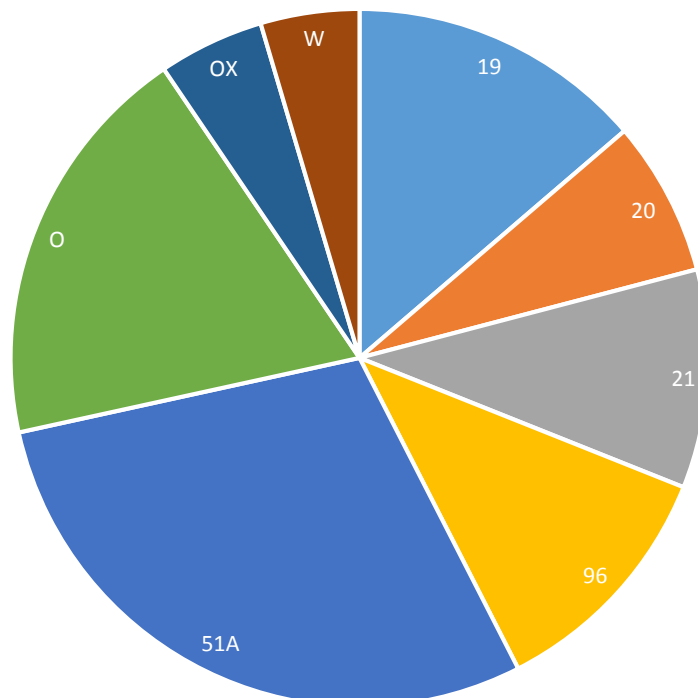


# AC Transit Customer Feedback - Lines serving the City of Alameda

January - March 2019

	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	0	0	1	7	0	1	0	9
BUNCHING	0	0	0	0	0	0	0	0	0
BUS OVERLOADED	0	0	0	0	1	1	2	0	4
BUS SHELTERS	1	0	0	1	0	0	0	0	2
BUS STOP	1	0	0	1	0	0	0	0	2
CARRY-BY	0	0	0	3	1	2	0	0	6
COMMENDATION	0	2	0	1	11	9	1	0	24
CONDUCT/DISOURTESY	3	2	3	2	11	4	1	0	26
CRIME/VANDALISM/SECURITY	0	0	0	0	0	0	0	0	0
FARE DISPUTE	0	1	2	0	2	1	0	0	6
HAZARDOUS OPERATION	1	1	5	3	5	6	3	0	24
IDLING	0	0	0	0	0	0	0	0	0
IMPROPER/UNAUTHORIZED STOP	0	0	0	0	0	0	0	1	1
LATE	4	3	6	9	14	11	2	1	50
NEXTBUS	1	1	0	0	1	3	0	0	6
NO SHOW	21	10	8	6	14	10	1	5	75
OFF ROUTE	2	0	0	3	0	0	1	0	6
PASS-UP	3	2	4	1	15	5	1	2	33
ROUTES & SCHEDULES	4	0	1	2	2	2	1	3	15
SHARP	1	0	2	2	2	2	0	1	10
SIGNAGE	0	0	0	0	3	2	1	1	7
<i>total</i>	42	22	31	35	89	58	15	14	306



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