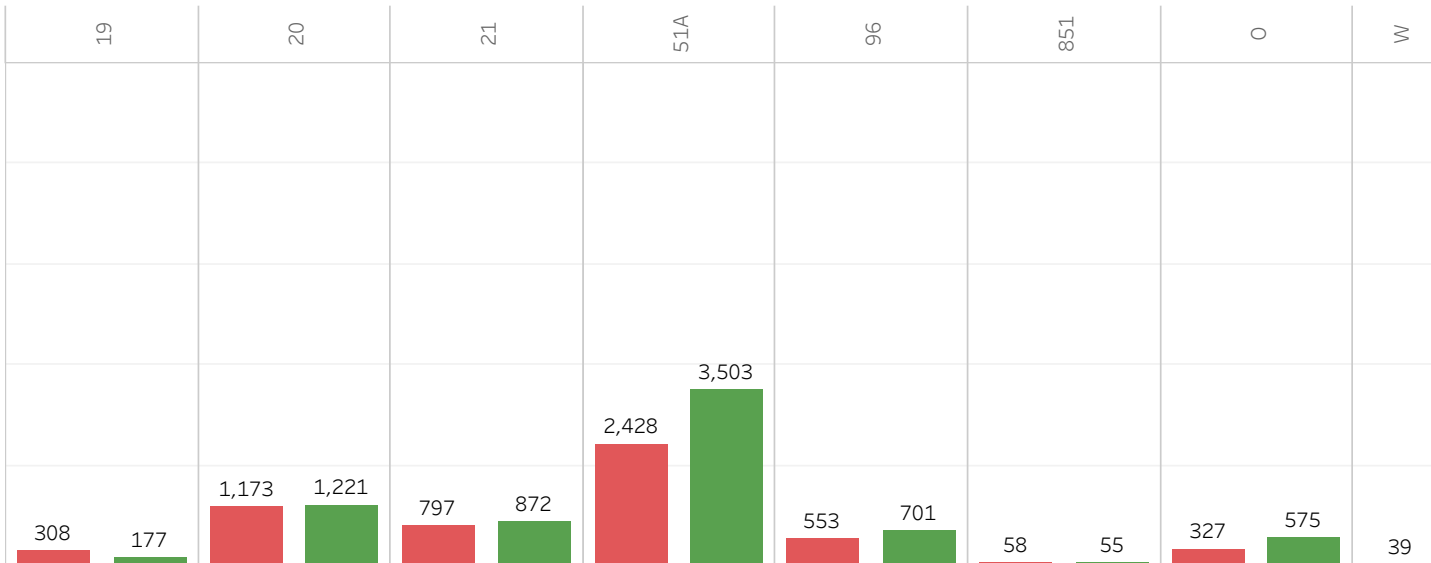




Average Daily Boardings by Route and Day Type

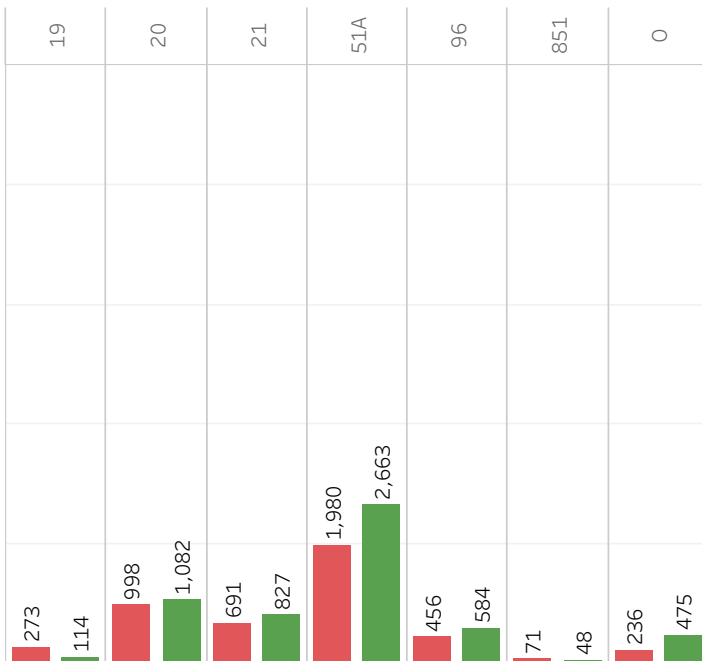
Average Weekday Ridership (May 2020 & May 2021)



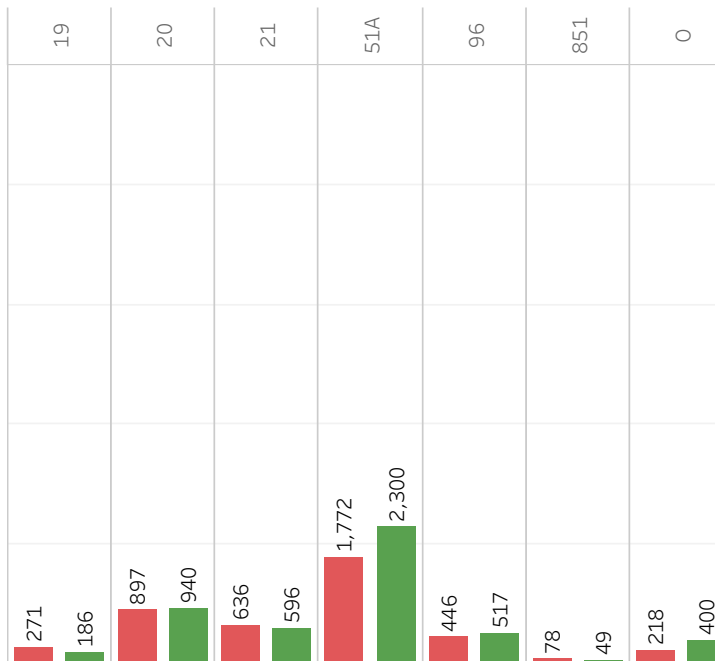
Weekday

	2020	2021
19	308	177
20	1,173	1,221
21	797	872
51A	2,428	3,503
96	553	701
851	58	55
O	327	575
W		39

Average Saturday Ridership (May 2020 & May 2021)



Average Sunday Ridership (May 2020 & May 2021)



Saturday

	2020	2021
19	273	114
20	998	1,082
21	691	827
51A	1,980	2,663
96	456	584
851	71	48
O	236	475

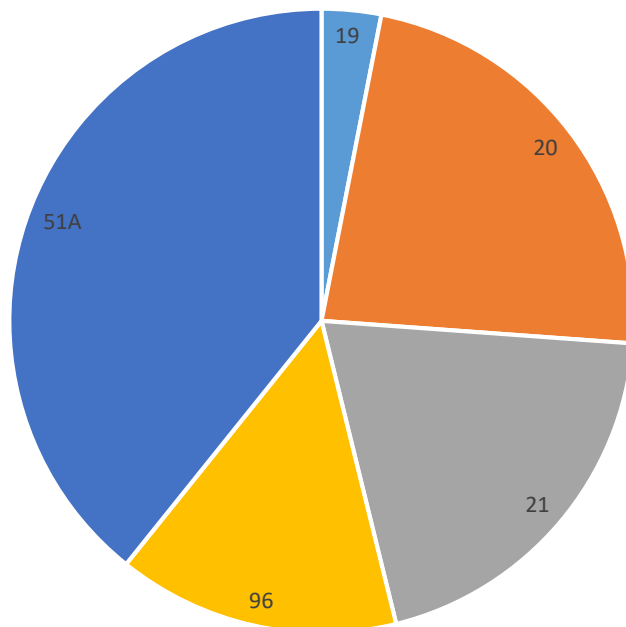
Sunday

	2020	2021
19	271	186
20	897	940
21	636	596
51A	1,772	2,300
96	446	517
851	78	49
O	218	400

AC Transit Customer Feedback - Lines serving the City of Alameda

2021 Q2: April through June

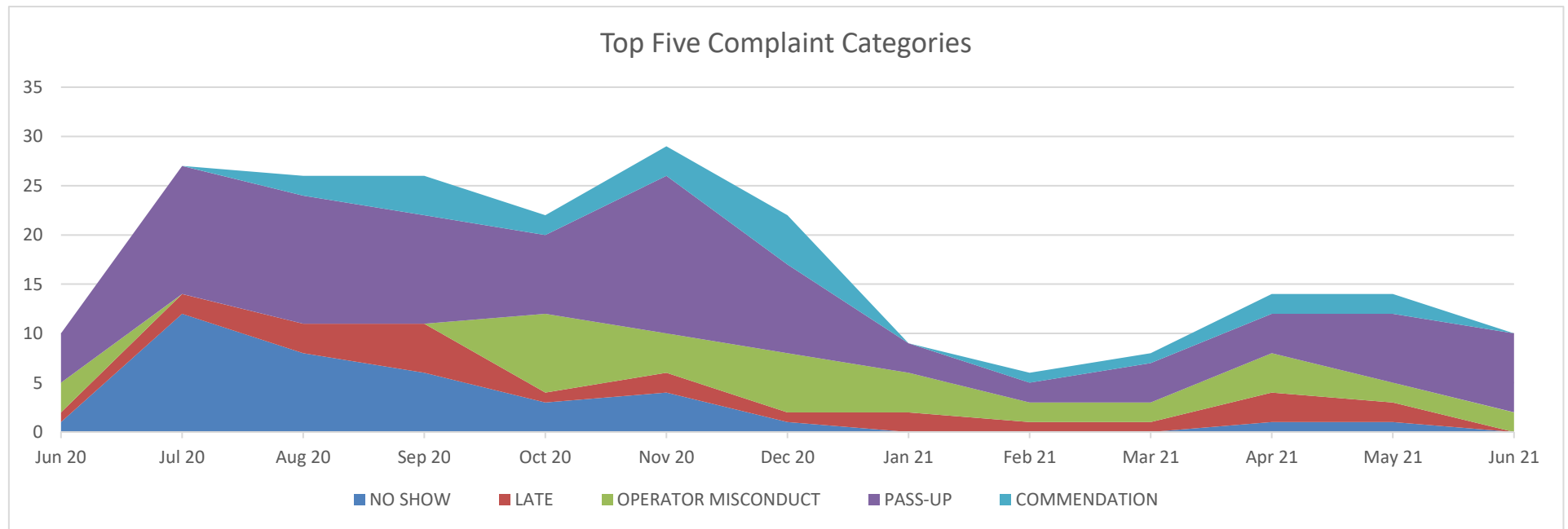
	Line 19	Line 20	Line 21	Line 96	Line 51A	Line O	Line OX	Line W	<i>total</i>
ADA-RELATED EQUIPMENT	0	0	0	0	0	0	0	0	0
BOARDING DENIED	0	1	2	1	4	0	0	0	8
BUNCHING	0	0	0	0	0	0	0	0	0
BUS OVERLOADED	0	0	0	0	0	0	0	0	0
BUS SHELTERS	0	0	0	0	0	0	0	0	0
BUS STOP	0	1	0	1	2	0	0	0	4
CARRY-BY	0	0	0	0	0	0	0	0	0
COMMENDATION	1	1	0	0	4	3	0	0	9
CRIME/VANDALISM/SECURITY	0	0	0	0	0	0	0	0	0
EARLY	0	0	0	0	1	0	0	0	1
FARE DISPUTE	0	0	2	0	0	0	0	0	2
HAZARDOUS OPERATION	2	1	7	2	5	4	0	0	21
IDLING	0	0	0	0	0	0	0	0	0
IMPROPER/UNAUTHORIZED STOP	0	0	0	0	0	0	0	0	0
LATE	0	3	2	1	5	0	0	0	11
NO SHOW	0	8	2	1	2	1	0	0	14
OFF ROUTE	0	0	1	2	0	2	0	0	5
OPERATOR MISCONDUCT	0	3	3	4	8	0	0	0	18
PASS-UP	0	11	6	6	19	2	0	0	44
REALTIME	0	1	1	0	1	0	0	0	3
ROUTES & SCHEDULES	0	0	0	1	0	1	3	0	5
SIGNAGE	1	0	0	0	0	0	0	0	1
<i>total</i>	4	30	26	19	51	13	3	0	146



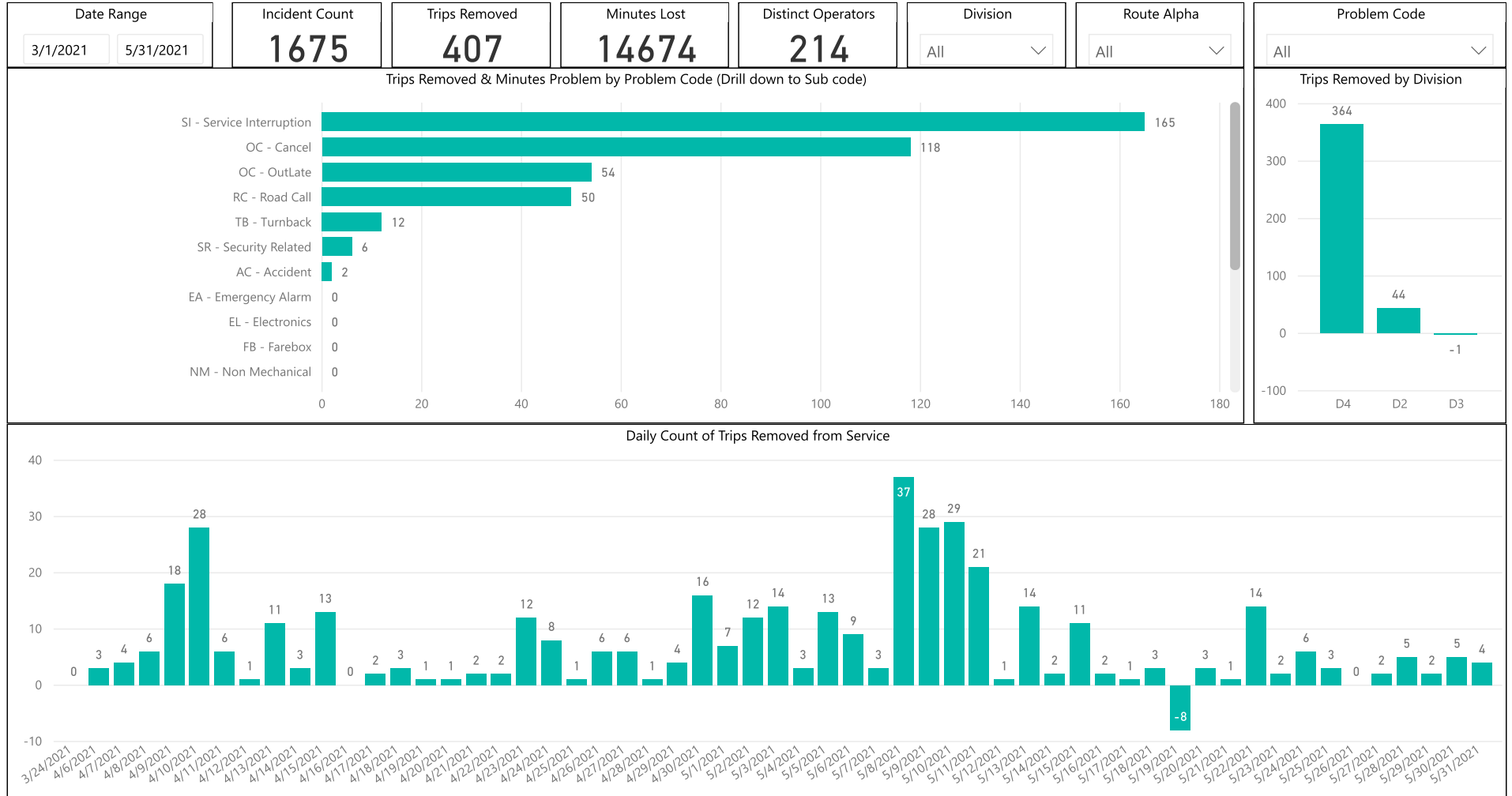
■ Line 19 ■ Line 20 ■ Line 21 ■ Line 96 ■ Line 51A

51A Line Customer Feedback

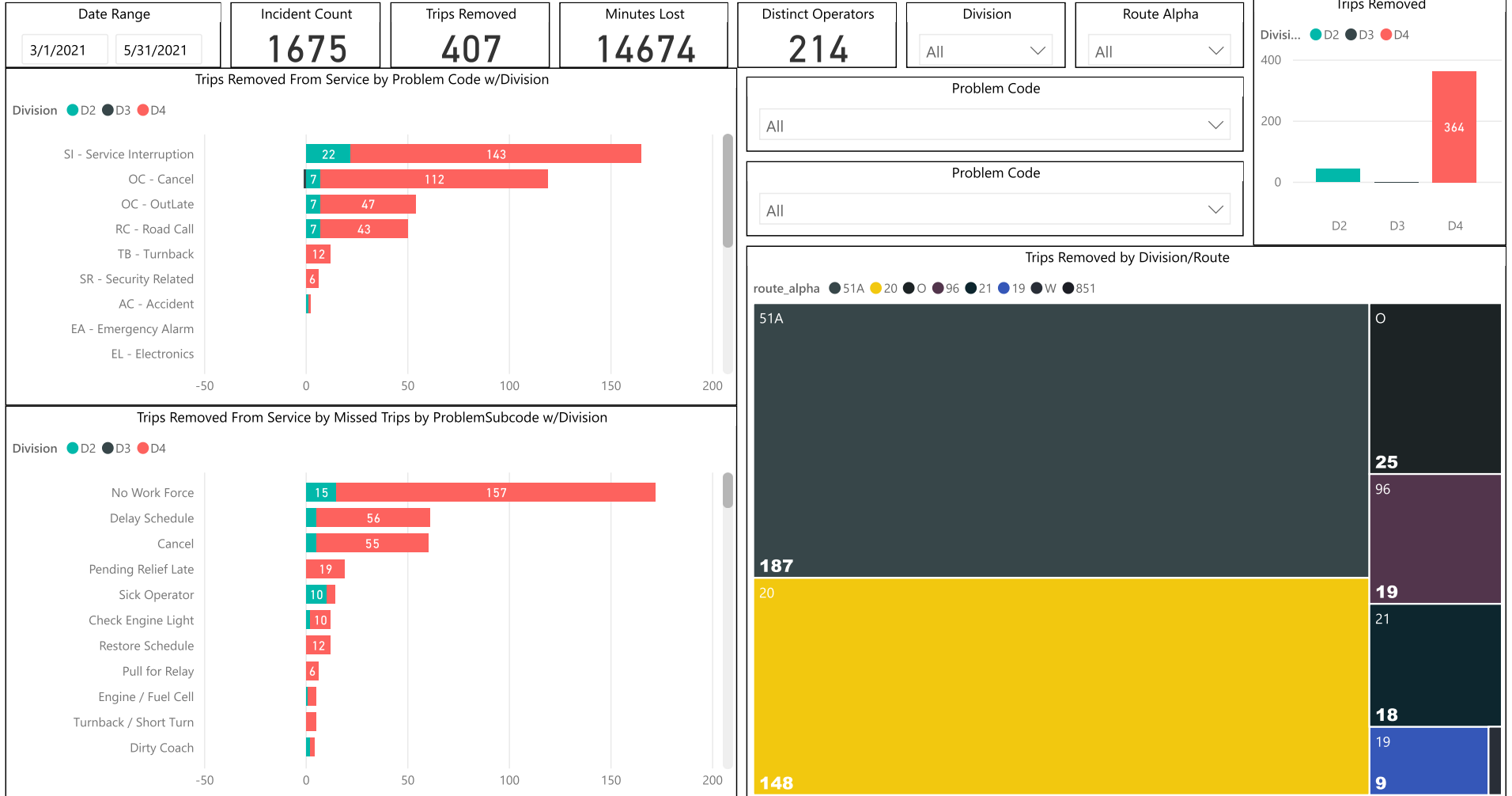
Total number of Contacts per month		15	64	62	54	35	44	38	13	10	14	16	18	14	346
Rank	Category	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Total
1	NO SHOW	1	12	8	6	3	4	1	0	0	0	1	1	0	98
2	LATE	1	2	3	5	1	2	1	2	1	1	3	2	0	56
3	OPERATOR MISCONDUCT	3	0	0	0	8	4	6	4	2	2	4	2	2	40
4	PASS-UP	5	13	13	11	8	16	9	3	2	4	4	7	8	37
5	COMMENDATION	0	0	2	4	2	3	5	0	1	1	2	2	0	25
6	HAZARDOUS OPERATION	2	11	17	7	4	7	7	3	1	3	1	2	2	19
7	BOARDING DENIED	0	3	2	6	2	3	3	1	2	1	1	1	2	14
8	BUS STOP	0	2	0	0	0	0	0	1	0	0	1	1	0	8
9	ROUTES & SCHEDULES	0	4	3	0	0	1	2	0	0	0	0	0	0	6
10	EARLY	0	0	3	2	0	0	1	1	0	0	0	0	1	5



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

3/1/20215/31/2021

Incident Count

35

Trips Removed

172

Minutes Lost

5818

Distinct Operators

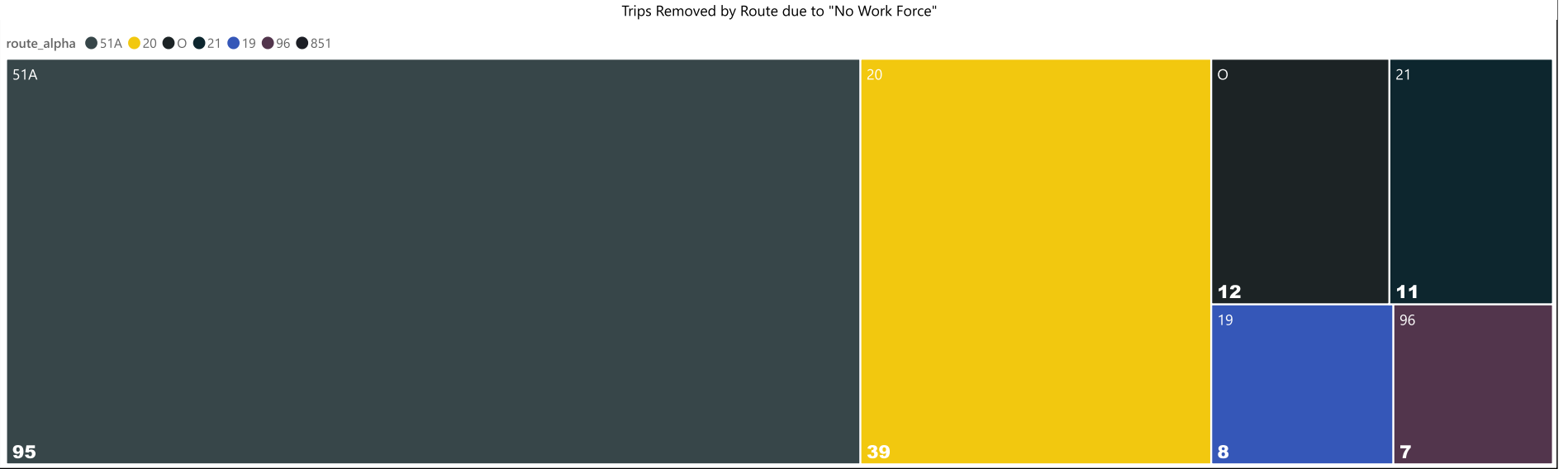
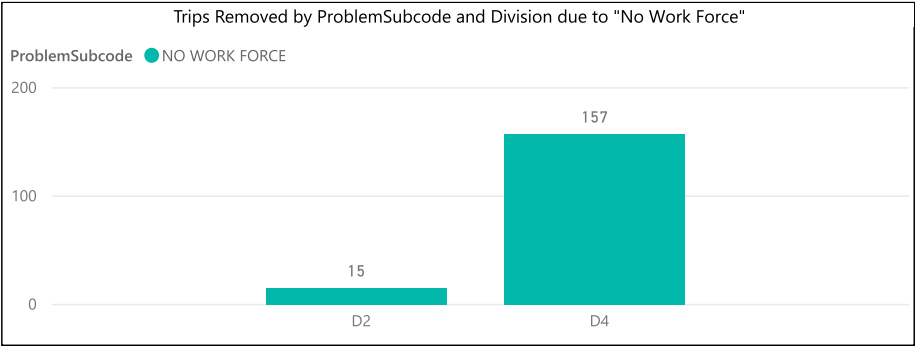
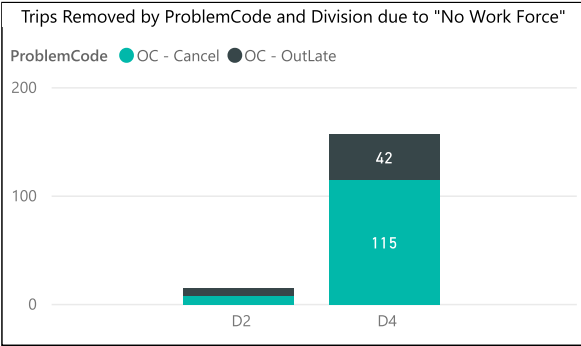
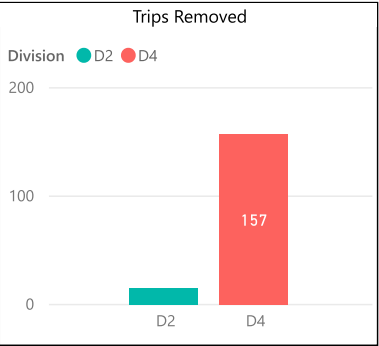
26

Division

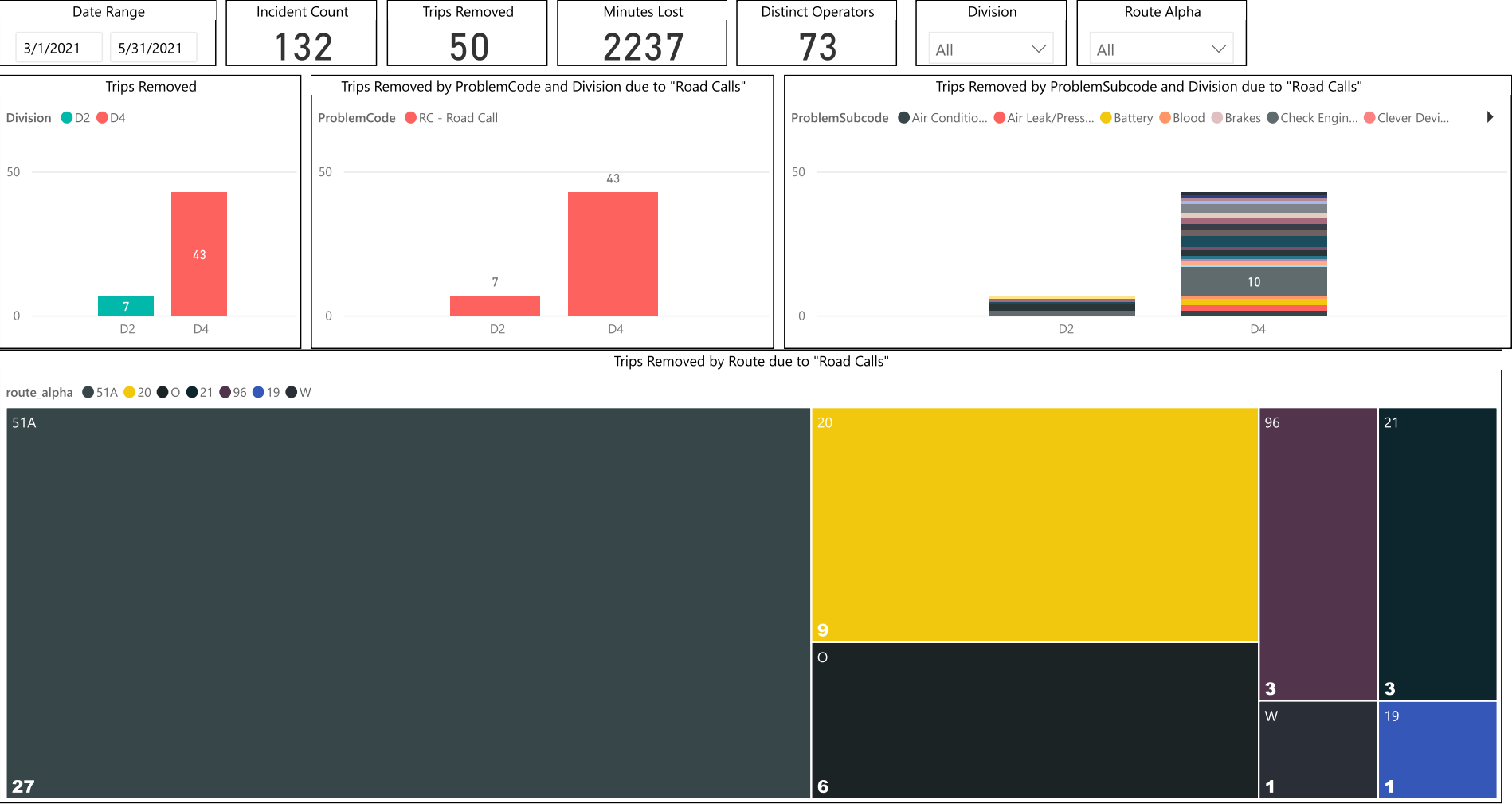
All

Route Alpha

All



OCC Cancelled Trips Due to "Road Call" Related Reasons



Trips Removed

Division

D2

D4

7

43

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

ProblemCode

RC - Road Call

D2

D4

7

43

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

ProblemSubcode

Air Conditio...Air Leak/Press...BatteryBloodBrakesCheck Engin...Clever Devi...

D2

D4

10

Trips Removed by Route due to "Road Calls"

route_alpha

51A20O219619W

51A

20

96

21

9

O

3

3

27

6

1

19

1

1

OCC Cancelled Trips Due to "Wheel Chair" Related Reasons

Date Range

3/1/20215/31/2021

Incident Count

3

Trips Removed

0

Minutes Lost

(Blank)

Distinct Operators

3

Division

All

Route Alpha

All

