

## General Manager's Report

### AC Transit Scores 2023 APTA Outstanding Public Transportation System

-AC Transit was recently named 2023 Outstanding Public Transportation System by the American Public Transportation Association. The Association's recognition of the incredibly hard work of AC Transit's 2200 employees and the industry-leading public transit service demonstrating excellence in safety, operating efficiency, maintenance programs and procedures, access, diversity, inclusion, and equity, customer

service, financial management, sustainability, workforce development, operating costs, marketing, and community relations is a crowning achievement. The AC Transit team's commitment to its riding public has been recognized nationally through this award. Everyone who is, or has been, affiliated with this agency should proudly celebrate this achievement. The District will be recognized during the APTA Transform Conference in Orlando on October 10<sup>th</sup>. Additionally, to commemorate this monumental recognition, staff is working on various ways to celebrate this recognition internally and externally to thank both AC Transit staff and riders.



**Coming Together** – Continuing June's inaugural start toward working together again, General Manager's Accessibility Committee (GMAC) member Melissa Geta, Accessible Services' Senior Program Specialist Kimberly Ridgeway, Training and Education Department staff, and veteran Bus Operators met to exchange best practices and customer service success stories. Working with GMAC volunteers supports Bus Operators attending their annually required Commercial



Driver License (CDL) class. These sessions are intended to foster community as staff, operators, and GMAC members listen to each other's transit experiences, successes, and challenges. Melissa's generosity and kindness made her a superstar again, as she was also visiting for the first time. She was kind enough to donate a three-wheeled scooter for future training sessions! This donation compliments the four-wheeled scooter currently used by staff and adds incredible value for operators practicing boarding, securing, alighting, and role-playing in customer service. Coming together again: a picture is worth a thousand words.

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**Professionals on the Way**– August 9, 2023, marked another celebration as twelve new Professional Bus Operators were certified and were ready for Emeryville, Division 2 service. Record-breaking crowds of families, friends, and staff continue to gather in celebration. As of this update, 57 more New Bus Operators are in training at various stages of completion. Over the next three fiscal quarters, training frequencies remain at maximum, with monthly schedules set to



produce three concurrent classes with seating capacities at 22 per NBO class. The expected gross is to hire and train 250 NBO candidates by September 2024. Pictured above are executives and department staff in concert with D2 graduates below. Full operator hiring metrics will be provided in the next GM report.

**Caltrans Sustainable Transportation Planning Grant for Climate Adaptation Planning** - AC Transit was awarded a Caltrans Sustainable Transportation Planning Grant for Climate Adaptation Planning (\$375,000 + \$48,585 local match = \$423,584) on August 31<sup>st</sup>. The funding will allow AC Transit to complete a Climate Resilience Plan, which will include: (1) a climate vulnerability assessment to understand better how current and future climate projections and extreme weather patterns might impact assets and operations and (2) climate adaptation strategies to mitigate risks from potential asset damage and disruptions to service. AC Transit has recently experienced flash flooding from heavy rain at its bus yards and the disruption of bus service in vulnerable locations at stops and on routes from flooding, trees felled by high winds, and blown debris that blocked bus routes. This effort, which will be completed during CY2024-2025, will also integrate ongoing climate change discussions by providing guidance and support to current initiatives (e.g., Zero Emission Bus Transition Plan, System-wide Network Redesign, Emergency Operations Plan, and Facility Utilization Plan) to maximize our preparedness for serving the transit-dependent community.

**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: the East Contra Costa Career and Resource Fair on August 23 at the Pittsburg Adult Education Center, the San Leandro Chamber of Commerce Job Fair on August 24 at the San Leandro Public Library, and Oakland PIC's (Oakland Private Industry Council, Inc.) Big Summer Career & Resource Fair on August 29 at Defremery Park.



*TA Team at the Career & Resource Fair -  
Pittsburgh Adult Ed*

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*TA Team at the August 24th – San Leandro Chamber of Commerce Job Fair @ San Leandro Public Library.*



*TA Team at the August 29th Oakland PIC's (Oakland Private Industry Council, Inc.) Big Summer Career & Resource Fair at Defremery Park.*

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**AC Transit Joins Community Celebrations** -The Legislative Affairs and Community Relations (LACR) department staff continues to conduct outreach for the bus network Realign project. At the Laurel Street Fair and World Music Festival, staff solicited feedback and suggestions on the guiding principles for the Realign – equity, reliability, and frequency. LACR spoke with more than 100 riders at the festival. On August 26, 2023, AC Transit staff from the Legislative Affairs and Community Relations and Social Media departments joined the 34<sup>th</sup> Annual Oakland Chinatown Street Fest hosted by the Chinatown Chamber of Commerce. The event showcased local community organizations and merchants in the Chinatown neighborhood to celebrate and highlight local businesses and vendors. AC Transit staff spoke to riders about their transit needs and concerns regarding the next Realign bus network project phase.



*Chinatown Streetfest*



*Berkeley Farmers Market*



*Fremont Festival of the Arts*



*Laurel Streetfest*

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**Richmond Tour with Congressman Garamendi** -The District had the honor of hosting Congressman Garamendi at Division 3. This is the first time the Congressman has represented the AC Transit service area since the Richmond division was reopened. The Congressman received a brief presentation led by Board President Young and the General Manager, where Garamendi was thoroughly engaged and offered plenty of advice on how to solicit additional funding. The Congressman was then led on a tour of the division's operations and facilities, including our double-decker buses, the new MCI transbay, battery electric, and fuel cell buses.



**Transit Month** -September is Transit Month, and AC Transit is celebrating along with other Bay Area transit agencies and advocacy groups with events, gatherings, and prizes! We have developed a recreation guide, which maps out parks and recreation areas within our service area and which buses you can take to get there.

Additionally, AC Transit will attend several events throughout the month, including the Castro Valley Fall Festival, Oakland Pride, the Solano Stroll, and the Niles Stroll & Roll.

We will also provide prizes for the San Francisco Transit Riders' Ride Contest, which will award customers in various categories, including most rides on AC Transit during the month of September.



Happy Transit Month! Discover recreational activities and ways to reach new destinations throughout the East Bay, all by using AC Transit!

Bay Area transit agencies and advocacy groups are celebrating the month with events, gatherings, and prizes! Scroll to find out more details about this month's events, who's participating, and where you can find them.

## Recreation Guide

AC Transit connects riders to state and local parks, recreation areas, and community festivals. Hit the trails, enjoy the outdoors, and take AC Transit to get there. Below are several options throughout our



**Bus Stop Audit** - In August, Communications staff visited 24 bus stops in San Lorenzo. Four problems were found: the flags had incorrect line decals. The flags had outdated Line 93 counterclockwise loop decals on them.

| Stop ID | Before  | After  |
|---------|---|--|
| 51789   |  |  |
| 54538   |  |  |
| 54190   |  |  |

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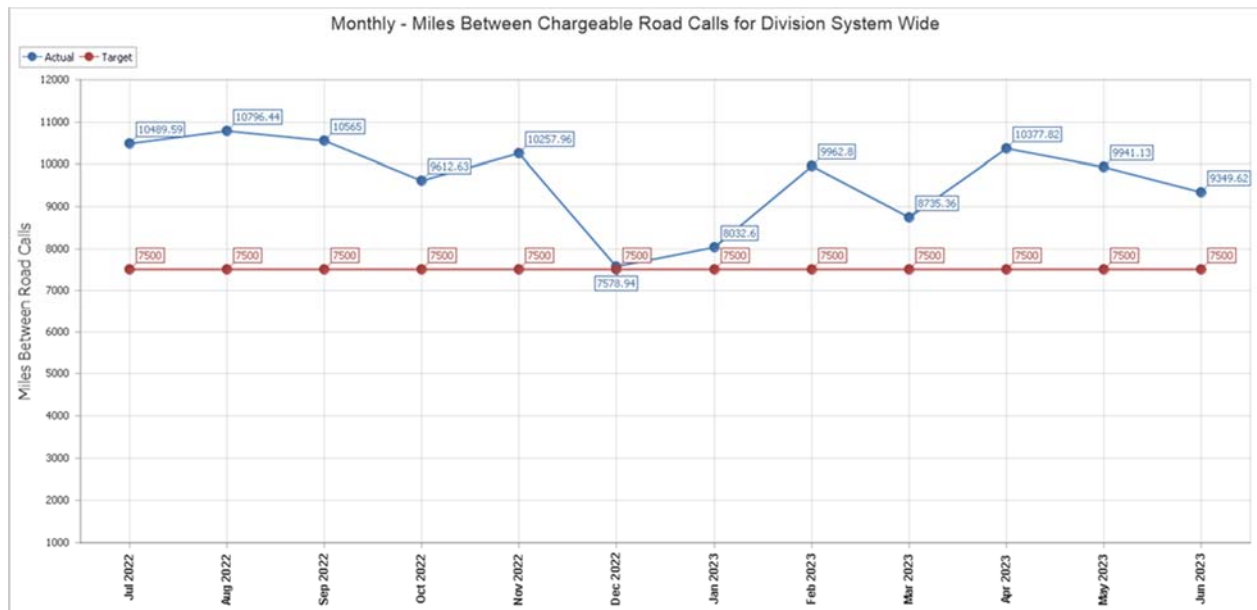


Communications staff plans to audit stops along Line 7 in September.

**Facilities Maintenance Activities** — The Maintenance Department utilizes the Ellipse Enterprise Asset Management System (EAMS) software to track facility equipment, repairs, material requisitions, and labor transactions on each of its asset categories. Ellipse is used to schedule preventative maintenance activities and retain records of inspections and repairs. During the fiscal year 2023 (FY23), the Facilities Maintenance team performed over 8,808 repairs and inspections at various district properties.

A total of 1,991 facility repair requests were submitted by staff. Maintenance Support work orders were generated for district administrative activities such as special events, and 34 were completed during FY23. The Facilities team completed 6,493 Scheduled Repairs and Maintenance inspections on district facility assets. An Unscheduled Maintenance work order is created to address repairs identified by facility maintenance, which totaled 290.

**Bus Reliability** — Miles Between Chargeable Road Calls (MBCRC) is one indicator of the health and reliability of the bus fleet. The District established a Key Performance Indicator (KPI) at 7,500 miles between chargeable road calls to track performance in this area. During the fiscal year 2023, miles between chargeable road calls were above the established goal, with an average performance of 9,642 MBCRC for the 12-month period.



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**Passenger Fall Rate** – In July 2023, the system-wide average rate of Passenger Falls per 100,000 miles was 1.3. The goal for Passenger Falls met the District's KPI target of less than 3.25. The Accident Reduction Taskforce meets monthly to analyze incidents' root causes and develop initiatives to minimize passenger falls and vehicle collisions. One initiative is to engage with Operators on all incident types, whether preventable or not, to get their feedback and raise awareness. Another critical initiative is activating daily safety messages sent from the Operations Control Center (OCC) and broadcast to all buses. Messages are concise and diverse, emphasizing pertinent personal and defensive driving safety reminders.

