

# G&R TRANSIT SOLUTIONS

## Modesto CA, MAX

### Mystery Rider Program

Assessment Report:

Trip Ref.	

#### Trip Details

0.2a	Route	21
0.2b	Bus Number	20945
0.2c	Starting Bus Stop	Paradise
0.2d	Ending Bus Stop	DTC
0.3	Date	4/29/2021
0.4	Time Boarded Bus	1:34
0.5	Time Departed Bus	1:50
0.6	Weather Conditions	Warm

#### Section 1 - At the Bus Stop

100%

Response Score

1.1 Was the bus stop easy to find / easy to reach?

Yes	
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#### Bus Shelter

100%

1.2a Does this bus stop have a shelter of any kind?

Yes	
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1.2b Was the bus shelter in good condition?

Yes	
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#### Cleanliness & Condition

100%

1.3a Was the bus stop free of trash?

Yes	
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1.3b Were any trash cans at the bus stop?

Yes	
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1.3c Was the bus stop clean, free of gums?

Yes	
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1.3d Was the bus stop free of graffiti/etching. peeling decals/paint?

Yes	
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1.3e Was the level of lighting at the bus stop satisfactory and all lights working and undamaged.

Yes	
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1.4 Please comment on the cleanliness and condition of the bus stop/shelter:

*Bus Stop/Shelter was clean. If there was trash on the floor someone always was around to pick it up & throw it away or ask someone to pick up their n*

#### Safety & Security

100%

1.5 Did you personally feel secure while waiting at the stop?

Yes	
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1.6 Please comment on how personally secure you felt at the stop:

*I felt very safe while waiting for the bus. Security is always around.*

#### Section 2 - Bus Arrival and Boarding

56%

Response Score

#### Cleanliness & Conditions of Bus Exterior

100%

2.2a Was the route number and destination on the front of the bus correct and clearly legible?

Yes	
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2.2b Was the route number and destination on the side of the bus correct and clearly legible?

Yes	
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2.3 Was the bus exterior clean (Including windows, wheel wells, headlights, etc.)?

Yes	
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2.4 Was the bus exterior free of graffiti and damage?

Yes	
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2.5 Please Comment on the cleanliness and condition of the bus exterior:

*The bus was very clean. Routes & number were legible in front & on Side of bus.*

#### Boarding the Bus

100%

Response Score

- 2.6 Did the driver greet you politely or acknowledge you when you boarded the bus? 

Yes	
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- 2.6a Did they pull up close to the curb so that passengers could board directly from the pavement? 

yes	
-----	--
- 2.6b If No, was the problem due to lack of care by the driver or was there another reason?

- 2.7a Did the driver pull up so the entrance door was near the stop? 

Yes	
-----	--
- 2.7b If No, was the problem due to lack of care by the driver or was there another reason?

- 2.8 If boarding at start of route, were the bus doors open prior to departure for passengers to board? 

Yes	
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- 2.9 Was it easy to board the bus? 

Yes	
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- 2.1 Please comment on the ease of boarding the bus:

Driver was close to the curb & already had the doors open. Very easy boarding.

**Fare Payment** **25%**

- 2.1 How did you pay for your fare? 

Pass	
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- 2.1 If paying by cash, were you given a transfer upon request?
- 2.13a If paying by cash, were you given the correct transfer?
- 2.13b If paying by cash, was the fare box functioning correctly?
- 2.1 Please comment on the fare payment:

I used my bus pass but everything was working perfectly

**Punctuality of Bus Departure** **0%**

- 2.2 Was there an electronic display showing bus departure times or a printer timetable or neither of these at this stop? 

Yes	
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- 2.2 According to the schedule, did the bus depart on time? 

On time	
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- 2.2 Did the bus depart Late or Early? 

0	
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- 2.2 How Many minutes late/early did the bus depart?
- 2.2 Please Comment on the punctuality of the bus:

*There were no times displayed, but there were plenty of books with the routes & times on bus.*

**Section 3 - On Board the Bus** **87%**

**Seating** **100%**

- 3.1a Were there any empty seats available on the bus? 

yes	
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- 3.1b Were the seats clean? 

Yes	
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- 3.1c Were the seats free of Graffiti? 

Yes	
-----	--
- 3.1d Were seats in good condition? 

Yes	
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- 3.2 If you had to stand, were you able to do so in comfort? 

N/A	
-----	--
- 3.3 Please comment on the cleanliness and condition of the seating:

Bus was very clean. Driver made sure to look for any trash before anyone got on.

**Bus Interior Condition and Cleanliness** **100%**

- 3.4a Was the bus free of trash? 

Yes	
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- 3.4b Were any trash containers on the bus usable? 

Yes	
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- 3.4c Was the bus interior (including floors and windows) clean? 

Yes	
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- 3.4d Was the bus interior in good condition? 

Yes	
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- 3.5a Were all lights working satisfactorily and undamaged? 

yes	
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- 3.5b Did you personally find the temperature on the bus satisfactory? 

Yes	
-----	--
- 3.6 Please comment on the interior condition and cleanliness of the bus, including Lighting and Temperature:

*Everything was in perfect condition. Temperature on bus was cool.*

**Signs and Information** **100%**

- 3.7a Were bus timetables available in the racks on the bus? 

Yes	
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- 3.7b Could you see information about fares on the bus? 

Yes	
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3.7c Could you see information about safety on the bus? 

Yes	
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3.8 Please comment on the signs and information on the bus:  

<i>Signs &amp; information were perfectly on display &amp; were easy to read.</i>
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**Delays & Disruptions during the Trip** **20%**

3.9 Were there any delays or disruptions during the trip? 

No	
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3.1 If Yes, did the bus driver communicate with the passengers in relation to this delay or disruption?  
3.11a If Yes, was the communication clearly audible and easy to understand?  
3.11b Did the communication give a satisfactory explanation for the delay or disruption?  
3.12 Were further status updates given by the driver as more information became available?  
3.13 Please comment on the information provided in relation to delays or disruptions.

*No delays or disruptions occurred*

**Safety & Security** **100%**

3.14a Did you personally feel secure while on the bus? 

Yes	
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3.14b Please comment on how personally secure you felt on the bus:  

<i>I felt very secure &amp; safe on the bus</i>
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**Bus Driver** **100%**

**Driver - Appearance and General Behavior** **100%**

3.15a Was the driver wearing the appropriate uniform? 

Yes	
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3.15b Did the driver look clean and tidy? 

yes	
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3.16a Was the driver polite and courteous to all passengers? 

Yes	
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3.16b Did the driver appear to be helpful and provided assistance to passengers? 

Yes	
-----	--

  
3.16c Did the driver stop when requested? 

Yes	
-----	--

  
3.16d Did the driver behave professional at all times? 

yes	
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3.17a Did the driver make any PA announcements? 

No	
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3.17b Could you hear the announcements easily and understand what was said? 

N/A	
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3.18 Please Comment on the appearance and general behavior of the driver:  

Driver was clean, in uniform & was very professional & helpful
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**Driver - Response to Inquiry** **100%**

3.19 Which Inquiry Scenario did you use? (Enter Scenario Code from instructions)  
3.20a Was the driver polite and courteous throughout your inquiry? 

Yes	
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3.20b Did the driver use plain language that you could easily understand throughout the inquiry? 

Yes	
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3.20c Did you feel the driver listened and checked details with you to fully understand your needs? 

Yes	
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3.20d Did you feel the driver fully answered you inquiry? 

Yes	
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3.20e Did you feel that the driver was knowledgeable? 

Yes	
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3.20f Did you feel that the driver offered additional information to help you with your inquiry? 

Yes	
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3.21 Please comment on the driver's response to you inquiry:  

I asked the driver if the bus went to Paradise rd & driver said yes it goes down robertson then paradise.
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**Driver - Driving Skills** **100%**

3.22a Did the driver drive at an appropriate speed at all times during your trip? 

Yes	
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3.22b Did the driver ensure that the ride was smooth as possible at all times, braking and accelerating? 

Yes	
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3.22c Did the driver move off slowly, allowing passengers time to reach their seats? 

Yes	
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3.22d Did the driver operate the door with consideration for the comfort and safety of passengers? 

Yes	
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3.22e Did the driver comply with traffic regulations at all times? 

Yes	
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3.23 Please comment on the driver's driving skills:  

Driver was great. Easy stopping & smooth take offs.
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**SECTION 4 - THE ARRIVAL BUS STOP** **56%**

**Punctuality of Bus Arrival** **0%**

4.1 According to the schedule, did the bus arrive on time? 

Response	Score
Yes	

4.2	Did the bus arrive late or early?	Early	
4.3	How many minutes late/early did the bus arrive?	2 mins early	
4.4	Please Comment on the punctuality of the bus:		
Bus driver arrived 2 mins early & left right on time.			

**Alighting the Bus** **67%**

4.5a	Did the bus driver pull up close to the curb so that passengers could alight directly on to the pavement?	Yes	
4.5b	If No, Was the do to lack of care by the driver or was there another reason?		
4.6a	Did the driver pull up so that the exit door was near the stop?	Yes	
4.6b	If No, Was the do to lack of care by the driver or was there another reason?		
4.7	Was it east to alight the bus?	yes	
4.8	Did the driver acknowledge your departure verbally?	Yes	
4.9	Please comment on the ease of alighting the bus:		
Driver pulled up right curb easy to get off. Driver also said bye to everyone who got off			

**Making a Connection** **100%**

4.10	Did your trip begin and/or end at a Metro/Transit Station?		
4.11	If Yes, Please rate how easy it would be to make a connection?	yes	
4.12	Please comment on how easy it would have been to join the connection service:		
My trip began at the transit station. It was very easy to join the connecting bus			

**Section 5 - Services for Passengers with Special Needs** **100%**

5.1	Did you see any passengers with special needs at bus stops or on the bus while conducting your assessment?	No	
5.2a	If Yes, were they able to board and alight the bus without difficulty?	N/A	
5.2b	If Yes, were they able to travel on the bus in comfort?	N/A	
5.2c	If Yes, were designated seats/areas free for these passengers to use if required?	N/A	
5.2d	If a seat/space was not initially available, did the driver make the appropriate seats available?	N/A	
5.3	Please comment on the experience of passengers with special needs:		
No on with special needs got on while I was riding.			

**Section 6 - Your Overall Experience**

6.1a	Punctuality of bus service(s):	Excelent
6.1b	Signs, Information, and Announcements provided:	Excelent
6.1c	Information provided in the case of disruptions:	N/a
6.1d	Quality of Staff(i.e. bus driver) interactions:	Excelent
6.1e	Cleanliness & Conditions of bus stops:	Excelent
6.1f	Cleanliness & Conditions of buses:	Excelent
6.1g	Safety & Security of travel:	Excelent
6.1h	Ease of Connection to other transportation services:	Excelent
6.1i	Overall Ease of Travel	Excelent
6.2	Please rate your overall trip experience:	Excelent
6.3	Based on your experience of this trip, would you recommend the bus service to others?	Yes
6.3b	Please comment on your reasons if you would not recommend the bus service:	