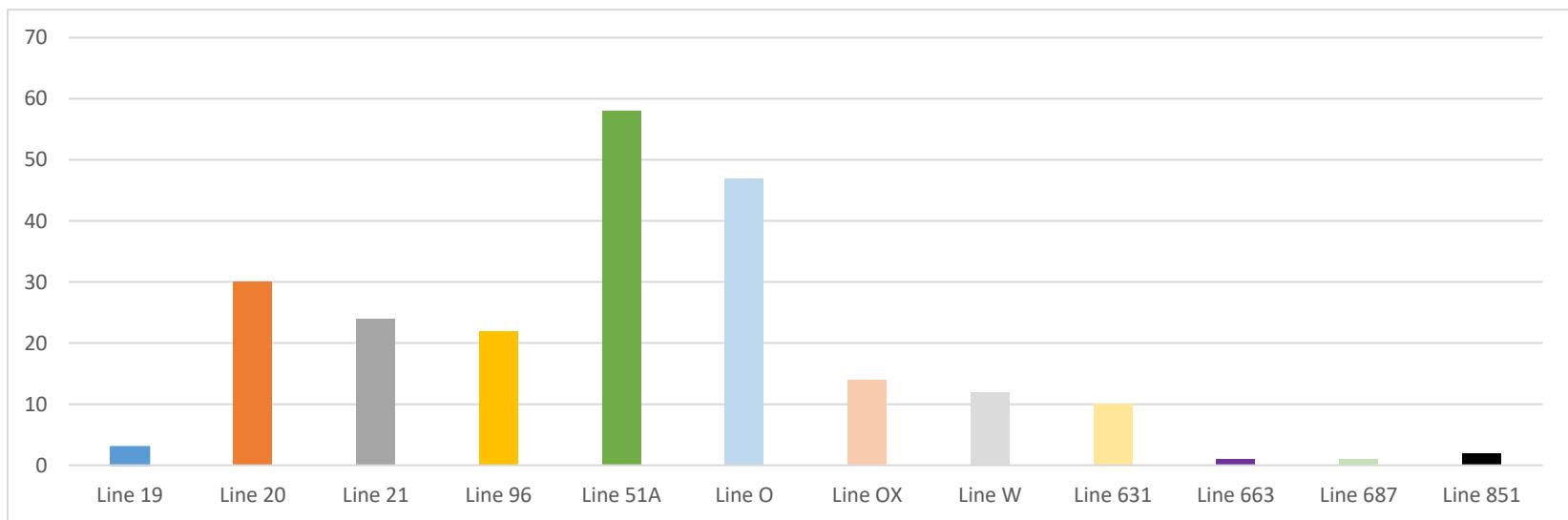


Alameda ILC Route Performance Report													
Month	Weekday Metric	Line											
		19	20	21	51A	96	631	663	687	851	O	OX	W
November 2023	Average Daily Ridership	217	1,887	1,231	5,658	1,300	241	103	180	87	967	83	115
December 2023		209	1,806	1,182	5,544	1,260	164	68	194	86	946	80	100
January 2024		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

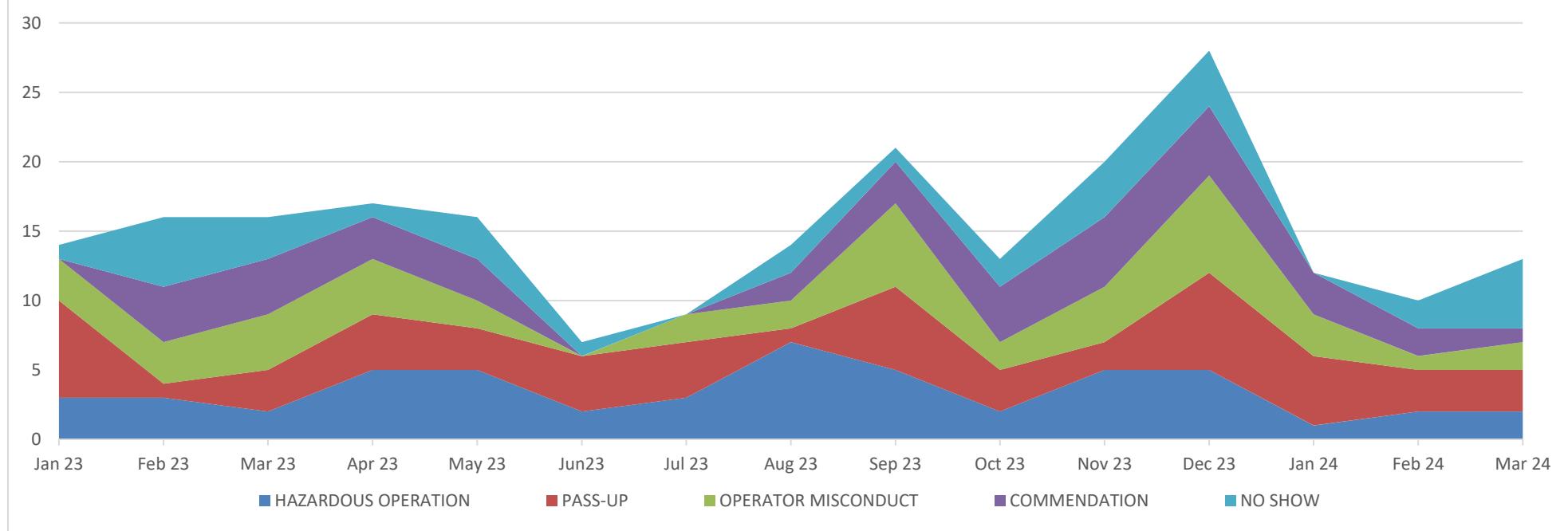


# 51A-line Customer Feedback

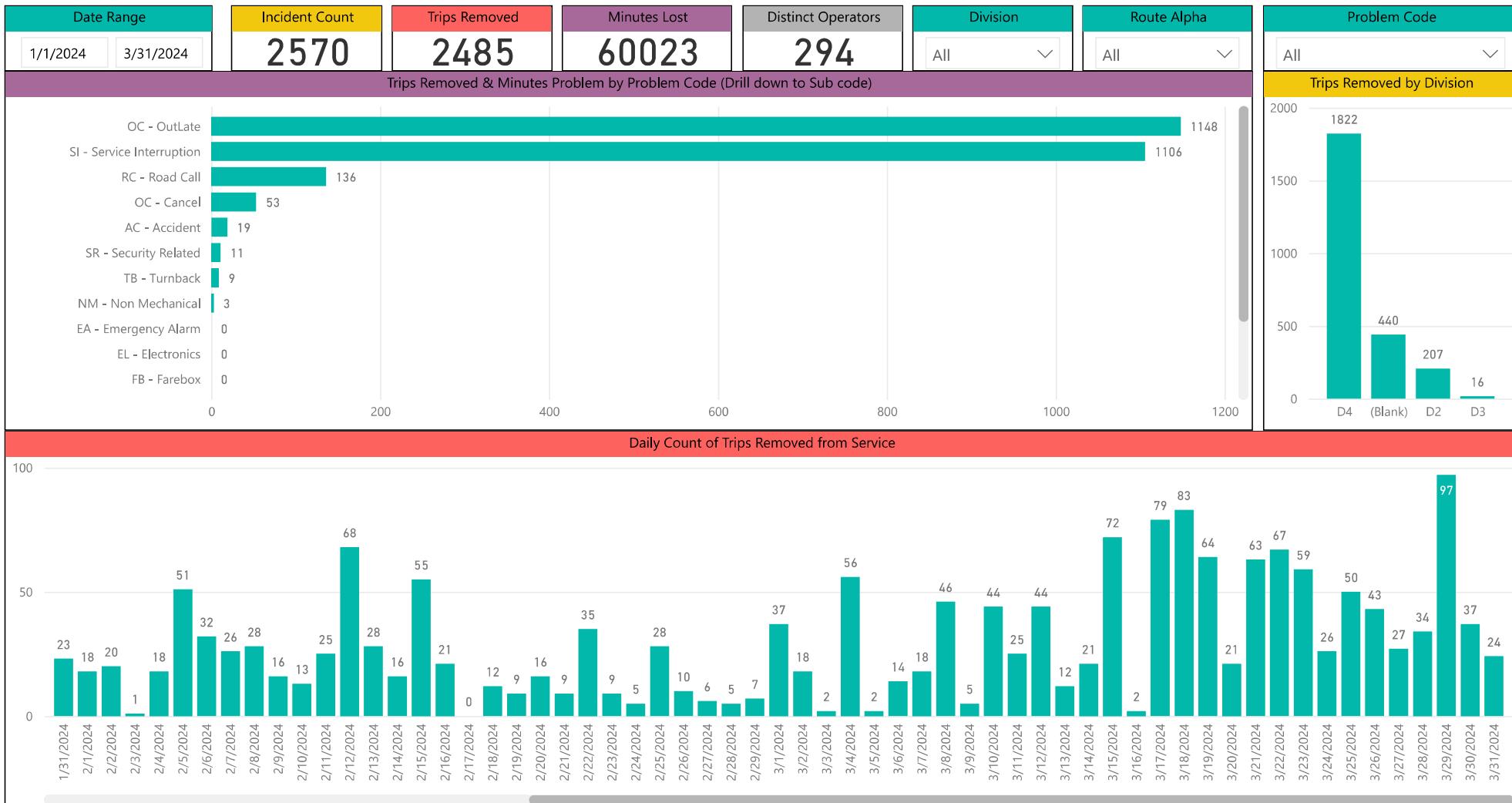
January - March 2024

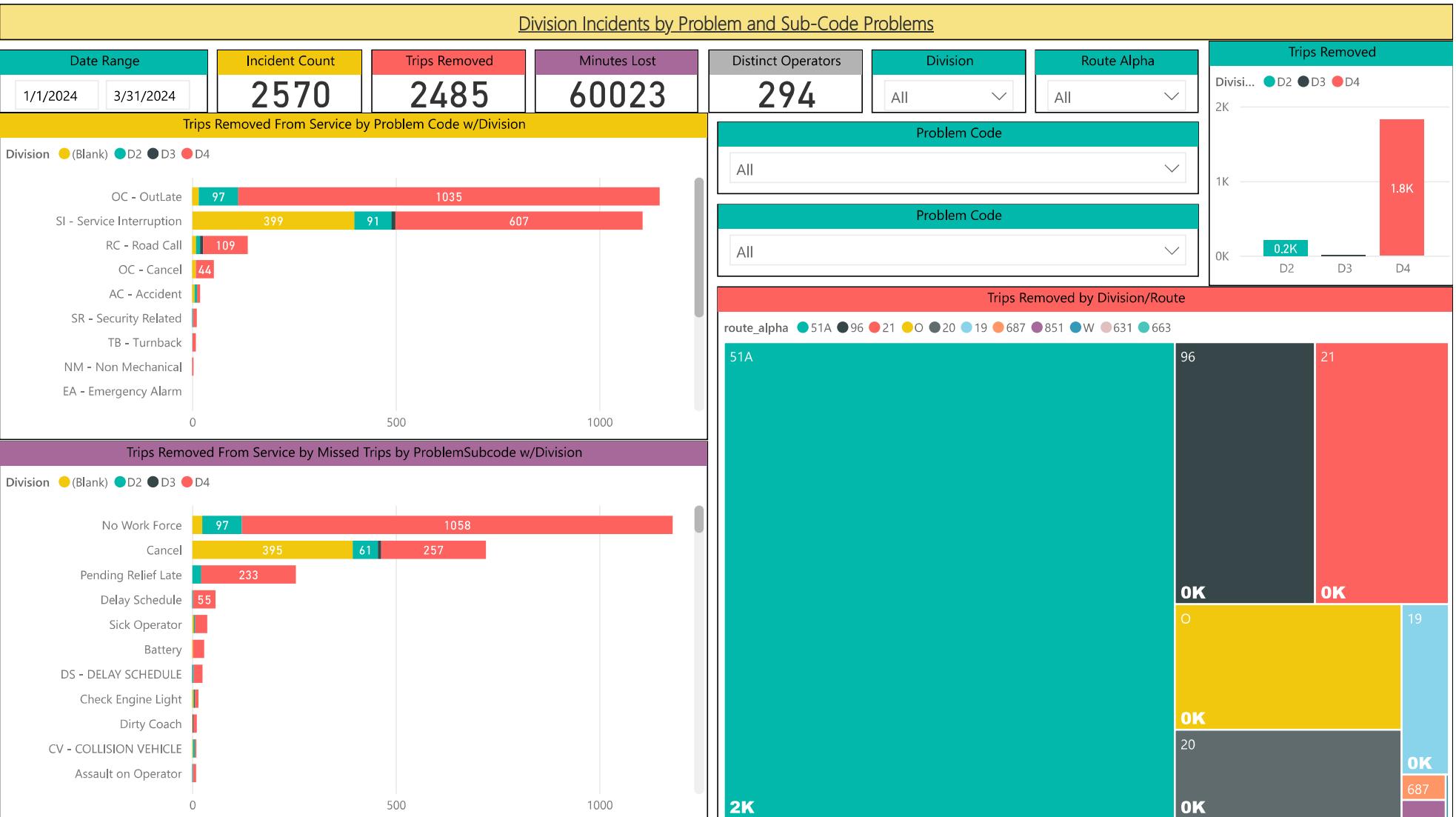
Total number of Contacts per month		18	22	23	20	18	13	12	18	29	14	23	34	16	18	21	311
Rank	Category	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Total
1	HAZARDOUS OPERATION	3	3	2	5	5	2	3	7	5	2	5	5	1	2	2	61
2	PASS-UP	7	1	3	4	3	4	4	1	6	3	2	7	5	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

## Top Five Complaint Categories



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





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

Date Range
1/1/2024   3/31/2024

Incident Count
150

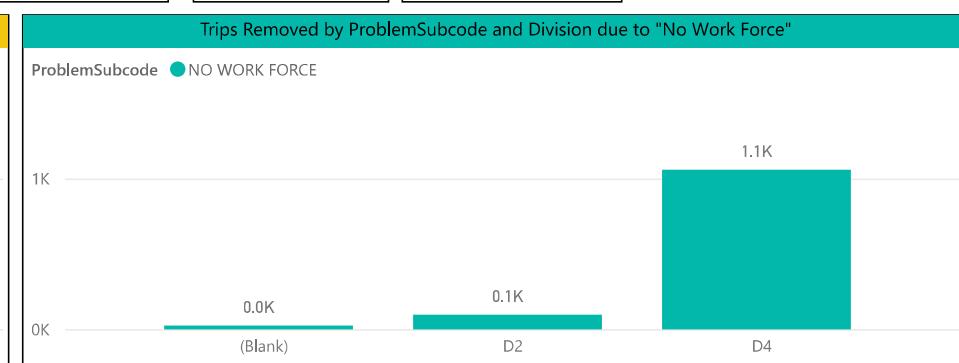
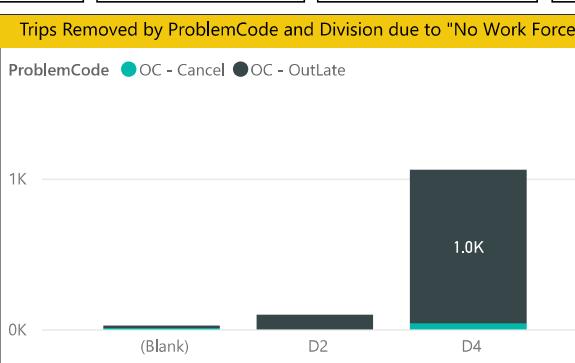
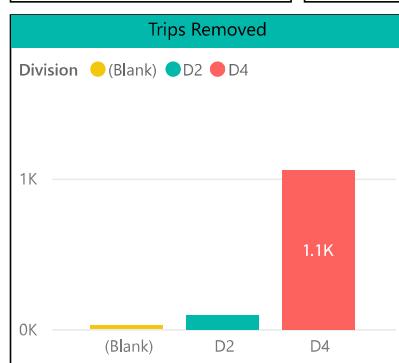
Trips Removed
1180

Minutes Lost
44112

Distinct Operators
58

Division
All

Route Alpha
All



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

Date Range
1/1/2024   3/31/2024

Incident Count
<b>281</b>

Trips Removed
<b>136</b>

Minutes Lost
<b>7489</b>

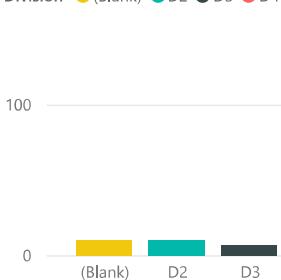
Distinct Operators
<b>141</b>

Division
All ▾

Route Alpha
All ▾

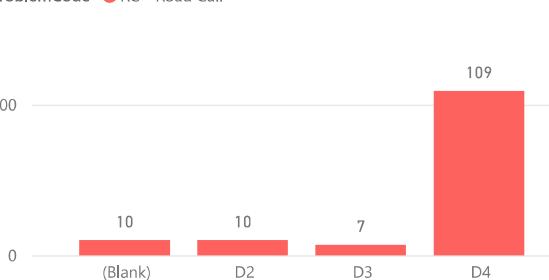
### Trips Removed

Division: (Blank) (Yellow), D2 (Teal), D3 (Dark Gray), D4 (Red)



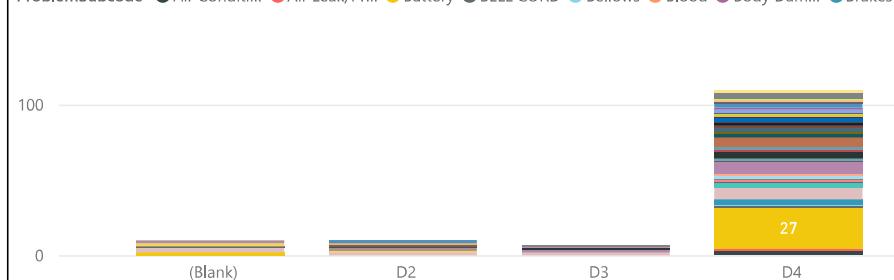
### Trips Removed by ProblemCode and Division due to "Road Calls"

ProblemCode: (Blank) (Red), D2 (Red), D3 (Red), D4 (Red)



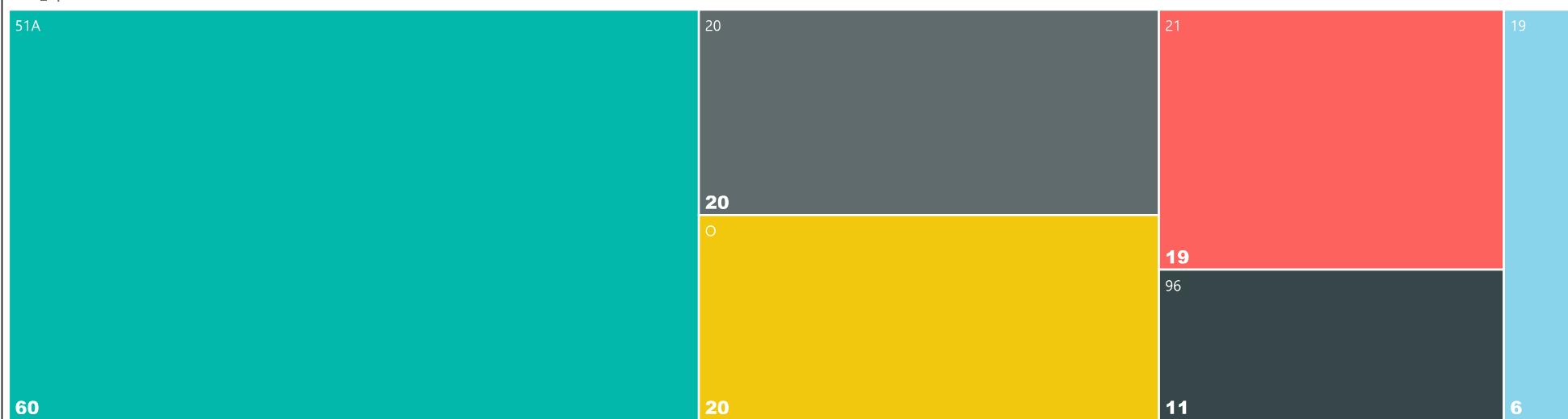
### Trips Removed by ProblemSubcode and Division due to "Road Calls"

ProblemSubcode: (Blank) (Yellow), D2 (Teal), D3 (Dark Gray), D4 (Red)



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

route\_alpha: 51A (Teal), 20 (Dark Gray), O (Yellow), 21 (Red), 96 (Dark Gray), 19 (Light Blue), 631 (Light Red), 663 (Teal), 687 (Red), 851 (Dark Gray), W (Light Blue)



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

Date Range  
1/1/2024 3/31/2024

Incident Count  
**10**

Trips Removed  
**5**

Minutes Lost  
**260**

Distinct Operators  
**10**

Division  
All ▾

Route Alpha  
All ▾

