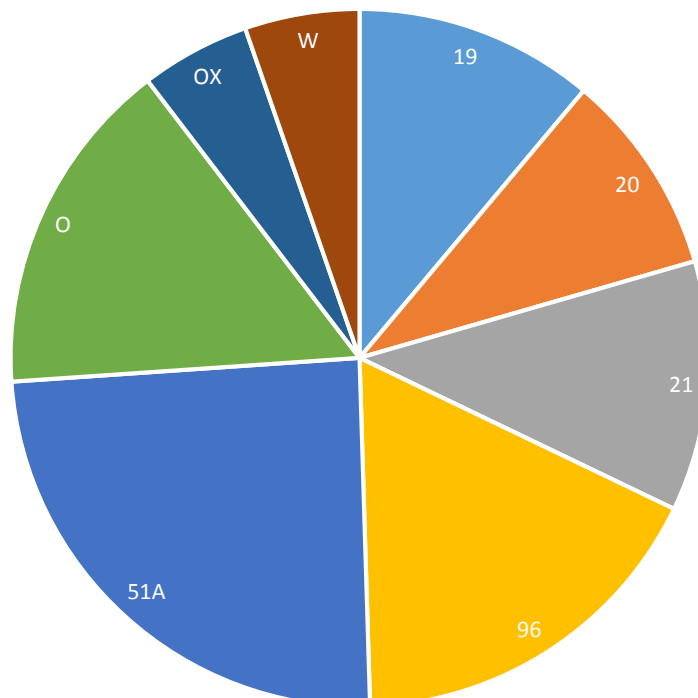


AC Transit Customer Feedback - Lines serving the City of Alameda

April - June 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	1	0	1	1	3	3	0	0	9
BUNCHING	0	0	0	0	1	0	0	0	1
BUS OVERLOADED	0	0	0	0	2	1	0	1	4
BUS SHELTERS	0	0	0	1	1	0	1	0	3
BUS STOP	1	1	2	0	4	0	0	0	8
CARRY-BY	0	0	1	0	0	1	0	0	2
COMMENDATION	0	3	0	2	8	3	2	1	19
CONDUCT/DISOURTESY	1	8	11	1	20	6	1	2	50
CRIME/VANDALISM/SECURITY	0	0	0	0	0	1	0	0	1
FARE DISPUTE	0	0	0	0	0	0	0	0	0
HAZARDOUS OPERATION	1	2	0	0	12	7	2	0	24
IDLING	0	0	0	0	0	0	0	0	0
IMPROPER/UNAUTHORIZED STOP	0	0	1	0	0	1	0	0	2
LATE	3	6	8	5	11	11	0	5	49
NEXTBUS	0	3	0	3	5	7	0	4	22
NO SHOW	31	4	20	50	16	13	3	5	142
OFF ROUTE	0	0	0	4	1	1	0	0	6
PASS-UP	3	9	2	3	12	8	2	0	39
ROUTES & SCHEDULES	5	1	0	1	3	0	0	1	11
SHARP	0	1	2	0	2	1	6	2	14
SIGNAGE	0	1	0	1	0	1	4	1	8
<i>total</i>	46	39	48	72	101	65	21	22	414



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