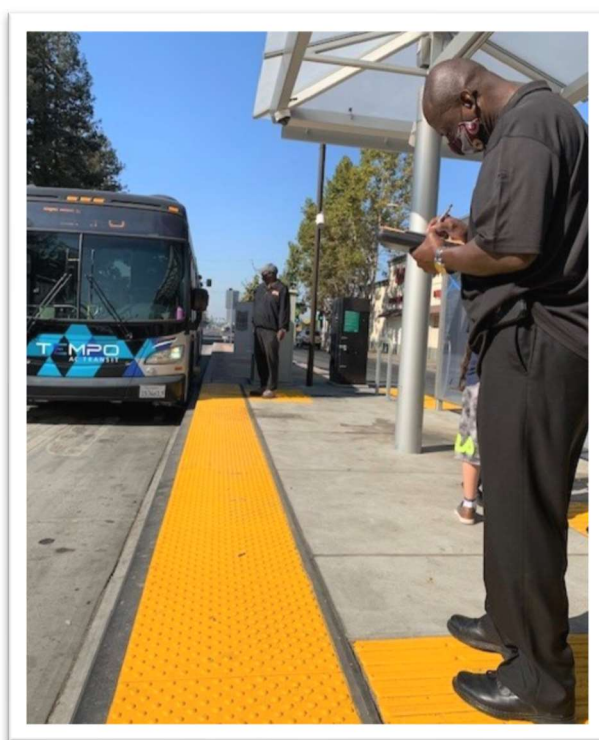
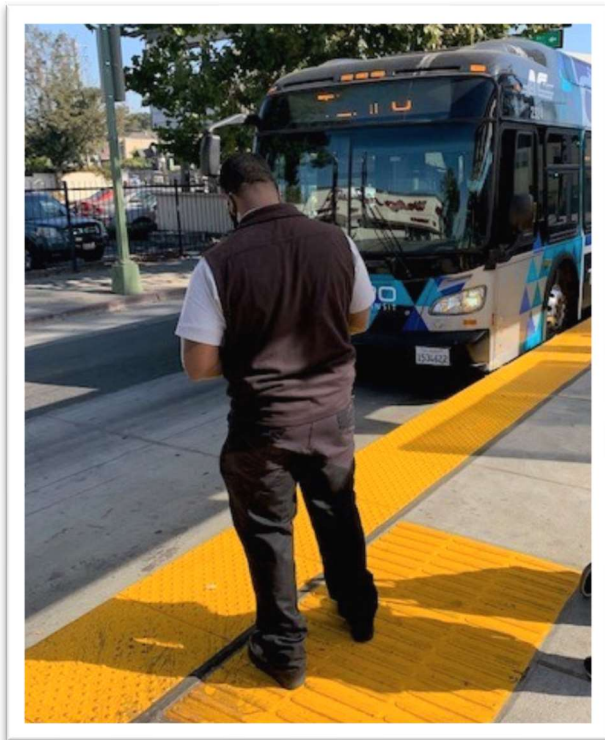


## General Manager's Report

**TEMPO Going Strong** – As TEMPO rolls on, stronger than ever, support for Bus Operators continues in the field. Since the August 9<sup>th</sup> launch, training staff has been out on the streets. Staff positioned along the corridor, to include San Leandro Transit Center, to help Bus Operators assess left- and right-side docking maneuvers at multiple platforms. The instructors coach Bus Operators specifically on how best to approach each station, align correctly, and safely use the rub-rails. Their coaching ensures successful docking every time. Lessons learned in the field are also communicated to project managers and related TEMPO support staff in weekly calls intended to assess and remedy any operational challenges.

Shown below, Training Instructor Chandler Robinson (pictured left) and Line Instructor Michael Winston (pictured right) observe approaching TEMPO buses at the 82<sup>nd</sup> station. Staff contributions such as these are making big impacts on the early success of TEMPO.



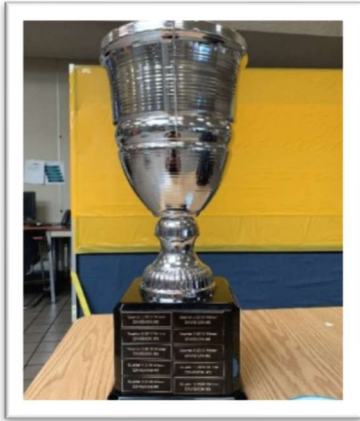
**Virtual Employee Town Hall Meeting** - On October 29, 2020, the District held its first ZOOM Virtual Town Hall Meeting for employees. This meeting featured presenters from Innovation & Technology, External Affairs, Marketing & Communications, Maintenance, Service Development and Planning, Human Resources, Wellness, Finance, Safety and Operations, Civil Rights Compliance & General Counsel. Director of Transportation Derik Calhoun and Assistant Director of Transportation Dwain Crawley hosted the well-attended event.

General Manager Michael Hursh kicked off the meeting by thanking all the employees for their hard work and dedication throughout the Pandemic. Salvador Llamas, Chief Operating Officer, closed the meeting with a dedication to all the employees for completing several critical projects during the Pandemic. During this meeting, employees could type in questions or ask questions using the ZOOM “hand-raising” feature. Each presenter, along with the GM and COO, responded to questions from attendees. There were well over 115 ZOOM attendees, and many more saw the event live on Division Gillie room TV’s; we

# General Manager's Report

estimated well over 300 employees in total. The District's goal is to continue hosting Virtual Town Hall Meetings once every Quarter. These events are recorded and shared on Gillie room TVs and MyACT for employees who could not join the live meeting.

The Quarter's maintenance division — Congratulations to Division 2 for earning the Maintenance Division of the Quarter for Q1 of FY 2020-2021. The award is given to the Division with superior achievement in Road Calls (MBCRC), Attendance, Bus Cleanliness, and PMI categories during the Quarter. The Division wins various recognition and earns a spot on the perpetual trophy. We are very proud of our frontline essential employees' continued efforts to surpass established Key Performance Indicators, supporting the District's Strategic Plan Goals and Objectives.



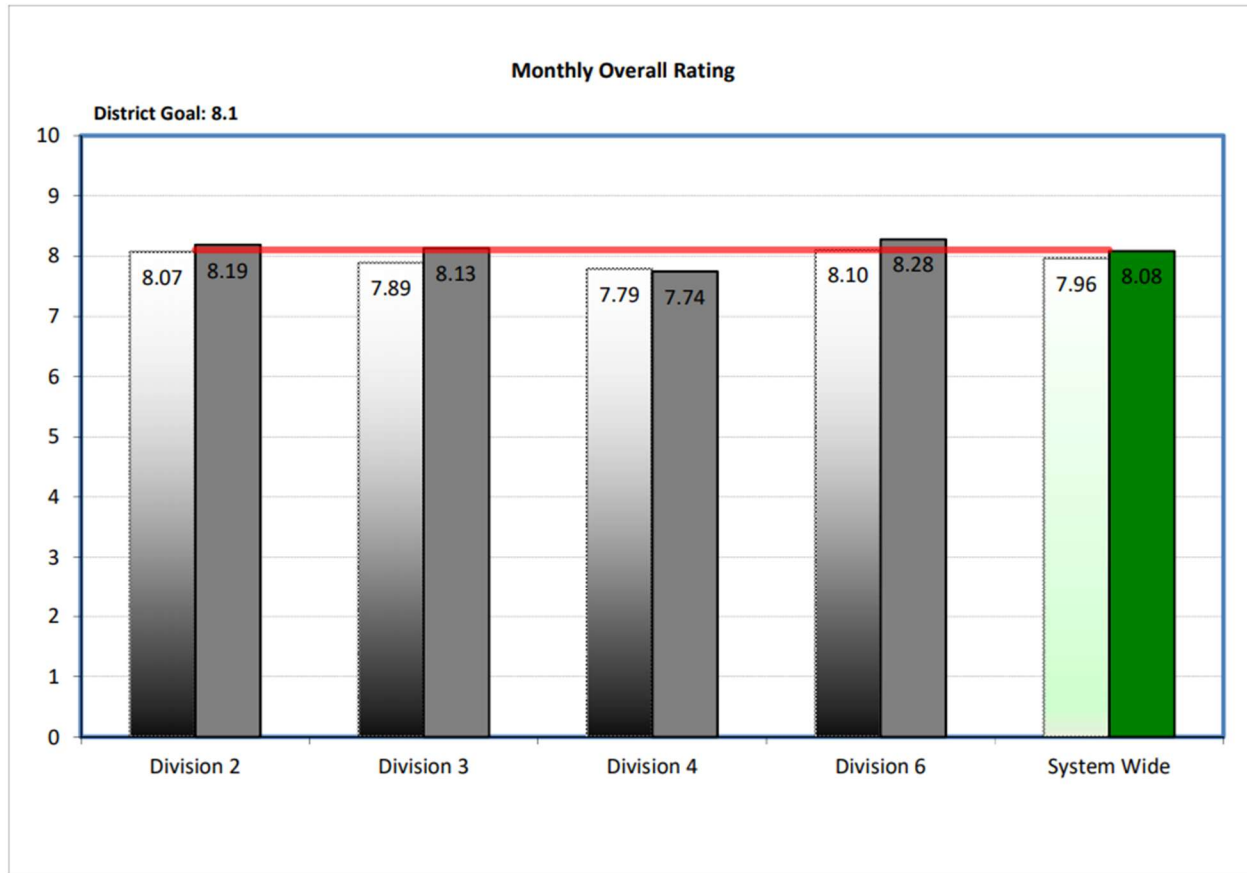
**Division of the Quarter** – Congratulations to Division 3 for earning the Transportation Division of the Quarter Award for Q1 of FY2020-2021. This award is based on the following criteria: On-Time Performance, Accident Rate, Absenteeism reduction, Logon rate, Complaints responded to in a quarter, Operator Unscheduled availability, Overtime reduction cost, and number of Commendations. All divisions have strived to reach these goals, and the competitive fire amongst the teams is exciting. The Division wins various recognition and earns a spot on the perpetual trophy. We are very proud of our frontline essential employees' continued efforts to surpass established Key Performance Indicators, supporting the District's Strategic Plan Goals and Objectives.

**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 September 2020, three Divisions experienced performance improvements. System-wide, the BCI rating scores improved by 1.53% to an overall rating of 8.08, achieving the District KPI goal of an “Excellent” rating. System-wide bus interior rating was “Excellent” with an 8.04, and the bus exterior rating was “Excellent” at 7.96. Congratulations to all divisions for earning a BCI rating above the District KPI goal of 8.10.

Month Summary	Division 2	Division 3	Division 4	Division 6	System Wide
Monthly Overall Rating	8.19	8.13	7.74	8.28	8.08
Previous Month Overall Rating	8.07	7.89	7.79	8.10	7.96
Net Change	1.45%	3.06%	-0.61%	2.18%	1.53%
General Monthly Information	Division 2	Division 3	Division 4	Division 6	System Wide
Interior Rating (categories with *)	8.09	8.14	7.70	8.25	8.04
Exterior Rating (categories with #)	8.45	8.11	7.87	8.35	8.20

# General Manager's Report



**TheCIL (Center for Independent Living) Shifting Gears: How Bay Area Public Transit is Adapting to COVID-19 with Accessibility in Mind** - On October 28<sup>th</sup>, External Affairs Representative Chantal Reynolds and Senior Program Specialist Kimberly Ridgeway participated on the TheCIL's panel titled Shifting Gears: How Bay Area Public Transit is Adapting to COVID-19 with Accessibility in Mind w/ other transit agencies and an advocacy group in the region. Other agencies represented on the panel included SFMTA, BART, Capitol Corridor, and Seamless Bay Area. **The panel's goal was to allow transit agencies to share their strategies for making public transit safe by reducing the spread of the COVID-19 virus with accessibility in mind. The panel also answered other public concerns and inquiries relating to public transportation in the Bay Area.**

## Shifting Gears:

### How Bay Area Public Transit is Adapting to COVID-19 with Accessibility in Mind

**OCTOBER 28, 2020**  
11:00 AM - 12:00 PM

**FEATURING:**

- **Bob Franklin** - Bay Area Rapid Transit (BART), Customer Access & Accessibility Department Manager
- **Chantal Reynolds and Kim Ridgeway** - AC Transit, External Affairs Representative and Accessible Services Senior Program Specialist
- **Leonel Sanchez** - Capitol Corridor, Deputy Managing Director
- **Matthew West** - San Francisco Municipal Transportation Agency, Accessibility Planner (SFMTA)
- **Ian Griffiths** - Seamless Bay Area, Policy Director



# General Manager's Report

**“Get Out The Vote” – AC Transit, The Oakland Athletics, Metropolitan Transportation Commission (MTC) and Alameda County Public Health Department partner to help the homeless vote in Oakland** - The District partnered with the Oakland Athletics, MTC, and the Alameda County Public Health Department to help lower-income Alameda County homeless residents cast general election ballots on or before Election Day.

Beginning October 29 through November 3, the A's provided 1,300 Clipper cards, each loaded with an AC Transit one-day local pass, to residents of local shelters, RV sites, and homeless encampments. Also provided were 3,000 KN-95 face masks.

AC Transit's General Manager, Michael Hursh, provided the following statement - "This year will be no ordinary election largely because COVID-19 has changed the way we cast our votes. However, we have confronted the challenge head-on: our entire bus fleet has been retrofitted with Bus Operator Shields, onboard facemasks and hand sanitizer dispensers, social distancing mandates, and contactless payment devices using Clipper cards. All of which ensures AC Transit will continue its 60-year tradition of getting East Bay voters to the polls."



**Hayward Latino Business Roundtable featuring State Assemblymember Bill Quirk** - On Friday, October 23, Claudia Burgos and Diann Castleberry participated in the monthly Hayward Chamber of Commerce Latino Business Roundtable featuring Assemblymember Bill Quirk, representing AD-20 who was joined by his District Staff Deborah Cox. Hayward City Councilmember Zermeno chaired the meeting. The Assemblymember spoke about his experiences during one of the most pressure-packed legislative session in the California State legislature's history due to COVID public health impacts and orders that prompted a shortened legislative calendar, a significant reduction in bills, and tough decisions. Assemblymember Quirk is a scientist, and his priority in the Spring was to ease the burden placed on essential workers, frontline health workers, renters, homeowners, and small businesses. The governor signed six of his bills into law. AC Transit was able to share information regarding the District's COVID impacts and response. Additionally, we thank Assemblymember Quirk for carrying AB2777 in the last cycle on behalf of the District; and request the Assemblymember's consideration in reintroducing legislation to amend Transit District Law through amendments to the Public Utilities Code relating to transportation. Assemblymember Quirk agreed to meet and discuss the request.

**Update to the Lake Merritt Breakfast Club** - GM Hursh joined Director Peebles and External Affairs Representative Steven Jones at the Halloween-themed October 29 meeting of the always-entertaining Lake Merritt Breakfast Club. Club members, known as "Quackers," were in costume to hear an AC Transit update. Robbers, witches, clowns, and a cyclops learned about the essential service we provide, our exciting new Tempo BRT service, the District's response to the Pandemic and our ongoing efforts to keep our riders safe, the critical need for additional funding to support public transportation, and our new mobile app.