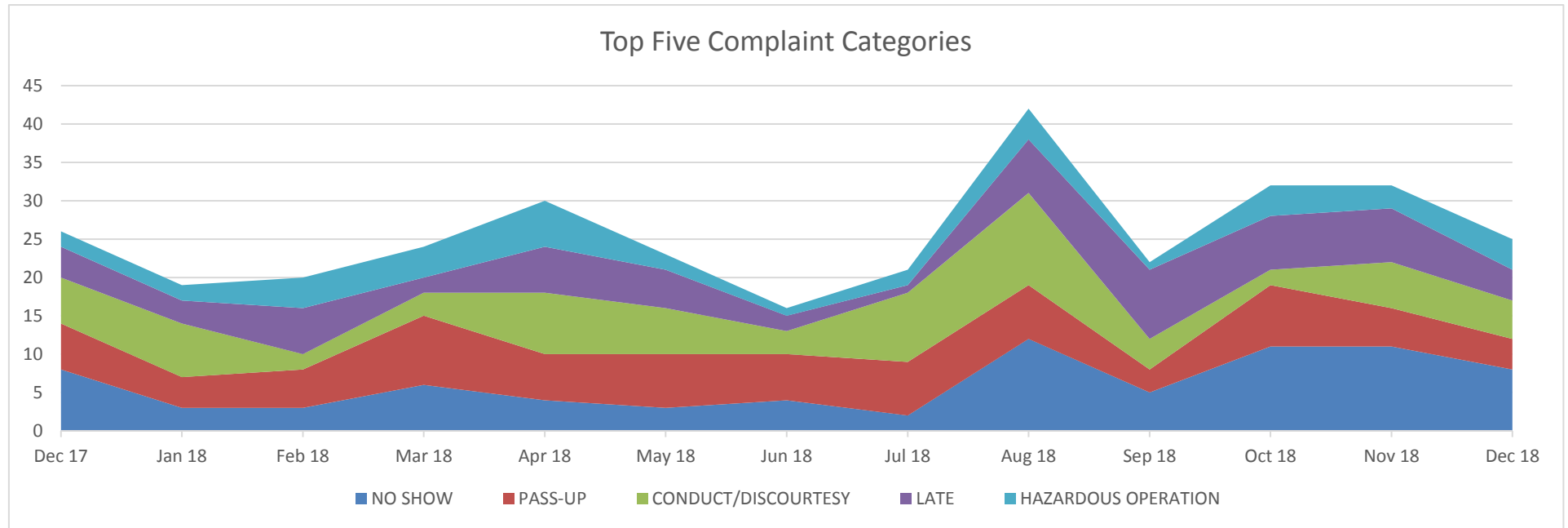


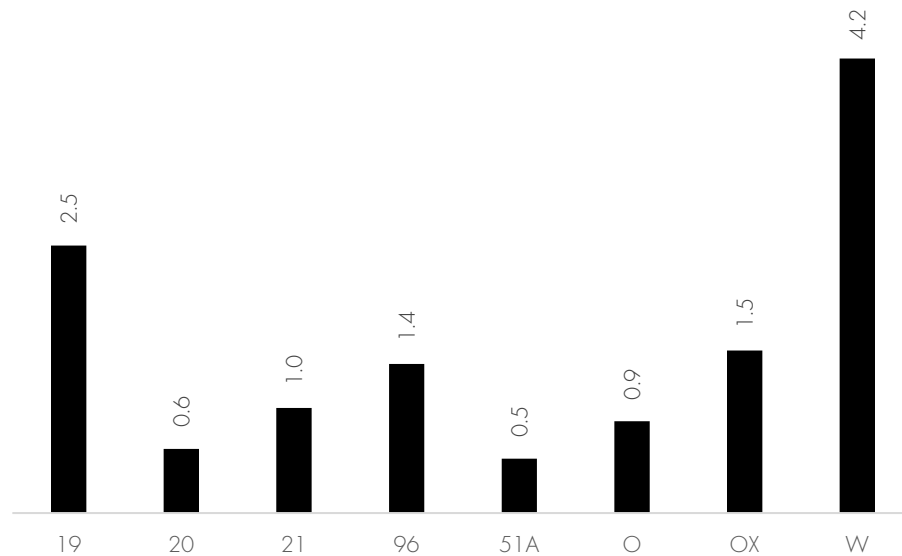
51A Line Customer Feedback

Total number of Contacts per month		33	27	28	33	46	33	23	28	49	30	49	40	34	453
Rank	Category	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Total
1	NO SHOW	8	3	3	6	4	3	4	2	12	5	11	11	8	80
2	PASS-UP	6	4	5	9	6	7	6	7	7	3	8	5	4	77
3	CONDUCT/DISOURTESY	6	7	2	3	8	6	3	9	12	4	2	6	5	73
4	LATE	4	3	6	2	6	5	2	1	7	9	7	7	4	63
5	HAZARDOUS OPERATION	2	2	4	4	6	2	1	2	4	1	4	3	4	39
6	BOARDING DENIED	3	4	2	2	2	3	0	0	0	1	1	2	0	20
7	SHARP	1	2	1	2	1	1	2	0	1	0	1	0	2	14
8	ROUTES & SCHEDULES	2	1	0	1	2	2	0	0	2	0	1	2	0	13
9	BUS STOP	0	0	0	1	0	1	0	2	1	0	0	4	0	9
10	SIGNAGE	0	0	0	0	0	0	0	0	0	1	0	1	1	3



Complaints per 1,000 Riders for Alameda Lines

Prepared by AC Transit Service Development Dept. for Alameda-AC Transit ILC Meeting – January 16, 2019



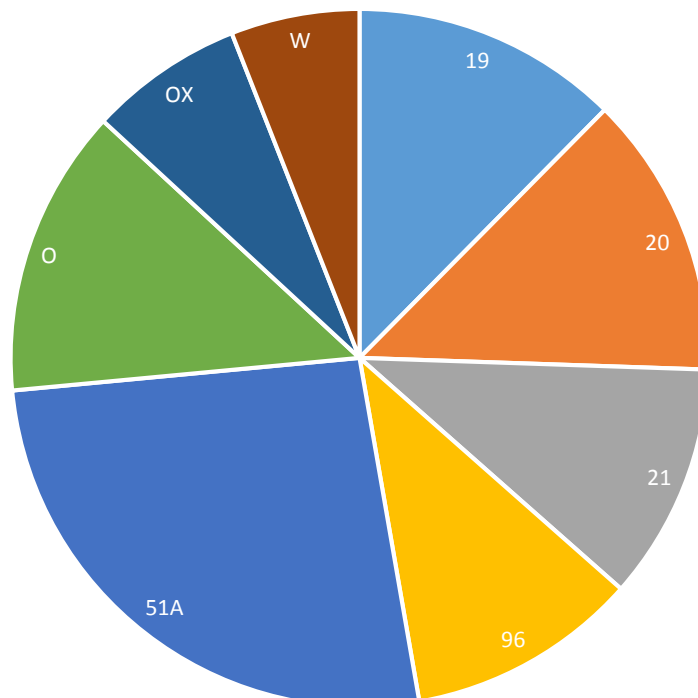
Line	19	20	21	96	51A	O	OX	W
Total Complaints	52	55	46	45	110	56	30	70
Est. Weekday Rides	18,786	72,795	38,725	26,442	185,059	58,980	19,795	16,525
Est. Saturday Rides	1,256	10,772	4,554	3,216	16,958	3,509	0	0
Est. Sunday Rides	811	8,549	3,702	2,732	15,228	2,923	0	0
Complaints/1,000	2.5	0.6	1.0	1.4	0.5	0.9	1.5	4.2

Note: Complaint Data based on period from October 2018 through December 2018. Average ridership data matched with Winter 17-18 APC (automatic passenger counter) data.

AC Transit Customer Feedback - Lines serving the City of Alameda

October - December 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	0	0	0	0	0
BOARDING DENIED	0	2	2	0	3	3	1	0	11
BUNCHING	0	0	0	0	1	0	0	0	1
BUS OVERLOADED	0	0	0	0	2	5	8	0	15
BUS SHELTERS	0	1	0	0	1	0	0	0	2
BUS STOP	0	0	1	0	3	1	1	0	6
CARRY-BY	1	1	0	0	1	0	0	0	3
COMMENDATION	0	5	1	0	9	3	2	1	21
CONDUCT/DISOURTESY	2	8	4	12	9	4	0	1	40
CRIME/VANDALISM/SECURITY	0	0	0	0	0	0	0	0	0
FARE DISPUTE	2	1	0	0	1	0	0	1	5
HAZARDOUS OPERATION	1	0	2	1	12	6	3	0	25
IDLING	0	0	0	0	0	2	0	0	2
IMPROPER/UNAUTHORIZED STOP	0	0	1	0	1	0	0	0	2
LATE	8	7	6	3	16	7	6	3	56
NEXTBUS	1	1	0	0	0	1	0	0	3
NO SHOW	27	21	22	17	29	11	1	9	137
OFF ROUTE	0	0	0	4	1	0	4	0	9
PASS-UP	5	7	7	6	16	9	0	3	53
ROUTES & SCHEDULES	1	1	0	2	2	1	4	3	14
SHARP	4	0	0	0	3	2	0	0	9
SIGNAGE	0	0	0	0	0	1	0	4	5
<i>total</i>	52	55	46	45	110	56	30	25	419

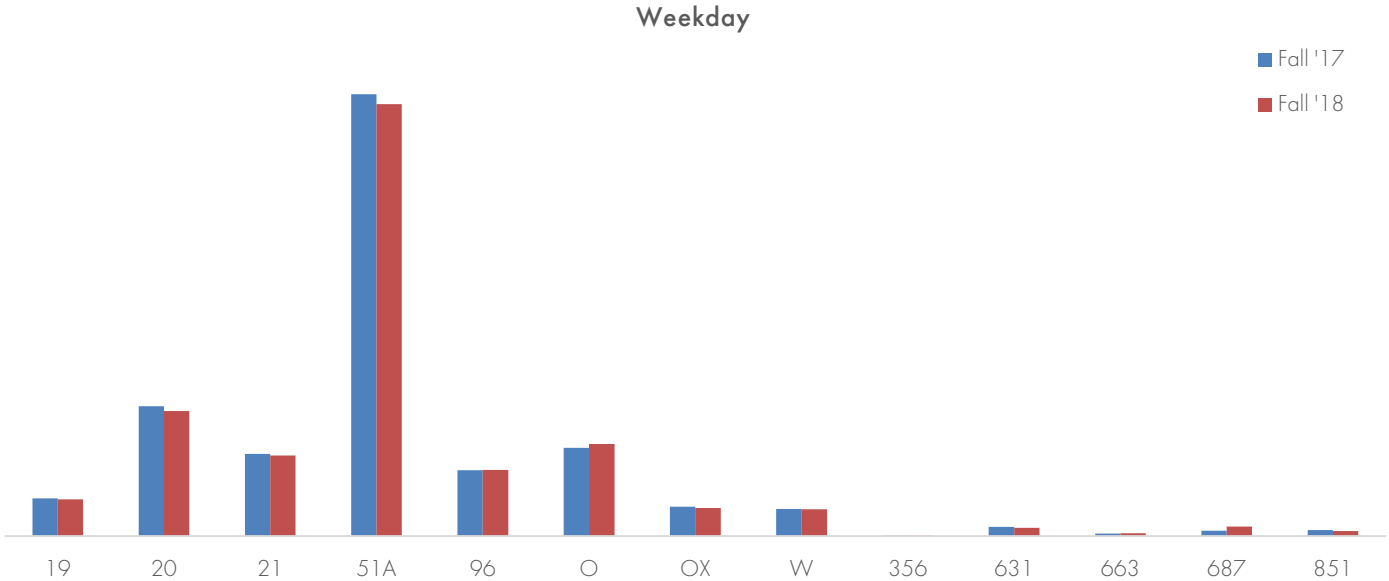


*Lines with fewer than three complaints during the thirteen months are not included.

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

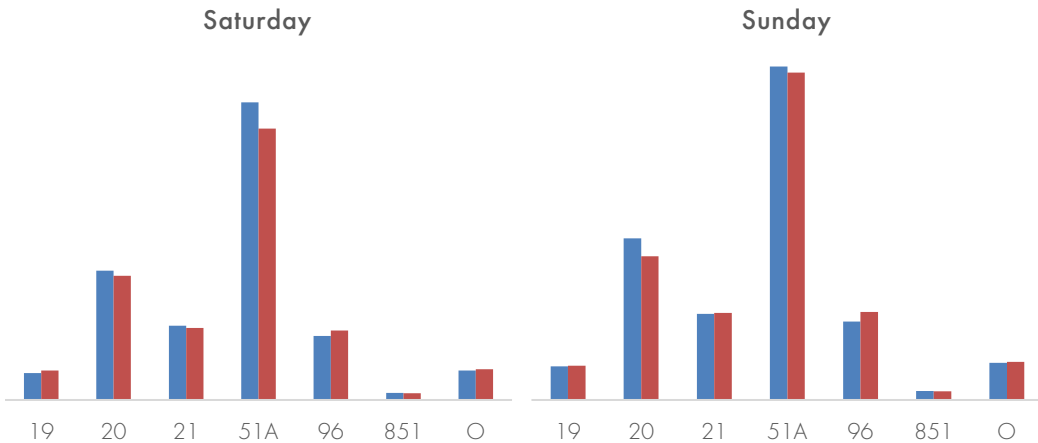
Weekday

Line	Fall '17	Fall '18	% Δ
19	803	781	-2.7%
20	2,759	2,656	-3.7%
21	1,746	1,714	-1.8%
51A	9,379	9,170	-2.2%
96	1,398	1,408	0.7%
O	1,873	1,956	4.4%
OX	621	596	-4.0%
W	575	571	-0.7%
356	10	13	30.0%
631	194	178	-8.2%
663	52	60	15.4%
687	117	204	74.4%
851	131	108	-17.6%
Overall	19,659	19,415	-1.2%
System	172,493	172,212	-0.2%



Weekend

Line	Saturday			Sunday		
	Fall '17	Fall '18	% Δ	Fall '17	Fall '18	% Δ
19	455	500	10.0%	379	387	2.0%
20	2,195	2,107	-4.0%	1,831	1,627	-11.1%
21	1,260	1,225	-2.8%	973	986	1.3%
51A	5,051	4,609	-8.7%	3,773	3,706	-1.8%
96	1,089	1,181	8.5%	886	997	12.5%
851	122	114	-6.6%	102	98	-3.9%
O	501	524	4.6%	420	430	2.4%
Overall	10,674	10,260	-3.9%	8,364	8,231	-1.6%
System	89,562	88,292	-1.4%	72,868	72,713	-0.2%



Estimated average daily ridership calculated from APC data.

[illegible]