

Customer Comments (Attachment 2)

“The updated schedule for the Transbay O line stated the route would be reduced to one hour on the “weekends” (Saturday and Sunday). However, it seems that it now runs around every hour during the work week (Monday-Friday), as opposed to the previous schedule of the O bus running every 30 minutes back. This is not effective for majority of the commuters who start work at 08:00 and rely on the 06:00 or 06:00 bus. Many of the Transbay commuters also prefer riding the O bus, however, are constantly disappointed when the bus becomes unreliable as it is starting to show now. Will this get updated back to running every 30 minutes during the work week?”

“I’m just writing to let someone at AC Transit know that the new 18 line (which overtakes my old 33 route) has been very confusing in the first three days since the change. I’m sure it’s a huge undertaking and I’ve expected there to be things to iron out in the wake of all these changes. I’m just frustrated that literally every time I’ve tried to board a bus according to the posted schedule, a bus has been 10+ minutes late or doesn’t show up. I feel like I need to show up to my bus stop 20-30 minutes early to ensure I can get to work on time. Hopefully it’s something that gets worked through as the changes settle in.”

“It’s a complete failure that you removed the OX bus line. I’m currently on the O when there should have also been an OX running and it’s so packed that the doors can’t close. The OX is a much-needed bus line both from a route perspective (my commute time was half what it is now) and from a demand perspective. On top of that, you got rid of the 78 so the ferry is now also not an option. I’m deeply disappointed by these changes.”

“Thank you for bringing back line number 18!!! After line it was converted to the 33-line, I hated everything about it. I hated the new route AND I hated the selected stops along the new route. Thank goodness that I didn't need to take the 33 often; that route forced me to walk much farther to my final destination, which put me in a foul mood.”

“I've started riding the P line to get to my job in San Francisco. Regularly the bus just passes my stop, and I have to wait for either the next bus or the one after that. Lately when I am able to board there is standing room only.”

“I’m very happy with the realign system. I only needed to study online for a while to (familiarize) myself with the routes and (line) numbers used since August 10th. Thank you for what I believe has been a darn good transition. I appreciate you, AC Transit. Loyal rider in Fremont Union City Hayward, San Leandro since 2007.”