

### Alameda ILC Route Performance Report

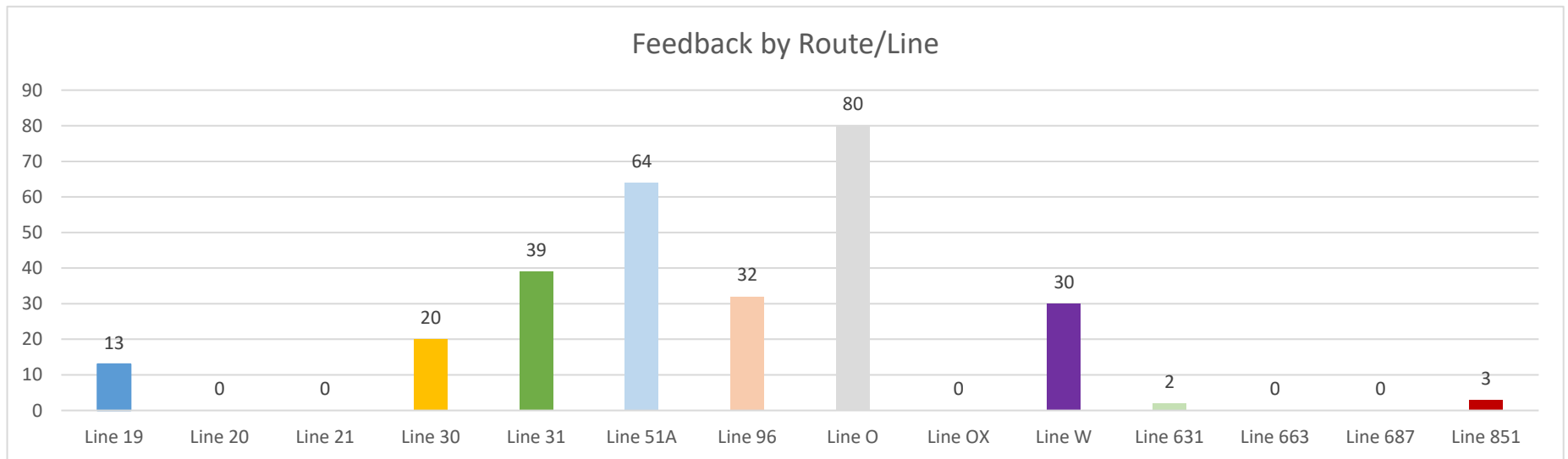
Month	Weekday Metric	Line										
		19	30	31	51A	96	631	663	687	851	O	W
January 2026	Average Daily Ridership	318	1,999	1,308	5,944	1,332	238	77	201	74	1,154	187
February 2026		238	1,915	1,331	6,153	1,290	248	61	246	89	1,182	178
March 2026		268	2,234	1,536	6,503	1,331	246	94	180	91	1,252	182
April 2026		257	2,114	1,400	6,592	1,341	230	77	234	88	1,465	186
January 2026	On Time Performance	56%	73%	72%	72%	54%	71%	87%	82%	70%	68%	59%
February 2026		82%	77%	76%	76%	80%	77%	65%	76%	59%	69%	60%
March 2026		81%	73%	69%	78%	75%	68%	72%	81%	64%	67%	68%
April 2026		79%	73%	72%	80%	79%	82%	66%	85%	57%	62%	57%
January 2026	Passengers Per Revenue Hour	9.4	21.0	14.1	31.2	16.3	88.1	60.2	135.8	7.8	16.1	19.3
February 2026		7.1	20.1	14.3	32.3	15.8	91.9	47.7	166.4	9.4	16.4	18.4
March 2026		8.0	23.5	16.5	34.1	16.3	91.1	73.4	121.6	9.6	17.4	18.8
April 2026		7.6	22.2	15.1	34.6	16.4	85.3	60.2	158.3	9.3	20.4	19.2
January 2026	Passengers Per Trip	9.9	24.7	19.8	34.4	19.9	59.5	38.5	67.0	7.4	16.7	20.8
February 2026		7.4	23.6	20.2	35.6	19.3	62.0	30.5	82.1	8.9	17.1	19.8
March 2026		8.4	27.6	23.3	37.6	19.9	61.5	47.0	60.0	9.1	18.1	20.2
April 2026		8.0	26.1	21.2	38.1	20.0	57.6	38.5	78.1	8.8	21.2	20.7
January 2026	Service Operated	97.7%	95.6%	94.3%	96.0%	99.3%	100.0%	100.0%	100.0%	100.0%	95.7%	95.0%
February 2026		98.7%	98.6%	99.6%	97.5%	99.4%	100.0%	100.0%	100.0%	94.7%	97.9%	98.2%
March 2026		97.7%	95.2%	96.4%	94.5%	98.8%	100.0%	100.0%	100.0%	99.5%	95.8%	99.5%
April 2026		97.3%	94.9%	94.3%	94.6%	96.5%	100.0%	100.0%	100.0%	98.6%	95.7%	99.0%

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

January through March 2026

	Line 19	Line 20	Line 21	Line 30	Line 31	Line 51A	Line 96	Line O	Line OX	Line W	Line 631	Line 663	Line 687	Line 851	<i>total</i>
ADA-Related Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Boarding Denied	0	0	0	1	0	5	2	1	0	0	0	0	0	0	9
Bunching	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Bus Overloaded	0	0	0	0	0	2	0	12	0	0	0	0	0	0	14
Bus Shelters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Stop	1	0	0	3	0	2	2	2	0	1	0	0	0	0	11
Carry-By	1	0	0	0	0	1	1	0	0	0	0	0	0	0	3
Commendation	0	0	0	5	0	6	2	9	0	1	0	0	0	1	24
Crime/Vandalism	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Early	1	0	0	0	4	1	1	1	0	3	0	0	0	0	11
Fare Dispute	0	0	0	0	0	0	1	2	0	0	0	0	0	0	3
Hazardous Operation	1	0	0	0	3	2	3	7	0	0	1	0	0	1	18
Idling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unauthorized Stop	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Late	0	0	0	2	13	3	4	4	0	5	0	0	0	0	31
No-Show	1	0	0	1	2	2	5	5	0	13	0	0	0	0	29
Off Route	2	0	0	1	2	0	3	0	0	0	0	0	0	0	8
Operator Misconduct	3	0	0	3	3	15	3	10	0	2	0	0	0	0	39
Pass-Up	3	0	0	4	8	20	2	22	0	1	1	0	0	1	62
RealTime	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Routes & Schedules	0	0	0	0	3	1	3	3	0	4	0	0	0	0	14
Signage	0	0	0	0	0	3	0	2	0	0	0	0	0	0	5
<i>total</i>	13	0	0	20	39	64	32	80	0	30	2	0	0	3	283

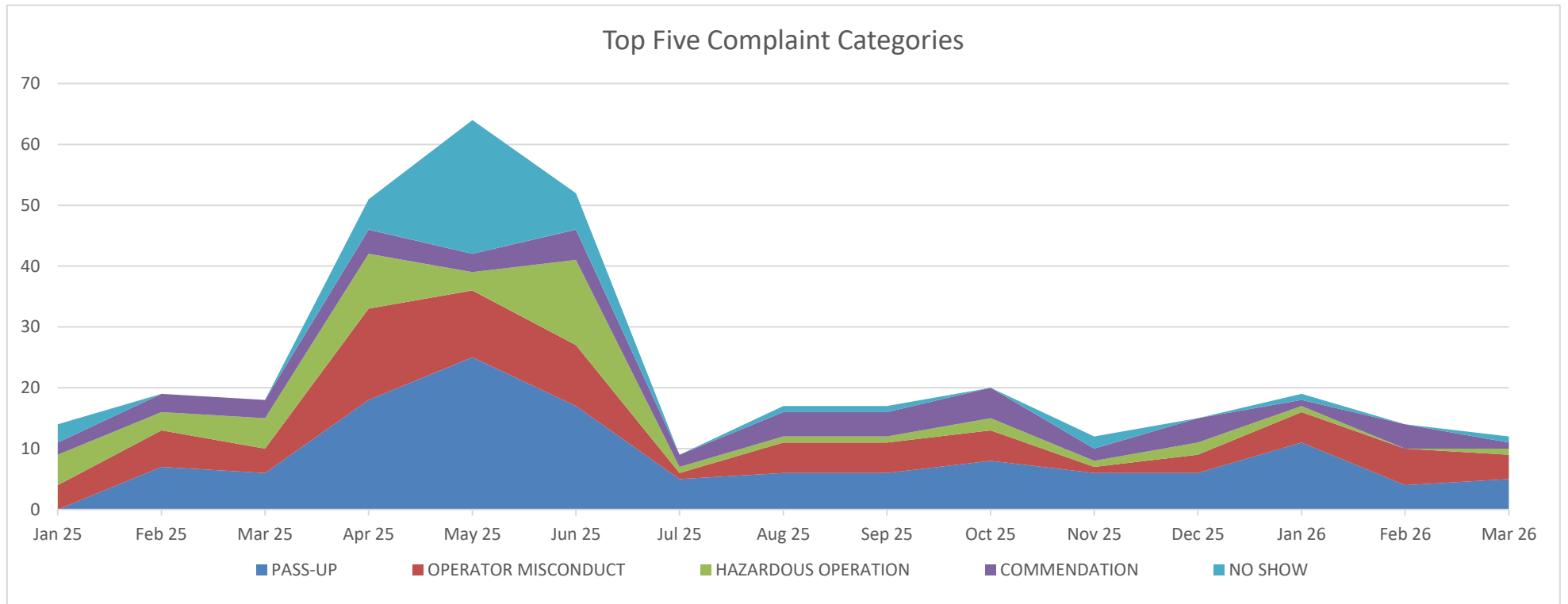
Lines 20, 21, and OX discontinued August '25



# 51A-line Customer Feedback

## January - March 2026

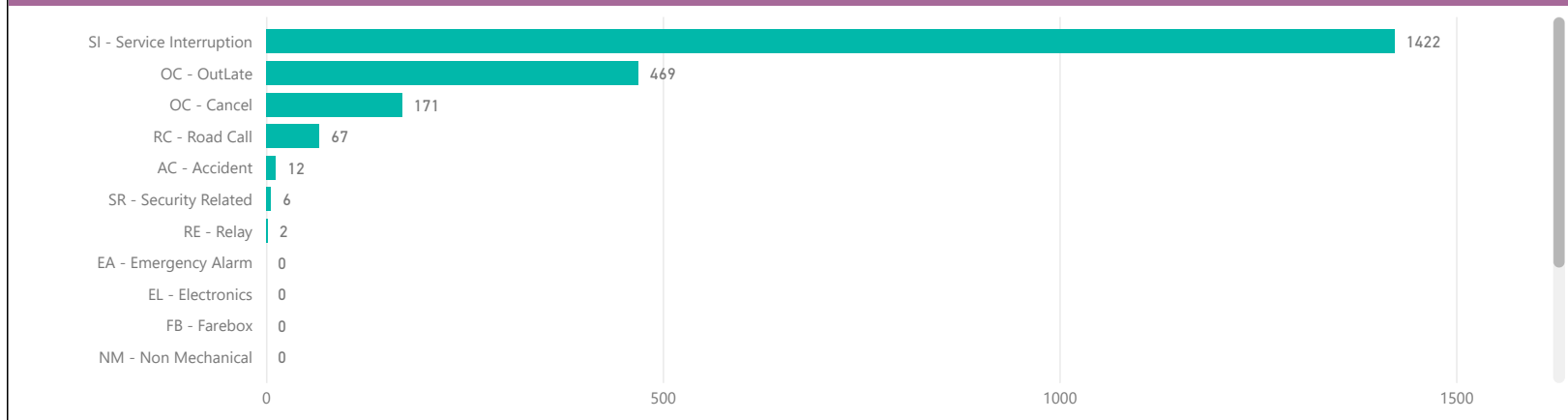
		<i>Total number of Contacts per month</i>															
Rank	Category	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Total
1	PASS-UP	0	7	6	18	25	17	5	6	6	8	6	6	11	4	5	130
2	OPERATOR MISCONDUCT	4	6	4	15	11	10	1	5	5	5	1	3	5	6	4	85
3	HAZARDOUS OPERATION	5	3	5	9	3	14	1	1	1	2	1	2	1	0	1	49
4	COMMENDATION	2	3	3	4	3	5	2	4	4	5	2	4	1	4	1	47
5	NO SHOW	3	0	0	5	22	6	0	1	1	0	2	0	1	0	1	42
6	BOARDING DENIED	1	2	3	7	5	6	1	1	1	0	2	0	2	2	1	34
7	LATE	1	2	0	5	5	8	0	1	1	3	4	0	1	1	1	33
8	BUS STOP	0	1	3	2	3	0	1	2	2	1	2	2	1	1	0	21
9	ROUTES & SCHEDULES	1	1	0	5	4	2	0	1	1	1	1	0	0	1	0	18
10	EARLY	0	0	1	2	2	2	0	0	0	1	0	0	0	0	1	9



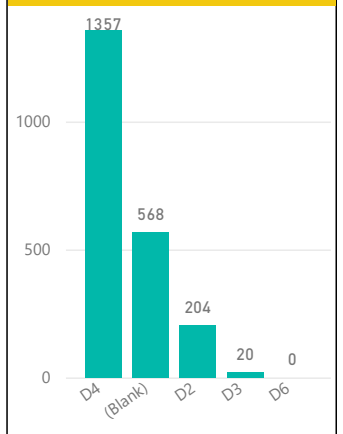
### Incidents; Trips Removed From Service by Operations Control Center (OCC)

Date Range	Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha	Problem Code
1/1/2026   4/30/2026	2198	2149	58475	282	All <span style="font-size: 18pt;">▼</span>	All <span style="font-size: 18pt;">▼</span>	All <span style="font-size: 18pt;">▼</span>

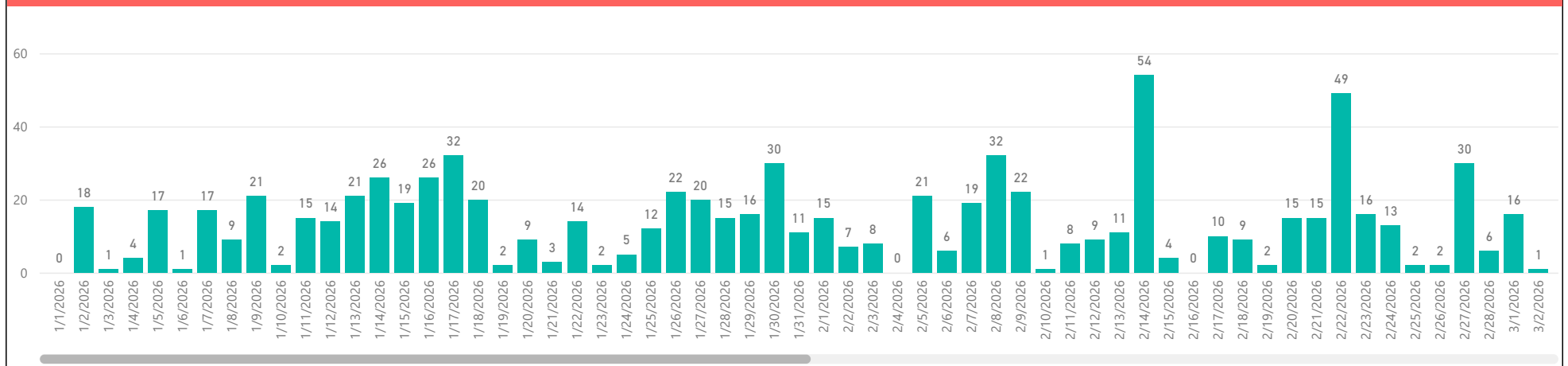
Trips Removed & Minutes Problem by Problem Code (Drill down to Sub code)



Trips Removed by Division



Daily Count of Trips Removed from Service



### Division Incidents by Problem and Sub-Code Problems

**Date Range**

1/1/2026 - 4/30/2026

**Incident Count**

**2718**

**Trips Removed**

**2563**

**Minutes Lost**

**73393**

**Distinct Operators**

**319**

**Division**

All

**Route Alpha**

All

**Trips Removed**

Divisi... ● D2 ● D3 ● D4 ● D6

**Trips Removed From Service by Problem Code w/Division**

Division ● (Blank) ● D2 ● D3 ● D4 ● D6

Problem Code	D2	D3	D4	D6
SI - Service Interruption	126	619	900	0
OC - OutLate	0	0	513	0
OC - Cancel	0	0	140	0
RC - Road Call	0	0	0	0
AC - Accident	0	0	0	0
NM - Non Mechanical	0	0	0	0
SR - Security Related	0	0	0	0
TB - Turnback	0	0	0	0
RE - Relay	0	0	0	0

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

Division ● (Blank) ● D2 ● D3 ● D4 ● D6

Problem Subcode	D2	D3	D4	D6
No Work Force	61	46	604	0
Timepoint/Stop Cancel	33	249	242	0
Delay Schedule	0	0	254	0
Pending Relief Late	0	0	236	0
Trip Cancel	34	228	0	0
DS - DELAY SCHEDULE	69	30	0	0
Cancel Service	0	0	45	0
Cancel	0	0	0	0
No Equipment	0	0	34	0
Sick Operator	0	0	0	0
Check Engine Light	0	0	0	0

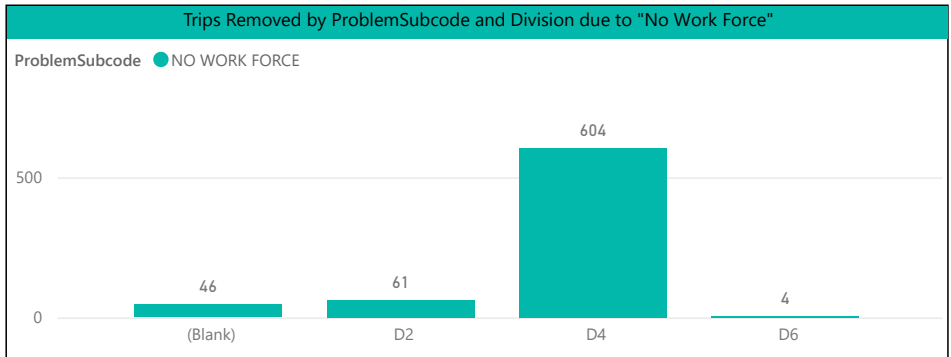
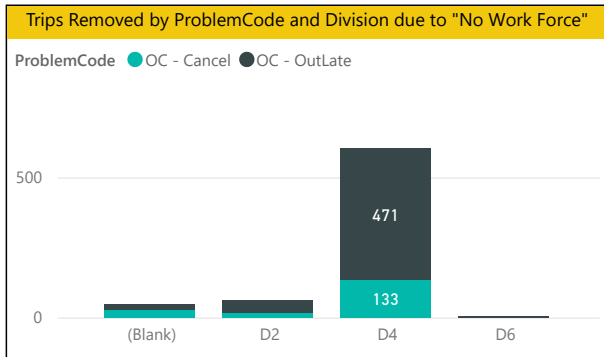
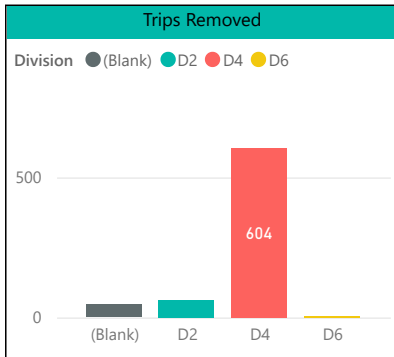
**Trips Removed by Division/Route**

route\_alpha ● 51A ● O ● 96 ● 19 ● W ● 851 ● 687 ● 631 ● 663

Route Alpha	D2	D3	D4	D6
51A	2K	0	0	0
O	0	0	96	0
19	0	0	0	19
W	0	0	0	851
851	0	0	0	687

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

Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
1/1/2026	4/30/2026	179	715	26835	73	All	All

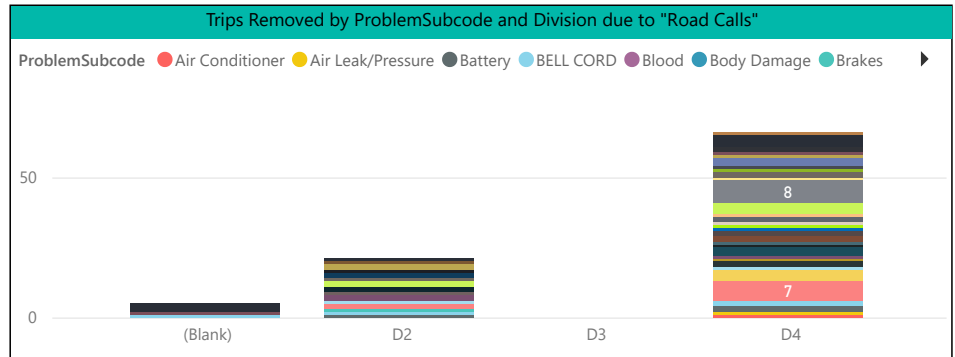
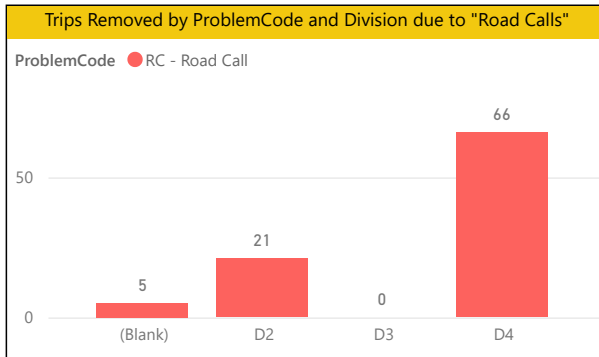
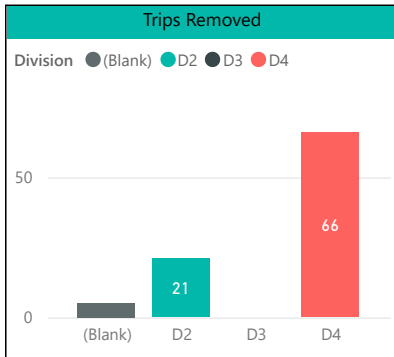


### Trips Removed by Route due to "No Work Force"

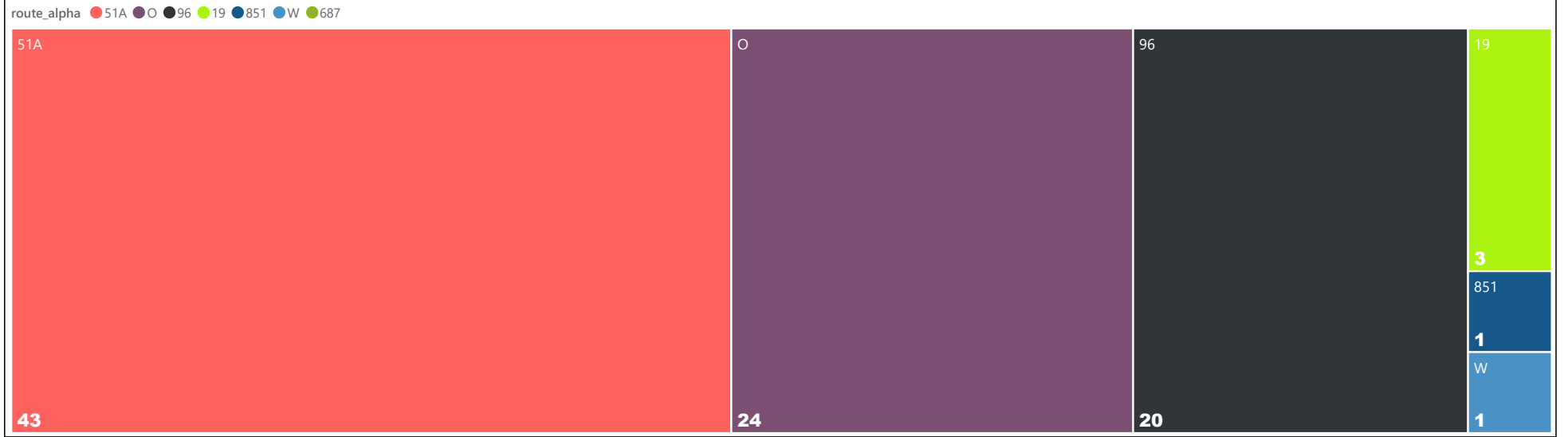


## OCC Cancelled Trips Due to "Road Call" Related Reasons

Date Range	Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
<input type="text" value="1/1/2026"/> <input type="text" value="4/30/2026"/>	<b>185</b>	<b>92</b>	<b>5324</b>	<b>107</b>	All <span style="font-size: 12px;">▼</span>	All <span style="font-size: 12px;">▼</span>



## Trips Removed by Route due to "Road Calls"



## OCC Cancelled Trips Due to "Wheel Chair" Related Reasons

Date Range		Incident Count	Trips Removed	Minutes Lost	Distinct Operators	Division	Route Alpha
1/1/2026	4/30/2026	<b>13</b>	<b>8</b>	<b>370</b>	<b>9</b>	All <span style="font-size: 12pt;">▼</span>	All <span style="font-size: 12pt;">▼</span>

