

AC Transit Customer Feedback - Lines serving the City of Alameda

July - September 2019

	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	1	5	4	0	9	3	0	0	22
BUNCHING	0	1	0	0	2	0	0	0	3
BUS OVERLOADED	0	0	1	0	5	6	2	3	17
BUS SHELTERS	1	0	0	0	2	0	0	1	4
BUS STOP	0	0	0	3	3	0	1	2	9
CARRY-BY	0	1	1	0	0	0	0	0	2
COMMENDATION	0	4	1	0	13	4	3	2	27
CONDUCT/DISOURTESY	2	6	12	7	12	10	0	5	54
CRIME/VANDALISM/SECURITY	0	0	0	0	0	0	0	0	0
EARLY	1	2	4	0	3	2	1	4	17
FARE DISPUTE	0	1	0	1	1	3	0	0	6
HAZARDOUS OPERATION	1	4	2	3	6	5	2	0	23
IDLING	0	0	0	0	0	0	0	0	0
IMPROPER/UNAUTHORIZED STOP	1	0	0	0	1	0	0	0	2
LATE	5	11	14	3	18	9	3	5	68
NO SHOW	19	40	21	20	35	51	7	7	200
OFF ROUTE	0	0	0	4	3	2	1	0	10
PASS-UP	6	14	11	7	10	6	1	0	55
REALTIME	2	1	0	1	4	1	0	1	10
ROUTES & SCHEDULES	1	1	3	3	0	1	0	0	9
SIGNAGE	0	2	0	0	3	3	1	2	11
<i>total</i>	40	94	74	52	130	106	22	32	550

