

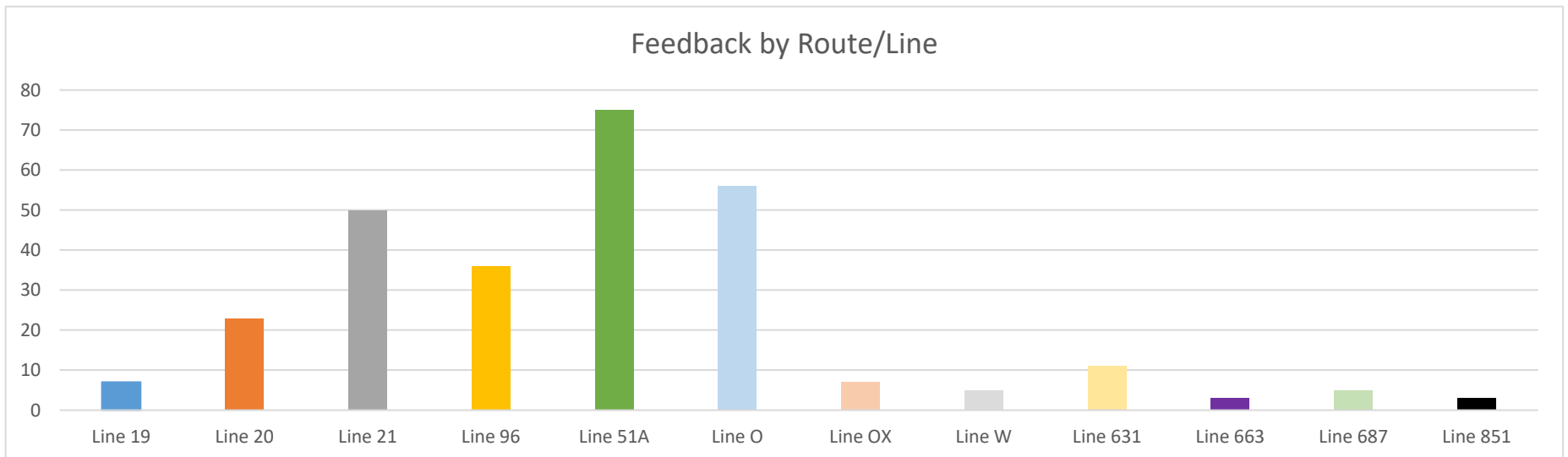
### Alameda ILC Route Performance Report

Month	Weekday Metric	Line											
		19	20	21	51A	96	631	663	687	851	O	OX	W
November 2024	Average Daily Ridership	241	1,900	1,189	5,882	1,319	179	67	182	92	1,103	107	166
December 2024		236	1,937	1,218	5,771	1,266	211	51	171	98	1,110	98	148
January 2025		252	1,939	1,256	6,212	1,262	219	31	227	89	1,066	95	162
February 2025		270	1,826	1,288	6,222	1,347	229	26	186	89	1,090	112	167
November 2024	On Time Performance	78.0%	72.5%	73.0%	79.8%	61.7%	64.6%	62.2%	64.1%	68.7%	70.7%	64.3%	64.4%
December 2024		76.5%	70.7%	67.8%	79.1%	63.3%	64.7%	60.3%	62.6%	71.3%	66.4%	55.0%	56.4%
January 2025		76.4%	75.4%	68.2%	78.0%	68.5%	72.7%	42.9%	62.8%	71.0%	69.6%	56.6%	60.3%
February 2025		70.0%	74.0%	66.9%	78.2%	67.4%	68.8%	61.5%	81.1%	68.6%	65.7%	54.4%	61.9%
November 2024	Passengers Per Revenue Hour	9.4	25.0	19.1	31.1	20.5	0.0	0.0	0.0	9.7	15.5	10.2	16.4
December 2024		9.1	25.5	19.6	30.5	19.6	87.2	45.5	139.0	10.3	15.6	9.3	14.7
January 2025		9.8	25.5	20.2	32.9	19.6	90.5	27.7	184.6	9.4	14.9	9.0	16.1
February 2025		10.5	24.0	20.8	32.9	20.9	94.6	23.2	151.2	9.4	15.3	10.6	16.6
November 2024	Passengers Per Trip	7.5	27.9	20.5	33.6	21.3	44.8	33.5	60.7	9.2	16.5	13.4	20.8
December 2024		7.4	28.5	21.0	33.0	20.4	52.8	25.5	57.0	9.8	16.6	12.3	16.4
January 2025		7.9	28.5	21.7	35.5	20.4	54.8	15.5	75.7	8.9	15.9	11.9	18.0
February 2025		8.4	26.9	22.2	35.6	21.7	57.3	13.0	62.0	8.9	16.3	14.0	18.6
November 2024	Service Operated	97.8%	92.9%	92.4%	93.5%	95.0%	0.0%	0.0%	0.0%	100.0%	93.2%	95.6%	97.5%
December 2024		97.8%	95.4%	89.7%	91.9%	96.3%	100.0%	100.0%	100.0%	100.0%	94.0%	93.5%	97.4%
January 2025		96.6%	96.6%	96.8%	95.0%	94.1%	100.0%	100.0%	100.0%	99.5%	95.3%	99.4%	98.4%
February 2025		99.8%	96.5%	97.5%	97.1%	95.5%	98.7%	100.0%	100.0%	96.3%	98.0%	99.3%	98.2%

# AC Transit Customer Feedback - Lines serving the City of Alameda

January through March 2025

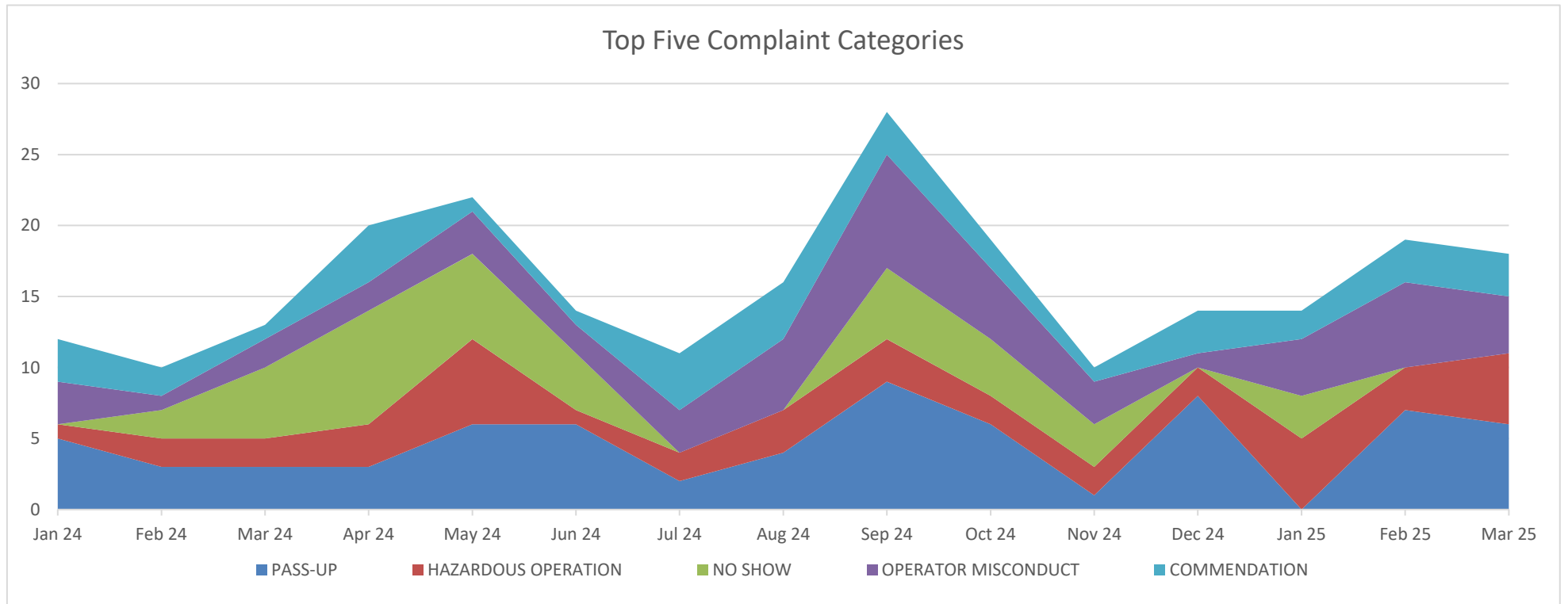
	Line 19	Line 20	Line 21	Line 96	Line 51A	Line O	Line OX	Line W	Line 631	Line 663	Line 687	Line 851	<i>total</i>
ADA-Related Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0
Boarding Denied	0	3	1	0	6	1	0	0	0	2	0	0	13
Bunching	0	0	0	1	0	0	0	0	0	0	0	0	1
Bus Overloaded	0	0	1	0	3	2	0	0	0	0	0	0	6
Bus Shelters	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Stop	0	0	0	1	4	2	0	0	0	0	0	0	7
Carry-By	0	0	0	0	1	1	0	0	1	0	0	0	3
Commendation	0	0	0	2	8	4	0	1	0	0	0	0	15
Crime/Vandalism	0	0	0	0	0	0	0	0	0	0	0	0	0
Early	2	0	1	1	1	1	4	0	1	0	0	0	11
Fare Dispute	0	0	0	1	1	0	0	0	0	0	0	1	3
Hazardous Operation	0	2	12	1	13	4	0	1	0	0	0	0	33
Idling	0	0	0	0	0	0	0	0	0	0	0	0	0
Unauthorized Stop	0	0	0	0	0	0	0	0	0	0	0	0	0
Late	2	4	14	5	3	6	0	1	3	0	2	0	40
No-Show	1	6	10	8	3	12	2	1	2	0	1	2	48
Off Route	0	1	2	2	0	0	0	0	1	0	1	0	7
Operator Misconduct	1	3	5	7	14	4	0	0	0	0	1	0	35
Pass-Up	1	3	2	5	13	16	1	1	3	1	0	0	46
RealTime	0	0	0	1	1	1	0	0	0	0	0	0	3
Routes & Schedules	0	0	1	1	2	2	0	0	0	0	0	0	6
Signage	0	1	1	0	2	0	0	0	0	0	0	0	4
<i>total</i>	7	23	50	36	75	56	7	5	11	3	5	3	281



# 51A-line Customer Feedback

## *January - March 2025*

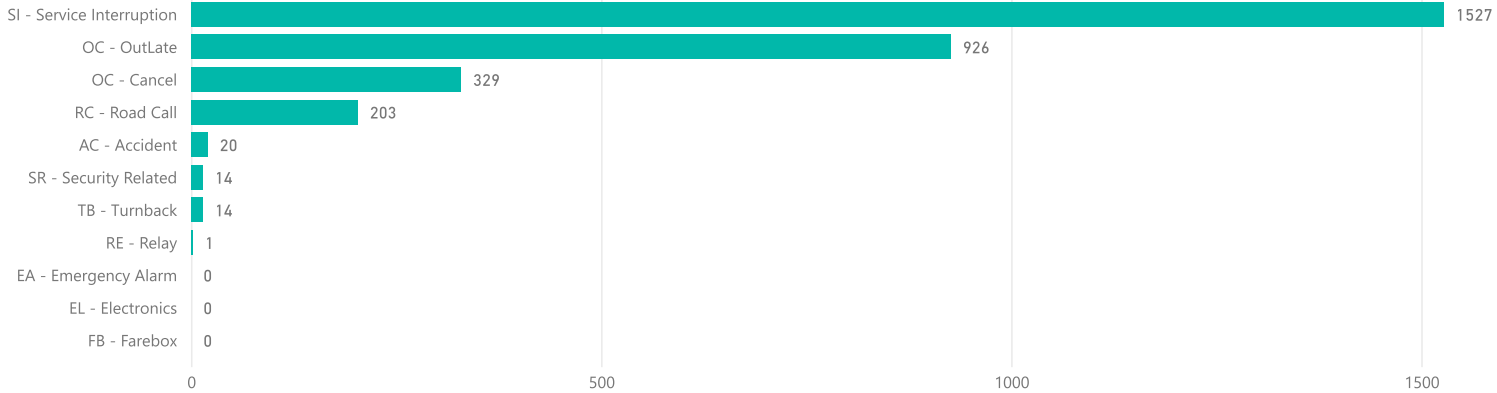
		<i>Total number of Contacts per month</i>															
Rank	Category	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Total
1	PASS-UP	5	3	3	3	6	6	2	4	9	6	1	8	0	7	6	60
2	HAZARDOUS OPERATION	1	2	2	3	6	1	2	3	3	2	2	2	5	3	5	54
3	NO SHOW	0	2	5	8	6	4	0	0	5	4	3	0	3	0	0	43
4	OPERATOR MISCONDUCT	3	1	2	2	3	2	3	5	8	5	3	1	4	6	4	42
5	COMMENDATION	3	2	1	4	1	1	4	4	3	2	1	3	2	3	3	37
6	LATE	2	2	5	2	7	3	0	0	3	2	2	0	1	2	0	33
7	ROUTES & SCHEDULES	1	0	3	2	2	2	3	0	1	0	1	0	1	1	0	13
8	BOARDING DENIED	1	2	1	1	0	1	2	1	1	2	0	1	1	2	3	12
9	EARLY	0	0	1	1	1	0	0	0	0	0	0	0	0	0	1	5
10	BUS STOP	0	0	0	0	0	0	1	0	0	0	0	1	0	1	3	1



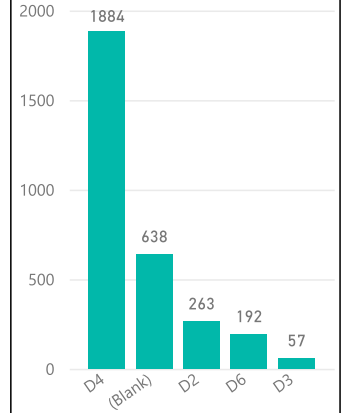
### Incidents: Trips Removed From Service by Operations Control Center (OCC)

Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha	Problem Code
11/1/2024	3/30/2025	<b>2876</b>	<b>3034</b>	<b>96562</b>	<b>347</b>	All <span style="font-size: 18pt;">▼</span>	All <span style="font-size: 18pt;">▼</span>	All <span style="font-size: 18pt;">▼</span>

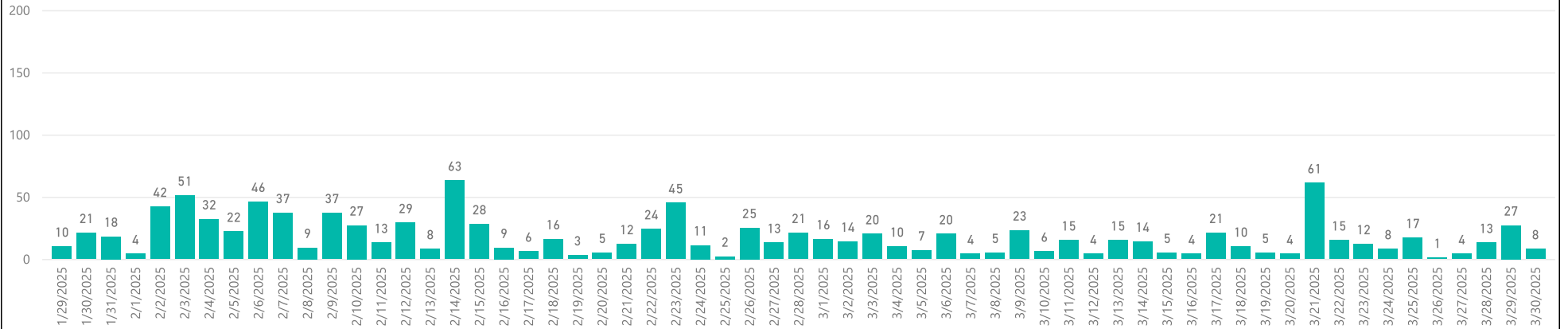
Trips Removed & Minutes Problem by Problem Code (Drill down to Sub code)



Trips Removed by Division



Daily Count of Trips Removed from Service



### Division Incidents by Problem and Sub-Code Problems

**Date Range**  
 11/1/2024 | 3/30/2025

**Incident Count**  
2876

**Trips Removed**  
3034

**Minutes Lost**  
96562

**Distinct Operators**  
347

**Division**  
 All

**Route Alpha**  
 All

#### Trips Removed From Service by Problem Code w/Division

Division: (Blank) D2 D3 D4 D6

Problem Code	D2	D3	D4	D6
SI - Service Interruption	422	109	885	94
OC - OutLate	81		692	
OC - Cancel	146		149	
RC - Road Call			128	
AC - Accident				
SR - Security Related				
TB - Turnback				
RE - Relay				
EA - Emergency Alarm				

#### Trips Removed

Division: D2 D3 D4 D6

Division	Count
D2	0.3K
D3	0.1K
D4	1.9K
D6	0.2K

#### Trips Removed From Service by Missed Trips by ProblemSubcode w/Division

Division: (Blank) D2 D3 D4 D6

Problem Subcode	D2	D3	D4	D6
No Work Force	188	103	766	71
Cancel	372		432	78
Pending Relief Late			272	
Delay Schedule			101	
DS - DELAY SCHEDULE				
Sick Operator				
Missed Pull-Out				
Check Engine Light				
Late Pull-Out				
Battery				
No Equipment				

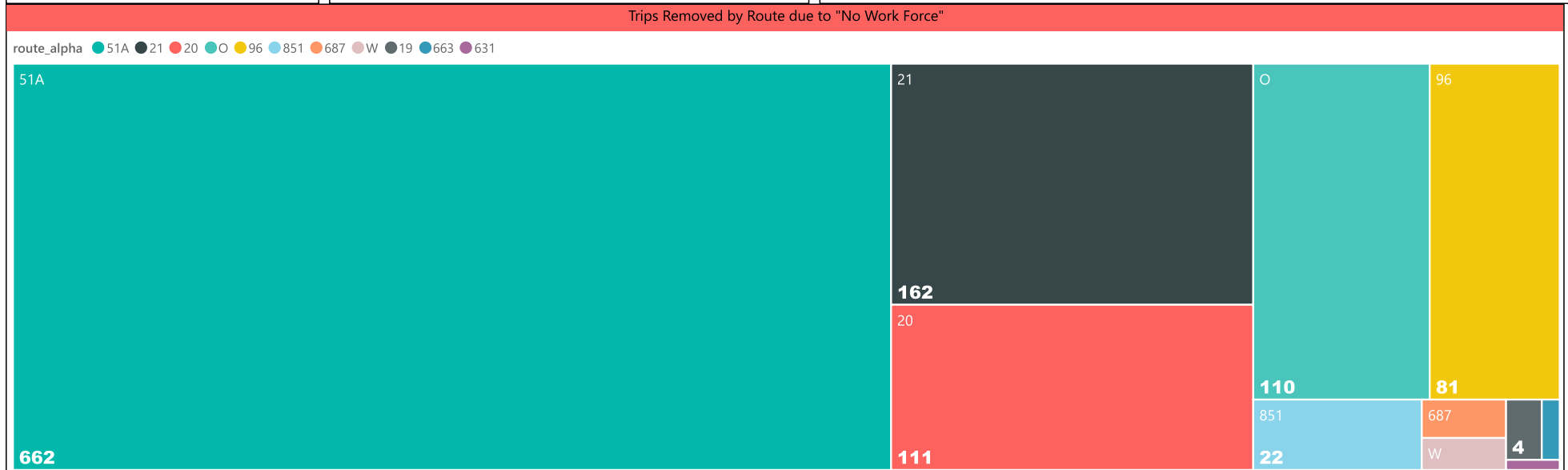
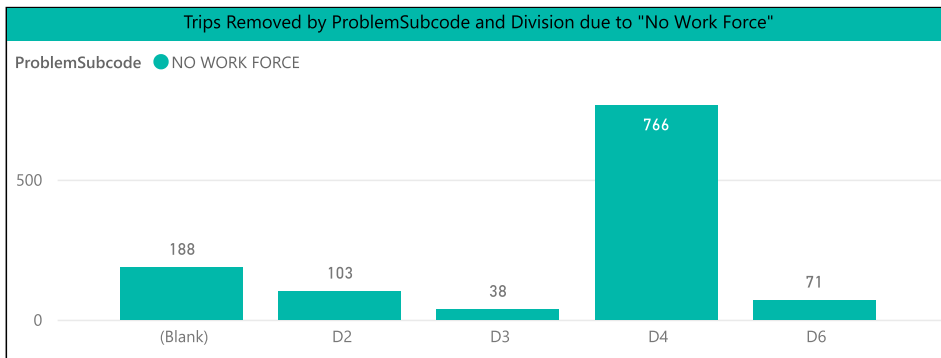
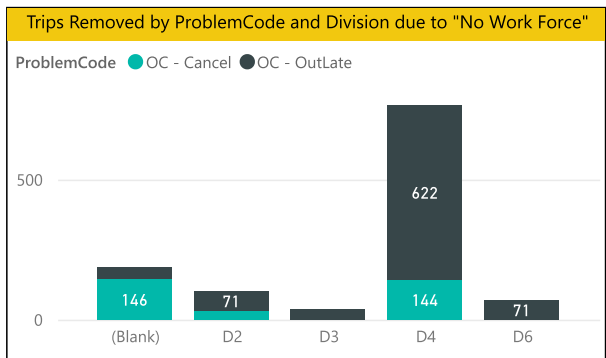
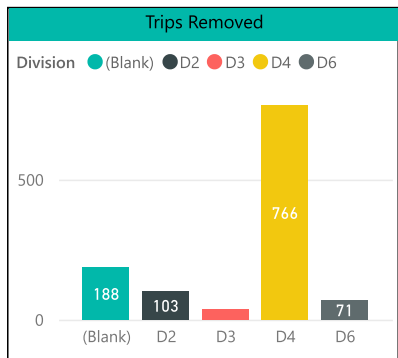
#### Trips Removed by Division/Route

route\_alpha: 51A 21 20 O 96 19 851 687 W 663 631

Route Alpha	Count
51A	2K
21	21
20	20
O	19
96	96
19	19
851	851
687	687
W	W
663	663
631	631

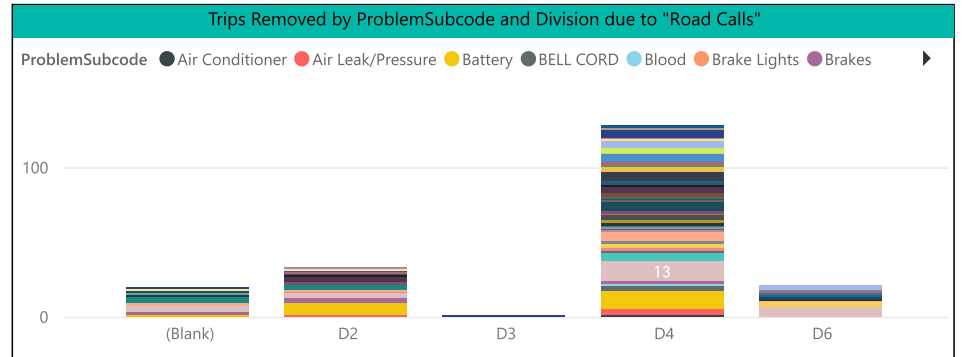
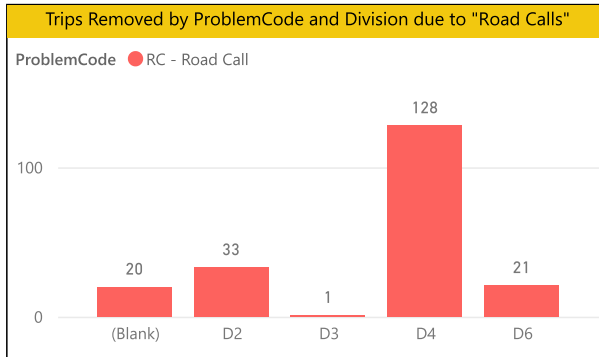
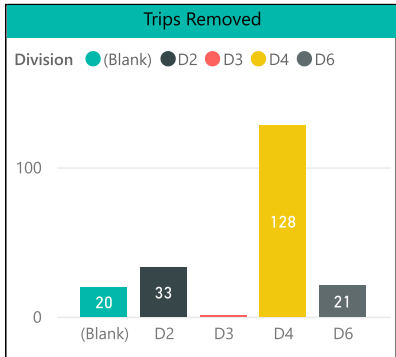
## OCC Cancelled Trips Due to "No Work Force" Related Reasons

Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
11/1/2024	3/30/2025	<b>280</b>	<b>1166</b>	<b>46262</b>	<b>96</b>	All <span style="font-size: 18pt;">▼</span>	All <span style="font-size: 18pt;">▼</span>

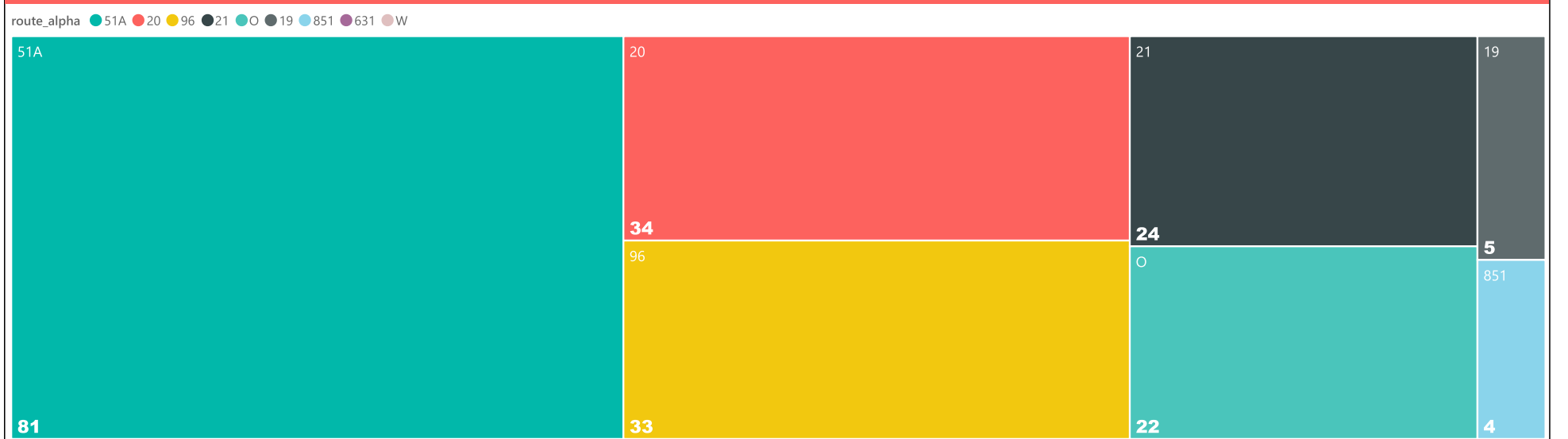


## OCC Cancelled Trips Due to "Road Call" Related Reasons

Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
11/1/2024	3/30/2025	<b>290</b>	<b>203</b>	<b>10951</b>	<b>155</b>	All <span style="font-size: 18pt;">▼</span>	All <span style="font-size: 18pt;">▼</span>

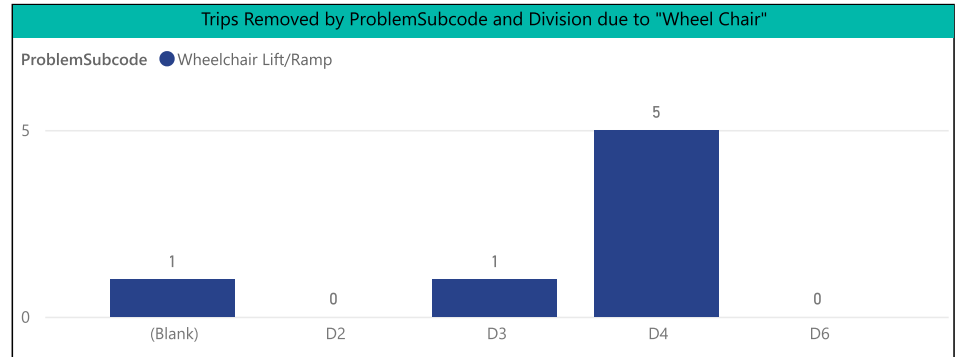
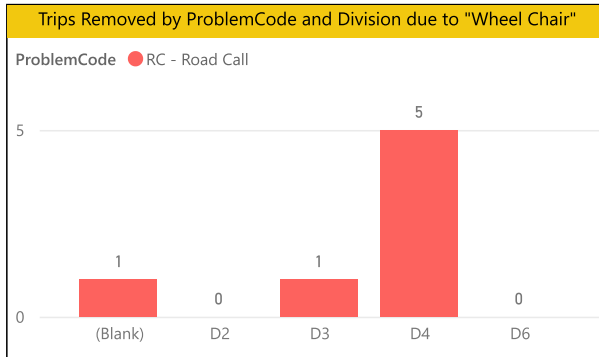
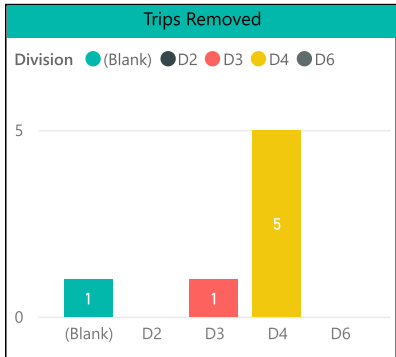


### Trips Removed by Route due to "Road Calls"



## OCC Cancelled Trips Due to "Wheel Chair" Related Reasons

Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
11/1/2024	3/21/2025	<b>14</b>	<b>7</b>	<b>447</b>	<b>13</b>	All <span style="font-size: 18pt;">▼</span>	All <span style="font-size: 18pt;">▼</span>



### Trips Removed by Route due to "Wheel Chair"

