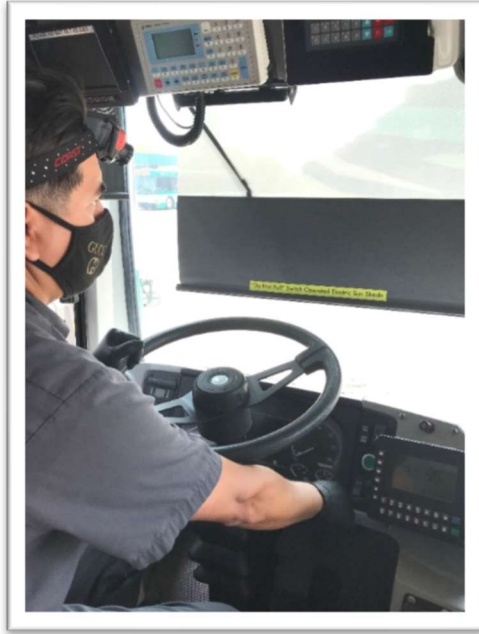


General Manager's Report

Alexander Dennis Electric Sunshade Retrofit — During the past several months, the Maintenance Department working with Technical Services have taken advantage of the available double decker buses to perform an electric shade retrofit. The retrofit replaces the existing manual pull down unit with a push button on the dash to raise or lower the new electric front operator sunshade. This change will allow the operator to safely adjust the position of the shade while remaining in their seat. Great job to the team at Division 3 Maintenance for completing this project that will enhance the comfort and safety of our operators.



FIRST-EVER MECHANIC HELPER GRADUATION! - Led by a District and ATU Local 192 labor management leadership team known as "Progress In Action" (PIA), the Maintenance Career Ladder Training Program was established to create direct career ladders for front line employees. The purpose of this program is to provide ATU Local 192 employees the opportunity for career advancement within the Maintenance Department, and to provide a pool of District employees who are well prepared to enter into the District's Heavy Duty Coach Mechanic Apprenticeship Program (HDCMAP).

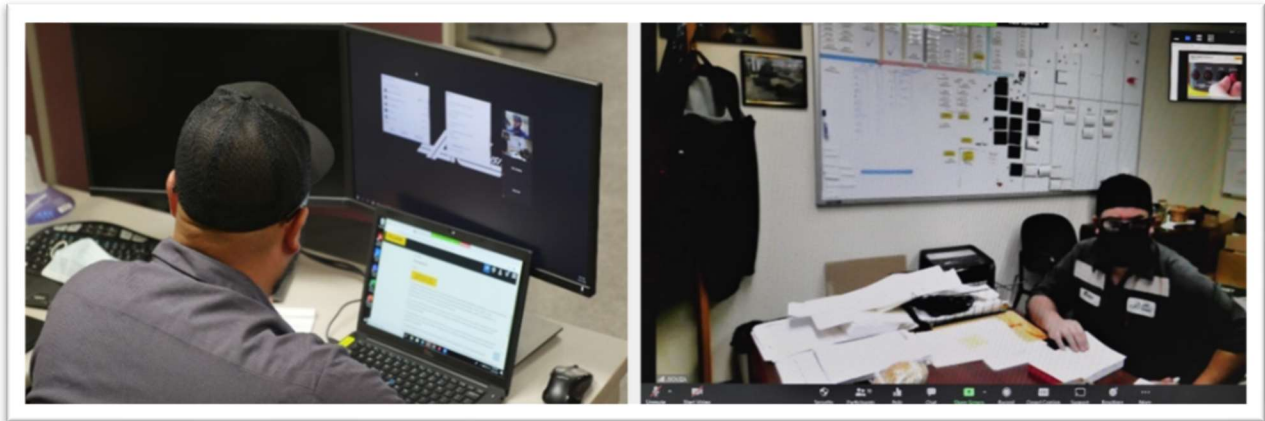


Holding certificates, from left to right, are former Bus Operator Edward Rodgers, former Service Employees Jacob Takahashi and Illiyas Kohgadai and former Bus Operator Ted White. Labor management staff, from back row-left to right, are Gustavo Vasquez, Apprentice Mentor; Eric Darby, ATU Local 192 Assistant Business Agent – Maintenance; Danny Marshall, Operator Mentor Coordinator, Ron Lee and Michael Flocchini from the Training and Education Department. staff, from back row-left to right, are Gustavo Vasquez, Apprentice Mentor; Eric Darby,

ATU Local 192 Assistant Business Agent – Maintenance; Danny Marshall, Operator Mentor Coordinator, Ron Lee and Michael Flocchini from the Training and Education Department.

The ceremony served as an opportunity to also celebrate the support others provided to this new program. John Brauer, Director of the Workforce and Economic Development Program (WED, California Labor Federation), and Deborah Moy, Balance Point Strategies, were among many supporters able to participant online. Both were instrumental in helping secure State of California's *Employment Training Panel* funds (AB118) for advanced technology training conducted by staff, utilized to develop this program.

FIRST-EVER ON-LINE, SYNCHRONOUS Maintenance Training Class! – On August 21, 2020 the first-ever synchronous training class was conducted live, online via Zoom. The class, *Digital Multimeter*, is approximately a four-hour class. This inter-active class uses a very common, Original Equipment Manufacturer Fluke digital multimeter (DMM) and focuses on DMM basics from standard functionality, measurement symbols and applications, advance modes, and accessories used with DMMs. This live, virtual or synchronous learning environment enabled trainer and mechanics from all four Divisions to engage together, safety and without having to leave their respective shops for the entire day.



Pictured left is Maintenance Trainer, Jose Oseguera-Garcia, conducting the class from his workspace at the Training and Education Center. Pictured right is Apprentice Mechanic, Raul Colima, in the CMF Superintendent's office, looking at the material via a monitor and interacting with his trainer.



Certification of New Line Instructors – On August 7, 2020, six new ATU Local 192 Bus Operators officially became Line Instructors. Each completed training in time to support the many activities related to the August System Sign Up. Of the over 110 applications for the Line Instructor assignment, 11 Bus Operators successfully passed all screening, testing, and interviews. Qualified by AFSCME Training Instructor staff, the newly certified Line Instructors (pictured below) were prepared to conduct route training at multiple Divisions. The remaining group of five Bus Operators are scheduled for their Line Instruction certification training on September 14, 2020. Pictured below is newly certified Line Instructors (from left to right): D4 John Green, D6 Andre Bonds, D4 Nicole Taylor, D2 Felix Solis, D3 Luciano Lopez, and D2 Brian Adams.



TEMPO Pre-Launch “LIVE” Service Training

– On August 6th, 7th and 8th prior to the launch of the Tempo Line 1T service, Department stakeholders met at Division 4 over a three-day period to perform “live” mock TEMPO service along with two accident scenarios. On the first day, staff simulated a bus and auto crash on the southern side of the 70th intersection. For the second accident scenario, staff moved to the 73rd avenue station to practice a crash that shuts down a damaged station. During the “live” service demonstration, the team reviewed route timing, passenger boarding, bike loading and the overall service with passengers boarding and alighting the bus. Subject matter experts in attendance were Safety, Maintenance, Planning, Operations, Training, Protective Services and Transportation. This process helped launch the start of our Tempo Service with minimal disruption.



TEMPO Line Management- The Operations Control Center (OCC) created dedicated TEMPO Line Management shifts to help manage both the internal and external daily TEMPO operations. Some of the duties of the TEMPO Controllers consist of ensuring all TEMPO routes are logged on and ready for service delivery, schedules are properly tracked along each line for spacing to eliminate bus bunching, and monitor all Passenger Load Information (PLI) on TEMPO to help operators with maintaining “social distancing” on the buses. There are three TEMPO Line Management field Supervisors shifts that monitor the TEMPO corridor

(one at the Southern Layover and the other Supervisor on the Northern Layover and another one in the middle section). There are also the four TEMPO Platform Agents engaged with customers throughout the corridor. Our TEMPO Team will coordinate daily to help refine the operation with field observations and customer feedback; their efforts will help ensure the service operates at satisfactory levels.

Tempo Service Begins!- After years of construction, the East Bay's first-ever bus rapid transit service began service on August 09! To help make the transition from Line 1 to Tempo seamless, dozens of excited District staff eagerly volunteered their time to make sure our riders knew where and how to connect with this new, world-class transit system. In addition to completing their regularly assigned duties, these dedicated employees worked in 5-hour shifts to distribute the multi-lingual rider guides pictured below to riders along Tempo's 9.5-mile route between Uptown Oakland and the San Leandro Transit Center. The feedback and observations they collected from their time in the field is being consolidated and shared with Operations to help optimize the Tempo system.



More Tempo
There is more to learn about our exciting new service! Visit our website for details on:
• Bikes on Tempo
• Accessibility features
• Fares and payment
• Transfers
• Tempo FAQs
Get more information at actransit.org/Tempo.
For additional questions, feedback, to report a lost item, or report trash or debris in the bus-only lane or at a station, contact AC Transit Customer Service at (510) 891-4777.

How to Ride Tempo
Service & Frequency
Tempo Line 1T runs 24 hours, 7 days a week to connect riders, communities, and neighborhoods to the things that move them.
Digital message signs at each station display ACT RealTime information so you always know when the next bus is coming.
TEMPO LINE 1T SERVICE
7 a.m. 17 a.m. 5:50 p.m.
Weekdays every 10 minutes every 15 min. every 30 min.
Weekends every 10 minutes every 15 min. every 30 min.

Fares & Payment
With Tempo, riders get to their destinations faster by paying before boarding the bus.
A variety of payment options are available at the stations including ticket vending machines and Clipper card readers. The cost to ride Tempo is the same as other AC Transit local service.
All rides on Tempo Line 1T are FREE for 90 days after the start of service.
Transfers are possible with the new payment process by using the ticket vending machines or Clipper card readers to get a free ride.
Pay Before Boarding
1 Clipper Card Tap Clipper card on reader located at each station.
2 Cash/Credit Card Use ticket vending machine to produce a paper ticket.

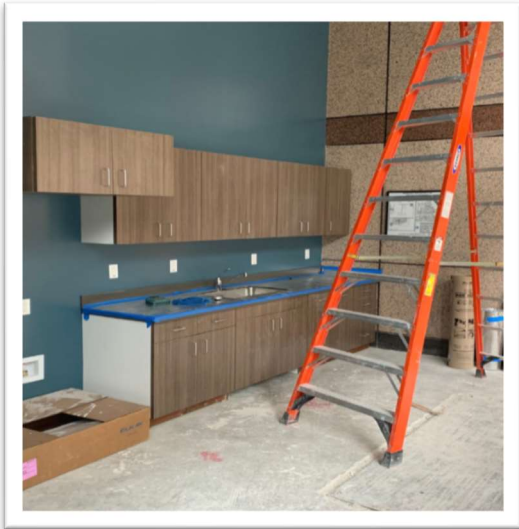
Tempo Safety Tips
• Use the crosswalks, walkways, and sloped sidewalks to access Tempo stations.
• While at the station, stand behind the yellow warning strip and stay clear of the bus.
• Do not walk, bike, skateboard, scooter, or drive in bus-only lanes. Bus lanes are for buses and emergency vehicles only. Tickets will be issued to vehicles driving or parked in bus-only lanes, and vehicles are subject to towing.
• Remain alert and use extra caution as you get used to new traffic patterns.

TEMPO AC TRANSIT Service Guide
Get to know our new bus rapid transit service!

Meet T
COMING AUGUST
Tempo Line 1T will have digital message signs that show arrival and departure times.
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Tempo Line 1T will have digital message signs that show arrival and departure times.

Learn more about Tempo safety at actransit.org/Tempo

Customer Service Center Renovation began on April 15 and continues to be on target for completion in mid-November. Capital Projects continues to collaborate with Interactive Resources and Streamline Builders to ensure project dates are met and aligned with approved plans. Upon completion, the Customer Service Center will have ADA-compliant workspaces and customer service counters for both staff and customers who use the facility. The Center will also have more efficient and engaging space for both customer service staff and transit riders, including seating space, desk space, storage space and customer windows, as well as, improve workstation ergonomics to current standards.



As soon as the Shelter-in-Place moratorium on construction was lifted on May 11, 2020, the notice to proceed was issued to the contractor and the project team began to mobilize for the work to renovate the Customer Service Center on the ground floor of the General Office.

Upgrades to the plumbing, electrical, fire sprinkler, and mechanical work has been completed and inspected by the City of Oakland. All interior framing has been completed and interior drywall has been installed, taped and finished. Floor areas have been prepped for finish and much of the interior painting has been completed.

The contractor is currently installing the drop ceiling system, lighting fixtures, interior cabinetry and doors. The next phase of construction will be the teller wall and surrounding area which will be followed by the new ADA restroom and all of the finish flooring.

The project has also been injury and illness free. There have been no reported injuries, accidents or Covid-19 infections from any of the construction and non-AC Transit support personnel. Covid-19 small project provisions are in place and strictly enforced.

The project team has prepared temporary ticket sales kiosks that will be deployed into the lobby of the General Office to service ticket sales when fare collection resumes.