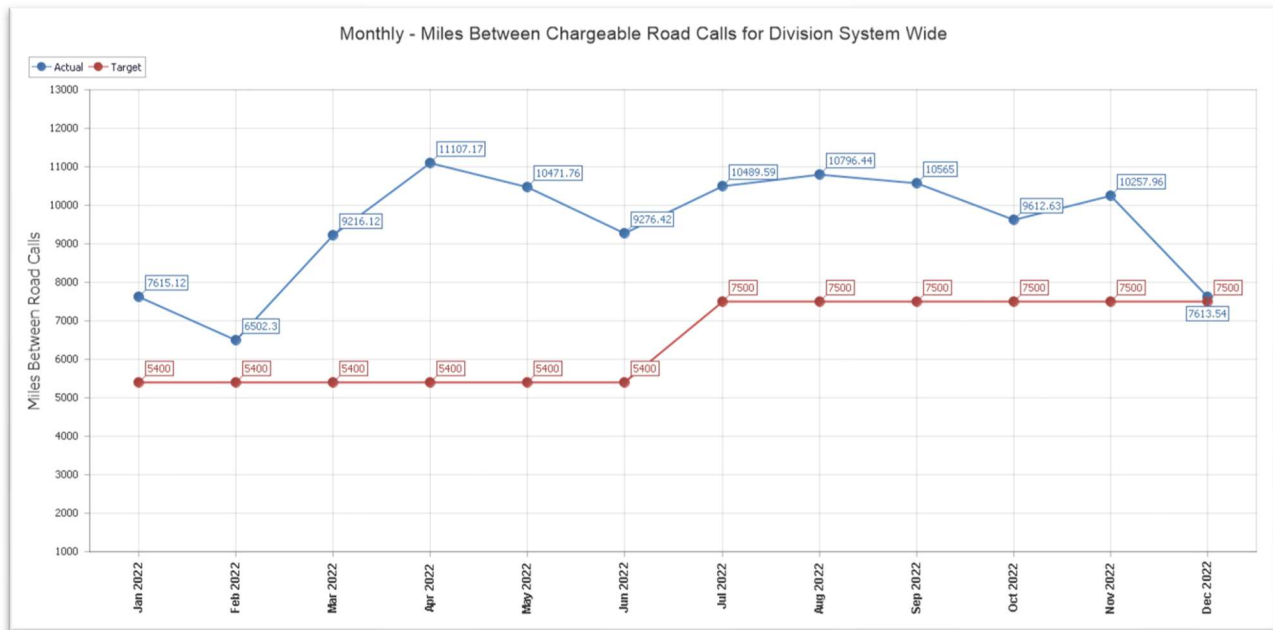


Maintenance and Transportation Divisions Of The Quarter — Congratulations to Division 3 for earning the Maintenance Division of the Quarter and Division 6 for earning the Transportation Division of the Quarter award for Q2 of FY 2023. The Maintenance award is given to the Division with superior achievement in road calls, attendance, bus cleanliness, and preventative maintenance inspection. For Transportation, the award is based on the following criteria: on-time performance, accident rate, absenteeism reduction, log-on rate, complaints responded to in a quarter, operator unscheduled availability, overtime reduction, and the number of commendations. Divisions receive various recognition and earn a spot on their respective perpetual trophy. We are very proud of the continued efforts of our essential frontline employees to achieve and surpass established key performance indicators, which support the District's Strategic Plan Goals and Objectives.

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 calendar year 2022, miles between chargeable road calls were above the established goal 12 months with an average performance of 9,460 MBCRC for the 12-month period.



New Recruits: Service Supervision recently promoted three Transportation Supervisors to the elite ranks of *Senior* Transportation Supervisor. Keyoila Colbert, Alexandra Poole, and Donovan Crews are currently participating in supervision management training to aid them in their new roles. All three have been employed with AC Transit in various capacities for a total of 41 years of service.



We look forward to these three professionals bringing their experience, transit expertise, and depth of knowledge to the Supervision Department.

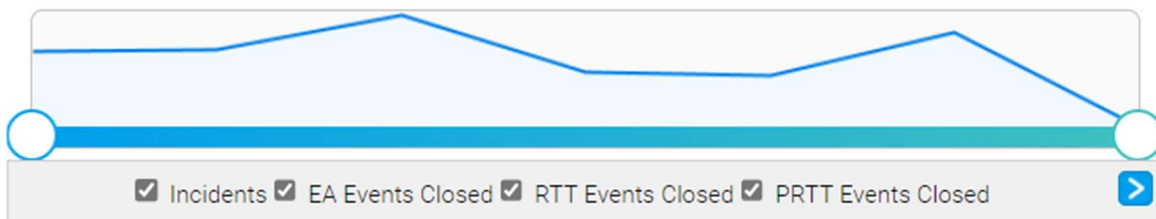
OCC – The Operations Control Center (OCC) is the central brain that manages day-to-day, hour-by-hour activities in the field; it is in the OCC where the magic happens to ensure our service is as best as it can be for our riders. OCC Controllers manage incredibly fast-paced disruptions and incidents that cause unacceptable delays and other impacts on service reliability.

We rely on a well-trained, highly professional, motivated, and determined workforce to take on this challenge. Transportation Supervisors must have field experience as a road supervisor and complete a specified training program to qualify as an OCC Controller. Over the past seven days, OCC handled 9 Emergency Alarms, 59 high-priority radio communication calls, 2,083 standard radio communication calls, and filed 1,950 incident reports. The Controllers remained poised and ready to assist the District's Operators who are operating service around the clock in our 364 square miles of the service area.

CR-0112 Dispatcher Activity Total

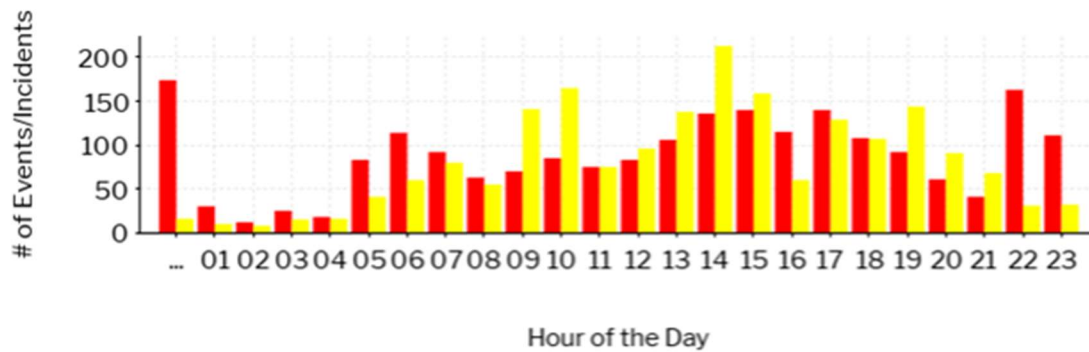
EA Events Closed	EA Events Handled	Avg EA Handled Time	PRTT Events Closed	PRTT Events Handled	Avg PRTT Handled Time
9	9	00:00:13	59	59	00:00:43

CR-0111 Events by Day Chart



RTT Events Closed	RTT Events Handled	Avg RTT Handled Time	Total Closed Events	Total Handled Events	Incidents
2,083	2,069	00:01:11	4,707	5,012	1,950

CR-0113 Events by Hour Chart



Labor Relations -The Labor Relations unit conducted a Contract Management Educational Series (CMES) in November and December 2022. It consisted of a five-part virtual educational course designed to familiarize supervisors with a management-level overview of goals when managing union partnerships, understand union agreements, and effectively handle most common day-to-day labor relations matters. Twenty-four managers and supervisors completed the series. The next CMES is scheduled for Fall 2023.

AC Transit and International Brotherhood of Electrical Workers AFL-CIO, Local 1245 (IBEW) achieved a mutually beneficial contract for another three (3) years. On January 12, 2023, the IBEW membership approved and ratified the collective bargaining agreement (CBA) for 2023-2025. In addition, the Board approved and ratified the CBA on January 25, 2023.

Learning and Development- The Learning and Development team continues to be busy this Winter 2023! A major eLearning project is underway, which will include 430 microlearning vignettes and short assessments. The project's goal is to provide training for managers focusing on core competencies. The eLearning will be easy to access, brief and concise, and easy to digest. The content in the eLearning will not only help to fill a void in our management training but also support the District's goal to develop our employees professionally. In this fiscal year, we have conducted an average of four training sessions per month and have served a total of 135 employees who have attended our professional development training. One participant commented, "I liked that the training was not a training manual, one-way instructional type course, but rather it was very interactive. Also, it reinforced information I knew and still taught me new things." Last, the Learning and Development and Talent Acquisition teams collaborated to create a new Interview Feedback Form. Interview panelists will complete this form to provide consistent and timely feedback to internal employees who were not selected in the process. We expect this tool will assist employees as they continue their professional and career development with AC Transit.

Leave Management -Although the California COVID-19 Supplemental Paid Sick Leave (SPSL) ended on December 31, 2022, employees continue their outreach to the District's COVID-19 Hotline for employee guidance and support. We have attended to an average of 30 weekly calls, among which 14 were confirmed positive COVID-19 cases in January 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 111 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
11	25	38	30	7	111

The Operator Attrition Rate chart below shows the number of promotions, retirements, terminations, and new Operator graduates for 2023.

2023 Attrition	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Promotion	1												1
Retirements	2												2
Terminations	0												0
Total Attrition	3												3
NBO Graduates	0												0
Net Change to Headcount	-3												-3

Hiring Incentive for New Bus Operators (NBOs) and Journey Level Mechanics (JLMs) -The hiring incentive is \$2,000 for the Bus Operator and Journey Level Mechanic positions. NBOs and JLMs Incentive ends on 9/30/2023 unless extended.

NBOs hired after 10/1/22 are eligible to receive up to \$2,000 within the first 12 months of employment with the following requirements: \$500 upon graduation from the AC Transit Training & Education Center; \$500 upon completion of 3 months driving after graduation from new bus operator training classes and; \$1,000 upon completion of 12 months employment from date of hire.

JLMs hired after 10/1/22 are eligible to receive up to \$2,000 within the first six months of employment with the following requirements: \$500 upon hire date at the District, \$500 upon completion of 3 months of employment, and; \$1,000 upon completion of 6 months of employment.

Below is the Hiring Incentive and Referral Bonus Report as of January 31, 2023.

Hiring Incentive and Referral Bonus Reporting

As Of 1/31/23

Bus Operator Hiring Incentive

1st Payment (Completed Trng)	2nd Payment (3 Mo Driving)	3rd Payment (1 Yr Employed)
29	55	0

* 1st elig 1/28/23

* Note: 1st Payment for Training Completion added Oct. 2022

Bus Operator Referral Bonus

# Referrals	Bonus Paid (3 Mo Driving)
45	14

* Note: Some referrals won't be paid due to termination of NBO or referring ee

Journey Level Mechanic Hiring Incentive

1st Payment (Hired)	2nd Payment (3 Mo Employed)	3rd Payment (1 Yr Employed)
3	2	0

* 1st elig 1/17/23 * 1st elig 4/17/23

Coalition Urges Legislature to Fund Transit- In response to the Governor's proposed budget, a coalition of 60 transit operators and transportation advocates sent a letter to Budget Chairs Skinner and Ting urging support for public transit. The January 18 letter called on the legislature to honor the transit investments made in the current year's budget. It also requested new, multi-year funding in next year's budget to prevent transit from falling off a fiscal cliff and help attract riders back to transit. New state funding will also provide the time, and support operators need to pursue additional, long-term funding- for example, via a regional ballot measure- that helps agencies fully recover from the pandemic and create the systems that best meet riders' needs.

In tandem with this request, the District's legislative team is scheduling meetings with our Sacramento delegation to update them on AC Transit's specific financial situation and asking them to support our coordinated ask for additional operating dollars. The General Manager joined several other transit agency executives and traveled to Sacramento on February 1, 2023, to meet with the Bay Area Delegation. The fiscal cliff and efforts to attract riders back to transit were among the topics discussed.



Director Syed attends East Bay EDA 2023 Kickoff Luncheon - AC Transit Board Director Sarah Syed, Ward 3, attended the East Bay EDA's (Economic Development Alliance) 2023 Luncheon Kick Off for a conversation with California Attorney General Rob Bonta at the Terrace Room. Director Syed joined Ward 3 residents Alameda Mayor Marilyn Ezzy Ashcraft and Attorney General Rob Bonta in discussions of the state's top lawyer and law enforcement official's responsibilities and duties, which include safeguarding Californians from harm and promoting community safety, preserving California's spectacular natural resources, enforcing civil rights laws, and helping victims of identity theft, mortgage-related fraud, illegal business practices, and other consumer crimes.



AC Transit Director Syed, California Attorney General Bonta, and Alameda Mayor Ezzy Ashcraft

MLK Humanitarian Award- Our very own Cheryl Sudduth was awarded the MLK Humanitarian Award.

Humanitarians of the Year Awards were presented at the 45th Dr. Martin Luther King, Jr. Commemoration Event (Martinez, CA) –Contra Costa County commemorated the life and legacy of Dr. Martin Luther King, Jr. at the 45th Annual Ceremony. This year's theme was "The Future Belongs to All." Countywide recognition was given at the ceremony to the Adult Humanitarian of the Year, Cheryl Sudduth, Contract Services Manager for AC Transit and an El Sobrante resident.

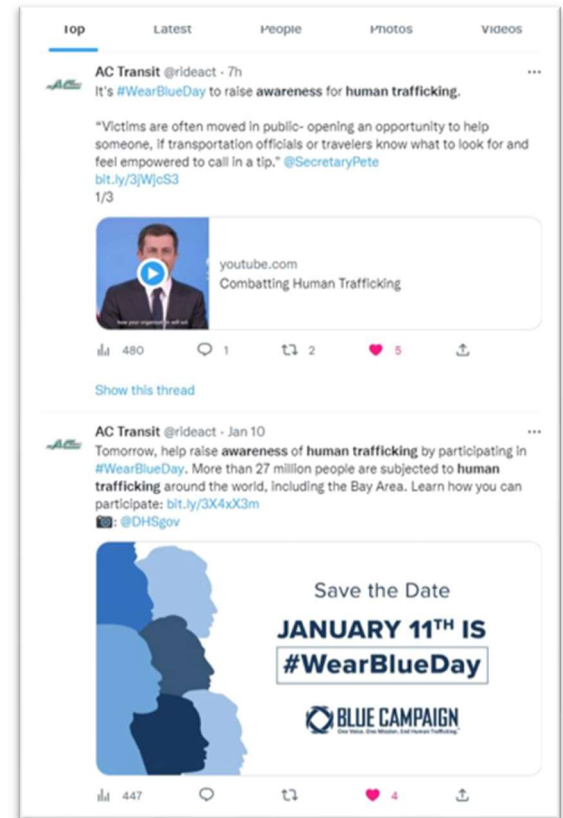
Transportation Leaders Against Human Trafficking- AC Transit continues its pledge to help raise awareness during the 2023 National Human Trafficking Awareness Day and Month with a social media campaign. In 2020, AC Transit passed a [resolution](#), joining more than 500 transportation leaders against human trafficking with the [U.S. Department of Transportation Secretary](#). In 2021, we trained 100% of our frontline employees, joined 1.3 million transportation employees trained nationally and continue to do so annually, and launched a public awareness campaign working with local law enforcement agencies: Alameda County Sheriff and the District Attorney offices of Alameda and Contra Costa Counties. In 2022, the American Public Transportation Association (APTA) awarded the District an *Ad Wheel Award* -- Best Marketing and Communications Educational Initiative for its Transportation Leaders Against Human Trafficking campaign.

This year's public awareness campaign featured US Transportation Secretary Buttigieg's public service announcement on YouTube and reminds us of key contacts for reporting concerns or warning signs.

Report concerns or warning signs -- If you need help or if you see warning signs that someone else may need help:

- **Notify the designated National Human Trafficking hotline by calling 1-888-373-7888 or texting 233733; or calling 911.**
- **Alameda County H.E.A.T. Watch Tip Line #510-208-4959**
- **Contra Costa County's Tip Line #925-957-8658**

Throughout the month of January, messages were posted to Twitter and Facebook and received 2,158 impressions with an engagement rate of 2.7%.



COVID-19 UPDATE

January 24, 2022

DISTRICT-WIDE PPE SUPPLIES

PPE Item	Use Remaining
Disinfectant Cleaner	10.5 - Months
Vital Oxide Cleaner (55gl)	7.97 - Months
Hand Sanitizer Dispenser for Coaches	4.86 - Months
Disposable Gloves	7.04 - Months
KN95 Masks	5.76 - Months
N95 Masks	27.36 - Months
Surgical Masks	3.89 - Months
Reusable Masks	4.59 - Months
Hand Sanitizer (L)	3.56 - Months
Clorox Wipes	6.97 - Months

COVID-19 Case Counts

