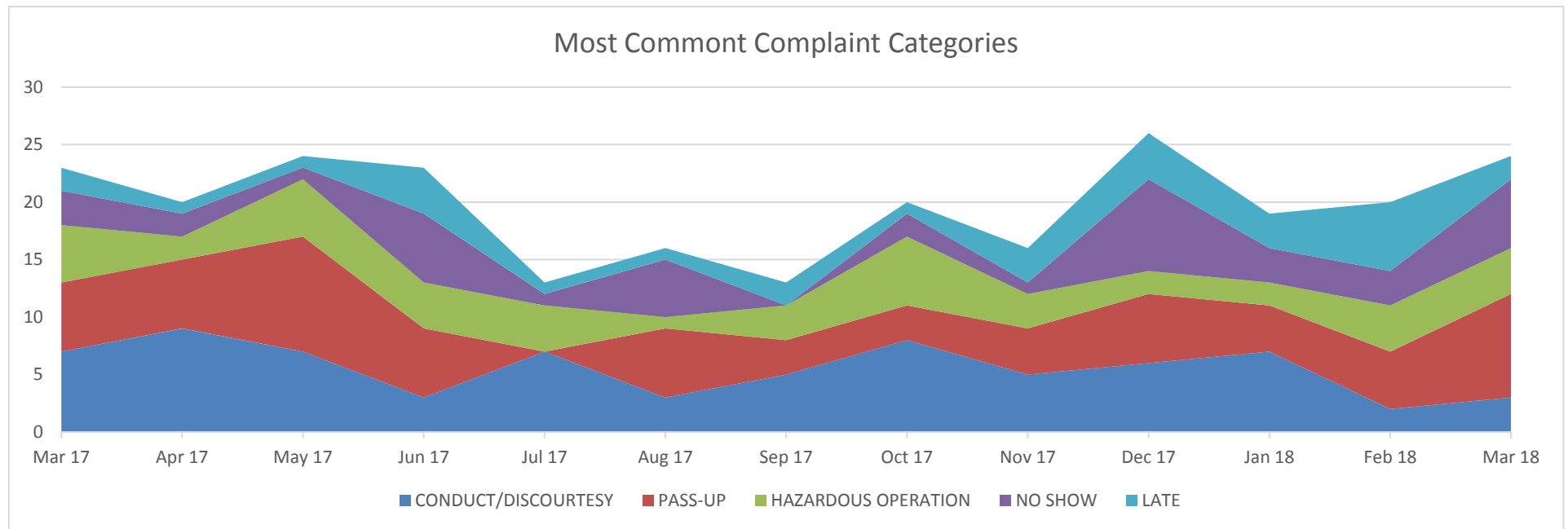


51A Line

Customer Feedback

Mar 2017 - Mar 2018

Total number of Contacts per month		39	34	35	34	24	27	19	27	26	33	33	31	52	414
Rank	Category	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
1	CONDUCT/DISCOURTESY	7	9	7	3	7	3	5	8	5	6	7	2	3	72
2	PASS-UP	6	6	10	6	0	6	3	3	4	6	4	5	9	68
3	HAZARDOUS OPERATION	5	2	5	4	4	1	3	6	3	2	2	4	4	45
4	NO SHOW	3	2	1	6	1	5	0	2	1	8	3	3	6	41
5	LATE	2	1	1	4	1	1	2	1	3	4	3	6	2	31
8	ROUTES & SCHEDULES	2	2	2	1	4	0	1	2	2	2	1	0	1	20
7	BOARDING DENIED	4	0	1	1	1	0	0	0	1	3	4	2	2	19
6	BUS STOP	1	2	0	1	2	1	2	1	1	0	0	0	1	12
10	SHARP	1	1	1	1	1	0	0	0	0	1	2	1	2	11
9	SIGNAGE	1	3	2	1	1	0	0	1	0	0	0	0	0	9

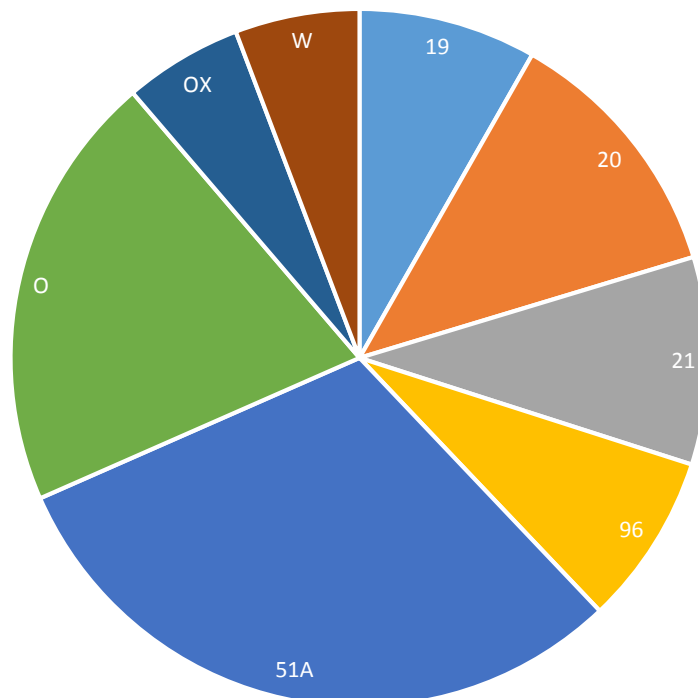


Rank	Category	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
3	COMMENDATION	4	5	5	7	2	5	1	0	3	4	1	2	3	42
12	BUS MAINTENANCE	1	0	1	1	0	0	1	1	0	0	0	0	1	6
13	CARRY-BY	0	0	0	0	1	1	1	0	0	0	0	0	0	3
14	FARE DISPUTE	0	0	0	0	1	0	0	1	0	0	1	0	0	3
15	IMPROPER/UNAUTHORIZED STOP	0	0	0	0	0	2	0	0	2	0	0	0	0	4
16	OTHER	0	1	0	0	0	1	0	1	0	1	0	3	1	8
17	BUS OVERLOADED	2	0	0	0	0	0	0	1	0	0	0	0	0	3
18	BUNCHING	1	0	0	0	0	1	0	1	0	0	0	1	1	5
19	WITNESS	0	1	0	1	0	0	0	0	0	0	0	0	0	2
20	CRIME/VANDALISM/SECURITY	0	0	0	0	1	0	1	0	0	0	0	0	0	2
21	OFF ROUTE	0	0	0	0	0	1	0	0	0	0	0	0	0	1
22	FARE CHANGES	0	0	0	1	1	0	0	0	0	0	0	0	0	2
23	BUS SHELTERS	0	1	0	0	0	0	0	0	0	0	0	0	0	1
24	NEXTBUS	0	0	0	0	0	0	0	0	1	0	0	0	0	1
25	WEB PAGE/MOBILE SITE	0	0	0	0	0	1	0	0	0	0	0	0	0	1
26	ADA-RELATED EQUIPMENT OR SIGNAGE	0	0	0	0	0	0	0	1	0	1	0	0	0	2
27	INJURY CLAIMED	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	SMOKING ON BUS	0	0	0	0	0	0	0	0	0	0	1	0	0	1
29	IDLING	0	0	0	0	0	0	1	0	0	0	0	0	0	1

AC Transit Customer Feedback - Lines serving the City of Alameda

March 2017 - March 2018

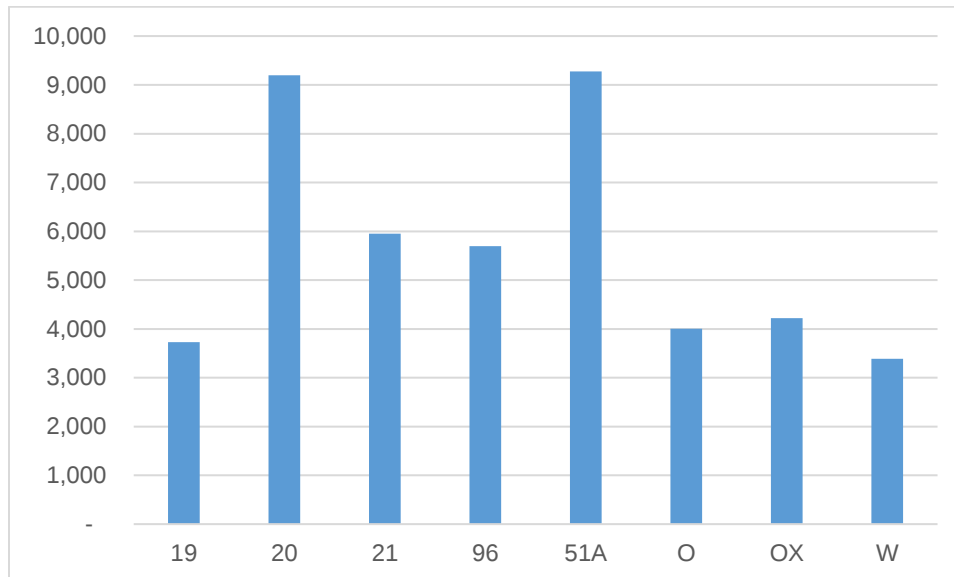
	Line 19	Line 20	Line 21	Line 96	Line 51A	Line O	Line OX	Line W	<i>total</i>
ADA-RELATED EQUIPMENT	0	0	0	0	1	0	0	0	1
BOARDING DENIED	0	1	0	0	9	2	0	1	13
BUNCHING	0	0	0	0	1	0	0	0	1
BUS OVERLOADED	0	0	0	0	0	3	1	0	4
BUS SHELTERS	0	0	0	0	0	0	0	0	0
BUS STOP	1	1	0	0	0	0	0	0	2
CARRY-BY	0	0	0	3	0	1	0	1	5
COMMENDATION	1	1	3	0	9	5	1	1	21
CONDUCT/DISOURTESY	1	6	2	1	16	8	2	2	38
CRIME/VANDALISM/SECURITY	0	1	0	0	0	0	0	0	1
FARE DISPUTE	0	0	0	0	1	3	1	1	6
HAZARDOUS OPERATION	1	3	5	3	9	4	1	0	26
IDLING	0	0	0	0	0	0	0	0	0
IMPROPER/UNAUTHORIZED STOP	0	0	1	0	0	1	0	0	2
LATE	1	9	3	4	15	10	4	2	48
NEXTBUS	1	1	1	0	0	1	0	0	4
NO SHOW	14	10	11	9	18	23	2	10	97
OFF ROUTE	0	0	0	1	0	0	0	0	1
PASS-UP	4	7	2	7	21	7	3	3	54
ROUTES & SCHEDULES	2	2	6	0	4	2	2	0	18
SHARP	4	1	0	1	6	4	1	0	17
SIGNAGE	0	1	1	0	1	0	2	0	5
<i>total</i>	30	44	35	29	111	74	20	21	



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

Annualized Riders per Complaint for Alameda Lines

Prepared by AC Transit Service Development Dept. for Alameda-AC Transit ILC Meeting - April 11, 2018



Line	19	20	21	96	51A	O	OX	W
Total Complaints	30	44	35	29	111	74	20	21
Weekday	93,774	303,667	167,920	128,772	862,497	266,506	84,459	71,158
Saturday	9,950	51,277	21,423	15,320	100,237	15,870	-	-
Sunday	8,081	49,783	19,008	21,056	66,541	14,004	-	-
Riders per Complaint	3,727	9,198	5,953	5,695	9,273	4,005	4,223	3,388

Note: Complaint Data based on period from March 2017 through March 2018. Ridership annualized from Fall 2017 APC (automatic passenger counter) data.

QUARTERLY RIDERSHIP COMPARISON - CITY OF ALAMEDA

January 3, 2018

Spring 2016 - Spring 2017 Comparison

Spring '16 Route	Weekday		Saturday		Sunday	
	ON	OFF	ON	OFF	ON	OFF
20	1,426	1,340	1,114	1,026	882	823
21	763	897	480	555	379	437
31	524	553	382	359	348	341
51A	3,553	3,873	2,158	2,271	1,614	1,765
356	6	5				
631	175	186				
663	63	64				
687	73	107				
851	30	43	27	51	35	23
O	1,049	1,039	354	281	298	225
OX	308	338				
W	296	314				
TOTALS	8,264	8,759	4,515	4,543	3,556	3,614

Summer 2016 - Summer 2017 Comparison

Summer '16 Route	Weekday		Saturday		Sunday	
	ON	OFF	ON	OFF	ON	OFF
20	1,349	1,268	1,084	1,051	922	863
21	734	851	442	521	389	464
31	494	507	438	433	299	328
51A	3,411	3,701	2,165	2,286	1,676	1,811
356	6	5				
851	30	47	22	44	28	39
O	1,008	992	365	285	337	259
OX	314	329				
W	281	305				
TOTALS	7,626	8,005	4,516	4,620	3,651	3,764

Fall 2016 - Fall 2017 Comparison

Fall '16 Route	Weekday		Saturday		Sunday	
	ON	OFF	ON	OFF	ON	OFF
20	1,226	1,174	1,074	1,023	847	799
21	625	727	399	514	322	390
31	499	551	381	405	221	229
51A	3,674	3,957	2,053	2,164	1,523	1,653
356	6	4				
631	200	202				
663	67	59				
687	63	92				
851	28	40	22	40	27	26
O	1,101	1,051	328	249	280	218
OX	321	349				
W	300	310				
TOTALS	8,110	8,517	4,256	4,395	3,219	3,315

Spring '17 Route	Weekday		Saturday		Sunday	
	ON	OFF	ON	OFF	ON	OFF
19	309	278	188	158	113	104
20	1,326	1,283	1,031	965	660	590
21	648	790	408	515	253	306
51A	3,278	3,632	1,748	1,961	1,391	1,593
96	405	447	284	374	28	40
356	3	3				
631	162	177				
663	42	42				
687	54	76				
851	28	33	17	34	23	25
O	1,010	986	318	252	260	202
OX	307	316				
W	270	298				
TOTALS	7,842	8,359	3,995	4,260	2,727	2,861

Summer '17 Route	Weekday		Saturday		Sunday	
	ON	OFF	ON	OFF	ON	OFF
19	338	273	195	147	134	103
20	1,215	1,205	924	875	751	722
21	693	828	378	485	301	384
51A	3,051	3,369	1,761	1,866	1,389	1,559
96	404	481	264	301	82	103
356	5	5				
851	24	34	18	32	25	23
O	932	908	312	253	255	195
OX	315	298				
W	267	282				
TOTALS	7,244	7,683	3,851	3,959	2,938	3,088

Fall '17 Route	Weekday		Saturday		Sunday	
	ON	OFF	ON	OFF	ON	OFF
19	368	327	191	158	139	127
20	1,191	1,101	986	910	858	830
21	659	794	412	508	328	414
51A	3,382	3,669	1,928	2,027	1,147	1,250
96	505	592	295	344	363	407
356	1	3				
631	179	182				
663	50	50				
687	61	81				
851	29	32	22	28	21	12
O	1,045	1,026	305	253	241	192
OX	331	314				
W	279	296				
TOTALS	8,080	8,469	4,138	4,229	3,098	3,232

% Change Route	Weekday		Saturday		Sunday	
	ON	OFF	ON	OFF	ON	OFF
19	n/a	n/a	n/a	n/a	n/a	n/a
20	-7.0%	-4.3%	-7.4%	-5.9%	-25.2%	-28.3%
21	-15.1%	-12.0%	-15.0%	-7.2%	-33.4%	-29.8%
51A	-7.7%	-6.2%	-19.0%	-13.6%	-13.8%	-9.7%
96	n/a	n/a	n/a	n/a	n/a	n/a
356	-36.7%	-33.3%				
631	-7.5%	-5.2%				
663	-33.9%	-34.1%				
687	-25.9%	-28.9%				
851	-6.5%	-23.4%	-35.3%	-33.9%	-35.5%	6.8%
O	-3.7%	-5.1%	-10.1%	-10.1%	-12.8%	-10.0%
OX	-0.3%	-6.5%				
W	-8.7%	-5.1%				
TOTALS	-5.1%	-4.6%	-11.5%	-6.2%	-23.3%	-20.8%

% Change Route	Weekday		Saturday		Sunday	
	ON	OFF	ON	OFF	ON	OFF
19	n/a	n/a	n/a	n/a	n/a	n/a
20	-9.9%	-5.0%	-14.8%	-16.7%	-18.5%	-16.3%
21	-5.6%	-2.7%	-14.5%	-6.9%	-22.6%	-17.2%
51A	-10.6%	-9.0%	-18.7%	-18.4%	-17.1%	-13.9%
96	n/a	n/a	n/a	n/a	n/a	n/a
356	-13.3%	-6.6%				
851	-18.3%	-27.5%	-20.7%	-27.2%	-10.9%	-41.0%
O	-7.5%	-8.4%	-14.5%	-11.4%	-24.2%	-24.8%
OX	0.4%	-9.4%				
W	-5.0%	-7.4%				
TOTALS	-5.0%	-4.0%	-14.7%	-14.3%	-19.5%	-18.0%

% Change Route	Weekday		Saturday		Sunday	
	ON	OFF	ON	OFF	ON	OFF
19	n/a	n/a	n/a	n/a	n/a	n/a
20	-2.8%	-6.1%	-8.2%	-11.0%	1.4%	3.9%
21	5.3%	9.2%	3.3%	-1.1%	1.9%	6.3%
51A	-7.9%	-7.3%	-6.1%	-6.3%	-24.7%	-24.4%
96	n/a	n/a	n/a	n/a	n/a	n/a
356	-90.0%	-28.8%				
631	-10.7%	-10.0%				
663	-24.8%	-15.0%				
687	-1.9%	-11.3%				
851	3.2%	-21.4%	-4.3%	-29.4%	-22.2%	-54.2%
O	-5.1%	-2.4%	-6.8%	1.4%	-13.8%	-12.0%
OX	3.1%	-10.0%				
W	-6.9%	-4.4%				
TOTALS	-0.4%	-0.6%	-2.8%	-3.8%	-3.8%	-2.5%