

report

GENERAL MANAGER'S



A series of June Town Halls focused on Realign sparked discussions about improving meal and rest break times, ensuring adequate layover periods, and providing sufficient restroom facilities.

AC Transit's 'Beacon of Love' Premieres During SF Pride Parade



AC Transit is committed to promoting inclusive policies, challenging discrimination, and raising awareness throughout the calendar year, yet June presents a special opportunity to proudly showcase our commitment.

June marks Pride Month, providing us with an annual occasion to celebrate the invaluable contributions of our LGBTQ+ colleagues, whose work significantly ensures coworkers and riders feel respected and safe across our bus network.

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Districtwide Town Halls Gather New Rounds of Realign Feedback

Throughout June, AC Transit continued its tradition of hosting Division Town Halls, which have proven essential for frontline staff members without regular access to email and working varying schedules. The Town Halls are designed to provide a direct communication channel where frontline staff can receive updates, ask questions, and provide feedback on matters affecting their work environment.

June's Town Halls, dedicated solely to Realign, were hosted at each division. This series marks two years of ongoing collaboration between the Planning, Scheduling, Transportation, and Labor teams with ATU Local 192, including four previous division-specific Town Halls in March. These June Town Halls provided Bus Operators with direct insights into Realign's Draft Final Service Plan. The discussions also included detailed explanations of the proposed routes for each bus line within their respective divisions under the proposal.

The face-to-face Town Halls serve to overcome barriers posed by complex work schedules or limited email access. They commenced with a review of Realign's background, outlining reasons for the District's implementation, such as shifts in ridership following the

pandemic, revenue challenges, and issues with Bus Operator recruitment and retention. The sessions also offered a deeper understanding of how reliability, frequency, and equity shape the guiding principles of the Draft Final Service Plan.

With Realign's groundwork established, the Planning team used maps to illustrate current routes and proposed new routes. Each Town Hall session emphasized questions from the operators, which included the significance of enhanced meal and rest break times, adequate layover periods, and restroom facilities. Discussions also delved into the necessity for efficient transfer points between intersecting routes, the potential benefits of a cashless fare system to reduce dwell time and disputes

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The Hayward-D6 Town Hall gave Bus Operators a deeper understanding of the shifts in ridership and revenue challenges that emerged after the pandemic.

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“ (Each Town Hall)...offered a deeper understanding of how reliability, frequency, and equity shape the guiding principles of the Draft Final Service Plan.



over fares, optimal placement of coach stops on the far versus the near side of blocks, and ensuring appropriate bus types for specific routes.

For Operators unable to attend the Town Halls, recordings of the events were made and will be accessible for viewing. The Planning department remains committed to collaborating with Operators on refining the Draft Final Service Plan. Additional Town Halls for frontline employees are currently in development.

Our commitment is also resonating across the bay, as evidenced by this year's invitation for the District to share a message during KPIX-TV's live broadcast of San Francisco's renowned Pride Parade.

So, some of your colleagues briefly paused their work duties and stepped in front of a camera to show that, whether you're a member of the LGBTQ+ community or an ally, working here embodies the parade theme of a "Beacon of Love."

Our message reached countless viewers tuning in to Channel 5's Pride Parade coverage on Sunday, June 30. In case you missed "Beacon of Love," simply click the link: https://youtu.be/Knc2Selv6_s

New Bus Operator Graduates Shrink East Oakland Vacancies

Spring graduations bring a sense of excitement across the Bay Area. Unlike traditional academic institutions, however, AC Transit's Training and Education Center does not rely on spring, the District hosts graduations each month.

Although officially known as New Bus Operator Certification, each celebration is a graduation because it marks the completion of 11 weeks of rigorous classroom and behind-the-wheel training. So, it is only fitting that the

District recognizes the New Bus Operators with a graduation ceremony for their achievements.

NBO class 143 boosts much more than 17 new professional Bus Operators but a boost to morale because each class represents an influx of trained operators ready to meet service demands. The newly certified NBO 143 will support East Oakland-Division 4.

The District continues operating three concurrent classes with a maximum seating capacity of 22 trainees.

Congratulations to the newest additions to the AC Transit family.



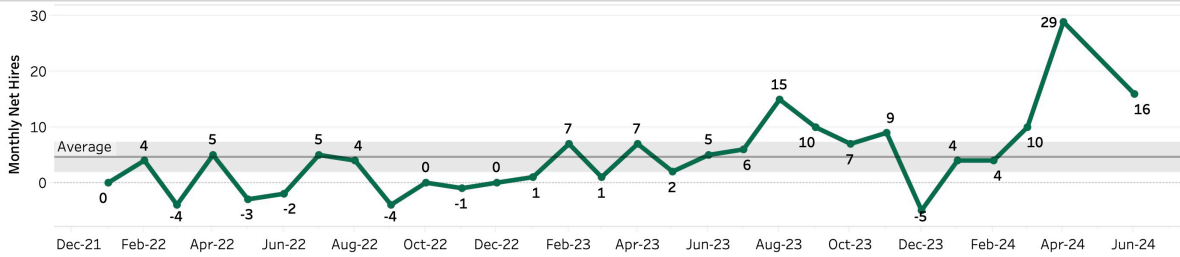
(Left to Right) NBO Class LaTasha A., Vincent C., Gerell E., Jeffrey F., Alexis G., Adam G., Jayson M., Kelly M., Harminder M., Paul O., Rena P., John R., Theodore S., Kathy S., Fernando T., Romonica T., De'anna Y.

Insights into Human Capital Management

HIRING - OPERATORS [Jan 2022 - Jun 2024]

Total Hiring	Total Separations	Net Hires	Bus Operator	
			Hiring	Separations
496	374	122	2022	171 / 167
			2023	209 / 144
			2024	116 / 63
			Grand Total	496 / 374

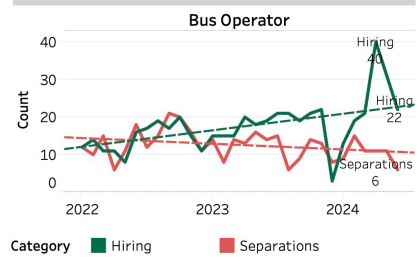
Monthly Net Hires [Total Hires - Total Separations]



TOTAL HIRES v SEPARATIONS by Division

		2022				2023				2024		Grand Total
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Hiring	D-2 Bus Drivers	10	7	17	1	10	14	1	19			79
	D-3 Bus Drivers	3		5	2	2	2	17	17			48
	D-4 Bus Drivers	13	19	2	13	22	12	18	1	17		117
	D-6 Bus Drivers			5	10	2	15	10	2	10		54
	Transportation Training	11	9	24	20	9	14	15	7	26	63	198
Separations	D-2 Bus Drivers	5	3	3	4	3	2	3	1	3	1	28
	D-3 Bus Drivers	3	5	2	1	2	4	5	3	1	3	29
	D-4 Bus Drivers	3	6	13	8	1	4	8	6	4	5	58
	D-6 Bus Drivers	5	3	2	6	1	8	1	4	4	3	37
	Special Division 7	8	12	11	11	13	12	6	8	10	8	99
	Transportation Training	13	6	17	17	16	13	7	13	13	8	123
Grand Total		74	70	101	93	81	100	91	81	88	91	870

HIRES v SEPARATIONS TREND



Workplace Shooting Survivor Turns Trainer for District Operators

Research from mental health professionals finds that survivor's guilt has a profound effect on those who experience it. They commonly grapple with flashbacks of the event, feelings of helplessness, physical pain with no cause, and even social isolation.

These feelings are not abstract concepts for former ATU Local 265 President Jack Courtney. They are lived experiences of post-traumatic stress disorder (PTSD) stemming from a horrific morning in late May 2021. On the 26th, a VTA employee stormed two buildings in the transit agency's light rail yard, taking the lives of nine of Courtney's friends, colleagues, and union members. The scene, described by many survivors as war-like, left Courtney paralyzed with surprise, confusion, and shock when the gunman turned his gaze to the then-president and said, "Jack, it's your lucky day."

shooting. Impressed by the Team's response, Courtney urged VTA to replicate the training using AC Transit as a model.

Here at the District, Courtney teamed up with Dr. Janet Childs, an award-winning crisis intervention counselor with over 50 years of experience, to train 20 new Bus Operators selected by ATU Local 192.

Dr. Childs has been the primary facilitator for the Crisis Intervention Stress Management Team, bringing expertise from over 1,000 support groups for individuals dealing with grief from suicide, homicide, sudden death, critical incident stress among emergency personnel, and serious illnesses.

The hand selected grouping of 20 operators will be trained about signs and symptoms of critical incident stress dynamics, including how past PTSD can impact present challenges, effective responses by peers and supervisors, follow-up interventions, practicing debriefing, defusing techniques, and more.



Jack Courtney (center) joins Dr. Janet Childs (fourth from right) and several Bus Operators chosen by ATU Local 192 for the second phase of Crisis Intervention Stress Management training.

Three years after the deadliest shooting in Bay Area history, Courtney is channeling his trauma into training. He is now openly discussing his experience with his workplace shooting and the subsequent PTSD as a co-facilitator of AC Transit's relaunched Crisis Intervention Stress Management Team.

Courtney sees his new training role as paying it forward. It was a team of 20 AC Transit Bus Operators, trained in the pilot phase of AC Transit's Crisis Intervention Stress Management Team that assisted VTA operators after the

After completing training successfully, each member can be deployed to a worksite or roadside location to offer essential support in processing and coping with the challenges faced by frontline employees.

The District now has 40 frontline employees trained in improving coping mechanisms for various on-the-job experiences. Courtney emphasizes to trainees that enhanced coping skills reduce feelings of guilt, like those he experienced. Ultimately, with the right tools for coping, our frontline is more likely to healthily move forward.

First Month of Summer Sizzles with Public Engagement

The first official month of summer is brimming with special events that offer plenty of reasons to celebrate. From LGBTQ+ Pride and Juneteenth to Father's Day, June feels like one big party for many of us. To honor these occasions, AC Transit actively participated in community events and shared celebratory messages onboard and online.

During Pride Month, AC Transit wanted to showcase events that were easily accessible via our bus lines, including the Rainbow Fair in Oakland, the Fremont Pride Fair, and San Francisco Pride, also highlighted on the District's website and social media platforms.



AC Transit's "Ride with Pride" ad cards were prominently displayed onboard buses throughout our fleet in June.

The District not only prominently promoted Pride-themed events but equally acceptance through onboard advertisements or "ad cards" across our bus fleet, guiding riders to our dedicated Pride Month webpage and encouraging all to Ride with Pride. This visibility sends a powerful message of inclusivity and support for LGBTQ+ communities and employees.

AC Transit also participated in community events commemorating Father's Day and Juneteenth to promote Clipper START, the Bay Area's income-based discount offering 50% off all transit fares. On



AC Transit staff and People's Programs volunteers were part of the West Oakland outreach team that promoted Clipper START.



Board Director Murphy McCalley joined the outreach team during Juneteenth celebrations to spread the word that the District is actively hiring new Bus Operators.

June 14, AC Transit staff joined the local grassroots organization People's Programs at their Cypress Village event celebrating Father's Day and Juneteenth.

During its Free Grocery Program at multiple West Oakland housing complexes, AC Transit included Clipper START materials in the grocery bags distributed to residents, which sparked interest in the 50% discount program. Over 100 attendees participated in the event, where AC Transit staff successfully enrolled 15 eligible individuals into the Clipper START program.



During Richmond's Juneteenth Freedom Celebration, a Bus Operator explained to a mother and son the benefits of Clipper START.

June would not be complete without honoring Juneteenth, often hailed as our nation's second Independence Day. AC Transit proudly hosted a booth at Hayward and Richmond's annual Freedom Celebration on Saturday, June 22. Both events attracted hundreds of attendees who visited the District's booths to learn about bus services, fare discounts, career opportunities, and the Realign project.