

## Operator Hiring

The Pre-Employment chart below shows a breakdown for current applicants who have received a conditional offer and are completing fingerprinting (DOJ), Drug & Alcohol/Medical, pending Sleep/Medical clearance, working to obtain a permit with passenger air brake endorsements, and other pre-employment factors. There are 142 applicants pending pre-employment to be placed in future New Bus Operator classes for 2022.

Pending Pre-Employment Activity						
Conditional Offer	DOJ	D&A/Medical	Sleep/Medical	Permit	Other	Total
26	38	30	27	15	6	142

**FINAL NBO CLASS OF 2022 ... GOING TO HAYWARD** – On December 27, 2022, New Bus Operator (NBO) class 127 certified 12 new Professional Bus Operators ready for service to Hayward, Division 6 (D6). Celebrating in harmony with the graduates are General Manager Michael Hursh; Interim Director of Transportation Dwain Crawley; newly promoted Hayward Transportation Superintendent Robert Reyes; Human Resources staff in HR Manager Christy McCree, HR Analyst Michelle Fernandez, HR Analyst Kurtis Leonares; and numerous Training and Education Department staff (pictured below). Congratulations to our final New Bus Operator (NBO) class of 2022. Looking forward to onboarding AC Transit's future candidates for 2023. Happy New Year!



The Operator Attrition Rate chart below shows the number of promotions, retirements, terminations, and new Operator graduates for 2022.

### Bus Operator Staffing - 2022

Prepared 1/3/22

2022 Attrition	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Promotion	1	0	0	4	0	0	1	0	0	0	0	0	6
Retirements	4	6	1		1	2	4	2	3	5	2	1	31
Terminations	3	3	0	4	2	9	4	5	5	2	5	2	44
<b>Total Attrition</b>	<b>8</b>	<b>9</b>	<b>1</b>	<b>8</b>	<b>3</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>81</b>
NBO Graduates	7	7	0	18	9	7	7	13	10	9	9	12	108
<b>Net Change to Headcount</b>	<b>-1</b>	<b>-2</b>	<b>-1</b>	<b>10</b>	<b>6</b>	<b>-4</b>	<b>-2</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>9</b>	<b>27</b>

### Hiring Incentives for New Bus Operators (NBOs) and Journey Level Mechanics (JLMs)

The hiring incentive has been increased to \$2,000 for the Bus Operator and Journey Level Mechanic positions. NBOs hired after 10/1/22 are eligible to receive up to \$2,000 within the first 12 months of employment with the following requirements: \$500 upon graduation from the AC Transit Training & Education Center; \$500 upon completion of 3 months driving after graduation from new bus operator training classes and; \$1,000 upon completion of 12 months employment from date of hire.

JLMs hired after 10/1/22 are eligible to receive up to \$2,000 within the first six months of employment with the following requirements: \$500 upon hire date at the District, \$500 upon completion of 3 months of employment, and; \$1,000 upon completion of 6 months of employment. NBOs and JLMs Incentive ends on 9/30/2023 unless extended.

### Hiring Incentive and Referral Bonus Reporting

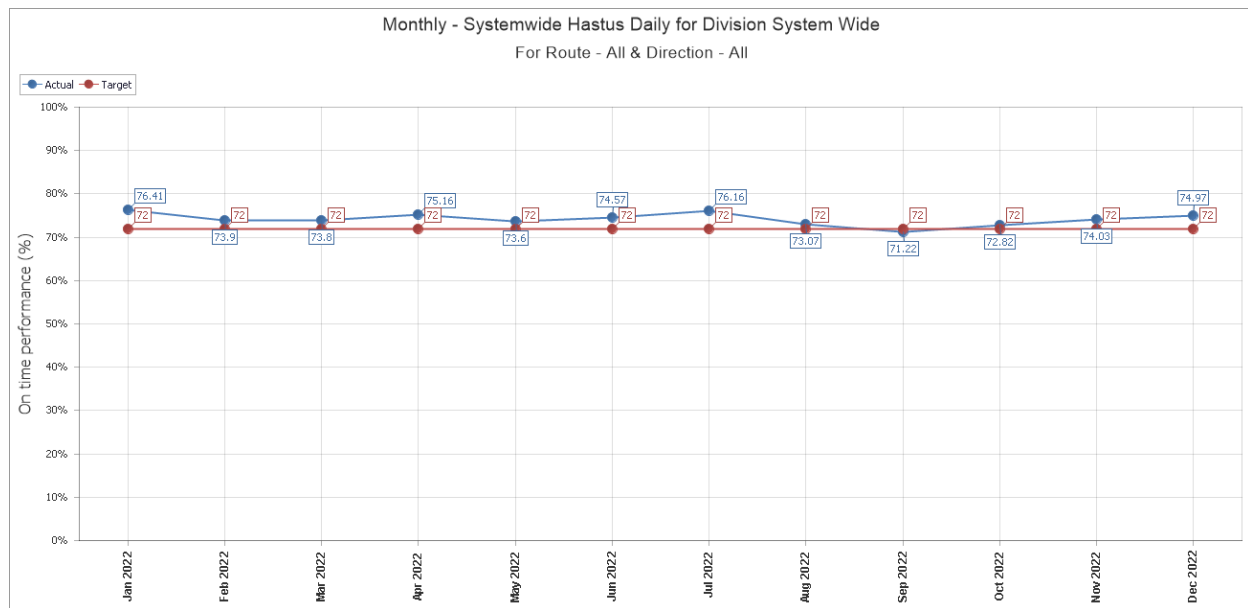
As Of 1/3/23

Bus Operator Hiring Incentive	1st Payment (Completed Trng)	2nd Payment (3 Mo Driving)	3rd Payment (1 Yr Employed)
	18	45	0
	* 1st elig 1/28/23		
* Note: 1st Payment for Training Completion added Oct. 2022			
Bus Operator Referral Bonus	# Referrals	Bonus Paid (3 Mo Driving)	
	45	12	
	* Note: Some referrals won't be paid due to termination of NBO or referring ee		
Journey Level Mechanic Hiring Incentive	1st Payment (Hired)	2nd Payment (3 Mo Employed)	3rd Payment (1 Yr Employed)
	3	0	0
	* 1st elig 1/17/23		* 1st elig 4/17/23

## OPERATIONS

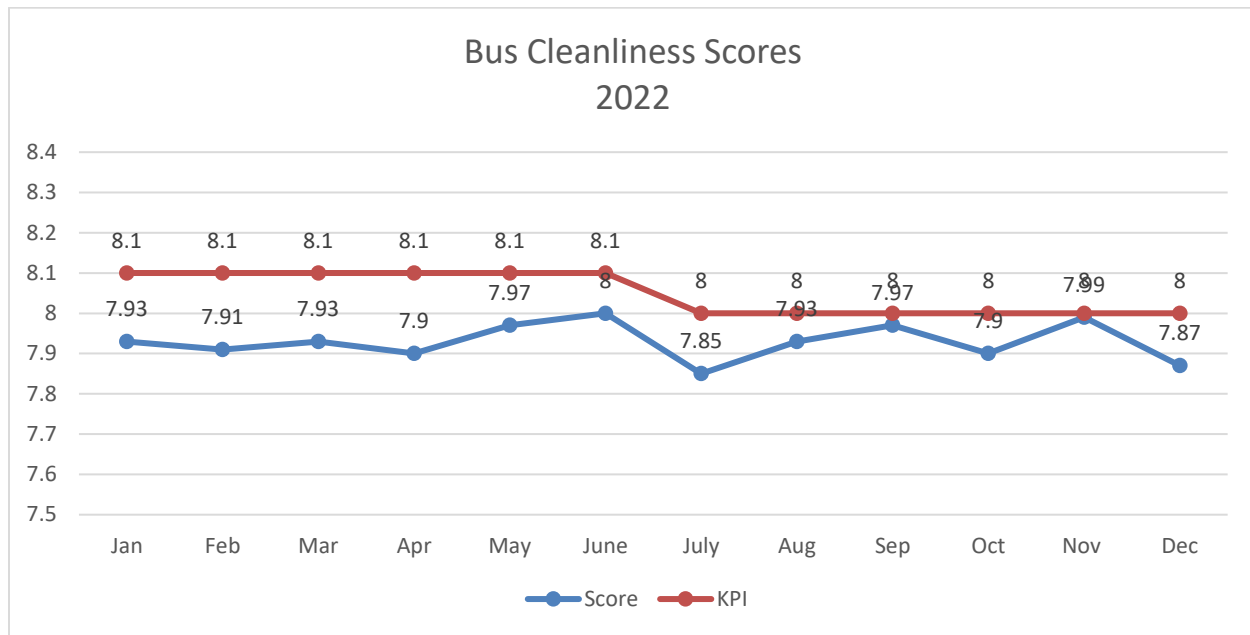
**ON-TIME PERFORMANCE (OTP)** – On-Time Performance (OTP) is a District Key Performance Indicator (KPI) to achieve 72% or higher. During calendar year 2022, the District met or exceeded the on-time performance goal for 11 months, with an average for the year at 74.15%.

Operations Control Center (OCC) staff utilized line management methods to monitor and track on-time performance. Each controller is responsible for reviewing and monitoring the performance of a specified Division and collaborating with line management teams involving various departments to address in-service delays. This allows staff to identify issues and mitigate them where possible. Line management teams focus on low-performing routes to improve the district's on-time performance.



**BUS CLEANLINESS INSPECTION (BCI)** – Quality Assurance performs monthly Division Bus Cleanliness Inspections (BCI) using a grading criterion focused on 19 areas of the bus (14 internal and five external) to allow Division staff to align resources and programs to improve the overall cleanliness and appearance of the fleet. Ratings of 1-4 are listed as Unsatisfactory, 5-7 is Satisfactory, and 8-10 is Excellent.

During the calendar year 2022, system-wide BCI scores averaged an overall rating of 7.93, shy of an “Excellent” rating and the District's new KPI goal of 8.00. Great job to the maintenance teams staying within reach of the target with all the challenges the pandemic brings.



**NEW GILLIG BATTERY ELECTRIC BUSES** – Gillig Corporation delivered all 21 battery electric buses (BEBs) in 2022. Bus Inspections and acceptance will be paced through into the first quarter of 2023 to align with new bus charging stations planned at Emeryville, Division 2, and Oakland, Division 4. Once buses are delivered to the Central Maintenance Facility (CMF), maintenance staff will install additional components such as farebox, radio, and Clipper equipment and receive familiarization and driver training sessions. So far, 12 BEBs have been accepted by the District. New features in this bus will include an operator safety barrier, passenger awareness monitor, and blue flip-up seating to designate use for wheelchair securement and other mobility aid passengers.

**NEW MOTOR COACH INDUSTRY (MCI) BUS** – The first 5 of 36 MCI commuter buses have been delivered to the Central Maintenance Facility. This new MCI bus will be a vast improvement from previous MCI buses operated at the District. The advantages of this 45-foot bus are the technology to provide ease of entry and exit for passengers with mobility devices along with increased seating capacity compared to the current 40-foot buses existing in the marketplace. A second low-floor door will allow for quicker alighting and boarding times for passengers in wheelchairs or mobility devices. The remaining 31 MCI buses are being built and scheduled to end during the second quarter of 2023.

**GILLIG DIESEL BUSES** – Gillig began production of (50) 40-foot clean diesel buses in June of 2022. Delivery and acceptance of these buses at the Central Maintenance Facility (CMF) has been completed, and additional components such as farebox, radio, and Clipper equipment is being installed. These diesel buses are part of the District's ZEB Rollout Plan and will feature the latest clean diesel engine technology approved by the California Air Resources Board (CARB).

## **CIVIL RIGHTS AND COMPLIANCE**

AC Transit's 2022 Equal Employment Opportunity (EEO) Program has been concurred on by the US Department of Transportation, Federal Transit Administration. This program update is due to the FTA every four years to demonstrate our understanding and compliance with EEO regulations. The next program update will be due to the FTA in March 2025.

## **EXTERNAL AFFAIRS AND MARKETING**

### **Zero Emission Buses at City of San Leandro Transportation Showcase**

AC Transit staff participated in a City of San Leandro Transportation Showcase with City senior management team and the Engineering & Transportation team, showcasing a Battery Electric bus. Thank you to the Maintenance team for making the District's participation possible. The showcase included brief remarks from External Affairs Representative D. Castleberry to a group of close to 50 staff, including the City Manager.



### **Raising Leaders Program Expansion Commemorative Photo with Alameda County Board of Supervisors**

AC Transit was invited to join Alameda County Supervisor Richard Valle, District 2, along with other representatives, including county department heads, program partners, and a handful of Raising Leader interns, to take a photo in County Board chambers to celebrate and memorialize the Alameda County Board of Supervisors Raising Leaders program and an additional \$2 million in funding approved that morning. Board Vice President Diane Shaw attended on behalf of the District.





### **Transportation Executives Forum (TEF)**

Newly elected AC Transit Board Director Sarah Sayed joined AC Transit staff representatives along with some of the panelists for the Women in Transportation Seminar (WTS) Transportation Executives Forum held at the Metropolitan Transportation Commission (MTC) Bay Area Metro Center.



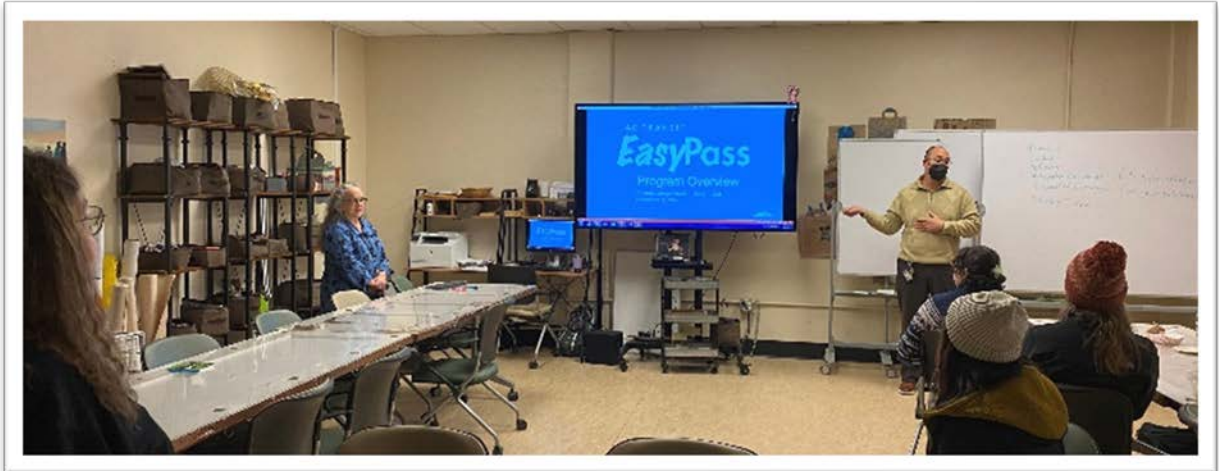
### **AC Transit staff participants in the City of San Leandro Council Meeting**

AC Transit joins City of San Leandro Engineering and Transportation Director Sheila Marquises along with other staff representatives to participate in and be *on the ready* for any questions that might arise regarding bus service related to the Council's action to adopt a resolution to approve the Crosstown Corridor Study along Bancroft Avenue and Williams Street. Transportation Planner Crystal Wang represented the District. The resolution was passed unanimously.



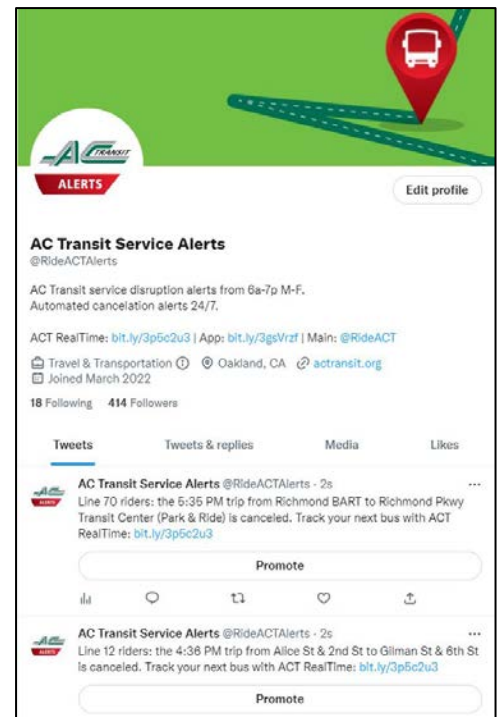
### **AC Transit meets with Chabot College Students**

AC Transit was invited by the Chabot College Student Senate President and Chabot College Director of Student Life to present the District's EasyPass program. Senior Marketing Representative Cleo Goodwin presented the program and answered questions. Following the formal program, conversations continued with the Sustainability representative from the Chabot-Las Positas Colleges District, who was also in attendance. Subsequently, Marketing Manager Eden Gerson and Sr. Marketing Rep. Goodwin met with Chabot College Vice President Matthew Kritscher and Student Life Director Arnold Paguino to further discuss options for an EasyPass program at Chabot College.



### **Automated Alerts Improve Accuracy for Riders**

AC Transit launched its Twitter automated cancellation alerts on Monday, December 12 and the automated system had sent out nearly 5,200 service cancellations by year's end. Comparatively, manually posted service-related tweets averaged 1,350 tweets monthly prior to the transition. This represents a 285% increase in service disruption tweets, dramatically increasing the accuracy of our service-related reporting on Twitter and improving the rider experience at AC Transit. The move to automated alerts has allowed our social media and digital communications teams to focus on stakeholder engagement and more comprehensive information. Our impressions and engagements have increased 20 percent across Facebook, Twitter, Instagram, and LinkedIn since the change.



**PANDEMIC RESPONSE**

PPE ITEM	PPE AVAILABLE
N95 Masks (Each)	26.7 - Months
KN95 Mask	6.4 - Months
Surgical Mask	4.5 - Months
Nitrile Gloves	7.8 - Months
Hand Sanitizer (L)	3.6 - Months
Disinfectant Cleaner	11.6 - Months
Clorox Wipes (1 Canister)	7.9 - Months
Vital Oxide Cleaner (55gl Drum)	7.8 - Months
Hand Sanitizer Dispensers for Coaches	4.9 - Months

