

Alameda ILC Route Performance Report

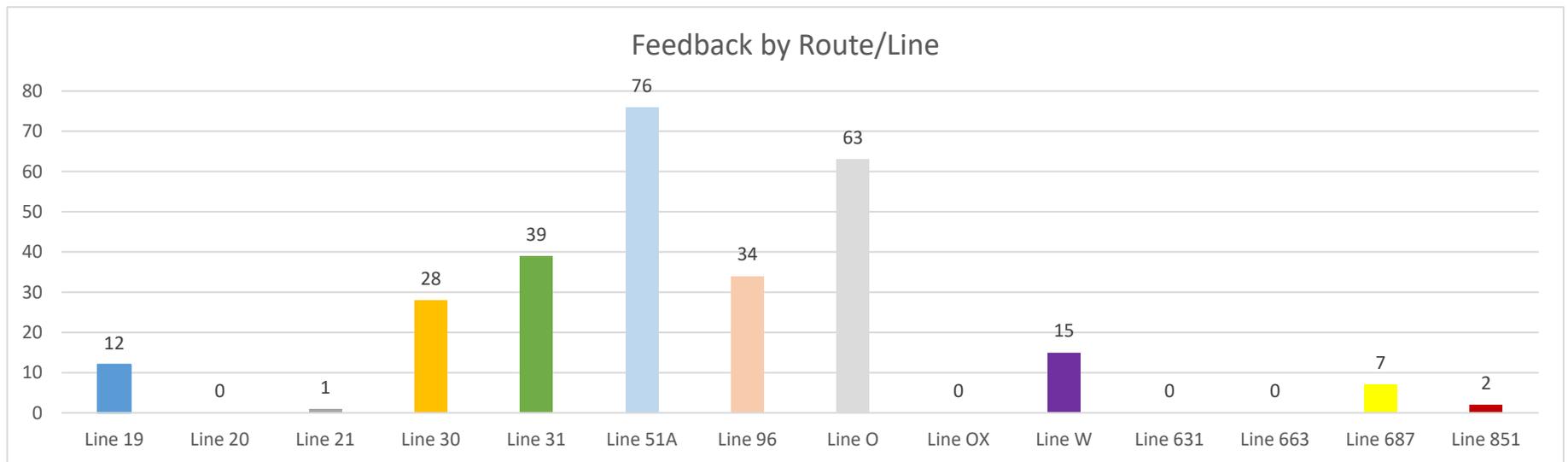
Month	Weekday Metric	Line										
		19	30	31	51A	96	631	663	687	851	O	W
September 2025	Average Daily Ridership	282	2,143	1,331	6,339	1,445	298	73	190	87	1,240	198
October 2025		304	2,070	1,361	6,169	1,444	303	95	185	85	1,122	175
November 2025		298	1,988	1,277	5,646	1,313	301	132	208	92	1,052	165
December 2025		284	1,936	1,252	5,369	1,259	286	92	210	86	1,003	133
September 2025	On Time Performance	54.1%	74.3%	74.4%	72.9%	73.4%	65.6%	78.7%	85.7%	67.6%	68.5%	58.7%
October 2025		49.0%	68.8%	76.1%	73.6%	72.2%	70.8%	78.7%	85.3%	69.1%	69.4%	60.2%
November 2025		57.5%	73.1%	76.7%	75.6%	60.7%	67.7%	56.6%	82.3%	65.4%	70.2%	59.9%
December 2025		50.3%	76.8%	74.9%	77.1%	66.3%	77.6%	77.8%	72.0%	68.1%	67.1%	52.0%
September 2025	Passengers Per Revenue Hour	8.5	21.7	15.0	33.6	18.0	110.4	57.0	128.4	9.2	17.8	18.0
October 2025		9.1	21.0	15.3	32.7	18.0	112.2	74.2	125.0	8.9	16.1	16.0
November 2025		8.9	20.2	14.4	30.0	16.3	111.5	103.1	140.5	9.7	15.1	15.0
December 2025		8.5	19.6	14.1	28.5	15.7	105.9	71.9	141.9	9.1	14.4	12.1
September 2025	Passengers Per Trip	8.3	25.8	19.9	36.6	21.9	74.5	36.5	63.3	8.7	18.5	22.0
October 2025		8.9	24.9	20.3	35.7	21.9	75.8	47.5	61.7	8.5	16.7	19.4
November 2025		8.8	24.0	19.1	32.6	19.9	75.3	66.0	69.3	9.2	15.7	18.3
December 2025		8.4	23.3	18.7	31.0	19.1	71.5	46.0	70.0	8.6	15.0	14.8
September 2025	Service Operated	98.9%	98.9%	98.7%	98.2%	98.7%	100.0%	100.0%	100.0%	99.5%	97.7%	100.0%
October 2025		99.6%	98.0%	99.0%	99.1%	98.8%	100.0%	100.0%	100.0%	98.3%	98.5%	99.5%
November 2025		99.4%	98.5%	98.7%	98.8%	99.4%	100.0%	100.0%	100.0%	98.9%	98.4%	98.2%
December 2025		94.7%	97.0%	98.6%	97.5%	99.4%	100.0%	100.0%	100.0%	99.1%	98.0%	98.5%

AC Transit Customer Feedback - Lines serving the City of Alameda

October through December 2025

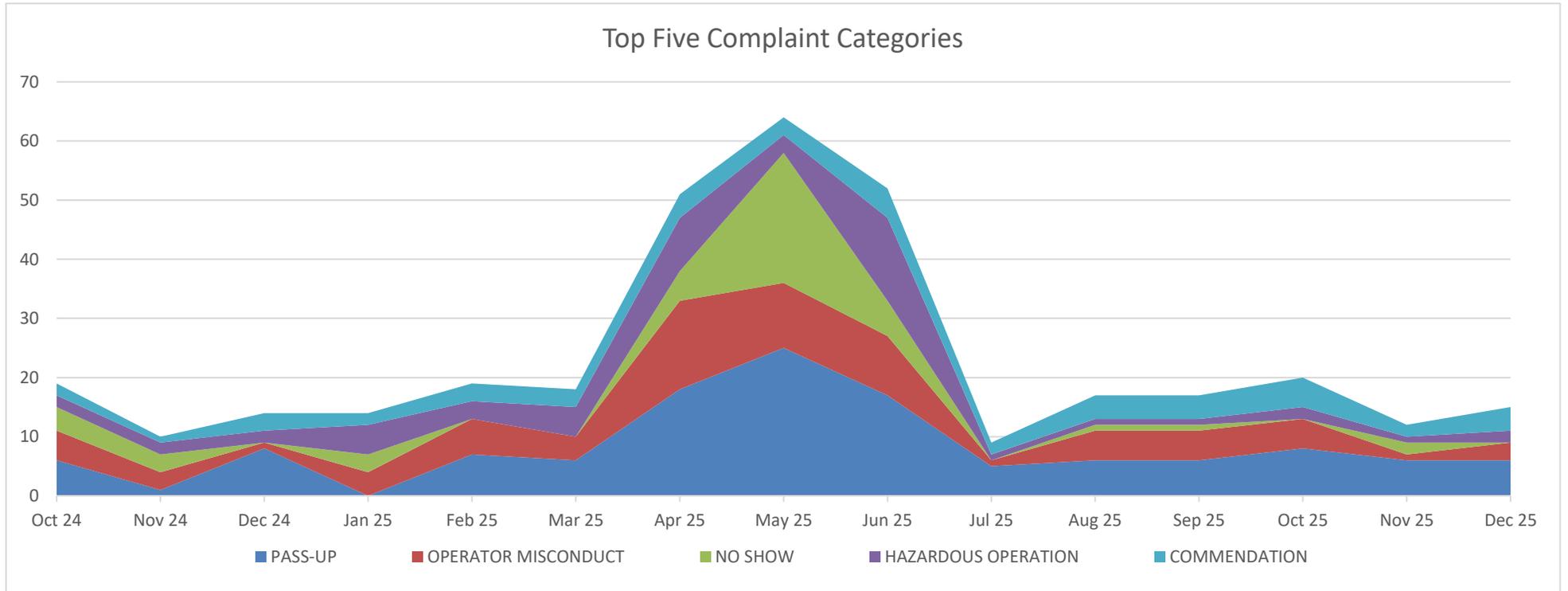
	Line 19	Line 20	Line 21	Line 30	Line 31	Line 51A	Line 96	Line O	Line OX	Line W	Line 631	Line 663	Line 687	Line 851	<i>total</i>
ADA-Related Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Boarding Denied	0	0	0	0	1	2	0	1	0	0	0	0	0	0	4
Bunching	0	0	0	0	0	2	0	0	0	0	0	0	0	0	2
Bus Overloaded	0	0	0	0	0	1	0	16	0	1	0	0	0	0	18
Bus Shelters	0	0	0	1	0	0	1	0	0	0	0	0	0	0	2
Bus Stop	0	0	0	4	0	5	2	0	0	0	0	0	0	0	11
Carry-By	0	0	0	2	0	0	0	0	0	0	0	0	0	0	2
Commendation	1	0	0	3	0	11	3	2	0	0	0	0	0	0	20
Crime/Vandalism	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Early	0	0	0	1	2	1	2	1	0	0	0	0	0	0	7
Fare Dispute	0	0	0	0	0	6	1	1	0	0	0	0	0	0	8
Hazardous Operation	0	0	0	6	1	5	4	5	0	0	0	0	0	0	21
Idling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unauthorized Stop	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Late	1	0	0	2	14	7	3	4	0	5	0	0	0	2	38
No-Show	1	0	0	2	14	2	4	11	0	3	0	0	4	0	41
Off Route	1	0	0	1	0	0	2	2	0	0	0	0	2	0	8
Operator Misconduct	1	0	0	3	0	9	5	1	0	2	0	0	0	0	21
Pass-Up	6	0	0	3	5	20	6	11	0	2	0	0	0	0	53
RealTime	0	0	0	0	0	1	0	1	0	0	0	0	0	0	2
Routes & Schedules	1	0	1	0	2	2	1	6	0	2	0	0	1	0	16
Signage	0	0	0	0	0	1	0	1	0	0	0	0	0	0	2
<i>total</i>	12	0	1	28	39	76	34	63	0	15	0	0	7	2	277

Lines 20, 21, and OX discontinued August '25



51A-line Customer Feedback October - December 2025

		<i>Total number of Contacts per month</i>															
Rank	Category	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Total
1	PASS-UP	6	1	8	0	7	6	18	25	17	5	6	6	8	6	6	125
2	OPERATOR MISCONDUCT	5	3	1	4	6	4	15	11	10	1	5	5	5	1	3	79
3	NO SHOW	4	3	0	3	0	0	5	22	6	0	1	1	0	2	0	47
4	HAZARDOUS OPERATION	2	2	2	5	3	5	9	3	14	1	1	1	2	1	2	53
5	COMMENDATION	2	1	3	2	3	3	4	3	5	2	4	4	5	2	4	47
6	LATE	2	2	0	1	2	0	5	5	8	0	1	1	3	4	0	34
7	BOARDING DENIED	2	0	1	1	2	3	7	5	6	1	1	1	0	2	0	32
8	ROUTES & SCHEDULES	0	1	0	1	1	0	5	4	2	0	1	1	1	1	0	18
9	BUS STOP	0	0	1	0	1	3	2	3	0	1	2	2	1	2	2	20
10	EARLY	0	0	0	0	0	1	2	2	2	0	0	0	1	0	0	8

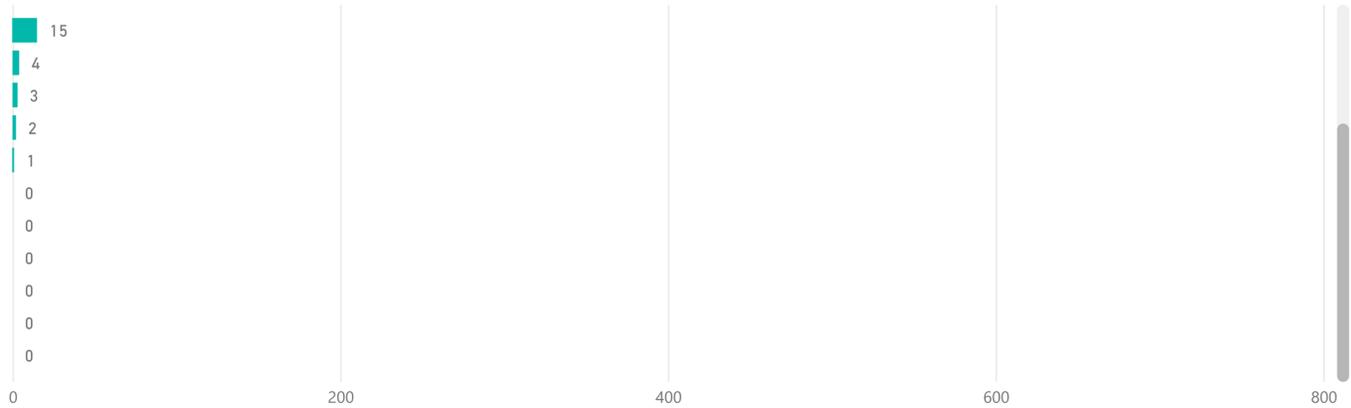


Incidents; Trips Removed From Service by Operations Control Center (OCC)

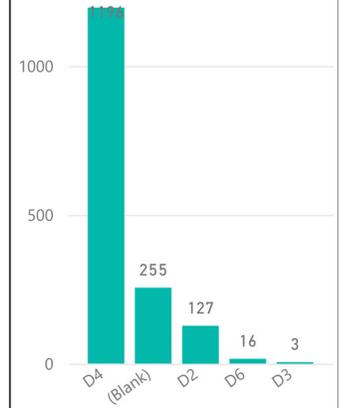
Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha	Problem Code
9/1/2025	12/31/2025	2750	1597	52208	323	All ▼	All ▼	All ▼

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

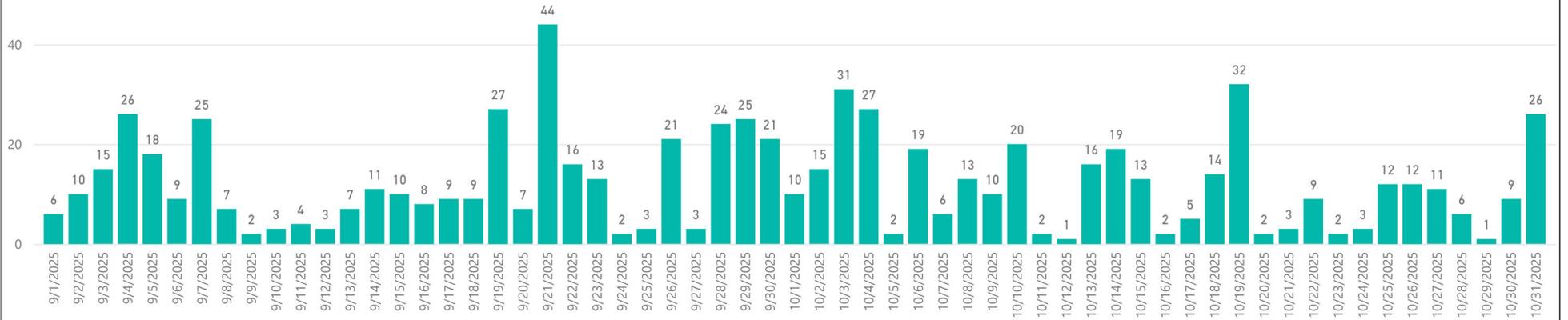
- SR - Security Related 15
- FB - Farebox 4
- TB - Turnback 3
- NM - Non Mechanical 2
- RE - Relay 1
- EA - Emergency Alarm 0
- EL - Electronics 0
- OT - Maintenance 0
- OT - Miscellaneous Department 0
- PC - Passenger Capacity 0
- WC - Wheelchair 0



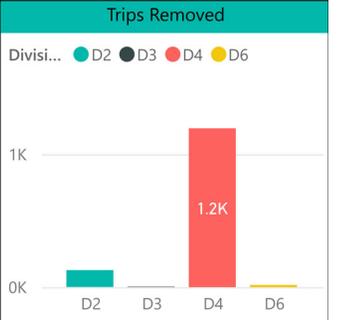
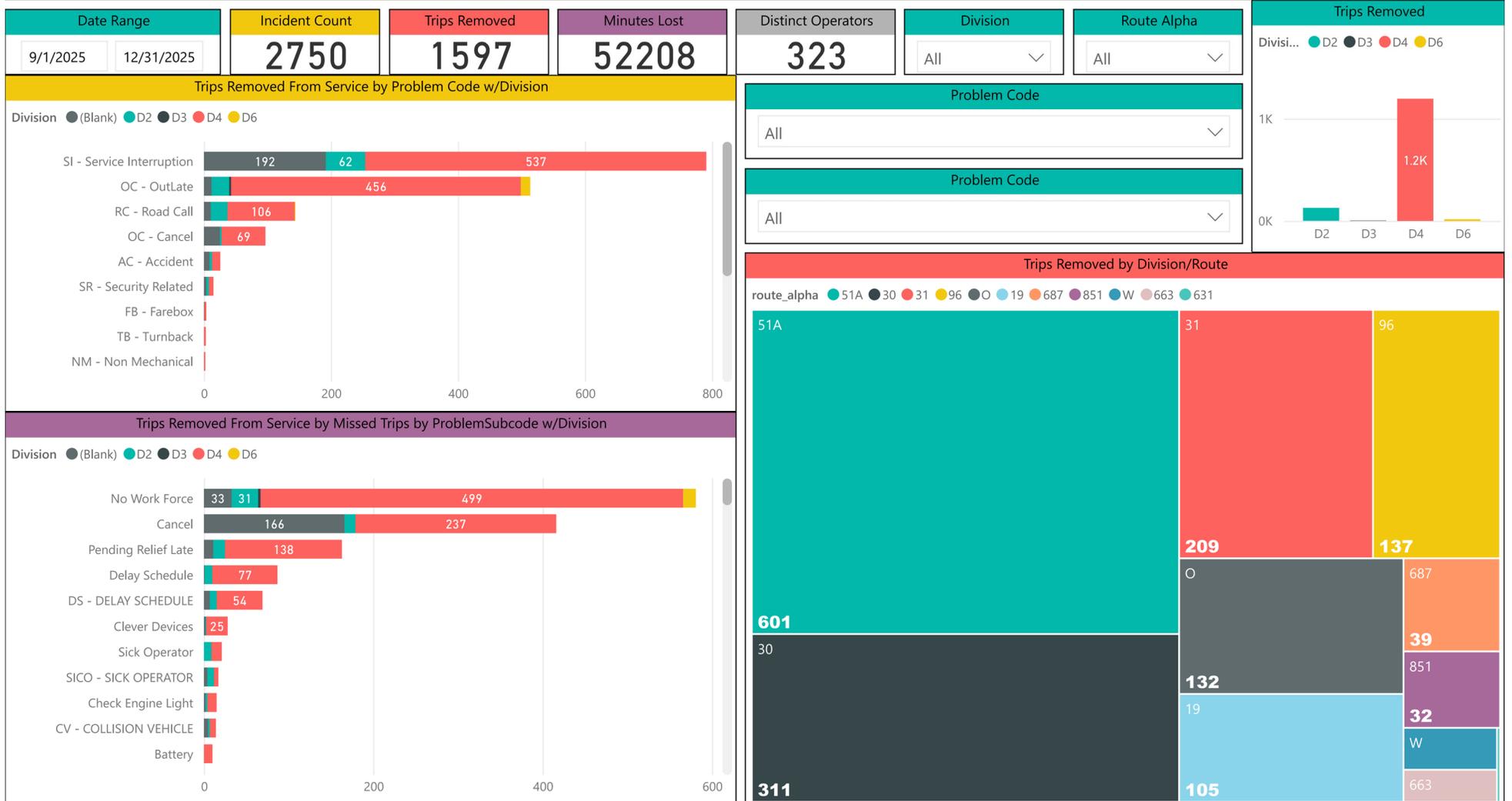
Trips Removed by Division



Daily Count of Trips Removed from Service

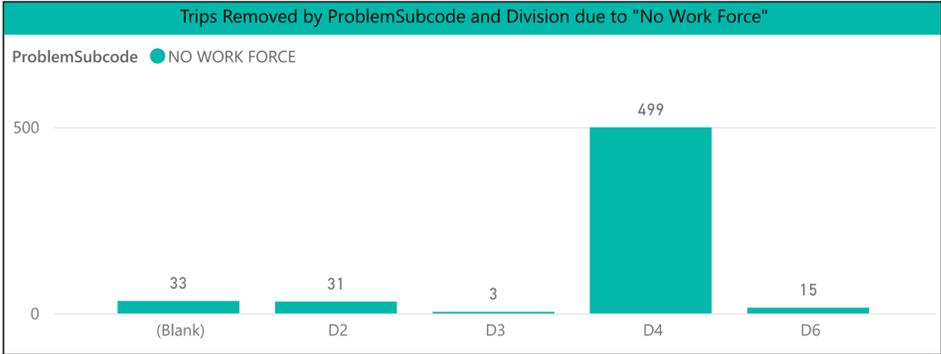
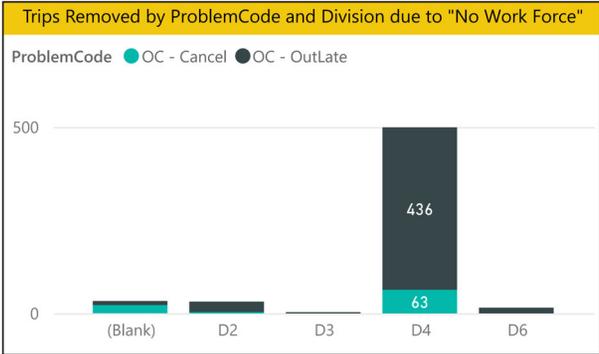
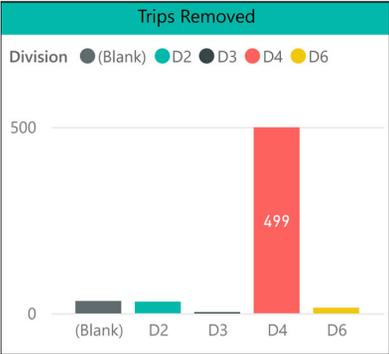


Division Incidents by Problem and Sub-Code Problems

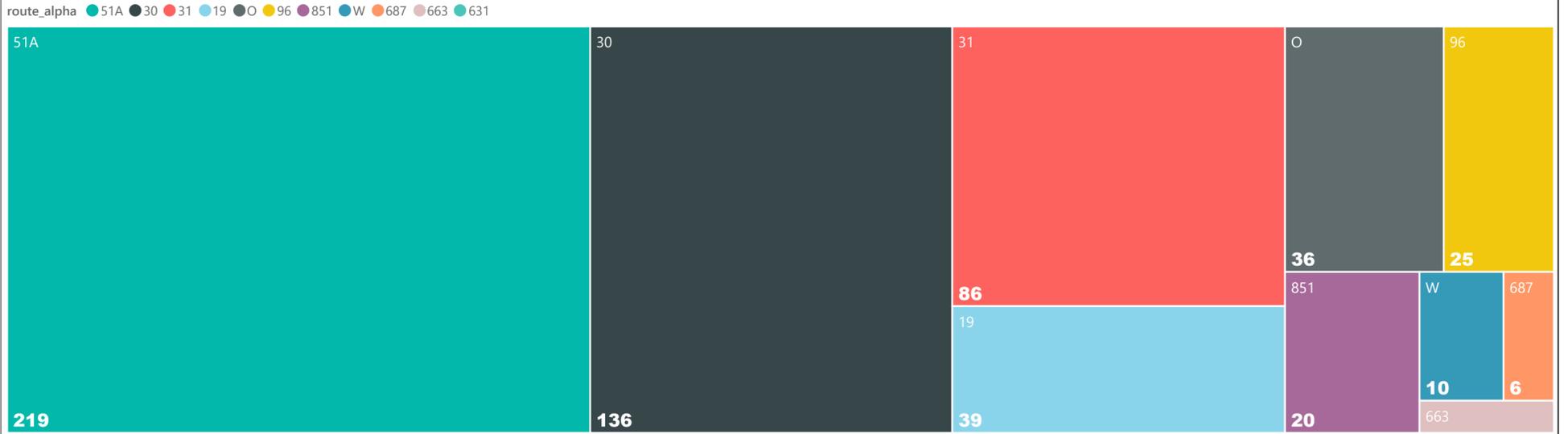


OCC Cancelled Trips Due to "No Work Force" Related Reasons

Date Range	Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
9/1/2025 - 12/31/2025	139	581	26351	55	All ▼	All ▼

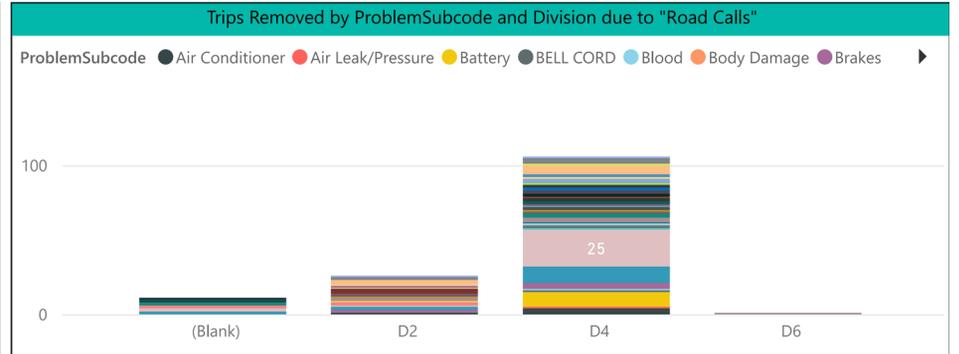
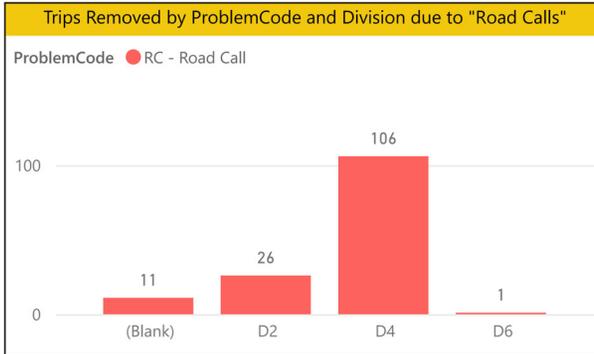
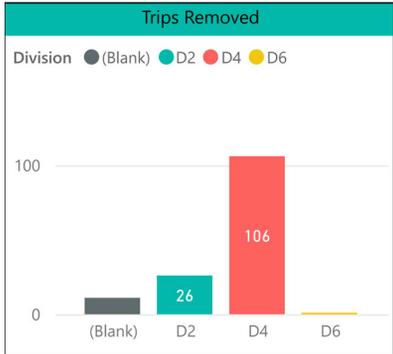


Trips Removed by Route due to "No Work Force"

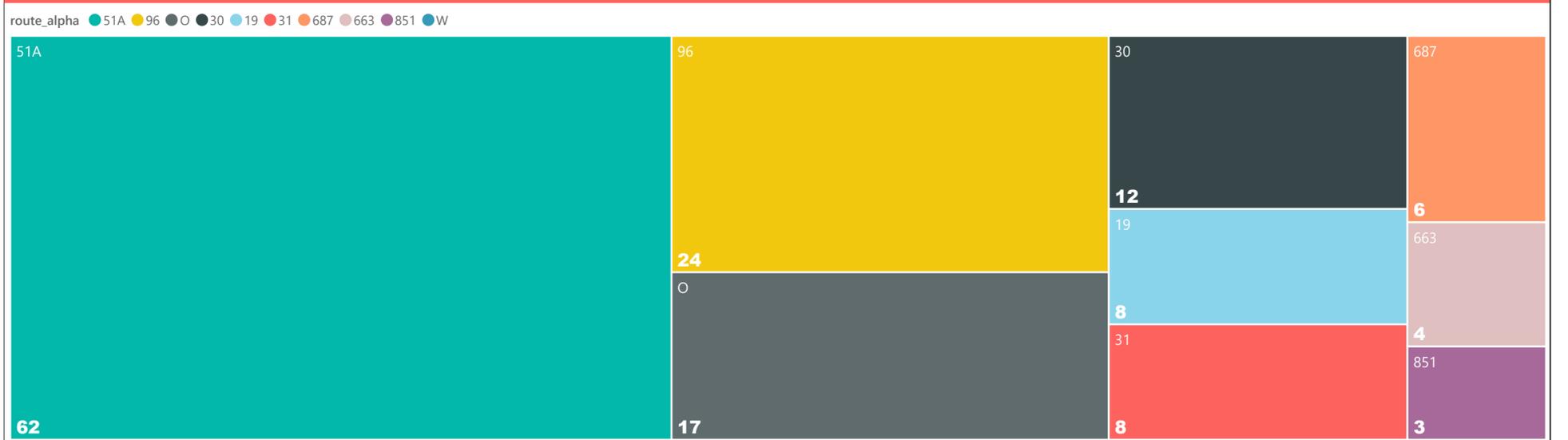


OCC Cancelled Trips Due to "Road Call" Related Reasons

Date Range	Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
9/1/2025 - 12/31/2025	282	144	8454	129	All ▼	All ▼

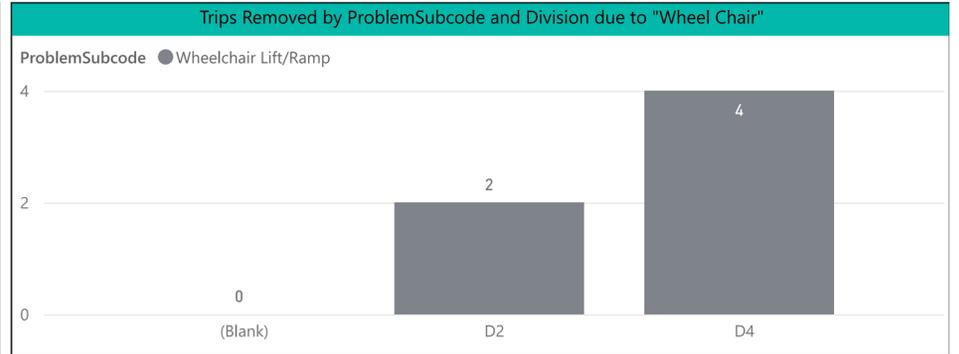
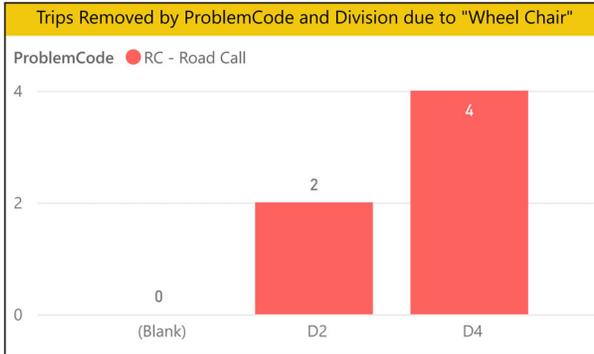
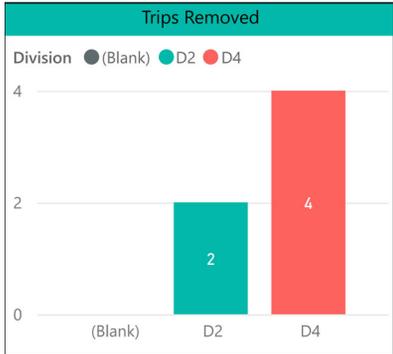


Trips Removed by Route due to "Road Calls"



OCC Cancelled Trips Due to "Wheel Chair" Related Reasons

Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
9/1/2025	12/31/2025	15	6	374	15	All ▼	All ▼



Trips Removed by Route due to "Wheel Chair"

