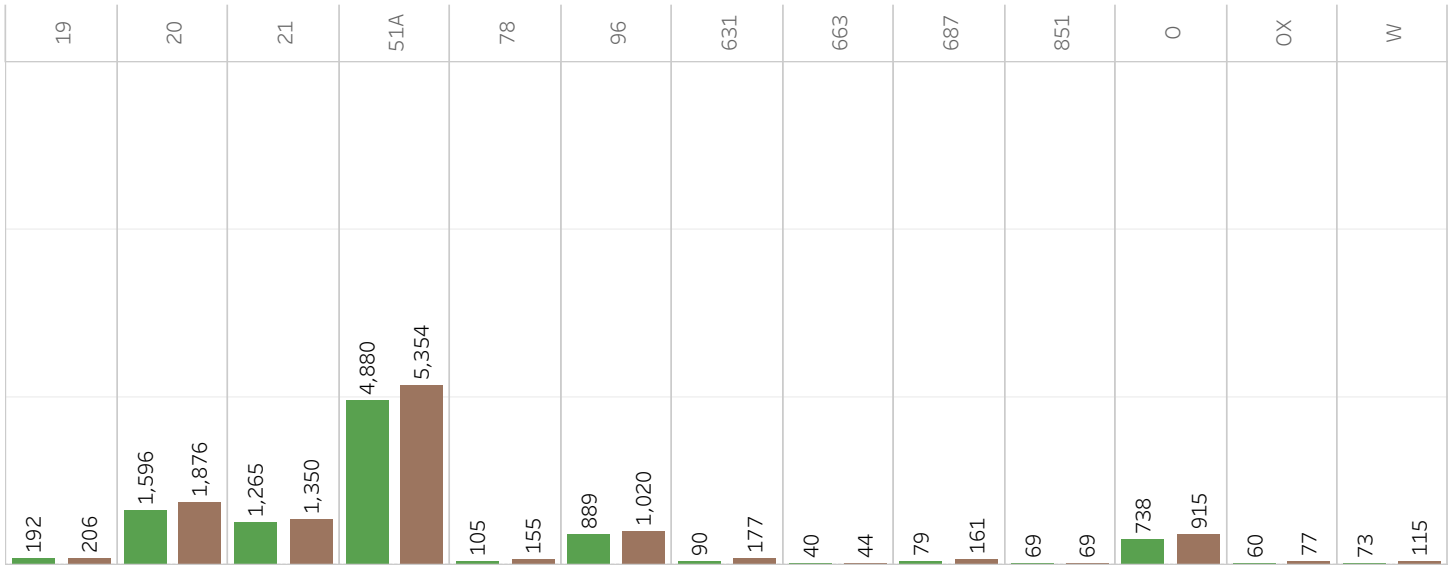
Average Daily Boardings by Route and Day Type

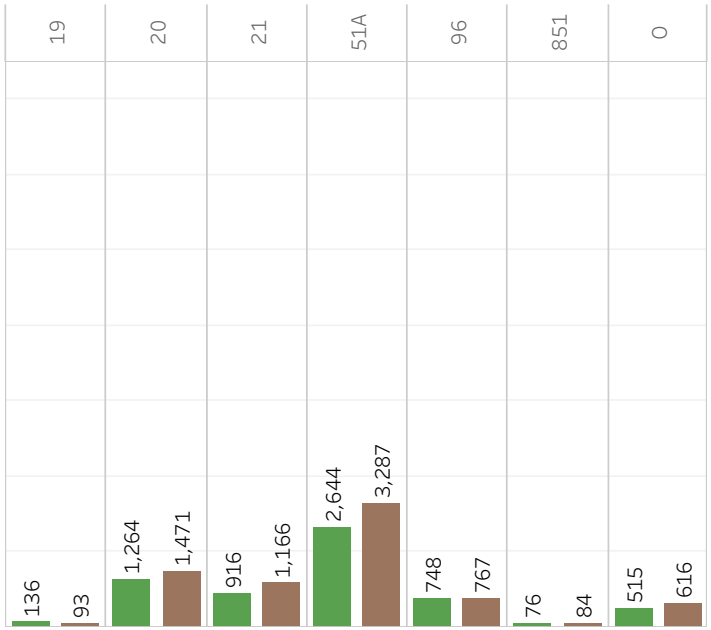
Average Weekday Ridership (November 2021 & November 2022)



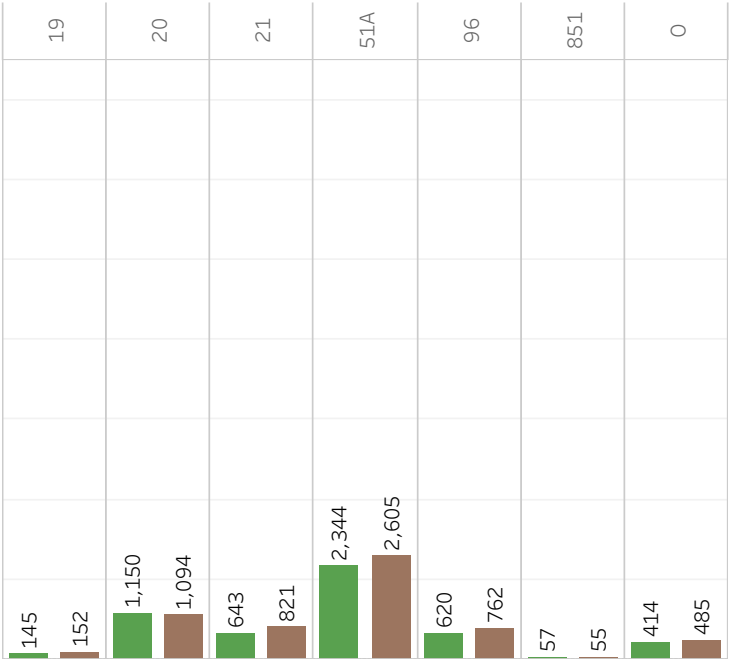
Weekday

	2021	2022
19	192	206
20	1,596	1,876
21	1,265	1,350
51A	4,880	5,354
78	105	155
96	889	1,020
631	90	177
663	40	44
687	79	161
851	69	69
0	738	915
OX	60	77
W	73	115

Average Saturday Ridership (November 2021 & November 2022)



Average Sunday Ridership (November 2021 & November 2022)



Saturday

	2021	2022
19	136	93
20	1,264	1,471
21	916	1,166
51A	2,644	3,287
96	748	767
851	76	84
0	515	616

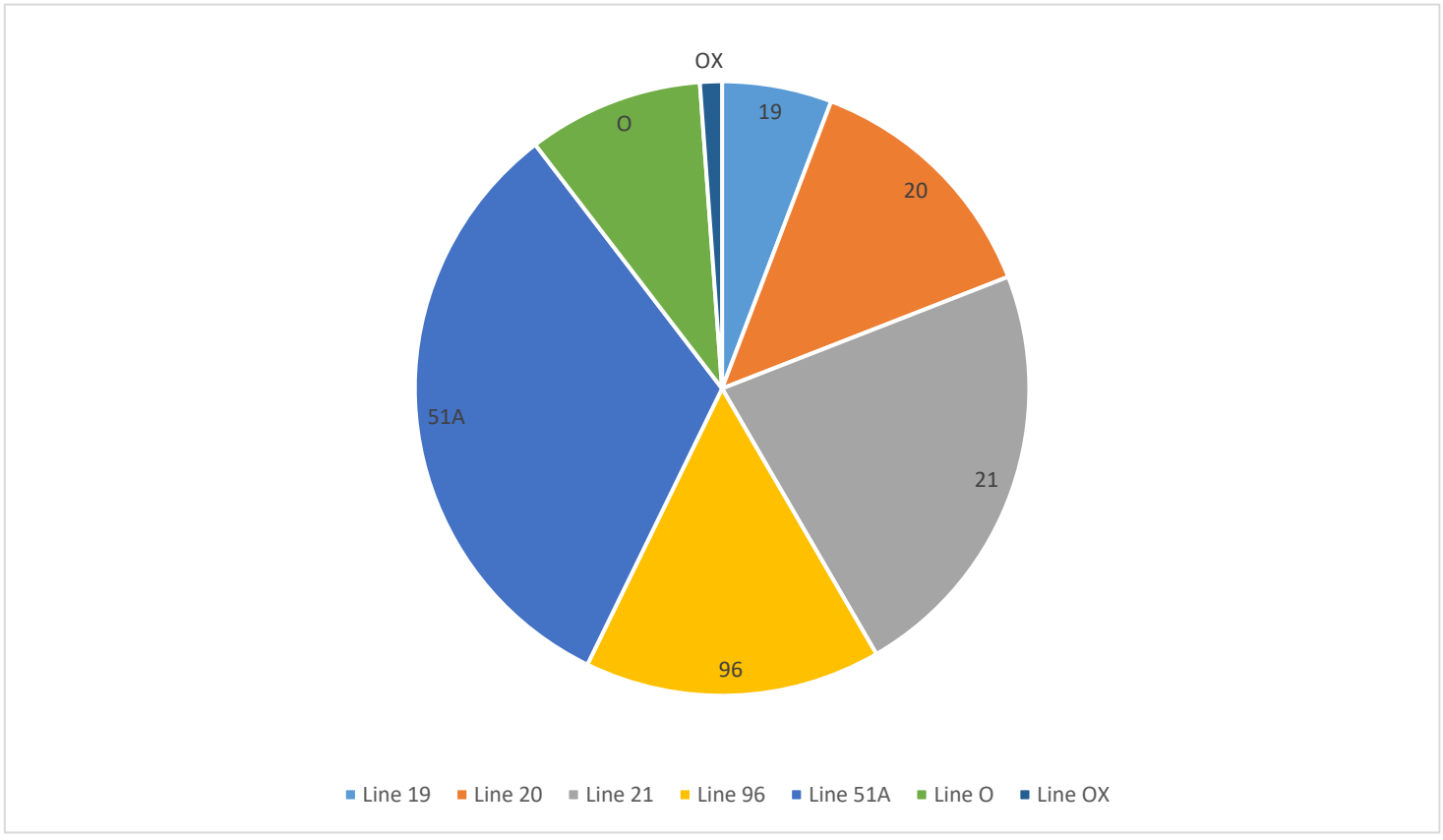
Sunday

	2021	2022
19	145	152
20	1,150	1,094
21	643	821
51A	2,344	2,605
96	620	762
851	57	55
0	414	485

AC Transit Customer Feedback - Lines serving the City of Alameda

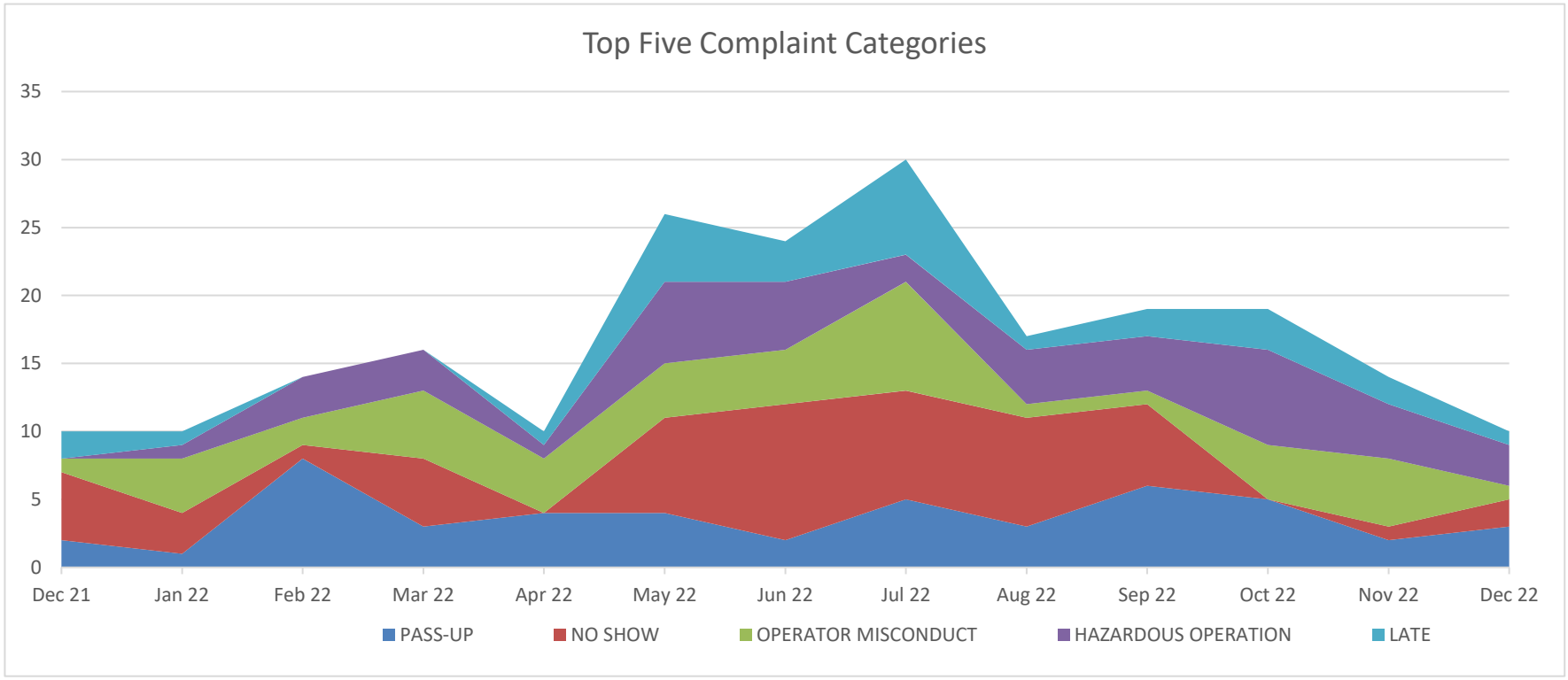
2022: October through December

	Line 19	Line 20	Line 21	Line 96	Line 51A	Line O	Line OX	Line W	*total*
ADA-RELATED EQUIPMENT	0	0	0	0	0	0	0	0	0
BOARDING DENIED	1	1	0	2	2	0	0	0	6
BUNCHING	0	0	0	0	0	0	0	0	0
BUS OVERLOADED	0	1	0	0	2	1	0	0	4
BUS SHELTERS	0	0	0	0	0	0	0	0	0
BUS STOP	1	0	2	1	1	0	0	0	5
CARRY-BY	0	0	0	0	2	0	0	0	2
COMMENDATION	0	0	0	2	2	0	0	0	4
CRIME/VANDALISM/SECURITY	0	0	0	0	0	0	0	0	0
EARLY	0	0	2	0	1	0	0	0	3
FARE DISPUTE	0	0	0	0	0	1	0	0	1
HAZARDOUS OPERATION	1	1	5	0	14	2	0	0	23
IDLING	0	0	0	0	0	0	0	0	0
IMPROPER/UNAUTHORIZED STOP	0	0	0	0	0	0	0	0	0
LATE	0	2	3	1	6	2	1	0	15
NO SHOW	3	8	19	4	3	5	1	0	43
OFF ROUTE	0	0	0	1	0	1	0	0	2
OPERATOR MISCONDUCT	1	5	5	3	10	0	0	0	24
PASS-UP	2	4	1	9	10	2	0	0	28
REALTIME	1	0	0	1	0	1	0	0	3
ROUTES & SCHEDULES	0	1	2	3	1	1	0	0	8
SIGNAGE	0	0	0	0	2	0	0	0	2
total	10	23	39	27	56	16	2	0	173



51A-line Customer Feedback

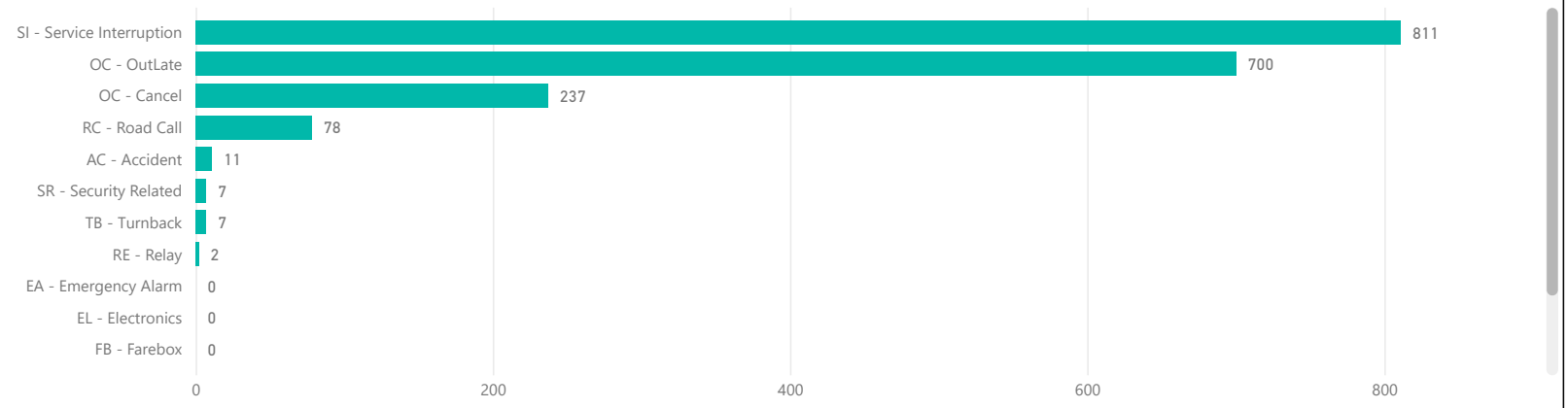
	Total number of Contacts per month	14	13	22	22	12	29	29	34	25	22	25	18	11	276
Rank	Category	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Total
1	PASS-UP	2	1	8	3	4	4	2	5	3	6	5	2	3	48
2	NO SHOW	5	3	1	5	0	7	10	8	8	6	0	1	2	56
3	OPERATOR MISCONDUCT	1	4	2	5	4	4	4	8	1	1	4	5	1	44
4	HAZARDOUS OPERATION	0	1	3	3	1	6	5	2	4	4	7	4	3	43
5	LATE	2	1	0	0	1	5	3	7	1	2	3	2	1	28
6	BOARDING DENIED	1	1	1	1	1	0	1	1	0	0	1	1	0	9
7	COMMENDATION	1	0	4	1	1	2	2	1	2	1	1	0	1	17
8	BUS STOP	0	0	2	1	0	0	0	1	1	1	1	0	0	7
9	ROUTES & SCHEDULES	0	0	0	0	0	2	1	0	0	0	1	0	0	4
10	EARLY	0	0	0	0	0	1	0	0	2	0	0	1	0	4



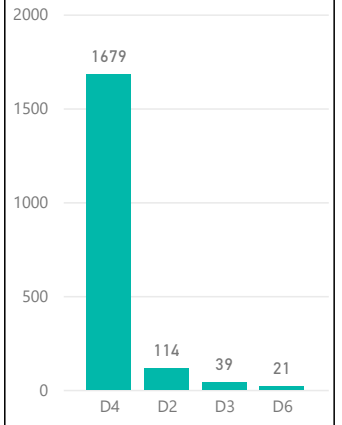
Incidents; Trips Removed From Service by Operations Control Center (OCC)

Date Range	Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha	Problem Code
10/1/2022 – 12/31/2022	840	1853	80744	247	All	All	All

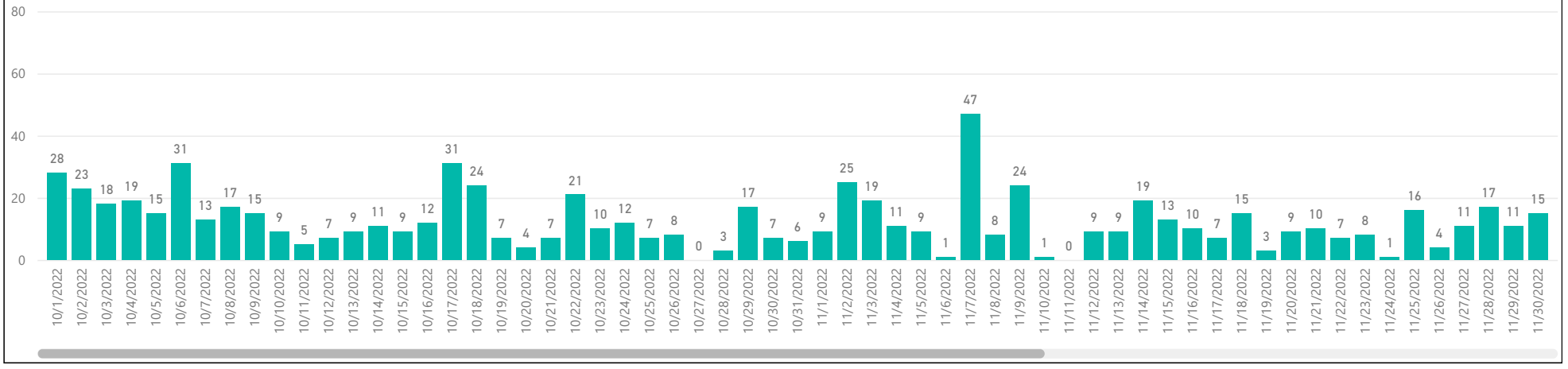
Trips Removed & Minutes Problem by Problem Code (Drill down to Sub code)



Trips Removed by Division



Daily Count of Trips Removed from Service



Division Incidents by Problem and Sub-Code Problems

Date Range	Incident Count	Trips Removed	Minutes Lost	Distinct Operators
10/1/2022 – 12/31/2022	840	1853	80744	247

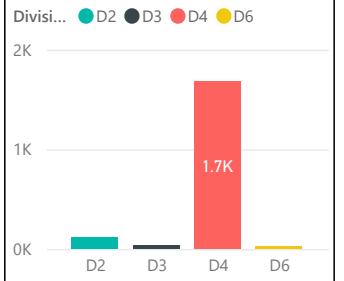
Division: All

Route Alpha: All

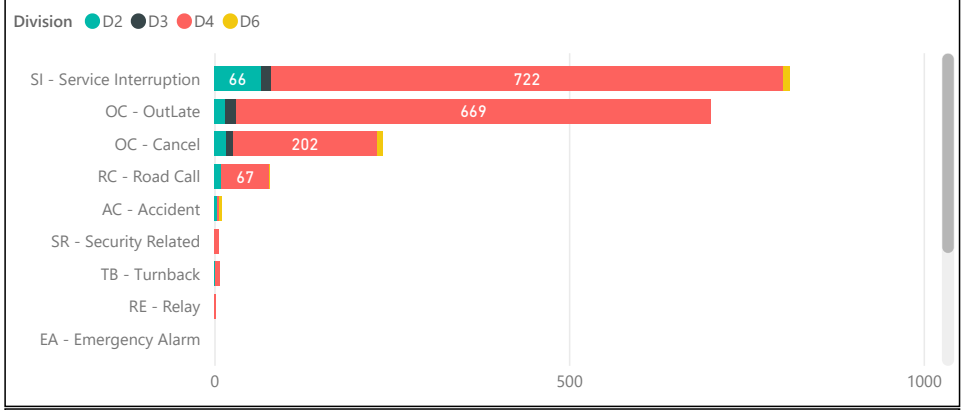
Problem Code: All

Problem Code: All

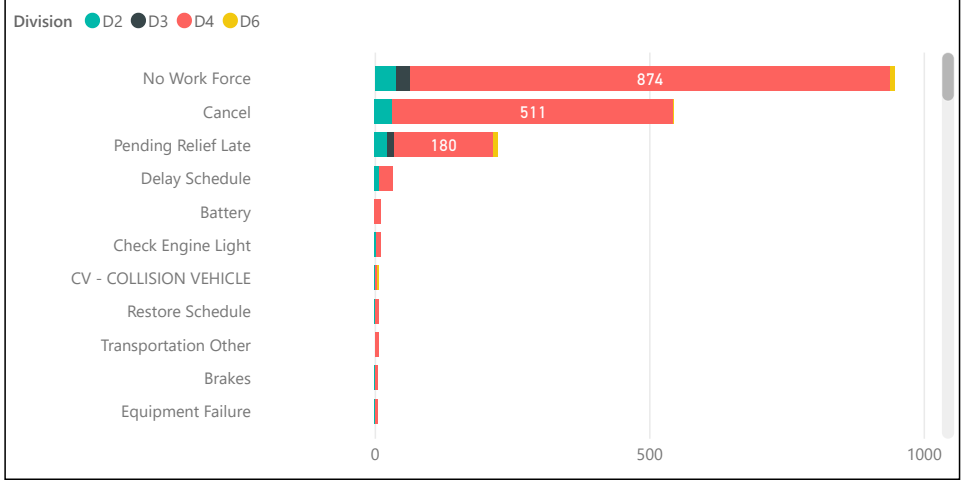
Trips Removed



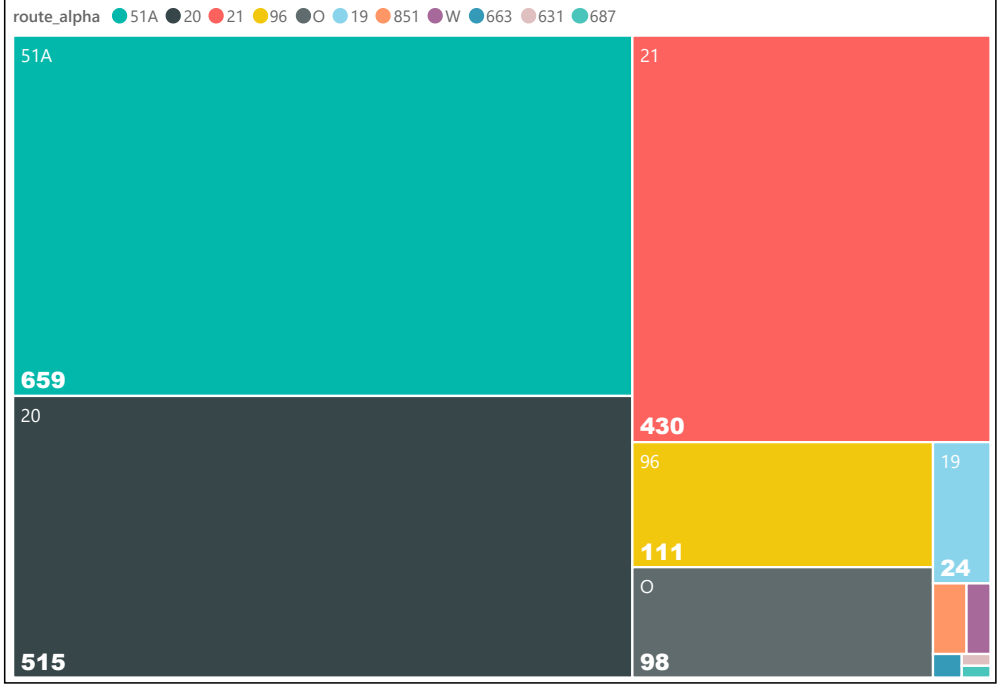
Trips Removed From Service by Problem Code w/Division



Trips Removed From Service by Missed Trips by ProblemSubcode w/Division



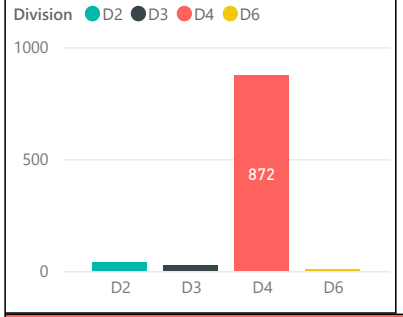
Trips Removed by Division/Route



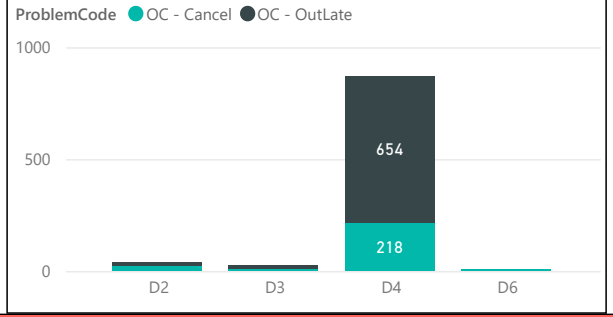
OCC Cancelled Trips Due to "No Work Force" Related Reasons

Date Range	Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
10/1/2022 – 12/31/2022	176	945	40367	69	All	All

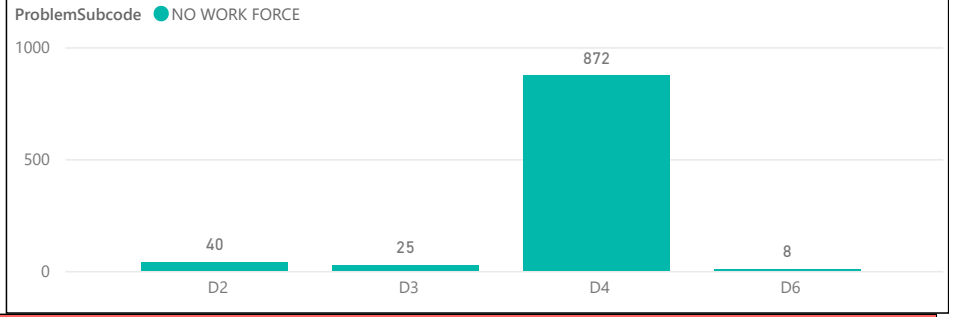
Trips Removed



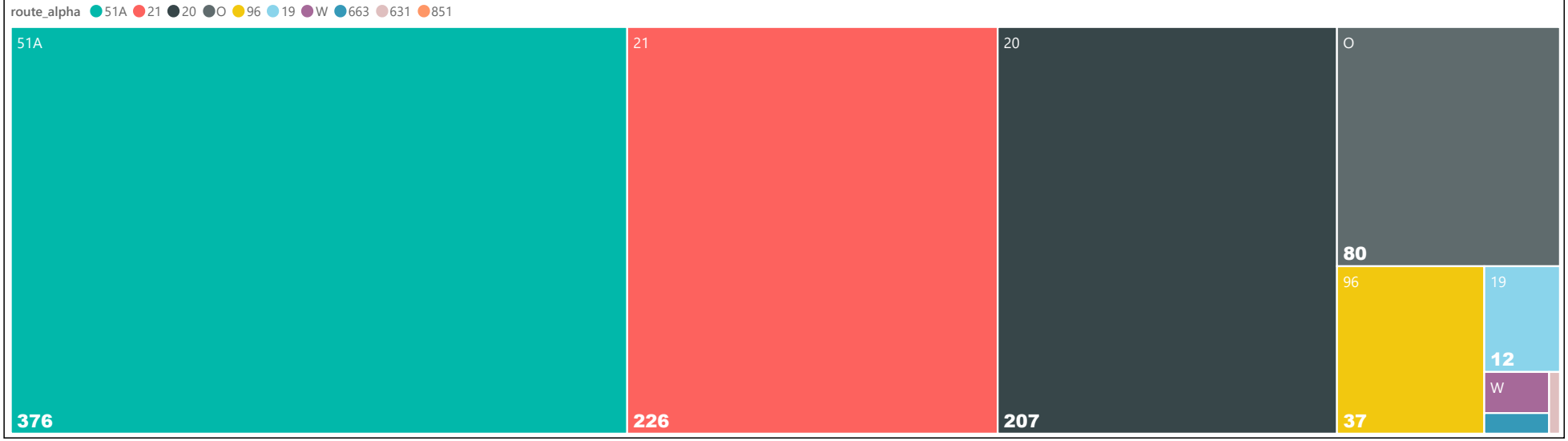
Trips Removed by ProblemCode and Division due to "No Work Force"



Trips Removed by ProblemSubcode and Division due to "No Work Force"



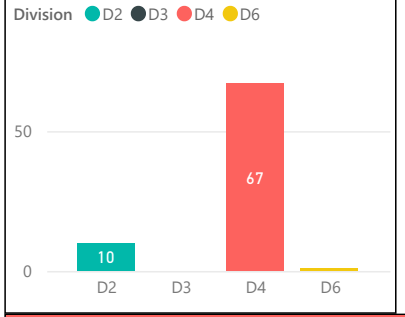
Trips Removed by Route due to "No Work Force"



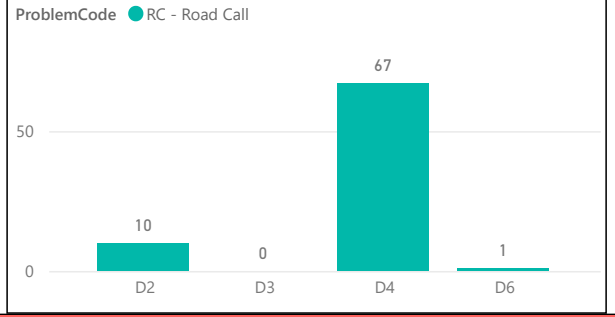
OCC Cancelled Trips Due to "Road Call" Related Reasons

Date Range	Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
10/1/2022 – 12/31/2022	145	78	3031	99	All	All

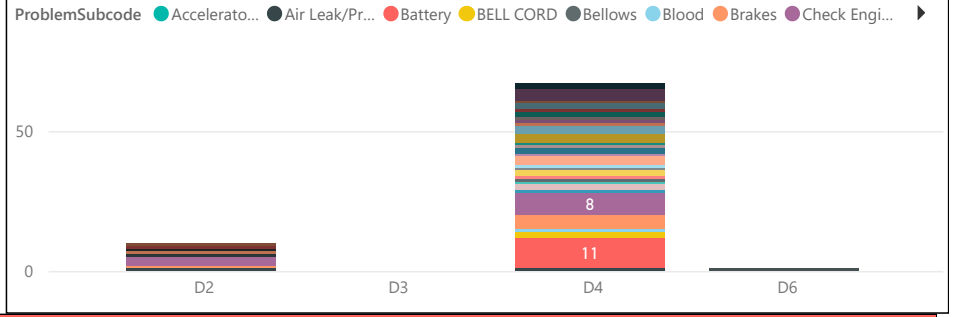
Trips Removed



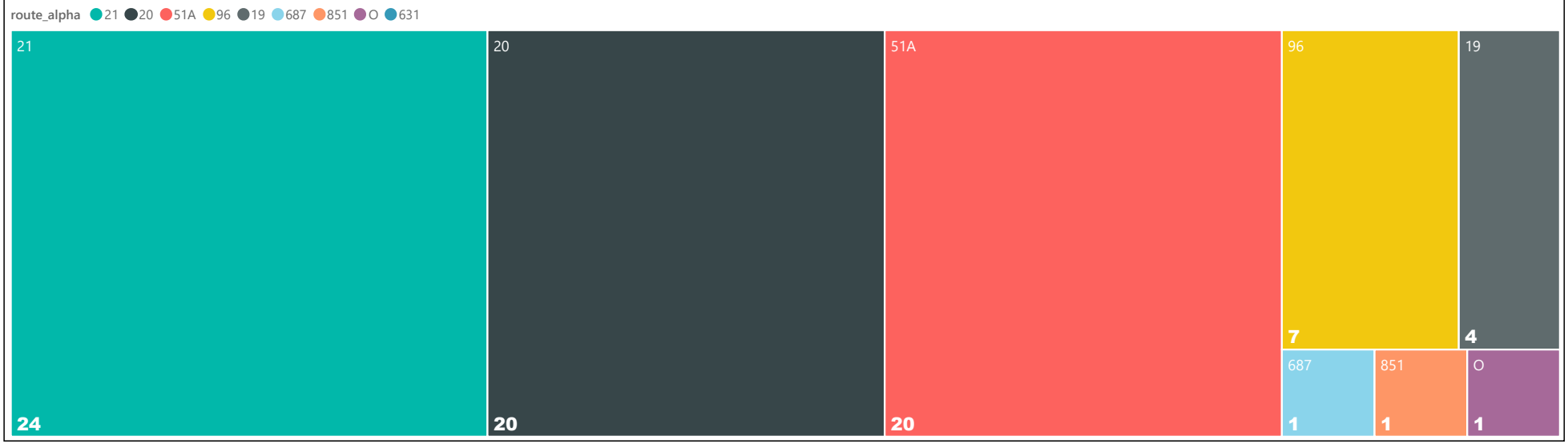
Trips Removed by ProblemCode and Division due to "Road Calls"



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



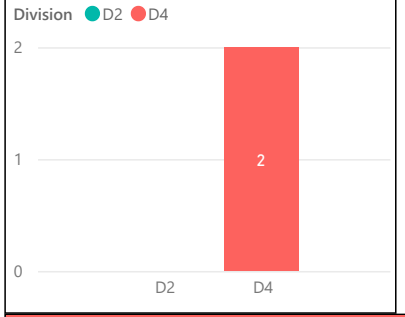
Trips Removed by Route due to "Road Calls"



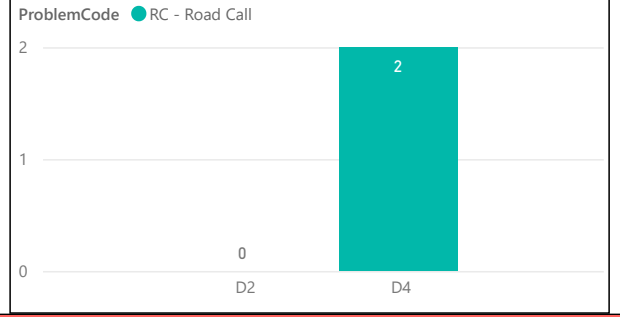
OCC Cancelled Trips Due to "Wheel Chair" Related Reasons

Date Range	Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
10/1/2022 – 12/31/2022	7	2	85	7	All	All

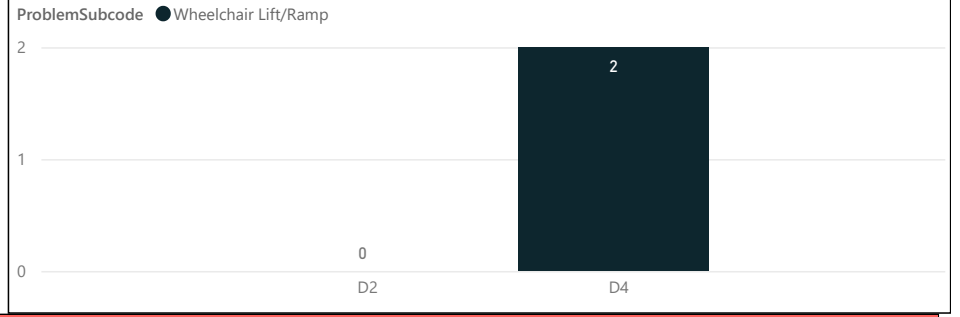
Trips Removed



Trips Removed by ProblemCode and Division due to "Wheel Chair"



Trips Removed by ProblemSubcode and Division due to "Wheel Chair"



Trips Removed by Route due to "Wheel Chair"

