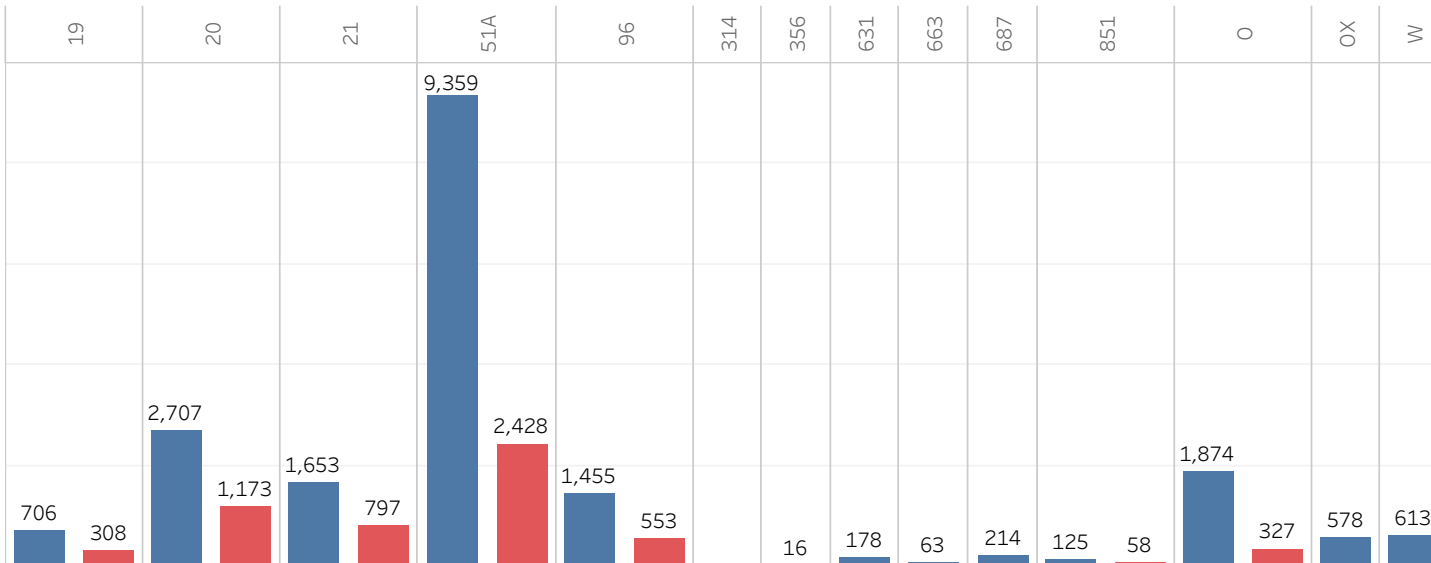




Average Daily Boardings by Route and Day Type

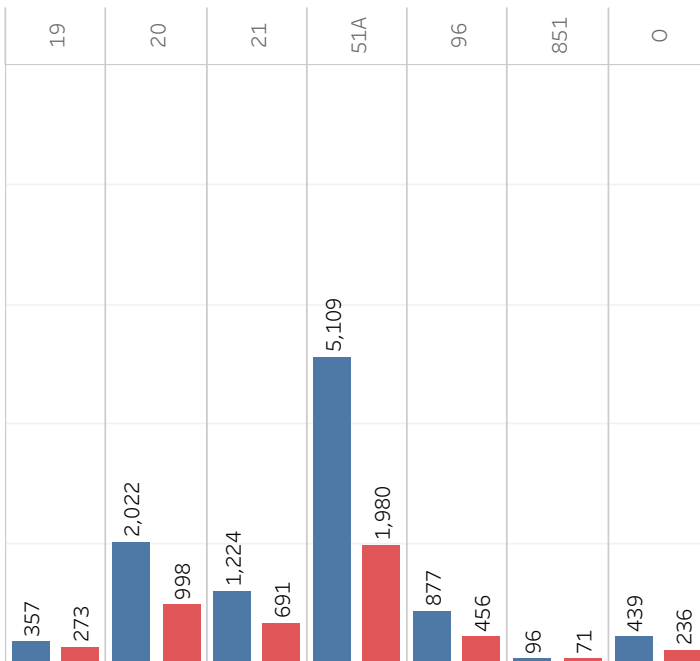
Average Weekday Ridership (May 2019 & May 2020)



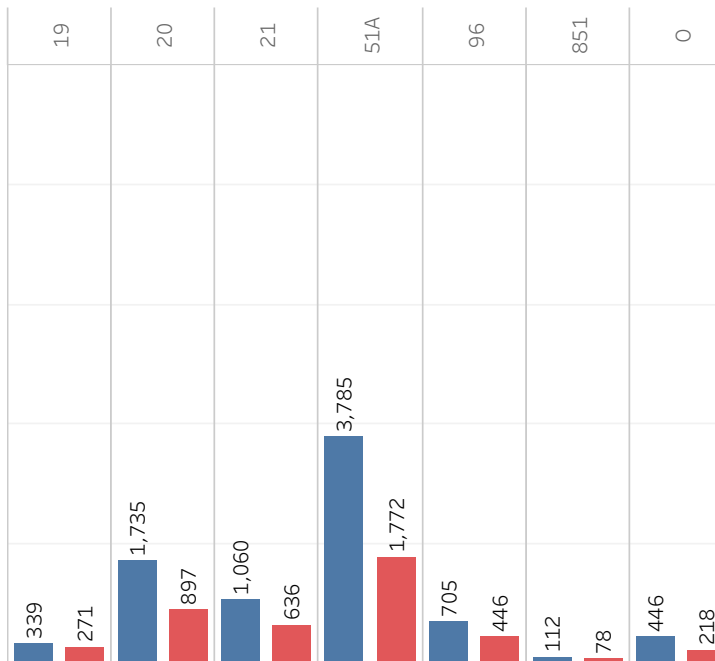
Weekday

	2019	2020
19	706	308
20	2,707	1,173
21	1,653	797
51A	9,359	2,428
96	1,455	553
314	16	178
356	16	63
631	178	63
663	63	214
851	125	58
O	1,874	327
OX	578	613
W	613	

Average Saturday Ridership (May 2019 & May 2020)



Average Sunday Ridership (May 2019 & May 2020)



Saturday

	2019	2020
19	357	273
20	2,022	998
21	1,224	691
51A	5,109	1,980
96	877	456
851	96	71
O	439	236

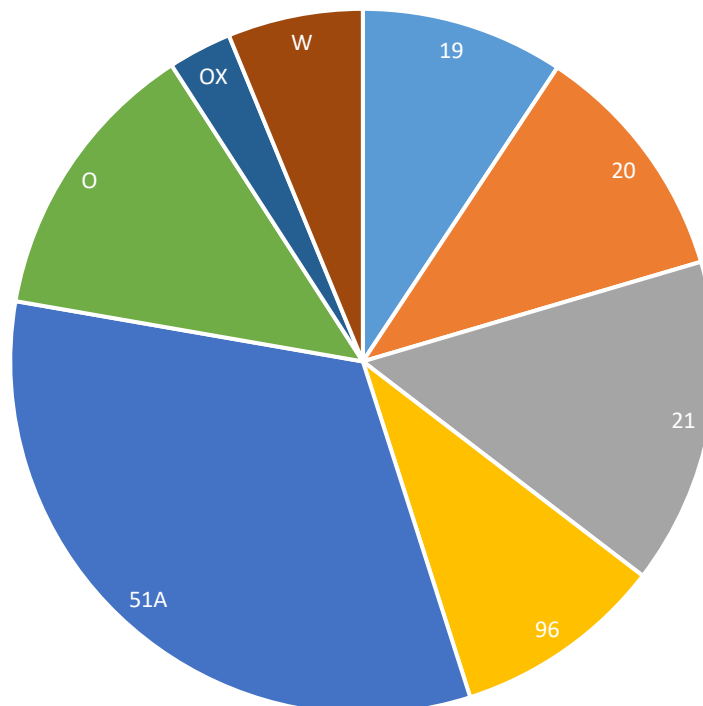
Sunday

	2019	2020
19	357	273
20	2,022	998
21	1,224	691
51A	5,109	1,980
96	877	456
851	96	71
O	439	236

AC Transit Customer Feedback - Lines serving the City of Alameda

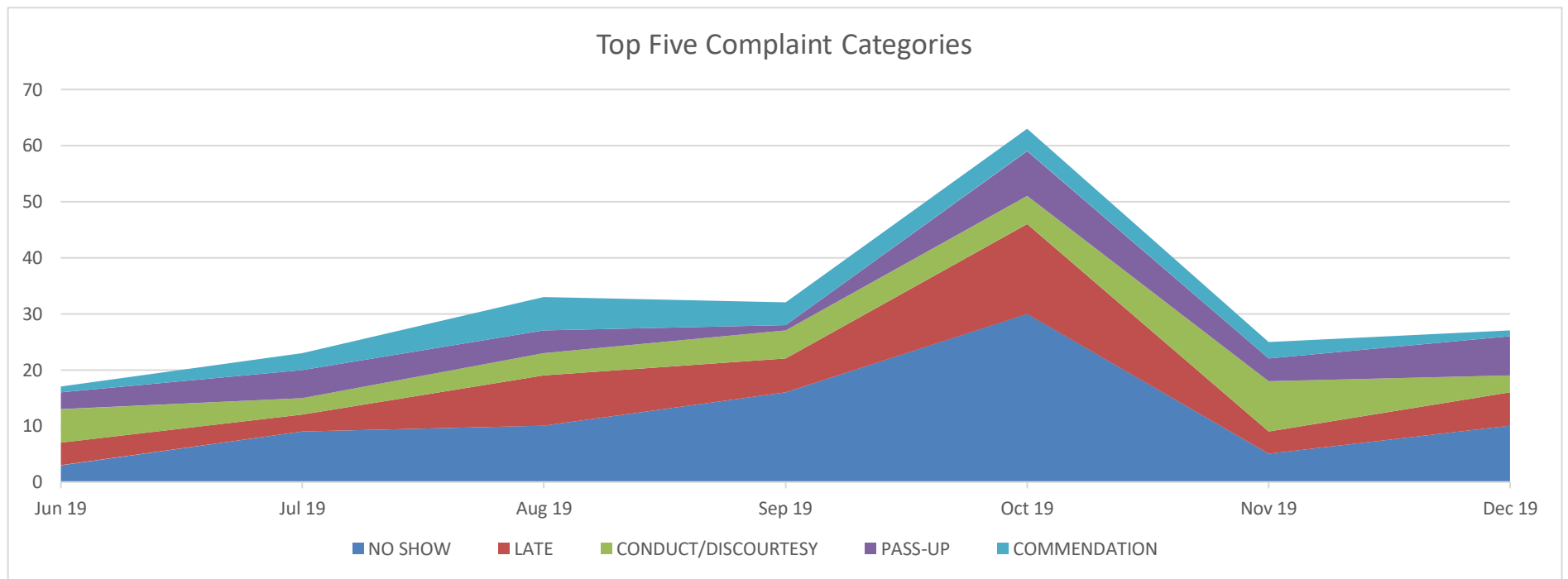
January - June 2020

	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	5	5	2	8	2	0	0	22
BUNCHING	0	1	0	0	5	1	0	1	8
BUS OVERLOADED	0	0	0	0	2	7	2	5	16
BUS SHELTERS	0	0	0	0	1	0	0	0	1
BUS STOP	0	1	0	1	1	0	0	0	3
CARRY-BY	0	0	0	1	2	1	0	0	4
COMMENDATION	1	1	1	2	5	2	0	1	13
CONDUCT/DISCOMFORT	4	11	9	8	33	6	0	3	74
CRIME/VANDALISM/SECURITY	0	1	0	0	1	0	0	0	2
EARLY	0	2	4	3	1	0	1	2	13
FARE DISPUTE	1	0	1	0	0	2	2	0	6
HAZARDOUS OPERATION	1	9	5	2	11	8	0	2	38
IDLING	0	0	0	0	1	0	0	0	1
IMPROPER/UNAUTHORIZED STOP	0	0	0	0	0	0	0	0	0
LATE	12	4	22	2	26	5	2	7	80
NO SHOW	28	13	21	21	36	20	3	7	149
OFF ROUTE	1	0	1	1	4	0	0	0	7
PASS-UP	2	13	10	6	22	13	2	4	72
REALTIME	0	0	2	1	14	0	0	0	17
ROUTES & SCHEDULES	1	0	1	3	4	2	2	1	14
SIGNAGE	0	0	0	0	2	3	2	1	8
<i>total</i>	51	61	82	53	179	72	16	34	548



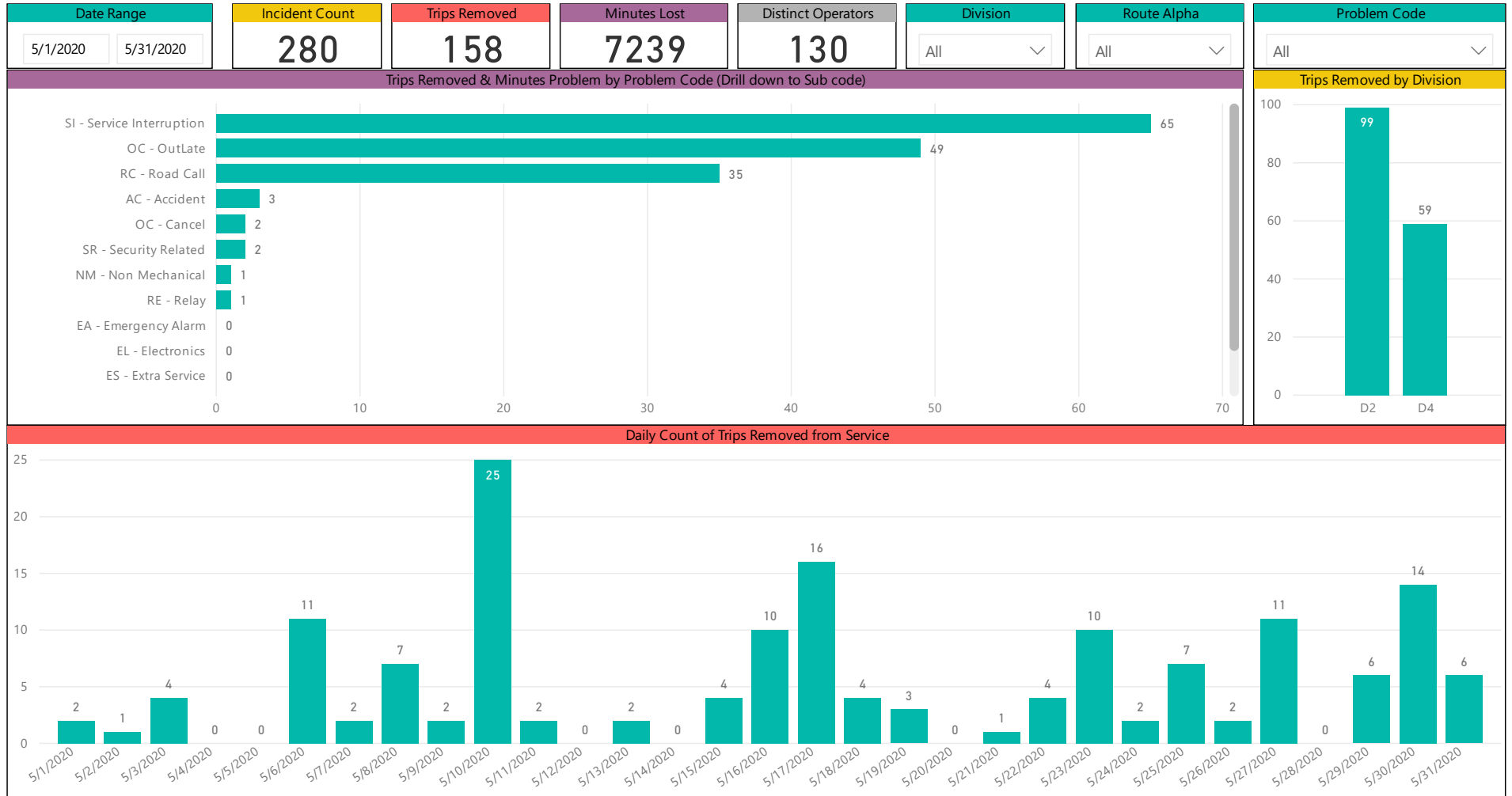
51A Line Customer Feedback

Total number of Contacts per month		23	30	43	44	75	37	41	53	56	33	16	12	15	346
Rank	Category	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total
1	NO SHOW	3	9	10	16	30	5	10	15	14	5	3	0	1	98
2	LATE	4	3	9	6	16	4	6	8	10	6	1	0	1	56
3	CONDUCT/DISCOURTESY	6	3	4	5	5	9	3	5	8	7	8	3	3	40
4	PASS-UP	3	5	4	1	8	4	7	5	4	3	1	5	5	37
5	COMMENDATION	1	3	6	4	4	3	1	3	3	0	0	0	0	25
6	HAZARDOUS OPERATION	3	2	1	3	2	5	2	1	3	2	0	3	2	19
7	BOARDING DENIED	0	3	4	2	0	3	1	1	2	2	3	0	0	14
8	BUS STOP	1	1	0	2	3	0	1	0	1	0	0	0	0	8
9	ROUTES & SCHEDULES	1	0	0	0	1	1	1	2	1	1	0	0	0	6
10	EARLY	0	0	3	0	0	1	1	0	0	1	0	0	0	5

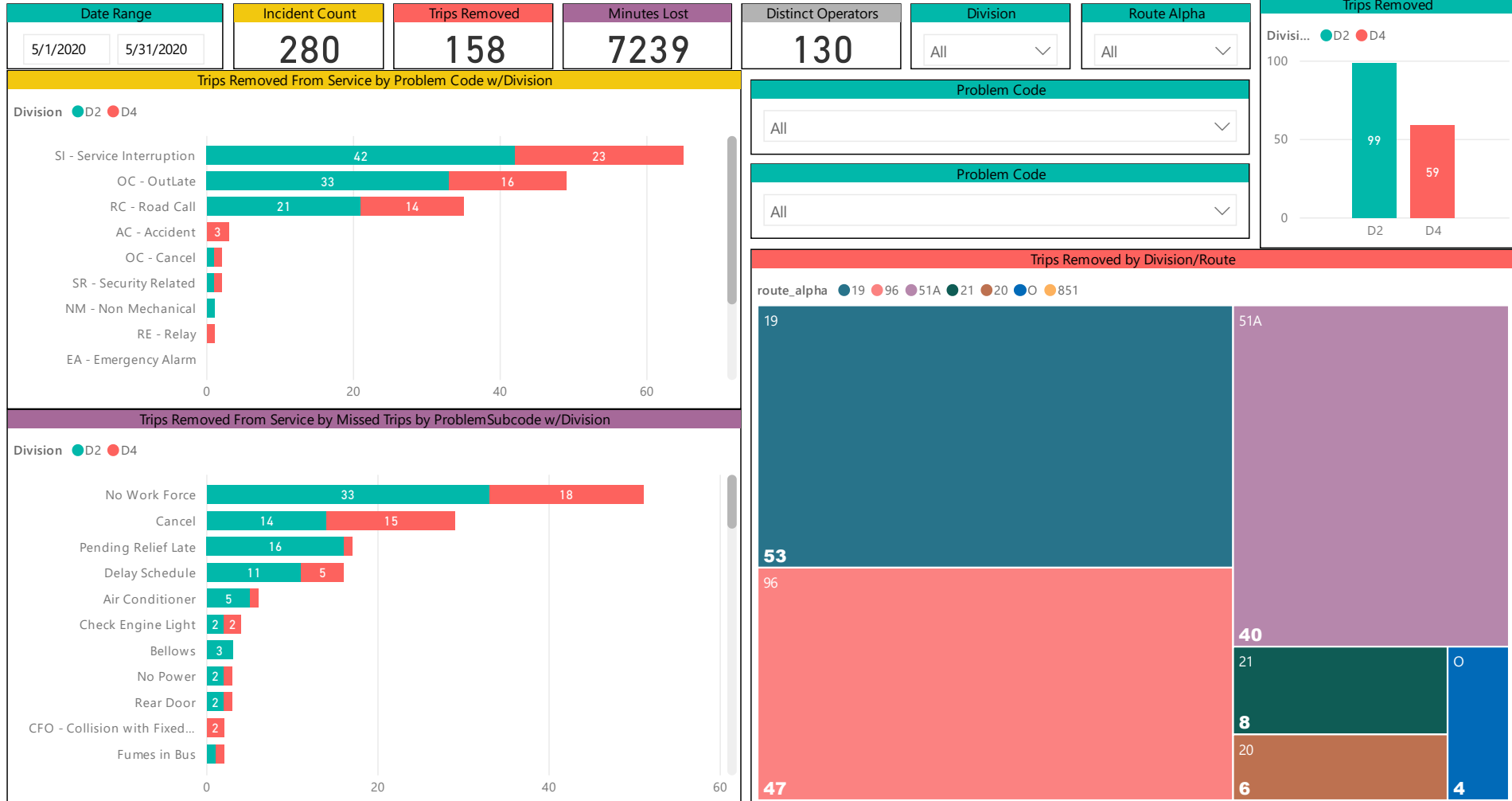


[illegible]

Incidents; Trips Removed From Service by Operations Control Center (OCC)

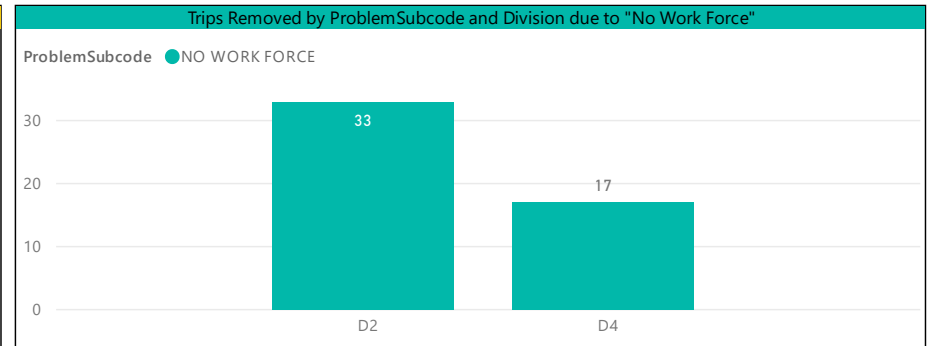
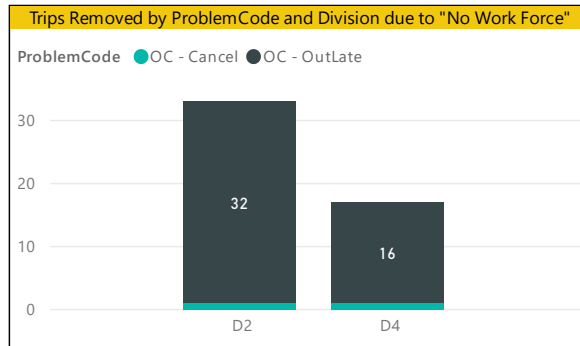
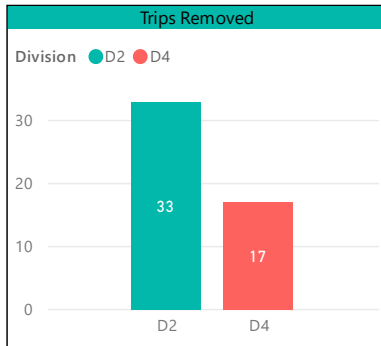


Division Incidents by Problem and Sub-Code Problems



OCC Cancelled Trips Due to "No Work Force" Related Reasons

Date Range	Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
5/1/2020 5/31/2020	27	50	2257	22	All	All



Trips Removed by Route due to "No Work Force"



OCC Cancelled Trips Due to "Road Call" Related Reasons

Date Range

5/1/2020 5/31/2020

Incident Count

71

Trips Removed

35

Minutes Lost

1651

Distinct Operators

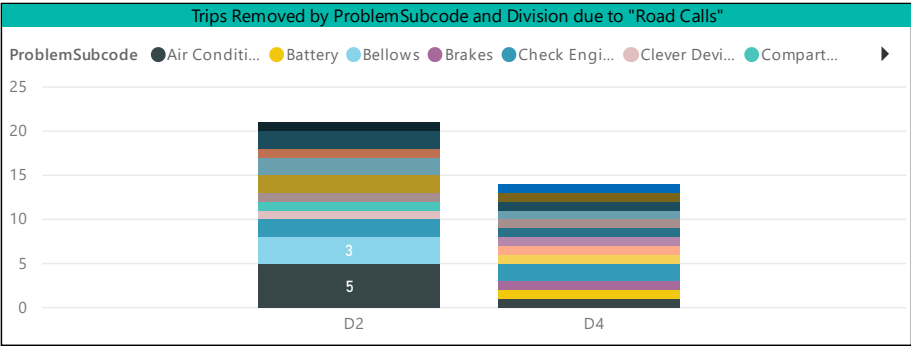
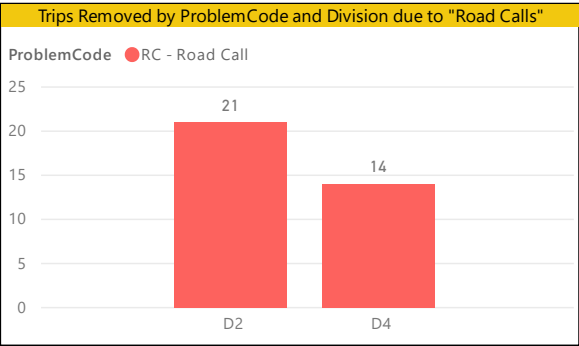
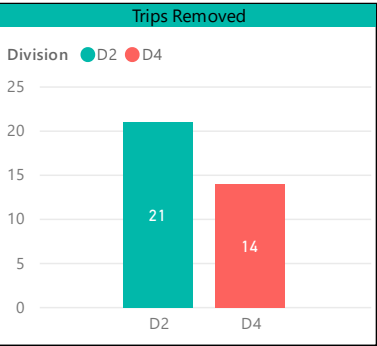
47

Division

All

Route Alpha

All



Trips Removed by Route due to "Road Calls"

route_alpha ● 19 ● 51A ● 96 ● 20 ● 21 ● 851 ● O

