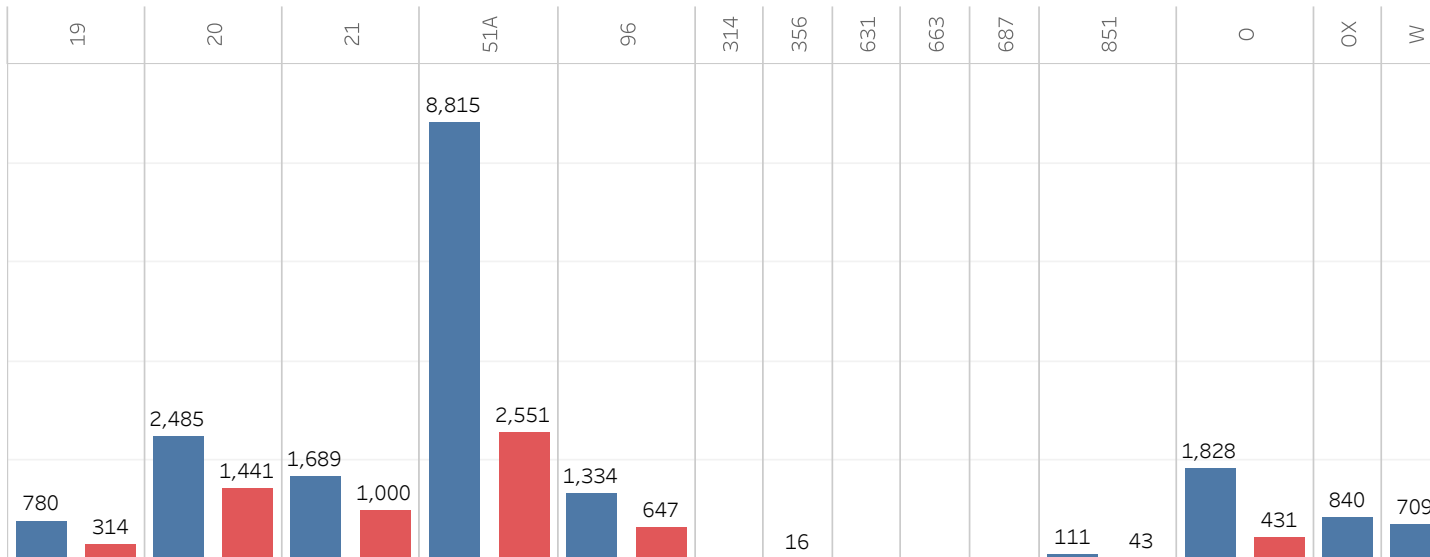




Average Daily Boardings by Route and Day Type

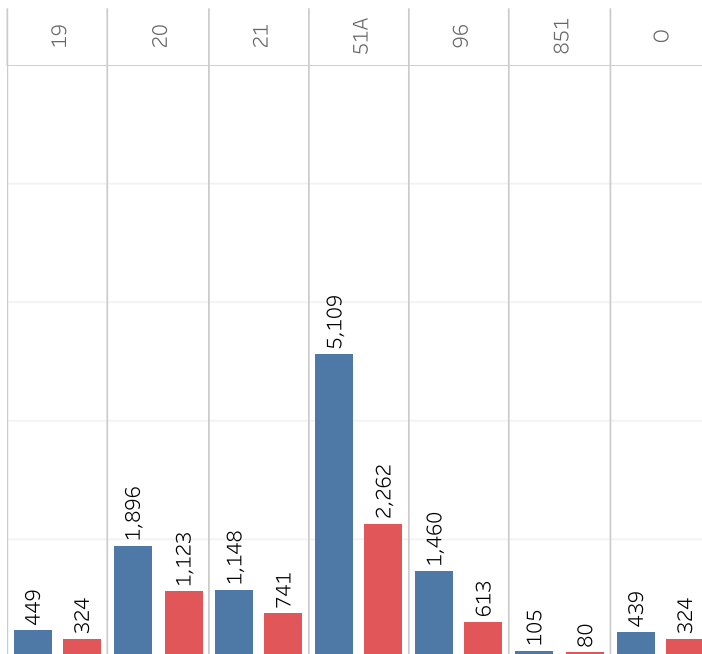
Average Weekday Ridership (July 2019 & July 2020)



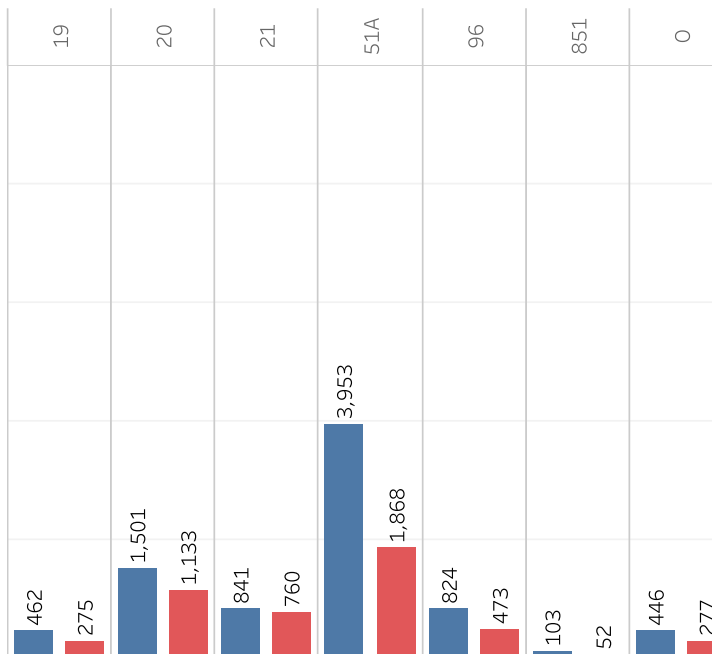
Weekday

	2019	2020
19	780	314
20	2,485	1,441
21	1,689	1,000
51A	8,815	2,551
96	1,334	647
314		
356	16	
631		
663		
851	111	43
O	1,828	431
OX	840	
W	709	

Average Saturday Ridership (July 2019 & July 2020)



Average Sunday Ridership (July 2019 & July 2020)



Saturday

	2019	2020
19	449	324
20	1,896	1,123
21	1,148	741
51A	5,109	2,262
96	1,460	613
851	105	80
O	439	324

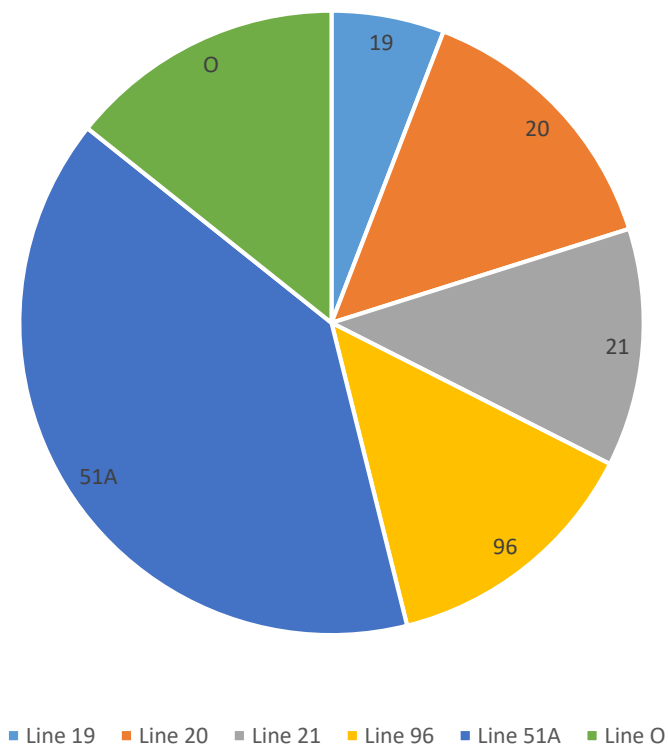
Sunday

	2019	2020
19	449	324
20	1,896	1,123
21	1,148	741
51A	5,109	2,262
96	1,460	613
851	105	80
O	439	324

AC Transit Customer Feedback - Lines serving the City of Alameda

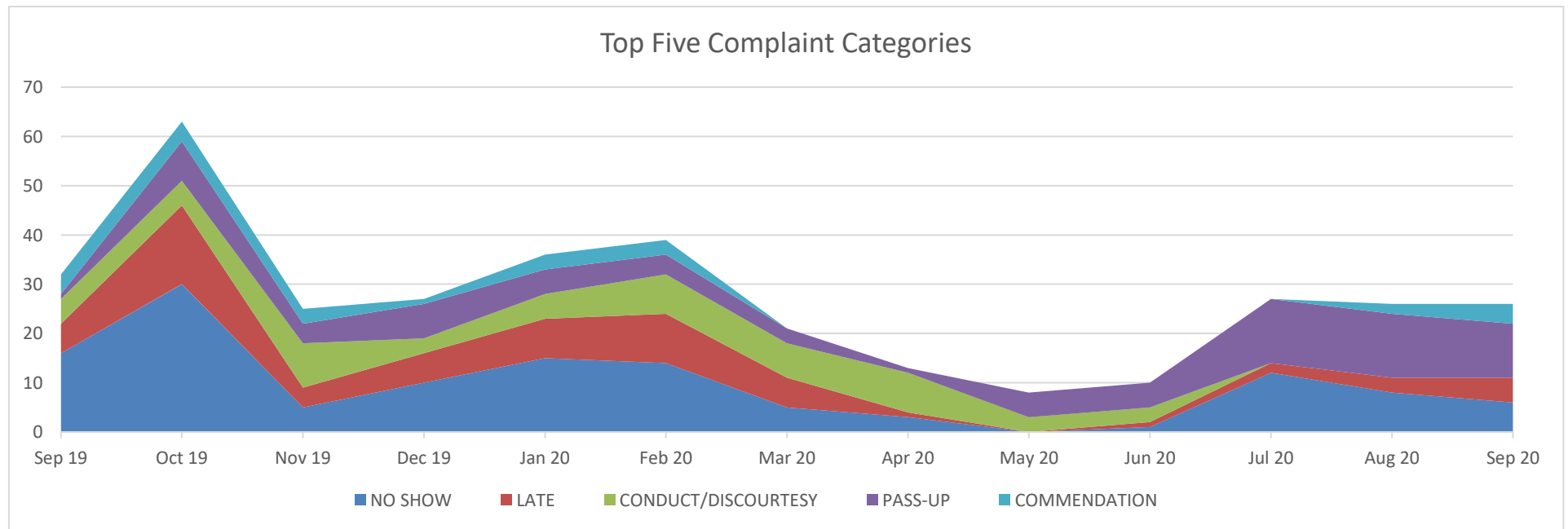
2020 Q3: July through September

	Line 19	Line 20	Line 21	Line 96	Line 51A	Line O	Line OX	Line W	total
ADA-RELATED EQUIPMENT	0	0	0	0	0	0	0	0	0
BOARDING DENIED	1	4	0	0	5	1	0	0	11
BUNCHING	0	0	0	0	1	0	0	0	1
BUS OVERLOADED	0	0	0	1	2	2	0	0	5
BUS SHELTERS	0	0	0	0	0	0	0	0	0
BUS STOP	1	0	0	0	1	0	0	0	2
CARRY-BY	0	0	0	0	0	1	0	0	1
COMMENDATION	0	2	1	0	2	1	0	0	6
CONDUCT/DISOURTESY	0	0	0	0	0	0	0	0	0
CRIME/VANDALISM/SECURITY	0	0	0	0	0	0	0	0	0
EARLY	1	0	0	0	1	3	0	0	5
FARE DISPUTE	0	0	0	0	0	0	0	0	0
HAZARDOUS OPERATION	1	7	3	5	18	1	0	0	35
IDLING	0	0	0	0	1	0	0	0	1
IMPROPER/UNAUTHORIZED STOP	0	0	0	0	0	0	0	0	0
LATE	2	0	2	1	3	2	0	0	10
NO SHOW	3	2	7	4	7	3	0	0	26
OFF ROUTE	0	0	1	1	0	0	0	0	2
PASS-UP	0	7	4	7	15	4	0	0	37
REALTIME	0	0	0	0	1	0	0	0	1
ROUTES & SCHEDULES	0	0	1	2	1	3	0	0	7
SIGNAGE	0	0	0	0	3	1	0	0	4
total	9	22	19	21	61	22	0	0	154



51A Line Customer Feedback

Total number of Contacts per month		44	75	37	41	53	56	33	16	12	15	64	62	54	346
Rank	Category	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Total
1	NO SHOW	16	30	5	10	15	14	5	3	0	1	12	8	6	98
2	LATE	6	16	4	6	8	10	6	1	0	1	2	3	5	56
3	CONDUCT/DISOURTESY	5	5	9	3	5	8	7	8	3	3	0	0	0	40
4	PASS-UP	1	8	4	7	5	4	3	1	5	5	13	13	11	37
5	COMMENDATION	4	4	3	1	3	3	0	0	0	0	0	2	4	25
6	HAZARDOUS OPERATION	3	2	5	2	1	3	2	0	3	2	11	17	7	19
7	BOARDING DENIED	2	0	3	1	1	2	2	3	0	0	3	2	6	14
8	BUS STOP	2	3	0	1	0	1	0	0	0	0	2	0	0	8
9	ROUTES & SCHEDULES	0	1	1	1	2	1	1	0	0	0	4	3	0	6
10	EARLY	0	0	1	1	0	0	1	0	0	0	0	3	2	5



[illegible]

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

Date Range

6/1/2020

9/30/2020

Incident Count

2047

Trips Removed

646

Minutes Lost

29130

Distinct Operators

375

Division

All

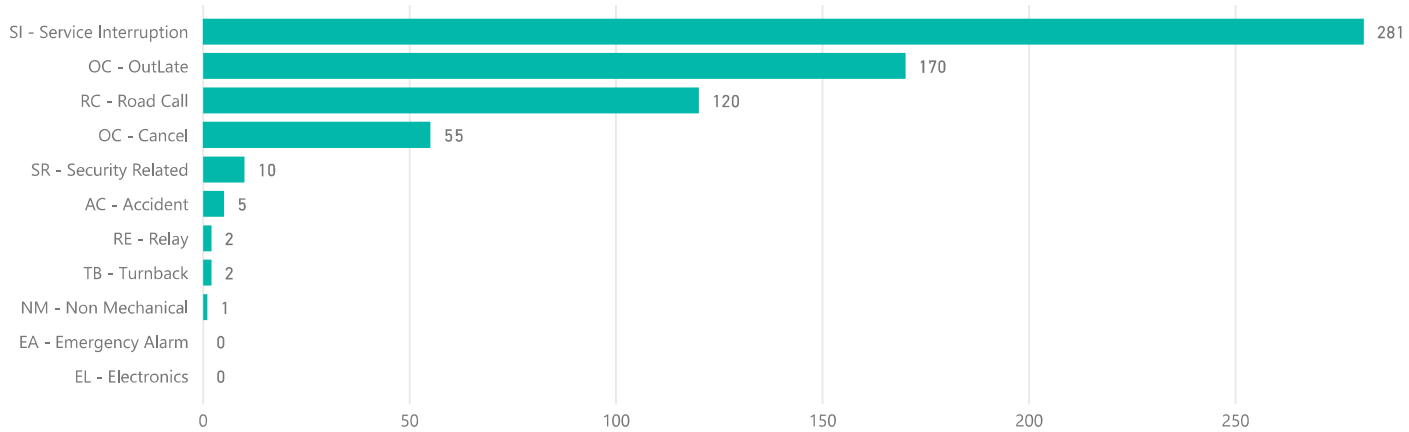
Route Alpha

Multiple selec...

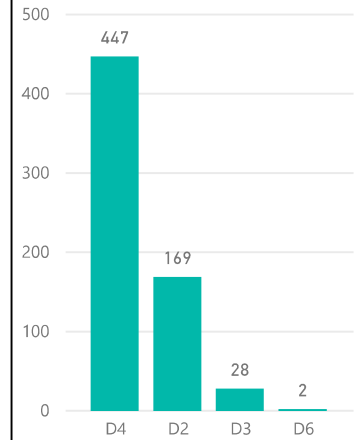
Problem Code

All

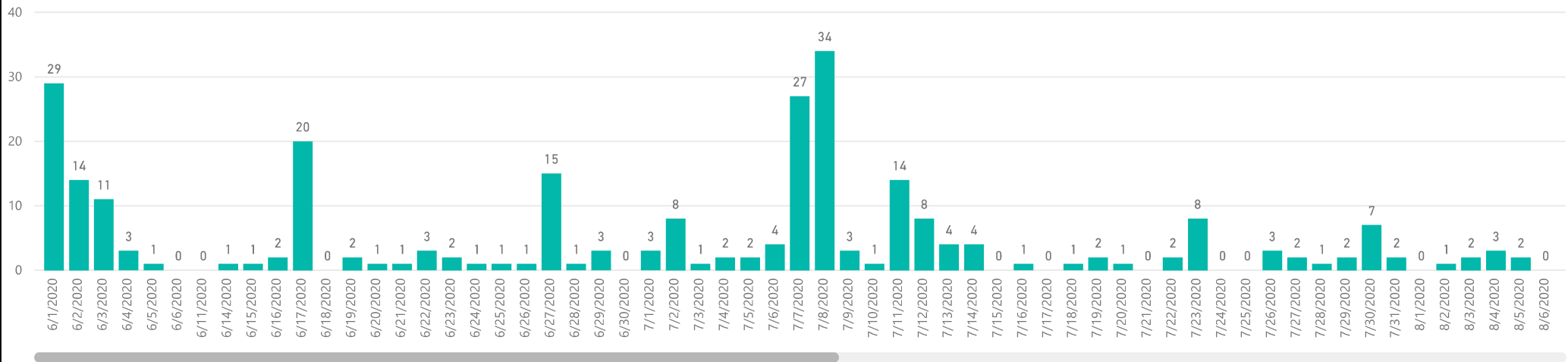
Trips Removed & Minutes Problem by Problem Code (Drill down to Sub code)



Trips Removed by Division



Daily Count of Trips Removed from Service



Division Incidents by Problem and Sub-Code Problems

Date Range

6/1/2020

9/30/2020

Incident Count

2047

Trips Removed

646

Minutes Lost

29130

Distinct Operators

375

Division

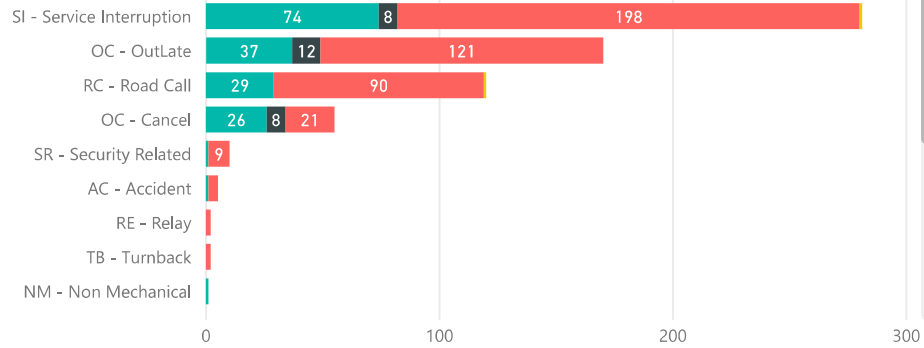
All

Route Alpha

Multiple selec...

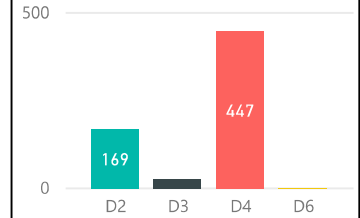
Trips Removed From Service by Problem Code w/Division

Division D2 D3 D4 D6



Trips Removed

Divisi... D2 D3 D4 D6



Problem Code

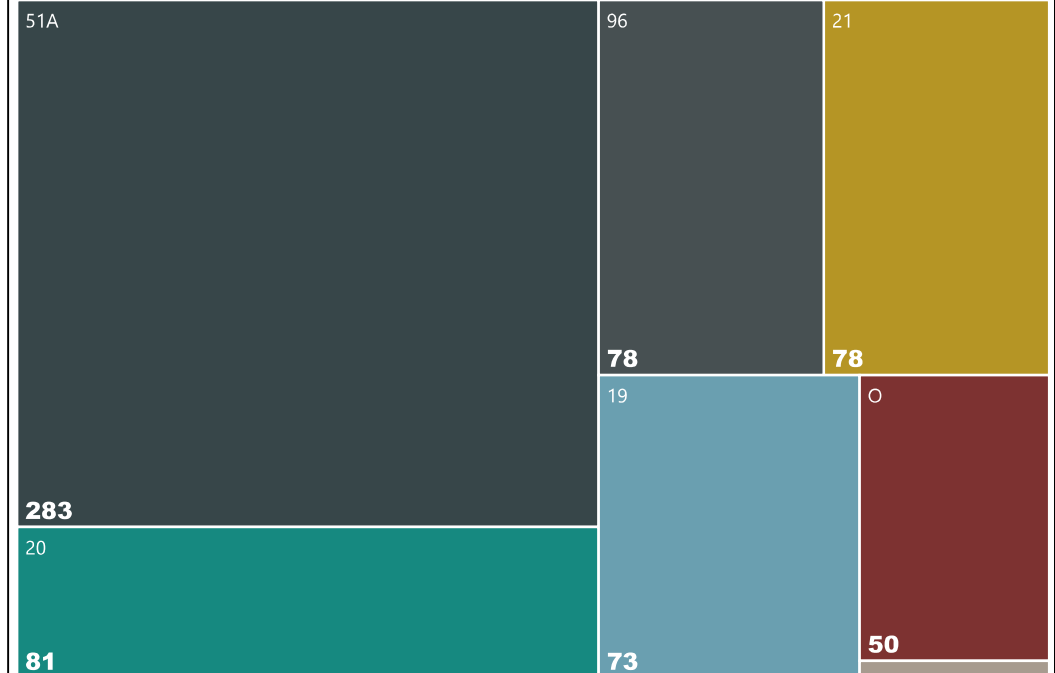
All

Problem Code

All

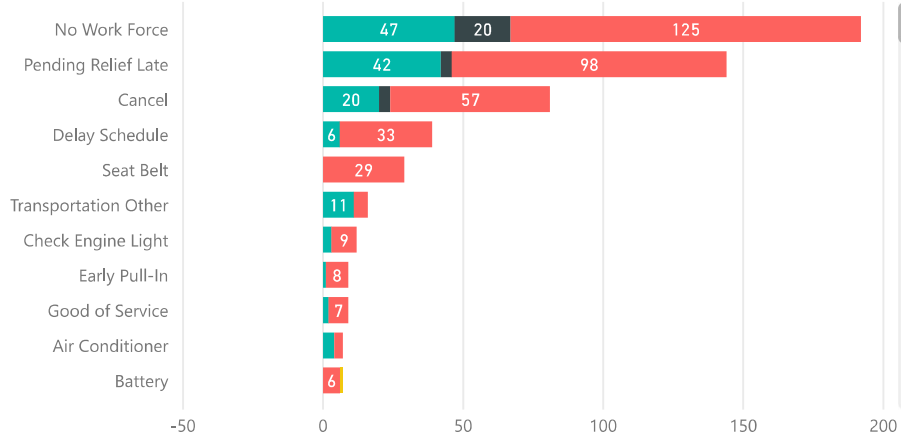
Trips Removed by Division/Route

route_alpha 51A 20 21 96 19 O 851 W



Trips Removed From Service by Missed Trips by ProblemSubcode w/Division

Division D2 D3 D4 D6



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

Date Range

6/1/2020

9/30/2020

Incident Count

150

Trips Removed

190

Minutes Lost

7704

Distinct Operators

92

Division

All

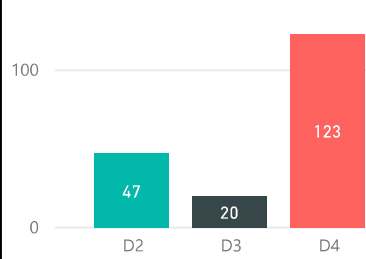
Route Alpha

Multiple selec...

Trips Removed

Division

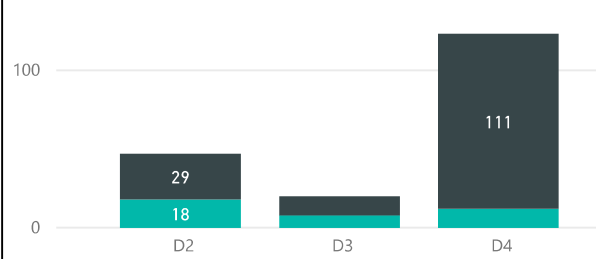
D2 D3 D4



Trips Removed by ProblemCode and Division due to "No Work Force"

ProblemCode

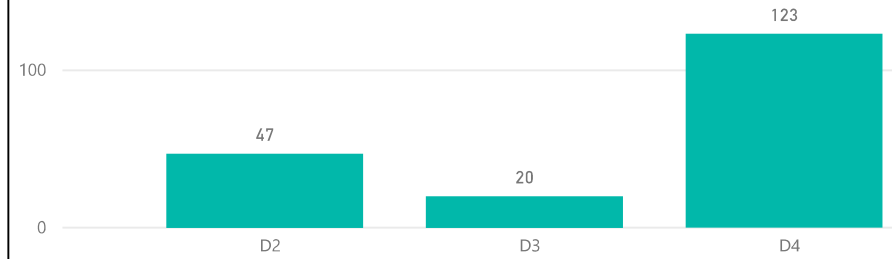
OC - Cancel OC - OutLate



Trips Removed by ProblemSubcode and Division due to "No Work Force"

ProblemSubcode

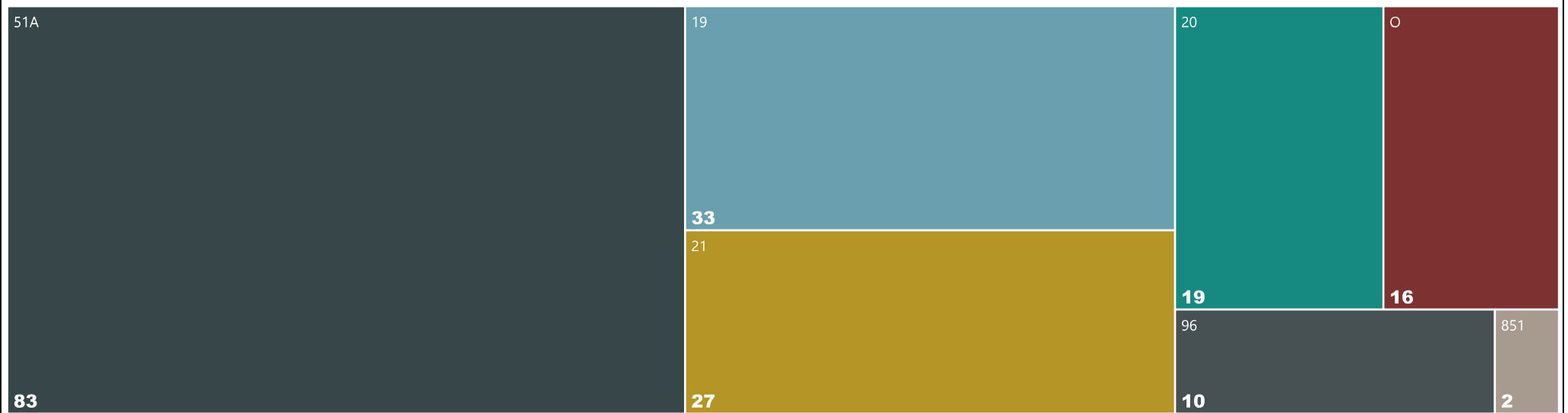
NO WORK FORCE



Trips Removed by Route due to "No Work Force"

route_alpha

51A 19 21 20 O 96 851



OCC Cancelled Trips Due to "Road Call" Related Reasons

Date Range

6/1/2020

9/30/2020

Incident Count

259

Trips Removed

120

Minutes Lost

4704

Distinct Operators

153

Division

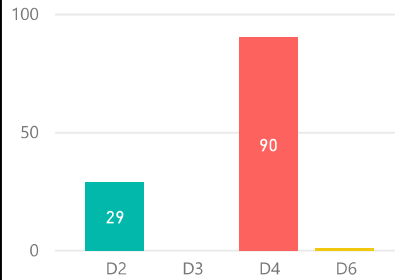
All

Route Alpha

Multiple selec...

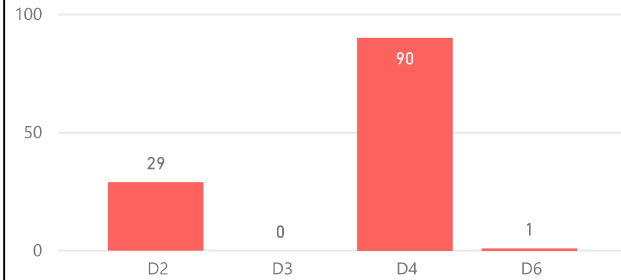
Trips Removed

Division D2 D3 D4 D6



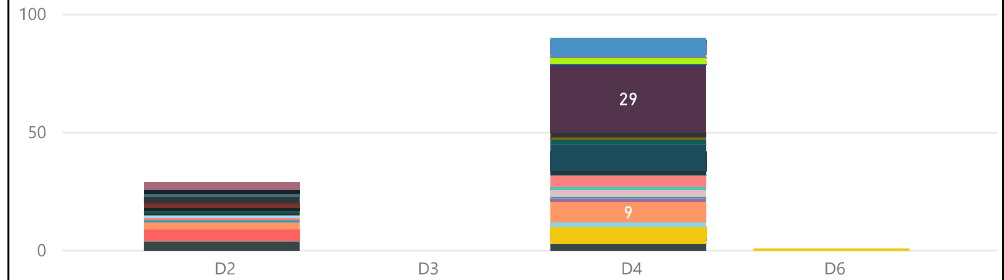
Trips Removed by ProblemCode and Division due to "Road Calls"

ProblemCode RC - Road Call



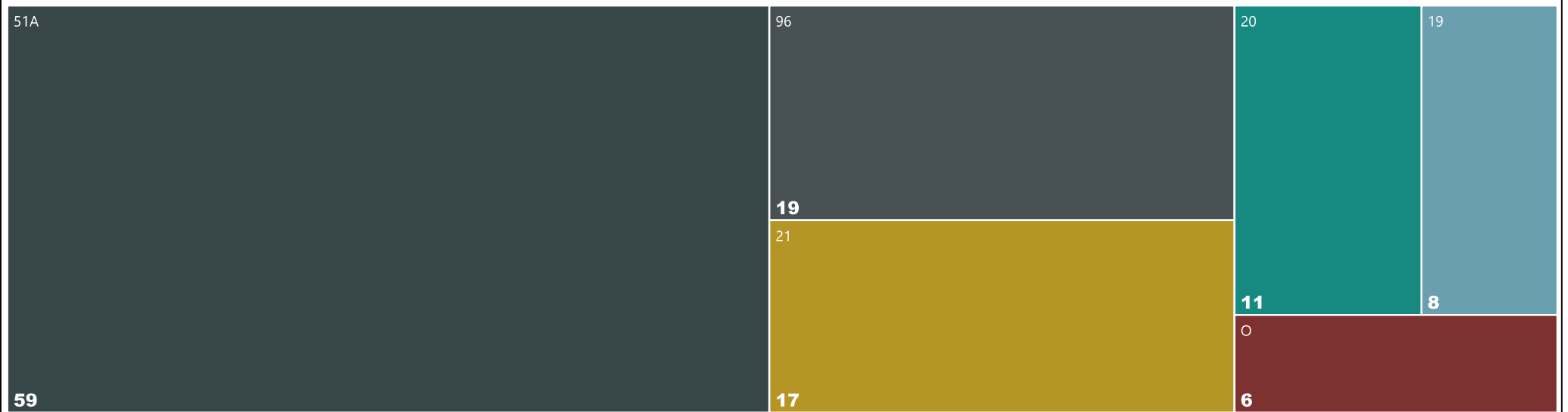
Trips Removed by ProblemSubcode and Division due to "Road Calls"

ProblemSubcode Air Conditio... Air Leak/Pres... Battery Bellows Brakes Check Engin... Clever Devi...



Trips Removed by Route due to "Road Calls"

route_alpha 51A 96 21 20 19 O 851 W



OCC Cancelled Trips Due to "Wheel Chair" Related Reasons

Date Range

Incident Count

Trips Removed

Minutes Lost

Distinct Operators

Division

Route Alpha

6/1/2020

9/30/2020

9

0

108

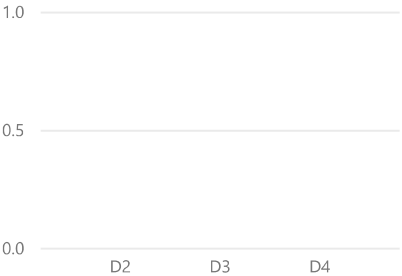
8

All

Multiple selec...

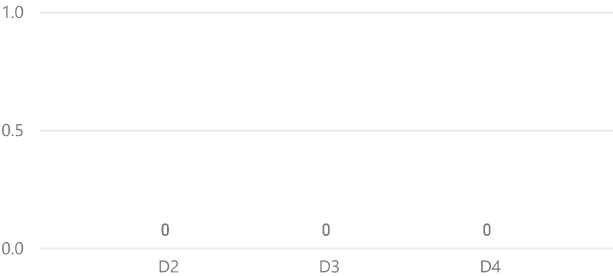
Trips Removed

Division D2 D3 D4



Trips Removed by ProblemCode and Division due to "Wheel Chair"

ProblemCode RC - Road Call



Trips Removed by ProblemSubcode and Division due to "Wheel Chair"

ProblemSubcode Wheelchair Lift/Ramp



Trips Removed by Route due to "Wheel Chair"

route_alpha 20 21 51A

