

Rider Report Card

Express Bus Grades and Priorities by Route

Grades	BM1	BM2	BM3	BM4	BM5	BXM1	BXM10	BXM11	BXM18	BXM2	BXM3	BXM4A	BXM4B	BXM6	BXM7	BXM7A	BXM7B	BXM9
Reasonable wait times between buses	C -	D	D	D	D+	D+	C -	D+	C -	D+	C -	D+	D+	D+	C+	C	C+	C -
Seat availability	C+	C	B -	B -	C	B	B	B	B -	B	B+	B	B+	B	B -	B -	B+	B -
Bus seat reclines properly	C	C+	C	C+	C	B	B -	B -	B	B	B -	C+	B	B	B	B -	B	B -
Seat headrest works properly	C	C+	C	C	C -	B -	B	B -	B -	B	B -	C+	B -	B -	B	B -	B	B -
Working reading light above seat	C+	C+	C+	C+	C	B -	B	B	B -	B	B	C+	B -	B	B	B	B+	B
Smooth handling of bus	C+	C+	B -	C+	C+	B -	B -	C+	B -	B -	B	C+	B	B -	B	B -	B+	B -
Clarity of bus destination signage	B -	B -	B	B -	B	B	B	B -	B	B -	B	B -	B -	B	B	B	A -	B+
Current schedule information at bus stop	D	D	D -	D	C+	C+	B -	C -	C+	C+	C	C	C	B -	B -	B	B+	B -
Bus operates according to schedule	C -	D+	D+	D+	C -	D+	C -	D	D+	D -	C -	D+	C -	C	C	C	B -	C -
Cleanliness of buses	B -	B -	B	B -	B -	B	B	B	B	B	B+	B -	B	B	B	B	A -	B
Lack of graffiti on buses	B +	B +	B +	B +	B +	B +	A -	A -	A -	A -	A -	B +	A -	A -	A -	A -	A -	A -
Lack of scratchitti on buses	B	B	B +	B +	B	B +	A -	A -	B +	A -	B +	B +	A -	A -	A -	A -	A	A -
Courtesy of bus operators and dispatchers	C+	C+	B	B -	B -	B -	B -	C+	B -	B -	B	B -	B	B -	B -	B	A -	B
Comfortable temperature in buses	C	C	B -	C	C	B -	B -	B -	C+	B -	B -	B -	B	B -	B -	B -	B -	B -
Ease of paying your fare	B -	B -	B	B	B	B -	B -	B -	B -	B -	C+	B -	B	B	B -	B -	B	B
Bus personnel properly secure wheelchairs	B -	B	B	B	B -	B	B	B	B	B +	B	B -	B	B	B	B	B	B
Reliability of kneeling bus (front of bus)	C+	C+	B -	B -	B	B	B -	B	B	B	B -	B -	B	B -	B	B	B+	B
Reliability of wheelchair lifts (rear of bus)	C	C+	C -	C+	B -	B -	B	B -	B -	B -	C+	C	B	B -	B -	B	B	B
Bus announcements routinely made	C -	C	C+	C	B -	C+	C+	C+	C+	C+	B -	C+	B	B -	B -	C+	B+	C+
Bus announcements that are informative	C -	C	C	C -	C+	C+	C+	C	C	C	C+	C+	B -	C+	C+	C+	B+	C+
Overall performance	C	C -	C	C -	C+	C+	C+	C	C+	C	C+	C	B -	B -	B -	B -	B	B -
Priorities	BM1	BM2	BM3	BM4	BM5	BXM1	BXM10	BXM11	BXM18	BXM2	BXM3	BXM4A	BXM4B	BXM6	BXM7	BXM7A	BXM7B	BXM9
Reasonable wait times between buses	1	1	1	1	1	2	2	1	2	2	1	1	1	1	1	1	1	1
Seat availability	3	3	5	5	3	12	6	9	7	12	13	4	16	7	3	3	10	3
Bus seat reclines properly	9	14	12	6	7	14	12	12	15	15	11	14	11	14	11	12	5	10
Seat headrest works properly	16	18	18	14	13	15	15	14	15	17	11	9	11	14	17	16	10	16
Working reading light above seat	10	8	14	9	6	3	11	10	11	6	8	14	4	12	5	6	3	12
Smooth handling of bus	6	7	6	4	5	6	5	5	5	13	5	6	4	10	10	9	8	6
Clarity of bus destination signage	17	20	15	15	13	11	15	14	12	6	15	14	7	17	16	15	12	15
Current schedule information at bus stop	4	4	3	3	9	4	8	3	3	4	3	4	3	4	12	10	12	7
Bus operates according to schedule	2	2	2	2	2	1	1	2	1	1	2	2	2	2	2	2	2	2
Cleanliness of buses	13	12	10	11	7	13	14	14	15	13	10	14	16	11	13	14	12	11
Lack of graffiti on buses	18	18	19	19	13	18	18	17	15	19	17	14	16	18	19	17	12	17
Lack of scratchitti on buses	19	17	19	16	16	20	18	17	15	19	17	10	16	18	19	20	12	18
Courtesy of bus operators and dispatchers	7	5	8	7	18	6	10	4	4	9	6	3	11	4	8	8	12	14
Comfortable temperature in buses	5	6	7	7	4	9	4	7	5	6	7	13	7	9	4	4	4	5
Ease of paying your fare	15	14	12	11	16	5	3	6	7	5	4	7	7	6	6	5	8	9
Bus personnel properly secure wheelchairs	20	16	17	19	10	18	18	17	15	17	17	14	16	18	18	17	12	20
Reliability of kneeling bus (front of bus)	12	9	16	13	18	17	13	10	13	11	16	14	15	12	14	13	6	12
Reliability of wheelchair lifts (rear of bus)	13	13	4	17	10	16	17	17	10	16	17	7	7	14	15	19	12	18
Bus announcements routinely made	8	9	9	10	10	8	9	12	14	3	9	10	11	8	8	11	12	8
Bus announcements that are informative	11	11	11	17	18	9	7	7	7	9	13	10	6	3	7	7	6	4

Rider Report Card Express Bus Grades and Priorities by Route

Grades	QM1	QM10	QM11	QM12	QM15	QM16	QM17	QM18	QM1A	QM2	QM21	QM22	QM23	QM24	QM2A	QM3	QM4
Reasonable wait times between buses	C -	C	C+	C -	C -	C -	C	C -	C	C+	C	B	C -	C	C+	C	C
Seat availability	C+	B +	B	B	B -	B -	B -	B +	B -	B	B	A	B -	B	B -	B +	B
Bus seat reclines properly	C+	B	B -	B -	B -	B -	C+	B -	C+	C+	B	A -	B -	B	C+	B	B -
Seat headrest works properly	C+	B -	C+	B -	B -	B -	C+	B	C+	B -	B -	A -	B -	B -	C+	B -	C+
Working reading light above seat	C+	B	B -	C+	B -	B	B -	B	C+	B -	B	A -	B -	B -	B -	B	B -
Smooth handling of bus	C+	B -	B -	B -	B -	B	B -	B	C+	C+	B -	A	C+	B	C+	B	B -
Clarity of bus destination signage	B -	B	B -	B	B	B	C+	B +	B	B	C+	A	B -	B	B	B -	B -
Current schedule information at bus stop	D	D+	D+	D	D	C -	D	D	D	D+	D	B -	D+	D+	D+	C	D -
Bus operates according to schedule	C -	C+	C+	C -	C -	C -	C -	C	C	C	C	A -	B -	C	C	B	C -
Cleanliness of buses	B -	B	B	B	B	B +	B -	B	B -	B -	B	A -	B -	B	B -	B	B -
Lack of graffiti on buses	B +	A -	B +	B +	A -	A -	B +	A -	B +	B +	A -	A -	B +	A -	B +	A -	B +
Lack of scratchitti on buses	B	A -	B +	B +	B +	A -	B +	A -	B +	B +	A -	A	B	A -	B	A -	B +
Courtesy of bus operators and dispatchers	C+	B	B	B -	B -	B +	B -	B	B -	B -	B	A	B	B	B	B	B -
Comfortable temperature in buses	C	B	B -	B -	C+	B -	C	B -	C	C+	C+	A -	B -	B -	C+	B	C+
Ease of paying your fare	B	B	B	B	B	B +	B	B +	B	B	B	A	B +	B	B	B +	B
Bus personnel properly secure wheelchairs	B -	B +	B	B	B	B +	B	B +	B -	B	B -	A	A -	B	B	B +	B -
Reliability of kneeling bus (front of bus)	B -	B	B -	B	B -	B +	B -	B	B -	B -	B -	A -	B +	B	B -	B	B -
Reliability of wheelchair lifts (rear of bus)	C+	B	B	B -	C+	B +	B	B	B -	B -	B -	A -	B +	B	B -	B	C+
Bus announcements routinely made	C -	C	C+	C	C -	B -	C -	C	C -	C -	C -	A -	C+	C+	C -	B	C -
Bus announcements that are informative	C -	C -	C+	C -	C -	B -	C -	C	C -	C -	D+	A -	C	C	C -	B -	C -
Overall performance	C	B -	B -	C+	C+	B -	C+	B -	C+	C+	C+	A -	B -	B -	C+	B -	C+
Priorities	QM1	QM10	QM11	QM12	QM15	QM16	QM17	QM18	QM1A	QM2	QM21	QM22	QM23	QM24	QM2A	QM3	QM4
Reasonable wait times between buses	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Seat availability	3	13	6	9	5	3	6	11	5	6	6	7	4	4	4	12	7
Bus seat reclines properly	8	9	10	9	9	6	7	4	8	10	13	10	2	14	8	12	10
Seat headrest works properly	17	13	15	16	15	9	13	15	15	14	16	10	7	16	16	8	15
Working reading light above seat	13	10	5	4	12	9	12	12	10	8	11	5	8	10	10	16	9
Smooth handling of bus	6	5	7	6	8	13	14	8	6	5	10	10	11	7	6	8	6
Clarity of bus destination signage	15	16	12	13	12	7	10	5	13	13	15	10	4	12	17	4	13
Current schedule information at bus stop	4	2	3	3	3	5	4	3	3	4	3	2	4	3	3	2	3
Bus operates according to schedule	2	2	2	2	2	2	2	2	2	2	2	2	4	2	2	3	2
Cleanliness of buses	10	11	4	14	10	12	5	9	9	9	8	10	11	15	9	8	10
Lack of graffiti on buses	20	16	17	18	19	13	14	15	18	19	18	10	11	18	19	16	19
Lack of scratchitti on buses	18	16	17	18	19	13	18	15	18	14	18	10	11	20	17	16	18
Courtesy of bus operators and dispatchers	6	5	7	6	4	13	9	5	7	7	6	10	11	6	11	7	5
Comfortable temperature in buses	5	8	14	8	6	4	3	5	4	3	4	3	2	5	5	6	4
Ease of paying your fare	12	12	10	9	18	13	14	15	15	14	11	10	11	13	14	16	17
Bus personnel properly secure wheelchairs	18	16	17	18	17	13	19	15	18	19	18	10	11	19	19	14	19
Reliability of kneeling bus (front of bus)	14	13	15	14	12	7	19	15	14	17	13	5	11	11	13	14	14
Reliability of wheelchair lifts (rear of bus)	16	16	17	16	16	9	14	12	17	17	16	10	11	17	15	16	16
Bus announcements routinely made	9	4	12	12	7	13	8	9	11	12	5	9	11	8	7	8	10
Bus announcements that are informative	11	7	7	5	11	13	11	12	12	11	8	7	8	9	12	5	8

Rider Report Card Grades and Priorities by Route - X1 - X19

Grades	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X17J	X18	X19
Reasonable wait times between buses	D+	D	D	D -	D+	C -	C -	D+	D+	D	D	D	D+	D	C -	F+	D	D+	F+	D -
Seat availability	D+	C -	C+	C+	C -	C+	B -	B -	C+	C -	C -	C -	B -	C+	B -	C+	D+	D+	C+	C -
Bus seat reclines properly	C -	C -	C	C	C -	C -	C	C -	C -	C -	C	C	C	C -	C	C	C -	C -	C -	C -
Seat headrest works properly	C	C	C	C	C	C -	C	C	C -	C	C	C	C	C -	C	C -	C -	C -	C -	C -
Working reading light above seat	C -	C -	C -	C -	C -	C -	C	C -	C -	C -	C -	C -	C -	C -	C -	D+	C -	C -	D+	C -
Smooth handling of bus	C -	C	C	C	C	C	C	C	C -	C	C+	C+	C+	C	C	C+	C -	C	C	C
Clarity of bus destination signage	C+	C+	C+	C	C+	C+	B -	C+	C+	C+	C+	C+	C+	C+	C+	C	C	C+	C	C+
Current schedule information at bus stop	D	D	D	D	D+	D+	D	D+	D+	D+	D+	D+	C -	D+	D	D+	D -	D	D	D -
Bus operates according to schedule	D	D	D	D	D+	D+	C -	D+	D	D -	D	D	D+	D	D+	F+	D	D	F+	D -
Cleanliness of buses	C -	C -	C	C -	C -	C	C -	C -	C -	C -	C -	C	C -	C -	C	D+	C -	C -	C -	C
Lack of graffiti on buses	B -	B -	B -	C+	B -	B -	B	B -	B -	B -	B -	B -	B	B -	B	C+	B -	B -	B -	B -
Lack of scratchitti on buses	B -	B -	B -	C+	B -	B -	B -	B -	C+	B -	B -	B -	B	C+	B -	C	C+	B -	B -	B -
Courtesy of bus operators and dispatchers	C+	C+	C+	C+	C	B -	B -	C+	C+	C+	B -	B -	B -	C+	B -	C	C	C	B -	C
Comfortable temperature in buses	D+	D+	C -	C -	D+	C -	C -	C -	D+	D+	C -	D+	C -	D+	D+	D	D+	D+	D+	D+
Ease of paying your fare	B -	C+	B -	B -	B -	B -	B -	B -	B -	B -	B -	B -	B	B -	B -	B -	B -	B -	B -	B -
Bus personnel properly secure wheelchairs	C+	C+	C+	C+	B -	B -	B -	B -	C+	C+	C+	C+	B -	C+	C+	C+	C+	B -	C+	C+
Reliability of kneeling bus (front of bus)	C	C	C	C	C	C+	C+	C	C	C	C	C	C	C	C	C -	C	C	C -	C
Reliability of wheelchair lifts (rear of bus)	C+	C+	C+	C	C+	C+	C+	C+	C+	C	C	C	C+	C+	C+	C	C	C+	C+	C+
Bus announcements routinely made	C -	C -	C	C -	C -	C	C -	C -	C -	C -	C -	C	C	C -	D+	C	D+	D+	C -	C -
Bus announcements that are informative	D+	D+	C -	D+	D+	C -	D+	D+	C -	D+	C -	C -	C -	D+	D+	D+	D+	D+	C -	D+
Overall performance	D+	D+	C -	D+	C -	C -	C -	C -	C -	D+	D+	C -	C -	D+	C -	D	D	D+	D	D+
Priorities	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X17J	X18	X19
Reasonable wait times between buses	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2
Seat availability	2	3	3	3	3	5	6	5	4	3	3	3	6	4	6	5	2	2	5	3
Bus seat reclines properly	12	8	10	9	7	10	11	6	13	14	9	9	6	10	7	13	9	10	13	9
Seat headrest works properly	16	16	15	13	15	13	15	17	17	18	15	15	16	16	17	15	15	16	10	17
Working reading light above seat	11	10	7	6	8	6	5	11	9	9	8	7	9	9	10	9	10	9	9	11
Smooth handling of bus	7	9	12	7	10	8	7	8	5	8	6	13	5	8	10	6	7	6	13	10
Clarity of bus destination signage	15	14	13	13	11	15	14	16	14	17	15	16	15	11	16	15	12	12	13	16
Current schedule information at bus stop	5	7	5	10	9	7	8	9	6	6	7	6	8	5	4	6	6	5	6	4
Bus operates according to schedule	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	3	3	1	2
Cleanliness of buses	6	6	6	7	6	4	4	4	6	5	4	5	4	5	5	4	5	6	4	7
Lack of graffiti on buses	19	17	17	17	15	17	15	17	17	19	18	19	16	16	17	15	18	17	17	17
Lack of scratchitti on buses	19	18	17	19	18	17	15	17	17	19	15	18	16	16	17	15	17	17	17	14
Courtesy of bus operators and dispatchers	8	5	9	5	5	8	9	7	8	7	9	8	10	7	8	9	8	8	8	6
Comfortable temperature in buses	4	4	4	4	4	3	3	3	3	4	5	4	3	3	3	3	4	4	3	5
Ease of paying your fare	13	12	16	11	17	11	15	12	16	10	13	14	12	11	13	12	14	15	13	13
Bus personnel properly secure wheelchairs	17	18	17	17	18	17	15	17	15	16	18	17	16	16	17	15	18	17	17	17
Reliability of kneeling bus (front of bus)	9	13	8	13	13	15	13	10	9	12	13	10	12	15	14	9	13	13	7	11
Reliability of wheelchair lifts (rear of bus)	17	18	17	19	18	17	15	15	17	15	15	19	16	16	15	15	18	17	17	17
Bus announcements routinely made	13	14	13	13	14	12	11	13	9	11	9	12	12	13	12	6	16	11	12	14
Bus announcements that are informative	10	11	10	12	12	13	10	14	12	13	12	11	11	14	9	14	11	14	11	8

Rider Report Card

Grades and Priorities by Route - X20 - X90

Grades	X20	X22	X25	X27	X28	X29	X30	X31	X32	X37	X38	X42	X51	X63	X64	X68	X90
Reasonable wait times between buses	F+	D+	C+	D	D+	D	D	D	C	D	D	D	D	C+	C+	C+	C
Seat availability	B -	D+	B -	C -	C	C	C -	C -	B -	C -	C -	D+	B -	B	B	B -	B -
Bus seat reclines properly	D+	C -	B -	C+	C+	C+	C -	C -	D+	C+	C+	B -	C+	B -	B -	B -	C -
Seat headrest works properly	C -	C -	B -	C+	C+	C+	C -	C -	C	C+	C+	C+	C	B -	B -	B -	C
Working reading light above seat	C+	C -	B -	C+	C+	C	C -	D+	C	C	C+	D+	C+	B	B -	B	C
Smooth handling of bus	C+	C -	B	C+	C+	C+	C	C -	C+	C+	C+	B -	C+	B -	B -	B -	C+
Clarity of bus destination signage	C	C+	B	B -	B -	C+	C+	C	C+	B -	B -	B	C+	B	B -	B -	B -
Current schedule information at bus stop	C -	D	C+	D	D	D	D -	D -	C	D	D	C -	D	C -	D+	D+	D+
Bus operates according to schedule	C -	D+	C+	D+	D+	D	D -	D	C+	D	D	D	D+	C+	C+	B -	C -
Cleanliness of buses	C -	C -	B	C+	C+	C+	D+	C -	C	C+	C+	C	C+	B	B	B +	B -
Lack of graffiti on buses	C+	B -	B	B +	B +	B	B -	B -	C+	B	B +	B -	B +	A -	B +	A -	A -
Lack of scratchitti on buses	C	C+	B	B	B	B	C+	C+	C	B	B	B	B	A -	B +	A -	B +
Courtesy of bus operators and dispatchers	B +	C+	B +	B -	B -	B -	C+	C	B -	C+	C+	B	B -	B -	B	B	B
Comfortable temperature in buses	D	D+	B	C	C	C	D+	D+	B -	C -	C -	D	B -	C+	B -	B -	B -
Ease of paying your fare	C+	B -	B	B -	B -	B -	B -	B -	C+	C+	B -	B -	B +	B -	B	B	B
Bus personnel properly secure wheelchairs	C+	C+	B	B -	B -	B -	C+	C	C	B -	B -	C+	B -	B -	B -	B	B
Reliability of kneeling bus (front of bus)	C	C	B -	C+	C+	C	C -	C -	C+	C+	C+	C+	C	B -	C+	B -	B
Reliability of wheelchair lifts (rear of bus)	C	C	B -	C+	C+	C+	C	C	C	C+	C+	B -	C+	B -	B -	B	B
Bus announcements routinely made	C+	D+	B -	C -	C -	C -	C -	D+	C	C -	C -	C	C	C+	C	C+	C
Bus announcements that are informative	C+	D+	B -	C -	C -	C -	D+	D+	C+	D+	C -	C -	C	C+	C -	C	C
Overall performance	C -	D+	B -	C -	C	C -	D	D+	C	C -	C -	C -	C	B -	B -	B	C+
Priorities	X20	X22	X25	X27	X28	X29	X30	X31	X32	X37	X38	X42	X51	X63	X64	X68	X90
Reasonable wait times between buses	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2
Seat availability	4	2	5	3	3	3	3	3	8	3	3	4	4	7	6	4	3
Bus seat reclines properly	7	8	9	8	15	6	10	7	3	11	9	7	8	15	12	7	4
Seat headrest works properly	10	15	12	17	18	14	13	14	11	16	16	7	16	16	14	16	15
Working reading light above seat	10	8	12	8	11	10	11	8	11	6	14	6	8	8	8	13	7
Smooth handling of bus	4	6	12	8	9	11	7	8	8	7	7	7	6	6	10	11	6
Clarity of bus destination signage	4	14	12	16	16	12	15	17	11	15	15	13	13	13	14	14	16
Current schedule information at bus stop	10	7	2	4	4	4	6	5	2	4	5	7	3	2	3	3	5
Bus operates according to schedule	3	3	5	2	2	2	2	2	4	2	2	2	2	3	2	2	1
Cleanliness of buses	10	5	4	7	8	14	5	6	8	8	8	5	5	12	13	8	13
Lack of graffiti on buses	10	17	12	19	19	20	18	18	11	17	19	13	19	17	19	17	18
Lack of scratchitti on buses	10	17	12	17	20	17	18	14	11	18	19	13	19	19	19	17	18
Courtesy of bus operators and dispatchers	10	10	12	6	6	7	11	10	11	9	6	13	8	5	9	8	10
Comfortable temperature in buses	2	4	12	5	5	5	4	4	5	5	4	3	12	4	4	5	8
Ease of paying your fare	7	13	9	14	12	9	14	14	11	14	12	13	15	10	17	15	10
Bus personnel properly secure wheelchairs	10	15	12	20	17	17	18	18	11	18	18	13	16	19	18	17	17
Reliability of kneeling bus (front of bus)	10	17	8	12	7	8	9	12	11	10	11	12	6	8	5	10	14
Reliability of wheelchair lifts (rear of bus)	10	17	9	15	14	14	15	18	11	18	16	13	13	18	14	17	18
Bus announcements routinely made	7	12	3	11	12	12	15	13	6	13	13	13	16	13	10	11	9
Bus announcements that are informative	10	11	7	13	10	19	8	10	6	12	10	11	11	11	6	5	10