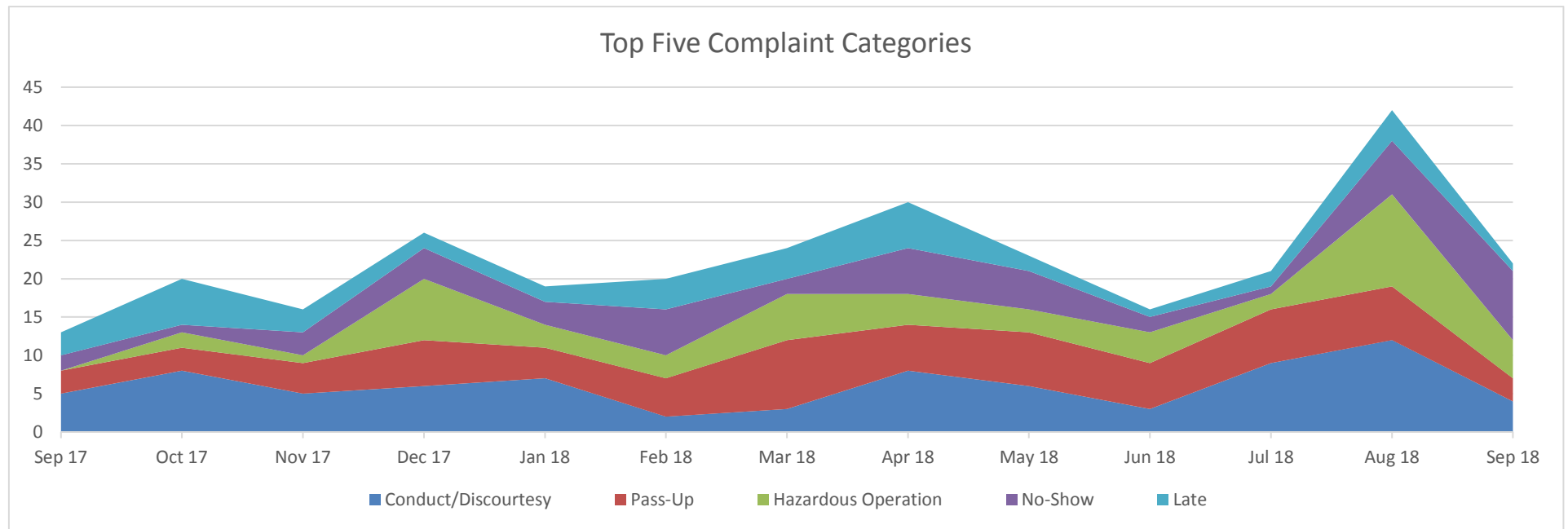


51A Line Customer Feedback

Total number of Contacts per month		19	27	26	33	27	28	33	46	33	23	28	49	30	402
Rank	Category	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Total
1	CONDUCT/DISCOURTESY	5	8	5	6	7	2	3	8	6	3	9	12	4	78
2	PASS-UP	3	3	4	6	4	5	9	6	7	6	7	7	3	70
3	NO SHOW	0	2	1	8	3	3	6	4	3	4	2	12	5	53
4	LATE	2	1	3	4	3	6	2	6	5	2	1	7	9	51
5	HAZARDOUS OPERATION	3	6	3	2	2	4	4	6	2	1	2	4	1	40
6	BOARDING DENIED	0	0	1	3	4	2	2	2	3	0	0	0	1	18
7	ROUTES & SCHEDULES	1	2	2	2	1	0	1	2	2	0	0	2	0	15
8	SHARP	0	0	0	1	2	1	2	1	1	2	0	1	0	11
9	BUS STOP	2	1	1	0	0	0	1	0	1	0	2	1	0	9
10	SIGNAGE	0	1	0	0	0	0	0	0	0	0	0	0	1	2

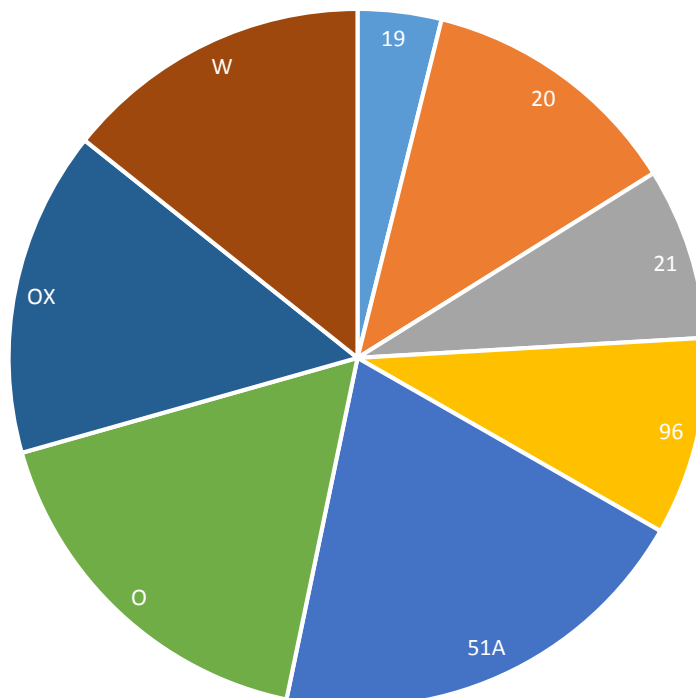


[illegible]

AC Transit Customer Feedback - Lines serving the City of Alameda

July - September 2018

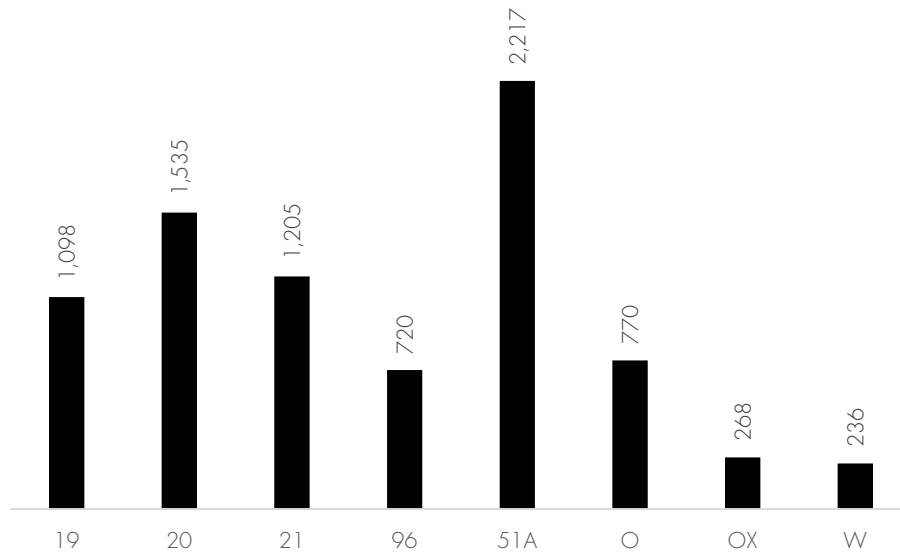
	Line 19	Line 20	Line 21	Line 96	Line 51A	Line O	Line OX	Line W	<i>total</i>
ADA-RELATED EQUIPMENT	0	1	0	0	0	0	0	0	1
BOARDING DENIED	0	2	1	0	1	2	0	0	6
BUNCHING	0	0	0	0	0	0	0	0	0
BUS OVERLOADED	0	1	0	0	2	3	21	0	27
BUS SHELTERS	0	0	0	0	0	0	0	0	0
BUS STOP	0	1	1	1	3	4	0	0	10
CARRY-BY	0	0	0	0	0	0	0	0	0
COMMENDATION	1	4	2	0	7	6	1	2	23
CONDUCT/DISOURTESY	1	12	6	1	24	3	3	1	51
CRIME/VANDALISM/SECURITY	0	0	0	0	0	0	0	0	0
FARE DISPUTE	0	0	0	1	0	1	2	0	4
HAZARDOUS OPERATION	1	4	3	3	7	4	0	1	23
IDLING	0	0	0	0	0	0	0	0	0
IMPROPER/UNAUTHORIZED STOP	0	1	0	0	0	0	0	0	1
LATE	6	10	1	5	14	11	8	9	64
NEXTBUS	2	0	0	2	3	2	0	0	9
NO SHOW	7	15	14	24	18	26	33	36	173
OFF ROUTE	0	1	0	1	0	0	1	0	3
PASS-UP	1	7	6	5	15	9	3	0	46
ROUTES & SCHEDULES	0	0	3	1	2	7	1	2	16
SHARP	0	1	2	1	1	2	1	1	9
SIGNAGE	0	0	0	0	1	5	0	18	24
<i>total</i>	19	60	39	45	98	85	74	70	490



*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 – October 10, 2018



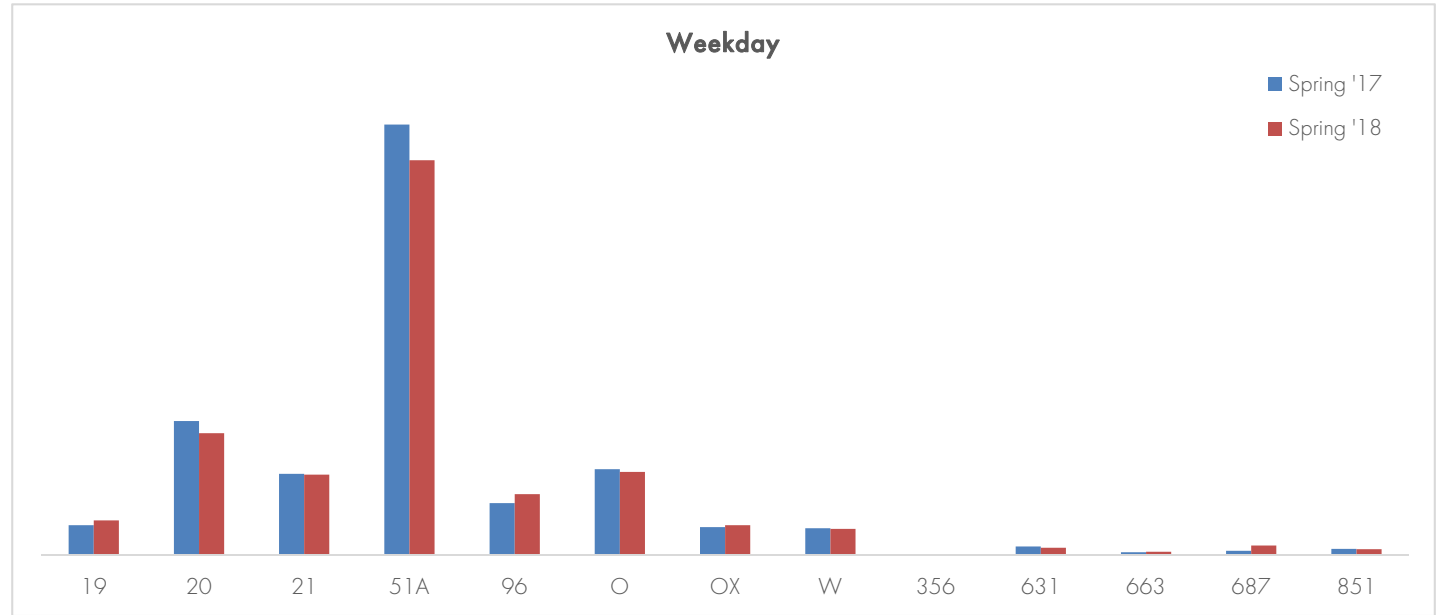
Line	19	20	21	96	51A	O	OX	W
Total Complaints	19	60	39	45	98	85	74	70
Est. Weekday Rides	18,786	72,795	38,725	26,442	185,059	58,980	19,795	16,525
Est. Saturday Rides	1,256	10,772	4,554	3,216	16,958	3,509	0	0
Est. Sunday Rides	811	8,549	3,702	2,732	15,228	2,923	0	0
Riders per Complaint	1,098	1,535	1,205	720	2,217	770	268	236

Note: Complaint Data based on period from July 2018 through September 2018. Average ridership data matched with Winter 2017-18 APC (automatic passenger counter) data.

Average Boardings by Line and Day Type (lines operating in the City of Alameda)

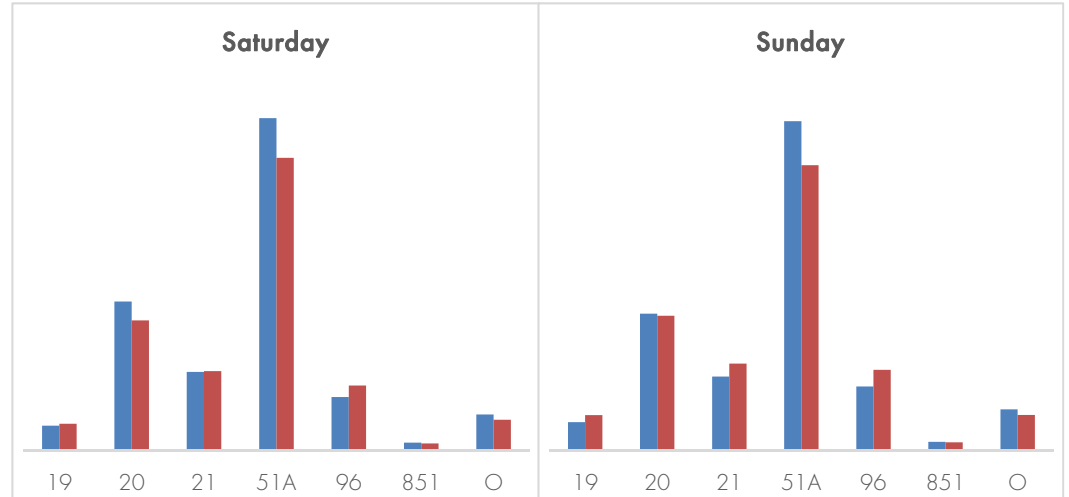
Weekday

Line	Spring '17	Spring '18	% Δ
19	637	742	16.5%
20	2,875	2,614	-9.1%
21	1,742	1,725	-1.0%
51A	9,249	8,481	-8.3%
96	1,112	1,304	17.3%
O	1,841	1,783	-3.2%
OX	596	639	7.2%
W	571	559	-2.1%
356	-	8	-
631	180	153	-15.0%
663	56	67	19.0%
687	89	200	124.7%
851	127	123	-3.1%
Overall	1,619	1,749	8.0%
System	####	####	-2.7%



Weekend

Line	Saturday			Sunday		
	Spring '17	Spring '18	% Δ	Spring '17	Spring '18	% Δ
19	399	428	7.3%	341	424	24.1%
20	2,368	2,068	-12.7%	1,632	1,606	-1.6%
21	1,252	1,264	1.0%	884	1,037	17.3%
51A	5,278	4,648	-11.9%	3,923	3,399	-13.4%
96	853	1,037	21.6%	765	963	25.9%
851	130	116	-10.8%	106	101	-4.7%
O	576	491	-14.8%	492	426	-13.4%
Overall	10,856	10,051	-7.4%	8,143	7,955	-2.3%
System	92,269	85,212	-7.6%	73,342	70,834	-3.4%



Estimated average daily ridership calculated from APC data.