

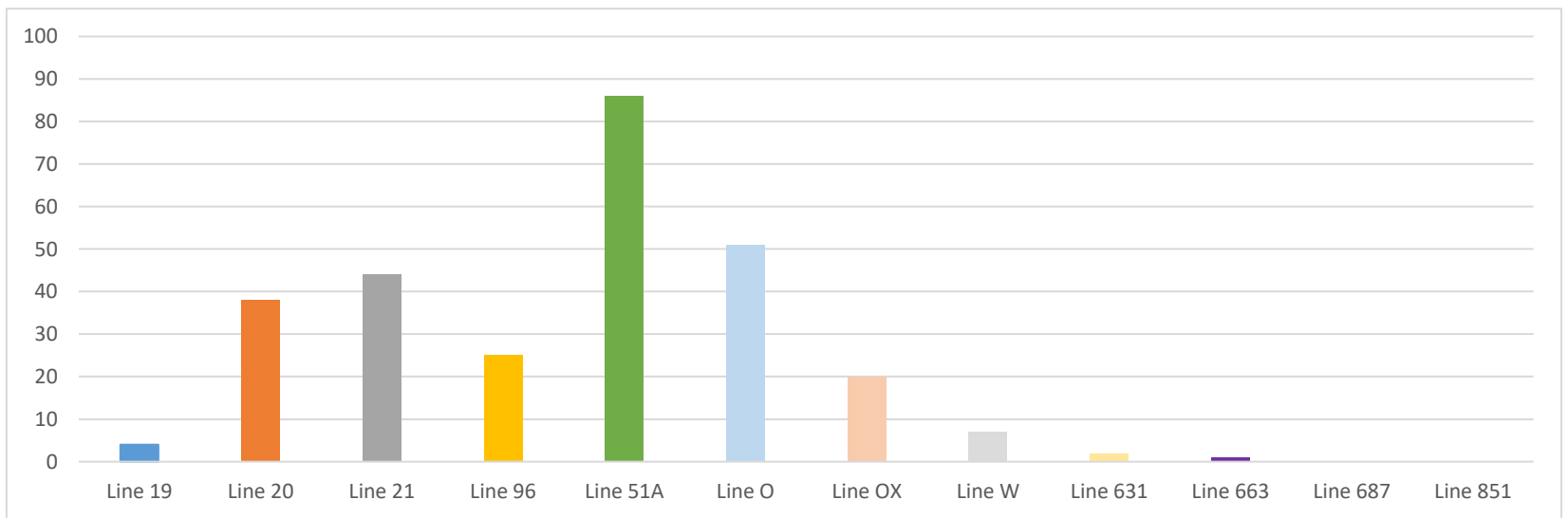
Alameda ILC Route Performance Report

Month	Weekday Metric	Line											
		19	20	21	51A	96	631	663	687	851	O	OX	W
March 2024	Average Daily Ridership	239	1,990	1,306	6,080	1,312	216	61	240	81	1,041	95	117
April 2024		246	2,118	1,281	6,103	1,308	215	54	199	87	1,356	95	110
May 2024		237	2,249	1,394	6,496	1,385	219	68	212	79	1,131	99	111
June 2024		244	2,104	1,333	5,784	1,285	500	21	44	37	541	52	58
March 2024	On Time Performance	75.0%	74.8%	71.9%	78.0%	58.9%	69.8%	36.7%	80.5%	70.1%	69.2%	56.6%	60.7%
April 2024		77.6%	74.5%	75.6%	78.0%	57.8%	81.7%	64.8%	76.6%	71.6%	71.8%	60.2%	57.1%
May 2024		80.3%	70.1%	70.2%	75.3%	61.9%	74.1%	65.0%	86.2%	70.5%	68.6%	55.0%	56.8%
June 2024		79.7%	71.7%	71.2%	75.2%	66.5%	57.1%	73.0%	66.7%	72.7%	72.6%	51.9%	54.2%
March 2024	Passengers Per Revenue Hour	9.4	26.2	21.2	32.8	20.4	86.4	54.5	173.9	8.5	15.4	8.8	11.4
April 2024		9.7	27.9	20.8	32.9	20.3	86.0	48.2	144.2	9.2	20.0	8.8	10.7
May 2024		9.3	29.6	22.7	35.0	21.5	87.6	60.7	153.6	8.3	16.7	9.2	10.8
June 2024		9.6	27.7	21.7	31.2	20.0	200.0	18.8	31.9	3.9	8.0	4.8	5.7
March 2024	Passengers Per Trip	7.5	29.3	22.5	34.7	21.2	54.0	30.5	80.0	8.1	15.5	11.9	14.6
April 2024		7.7	31.1	22.1	34.9	21.1	53.8	27.0	66.3	8.7	20.2	11.9	13.8
May 2024		7.4	33.1	24.0	37.1	22.3	54.8	34.0	70.7	7.9	16.9	12.4	13.9
June 2024		7.6	30.9	23.0	33.1	20.7	125.0	10.5	14.7	3.7	8.1	6.5	7.3
March 2024	Service Operated	97.2%	99.2%	96.1%	92.6%	98.3%	100.0%	100.0%	100.0%	100.0%	97.0%	99.4%	99.4%
April 2024		98.4%	95.7%	91.1%	90.1%	95.5%	100.0%	97.7%	100.0%	99.5%	94.4%	99.4%	98.9%
May 2024		98.0%	91.2%	85.7%	87.7%	97.2%	100.0%	100.0%	100.0%	99.5%	92.9%	94.3%	93.8%
June 2024		99.4%	95.5%	95.1%	91.2%	95.5%	100.0%	100.0%	100.0%	98.0%	98.1%	98.8%	99.4%

AC Transit Customer Feedback - Lines serving the City of Alameda

2024: April through June

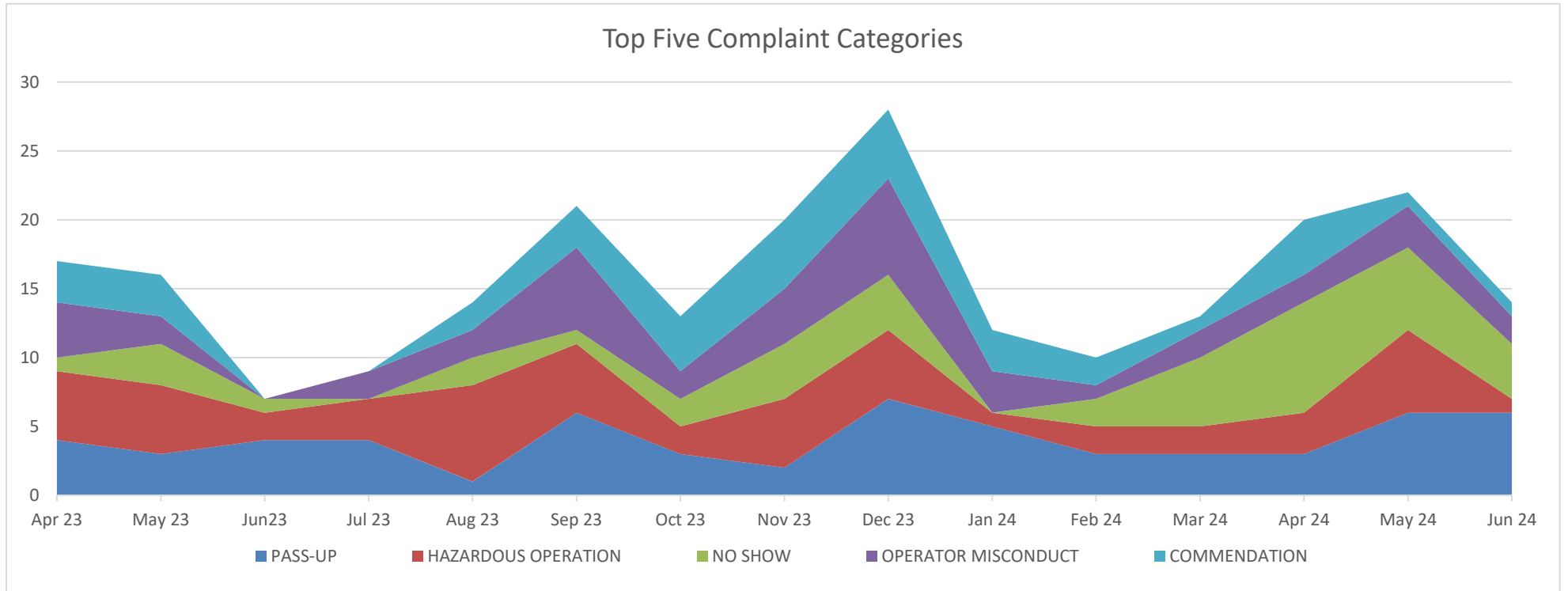
	Line 19	Line 20	Line 21	Line 96	Line 51A	Line O	Line OX	Line W	Line 631	Line 663	Line 687	Line 851	<i>total</i>
ADA-Related Equipment	0	1	0	0	0	1	0	0	0	0	0	0	2
Boarding Denied	0	5	0	1	2	0	0	0	0	0	0	0	8
Bunching	0	0	0	0	1	0	0	0	0	0	0	0	1
Bus Overloaded	0	0	0	0	3	0	0	0	0	0	0	0	3
Bus Shelters	0	0	0	0	1	0	0	0	0	0	0	0	1
Bus Stop	0	1	0	0	0	0	0	0	0	0	0	0	1
Carry-By	0	0	0	0	1	0	0	0	0	0	0	0	1
Commendation	0	1	0	2	6	3	1	0	0	0	0	0	13
Crime/Vandalism	0	0	0	0	0	0	0	0	0	0	0	0	0
Early	2	1	0	0	2	1	1	0	2	0	0	0	9
Fare Dispute	0	2	0	1	0	4	0	0	0	0	0	0	7
Hazardous Operation	1	3	3	3	10	2	1	0	0	0	0	0	23
Idling	0	0	0	0	1	0	0	0	0	0	0	0	1
Unauthorized Stop	0	0	2	1	0	0	0	0	0	0	0	0	3
Late	0	5	9	3	12	7	1	1	0	0	0	0	38
No-Show	0	7	21	8	18	25	11	5	0	1	0	0	96
Off Route	0	0	1	0	0	0	0	1	0	0	0	0	2
Operator Misconduct	1	2	5	1	7	1	1	0	0	0	0	0	18
Pass-Up	0	7	2	4	15	2	0	0	0	0	0	0	30
RealTime	0	0	0	0	0	0	0	0	0	0	0	0	0
Routes & Schedules	0	3	1	1	6	5	3	0	0	0	0	0	19
Signage	0	0	0	0	1	0	1	0	0	0	0	0	2
<i>total</i>	4	38	44	25	86	51	20	7	2	1	0	0	278



51A-line Customer Feedback

April - June 2024

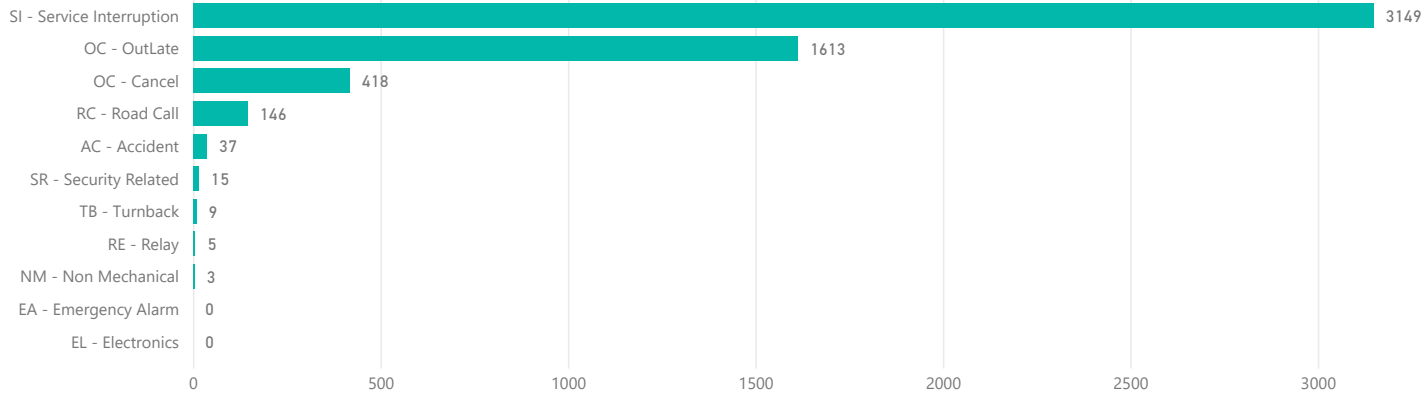
		<i>Total number of Contacts per month</i>																
Rank	Category	Apr 23	May 23	Jun23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Total	
1	PASS-UP	4	3	4	4	1	6	3	2	7	5	3	3	3	6	6	60	
2	HAZARDOUS OPERATION	5	5	2	3	7	5	2	5	5	1	2	2	3	6	1	54	
3	NO SHOW	1	3	1	0	2	1	2	4	4	0	2	5	8	6	4	43	
4	OPERATOR MISCONDUCT	4	2	0	2	2	6	2	4	7	3	1	2	2	3	2	42	
5	COMMENDATION	3	3	0	0	2	3	4	5	5	3	2	1	4	1	1	37	
6	LATE	1	0	1	1	1	2	1	1	4	2	2	5	2	7	3	33	
7	ROUTES & SCHEDULES	1	1	0	0	0	1	0	0	0	1	0	3	2	2	2	13	
8	BOARDING DENIED	0	0	0	1	2	2	0	1	0	1	2	1	1	0	1	12	
9	EARLY	0	0	1	0	0	0	0	0	1	0	0	1	1	1	0	5	
10	BUS STOP	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	



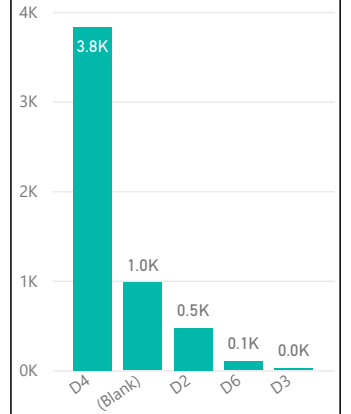
Incidents; Trips Removed From Service by Operations Control Center (OCC)

Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha	Problem Code
3/1/2024	6/30/2024	3782	5395	145915	323	All	All	All

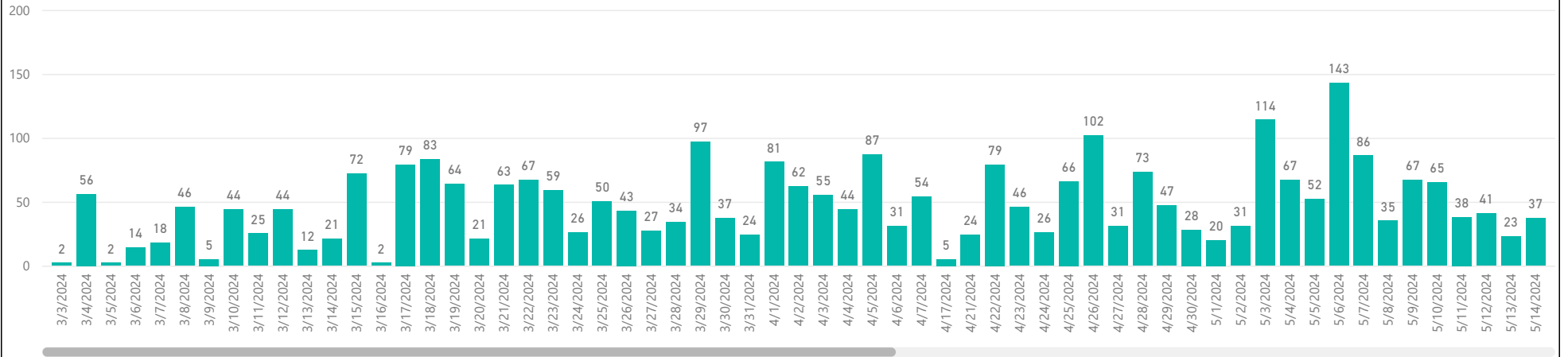
Trips Removed & Minutes Problem by Problem Code (Drill down to Sub code)



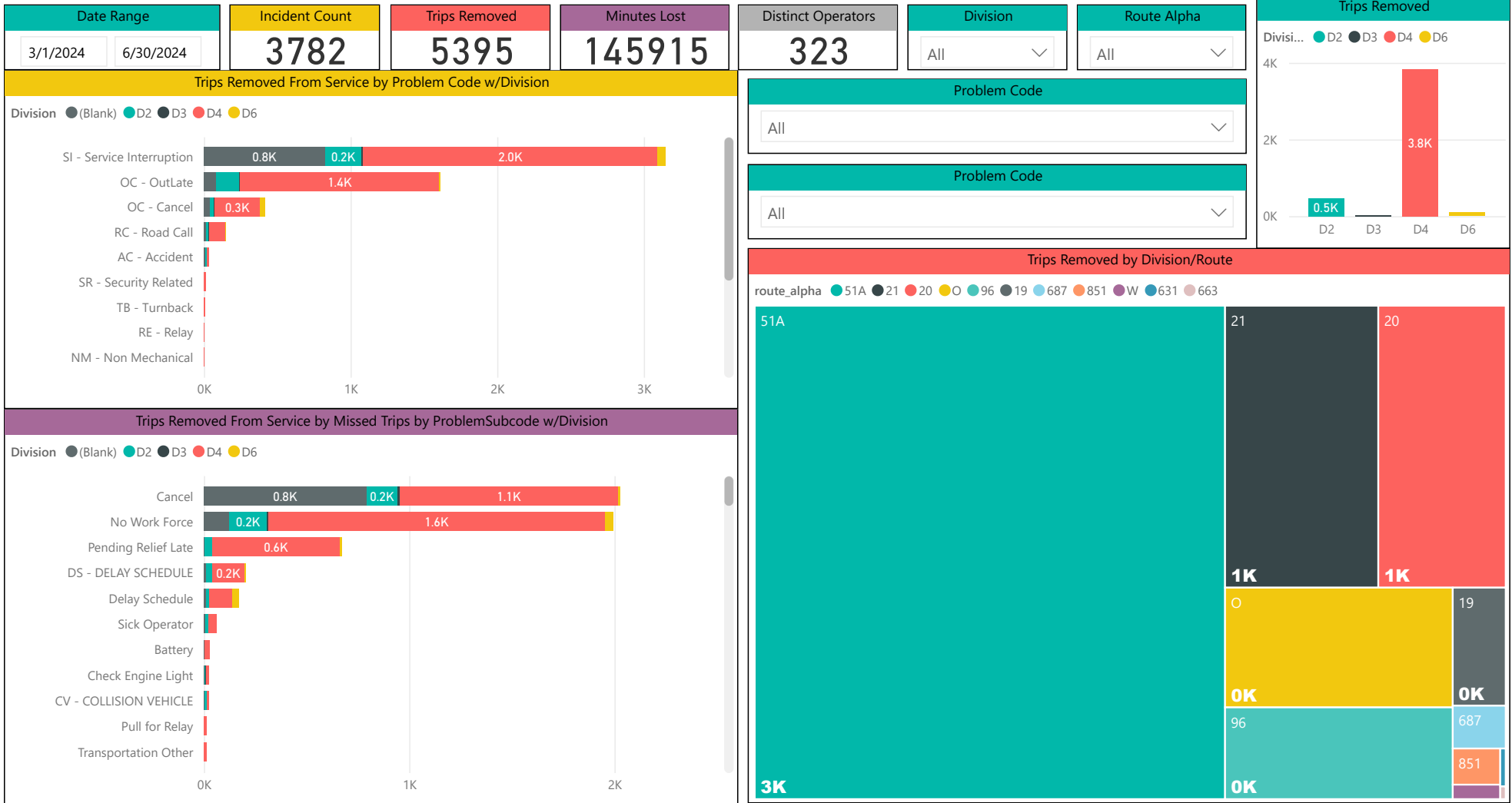
Trips Removed by Division



Daily Count of Trips Removed from Service

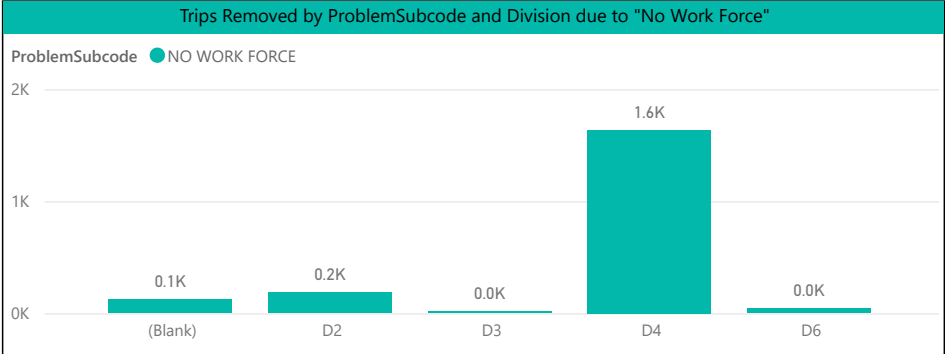
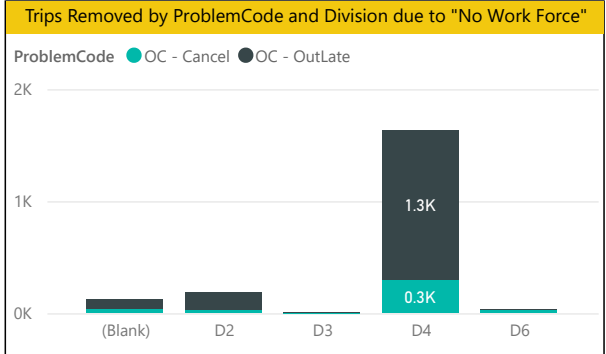
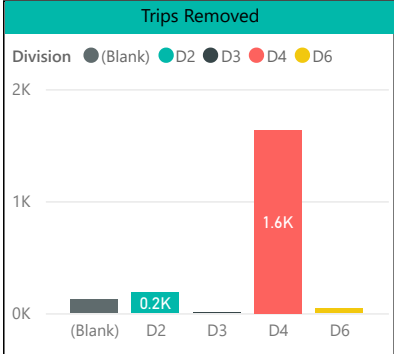


Division Incidents by Problem and Sub-Code Problems

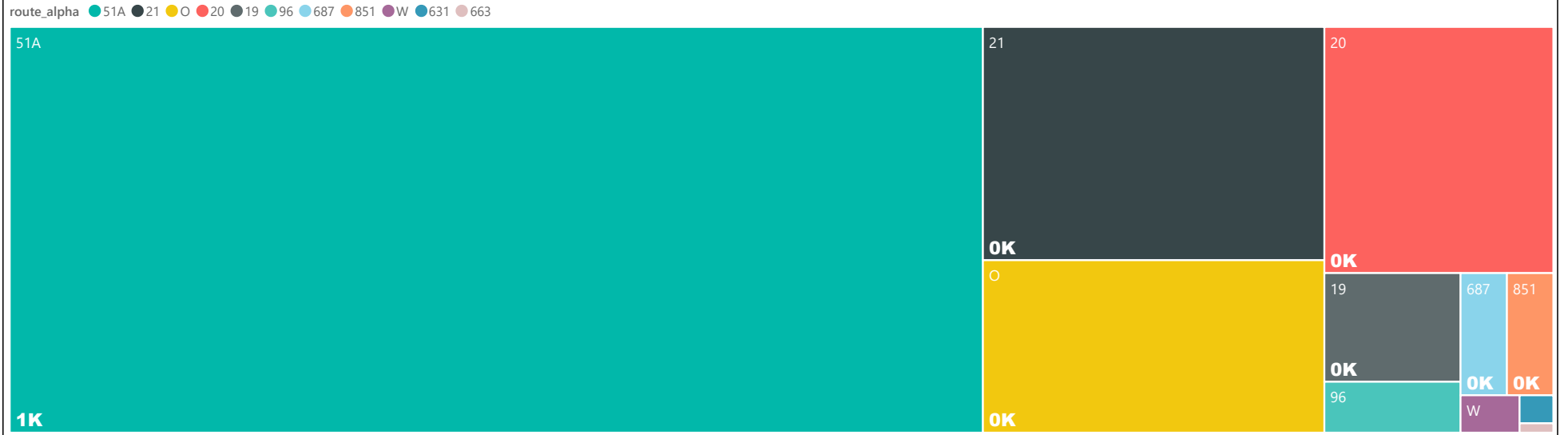


OCC Cancelled Trips Due to "No Work Force" Related Reasons

Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
3/1/2024	6/30/2024	316	1989	75449	90	All v	All v



Trips Removed by Route due to "No Work Force"



OCC Cancelled Trips Due to "Road Call" Related Reasons

Date Range
3/1/2024 - 6/30/2024

Incident Count
272

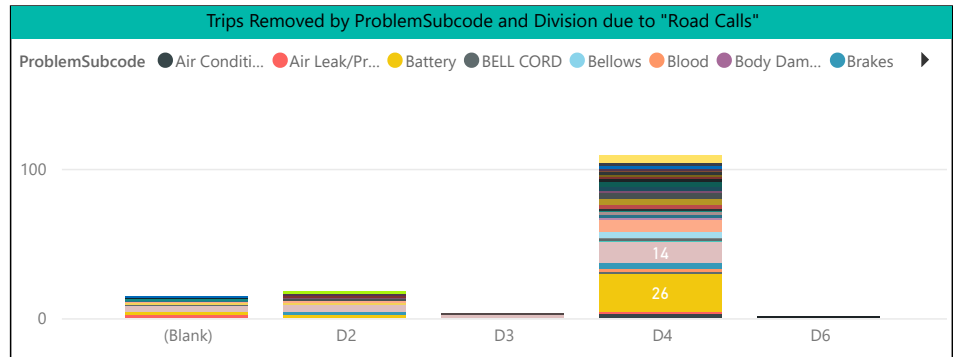
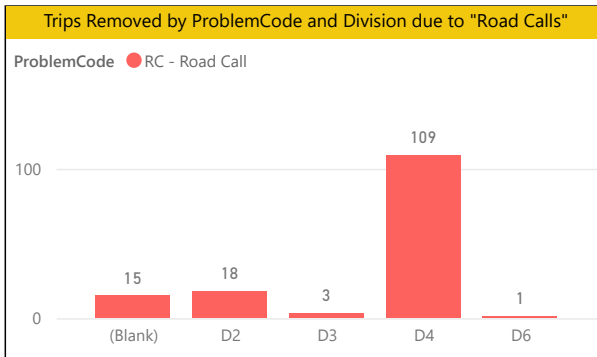
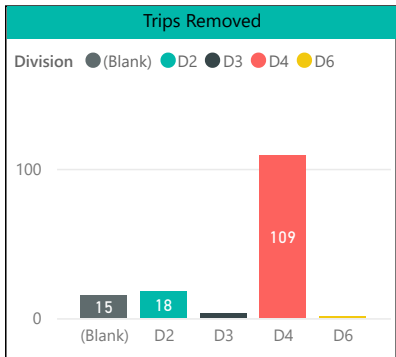
Trips Removed
146

Minutes Lost
7888

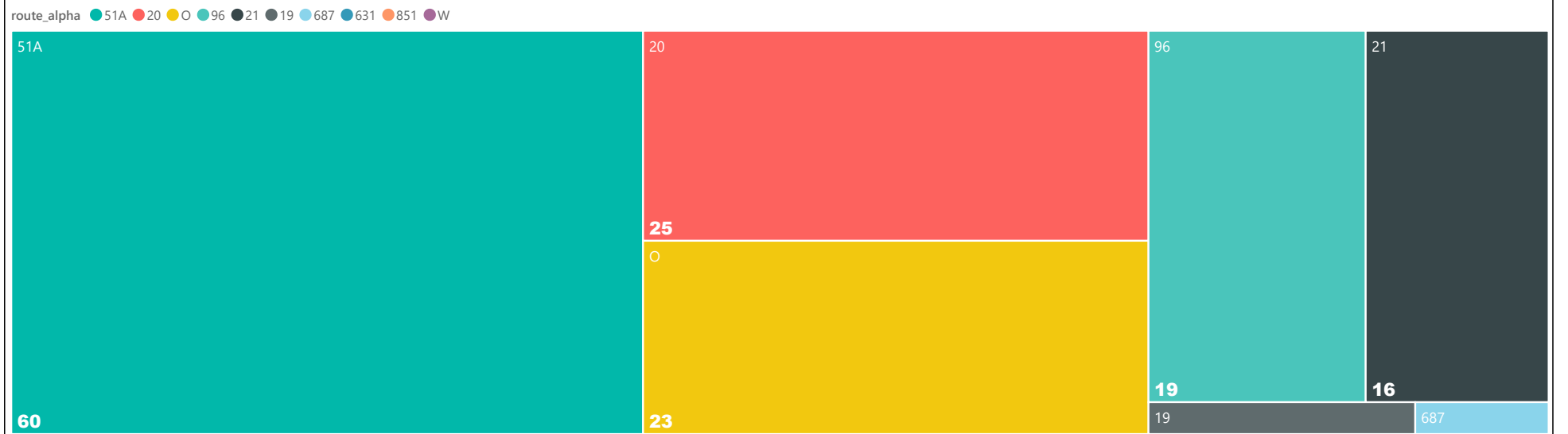
Distinct Operators
126

Division
All

Route Alpha
All



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
3/1/2024	6/30/2024	12	5	310	11	All ▼	All ▼

