

Back in the Driver's Seat – March 22, 2021 marked the return of new bus operator (NBO) training. NBO 107 (reference to the number of classes since ramping up hiring in 2011) begins unlike how NBO 106 ended in May 2020. Social distancing, personal protective equipment, classroom set up and drive training have all undergone changes to ensure training can move forward progressively and safely. From the first day of Human Resources' Orientation, in the Training and Education Center's (TEC) Auditorium, with a virtual welcome from Director of Transportation, Derik Calhoun (left picture), to the first day of class at the TEC (right picture), all efforts to re-start fell perfectly into place. Operations is planning to begin one new class a month for the remainder of this Fiscal Year, 2020-2021.



As expected, staff incorporated PPE and in particular, voice amplification systems, worn in conjunction with their uniforms, to ensure instruction is heard easily by all on and off buses (left picture, in TEC lobby). This is especially helpful when having to teach separated by the driver's polycarbonate plastic or virus barrier (right picture).



To top off a successful first week of NBO training, special guests in AC Transit's Board of Director's Mark Williams (Ward 4) and Fremont Councilmember, District 5, Raj Salwan, visited and extended their "Transit Driver Appreciation Day" thanks to staff and trainees. Fremont Councilmember Salwan donated funds for "goodies" that were distributed to Hayward division frontline workers as well. Pictured below is Director Williams and Councilmember Salwan visiting NBO 107!



Law Enforcement Support - On March 29, 2021, around 0951 hours (9:51am), an unruly passenger boarded the bus and would not keep his mask on and began arguing with everyone. At 76th and International, the operator held the bus, opened the doors, and called Operations Control Center (OCC) for a Sheriff and Supervisor. Another passenger advised the Operator that the unruly passenger had a gun, at which point the operator re-called OCC to update them.

The person in question is a felony probationer who brandished a gun at a passenger onboard AC Transit bus 2316. As deputies arrived, the bus operator, pointed out the person as he attempted to flee the scene on foot. When deputies arrived, they approached the person. He was non-compliant, stated he had a gun, and made statements for deputies to end his life. After a 15-minute stand-off, the person was detained and placed in handcuffs. A "Traditions Firearms Starter Gun" (firearm used at track meets and sporting events that shoots blanks) fell from his pocket and was recovered.

The passenger and victim of the brandishing incident identified the person on scene and wished to pursue complaint. Deputies were able to safely apprehend the person. He was subsequently placed on a W&I 5150 (psychiatric evaluation hold) and transported to Highland Hospital. No employees, passengers or law enforcement personnel were injured during the altercation. A Sergeant was the on-scene during the entire incident.

This incident could have ended very tragically had it not been for the professional response from sworn Alameda County Sheriff's Office (ACSO) law enforcement professionals responding the way they did. I cannot express how important it is to have a dedicated sworn law enforcement agency respond to these types of incidents to keep our operators and the public safe.

COVID Response Update

FEDERAL ASSISTANCE UPDATE

- 2021 COVID-19 Supplemental Paid Sick Leave (Labor Code 248.2) was signed March 19, 2021
- The law entitles employees up to 80 hours of supplemental paid sick leave for COVID-19 related absences

CONTINUED OPERATOR SAFETY IMPROVEMENTS

The District continues to evaluate and improve operator safety:

- Enhanced Distance Between Operators and Riders
 - Currently waiting for materials to arrive for installation of the secondary standee line that will prompt riders to remain at least 6 feet from operator while the coach is in motion
- Updated Operator Virus Shields
 - Redesigned latching mechanism to reduce the potential for repetitive movement injury has passed Safety Committee approval and is currently in the production phase
 - Materials are fabricated and mass produced at Central Maintenance Facility

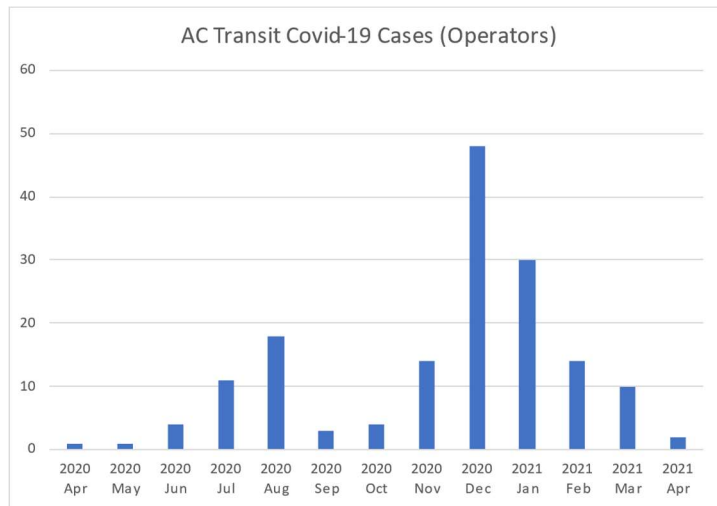
DISTRICT WIDE PPE SUPPLIES

- | | |
|------------------|--------------|
| • N95 Masks | 3.1 – Months |
| • KN95 Mask | 1.1 – Months |
| • Surgical Mask | 7 – Months |
| • Reusable Masks | 0.9 – Months |

- Nitrile Gloves 9.5 – Months
- Hand Sanitizer 16.5 – Months
- Disinfectant Cleaner 13.2 – Months
- Clorox Wipes 3.5 – Months
- Vital Oxide Cleaner (55gl Drum) 4 – Months

CASES COUNTS

- Cases continue to decline
- March 2021 (10 Cases Total) has the lowest number of cases since October 2020



Covid - 19 Updates

POSITIVE CASE RESPONSE

- The Division 2 workplace outbreak has subsided with no new positive cases associated with the outbreak
- The District finalized a contract for an on-site testing program in the event of a future workplace outbreak
- Per the Cal/OSHA Emergency Temporary Standard, the District must test all affected employees of a workplace outbreak
- Staff is currently receiving training to facilitate the on-site testing. Estimated completion is approximately 2 weeks

COLISEUM SHUTTLE SERVICES

- Free shuttle service continues
- As of April 5th, over 2812 vaccine recipients have been transported
- We are in the process of confirming the Coliseum vaccinations will continue beyond 4/11/21 which was when the site was to be closed. Shuttle service will continue if the site remains open

VACCINE ROLLOUT STATUS

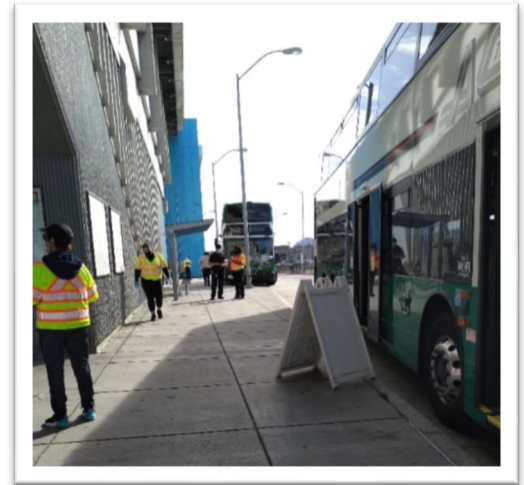
- The District is compiling data from employees who elected to disclose their receipt of the vaccination
- Public Transportation Employees are currently eligible for vaccinations in Alameda County and all persons ages 16 and older who live or work in Contra Costa County are eligible for vaccinations

EMPLOYEE VACCINE TOOLKIT AND EMPLOYEE INCENTIVE

- COVID-19 Vaccine Toolkits were distributed to district work sites and mailed to all District employees
 - COVID-19 vaccine pre-registration and information
 - Links to official vaccine information websites
 - Tear-out CDC COVID-19 vaccination card employees can take when they get the vaccine
 - District incentive of \$100 for reporting that they have completed the vaccination process

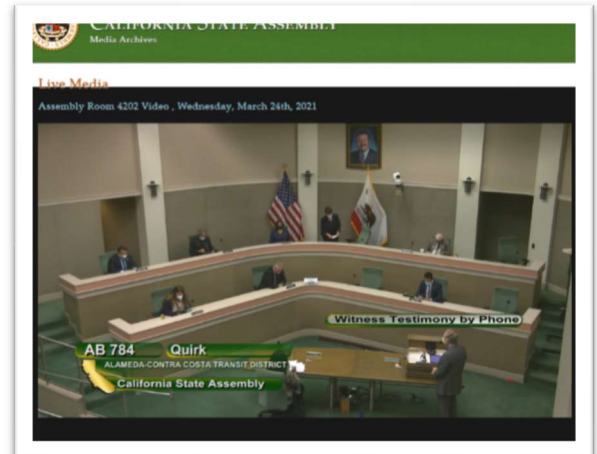
Richmond BART Bus Bridge- The District recently completed the last planned 2021 BART bus bridge for the Richmond to Del Norte BART Station on March 13th and 14th. Our Division 3 team used double decker coaches to operate the bus bridge, and our Supervisors helped to ensure lunch and water was available for the Operators. BART customers really enjoyed riding the new buses for the first time.

The next 2021 BART bus bridge will start in May 1st at the South Hayward Bart Station to Union City Bart Station. This project will operate through October 31, 2021.



Testimony before the State Legislature -On Wednesday, March 24, *General Counsel* Jill Sprague and *Director of Legislative Affairs & Community Relations* Claudia Burgos testified in support of AB 784 (Quirk). The bill is sponsored by AC Transit and seeks to update and modernize AC Transit's enabling legislation. AB 784 passed out of the Local Government committee without opposition and now heads to the Appropriations Committee.

On Monday, April 5, *Director of Legislative Affairs & Community Relations* Claudia Burgos provided testimony before the Assembly Transportation Committee in support of AB 917 (Bloom) on April 5. AB 917 would allow California transit agencies to use cameras, like those installed on Tempo BRT coaches, to discourage illegal parking in transit-only lanes and at transit stops and stations. The California Transit Association, California Association for Coordinated Transportation (CalACT), the City of Santa Monica and Santa Clara Valley Transportation Authority all offered, via phone, comments in support. Legislators voted 12-0 in support of the bill, which now heads to the Assembly Privacy Committee.

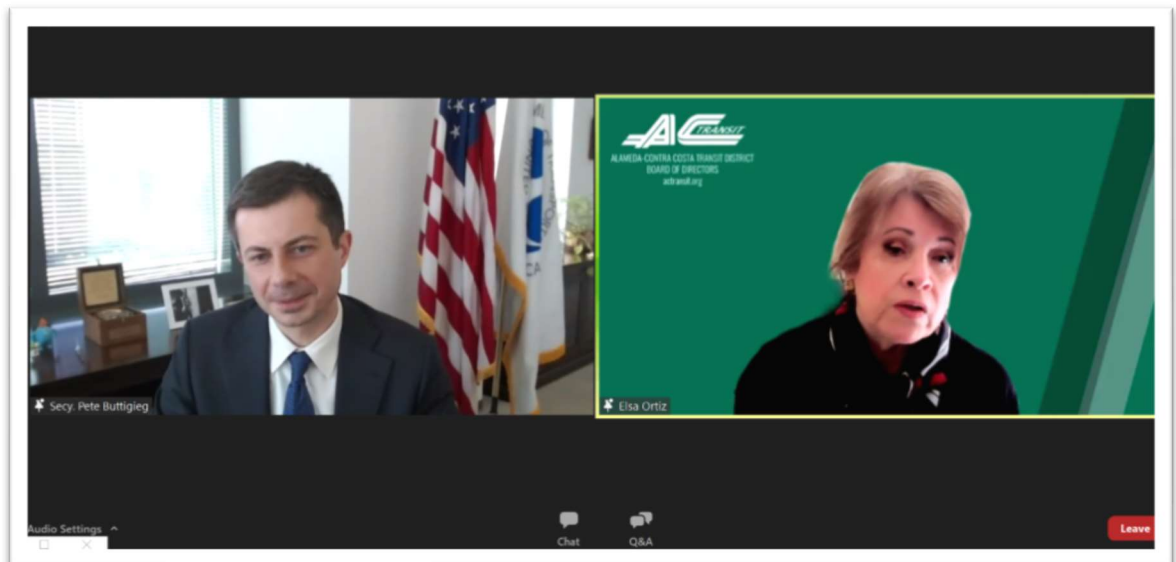


On April 12, staff will testify before the Assembly Transportation Committee in support of AB 455 (Bonta). AB 455 aims to enhance transit service into and out of San Francisco, including the possible creation of a transit only lane on the Bay Bridge.

Q & A with Secretary

Buttigieg - On March 26

the Bay Area Council closed out their Virtual Washington DC Advocacy week with a guest appearance from US Secretary of Transportation Pete Buttigieg. The session included the opportunity for seven questions from Bay Area transportation leaders, including President Ortiz. When asked about a long-term commitment to



support funding for transit operators to allow for a post pandemic recovery, the Secretary reaffirmed the administration's commitment to transit and more importantly their commitment to equity particularly in the context of the demographics of public transit riders.

Women's History Month Program - On March 30, AC Transit celebrated Women's History month with a program focused on Wellness and Well-Being. Kicking off the event with opening remarks, the General Manager recognized the dual role that women have been playing during this pandemic, juggling work and home. President Ortiz shared lessons learned from her years balancing raising children with work and law school. The new Executive Director of Human Resources, Katherine Minnich was introduced and she shared a presentation focusing on Wellness for Women and Maintaining Your Emotional and Physical Self.

Wellness Coordinator Sandra Smith-McDonald led us through some stretching exercise, and we topped off the program with a raffle of a WTS membership and copies of the book *Boots on the Ground, Flats in the Boardroom*.

Air Resources Board Clean Transit Incentives FY 2021/2022 - On March 30th the California Air Resources Board commenced its public process to help guide its incentive programs for the coming fiscal year. This was the first Public Workshop for FY 2021-2022 Clean Transportation Incentives in a series of public workshops leading up to its October adoption. The session covered several different topics including an overview of the process, light-duty and clean transportation equity projects, market readiness of technologies and beachheads, and heavy duty project. Staff provided public comment emphasizing the importance of providing an \$80M set aside for the Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project (HVIP) to make public transit more competitive in the process. Staff's public comment focused on the impacts of the COVID-19 pandemic on public transit, the extensive process required of public transit agencies as opposed to private fleets, and the complex web of funding sources required for vehicle purchases for public transit agencies, as reasons the public transit set aside is necessary. The next round of public workshops Heavy-Duty and Off-Road and Clean Transportation Equity Investments, both sessions on Friday, April 9th.

Public Advocacy Panel -Who defines what's essential during a pandemic? How do you effectively connect with decision and policy makers when no one wants to engage? *External Affairs Representative* Steven Jones joined an esteemed panel of government relations experts on March 17 to share his experience engaging the community and legislators during the pandemic. The panel was sponsored by the Leadership Oakland Alumni Association and offered an opportunity to highlight the District's efforts to engage the community to support the Tempo BRT's launch, secure operations funding for our service, and the advocacy that was done to help secure vaccines for our essential workers.



March 28 Service Change – Rider Communication

The rider communication campaign for the service change on March 28 included digital and printed strategies and tactics. In addition to website updates, eNews, and social media posts, communication to community-based organizations and elected officials, the following at-stop schedule changes were prepared and installed:

- 398 at-stop pole schedules
- 61 Clear Channel shelter inserts
- 27 City of Alameda shelter inserts
- 4 Pacific Commons shelter inserts

In addition, 34 stops had changes were messaged at digital messages signs and kiosks and pylons at the Salesforce Transit Center in San Francisco.



AC Transit
@rideact

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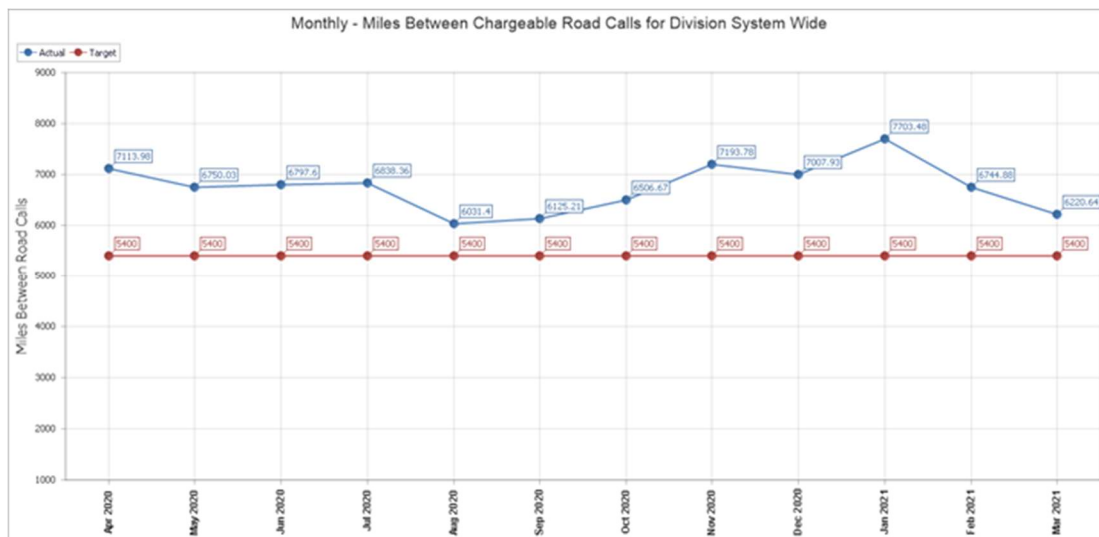
Service changes are coming on Sunday, March 28.
Please check our website for complete details:

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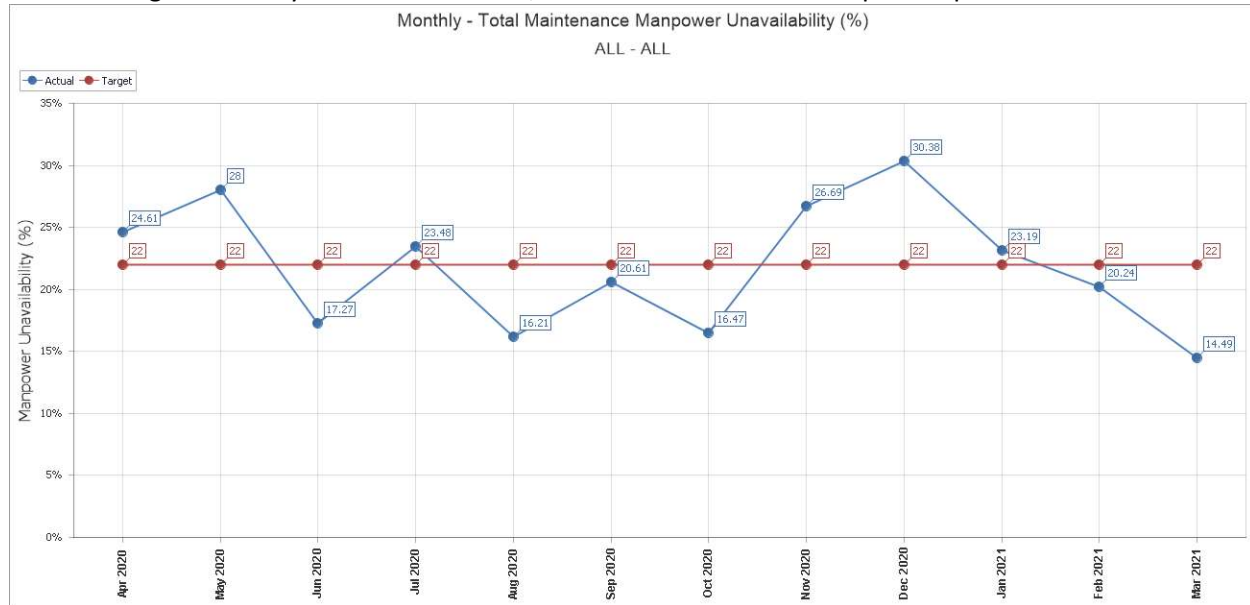


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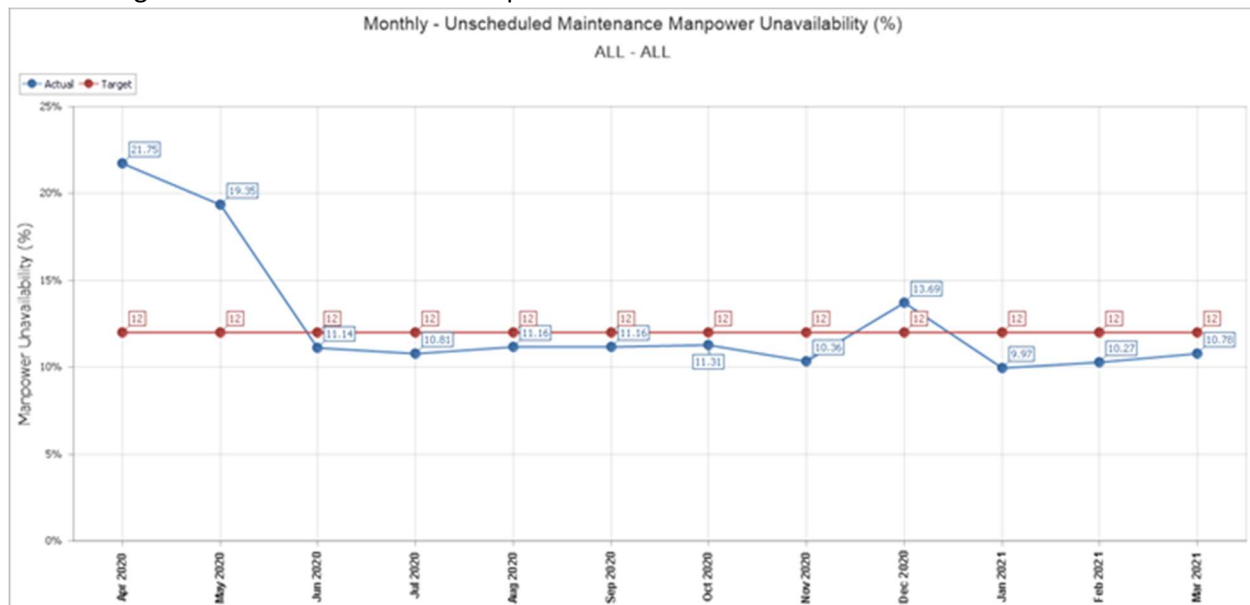
Bus Reliability — Miles Between Chargeable Road Calls (MBCRC) is one indicator of the health and reliability of the bus fleet. To track performance in this area, the District established a Key Performance Indicator (KPI) at 5,400 miles between chargeable road calls. During the past year, miles between chargeable road calls were above the established goal 12-months with an average performance of 6,752 MBCRC for the 12-month period.



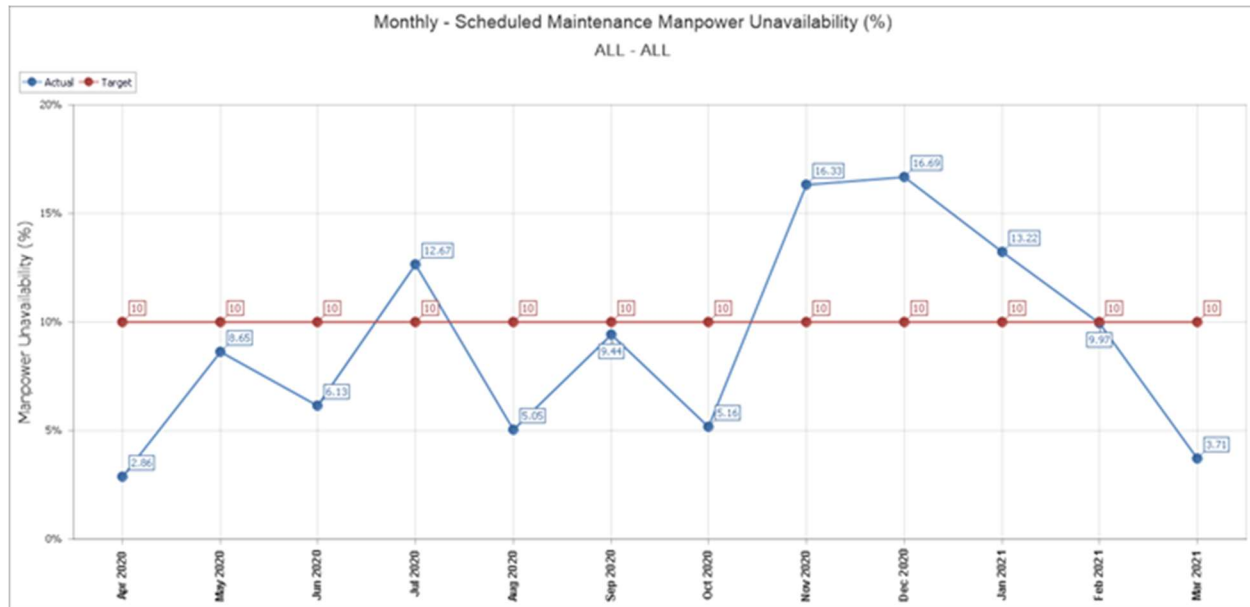
Maintenance Workforce — Workforce availability is important to ensure appropriate number of employees are scheduled to service and maintain the District's fleet and facility assets. A Key Performance Indicator (KPI) for total maintenance manpower unavailability was established at 22%. During the past 12-months the District achieved the KPI goal in 6-months with an average of 21.80% for the 12-month period. Spikes in employee unavailability were partly related to impacts from the pandemic and seasonal time off during the holidays. Note: for this KPI, lower numbers indicate improved performance.



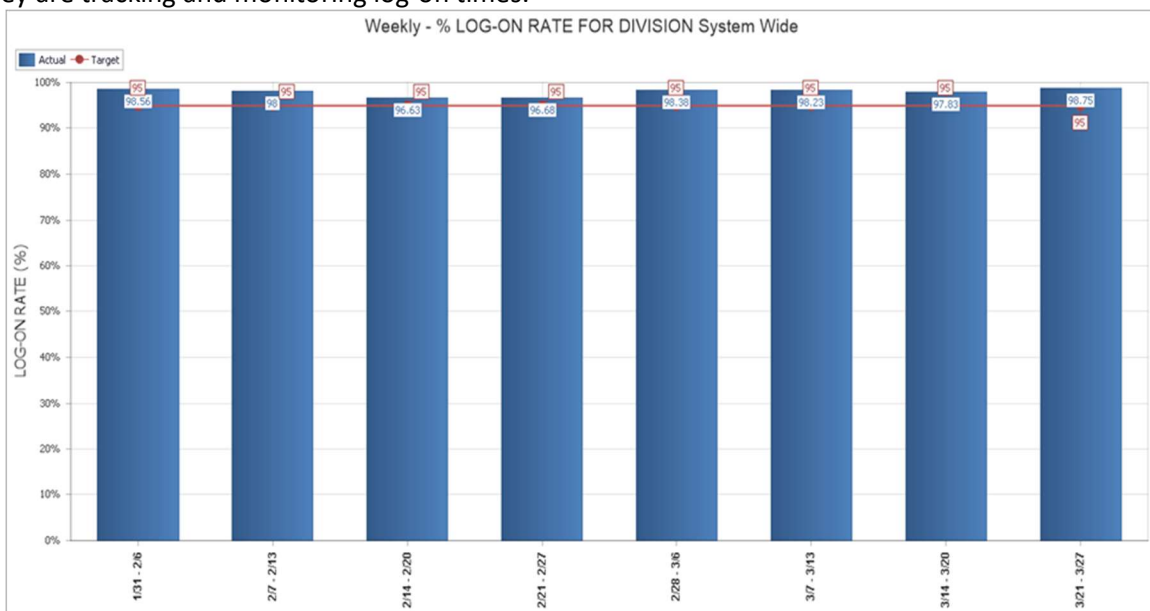
Unscheduled maintenance manpower unavailability KPI is 12%. During the past 12-months the District achieved the KPI goal 9-months with an average of 12.65% for the 12-month period.



Scheduled maintenance manpower unavailability KPI is 10%. During the past 12-months the District achieved the KPI goal in 8-months with an average of 9.16% for the 12-month period.



Operator Log-On Rate- The Operator Log-On Rate improved from the last three weeks average of 97.23 percent in February 2021 to 98.27 percent in the first three weeks of March 2021. The Operator Log-On Rate was above the District's goal of 95.00. Staff continues to focus on reviewing log-on rates daily to identify issues and mitigate them where possible. Operations and Information Services staff work closely to identify system and equipment challenges impacting log-on capability for Operators. Division staff also collaborate to monitor the time Operators leave the build to help with reminders. In conjunction with Supervision, they are tracking and monitoring log-on times.



Service Operated - The Percentage of Service Operated exceeded the goal of 99.5 percent for the past eight weeks. Division Superintendents are working together to minimize missing service assignments or canceling trips. Certainly, having appropriate levels of active Operators available to drive buses is a significant contributor to the sustained performance. Another major improvement effort comes from our "Line-Management Team" which includes staff from the Operations Control Centers, Road Supervision, Division and other support department staff.

