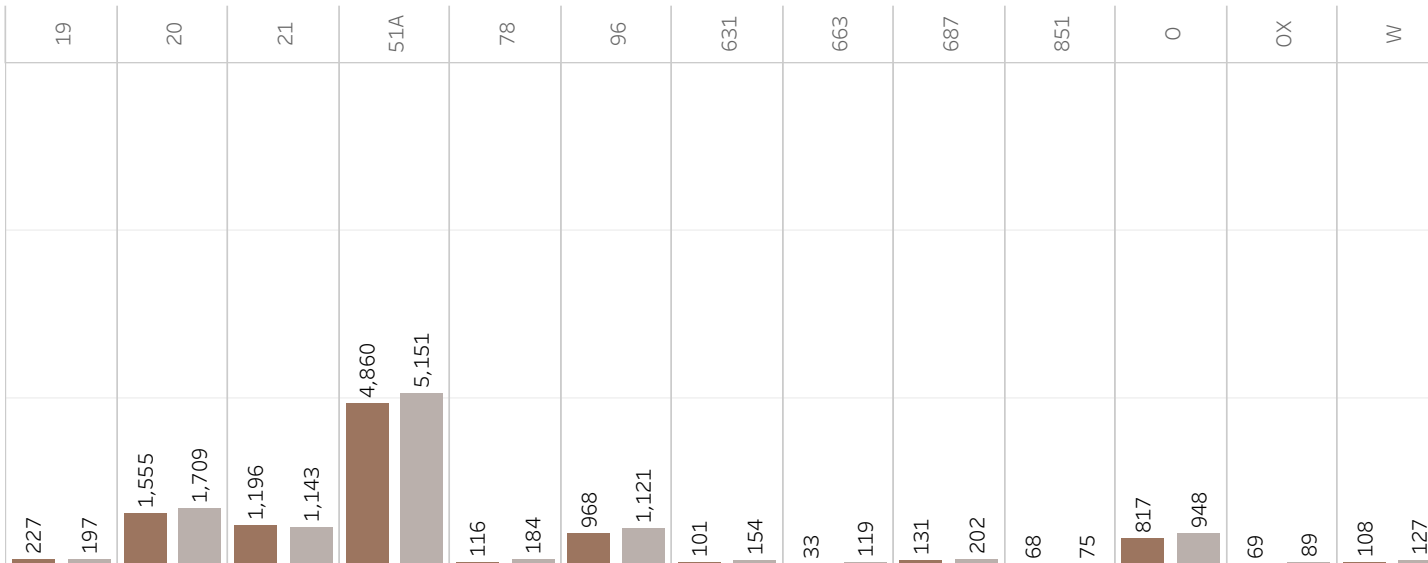




Average Daily Boardings by Route and Day Type

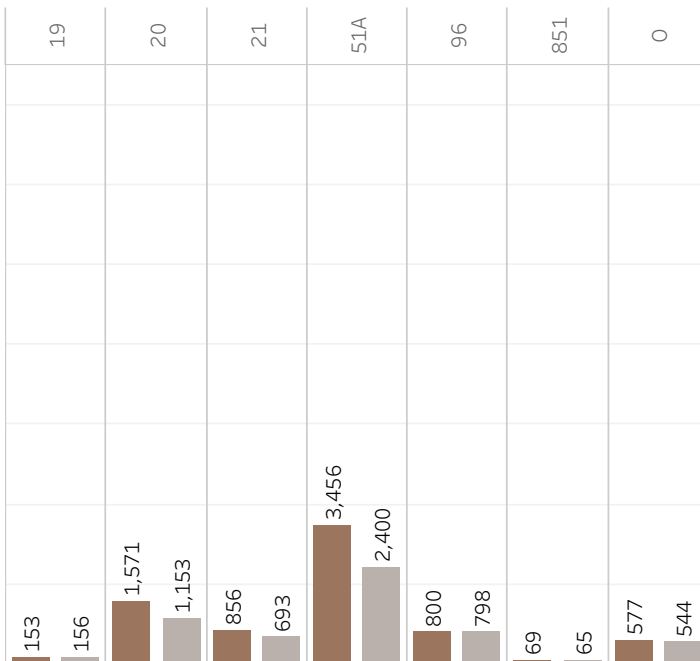
Average Weekday Ridership (March 2022 & March 2023)



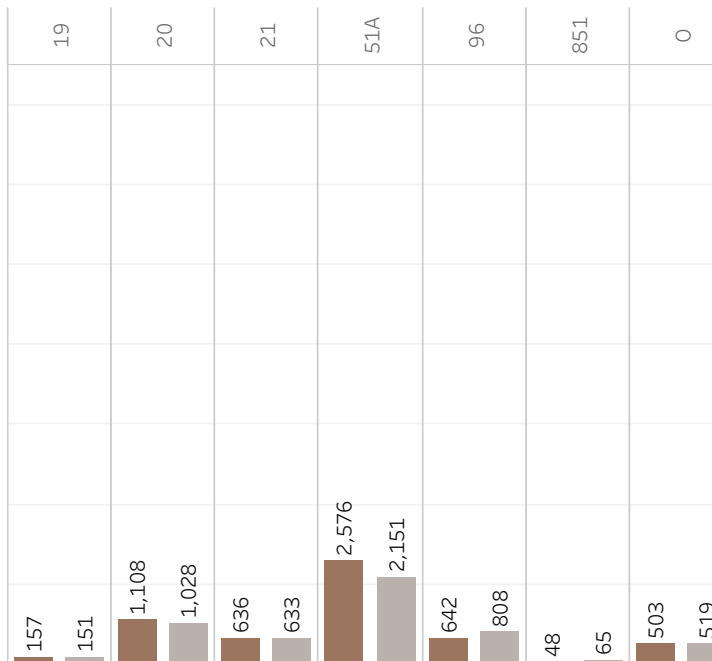
Weekday

	2022	2023
19	227	197
20	1,555	1,709
21	1,196	1,143
51A	4,860	5,151
78	116	184
96	968	1,121
631	101	154
663	33	119
687	131	202
851	68	75
O	817	948
OX	69	89
W	108	127

Average Saturday Ridership (March 2022 & March 2023)



Average Sunday Ridership (March 2022 & March 2023)



Saturday

	2022	2023
19	153	156
20	1,571	1,153
21	856	693
51A	3,456	2,400
96	800	798
851	69	65
O	577	544

Sunday

	2022	2023
19	157	151
20	1,108	1,028
21	636	633
51A	2,576	2,151
96	642	808
851	48	65
O	503	519

Average Daily Boardings by Day Type

Weekday (March 2023)

Line	Average Daily Ridership
19	197
20	1,709
21	1,143
51A	5,151
78	184
96	1,121
631	154
663	119
687	202
851	75
O	948
OX	89
W	127
Alameda	11,219
AC Transit Systemwide	116,808

Saturday (March 2023)

Line	Average Daily Ridership
19	156
20	1,153
21	693
51A	2,400
96	798
851	65
O	544
Alameda	5,809
AC Transit Systemwide	61,961

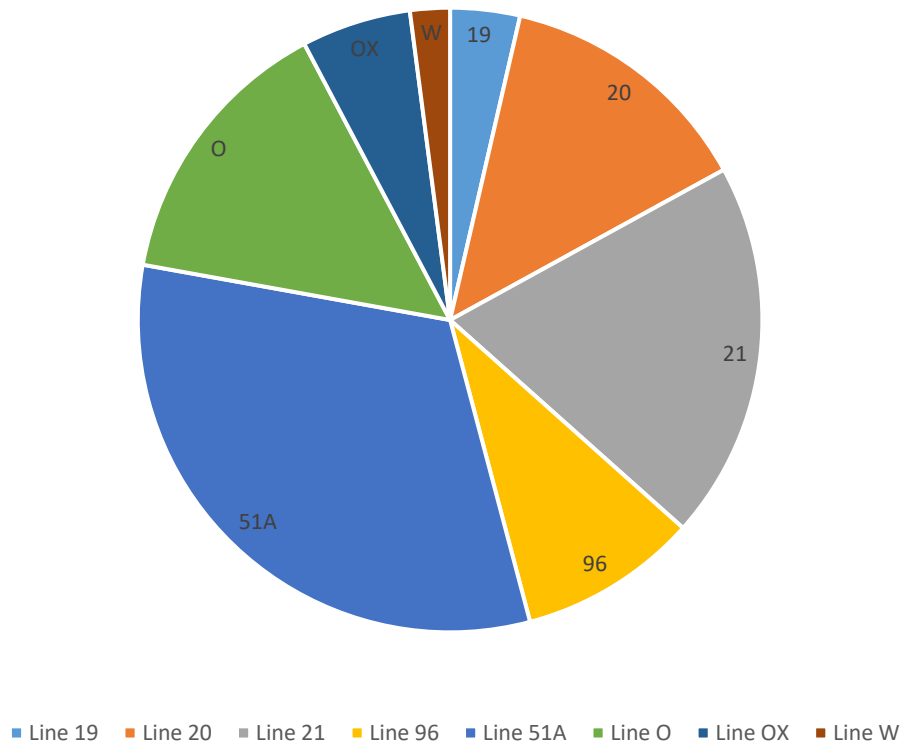
Sunday (March 2023)

Line	Average Daily Ridership
19	151
20	1,028
21	633
51A	2,151
96	808
851	65
O	519
Alameda	5,355
AC Transit Systemwide	58,807

AC Transit Customer Feedback - Lines serving the City of Alameda

2023: January through March

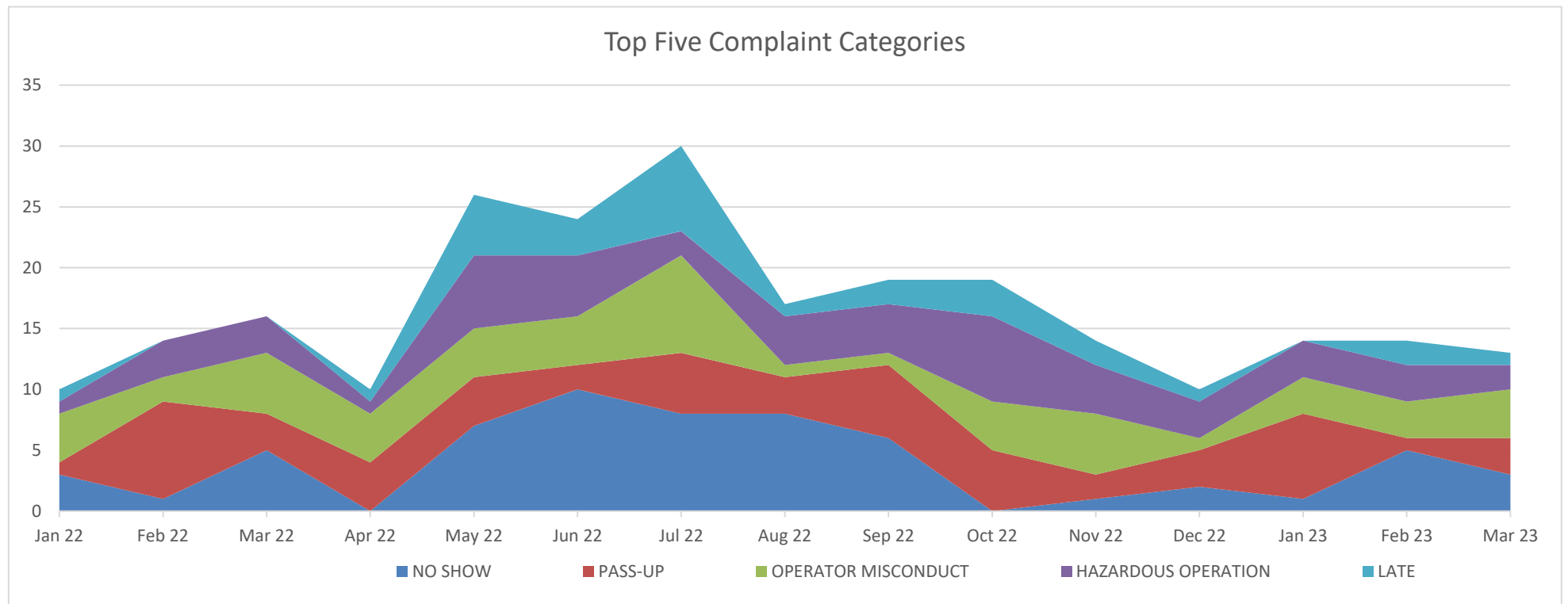
	Line 19	Line 20	Line 21	Line 96	Line 51A	Line O	Line OX	Line W	<i>total</i>
ADA-RELATED EQUIPMENT	0	0	0	0	0	0	0	0	0
BOARDING DENIED	0	3	0	0	1	0	0	0	4
BUNCHING	0	0	0	0	1	0	0	0	1
BUS OVERLOADED	0	0	0	0	1	1	0	0	2
BUS SHELTERS	0	0	0	0	0	0	0	0	0
BUS STOP	1	0	0	0	5	0	0	0	6
CARRY-BY	0	0	0	0	0	0	0	0	0
COMMENDATION	0	1	0	3	8	3	1	1	17
CRIME/VANDALISM/SECURITY	0	0	0	0	0	0	0	0	0
EARLY	0	0	2	2	1	0	2	0	7
FARE DISPUTE	0	0	0	0	0	0	0	0	0
HAZARDOUS OPERATION	2	2	5	2	8	0	0	0	19
IDLING	0	0	0	1	0	0	0	0	1
IMPROPER/UNAUTHORIZED STOP	0	0	0	0	0	0	0	0	0
LATE	0	3	9	1	3	4	2	0	22
NO SHOW	0	8	10	2	9	11	3	1	44
OFF ROUTE	1	0	0	4	0	0	0	0	5
OPERATOR MISCONDUCT	1	5	3	1	10	1	0	1	22
PASS-UP	1	4	9	2	11	2	1	0	30
REALTIME	0	0	0	0	0	0	0	0	0
ROUTES & SCHEDULES	0	0	0	0	2	6	1	0	9
SIGNAGE	1	0	0	0	2	0	1	1	5
<i>total</i>	7	26	38	18	62	28	11	4	194



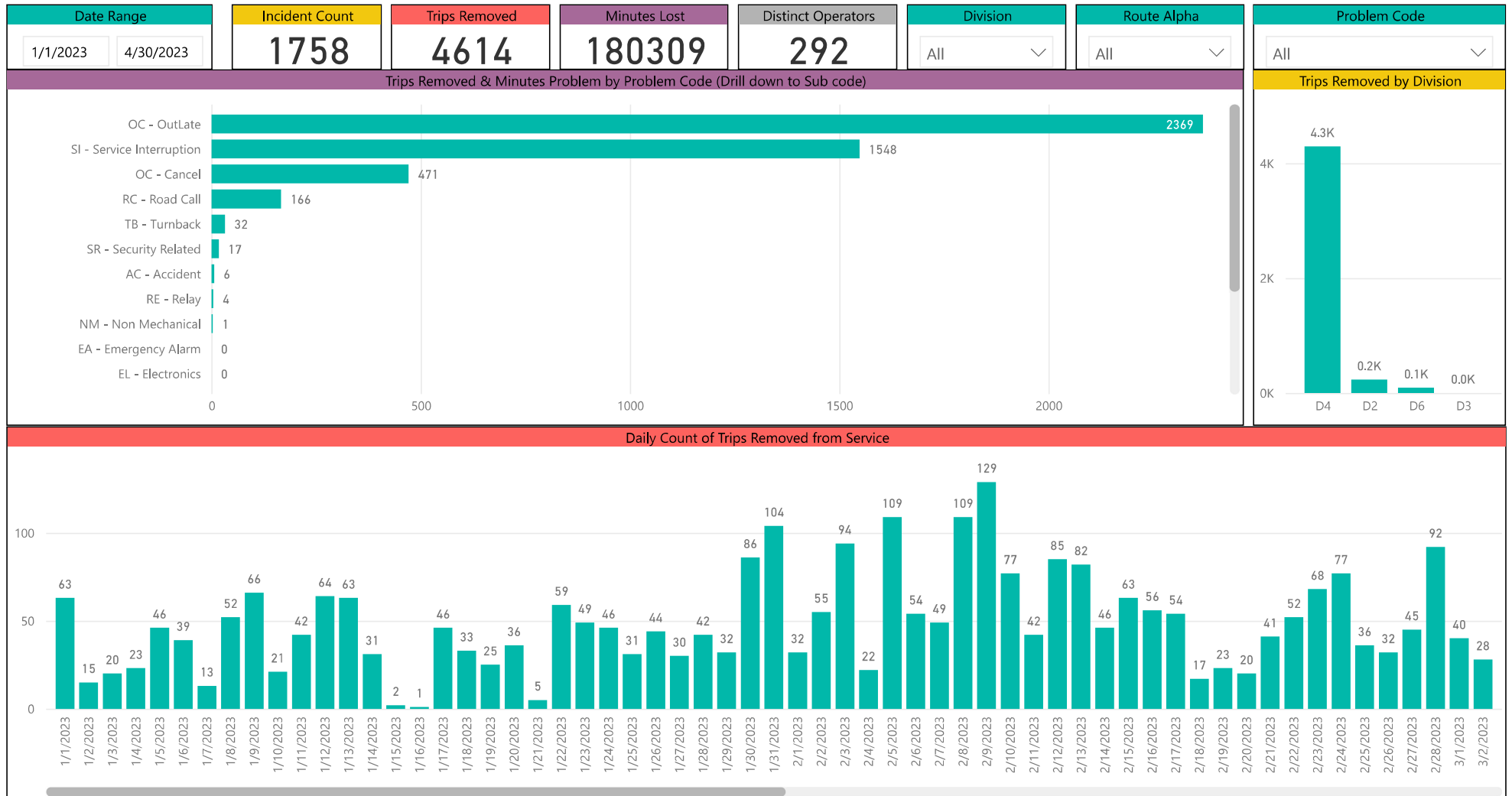
51A-line Customer Feedback

January - March 2023

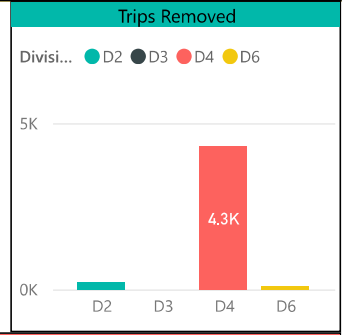
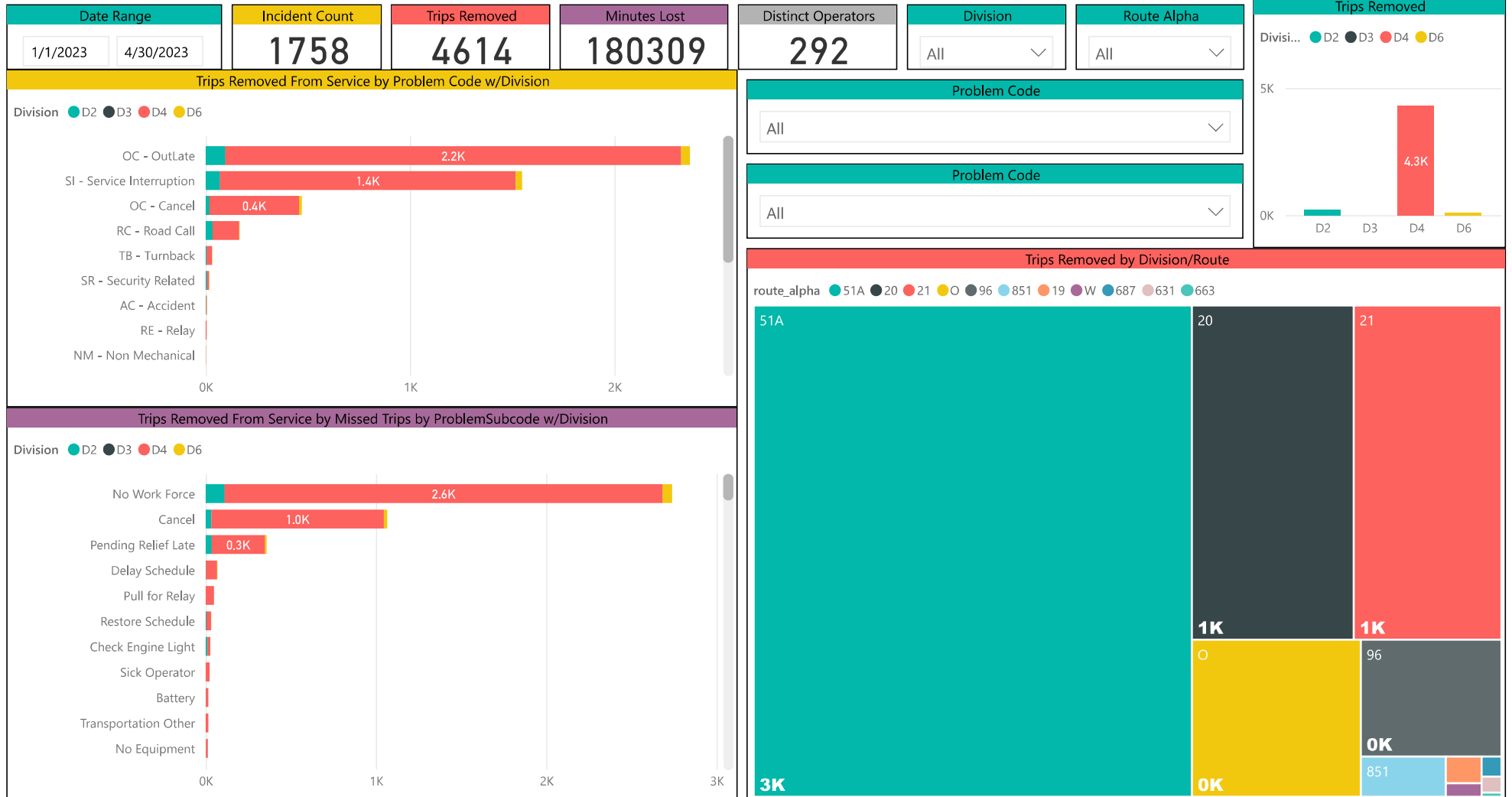
Total number of Contacts per month		13	22	22	12	29	29	34	25	22	25	18	11	18	22	23	276
Rank	Category	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Total
2	NO SHOW	3	1	5	0	7	10	8	8	6	0	1	2	1	5	3	56
1	PASS-UP	1	8	3	4	4	2	5	3	6	5	2	3	7	1	3	48
3	OPERATOR MISCONDUCT	4	2	5	4	4	4	8	1	1	4	5	1	3	3	4	44
4	HAZARDOUS OPERATION	1	3	3	1	6	5	2	4	4	7	4	3	3	3	2	43
5	LATE	1	0	0	1	5	3	7	1	2	3	2	1	0	2	1	28
7	COMMENDATION	0	4	1	1	2	2	1	2	1	1	0	1	0	4	4	17
6	BOARDING DENIED	1	1	1	1	0	1	1	0	0	1	1	0	1	0	0	9
8	BUS STOP	0	2	1	0	0	0	1	1	1	1	0	0	1	1	3	7
9	ROUTES & SCHEDULES	0	0	0	0	2	1	0	0	0	1	0	0	1	0	1	4
10	EARLY	0	0	0	0	1	0	0	2	0	0	1	0	0	1	0	4



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



Division Incidents by Problem and Sub-Code Problems



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

Date Range

1/1/20234/28/2023

Incident Count

370

Trips Removed

2739

Minutes Lost

101170

Distinct Operators

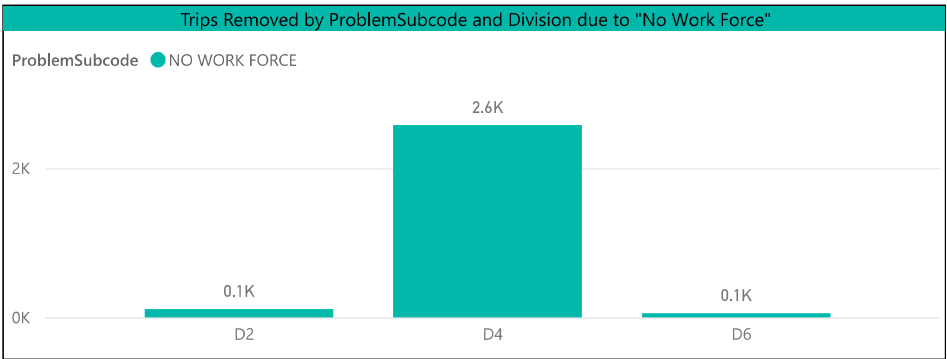
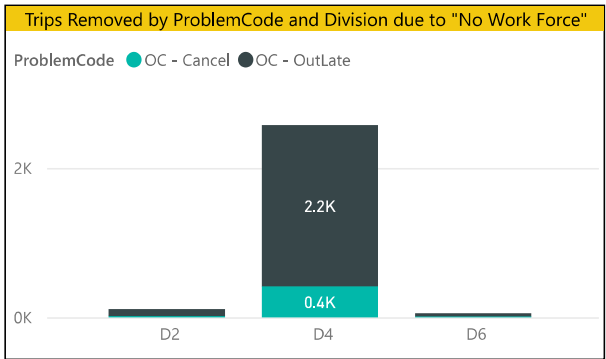
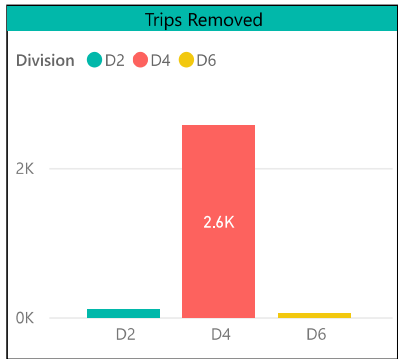
96

Division

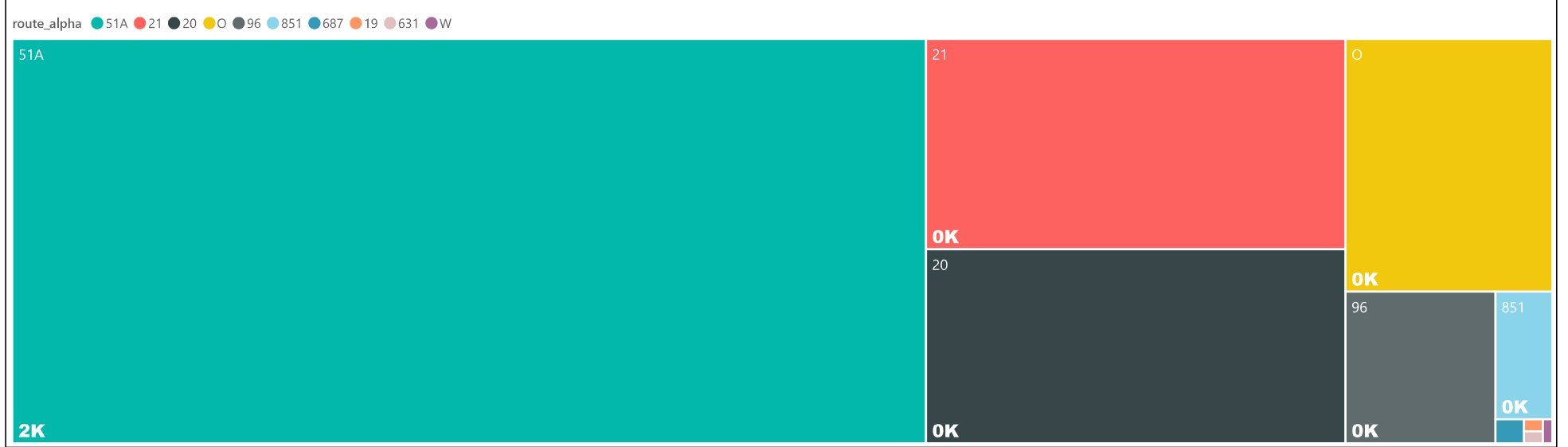
All

Route Alpha

All



Trips Removed by Route due to "No Work Force"



OCC Cancelled Trips Due to "Road Call" Related Reasons

Date Range

1/1/2023 4/30/2023

Incident Count

303

Trips Removed

166

Minutes Lost

8615

Distinct Operators

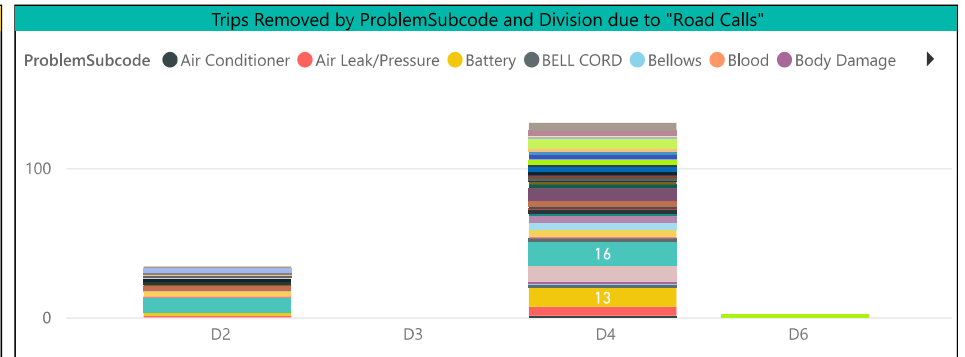
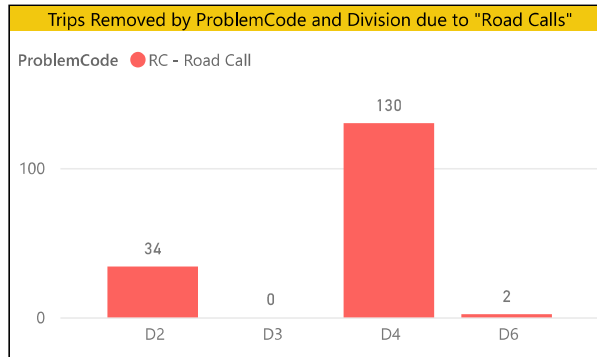
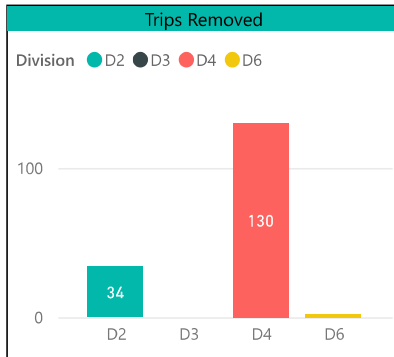
149

Division

All

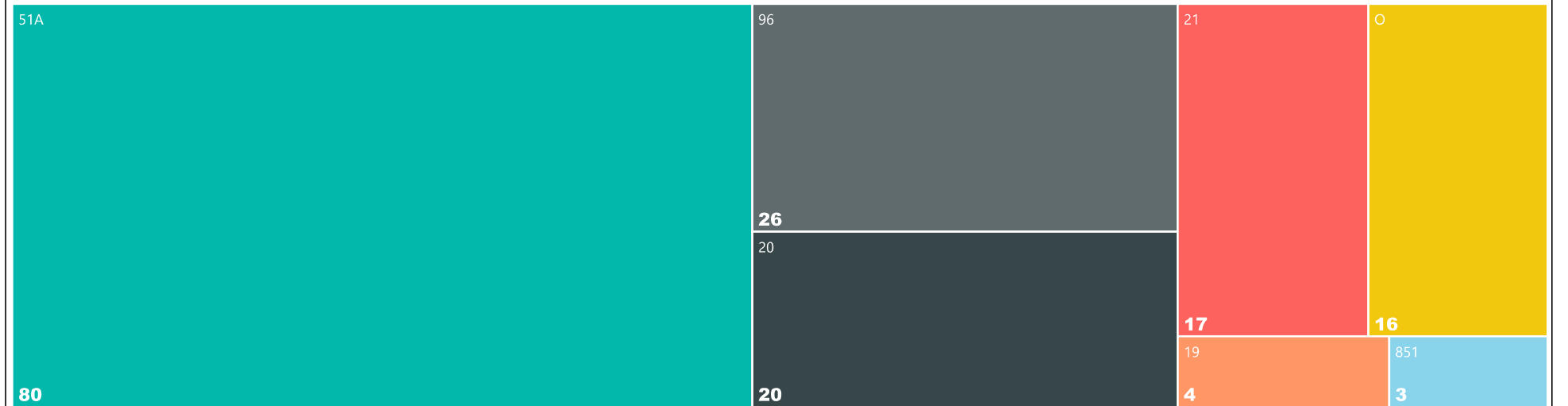
Route Alpha

All



Trips Removed by Route due to "Road Calls"

route_alpha ● 51A ● 96 ● 20 ● 21 ● O ● 19 ● 851 ● 631 ● 687 ● W



OCC Cancelled Trips Due to "Wheel Chair" Related Reasons

Date Range

1/1/2023 4/19/2023

Incident Count

4

Trips Removed

3

Minutes Lost

159

Distinct Operators

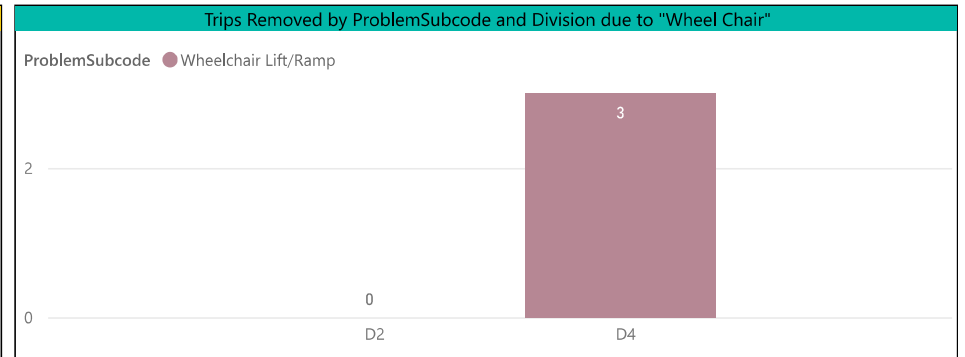
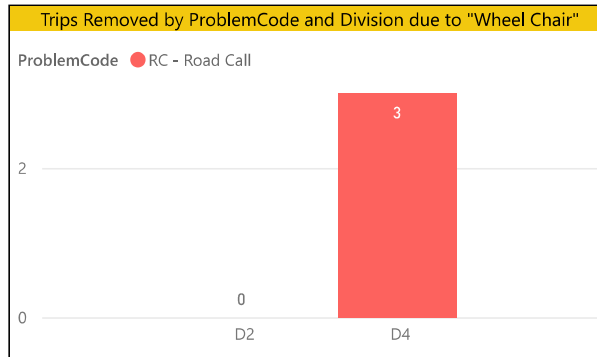
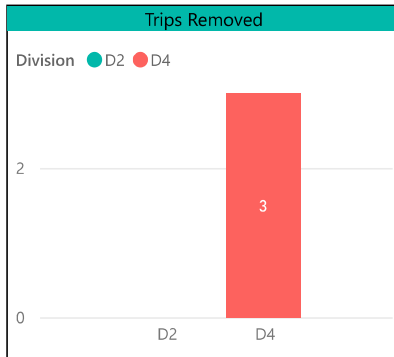
4

Division

All

Route Alpha

All



Trips Removed by Route due to "Wheel Chair"

route_alpha ● 21 ● 96

