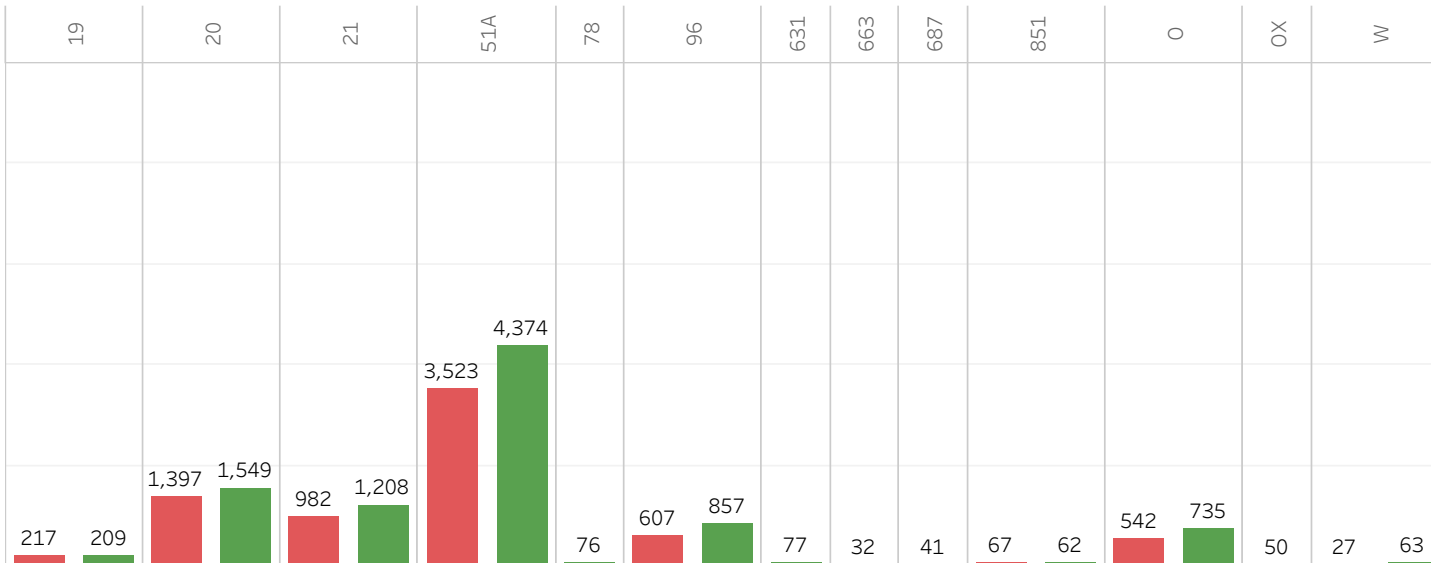




## Average Daily Boardings by Route and Day Type

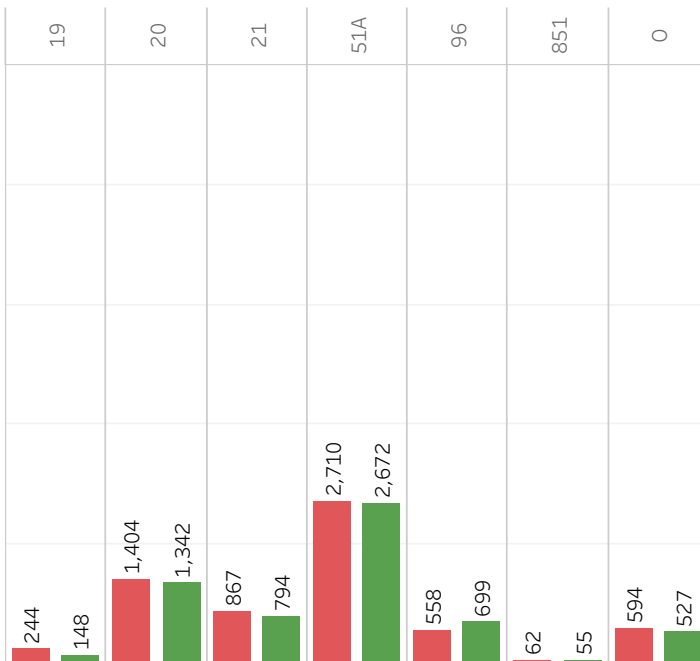
Average Weekday Ridership (August 2020 & August 2021)



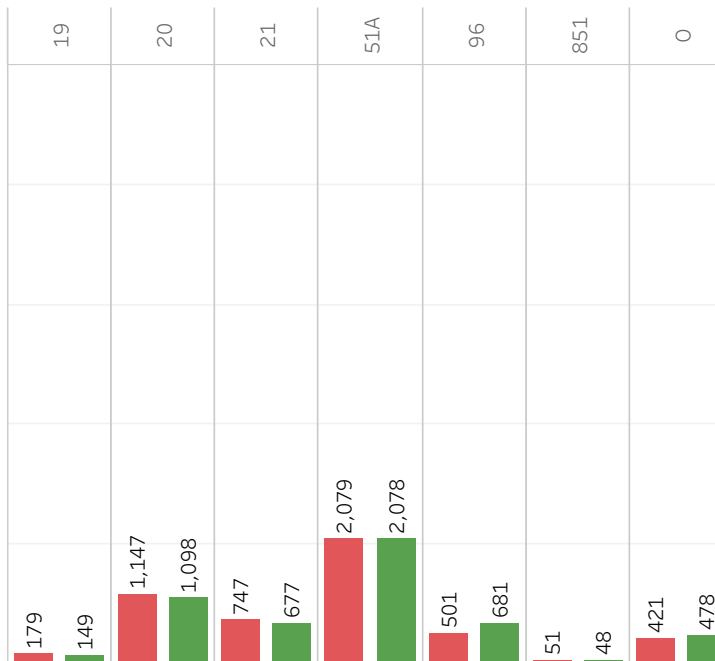
Weekday

	2020	2021
19	217	209
20	1,397	1,549
21	982	1,208
51A	3,523	4,374
78		76
96	607	857
631		77
663		32
687		41
851	67	62
O	542	735
OX		50
W	27	63

Average Saturday Ridership (August 2020 & August 2021)



Average Sunday Ridership (August 2020 & August 2021)



Saturday

	2020	2021
19	244	148
20	1,404	1,342
21	867	794
51A	2,710	2,672
96	558	699
851	62	55
O	594	527

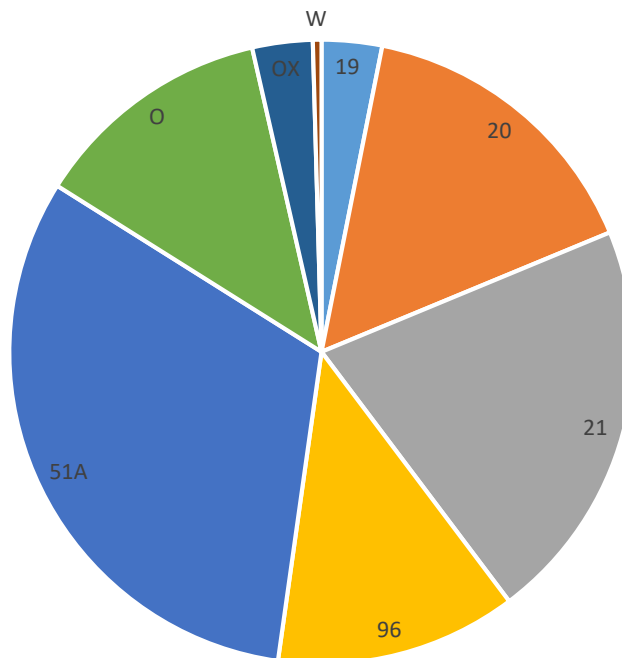
Sunday

	2020	2021
19	179	149
20	1,147	1,098
21	747	677
51A	2,079	2,078
96	501	681
851	51	48
O	421	478

# AC Transit Customer Feedback - Lines serving the City of Alameda

2021 Q3: July through September

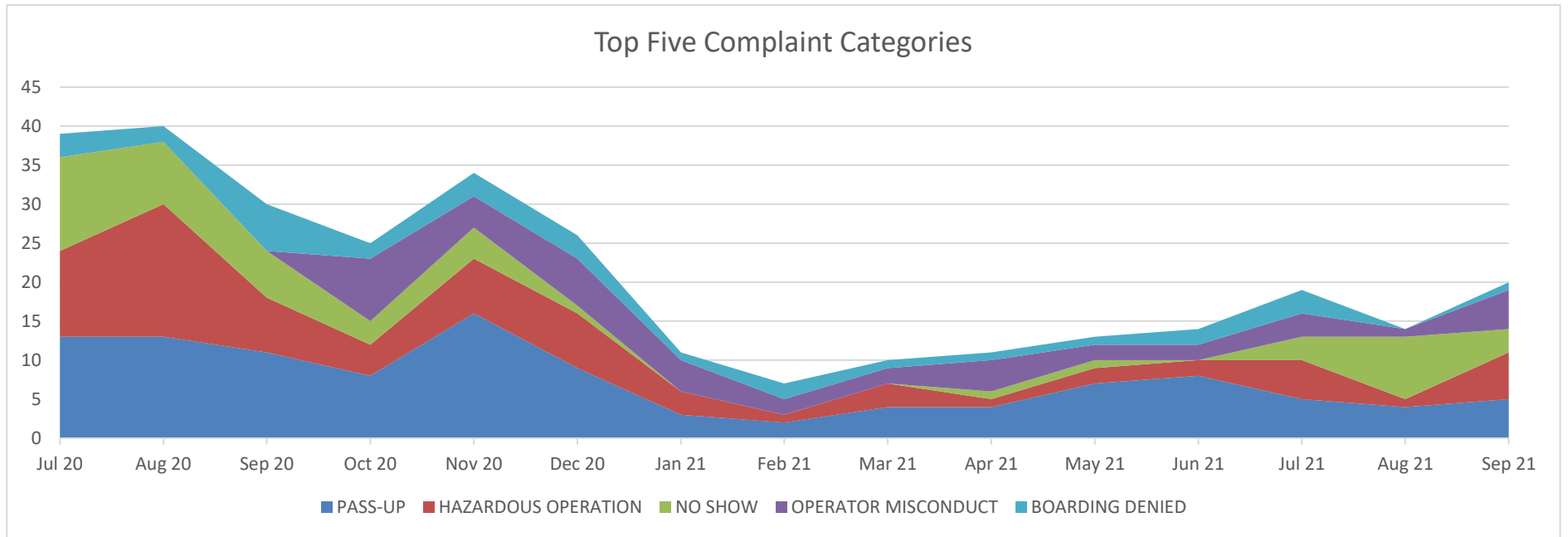
	Line 19	Line 20	Line 21	Line 96	Line 51A	Line O	Line OX	Line W	<i>total</i>
ADA-RELATED EQUIPMENT	0	0	0	0	0	0	0	0	0
BOARDING DENIED	0	1	1	0	4	0	0	0	6
BUNCHING	0	0	0	0	0	0	0	0	0
BUS OVERLOADED	0	0	0	0	1	1	0	0	2
BUS SHELTERS	0	0	0	0	0	0	0	0	0
BUS STOP	0	0	0	0	1	0	0	0	1
CARRY-BY	0	0	0	0	0	0	0	0	0
COMMENDATION	0	1	2	1	3	0	0	0	7
CRIME/VANDALISM/SECURITY	0	0	0	0	0	0	0	0	0
EARLY	0	0	2	0	0	1	0	0	3
FARE DISPUTE	0	0	1	1	1	0	0	0	3
HAZARDOUS OPERATION	1	5	9	4	12	2	0	0	33
IDLING	0	0	0	0	1	0	0	0	1
IMPROPER/UNAUTHORIZED STOP	0	0	0	0	0	0	0	0	0
LATE	0	3	7	2	4	0	0	1	17
NO SHOW	2	8	13	6	14	11	3	0	57
OFF ROUTE	0	1	0	1	0	1	0	0	3
OPERATOR MISCONDUCT	0	9	6	3	9	2	1	0	30
PASS-UP	2	3	4	9	14	9	0	0	41
REALTIME	0	2	2	0	1	0	0	0	5
ROUTES & SCHEDULES	0	1	0	1	3	1	3	0	9
SIGNAGE	2	1	0	0	3	0	0	0	6
<i>total</i>	7	35	47	28	71	28	7	1	224



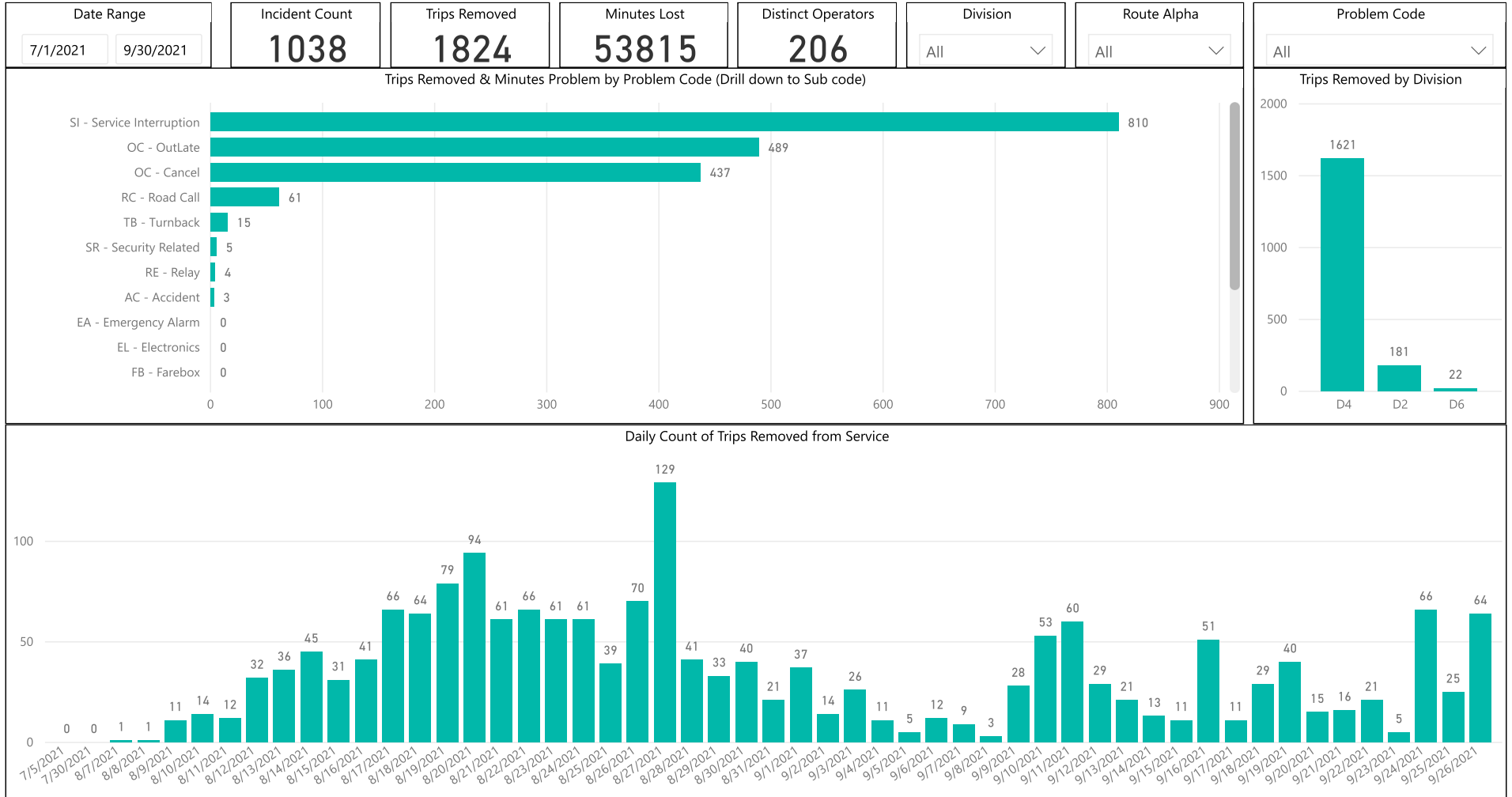
Line 19 Line 20 Line 21 Line 96 Line 51A Line O Line OX Line W

## 51A-line Customer Feedback

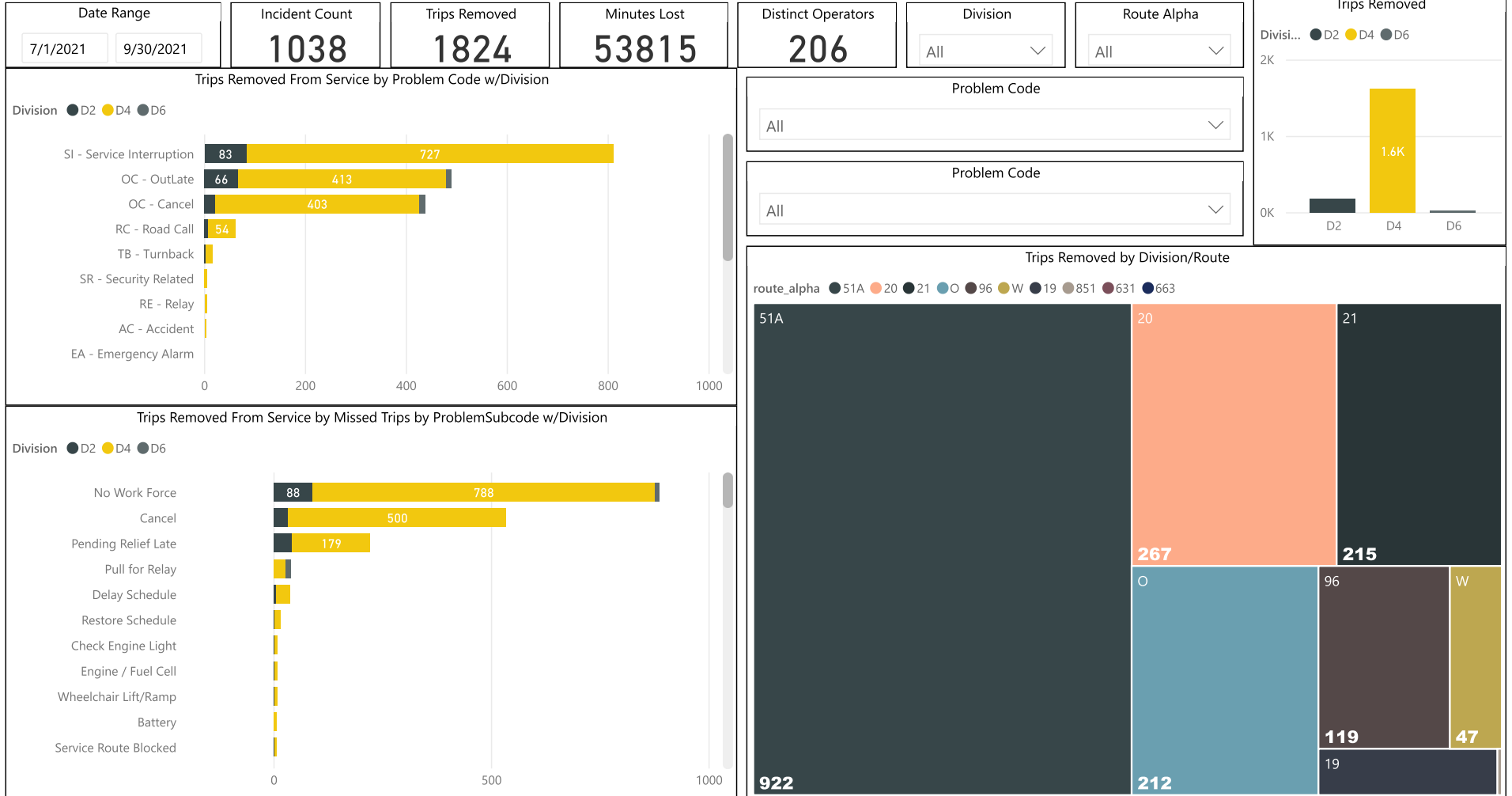
Total number of Contacts per month		64	62	54	35	44	38	13	10	14	16	18	14	24	23	23	346
Rank	Category	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Total
1	PASS-UP	13	13	11	8	16	9	3	2	4	4	7	8	5	4	5	112
2	HAZARDOUS OPERATION	11	17	7	4	7	7	3	1	3	1	2	2	5	1	6	77
3	NO SHOW	12	8	6	3	4	1	0	0	0	1	1	0	3	8	3	50
4	OPERATOR MISCONDUCT	0	0	0	8	4	6	4	2	2	4	2	2	3	1	5	43
5	BOARDING DENIED	3	2	6	2	3	3	1	2	1	1	1	2	3	0	1	31
6	LATE	2	3	5	1	2	1	2	1	1	3	2	0	0	4	0	27
7	COMMENDATION	0	2	4	2	3	5	0	1	1	2	2	0	2	1	0	25
8	ROUTES & SCHEDULES	4	3	0	0	1	2	0	0	0	0	0	0	1	1	1	13
9	EARLY	0	3	2	0	0	1	1	0	0	0	0	1	0	0	0	8
10	BUS STOP	2	0	0	0	0	0	1	0	0	1	1	0	0	1	0	6



# 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

7/1/2021

9/30/2021

Incident Count

141

Trips Removed

885

Minutes Lost

32237

Distinct Operators

60

Division

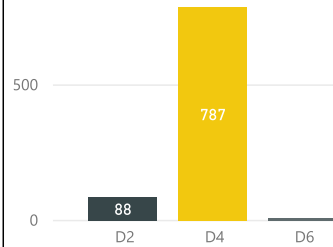
All

Route Alpha

All

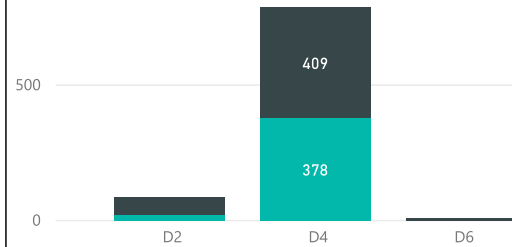
Trips Removed

Division ● D2 ● D4 ● D6



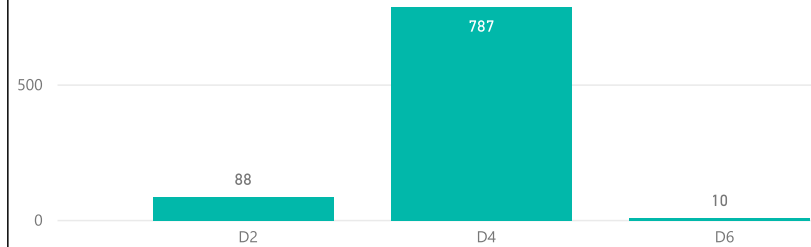
Trips Removed by ProblemCode and Division due to "No Work Force"

ProblemCode ● OC - Cancel ● OC - OutLate



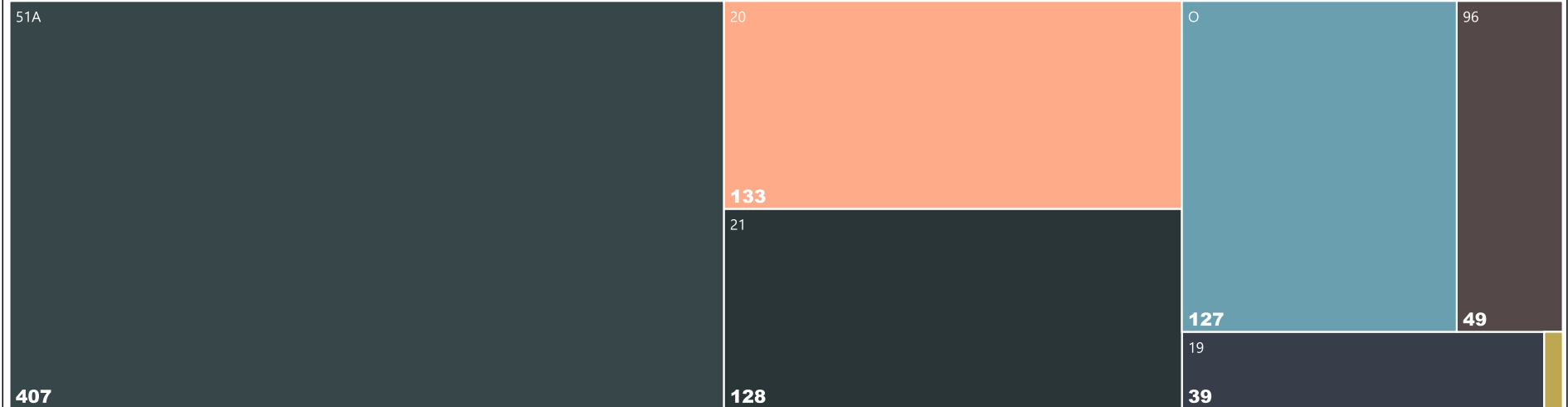
Trips Removed by ProblemSubcode and Division due to "No Work Force"

ProblemSubcode ● NO WORK FORCE

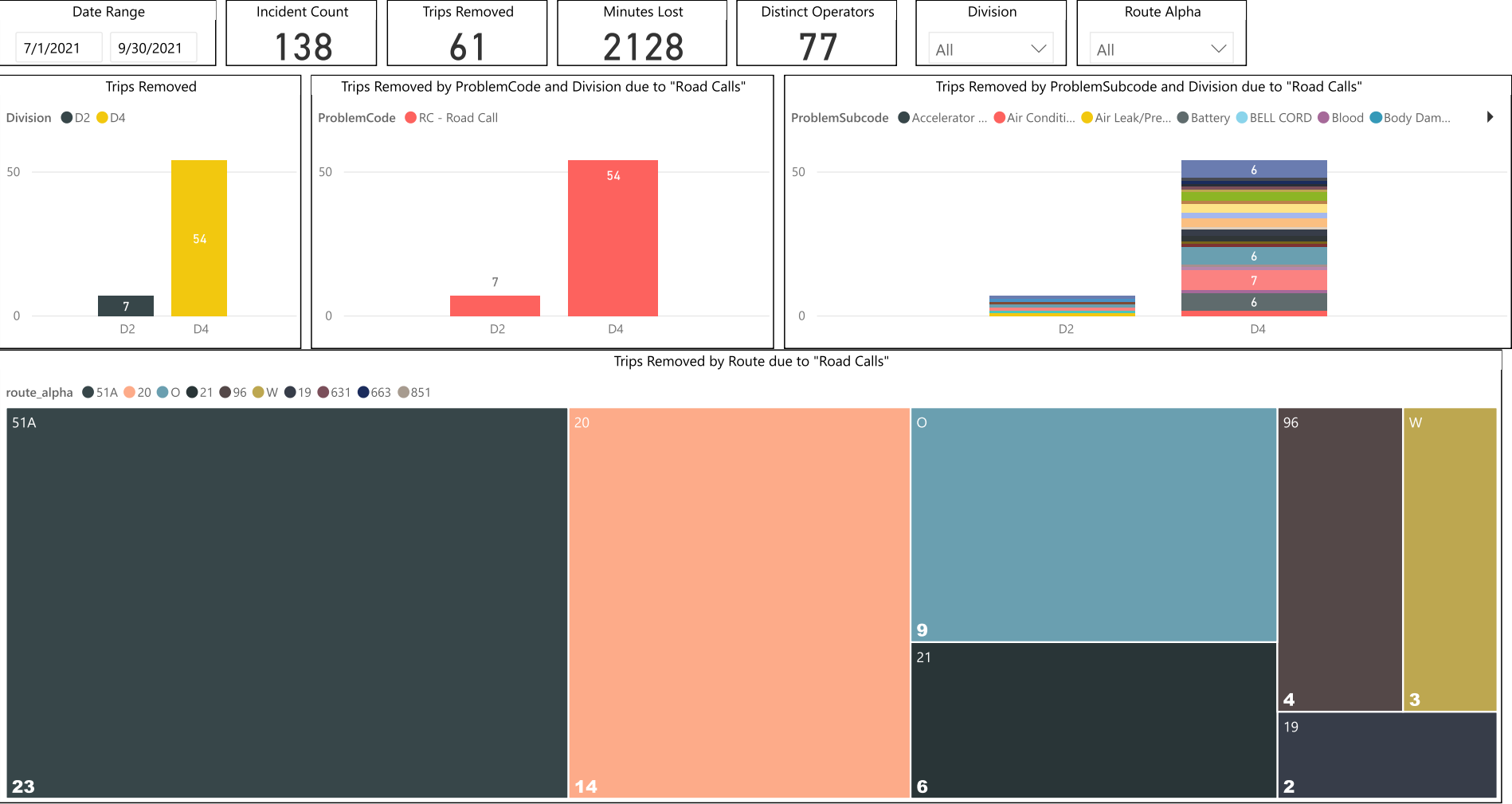


Trips Removed by Route due to "No Work Force"

route\_alpha ● 51A ● 20 ● 21 ● O ● 96 ● 19 ● W ● 631



OCC Cancelled Trips Due to "Road Call" Related Reasons



OCC Cancelled Trips Due to "Wheel Chair" Related Reasons

Date Range

7/1/2021 9/30/2021

Incident Count

9

Trips Removed

7

Minutes Lost

298

Distinct Operators

7

Division

All

Route Alpha

All

