

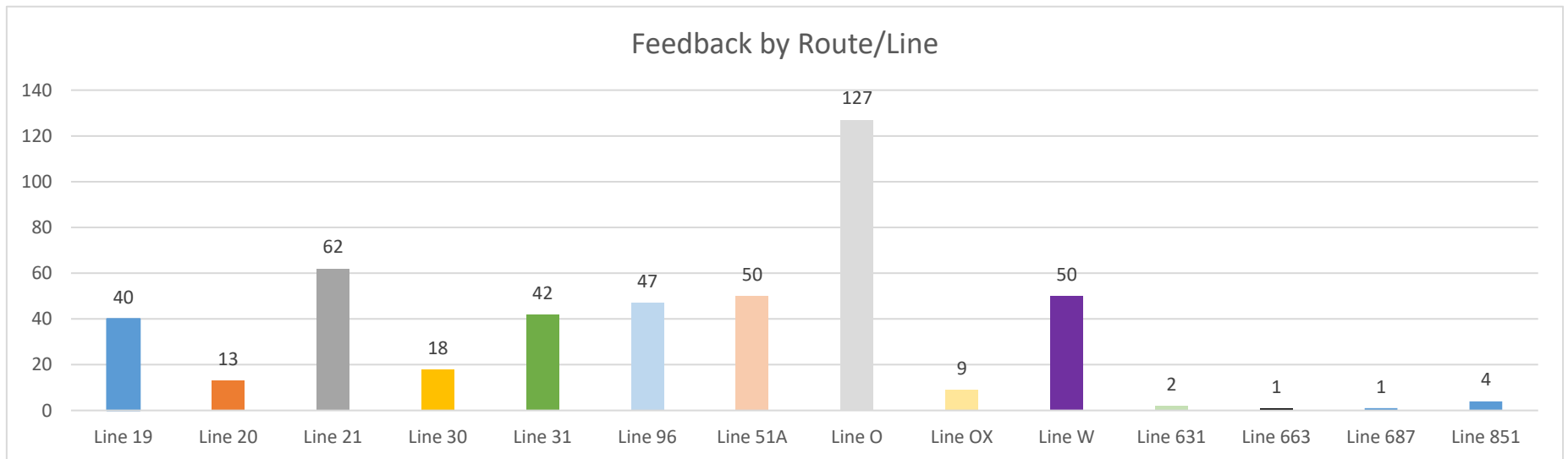
Alameda ILC Route Performance Report

Month	Weekday Metric	Line											
		19	20	21	51A	96	631	663	687	851	O	OX	W
May 2025	Average Daily Ridership	240	2,125	1,300	6,241	1,479	236	87	224	87	1,170	104	161
June 2025		254	1,973	1,200	5,623	1,279	67	47	23	42	597	65	79
July 2025		265	1,851	1,186	5,473	1,268	0	0	0	106	1,066	106	176
August 2025		270	1,999	1,345	5,980	1,424	296	88	169	91	1,232	93	176
May 2025	On Time Performance	75.7%	71.5%	73.6%	76.4%	69.1%	54.5%	42.1%	78.1%	75.3%	73.0%	58.7%	64.9%
June 2025		79.6%	72.5%	76.5%	78.6%	75.0%	61.3%	68.3%	78.6%	70.4%	71.4%	59.4%	68.9%
July 2025		78.8%	72.6%	76.0%	80.7%	74.6%	0.0%	0.0%	0.0%	67.7%	75.7%	61.9%	67.0%
August 2025		59.8%	74.1%	73.7%	75.0%	75.9%	69.4%	72.7%	95.5%	65.8%	67.5%	53.6%	59.9%
May 2025	Passengers Per Revenue Hour	9.3	26.4	20.9	33.0	23.0	97.7	77.7	151.2	9.2	16.4	9.9	16.0
June 2025		9.8	24.5	19.2	29.7	19.8	27.6	41.7	15.2	4.4	8.4	6.2	7.8
July 2025		10.3	23.0	19.0	28.9	19.7	0.0	0.0	0.0	11.2	14.9	10.0	17.5
August 2025		10.4	24.8	21.6	31.6	22.1	122.3	78.6	114.2	9.6	17.3	8.8	17.5
May 2025	Passengers Per Trip	7.5	31.3	22.4	35.7	23.9	59.1	43.5	74.6	8.7	17.5	13.0	17.9
June 2025		7.9	29.0	20.7	32.1	20.6	16.7	23.3	7.5	4.2	8.9	8.2	8.8
July 2025		8.3	27.2	20.4	31.3	20.5	0.0	0.0	0.0	10.6	15.9	13.3	19.6
August 2025		8.4	29.4	23.2	34.2	23.0	74.0	44.0	56.3	9.1	18.4	11.6	19.6
May 2025	Service Operated	97.0%	96.5%	95.0%	97.2%	97.3%	100.0%	100.0%	98.4%	96.2%	99.9%	96.4%	99.5%
June 2025		99.8%	98.0%	98.7%	98.2%	96.3%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%
July 2025		99.1%	98.3%	99.1%	99.1%	97.5%	100.0%	100.0%	100.0%	99.5%	99.3%	98.9%	99.5%
August 2025		98.8%	99.8%	99.5%	98.0%	99.1%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%

AC Transit Customer Feedback - Lines serving the City of Alameda

July through September 2025

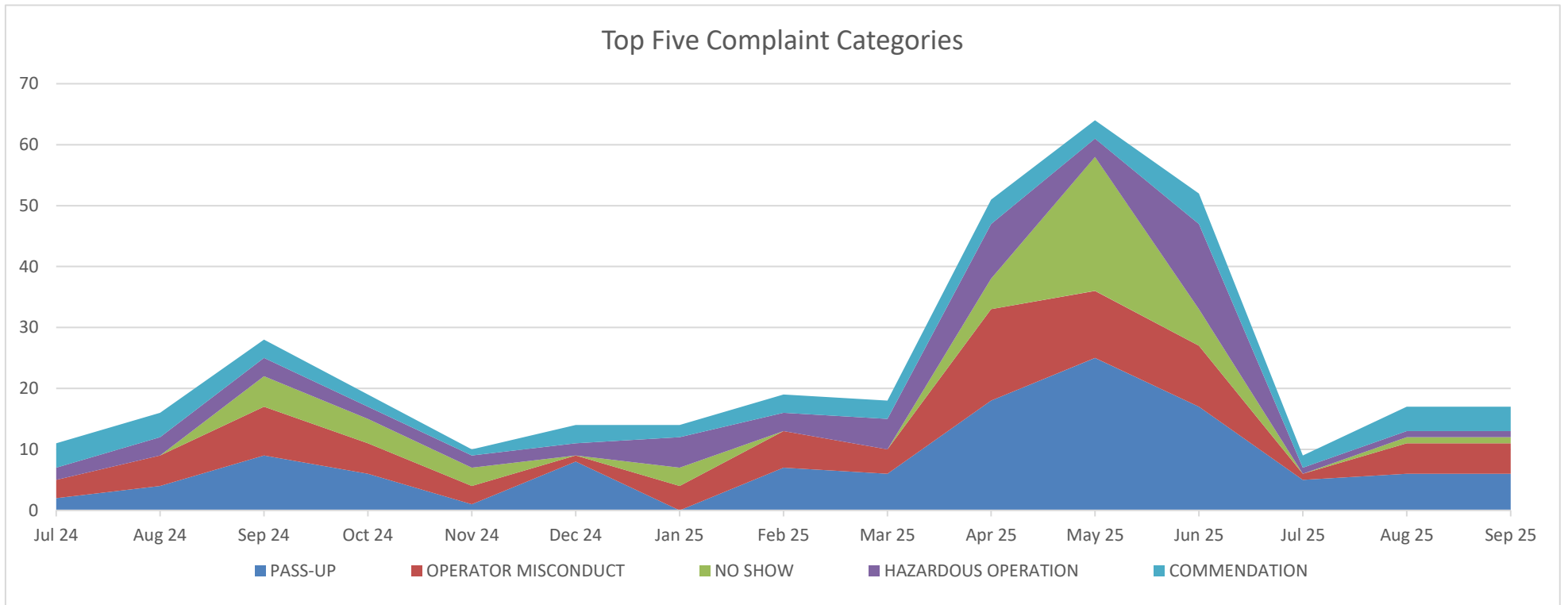
	Line 19	Line 20	Line 21	Line 30	Line 31	Line 96	Line 51A	Line O	Line OX	Line W	Line 631	Line 663	Line 687	Line 851	<i>total</i>
ADA-Related Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Boarding Denied	1	0	1	0	0	0	3	5	0	0	0	0	0	1	11
Bunching	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Bus Overloaded	0	0	0	0	0	0	0	54	1	4	1	0	0	0	60
Bus Shelters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Stop	3	0	0	3	4	4	3	2	0	0	0	0	0	0	19
Carry-By	3	0	0	0	1	0	3	0	0	0	0	0	0	0	7
Commendation	1	2	1	2	0	2	7	6	0	3	0	0	0	1	25
Crime/Vandalism	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Early	1	2	3	1	3	0	2	0	0	1	0	0	0	0	13
Fare Dispute	1	0	0	0	0	1	2	4	1	0	0	0	0	0	9
Hazardous Operation	3	1	1	1	3	2	2	7	1	2	0	0	0	0	23
Idling	0	0	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	0	0
Late	2	1	4	1	9	3	1	11	0	16	1	0	0	0	49
No-Show	5	2	2	4	7	2	2	11	0	7	0	1	0	0	43
Off Route	2	2	0	0	1	5	2	1	0	3	0	0	0	0	16
Operator Misconduct	4	1	4	0	2	6	6	0	0	4	0	0	0	0	27
Pass-Up	6	1	0	5	6	13	13	12	0	3	0	0	0	1	60
RealTime	0	0	0	0	1	1	0	3	0	3	0	0	1	0	9
Routes & Schedules	8	1	46	1	5	8	1	10	6	4	0	0	0	1	91
Signage	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2
<i>total</i>	40	13	62	18	42	47	50	127	9	50	2	1	1	4	466



51A-line Customer Feedback

July - September 2025

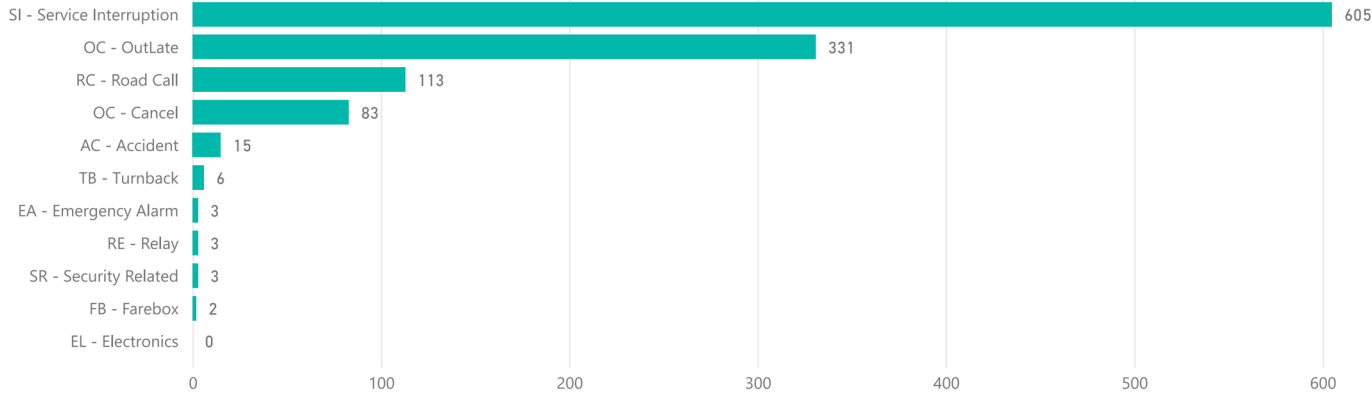
		<i>Total number of Contacts per month</i>																
Rank	Category	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Total	
1	PASS-UP	2	4	9	6	1	8	0	7	6	18	25	17	5	6	6	118	
2	OPERATOR MISCONDUCT	3	5	8	5	3	1	4	6	4	15	11	10	1	5	5	82	
3	NO SHOW	0	0	5	4	3	0	3	0	0	5	22	6	0	1	1	66	
4	HAZARDOUS OPERATION	2	3	3	2	2	2	5	3	5	9	3	14	1	1	1	63	
5	COMMENDATION	4	4	3	2	1	3	2	3	3	4	3	5	2	4	4	43	
6	LATE	0	0	3	2	2	0	1	2	0	5	5	8	0	1	1	40	
7	BOARDING DENIED	2	1	1	2	0	1	1	2	3	7	5	6	1	1	1	33	
8	ROUTES & SCHEDULES	3	0	1	0	1	0	1	1	0	5	4	2	0	1	1	24	
9	BUS STOP	1	0	0	0	0	1	0	1	3	2	3	0	1	2	2	11	
10	EARLY	0	0	0	0	0	0	0	0	1	2	2	2	0	0	0	9	



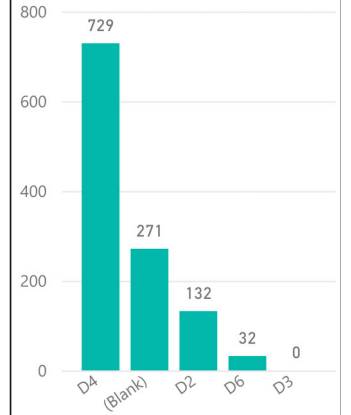
Incidents; Trips Removed From Service by Operations Control Center (OCC)

Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha	Problem Code
7/1/2025	9/30/2025	2146	1164	32572	316	All ▼	All ▼	All ▼

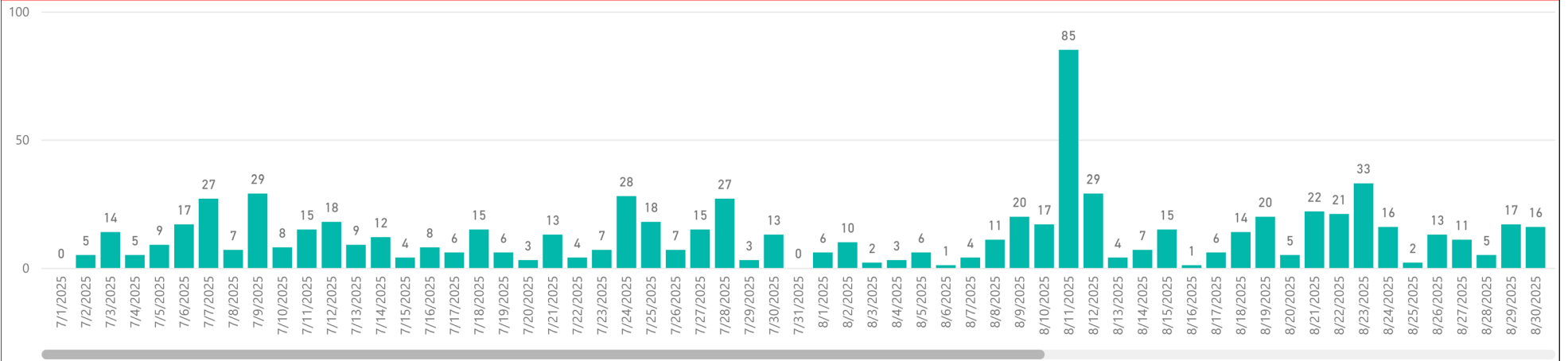
Trips Removed & Minutes Problem by Problem Code (Drill down to Sub code)



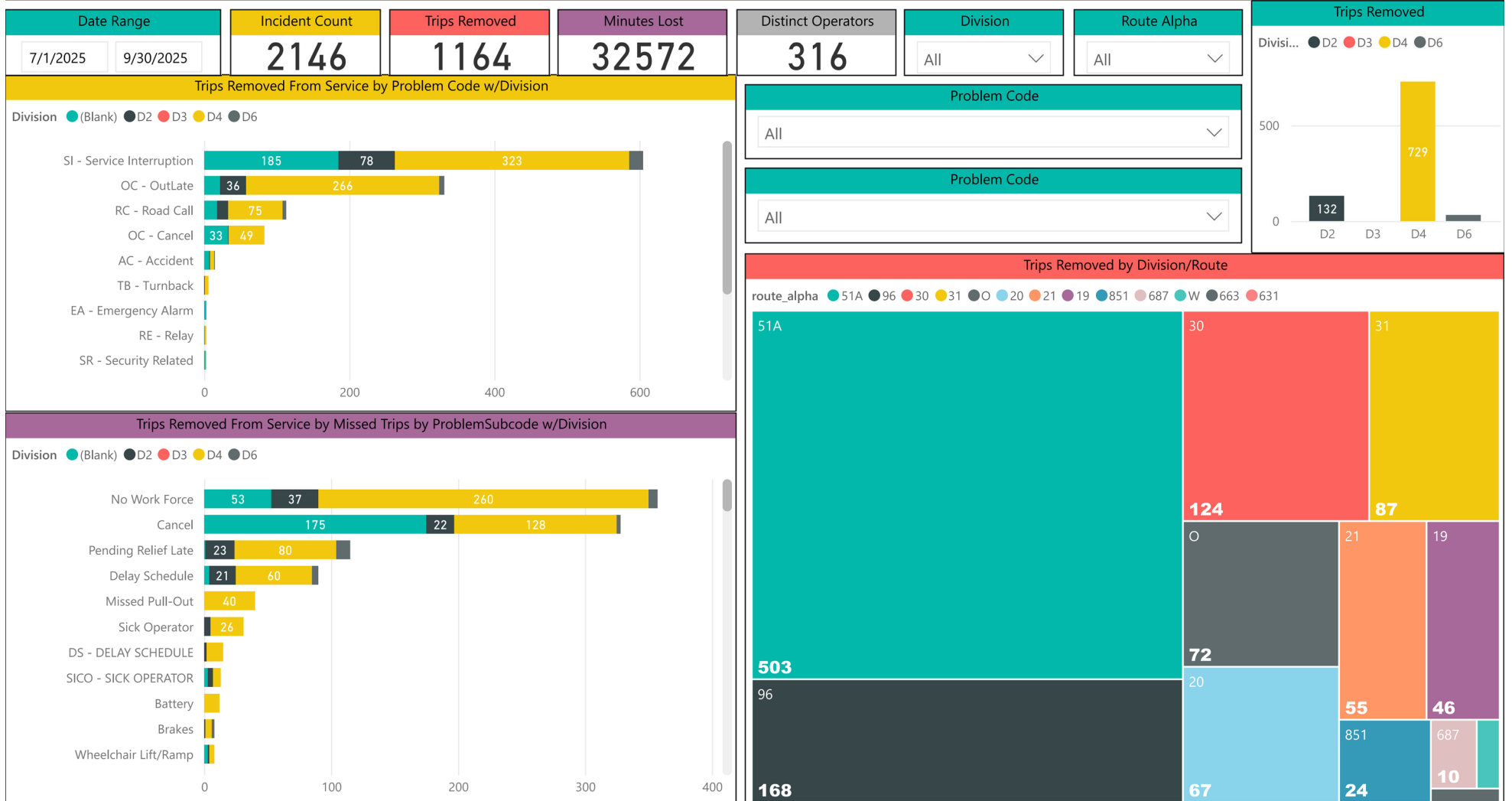
Trips Removed by Division



Daily Count of Trips Removed from Service

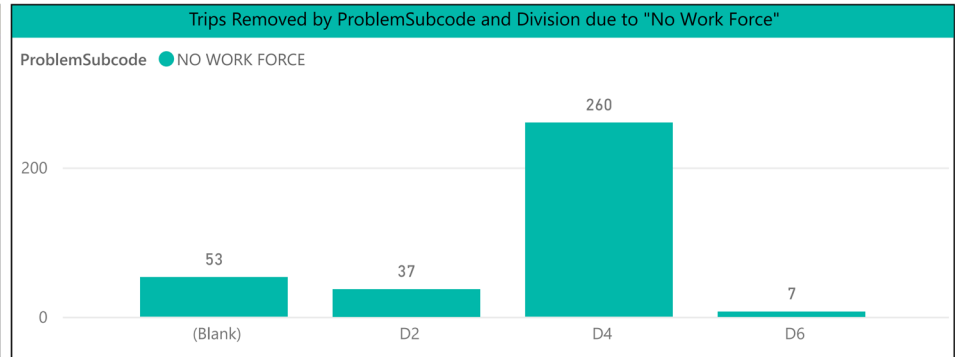
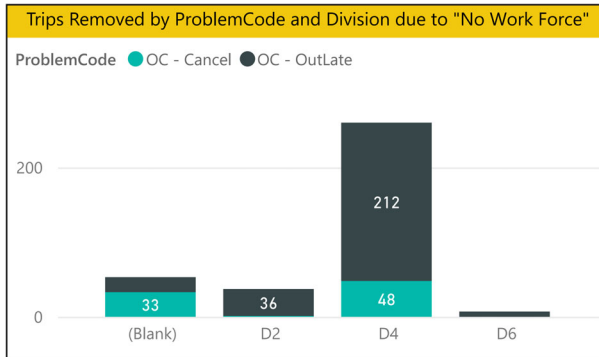
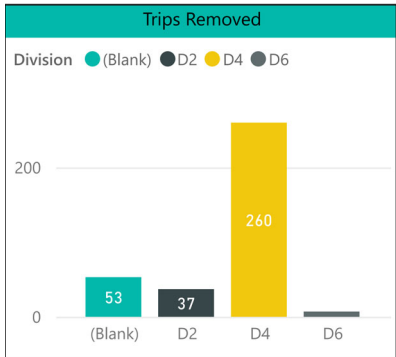


Division Incidents by Problem and Sub-Code Problems

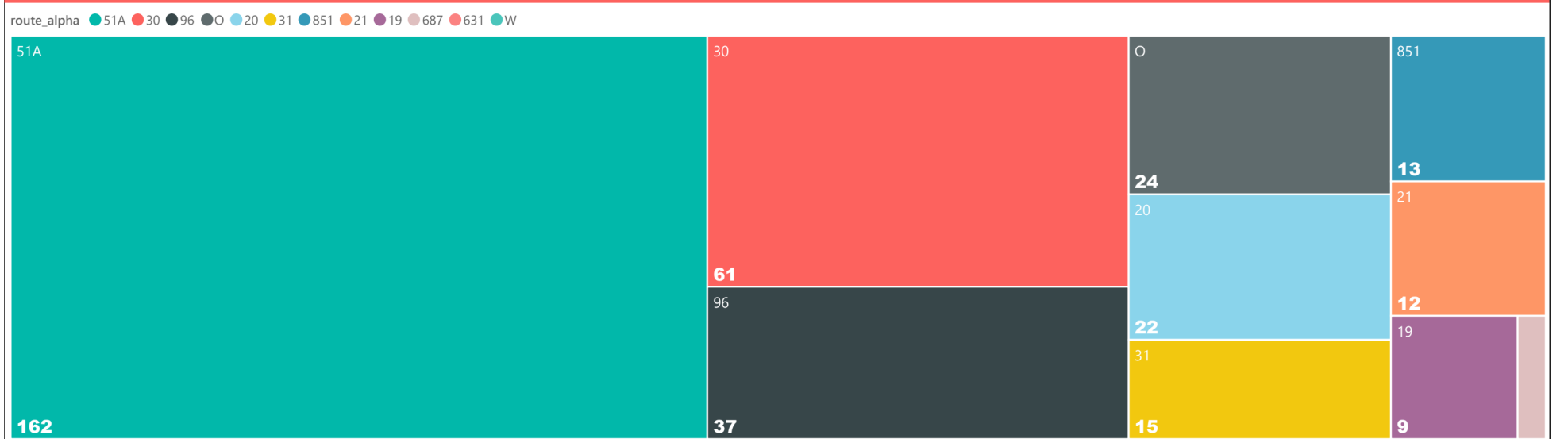


OCC Cancelled Trips Due to "No Work Force" Related Reasons

Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
7/1/2025	9/30/2025	95	357	15423	47	All ▼	All ▼

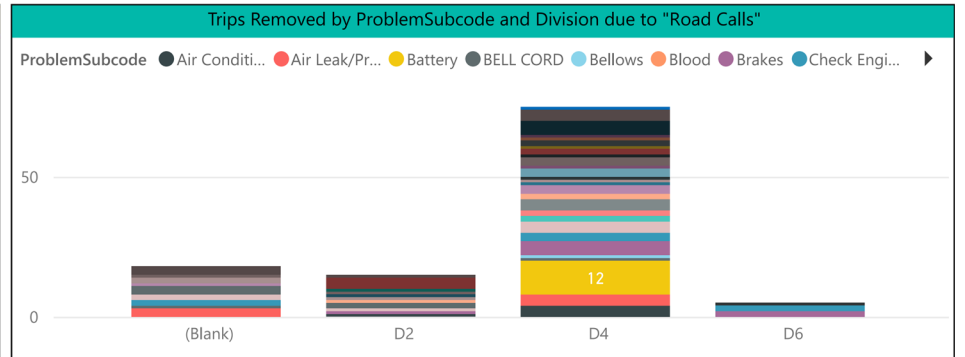
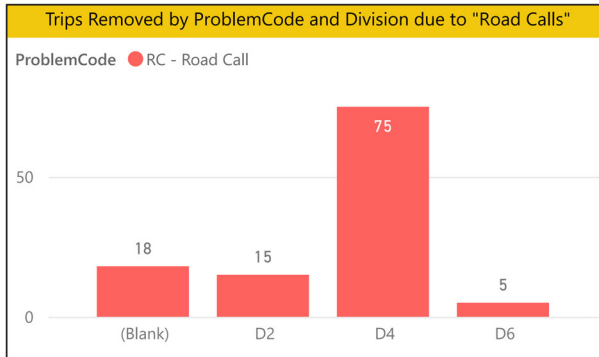
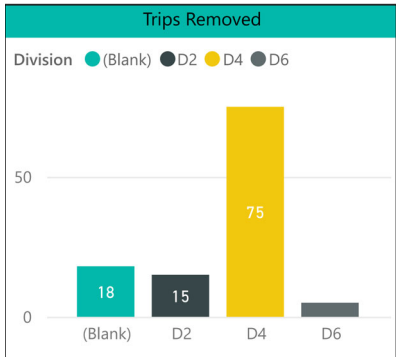


Trips Removed by Route due to "No Work Force"

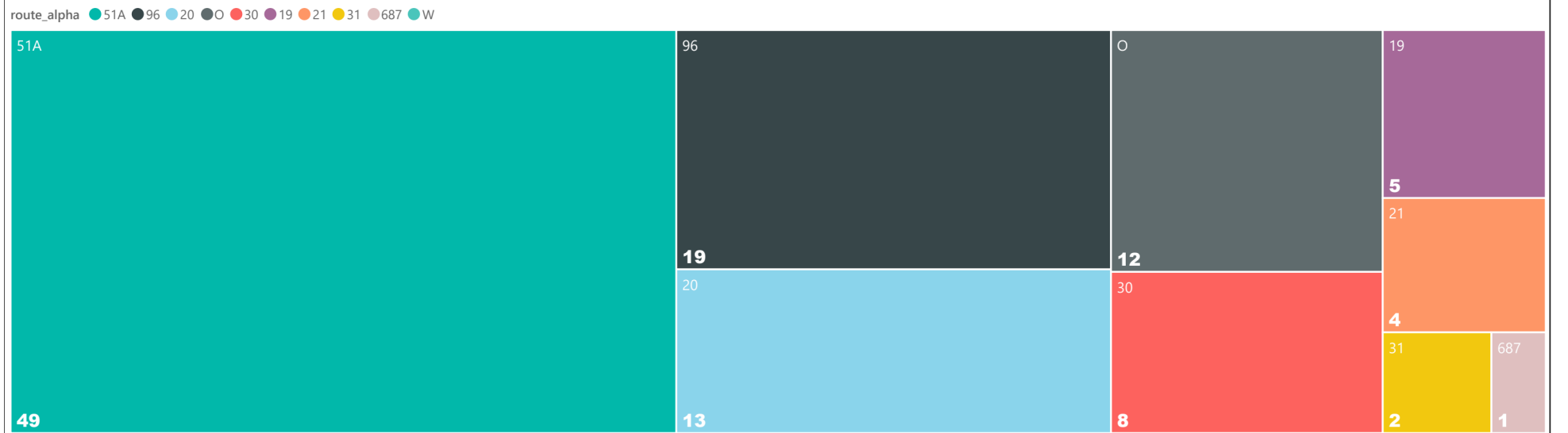


OCC Cancelled Trips Due to "Road Call" Related Reasons

Date Range	Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
7/1/2025 - 9/30/2025	227	113	6793	116	All	All

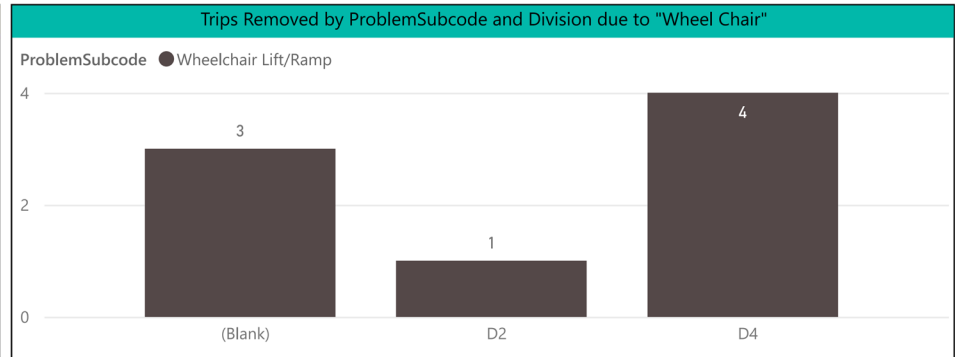
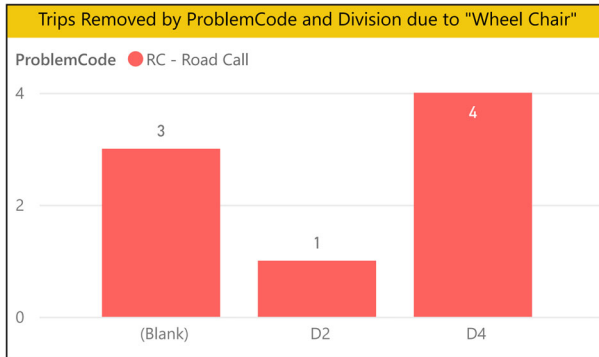
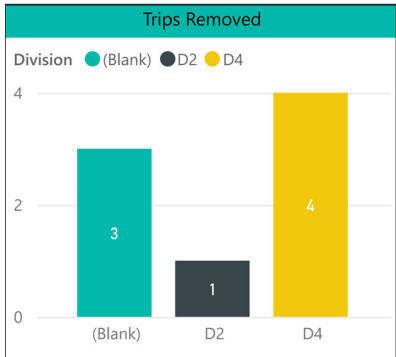


Trips Removed by Route due to "Road Calls"



OCC Cancelled Trips Due to "Wheel Chair" Related Reasons

Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
7/1/2025	9/30/2025	13	8	392	11	All ▼	All ▼



Trips Removed by Route due to "Wheel Chair"

