relatively young. And 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 Wheels Service using a scale of 1-5, with 1 being the worst (strongly disagree) and 5 being the best (strongly agree).**

<b>Question</b>	<b>Score (1-5)</b>
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?**

\_\_\_\_ 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.**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



# WHEELS – ENCUESTA PARA LOS PASAJEROS

Ruta \_\_\_\_\_

## 1. ¿En qué área general vive usted? Marque UNA.

\_\_\_\_\_ Pleasanton                      \_\_\_\_\_ Dublin                      \_\_\_\_\_ Livermore  
\_\_\_\_\_ Otra (por favor especifique): \_\_\_\_\_

## 2. Por favor califique el Servicio de Wheels usando una escala del 1 al 5, siendo 1 lo peor (completamente en desacuerdo) y 5 siendo lo mejor (completamente de acuerdo).

Pregunta	Puntuación (1-5)
Los servicios de transporte operan a tiempo	
Me siento seguro cuando viajo en el autobús	
Los conductores son útiles y amigables	
La información sobre la Ruta/el Servicio es fácil de usar	
Los autobuses son limpios y bien mantenidos	
El Centro de Transporte (Transit Center) es seguro y tiene resguardo	
Las paradas de autobuses son limpias y bien mantenidas	
El personal del Centro de Transporte (y del teléfono) son útiles y amigables	
La opinión general sobre el servicio de Wheels	

## 3. ¿Cuál fue el propósito principal al hacer su viaje el día de hoy? Marque UNA.

\_\_\_\_\_ Trabajo                      \_\_\_\_\_ Escuela  
\_\_\_\_\_ Visita Social                      \_\_\_\_\_ Visita Médica  
\_\_\_\_\_ De compras                      \_\_\_\_\_ Otro (por favor especifique: \_\_\_\_\_)

## 4. ¿Cuál es su edad? Marque UNA.

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

## 6. ¿Cuántas veces visito nuestra página web [www.wheelsbus.com](http://www.wheelsbus.com)?

\_\_\_\_\_ 5 o más veces en el último mes  
\_\_\_\_\_ 3-4 veces en el último mes  
\_\_\_\_\_ 1-2 veces en el último mes  
\_\_\_\_\_ Menos de una vez en el último mes  
\_\_\_\_\_ Nunca

## 5. Su ingreso anual es:

\_\_\_\_\_ Menos de \$25,000  
\_\_\_\_\_ \$25,000-\$34,999  
\_\_\_\_\_ \$35,000-\$49,999  
\_\_\_\_\_ \$50,000-\$74,999  
\_\_\_\_\_ \$75,000 y más

## 7. ¿Cómo hubiera realizado este viaje sin el autobús?

\_\_\_\_\_ A pie                      \_\_\_\_\_ En bicicleta  
\_\_\_\_\_ Conducir mi vehículo (carro)                      \_\_\_\_\_ Conseguir alguien que me lleve  
\_\_\_\_\_ Taxi                      \_\_\_\_\_ No hacia este viaje

Por favor provea a la Administración de Wheels sus pensamientos sobre cómo trabaja nuestro servicio para usted y/o cómo podemos mejorar nuestro servicio.

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1. Area of Residence

Dublin	Pleasanton	Livermore	Other	Tot resp
51	172	110	49	382
13%	45%	29%	13%	

2. Quality Rating

	1	2	3	4	5	n/a	Avg Score	Total Responses Received
Service operates on time	9	26	89	114	153		4.0	391
Feel safe when riding the bus	3	4	22	79	286		4.6	394
Drivers are helpful and friendly	6	15	47	109	217		4.3	394
Route / service information easy to use	2	12	33	85	260		4.5	392
Buses are clean and well maintained	3	7	30	111	241		4.5	392
Transit Center is safe and secure	4	15	33	99	230		4.4	381
Bus stops clean and well maintained	5	18	55	124	187		4.2	389
Customer service staff friendly and helpful	8	14	41	93	204		4.3	360
Overall opinion of Wheels service	3	4	33	154	185		4.4	379

Quality rating from above as percentages:

	1	2	3	4	5	Avg Score	Last year	
Service operates on time	2%	7%	23%	29%	39%	4.0	4.0	391
Feel safe when riding the bus	1%	1%	6%	20%	73%	4.6	4.6	394
Drivers are helpful and friendly	2%	4%	12%	28%	55%	4.3	4.3	394
Route / service information easy to use	1%	3%	8%	22%	66%	4.5	4.3	392
Buses are clean and well maintained	1%	2%	8%	28%	61%	4.5	4.3	392
Transit Center is safe and secure	1%	4%	9%	26%	60%	4.4	4.4	381
Bus stops clean and well maintained	1%	5%	14%	32%	48%	4.2	4.3	389
Customer service staff friendly and helpful	2%	4%	11%	26%	57%	4.3	4.5	360
Overall opinion of Wheels service	1%	1%	9%	41%	49%	4.4	4.4	379
						4.35	4.35	

3. Trip Purpose

Work	Social	Shopping	School	Medical	Other	Tot resp
141	18	25	154	20	15	373
38%	5%	7%	41%	5%	4%	

4. Age

8-17	18-25	26-54	55-64	65+	Tot resp
145	51	133	34	32	395
37%	13%	34%	9%	8%	

5. Income

<25k	25-35k	35-50k	50-75k	>75k	Tot resp
87	45	35	47	103	317
27%	14%	11%	15%	32%	

6. Website Visits

Never	<1/mo	1-2/mo	3-4/mo	>4/mo	Tot resp
121	78	55	25	94	373
32%	21%	15%	7%	25%	

7. Trip without Wheels?

Walk	Drive	Taxi	Bike	Get Ride	No Trip	Tot resp
74	32	31	45	139	24	345
21%	9%	9%	13%	40%	7%	

Total surveys received = 400

<b>General Comments</b>
Overall, it's good.
I would really appreciate if Wheels could schedule a later bus coming back from school. Currently, the later bus is 4:02, but 4:30 would work much better.
The way students don't have to worry about transportation really helps many families deal with their schedules.
Good
Good
The bus is very good, according to me*
There was a driver on the 4:06 bus on Friday the 11 that threatened to throw me and 5 other 14/15 year-olds off the bus for being too loud. While I agree some of the children were being disruptive, it was rude and unprofessional to threaten us using crude and vulgar language. Though we are teenagers, we are paying customers and should be respected as such.
Your service is pretty ok but I feel that the new 501 route leaving DHS is a bit unnecessary.
Maybe have backup drivers in case one is late and mark irregular school days such as finals week so the bus won't be 2 hours late.
The drivers need to leave on time even though people are late, screw them, same block.
Have more school buses per route so students won't have to stand.
It's pretty convenient, but the return trip takes significantly longer.
Have more buses so people don't have to stand.
I have the transit app but it doesn't really work so maybe keep that updated.
Bus is repeatedly late; misses stops.
If late by 10+ min, don't charge! This year, the bus has been late 10+ min for at least six times where I had to run home and wake up my sleeping parents! It only happened three times in middle school.
Just come on time.
Some of the drivers are horrible. You need a standard driver for each route.
The buses aren't often late but when they are, they're really late.
I've been using it for three years and never had a problem.
Just don't be a late.
It's great bus sometimes we are late to school because of the bus.
Bus not on time on Wednesday late-start days.
It does its job. It's constantly and reliably late, which is fine because it's predictable. But lately, it's been coming late enough to drop us at school after the bell once per two weeks or so. Also our bus stop (tennis park) is overgrown, and we sometimes have to walk through a small bush to get to the bus.
Wheels is perfect. Sometimes the bus comes 15-20 mins late, but only if there's traffic or another understandable reason.
Some drivers are rude. Sometimes really early or late.
The problem I have had multiple times was how late or how early the bus arrived. The time arrived or departed should be consistent but other than that everything was fine.
I can't check the accurate arriving time of my bus. It's too irregular.
The bus isn't usually late, but when it is, it's very late.
The bus comes really late pretty often, which delays students to school. And on some occasions, it is delayed to the extent when students reach only after school starts. The bus needs to be more punctual by picking us up b/w 7:20-7:30.
More time management.
Maybe have a bus that comes at 8am on Thursday as well Wednesday. (605)
This only happens rarely but some drivers have had bad attitude, so maybe a reminder of their work ethics.
Thursday is now a late day at Amador; it would be nice if the bus came later too. (605)
Bring turkey repellent. Turkeys are savage and hate the bus.
Very useful, and I use it a lot.
Buses arrive on time.
It's good but on Thursdays, Amador has a late-start day; it is the same as Wednesday but the bus doesn't accommodate this so we get to school an hour early.
Helpful and handy. If they could come a bit earlier in the morning. Right on time.
Maybe improve on your app because sometimes they don't work and I don't know when the bus will get to my stop.
Keep up the good work; thanks for the service.
Sometimes on our bus ride the kids do bad things and invade other people's space.
It works ok.
It works pretty well, but most of the time the bus is late.
I think that Wheels is safe and that some drivers are nice. It's also fun but sometimes it gets here late.
Because our 605 is not as good as Ruby Hill, and because it does not ride the bus at the time.*
Trash can in back.
It's good enough.
The service is fine but improvement is needed. Meanwhile, kids are misbehaving and inappropriate acts are being displayed on the bus.
Perhaps have your buses be slightly more punctual. Sometimes, they are too late or too early, which makes it somewhat unpredictable.
It gets me to school on time.
It comes on time most of the time and it gets me to school and takes me back. It is never on time the way back from school.
I think that taking the bus is efficient; however, it were on time more often.
This bus is okay.
Do a better job stopping horseplay on the bus.
It is good, but maybe the drivers could be a bit friendlier.
I like that it is simple to ride. But maybe it could be more consistent with time.
The bus is fine, it's just if comes late after school has ended.

Make the bus leave at 3:11 on Wednesday and Thursday. (611)
The Wheels program is great, and in my opinion there are no improvements.
I like it as is.
The school routes are very useful for students living far from the schools, but it would be even better if the am bus on route 611 would run on Thursday morning at the correct time. Other than that, I have no complaints about the bus!
Overall, it's efficient, but they're not always on time.
Everything is fine.
Service is good but drivers are rude sometimes.
Have the bus come on time every day.
Maybe just being on time more, although it doesn't affect me much.
Good.
The way Wheels Management service is, is it is very well clean; the drivers are friendly and they are almost always on time.
Try to come earlier. More space in bus. Air conditioning.
For the 610 line, make sure the bus doesn't arrive 45 minutes late. It has done this multiple times. Also, try using Febreze or some odor-cleansing product to freshen the air.
You can have a set time when you come.
Be on time after school.
It is good.
Buses are (?) even though pay full price or around 2\$, as well as that the bus has a 10+ more people on the way home than it can carry.
It is good overall but - no offense to the bus drivers - but they can get cranky.
Just improve bus stops.
Every once in awhile we have a bus driver that drives too fast.
Overall, service is great, however bus drivers could be friendlier.
I think you have good service.
Best service in the world.
The service is efficient. *
Service is good; wish bus ran more frequently, like on the weekdays for Saturday/Sunday service.
I like riding Wheels. *
Everything is alright!
The #580X bus needs to start at 4-4:15a. We need a bus or shuttle service to Livermore VA; I'm a veteran. Thank you.
Add more frequent service on weekends. More Clipper card adds.
Add arrows to ID bus stops at Livermore Transit Center. Or larger signs.
Everything is great; only complaint is that the bus drivers can be pretty rude occasionally, they should be polite always and remember that the riders are guests and should be treated with respect.
Let some drivers know to be aware to check if the commuter properly sat before starting / driving again.
The times I have used it I am comfortable, I use it for me it is good service. *
Doing good.
Extremely happy on the Wheels bus service. They are doing an amazing job.
Overall great service; keep up the good work!
All good.
It's great overall!
That it should run more often at night. *
It works fine.
Sometimes there are drivers who are not aware of the safety of their passengers. They start moving fast without seeing to it if their passengers are already in good sitting position. Or cause mild accident of falling down to floor.
Improve, in some cases. Since I have had some experiences 1) at times they are slow, 2) I have not gotten off at my stop (on two occasions). And of ani, I congratulate as two drivers who have always been friendlier. *
Keep up the good work. All positive.
Request 24-hour service.
Weekend service could be increased a bit more; that helps.
Love it; best bus service I have ever been on.
I wish we had the old system, going the 10 to the Mall.
More conv work stops in industrial work areas.
Expecting the transit service will operate on time; otherwise everything is good.
Can't complain; gets me to where I need to be.
For me the service is good; I have no complaints.
More 580X service late into the morning on weekdays.
The service is good and quality. If there were any discounts for girls larger than 6, it would facilitate the service to more families with fewer resources. *
Please make sure that the schedules are followed. Buses are usually late.
Mostly, the timing is very close to connecting trip.
I feel everything is good. Wheels giving better service than transit. I feel very comfort.
Need more service to Walnut Creek, San José, and Fremont.
It's expensive if I'm paying \$2 to ride 1-2 miles. It's the same price as riding all the way to Bart in Dublin, which is about 10 miles. Price should be per mile - ex, on Bart it charges you when you exit - price changes based on distance to destination.
Too expensive - no monthly discount for monthly pass. If two trips per day, and same price for any distance.
Increase frequency on weekends.
Excellent! Love the AC, rides are safe and on time!
In the weekends, we are getting too little service. Otherwise, everything is good.
I am thrilled with the addition of the 15-min 30R line! Wish it ran more often on weekends. Also, love the USBs + outlets in the newer buses. Drivers are very friendly and drive well.

In general, it's good. *
I ride the train, it works great for me.
Some sort of discount pass for people who are receiving state benefits. Music maybe.
Give drivers sensitivity training - most drivers are awesome but some are not.
I'm very thankful for the kind workers, buses / stops / transit center safer. There's a lot of drug use or shady people.
For me, it's good. The hours and the service. *
A toilet at Transit Center.
Very good service; recommend for everyone.
Drivers arriving to bus stops on time. I usually take the 10R and the 30R, and they run late often. Also, if they ran more often on weekends.
I enjoyed Wheels management because I really like how the service works, for me.
Your services are well appreciated by me, except the recent change in schedule at night on #15 from Springtown does not favor me, but thanks for your good service.
The service on the bus is great because it is always on time.
I think you can improve your service by adding more seats on every bus. And also more seats at the bus stops.
You have a good service; all I will say.
Most drivers are kind but the bus is never on time.
It is overall a pretty good experience.
Overall a great service, except the bus drivers can be not so friendly as the person driving today.
It works pretty good for me.
Works good for me.
You guys should have more friendly drivers.
Make the rule about "ladies first", not a rule the drivers can make. It does not change where everyone sits usually, and it seems rude to men.
It's ok.
Bus stops should have the times of when they are arriving so we know if it's delayed (not the times on paper).
It's pretty nice.
Sometimes you guys are early, sometimes not. But overall, nice job.
You're doing a great job, and I value your continued help in getting around town.
It's very convenient, thank you!
Please add more bus on weekend, thank you...
Please provide higher 10R service levels on weekends. *
The stops need to be cleaner, and staff should have a little more patience.
The buses can come faster, and the bus stops can be cleaner.
Grateful for the option. Loud passengers on their phone is my one complaint.
I work at night and I live on East Avenue, but I have to walk every day, from East Avenue to the Transit Center because they do not match the hours of 30R with 10R, for me at night it is as if there are no blas 30R this It happens to me when I come from my home to work it was better before the schedule is my opinion. *
Would like #10 to go to East Avenue like before. Weekend service every half-hour would be better.
Good service. Schedules are a little off sometimes.
We, our friends, and family ride the bus forever amen considered all a blessing. We have a lot to be thankful for. Love the bus and taxis and drivers. Be kind to one another.
Only thing I want you to do is to all our buses inside are good even though it is a small road and find difficult to walk because bus stop is far. Increase buses frequency, like bus #3 every 5 min.
There should be more stops with seating and cover from sun and rain. Also, there are a lot of times that I arrived late because of the bus running late.
Service is very useful, but some bus stops are very dirty.
Service comes late in the morning, which makes me miss Bart train and makes late to office.
Route #1 is always late coming --- in the afternoon. Miss connection w/Bart. Should coordinate with Bart.
They are great! Maybe buses every 15 min.
The #70X service in the evenings need to be improved. Can have better drivers and use shortcuts if possible to get through the traffic at peak hours. For ex, 530 bus show up till 540 in the evening.
My only complaint is that the services like Google maps think the #70X stop at Walnut Creek not Pleasant Hill, which makes them not helpful in my commute. I have to plan my route manually everytime.
Pick up at East County Hall of Justice seems erratic. --- schedule.
I believe everything is fine and well prepared for people in need of a ride.
Sometimes the Bart is late and the bus leaves before I arrive. If it possible to change the time from 9:02 to 9:05-07?
The bus should departure after the Bart arrived in 5 minutes. So we won't miss the bus. Thanks.
Wheels service is great! Keep doing the awesome job! Thanks.
Please, the schedule for the weekend, not enough hours.
I do not have any, everything is fine for me. *
Working on time, be nice.
To me if I like the service, the drivers are very friendly, before I passed Chabot Street and Yano passes, I would like it to happen again. *
Should have bus service at least every 15 mins; 30 mins is too long to wait when you miss a bus.
I want the route #70X to have a one early schedule in the afternoon to Pleasant Hill.
I like Wheels.
Good service, no need any improvement.
Service works for me but always finding to change ways to shop buses to mall keep changing too often.
If possible, would like to see bus frequency increased to every 15 mins on all routes during peak hours.
Hate the #8 bus. Working till 10pm. Not 8pm.
Wheels bus is great and always on schedule.

Weekend service needs to be same as weekdays.
I would like it if the #14 and #3 ran more often, it would make my commute to work easier. Also, the #14 is always late.
I think good service. *
Bus left without me one time. Either it wasn't supposed to stop or didn't care. Got left on hold when I tried to find out how.
Frequency of Route #2 [should] be increased to at least half-hourly. Thanks.
The buses run every hour late at night. I notice a number of riders wanting ---. They should run every half-hour to accommodate riders late into the night at Bart.
Maybe clocks and arrival estimates at all stops. Time is very important to me.
That # 30. Spend the weekends every 30 minutes, please.
It needs to be improved.
We wish better service on weekends.
Extend #11 route from Las Positas / First to Transit Center.
Works out great. I'm vision impaired so it is helpful and they accommodate my large service dog. :) The #8 is always late in the morning.
I've used this service before, and I'm comfortable with it.
Requesting a transfer with a student id should return.
I like the bus because it is easy to use.
I don't use it enough to assist with this info.
It is convenient to just hop on to and go places. Cheap, easy, and useful.
Rt #30R service is great, easy to use, very frequent, mostly on time. Keep up the great service. Thanks!
I really like to use the bus because I feel safe, and they are always on time. It is really comfortable to take Wheels transportation.
Very safe and well maintained.
Being on time.
The schedule could be more accurate and possibly have adjustments due to traffic.
There aren't any stops within walking distance to my house.
I don't take the bus often enough to suggest changes to service. Overall, very pleased when taking the R30; never taken any other line.
Previously they had angry drivers and now they are very kind or helpful. Thanks for improving your service. *
Bring back #15B, more service to Springtown. Route the #10 to the Mall or [provide] more Mall service. Make sure buses connect, example 30/10 run wait the -- once buses that don't -- to people who need to connect.
Give ticket pass at Bart station. Give concession for educational visits to Library to adults not in formal school bus still studying. Thank you.
Shelter at stops maybe put parties stops name at online not matching.
More info on connecting bus services.
Doing great. :)
It's very good.
Buses need to run on Saturdays and Sundays every 30 minutes because there are people who need them. *
Everything is good.
Better scheduling, maintenance of schedule accountability, better customer service.
It's fine, the people are nice. But I would like it if it was more on time at night during 730-930.
Maybe each bus stop says next arrival time digitally. Hold drivers accountable to the schedule via customer relations.
Until now, I haven't had a problem with the service.
I really like the fact that it runs every 15 minutes. It helps with times on school schedule. One less stress to worry.
I'm a new customer, but so far things have been great.
Thanks for asking, I'm not a driver. I was satisfied with the prior AllNighter 810 service to Livermore. Money meter. No drink. I'm a good customer and I'm AC Transit day.
Paper transfers are better than the new ticket transfers.
Make new routes for better access.
Need buses every 10 minutes.
More access to west Dublin.
It's good.
Keep on rolling!
Buses leave Bart early, drivers need to be more aware of passengers running to stops.
You guys do a great job! More frequency of buses on the weekend.
Route 15 buses that are more frequent on weekends. *
No issues.
Wheels have been very helpful.
More friendly drivers.
Would like Route 1 back to Rose Pavilion.
Please work on improving the 10R service.
Works pretty well! Some buses are late our early, though, which can make me late to work if I miss one or if the bus is late.
It is good service.
Keep it going, it seems to work.
First time using the service. So far, so good.
If the bus stops have the updated schedule for all buses in the route it will be great. A digital signage can also be helpful.
I take this, as parking at Bart is a problem. But I would say to advertise more this route so more people take the bus and avoid cars.
Thank you for your service.
Sometimes the bus is so late I miss my Bart train.
Just maintain service quality standards. *
Good service.

I use the service to make appointments and services for my business.
My survey answers are general. I don't have a car. I depend solely on the bus. The back seats of ten buses are gross. Positive note: notice cleanliness improvement of Route 15 buses. Timeliness is worse this survey period. This past week, for example: Three no-show buses. Many drivers are not checking bus at route's end. Some drivers are resting rather than driving to Dublin side. I have missed my connection several times.
Put more security at the Transit Center. *
It really help get from one place to another.
Would the #10 to go through East Ave like before. And weekend service more often, not just once an hour.
Drivers be more friendly.
If see old people away from stop.
I like to use the service regularly. I twice had an incident where driver passed --- me ---. I like it and use it almost daily.
I try to use the bus whenever I can. Weekdays are ok but weekends the buses run so infrequently that I resort to using my car.
Good.
Great!
I appreciate the bus service; just wish the stops weren't so far apart, especially bus #8 where a stop can be closer to Case & Valley. Long walk to get to bus stop.
Great service but needs power plugs for phones and devices on bus.

\*Translated from Spanish