

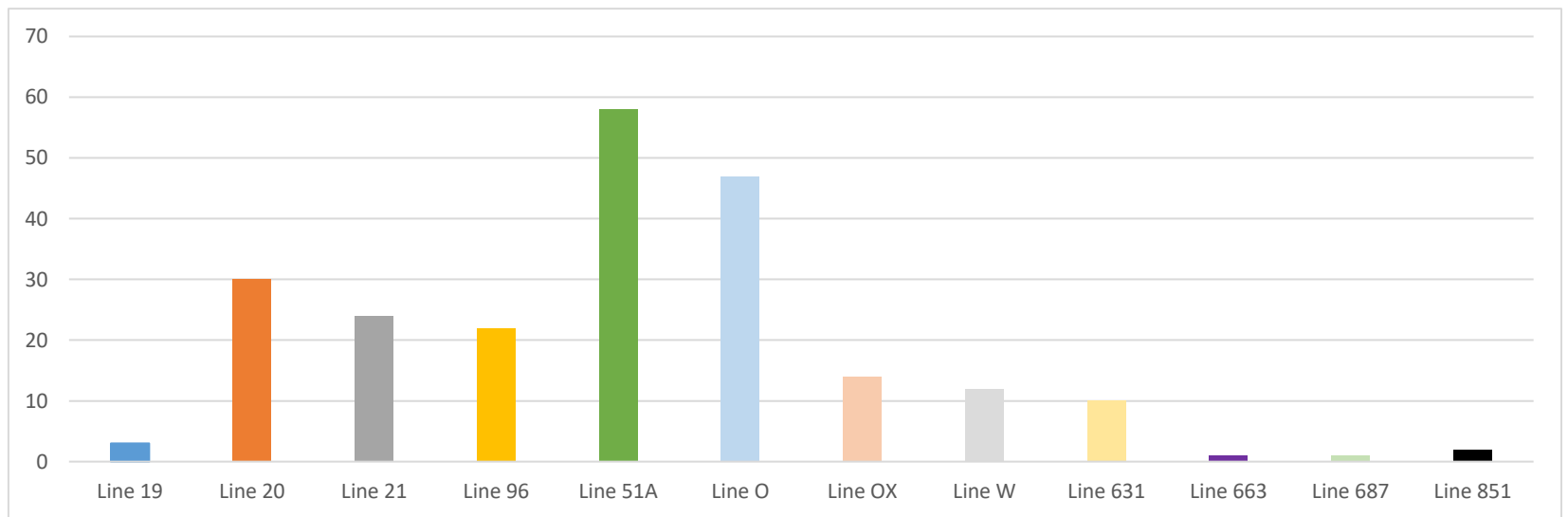
### Alameda ILC Route Performance Report

Month	Weekday Metric	Line											
		19	20	21	51A	96	631	663	687	851	O	OX	W
November 2023	Average Daily Ridership	217	1,887	1,231	5,658	1,300	241	103	180	87	967	83	115
December 2023		209	1,806	1,182	5,544	1,260	164	68	194	86	946	80	100
January 2024		219	1,795	1,159	5,465	1,373	228	71	205	81	1,025	92	126
February 2024		235	1,914	1,204	5,850	1,481	207	78	224	85	1,044	92	127
November 2023	On Time Performance	71.2%	73.3%	77.7%	81.4%	60.3%	70.9%	44.9%	66.3%	65.7%	69.6%	58.9%	57.3%
December 2023		80.6%	71.0%	68.8%	75.4%	70.1%	70.9%	72.3%	69.4%	68.2%	68.2%	50.6%	56.1%
January 2024		84.0%	74.5%	76.8%	78.2%	72.6%	77.8%	74.1%	70.1%	65.7%	71.9%	57.0%	59.9%
February 2024		80.6%	73.9%	74.7%	77.0%	67.4%	76.9%	63.5%	72.2%	66.4%	73.3%	54.7%	58.3%
November 2023	Passengers Per Revenue Hour	8.5	24.9	19.9	30.7	20.2	96.4	92.0	152.5	9.2	14.5	8.2	11.2
December 2023		8.2	23.8	19.2	29.9	19.6	65.6	60.7	140.6	9.1	14.0	7.4	9.8
January 2024		8.6	23.6	18.8	29.4	21.3	91.2	63.4	148.6	8.5	15.1	8.6	12.3
February 2024		9.3	25.2	19.6	31.5	23.0	82.8	69.6	162.3	8.9	15.4	8.6	12.4
November 2023	Passengers Per Trip	6.8	27.8	21.2	32.3	21.0	60.3	51.5	60.0	8.7	14.4	10.4	14.4
December 2023		6.5	26.6	20.4	31.7	20.3	41.0	34.0	64.7	8.6	14.1	10.0	12.5
January 2024		6.8	26.4	20.0	31.2	22.1	57.0	35.5	68.3	8.1	15.3	11.5	15.8
February 2024		7.3	28.1	20.8	33.4	23.9	51.8	39.0	74.7	8.5	15.6	11.5	15.9
November 2023	Service Operated	98.4%	97.1%	94.6%	95.5%	99.2%	100.0%	100.0%	96.8%	98.6%	96.0%	97.6%	100.0%
December 2023		98.4%	95.3%	97.4%	93.4%	95.2%	100.0%	100.0%	100.0%	100.0%	96.9%	96.3%	100.0%
January 2024		99.1%	97.8%	96.4%	95.4%	97.5%	100.0%	100.0%	100.0%	100.0%	96.5%	99.4%	100.0%
February 2024		99.7%	99.2%	98.3%	95.9%	96.7%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%

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

2024: January through March

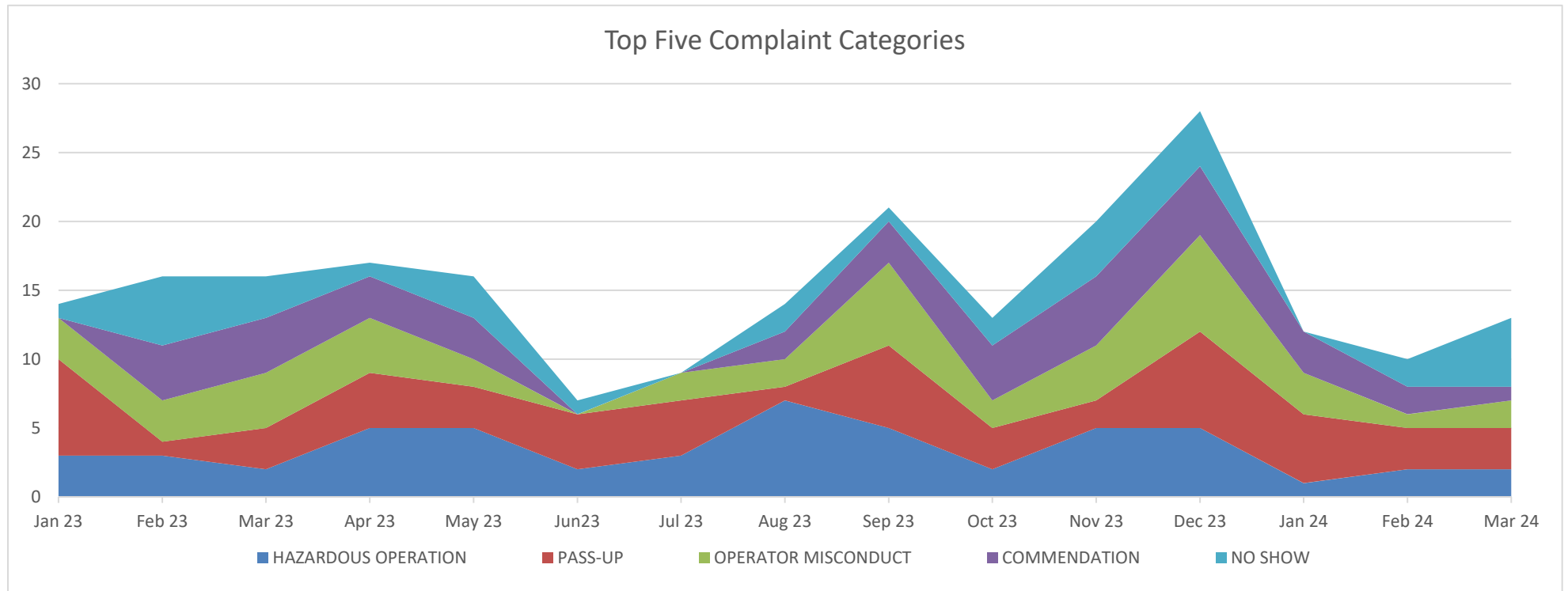
	Line 19	Line 20	Line 21	Line 96	Line 51A	Line O	Line OX	Line W	Line 631	Line 663	Line 687	Line 851	<i>total</i>
ADA-Related Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0
Boarding Denied	0	2	1	1	4	0	0	0	0	0	0	0	8
Bunching	0	0	0	0	1	0	0	0	0	0	0	0	1
Bus Overloaded	0	0	0	0	0	4	0	0	0	0	0	0	4
Bus Shelters	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Stop	0	0	0	0	0	0	0	0	1	0	0	0	1
Carry-By	0	0	0	0	0	1	0	0	0	0	0	0	1
Commendation	1	0	0	2	6	1	0	0	0	0	0	0	10
Crime/Vandalism	0	0	0	0	0	0	0	0	0	0	0	0	0
Early	0	0	1	1	1	0	3	0	1	1	0	0	8
Fare Dispute	0	0	3	0	1	4	0	0	0	0	0	0	8
Hazardous Operation	1	1	2	2	5	4	1	1	1	0	1	0	19
Idling	0	1	0	0	0	0	0	0	0	0	0	0	1
Unauthorized Stop	0	0	0	0	1	0	0	0	0	0	0	0	1
Late	0	5	6	2	9	9	6	3	0	0	0	0	40
No-Show	0	7	6	2	7	12	4	5	2	0	0	0	45
Off Route	0	1	0	2	0	1	0	0	0	0	0	0	4
Operator Misconduct	0	4	3	4	6	5	0	2	1	0	0	0	25
Pass-Up	1	8	2	6	11	4	0	1	3	0	0	2	38
RealTime	0	1	0	0	0	1	0	0	0	0	0	0	2
Routes & Schedules	0	0	0	0	4	0	0	0	1	0	0	0	5
Signage	0	0	0	0	2	1	0	0	0	0	0	0	3
<i>total</i>	3	30	24	22	58	47	14	12	10	1	1	2	224



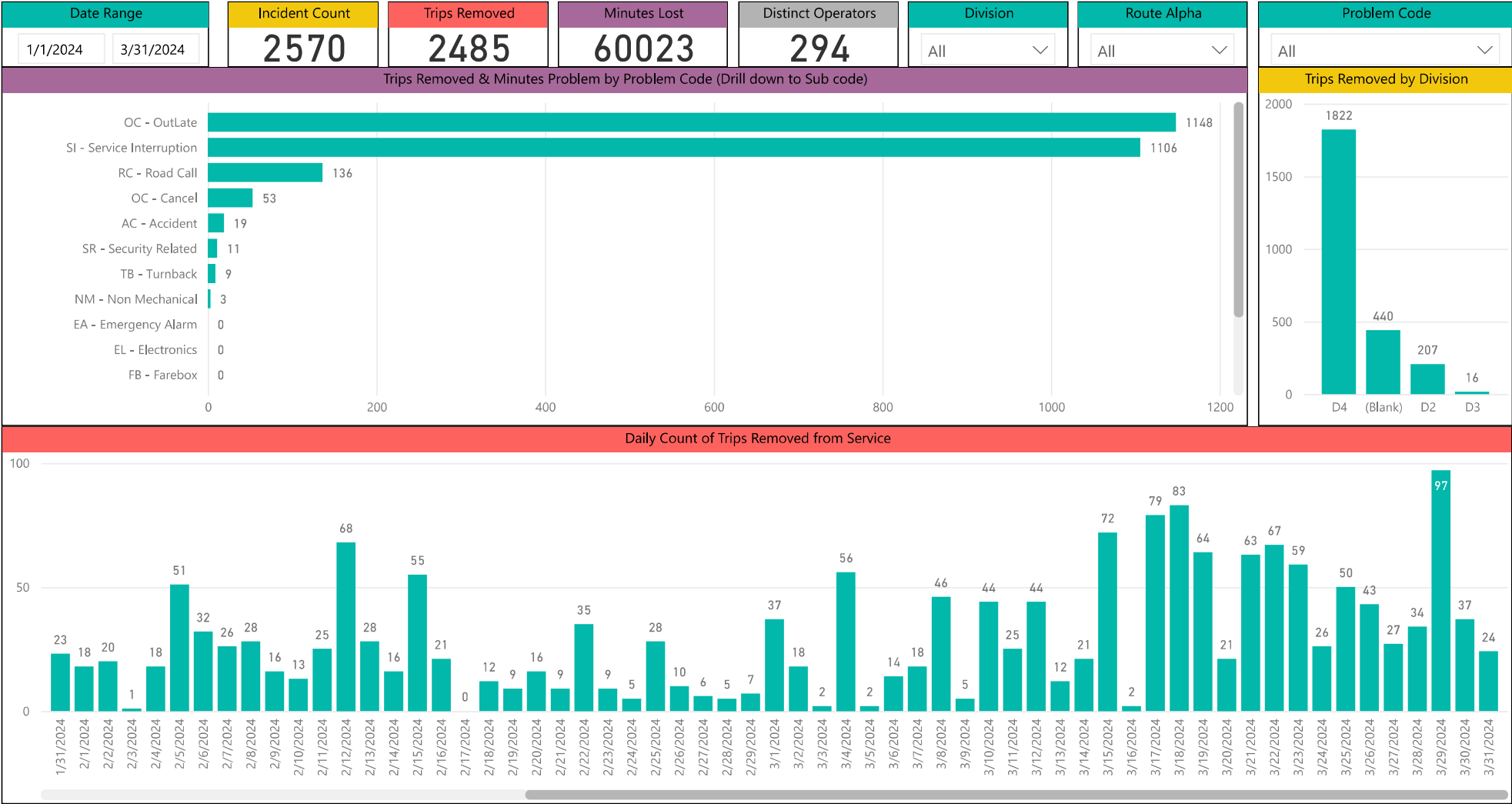
## 51A-line Customer Feedback

January - March 2024

Total number of Contacts per month		18	22	23	20	18	13	12	18	29	14	23	34	16	18	21	311
Rank	Category	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Total
1	HAZARDOUS OPERATION	3	3	2	5	5	2	3	7	5	2	5	5	1	2	2	61
2	PASS-UP	7	1	3	4	3	4	4	1	6	3	2	7	5	3	3	55
3	OPERATOR MISCONDUCT	3	3	4	4	2	0	2	2	6	2	4	7	3	1	2	49
4	COMMENDATION	0	4	4	3	3	0	0	2	3	4	5	5	3	2	1	35
5	NO SHOW	1	5	3	1	3	1	0	2	1	2	4	4	0	2	5	30
6	LATE	0	2	1	1	0	1	1	1	2	1	1	4	2	2	5	21
7	BOARDING DENIED	1	0	0	0	0	0	1	2	2	0	1	0	1	2	1	9
8	BUS STOP	1	1	3	0	0	0	1	0	0	0	0	0	0	0	0	7
9	ROUTES & SCHEDULES	1	0	1	1	1	0	0	0	1	0	0	0	1	0	3	6
10	EARLY	0	1	0	0	0	1	0	0	0	0	0	1	0	0	1	4



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



Daily Count of Trips Removed from Service

1/31/2024

23

2/1/2024

18

2/2/2024

20

2/3/2024

1

2/4/2024

18

2/5/2024

51

2/6/2024

32

2/7/2024

26

2/8/2024

28

2/9/2024

16

2/10/2024

13

2/11/2024

25

2/12/2024

68

2/13/2024

28

2/14/2024

16

2/15/2024

55

2/16/2024

21

2/17/2024

0

2/18/2024

12

2/19/2024

9

2/20/2024

16

2/21/2024

9

2/22/2024

35

2/23/2024

9

2/24/2024

5

2/25/2024

28

2/26/2024

10

2/27/2024

6

2/28/2024

5

2/29/2024

7

3/1/2024

37

3/2/2024

18

3/3/2024

2

3/4/2024

56

3/5/2024

2

3/6/2024

14

3/7/2024

18

3/8/2024

46

3/9/2024

5

3/10/2024

44

3/11/2024

25

3/12/2024

44

3/13/2024

12

3/14/2024

21

3/15/2024

72

3/16/2024

2

3/17/2024

79

3/18/2024

83

3/19/2024

64

3/20/2024

21

3/21/2024

63

3/22/2024

67

3/23/2024

59

3/24/2024

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3/26/2024

43

3/27/2024

27

3/28/2024

34

3/29/2024

97

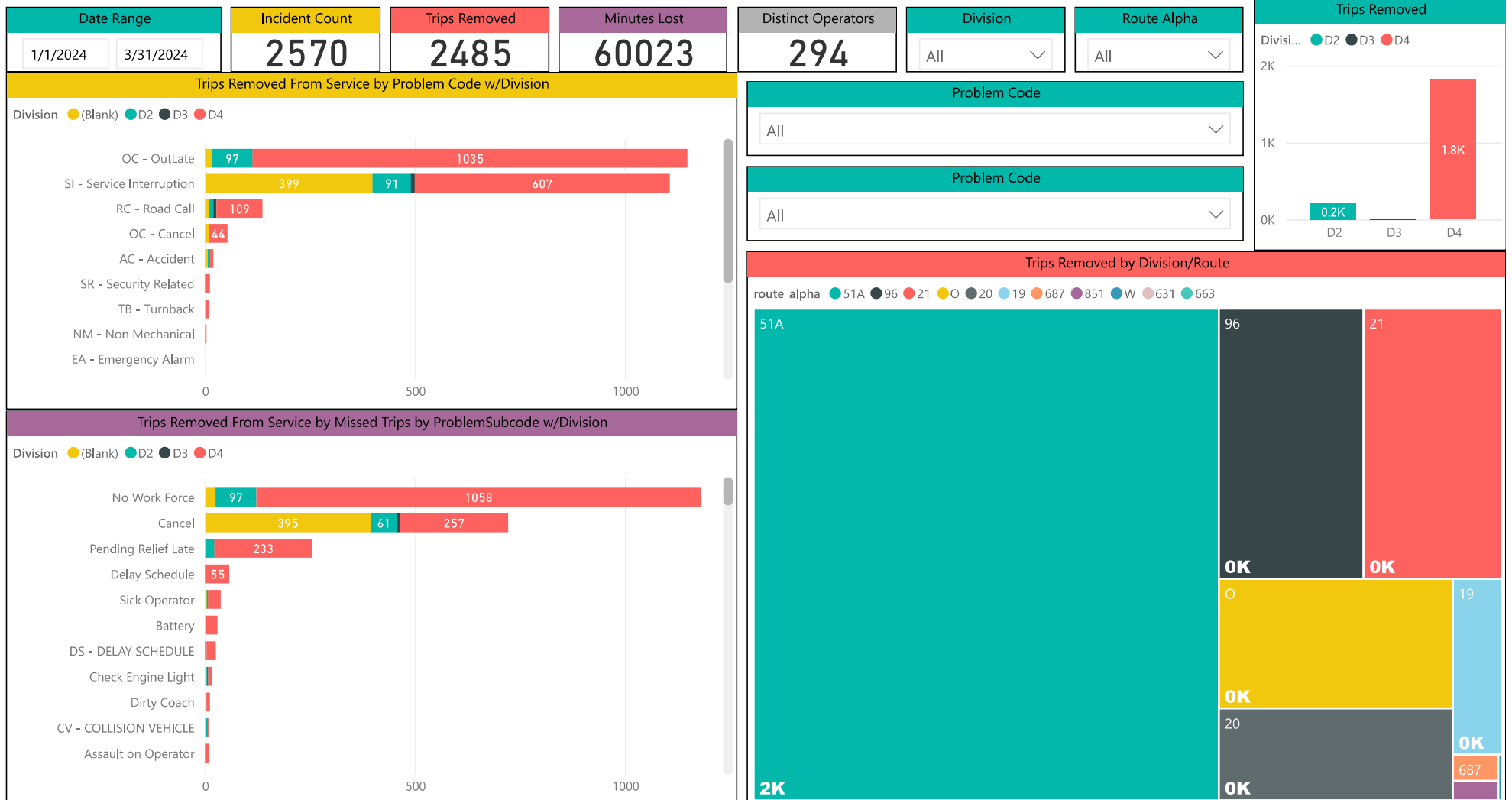
3/30/2024

37

3/31/2024

24

## Division Incidents by Problem and Sub-Code Problems



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

Date Range

1/1/20243/31/2024

Incident Count

150

Trips Removed

1180

Minutes Lost

44112

Distinct Operators

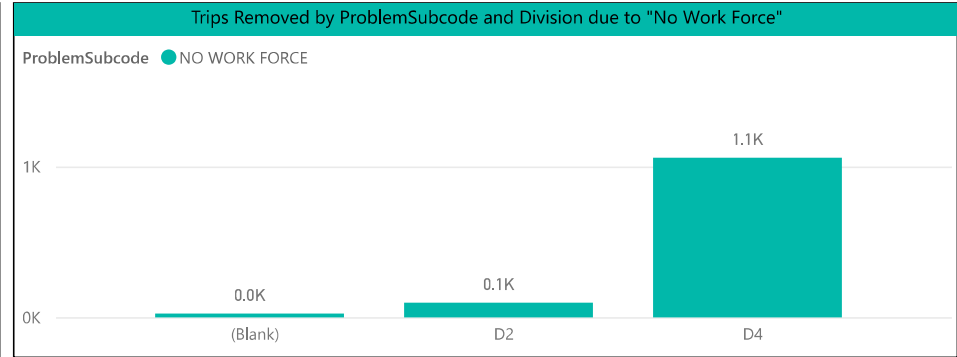
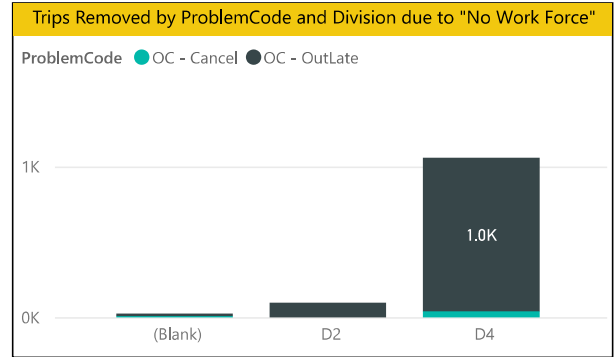
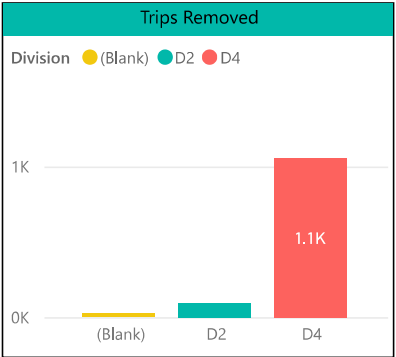
58

Division

All

Route Alpha

All



OCC Cancelled Trips Due to "Road Call" Related Reasons

Date Range

1/1/20243/31/2024

Incident Count

281

Trips Removed

136

Minutes Lost

7489

Distinct Operators

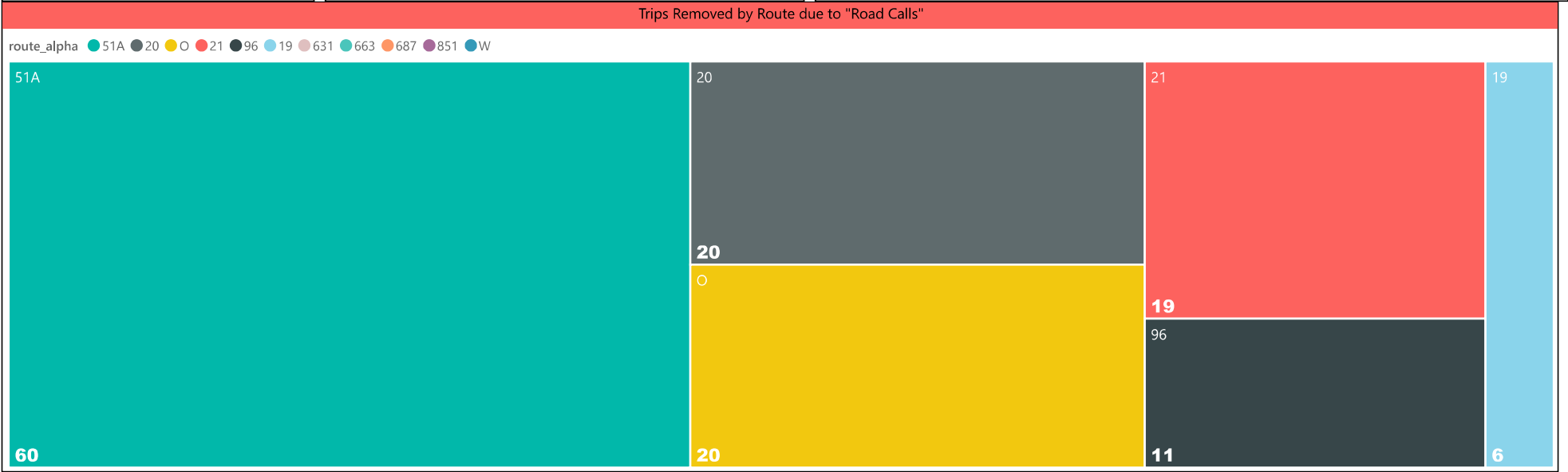
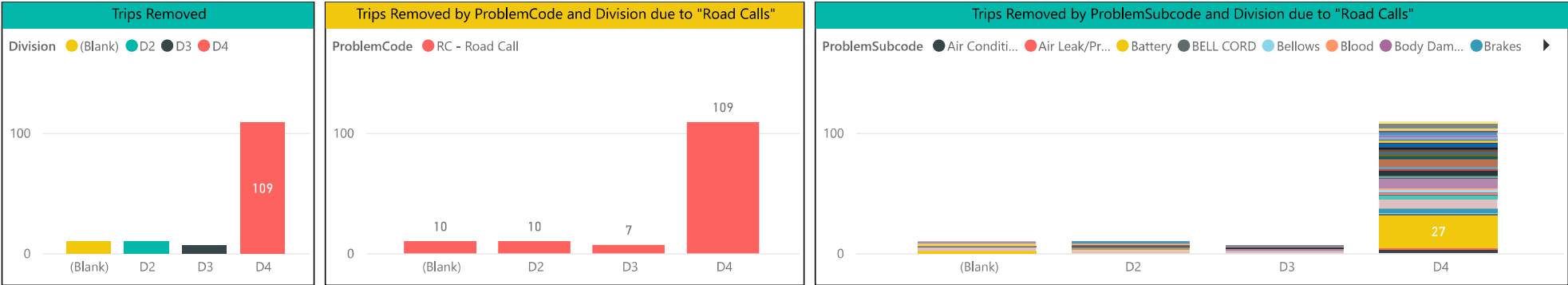
141

Division

All

Route Alpha

All



OCC Cancelled Trips Due to "Wheel Chair" Related Reasons

Date Range

1/1/20243/31/2024

Incident Count

10

Trips Removed

5

Minutes Lost

260

Distinct Operators

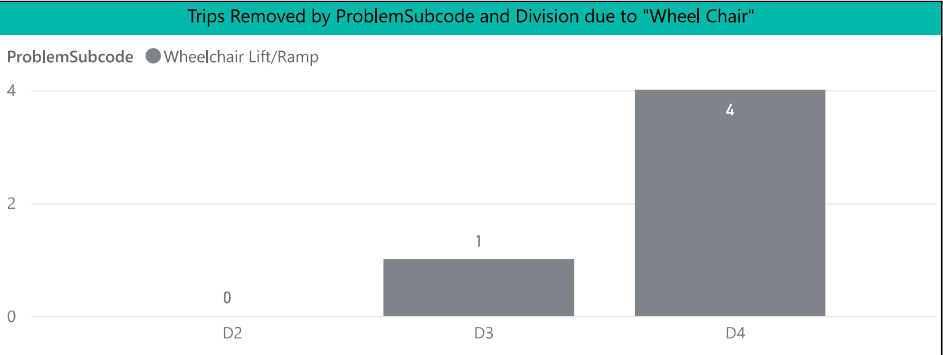
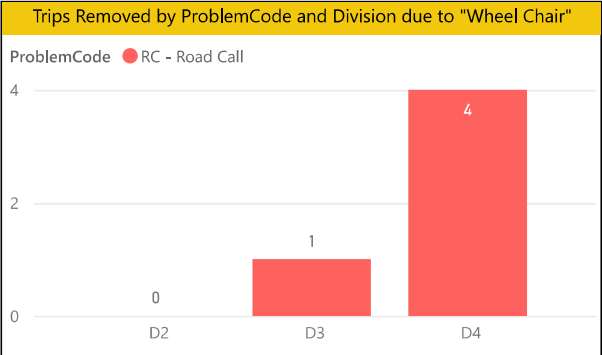
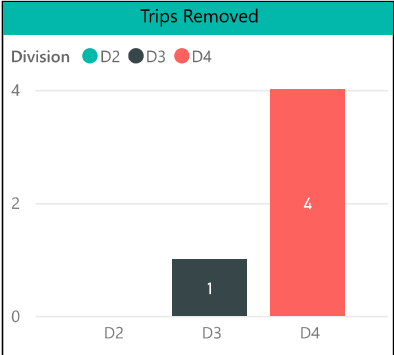
10

Division

All

Route Alpha

All



Trips Removed by Route due to "Wheel Chair"

