

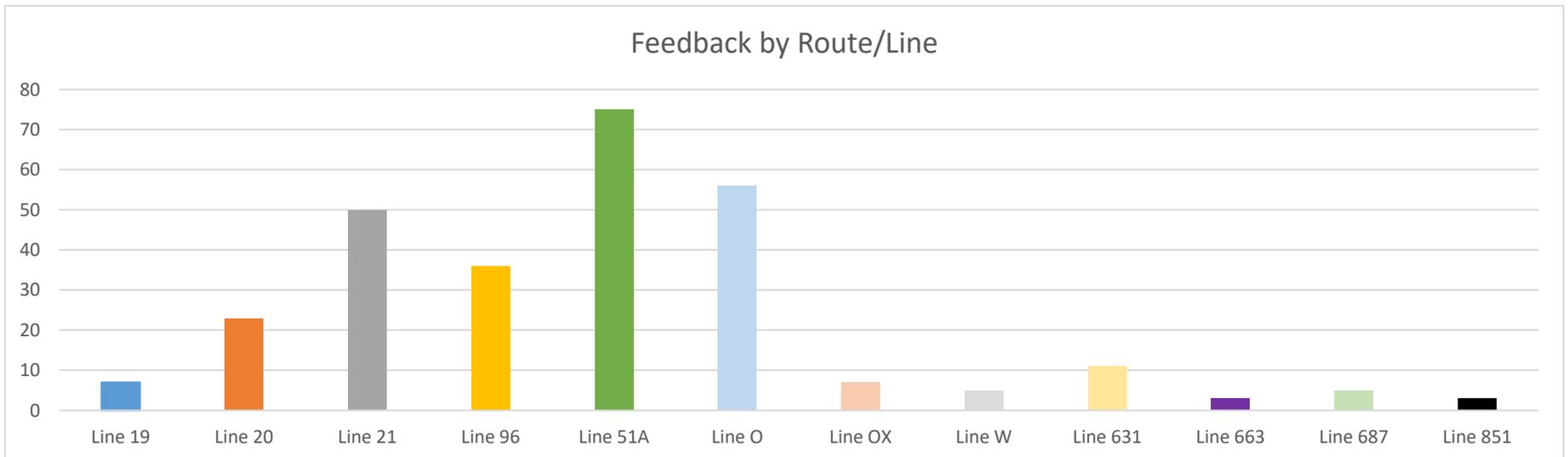
### Alameda ILC Route Performance Report

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

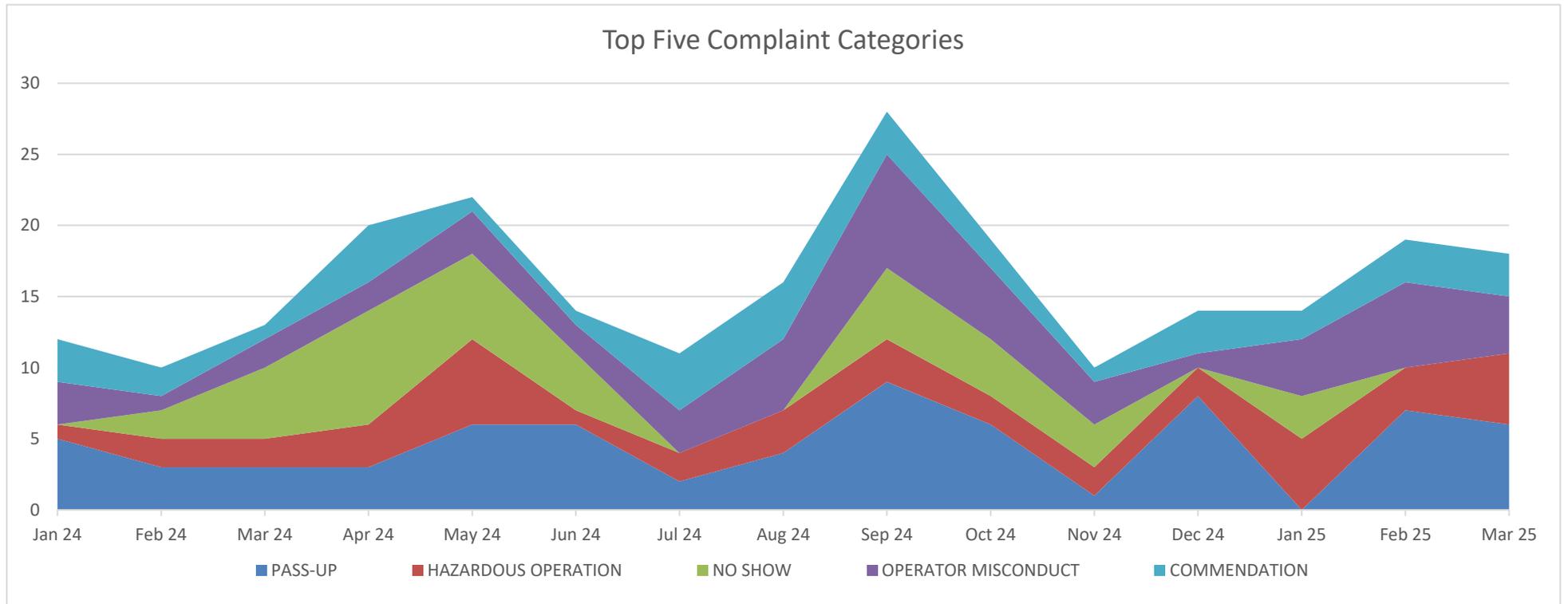
January through March 2025

	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

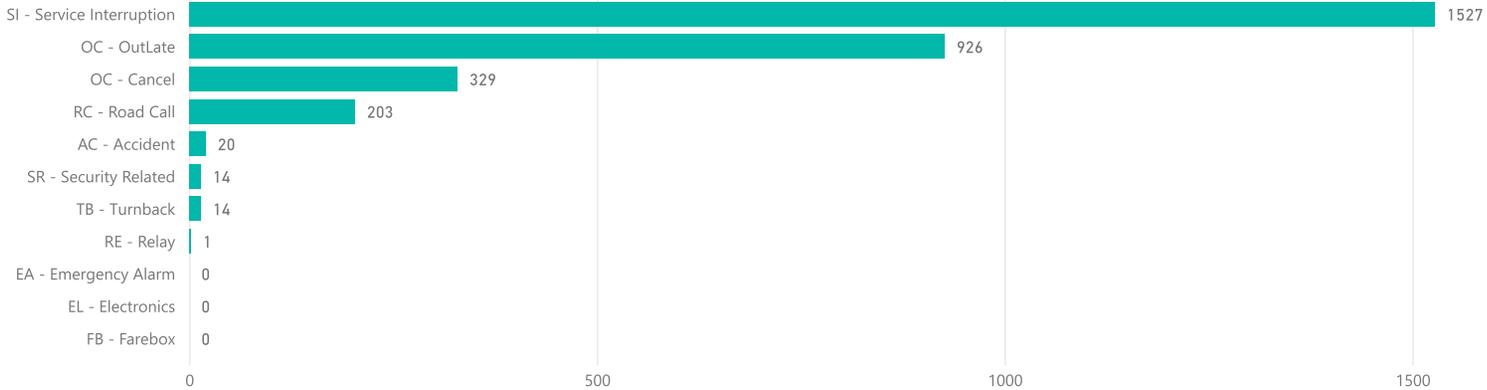
		<i>Total number of Contacts per month</i>															
Rank	Category	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Total
1	PASS-UP	5	3	3	3	6	6	2	4	9	6	1	8	0	7	6	60
2	HAZARDOUS OPERATION	1	2	2	3	6	1	2	3	3	2	2	2	5	3	5	54
3	NO SHOW	0	2	5	8	6	4	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



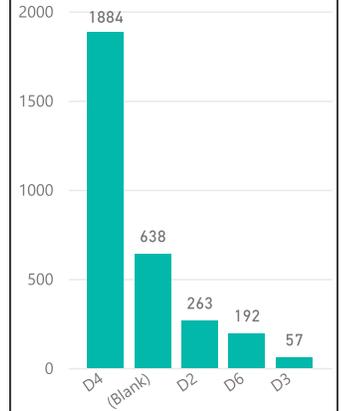
### Incidents; Trips Removed From Service by Operations Control Center (OCC)

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	All	All

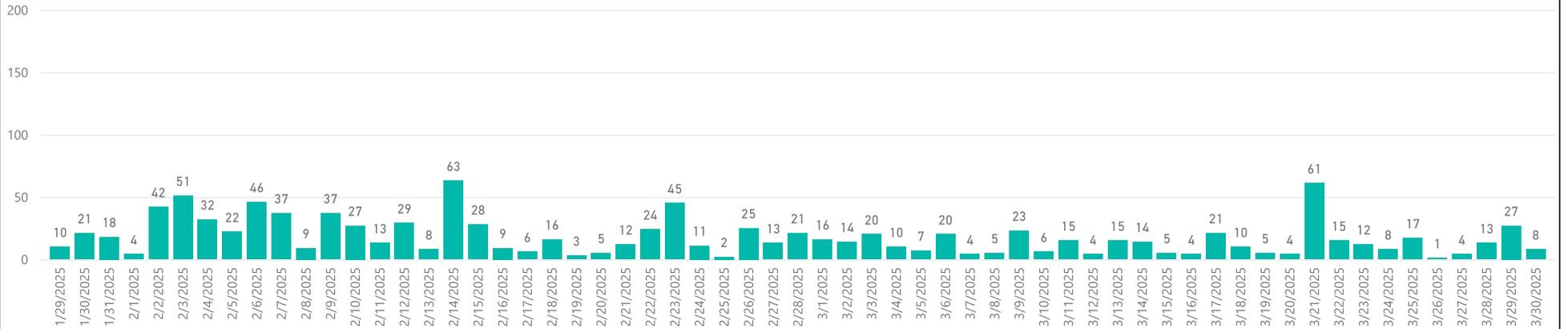
Trips Removed & Minutes Problem by Problem Code (Drill down to Sub code)



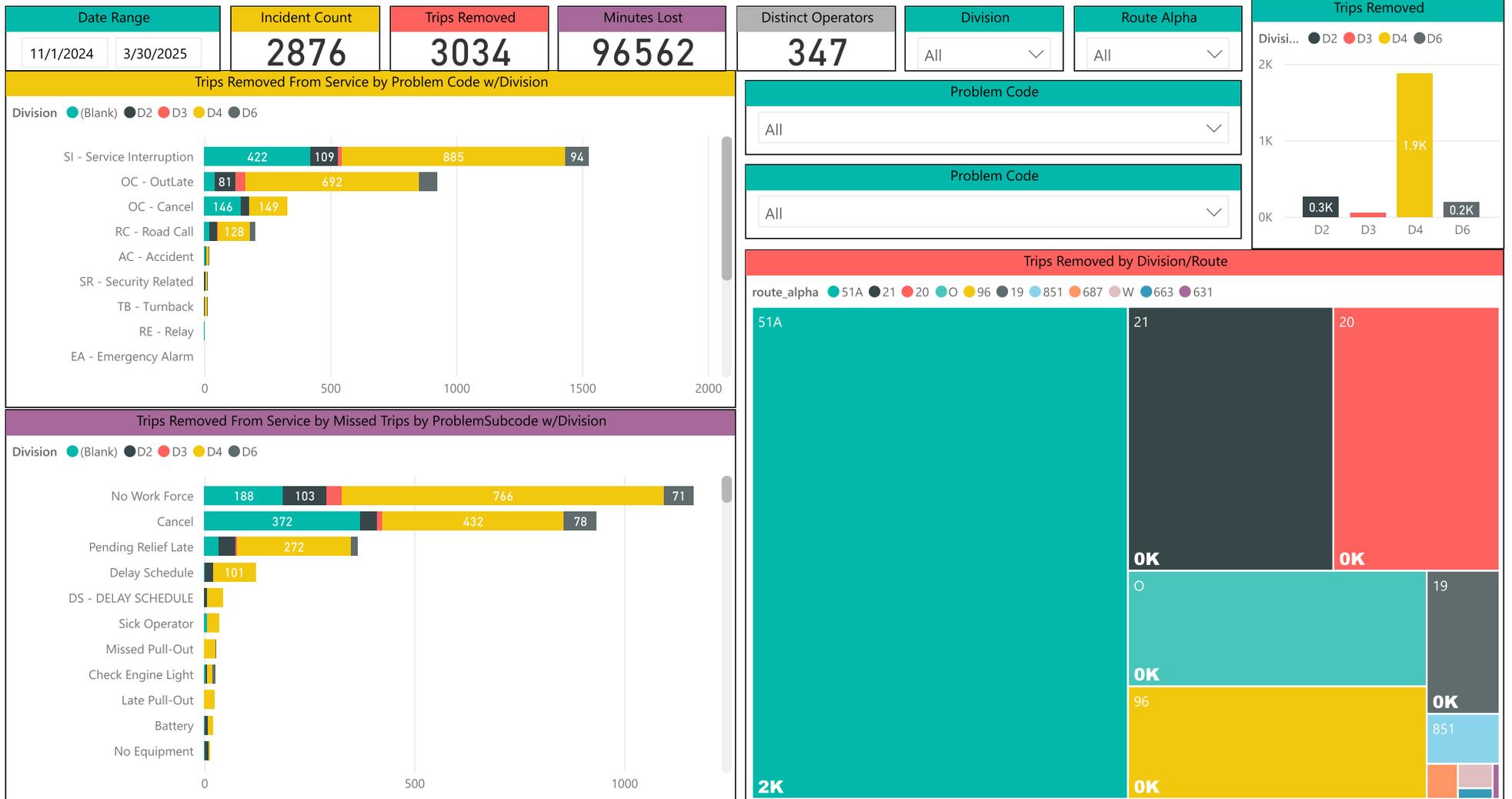
Trips Removed by Division



Daily Count of Trips Removed from Service

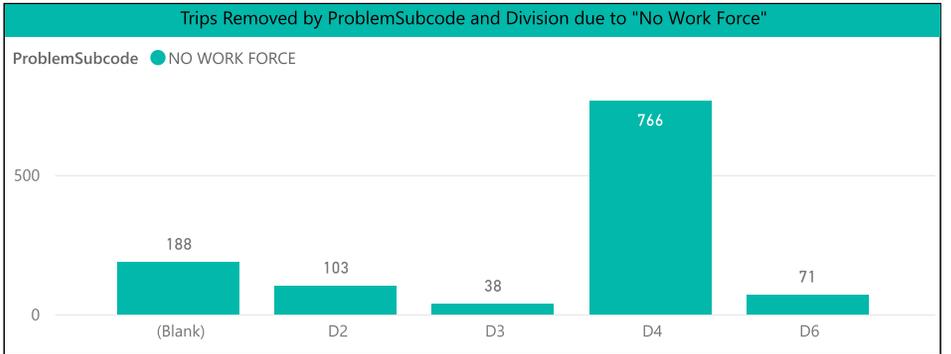
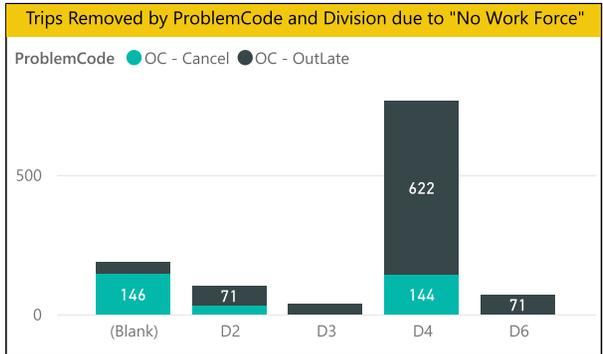
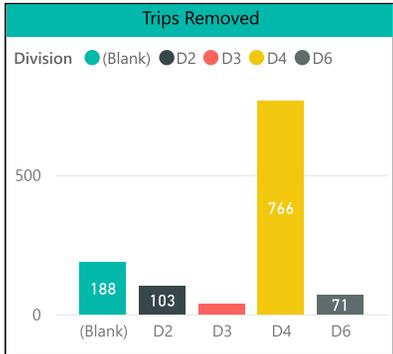


### Division Incidents by Problem and Sub-Code Problems

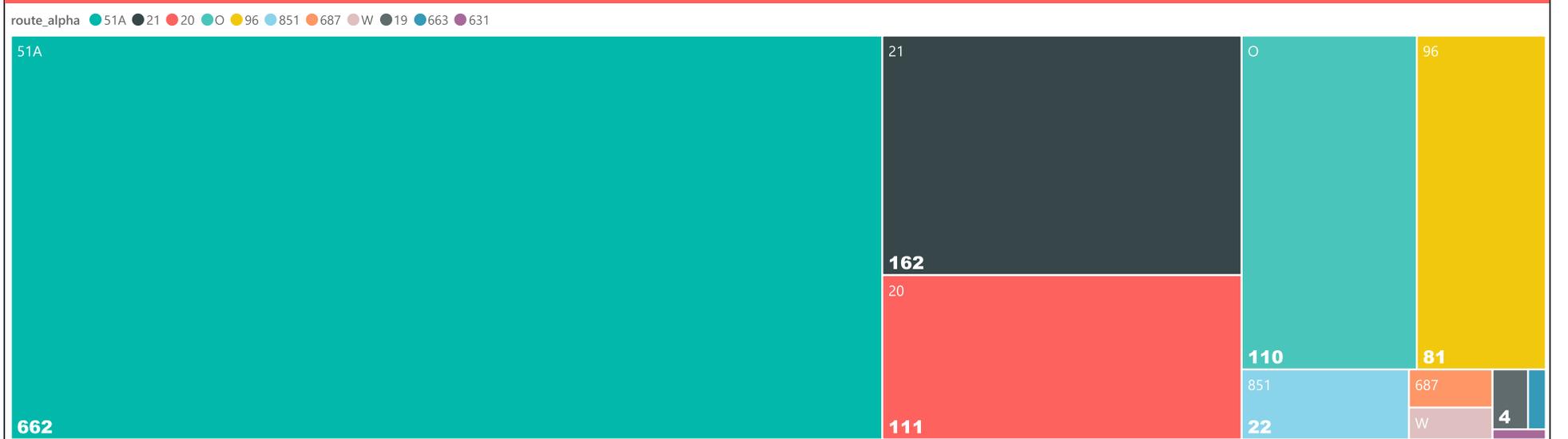


## OCC Cancelled Trips Due to "No Work Force" Related Reasons

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>

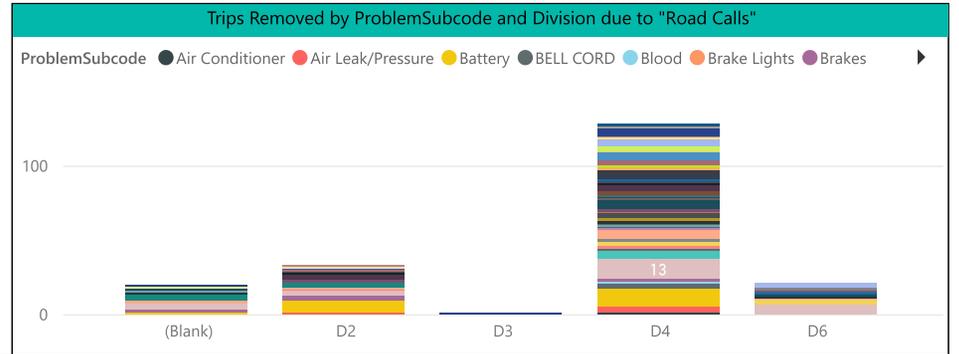
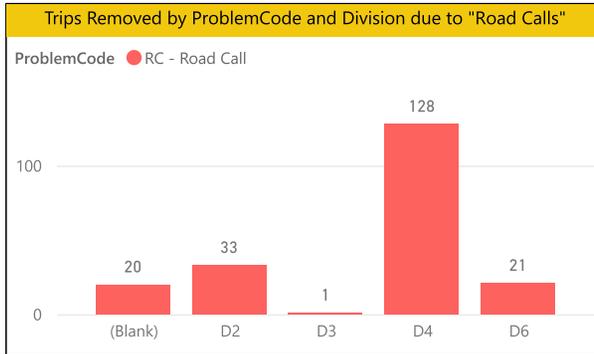
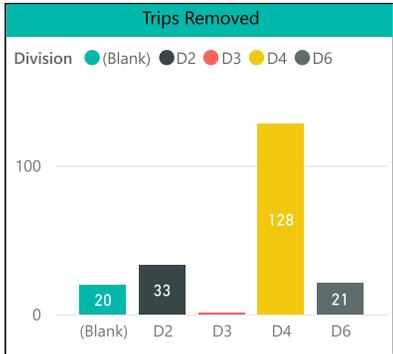


### Trips Removed by Route due to "No Work Force"

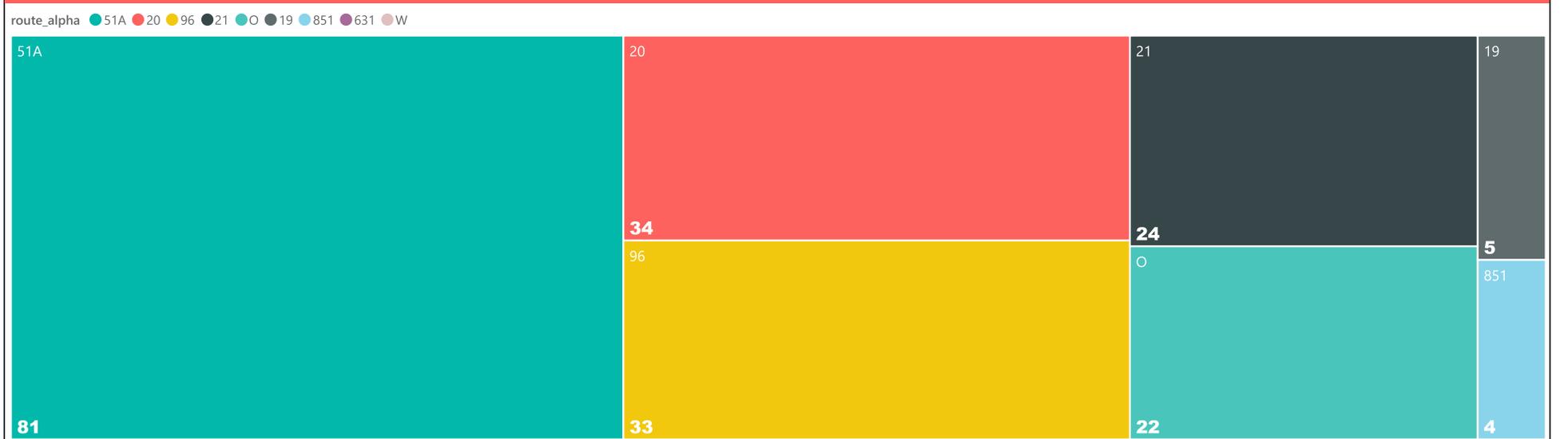


## OCC Cancelled Trips Due to "Road Call" Related Reasons

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>

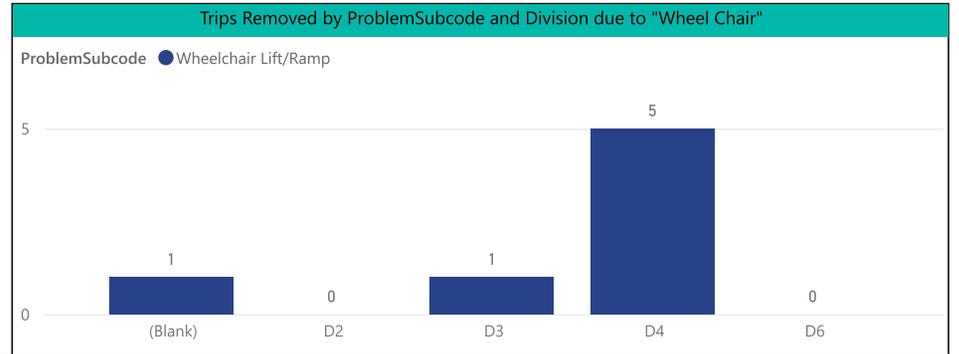
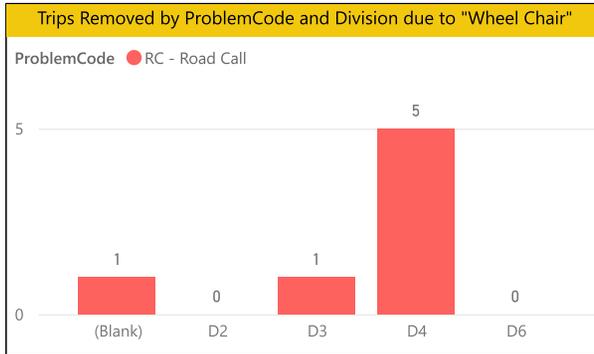
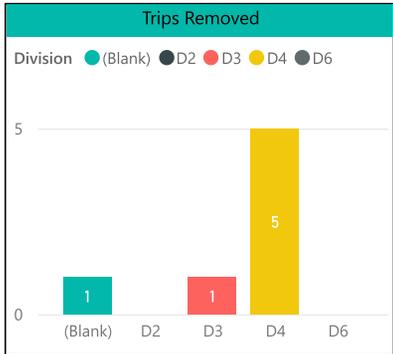


### Trips Removed by Route due to "Road Calls"



## 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: 12pt;">▼</span>	All <span style="font-size: 12pt;">▼</span>



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

