



Average Daily Boardings by Route and Day Type

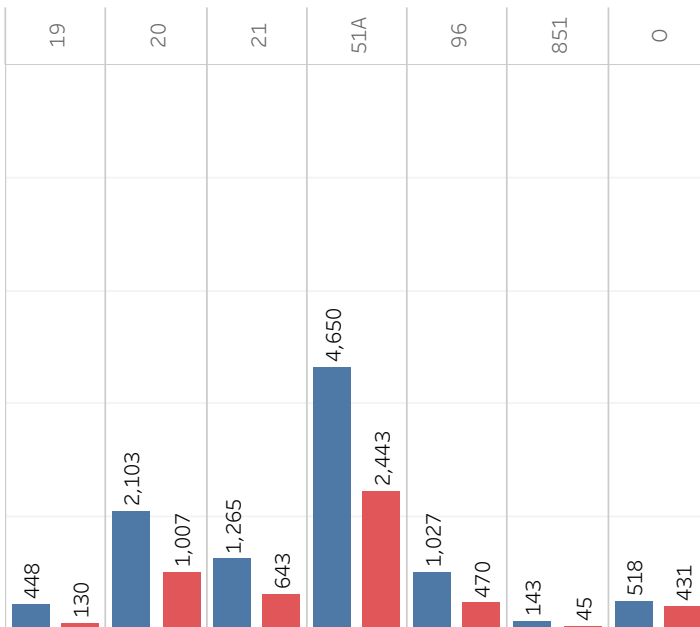
Average Weekday Ridership (November 2019 & November 2020)



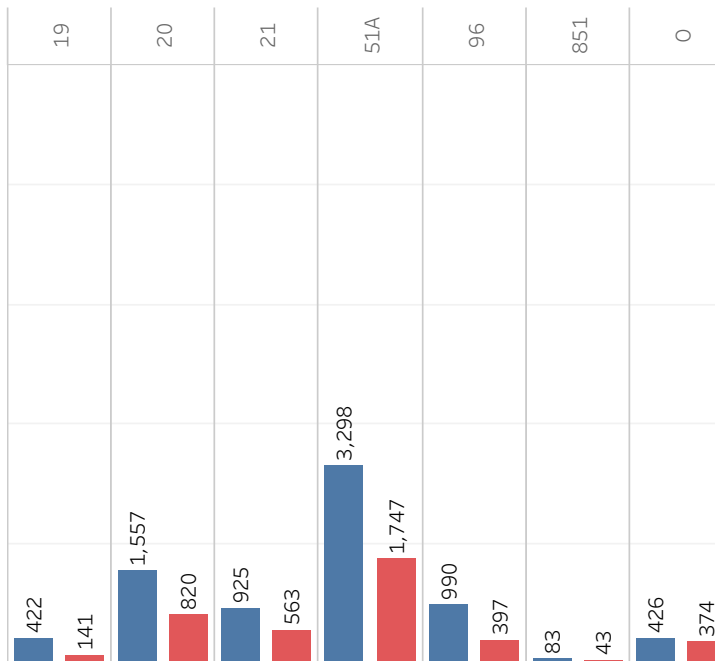
Weekday

	2019	2020
19	732	183
20	2,747	1,252
21	1,696	862
51A	8,780	3,271
96	1,378	579
314	14	
356		
631	273	
663	80	
851	110	49
O	1,986	485
OX	683	
W	622	30

Average Saturday Ridership (November 2019 & November 2020)



Average Sunday Ridership (November 2019 & November 2020)



Saturday

	2019	2020
19	448	130
20	2,103	1,007
21	1,265	643
51A	4,650	2,443
96	1,027	470
851	143	45
O	518	431

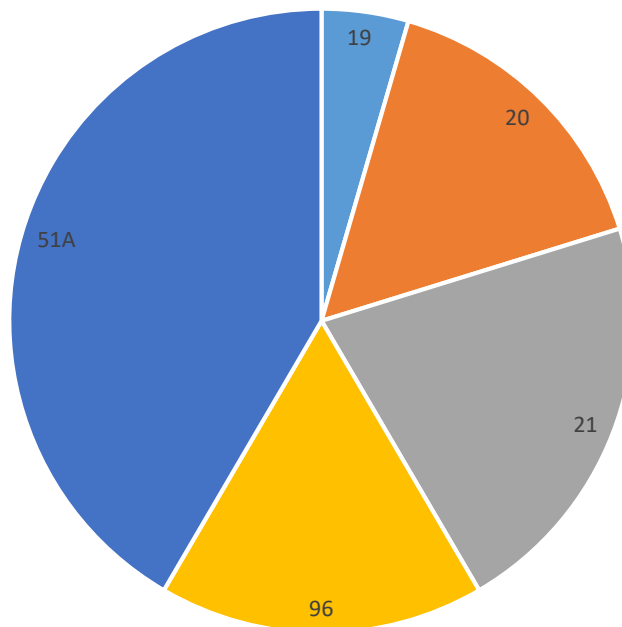
Sunday

	2019	2020
19	448	130
20	2,103	1,007
21	1,265	643
51A	4,650	2,443
96	1,027	470
851	143	45
O	518	431

AC Transit Customer Feedback - Lines serving the City of Alameda

2020 Q4: October through December

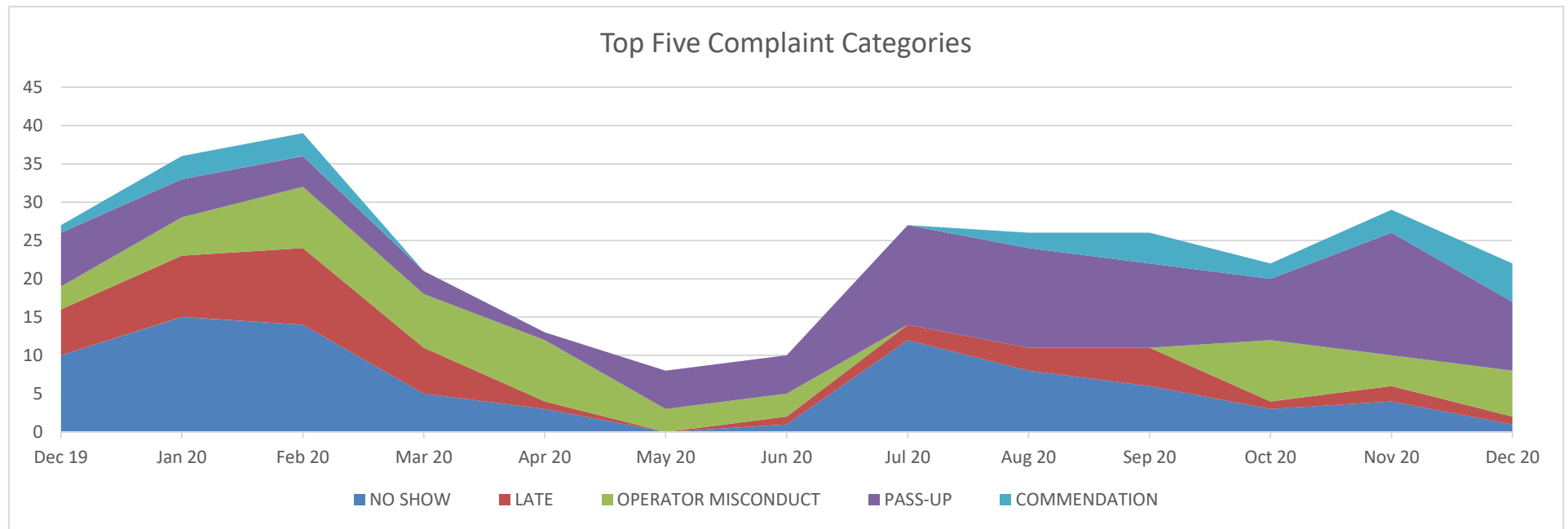
	Line 19	Line 20	Line 21	Line 96	Line 51A	Line O	Line OX	Line W	<i>total</i>
ADA-RELATED EQUIPMENT	0	0	0	0	0	0	0	0	0
BOARDING DENIED	0	1	0	3	1	2	0	1	8
BUNCHING	0	0	0	0	0	0	0	0	0
BUS OVERLOADED	0	0	1	0	1	0	0	0	2
BUS SHELTERS	0	0	0	0	0	0	0	0	0
BUS STOP	0	0	0	0	0	0	0	0	0
CARRY-BY	0	0	0	0	0	0	0	0	0
COMMENDATION	0	0	2	1	3	4	0	0	10
CRIME/VANDALISM/SECURITY	0	0	0	0	0	0	0	0	0
EARLY	0	0	1	0	0	0	0	0	1
FARE DISPUTE	0	1	0	0	0	1	0	0	2
HAZARDOUS OPERATION	0	2	2	2	9	3	0	0	18
IDLING	0	0	0	0	0	0	0	0	0
IMPROPER/UNAUTHORIZED STOP	0	0	0	0	0	0	0	0	0
LATE	1	0	2	0	1	0	0	0	4
NO SHOW	1	1	0	1	3	2	0	0	8
OFF ROUTE	0	0	0	1	0	1	0	0	2
OPERATOR MISCONDUCT	0	2	4	2	9	3	0	0	20
PASS-UP	2	5	6	5	9	6	0	0	33
REALTIME	0	0	1	0	1	0	0	0	2
ROUTES & SCHEDULES	0	2	0	0	0	0	1	0	3
SIGNAGE	0	0	0	0	0	0	0	0	0
<i>total</i>	4	14	19	15	37	22	1	1	113



■ Line 19 ■ Line 20 ■ Line 21 ■ Line 96 ■ Line 51A

51A Line Customer Feedback

Total number of Contacts per month		41	53	56	33	16	12	15	64	62	54	35	44	38	346
Rank	Category	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Total
1	NO SHOW	10	15	14	5	3	0	1	12	8	6	3	4	1	98
2	LATE	6	8	10	6	1	0	1	2	3	5	1	2	1	56
3	OPERATOR MISCONDUCT	3	5	8	7	8	3	3	0	0	0	8	4	6	40
4	PASS-UP	7	5	4	3	1	5	5	13	13	11	8	16	9	37
5	COMMENDATION	1	3	3	0	0	0	0	0	2	4	2	3	5	25
6	HAZARDOUS OPERATION	2	1	3	2	0	3	2	11	17	7	4	7	7	19
7	BOARDING DENIED	1	1	2	2	3	0	0	3	2	6	2	3	3	14
8	BUS STOP	1	0	1	0	0	0	0	2	0	0	0	0	0	8
9	ROUTES & SCHEDULES	1	2	1	1	0	0	0	4	3	0	0	1	2	6
10	EARLY	1	0	0	1	0	0	0	0	3	2	0	0	1	5



[illegible]

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

Date Range

9/1/2020 12/31/2020

Incident Count

2114

Trips Removed

447

Minutes Lost

23410

Distinct Operators

343

Division

All

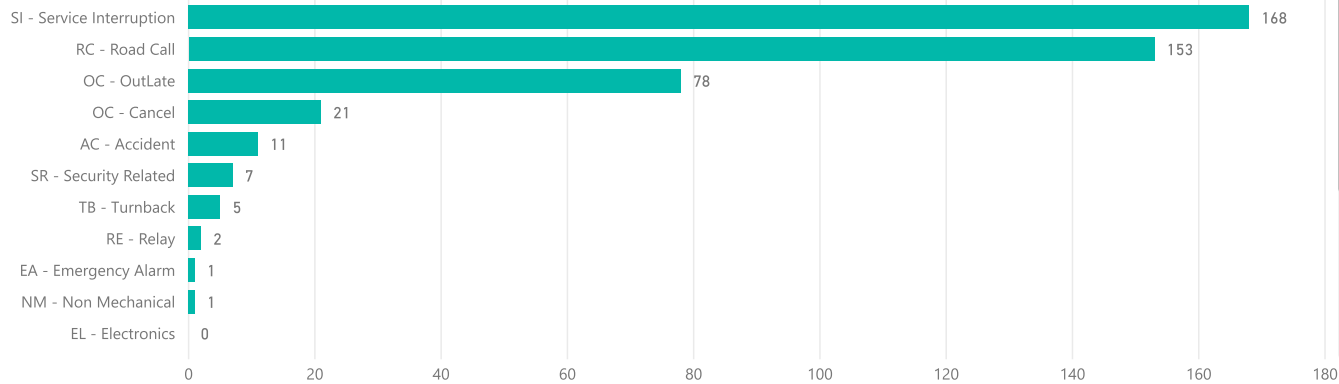
Route Alpha

Multiple selec...

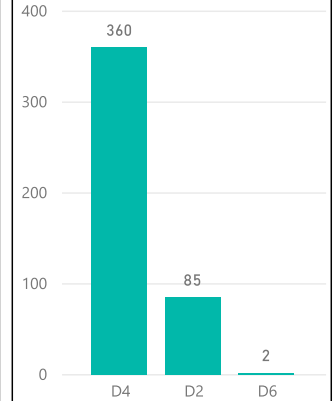
Problem Code

All

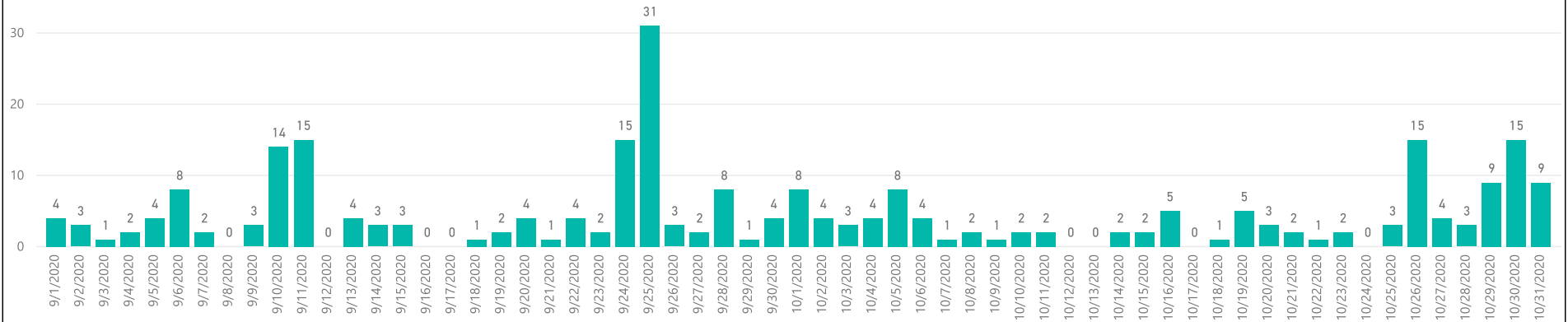
Trips Removed & Minutes Problem by Problem Code (Drill down to Sub code)



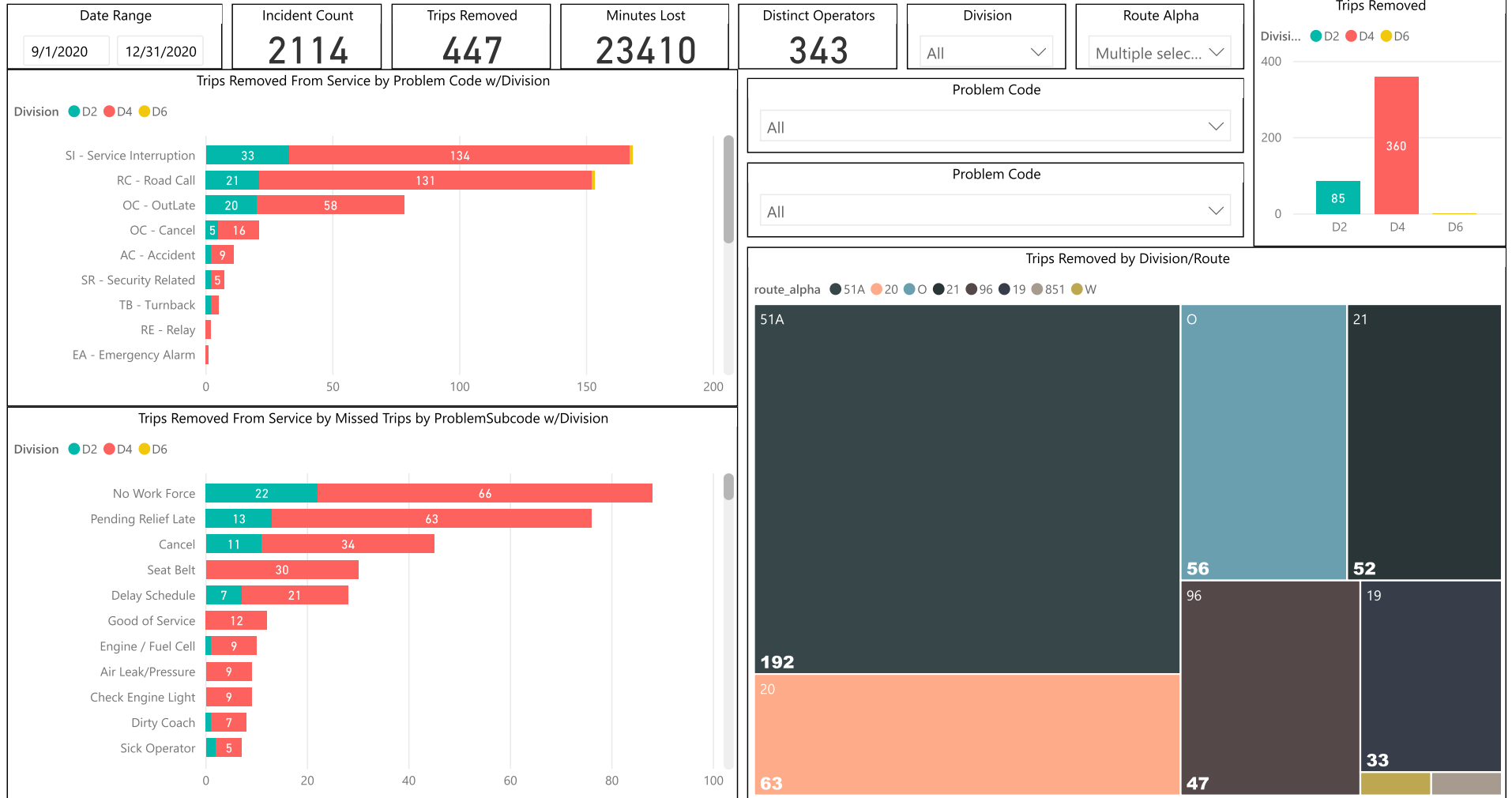
Trips Removed by Division



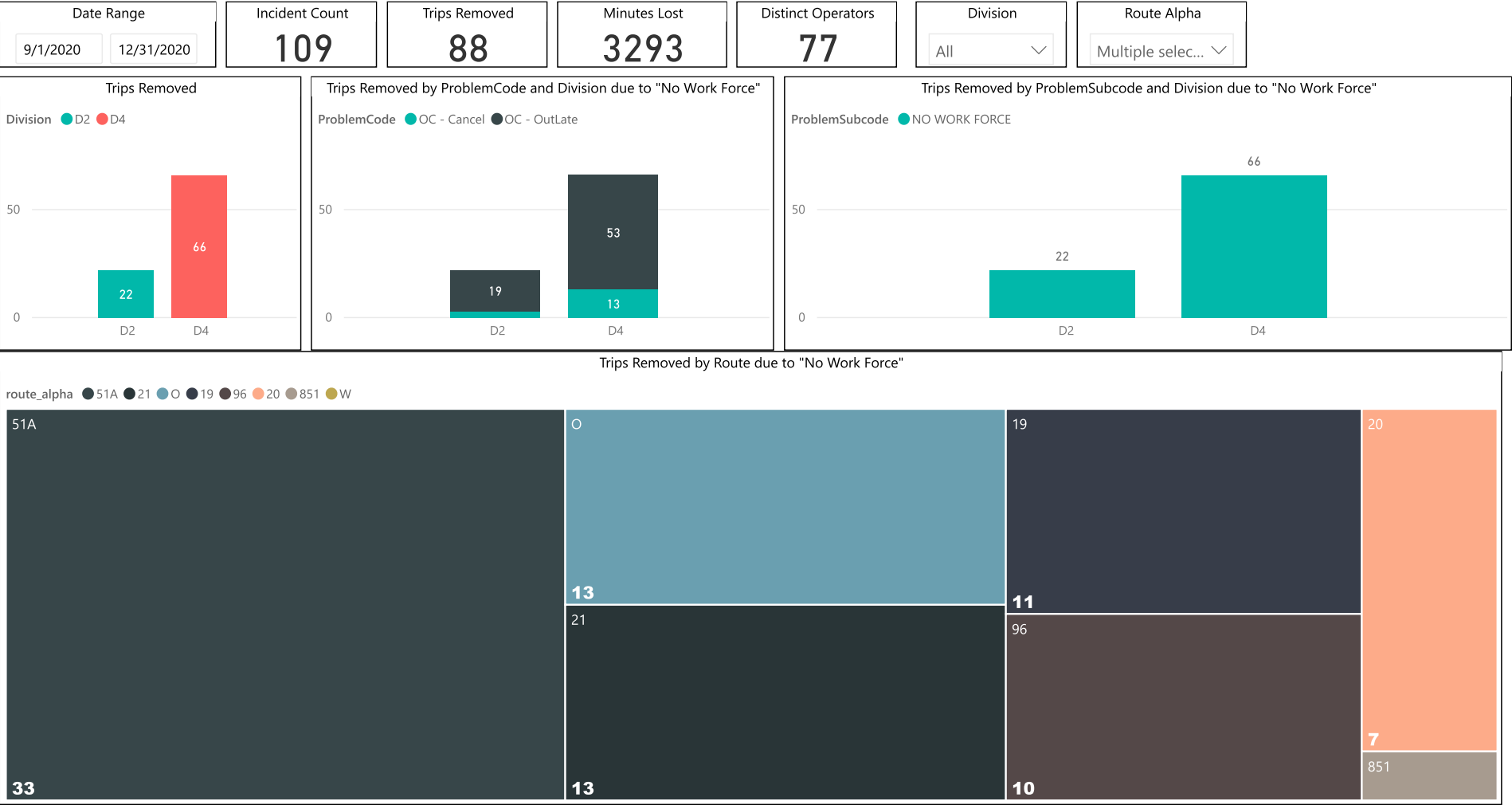
Daily Count of Trips Removed from Service



Division Incidents by Problem and Sub-Code Problems



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



OCC Cancelled Trips Due to "Road Call" Related Reasons



OCC Cancelled Trips Due to "Wheel Chair" Related Reasons

