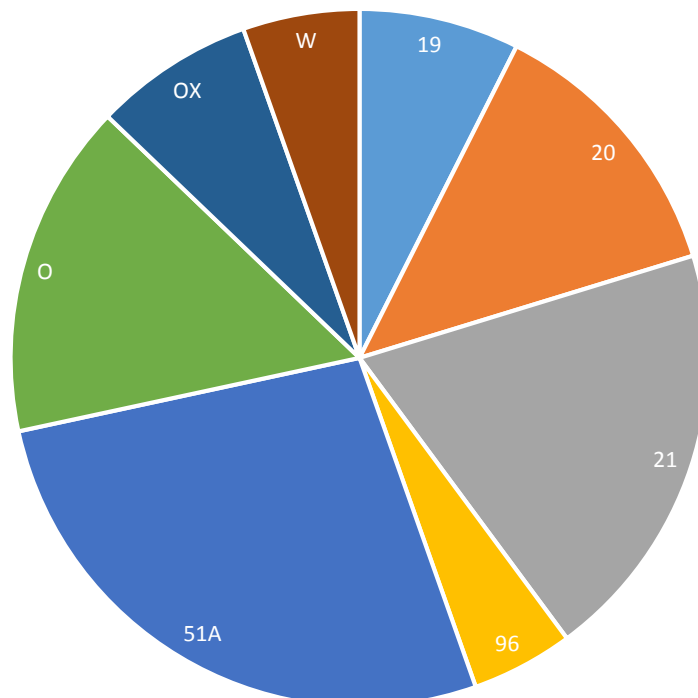


## AC Transit Customer Feedback - City of Alameda Lines\*

*Aug 2016 - Sep 2017*

	Line 19	Line 20	Line 21	Line 96	Line 51A	Line O	Line OX	Line W	<i>total</i>
ADA-RELATED EQUIPMENT OR SIGNAGE	0	0	0	0	1	0	0	0	1
BOARDING DENIED	0	0	1	0	1	1	0	0	3
BUNCHING	0	0	0	0	0	0	0	1	1
BUS OVERLOADED	0	0	1	0	0	0	0	0	1
BUS SHELTERS	0	0	0	0	0	0	0	0	0
BUS STOP	5	1	1	3	1	0	0	0	11
CARRY-BY	0	0	0	0	0	0	0	0	0
COMMENDATION	0	0	2	2	6	0	0	0	10
CONDUCT/DISOURTESY	1	3	1	0	5	0	1	0	11
CRIME/VANDALISM/SECURITY	0	0	0	0	1	0	0	0	1
FARE DISPUTE	0	0	0	0	0	1	0	0	1
HAZARDOUS OPERATION	0	4	3	0	3	2	0	1	13
IDLING	0	0	0	0	0	0	0	0	0
IMPROPER/UNAUTHORIZED STOP	0	0	0	0	0	0	0	0	0
LATE	0	3	3	0	2	2	2	2	14
NEXTBUS	0	0	0	0	0	1	0	0	1
NO SHOW	2	6	11	1	9	4	4	2	39
OFF ROUTE	0	0	0	0	1	1	1	0	3
PASS-UP	1	2	5	0	6	7	1	0	22
ROUTES & SCHEDULES	0	0	1	1	0	1	0	0	3
SHARP	2	0	0	0	4	3	2	2	13
SIGNAGE	0	0	0	0	0	0	0	0	0
<i>total</i>	11	19	29	7	40	23	11	8	



\*Lines with fewer than three complaints during the thirteen months are not included.