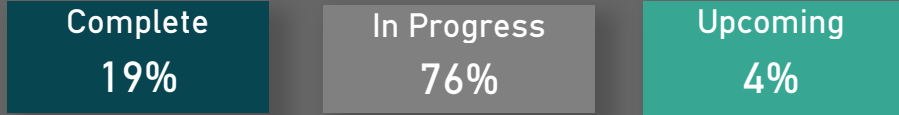


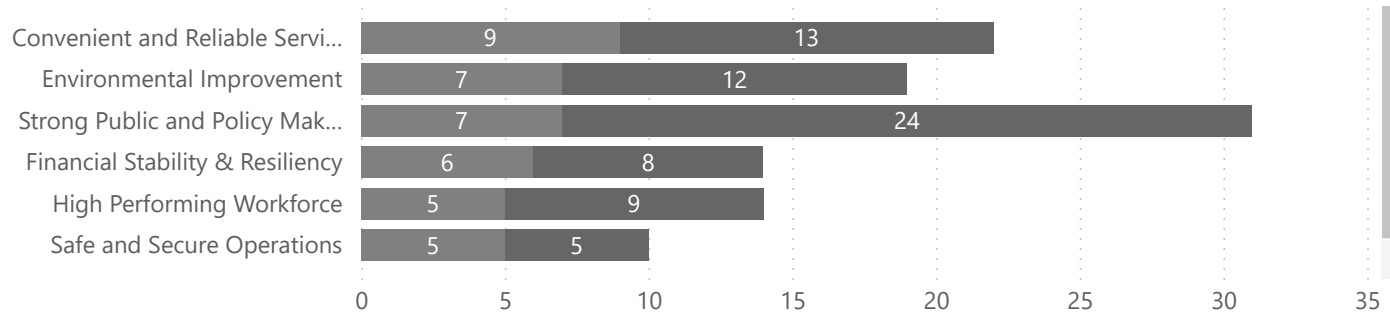


## Summary



## Objective & Metric by Goal

● Count of Objective ● Count of Metric



## Goal

### Prioritize Diversity, Equity, Inclusion and Accessibility (DEIA)

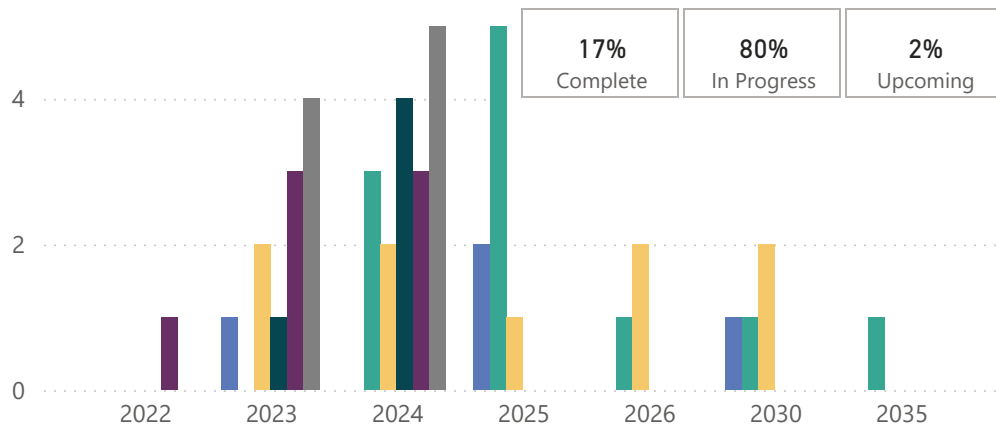
- DEIA survey results presented at the Board of Director's retreat.
- Staff continues to work to identify areas of improvement in policies and procedures to ensure equity and inclusion.

## Activity Detail Summary

### Dated Activity Timeline by Goal

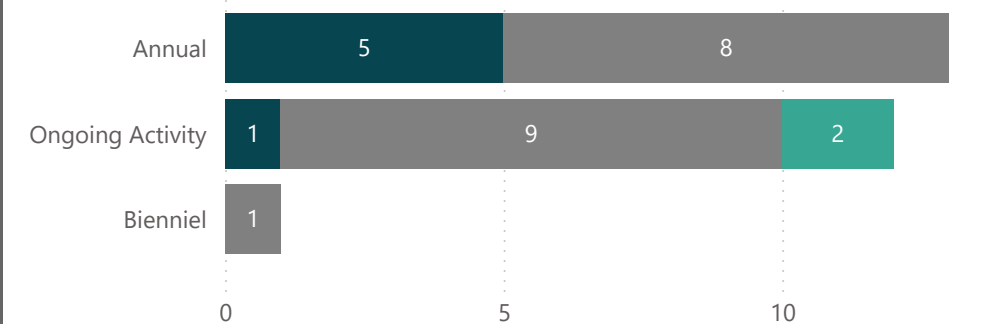
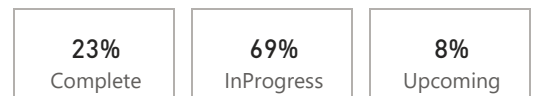
- Safe and Secure Operations
- Convenient and Reliable Service
- Environmental Improvement
- Financial Stability & Resiliency
- High Performing Workforce
- Strong Public Policy Maker Support

Dated Metrics: 46



### Continuous Activity Progress

● Complete ● InProgress ● Upcoming  
Continuous Metrics: 26





# Strategic Plan - Metrics Timeline

Metrics Complete

Metrics In Progress

Upcoming Metrics

SR 24-512

Attachment 1

## Strategic Plan 2025

2023	2024	2025	2026	2030	2035
<p>Add customer feedback survey option</p> <p>Comprehensive marketing strategy development</p> <p>Crime prevention through design strategies</p> <p>Customer satisfaction benchmarks</p> <p>Employee core business participation activities</p> <p>Green Project Specifications</p> <p>Identify new digital and distributed marketing and communications channels</p> <p>Implement Leadership Development Philosophy and Strategy</p> <p>Multi-directional customer service framework</p> <p>Start annual technology &amp; business systems reviews</p> <p>Strategies / initiatives to reduce turnover and increase candidate pool.</p> <p>Telecommuting policy</p>	<p>50% Paperless Workloads</p> <p>Bus lane and bus stop enforcement</p> <p>Communications channels audit &amp; updated communications plan</p> <p>Competency Model Framework</p> <p>Convert 50% paper to electronic Records</p> <p>Critical technology adoption &amp; training</p> <p>Customer experience strategy</p> <p>Digital and advertising channels relative value assessment</p> <p>Employee Development Strategy</p> <p>Energy, materials &amp; utilities efficiency benchmarks</p> <p>Flex Program in Fremont and Newark</p> <p>Redefine corporate brand to optimize customer experience</p> <p>Restore to pre-pandemic service hours</p> <p>Revenue Measure Funding</p> <p>Secure funds for replacement of all single-wall UST</p> <p>TCO modeling -fleet and facility assets</p> <p>Wayfinding signage for persons with disabilities</p>	<p>District Facilities Perimeter Hardening, Integrated Access Control &amp; Centralized Badge System</p> <p>Mobility as a Service (MaaS) Network Realignment Plan</p> <p>Prioritize equity priority communities per MTC</p> <p>Replace 155 diesel buses with CARB compliant diesel technologies</p> <p>Safety events &amp; injuries baseline</p> <p>Ten Additional Miles Transit Priority Treatment</p> <p>Three Additional Transit Performance Initiatives</p> <p>All Trunk Corridors complete</p>	<p>Electric car charging for employees(All Divisions)</p> <p>Five Quick Build Projects</p> <p>ZEB Infrastructure Implementation(All Divisions)</p>	<p>Bus stop spacing per BP501</p> <p>Non-Revenue fleet composition 50% ZEB vehicles</p> <p>Revenue fleet composition 40% ZEB vehicles</p>	<p>Alameda County Transportation Coordination - San Pablo BRT &amp; E.14th/Mission</p> <p>On-boarding/position development activities</p>

Continuous Activity
AA Annual Credit Rating
Advocate Federal, State, and Local position to impact climate policy
Annual Accomplishments Report for External Audiences
Annual Congressional & State Legislative Report
Average time to fill standard positions
Community outreach support for District projects
Controllable cost growth <5%
Digital polling increase
Emergency Preparedness Drill Participation. Emergency Resource & Equipment Inventory
Federal & State Legislation Briefing
Grant fund 75% annual capital budget
Host Biennial Ward Town Halls
Increase partnerships and alliances for increased visibility
Increase visibility of service changes on social media platforms
Industry awards submissions
Key Service Area Stakeholder Updates
Key stakeholder & community partnership expansion
Legislative & Regulatory Letter Submissions
Major facility upgrades-sustainable and resilient design
New Facilities -LEED Certification
Physical Well-Being Participation
Policy & Regulatory Hearing Participation
Secure funding and increase service levels and ridership beyond pre-pandemic levels
TAM - Facilities Condition Benchmark
TAM - Revenue Vehicles ULB. TAM - Non-Revenue Vehicles ULB
Voter support measurement