

General Manager's Report

District's Leadership on Display at CTA Expo

AC Transit's leadership in the industry was a key feature during the California Transit Association's 58th Annual Fall Conference & Expo, hosted by Foothill Transit, Access Services, and the City of Pasadena. Over three intense days, District staff participated in committee meetings and seminars on topics ranging from transit finances to maintenance and operations and advancing diversity, equity, inclusion, and accessibility IDEA in our industry. GM Michael Hursh moderated the panel, "Taking the High Road Partnerships for Better Transit," which focused on industry partnerships that deliver equity, sustainability, and job quality. AC Transit's *Director of Bus Rapid Transit and Sustainability & Climate Action*, David Wilkins, moderated the "New Flexibility for Local Hire" panel, assessing how local hiring provisions in construction contracts can help residents benefit from construction projects' jobs and economic opportunities. Phillip Hally, AC Transit's *Program Manager for Contracts Compliance & Title VI Programs*, participated in this panel discussion alongside FTA Region 9 Administrator Ray Tellis. Claudia Burgos, *Director of Legislative Affairs & Community Relations*, shared our Tempo BRT success story as a speaker on the panel, "Built for Speed: Transit Priority on Streets and Highways."



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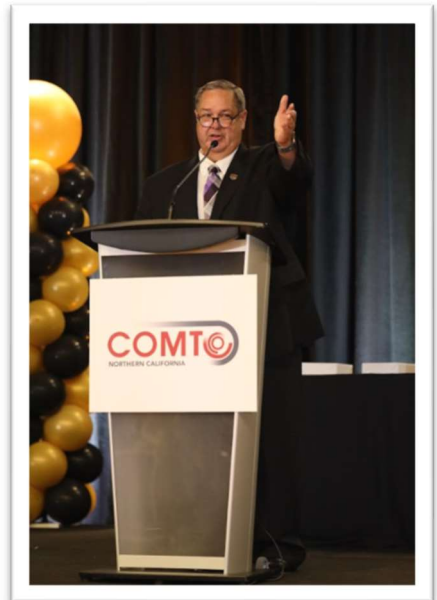
FTA Visit Showcases District Leadership -AC Transit was delighted to host a visit by FTA Administrator Nuria Fernandez and her team on November 30. Ms. Fernandez was joined by Associate FTA Administrator Paul Kincaid, Region 9 Administrator Ray Tellis, Region 9 Deputy Administrator Amy Changchien, and FTA Program Manager Roxana Hernandez. During our time together, we showcased our industry-leading, award-winning initiatives and programs that connect people to their jobs, community resources, and loved ones. Following a working lunch and walk-through of a Tempo BRT coach at the GO, we visited the zero-emission bus facilities at Division 2 before touring the Tempo corridor. The BRT project was substantially funded by \$87.5 million in federal funds, and the drive along the BRT route highlighted how it has improved regional connectivity while supporting the Biden Administration's goal of creating transit projects that deliver equitable and affordable access to community resources and opportunities.

Visits by policymakers and thought leaders present valuable opportunities to cultivate relationships, showcase our amazing work, and promote our needs so that we can continue to serve our riders.



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COMTO 20th Annual Scholarship & Industry Awards Gala - AC Transit took the spotlight during the 2023 COMTO 20th Annual Scholarship & Industry Awards Gala in San Francisco on December 1st. Winning big as Agency of the Year. In accepting the award on behalf of the District, General Manager Michael Hursh thanked the front-line employees for their contributions to the agency and the Board of Directors for their leadership. Board President Joel Young presented the Sharon Banks scholarship to San Francisco City College student Jordan Jones. COMTO NorCal Board member Claudia Burgos presented the Advocate of the Year Award to Michael Pimentel, Executive Director of the California Transit Association.



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International Quick Build Virtual Community Meeting -On Thursday, November 30th, AC Transit and the Oakland Department of Transportation co-sponsored a virtual public meeting regarding the International Boulevard Quick Build Project, including roadway installations that improve Tempo. This design phase tackles unlawful use of Tempo's BUS ONLY lane, improves Tempo's on-time performance, and enhances safety for all roadway users. Following a brief presentation, the team engaged in a 25-minute question-and-answer session about the project.



EasyPass Update -AC Transit's EasyPass program recently added three new residential developments. The Kittredge and Hub Bancroft are located in downtown Berkeley and primarily house student populations. The third property, Casa Suenos, is an award-winning, mixed-income/use, transit-oriented joint housing project between BRIDGE Housing Corporation and The Unity Council. Casa Suenos is on 12th Street near the Tempo line and Fruitvale BART Station. In addition, two new residential developments and three new employers joined the Alameda TMA EasyPass program. Recent residential unit additions total 555, along with 18 new employees.



PHOTO: Casa Suenos, the newest addition to the Fruitvale Transit Village.

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2023 Holiday Bus -From December 1 to 31, riders can hop on our specially wrapped Holiday Bus for free rides on different local lines throughout the East Bay. This year's theme is "Oh what fun it is to ride!" Paper holiday buses and onboard giveaways will also be available. These onboard giveaways include multiple designs of paper chain ornaments and gift tags.



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Bus Ops On the Way – On November 9, 2023, the most passionate, albeit smaller group of recent new bus operator (NBO) candidates earned their titles as new Professional Bus Operators certified and ready for Hayward, Division 6 service. Staff enjoyed festive celebrations with each other and graduates' families and friends. Three other NBO classes run concurrently, with 60 in the queue, anticipating 18 from that total to certify from the next class graduating this week.



Community Events and Job Fairs -The Talent Acquisition (TA) team continues to attend job fairs and community events around AC Transit's service area. The focus of their efforts has been on Bus Operator and Mechanic hiring. The TA team attended the following events in November 2023:



Apprenticeship Career Fair - Pleasanton, CA - November 15, 2023

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Apprenticeship and Intern Fair - Livermore, CA - November 30, 2023

Operator Hiring – The Pre-Employment chart 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 102 applicants pending pre-employment to be placed in future New Bus Operator classes for 2023.

Pending Pre-Employment Activity					
Conditional Offer	DOJ	Sleep/Medical	D&A/Medical/Permit	Other	Total
4	17	31	45	5	102

Operator Attrition Rate

Active Operators

Active Operators are the number of bus operators who left active service (driving) through promotion or transition into long-term leave, retirement, or termination. For November, no active bus operators retired from the district, and one bus operator was terminated.

Attrition - Active Operators	2023												Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Promotion	1	0	0	0	1	0	4	1	1	0	0		8
Employees Transitioned to Long Term Leave	16	16	18	11	16	6	15	14	15	9	6		142
Retirements	2	0	1	2	2	2	1	1	0	3	0		14
Terminations	3	0	2	5	4	4	8	1	5	2	1		35
Total Attrition - Active Operators	22	16	21	18	23	12	28	17	21	14	7	0	199

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Special Division 7

Special Division 7 is the number of bus operators on long-term leave who have left the district through retirement or termination. These bus operators were not in active service (driving). For November, no bus operators on long-term leave retired, and no bus operators on long-term leave were terminated.

Attrition - Special Division 7	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Retirements	2	3	2		1	1	2	1	0	3	0		15
Terminations	0	2	4	4	4	2	1	1	1	2	0		21
Total Attrition - Special Division 7	2	5	6	4	5	3	3	2	1	5	0	0	36

Headcount Additions

Headcount additions are the number of bus operators added into active service (driving) through graduation of bus operator training or current bus operators returning from long-term leave. In November, ten new bus operators graduated and were put into service. Five bus operators were on long-term leave and returned to service.

Headcount Additions	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
NBO Graduates	0	9	10	10	14	11	13	14	12	19	10		122
Employees Returned from Long Term Leave	10	16	18	9	12	7	4	7	9	10	5		107
Total Additions to Headcount	10	25	28	19	26	18	17	21	21	29	15	0	229

Summary

For the month of November, the total amount of attrition for bus operators was seven. The total additions to headcount were 15 bus operators, for a net gain of eight bus operators.

Summary	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Attrition (Active Operators & Special Division 7)	24	21	27	22	28	15	31	19	22	19	7	0	235
Total Headcount Additions	10	25	28	19	26	18	17	21	21	29	15	0	229
Total Net Gain/Loss to Headcount	-14	4	1	-3	-2	3	-14	2	-1	10	8	0	-6

Position Summaries as of 11/30/23:

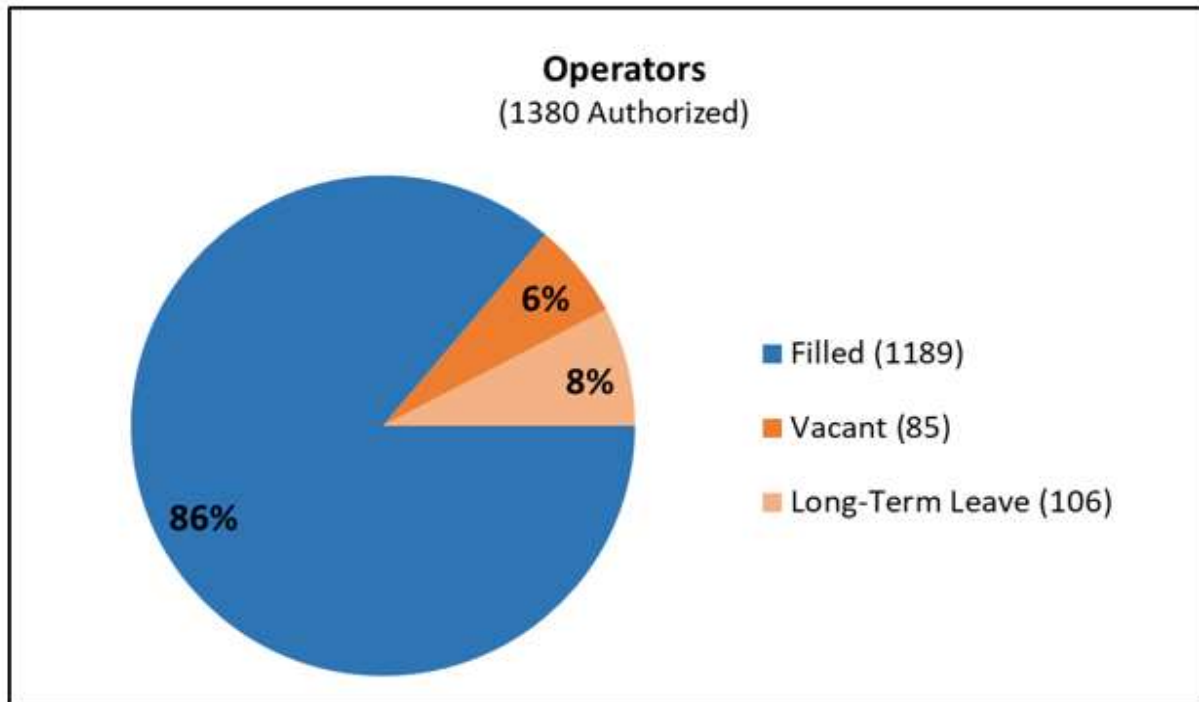
Authorized Positions by Department				
Department	Filled	Net Gain/Loss	Total Bdgt	Vacant
Operations - Bus Operators	1189	8	1380	191
Operations - Non-Operators	555	0	628	73
District Secretary	4	0	4	0
Finance	87	0	97	10
General Counsel	20	0	24	4
General Manager	22	0	25	3
Human Resources	37	-1	39	2
Innovation and Technology	39	0	43	4
External Affairs/Marketing/Communicatn	38	1	40	2
Planning & Engineering	51	2	54	3
Retirement	4	0	4	0
Total	2046	10	2338	292

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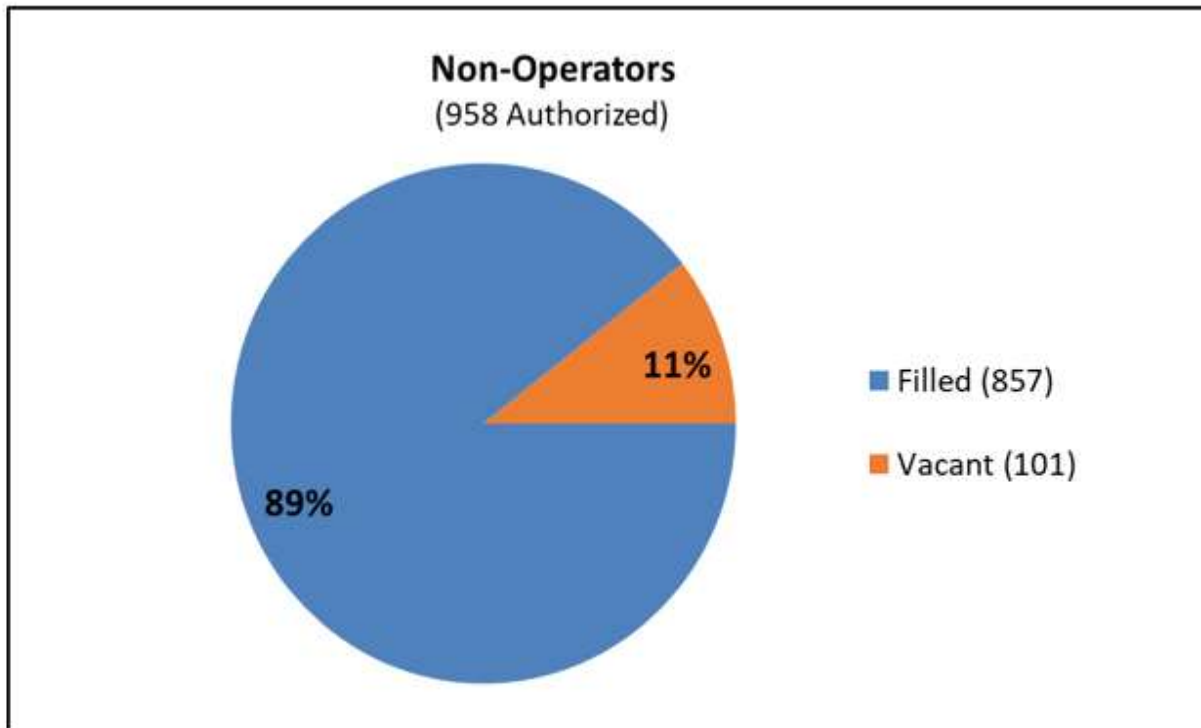
Authorized Positions By Position Type				
Position Type	Filled	Net Gain/ Loss	Total Bdgt	Vacant
Bus Operator	1189	8	1380	191
Maintenance	408	-1	456	48
Salaried	389	3	438	49
Clerical	60	0	64	4
Total	2046	10	2338	292

* Net Gain/Loss: Positions filled for current month compared to prior month

** Total Position Count in FY23/24 Budget is unchanged from final FY22/23 Budget



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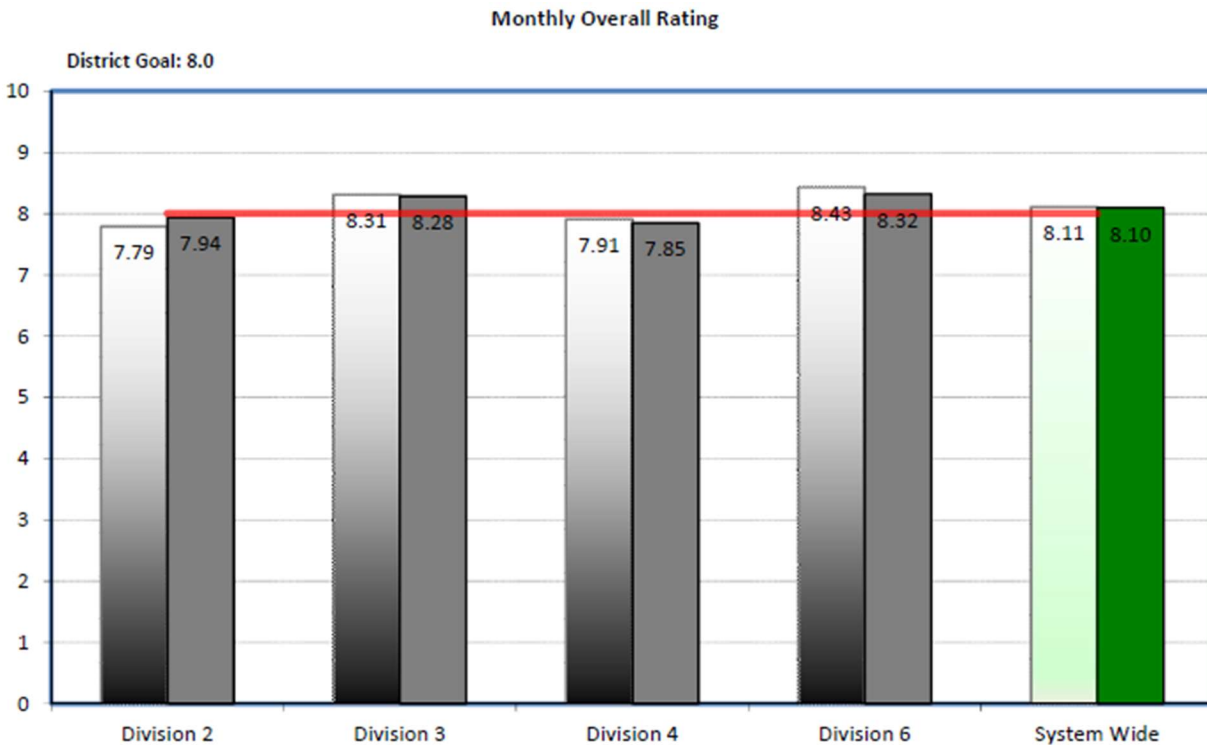
Bus Cleanliness Inspection (BCI) – Quality Assurance performs monthly Division Bus Cleanliness Inspections (BCI) using a grading criterion focused on 19 areas of the bus (14 internal and five external) to allow Division staff to align resources and programs to improve the overall cleanliness and appearance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

During the month of November 2023, the system-wide BCI rating scores stayed constant to an overall rating of 8.10, achieving the District KPI goal of an “Excellent” rating. The system-wide bus exterior rating was “Excellent” with a rating of 8.27, and the bus interior was “Excellent” with a rating of 8.04. Congratulations to Division 3 and 6 teams for their efforts in achieving the KPI.

November 2023

Month Summary	Division 2	Division 3	Division 4	Division 6	System Wide
Monthly Overall Rating	7.94	8.28	7.85	8.32	8.10
Previous Month Overall Rating	7.79	8.31	7.91	8.43	8.11
Net Change	1.92%	-0.34%	-0.79%	-1.35%	-0.17%
General Monthly Information	Division 2	Division 3	Division 4	Division 6	System Wide
Interior Rating (categories with *)	7.84	8.24	7.81	8.25	8.04
Exterior Rating (categories with #)	8.21	8.41	7.95	8.49	8.27

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California Highway Patrol Annual Terminal Inspection– It is with great joy that I congratulate Division 6 for earning a “Satisfactory” rating on the annual California Highway Patrol (CHP) Motor Carrier Group Safety Compliance Terminal Inspection. In November, the CHP completed its annual terminal inspection at Division 6. The Division received a “Satisfactory” rating, the highest rating the agency awarded. These are commendable results that speak volumes of the professionalism, dedication, and attention to detail from the Division Team and the support network at the District. Congratulations, and thank you for a Job Well Done!

Customer Service Training – Moran Consulting, Inc. visited the District on November 28, 2023, and conducted another 8-hour course on customer service training for a group of veteran bus operators. Some of the critical training concepts included active listening, body language, communication tact, tone de-escalation, and role-playing. This ongoing customer service training will help equip our professional bus operators with improved communication skills as they provide transit service to the thousands of passengers who ride AC Transit daily.

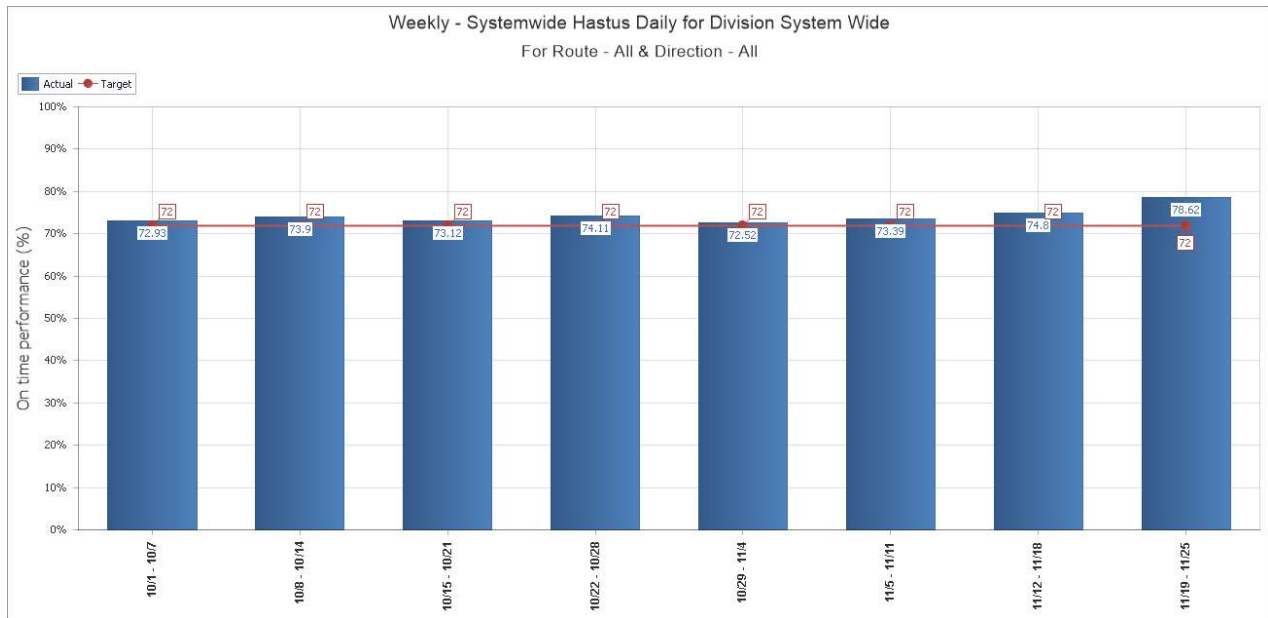
Pictured right are Operators in classroom attendance: Kimera Hobbs (Instructor), D2 Operator Steven Jefferson, D2 Operator Javonte Jackson, D2 Operator Kade James, D3 Operator Rashawna Williams, D3 Operator Charles Moore,



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D4 Operator Gurjeet Raj, D4 Operator Brenda Ganther, D4 Operator Myriah Sims, D4 Operator Lee Carnegie, D6 Operator Sherada Emerson, D6 Operator Nimoy Goodlow, D6 Operator Shannon Coleman

On-Time Performance – For November, the District's On-Time Performance met or exceeded the Key Performance Indicator (KPI) goal of 72%. The District ended November with an improved average of 75.60% on-time performance. These results are credited to District staff deploying line management strategies within the Divisions and Operations Control Center (OCC). Each controller is responsible for reviewing and monitoring the performance of routes at a specified Division. This approach has allowed staff to identify issues and mitigate them where possible. Line management teams focus on low-performing routes to improve overall on-time performance across District lines. Before developing each sign-up, the Planning and Scheduling Department analyzes the lowest-performing routes to determine which lines may need schedule adjustments that will help improve On-Time Performance. Planning and Scheduling staff then collaborate with other departments to align and maximize available resources to improve service quality.



We're Back! – Remember Bus Roadeos? The last International Bus Roadeo (IBR) competition hosted by the American Public Transportation Association (APTA) was held in Louisville, Kentucky, and you guessed it: AC Transit won the 2019 Best of the Best Grand Champions award. After four long years, APTA is bringing back the IBR to Portland, Oregon, and we will be ready! Pictured below is the Local Bus Roadeo committee, assembled in September, to begin planning our local competition, held in Hayward at the Training and Education Center. The local bus roadeo is a day for family and friends to watch the Olympics of Transit. Bus operators will showcase their driving skills on a tight, winding course spread across the bus and training center yards. Moreover, three-member teams of maintenance mechanics each will try to identify and resolve a wide array of technical issues on numerous training modules. Maintenance competition will be held inside the training center maintenance bays. The first-place bus operator and three-member maintenance team will all travel to Portland to represent the district as we return to defend our title.

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Your 2024 Local Bus Rodeo Committee, from left to right: Marvin DeLeon and Ron Lee (Training), Aimee Steele (Legal), Chandler Robinson (Training), Davida Jeffries (HR), Michael Flocchini (Training), Linda Nemeroff (District Secretary), Elizabeth Gamez (Training) and Robert Lyles (Media Affairs).

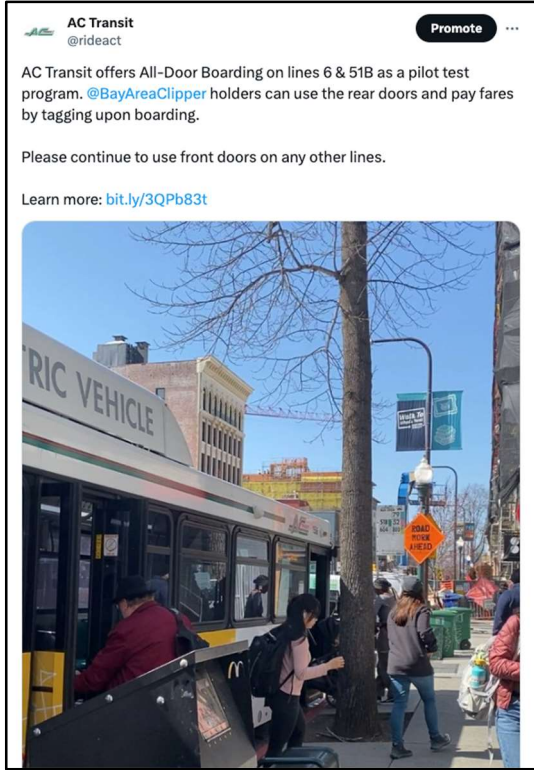


Global Zeb Leadership – During the Asia-Pacific Economic Cooperation (APEC) Summit held from November 11-17 in San Francisco, AC Transit received a request to host a delegate from a South American country to learn about our ZEB Programs. Chile's Minister of Transportation Juan Carlos Muñoz and his Chief of Staff Roberto Flores met with AC Transit staff at Emeryville Division 2. Staff presented the incredible work the district has done to advance zero-emission bus technology for more than 20 years. After the presentation and discussion, staff provided a tour of the battery-electric-bus chargers, hydrogen fueling station, and hydrogen fuel dispensers. Minister Muñoz even had a chance to experience how a hydrogen bus is fueled.



Pictured right from left to right are Jason Auyeung-AC Transit Sr. Project Manager, Cecil Blandon-AC Transit Director of Maintenance, Joe Callaway-AC Transit Director of Capital Projects, Chile's Minister of Transportation Juan Carlos Muñoz, and Sal Llamas-AC Transit Chief Operations Officer.


All-Door Boarding Pilot Reminder - The All-Door Boarding Pilot on Lines 6 and 51B has been running since 2021. In November, we sent out reminders to riders about the pilot through several communication channels, including eNews, social media, the Fares web page, and on the UC Berkeley campus.



December Service Change -Service changes took effect on Sunday, December 3. Communications about the service changes began on November 13. Riders and community members received communications via social media, eNews, website, car cards, take-ones, at-stop signage, and screens at the Salesforce Transit Center, the Customer Service Center, and the UC Berkeley campus.

i General Information

Scroll down for translations in other languages. | Desplácese hacia abajo para ver traducciones en otros idiomas. | 请向下滚动查看其他语言的翻译。



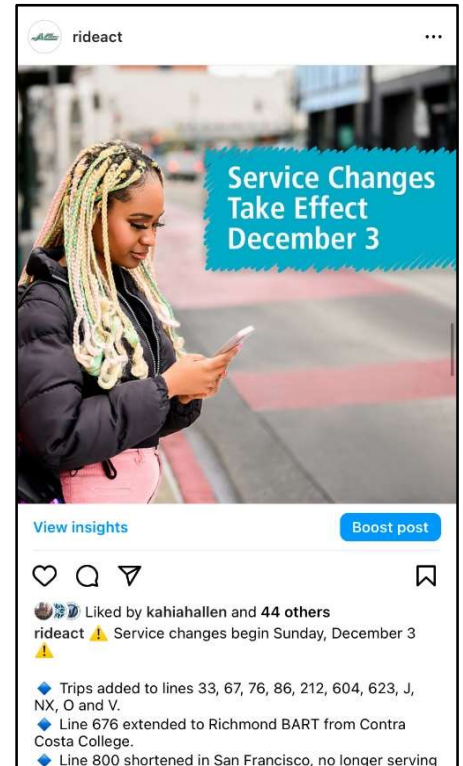
Lines 51B and 6: All-Door Boarding Pilot

AC Transit offers All-Door Boarding on lines 6 & 51B as a pilot test program. Clipper card holders can use rear doors and pay fares by tagging upon boarding. Riders using cash, paper pass or mobile payment options will continue to board at the front.

On all other lines, please pay at the front door.

Please give us your feedback on All-Door boarding on Lines 51B and 6.

- Submit feedback using the AC Transit Official Mobile App
- Provide comments using our Customer Feedback Form
- Connect with us on Twitter, Facebook, and Instagram





Executive Reporting
As of October 31, 2023

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Budget Summary

Overview

Overall

Results for October, the fourth month of FY 2023-24, show total District Operating expenses on track with the monthly budget and annual budget.

Labor Expenses

Total Labor expenses are tracking closely to budget in October (\$31.3 million actuals vs. \$31.5 million budget). The projected annual budget used for all labor accounts is slightly higher than the annual budget (102%), however within reasonable range of expectations. Staff is reviewing the need for mid-year adjustments.

- Operator Regular Time is slightly over budget for the month and the year-end projection (105% and 104%, respectively) due to increases in new bus operator training graduates.
- Operator Premium Time and Maintenance Overtime is over budget for October and the year-end annual projection due to the need to backfill for vacancies. HR is actively recruiting to fill operator and mechanic positions so that the District is less reliant on overtime.
- Salaried Regular Time is slightly over budget for October (108%), however on track to be within budget for the year-end projection.
- Misc Wages & Fringe is tracking to the budget for the month and year-end projection. This category includes account expenses that vary month to month such as FICA, Vacation Time, and Temporary Employee Help.
- Health Plans are over budget for October and year-end projection (112% and 112%, respectively). Staff is monitoring this account for a potential adjustment at mid-year.

Non-Labor Expenses

Total Non-Labor expenses are tracking closely for October (\$14.1 million actuals vs. \$14.0 million budget).

- Professional and Technical Services is significantly under budget from the average monthly budget and annual projection, which is attributed to spending tending to be lower in the first half of the fiscal year.
- Security Services is on track for the month of October, however significantly higher for the annual projection due to the timing of payments and adjustments to accruals to account for new vendor contracts. Staff is monitoring this account for a potential adjustment at mid-year.
- Fuel & Lubricants is significantly over budget for the average monthly budget due to increases in fuel prices earlier in the summer. Staff is watching this category carefully to forecast an appropriate mid-year adjustment.
- Other Maintenance is over budget for the average monthly budget and annual projection due to inflation. Staff is watching this category carefully to forecast an appropriate mid-year adjustment.
- Purchased Transportation is significantly higher than the average monthly budget (117%) due to timing of payments. The annual projection is reasonably within budget for the fiscal year.

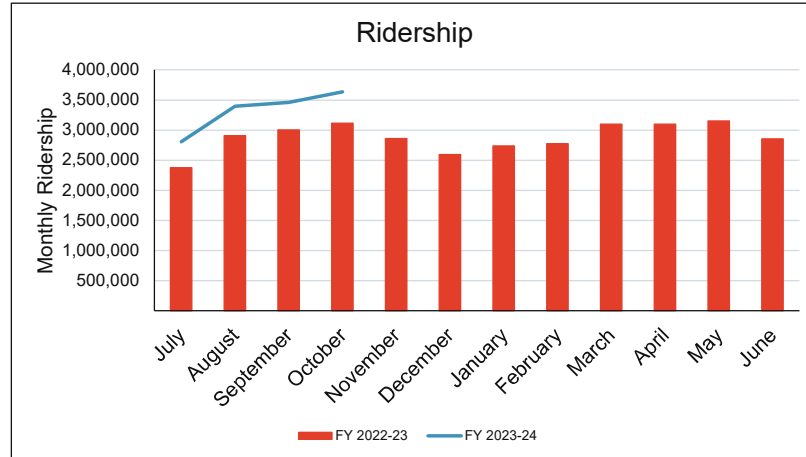
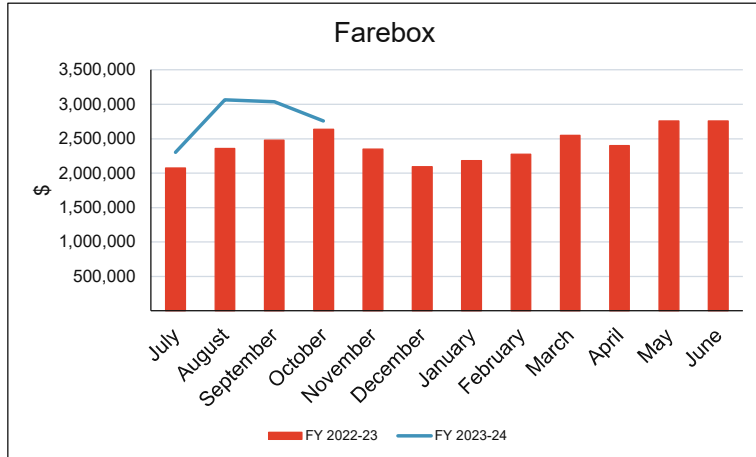
Budget Summary (Budget vs Actuals as of October End, 2023)

Parent Account & Name	Single Month - October FY2024			FYTD (33% of year completed)					
	Single Month Budget	Single Month Actuals	Single Month Budget Used %	Annual Budget	Actuals FYTD	Annual Budget Remaining	Budget Used % FYTD	Historical Avg % Used FYTD	Projected Annual Budget Used %
Wages									
Operators Regular Time	5,722,243	5,990,354	105%	68,666,912	23,446,912	45,220,000	34%	33%	104%
Operators Premium Time	1,336,025	1,488,906	111%	16,032,301	6,112,588	9,919,712	38%	33%	116%
Maintenance Regular Time	2,336,369	2,407,489	103%	28,036,434	9,359,174	18,677,259	33%	33%	101%
Maintenance Overtime	161,317	227,665	141%	1,935,801	875,940	1,059,861	45%	38%	120%
Salaried Regular Time	3,700,632	3,997,640	108%	44,296,902	15,133,612	29,163,290	34%	36%	95%
Salaried Overtime	115,693	101,875	88%	1,388,316	394,452	993,864	28%	34%	84%
Misc Wages & Fringe	7,515,713	6,713,231	89%	90,093,189	27,858,649	62,234,539	31%	29%	108%
Health Plans	4,751,903	5,323,885	112%	57,022,837	21,980,734	35,042,103	39%	34%	112%
Pension	5,834,579	5,027,005	86%	70,014,948	18,624,821	51,390,127	27%	31%	85%
Labor Total	31,474,473	31,278,050	99%	377,487,639	123,786,884	253,700,755	33%	32%	102%
Key Services									
Professional and Tech Svcs	879,071	561,499	64%	10,548,849	1,355,712	9,193,137	13%	21%	61%
Security Services	1,369,494	1,346,885	98%	16,433,925	8,065,390	8,368,535	49%	33%	147%
Other Services	1,937,577	1,677,420	87%	23,250,923	4,932,443	18,318,480	21%	34%	62%
Vehicle Parts	1,207,677	1,170,106	97%	14,492,125	5,011,681	9,480,444	35%	35%	100%
Fuel & Lubricants	1,532,676	1,911,334	125%	18,392,111	6,719,686	11,672,425	37%	30%	122%
Other Maintenance	159,075	249,529	157%	1,908,905	875,428	1,033,477	46%	31%	148%
Office Supplies	126,315	183,434	145%	1,515,775	310,487	1,205,288	20%	22%	93%
Misc Materials	117,871	24,667	21%	1,414,450	173,135	1,241,315	12%	36%	34%
Utilities	469,792	331,242	71%	5,637,500	1,540,313	4,097,187	27%	28%	99%
Liability	1,989,597	1,911,901	96%	23,875,166	7,633,008	16,242,158	32%	41%	78%
Taxes	274,491	294,616	107%	3,293,890	940,113	2,353,777	29%	32%	89%
Purchased Transportation	3,128,389	3,650,500	117%	37,540,662	12,865,117	24,675,545	34%	33%	102%
Miscellaneous	842,465	755,471	90%	10,109,585	2,748,825	7,360,760	27%	32%	84%
Non-Labor Total	14,034,489	14,068,607	100%	168,413,866	53,171,338	115,242,529	32%	33%	97%
Grand Total	45,491,792	45,346,657	100%	545,901,505	176,958,221	368,943,284	32%	32%	101%

2% - 9% over expected

10% or more over expected

Farebox Revenue and Ridership
FY 2023-24 vs. FY 2022-23



Farebox Revenue	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD	FY Projection
FY 2023-24	2,302,965	3,066,895	3,039,328	2,762,193									11,171,383	31,459,704
FY 2022-23	2,077,133	2,360,193	2,482,101	2,639,562	2,349,926	2,092,973	2,182,961	2,275,148	2,551,882	2,402,832	2,759,975	2,759,076	9,558,989	28,933,763
Y-Y %	10.9%	29.9%	22.4%	4.6%									16.9%	8.7%

FY 2021-22	1,781,080	2,004,537	1,799,705	2,082,678	1,850,307	1,903,225	1,647,156	1,760,652	2,360,264	2,120,699	2,204,566	2,597,947	7,668,001	24,112,819
FY 2020-21	17,718	171,175	92,141	648,821	1,488,240	1,235,347	1,144,254	1,145,931	1,582,095	1,670,788	1,625,765	1,692,700	929,854	12,514,974

NTD Ridership	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD	FY Projection
FY 2023-24	2,805,547	3,397,560	3,464,582	3,637,773									13,305,462	39,916,386
FY 2022-23	2,377,977	2,908,645	3,006,534	3,117,377	2,859,953	2,595,953	2,741,588	2,776,502	3,099,633	3,100,238	3,154,143	2,855,248	11,410,533	34,593,791
Y-Y %	18.0%	16.8%	15.2%	16.7%									16.6%	15.4%

FY 2021-22	1,959,429	2,248,138	2,527,040	2,586,097	2,454,910	2,213,471	2,073,209	2,322,102	2,735,012	2,683,305	2,705,849	2,400,803	9,320,704	28,909,365
FY 2020-21	1,898,801	1,983,119	2,061,177	2,049,363	1,600,234	1,578,052	1,487,300	1,459,316	1,691,534	1,736,424	1,804,277	1,898,801	7,992,460	21,248,398

Note:
Farebox revenue is for per-boarding payments only; does not include EasyPass agreements or contract services (BART, City of Oakland, etc.)