

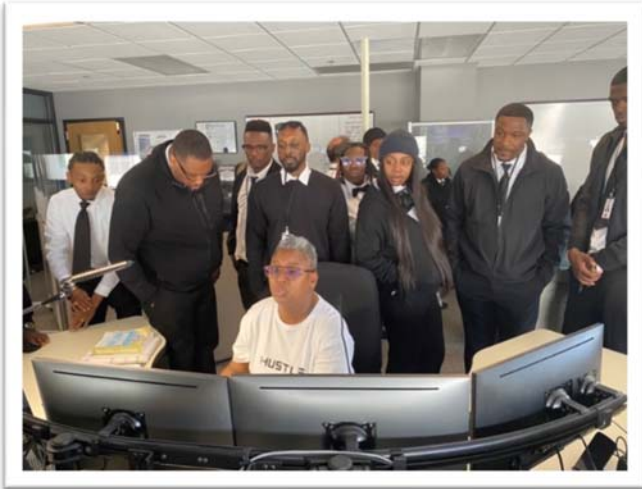
# General Manager's Report

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**New Bus Operator (NBO) Orientation Week-** The Human Resources Department debuted a week-long Bus Operator Orientation on April 17, 2023. Led by the HR Talent Acquisition (TA) Unit, twenty (20) new operator trainees embarked on a new journey with AC Transit. The week included wellness assessments, customer service training, financial literacy, a meet and greet with the General Manager, and a District tour. The goal of the NBO orientation week is to better equip our new employees for training and to ensure they have the resources they need to succeed in their new roles. The HR Department thanks everyone who helped make the inaugural orientation a success! We look forward to continued improvements as we implement this with future new bus operator trainings. Below are pictures from NBO 133 Class District tour on April 21, 2023.



NBO 133 at Division 2 – Emeryville.



NBO 133 with OCC Operator Tracy Lewis at the General Office.



NBO 133 with D6 Maintenance Superintendent Darion Edwards.

# General Manager's Report

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**Community Events and Job Fairs** -The Talent Acquisition (TA) team continue to attend job fairs and community events around AC Transit's service area. The focus of its efforts has been on Bus Operator and Mechanic hiring. The team has been showcasing the excellent benefits that come along with being a professional operator and mechanic at AC Transit. The TA team attended the Oakland Annual Fair Chance Job and Resource Fair on April 26; the Oakland Lodestar High School Career Day on April 27; and the Hayward Cinco de Mayo Festival and Car Show on April 29.



Annual Fair Chance Job & Resources Fair on April 26, 2023 in Oakland, CA.



Lodestar Highschool Career Day on April 27, 2023 in Oakland, CA.



Hayward Cinco de Mayo Festival & Car Show on April 29, 2023 in Hayward, CA

# General Manager's Report

## Hiring Incentives 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 April 28, 2023.

Hiring Incentive and Referral Bonus Reporting			
As Of 4/28/23			
	<b>1st Payment</b> <small>(Completed Trng)</small>	<b>2nd Payment</b> <small>(3 Mo Driving)</small>	<b>3rd Payment</b> <small>(1 Yr Employed)</small>
<b>Bus Operator Hiring Incentive</b>	58	83	25
<small>* Note: 1st Payment for Training Completion added Oct. 2022</small>			
	<b># Referrals</b>	<b>Bonus Paid</b> <small>(3 Mo Driving)</small>	
<b>Bus Operator Referral Bonus</b>	58	22	
<small>* Note: Some referrals won't be paid due to termination of NBO or referring ee</small>			
	<b>1st Payment</b> <small>(Hired)</small>	<b>2nd Payment</b> <small>(3 Mo Employed)</small>	<b>3rd Payment</b> <small>(1 Yr Employed)</small>
<b>Journey Level Mechanic Hiring Incentive</b>	4	4	2
<small>* 1st elig 4/17/23</small>			

**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 April 2023, the system-wide BCI rating scores stayed constant to an overall rating of 8.00, achieving the District KPI goal of an “Excellent” rating. System-wide bus exterior rating was “Excellent” with a rating of 8.30, and bus Interior was “Satisfactory” with a rating of 7.89. Congratulations to the teams at Division 3 and Division 6 for their efforts in continuing to achieve the KPI.

# General Manager's Report

April 2023

Month Summary	Division 2	Division 3	Division 4	Division 6	System Wide
Monthly Overall Rating	7.78	8.11	7.93	8.18	8.00
Previous Month Overall Rating	7.64	8.29	7.81	8.27	8.00
Net Change	1.89%	-2.20%	1.49%	-1.04%	0.00%
General Monthly Information	Division 2	Division 3	Division 4	Division 6	System Wide
Interior Rating (categories with *)	7.69	8.08	7.76	8.04	7.89
Exterior Rating (categories with #)	8.05	8.19	8.38	8.59	8.30

**California Highway Patrol Annual Terminal Inspection** – It is with great joy that I congratulate Division 2 for earning a “Satisfactory” rating on the annual California Highway Patrol (CHP) Motor Carrier Group Safety Compliance Terminal Inspection. In April, the CHP completed its annual terminal inspection at Division 2. The Division received a “Satisfactory” rating, the highest rating the CHP awards. 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!

**Finally, Getting Credit** – On Friday, April 28, Training and Education Department (TED) staff visited Chabot College’s Applied Technology and Business department, strengthening the partnership and leading to AC Transit employees earning college credits. Introducing ZEBU in 2022 to Chabot Las Positas Community College District’s Office of Apprenticeship (CLPCCD) began a newfound relationship with the intent to upscale the District’s State of California, Division of Apprenticeship Standards’ Heavy Duty Coach Maintenance Mechanic Apprenticeship Program into one that apprentices can earn college credits, up to and including, a Chabot College Certificate of Achievement. CLPCCD, Chabot College faculty, led by Dean Dr. Tracey Coleman, and TED staff are all working



together to meet post-secondary accreditation requirements to complete this process by Fall 2023. Pictured above, TED’s Maintenance Trainers and Chabot College faculty proudly showcasing their automotive program, one of many in the Applied Technology and Business Department. Chabot is also developing an alternative fuel program; as one can imagine, they are excited about AC Transit’s nation-leading ZEB training.

# General Manager's Report

**Log On Rate** – The Log On Rate is a District Key Performance Indicator (KPI) to achieve 95% or higher. During April, the District exceeded the KPI goal with an average of 97.71%. The Operations Control Center (OCC) staff utilizes line management methods to monitor and track Operator Log-ons by using the Clever Devices Cad system. Each controller is responsible for reviewing and monitoring the Log On activity of the coaches and Operators they are responsible for.

**Bus Stop Audit** - Communications staff visited 26 bus stops in Oakland and Piedmont in April. Communications staff plans to audit stops in Albany/Berkeley in May.

**Service Notices** - In April, Communications staff notified customers regarding 28 service disruptions, schedule changes, or other service-related issues.

**TJPA's Salesforce Transit Center**

**Closed**

- Bus Deck / 3rd Level Bus Stops
- Rooftop Park

**Cerrado**

- Plataforma de autobuses / Paradas de autobuses del tercer nivel
- Parque de la azotea


**已关闭**

- 巴士候/第三层车站
- 屋顶公园

**Effective:**  
1:45 am, Sunday, April 22, through 12:45 a.m., Sunday, April 23


**Efectivo:**  
1:45 am, Sábado, 22 de abril, hasta las 12:45 a.m., Domingo, 23 de abril

**生效时间:**  
4月22日 凌晨1:45 - 4月23日 (星期日) 凌晨12:45




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Alternative Bus Stops  
Paradas de autobús alternativas - 可通达公交线路



Line	Alternative Bus Stop
285	Salt Lake Transit Center Bus Deck
7	Franklin St. at Mission St.
8	Franklin St. at Mission St.
9	Franklin St. at Mission St.
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**Social Media Campaigns** -AC Transit communications staff continued collaborating with HR to aid recruitment with social media posts about careers in transportation, including promoting the May 20 hiring event. For “National Superhero Day” on April 28, posts presented operators and mechanics as everyday superheroes. Other recent campaign themes included the promotion of the Customer Satisfaction Survey, coverage of the District’s presence at the APTA Mobility Conference, and tie-ins with National Library Week, Earth Day, Spare the Air Day, and Amtrak’s 52<sup>nd</sup> anniversary.

Happy #NationalSuperheroDay! 🦸🦹

Our bus operators, mechanics, and staff may not have superpowers, but they work tirelessly every day to make sure our community can get where they need to go.

They're the true superheroes!




# General Manager's Report

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**AC Transit Breakfast Briefings** - AC Transit has recently completed a round of community briefings called “AC Transit Breakfast Briefings.” The briefings are an opportunity to update key stakeholders on the State of the District, including elected officials and community leaders. In particular, the District highlighted current initiatives, the financial circumstances of the agency given the impending exhaustion of federal relief, and the Realign effort currently underway. At the end of each presentation was a request from staff for participants to take the survey and share the survey with their networks so their clients and constituents can provide feedback. Briefing sessions were well attended, and participants were very engaged and had plenty of thoughtful questions during the Q&A session. Following each briefing, staff received feedback from participants that the sessions were informative and felt they were offered an opportunity to provide meaningful feedback. This round of briefings served as a means of providing “grasstop” leaders additional context for the Realign effort.

