

# How do I report a concern?

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- To report an incident or to make a commendation, go to: [actransit.org/feedback](http://actransit.org/feedback); or call 511 and say, "AC Transit" to reach the AC Transit Information Center.
- To report a non-functioning card reader: From inside the bus, look above the front windshield for the bus number; from outside the bus, locate the bus number above the windshield or the front door of the bus. Note the bus number, along with the date, then follow the instructions above for reporting an incident.
- To report a non-functioning Real Time Departure sign, send an email to: [realtime@actransit.org](mailto:realtime@actransit.org).
- To report a damaged bus stop sign or pole schedule, send an email to: [signs@actransit.org](mailto:signs@actransit.org).
- AC Transit does not maintain any of the area around bus stops. To report a Berkeley bus shelter that needs attention, contact Clear Channel Outdoor at (888) 237-4351.
- To report a lost item, go to: [actransit.org/feedback](http://actransit.org/feedback) and click on the Lost and Found link. Or call (510) 891-4777, Mon – Fri, 6 a.m. to 7 p.m.  
Sat – Sun, 9 a.m. to 5 p.m.