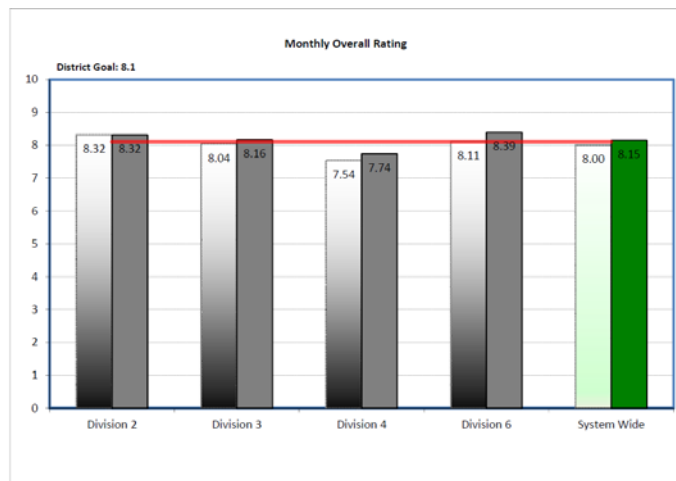


New Supervisor Recruitment –The District recruited and hired seven new Transportation Supervisors to fill existing vacancies. Each new employee had to complete nine weeks of rigorous training to learn the rules, regulations, procedures and protocols of the District's operation. I am happy to announce that all seven successfully passed training and are currently out supporting our Operators in the field. We are extremely happy with the new Supervisors and the much-needed support they will provide to help further enhance our service, congratulations Malik Iman; Kerry Clark; Felicia Jamerson; Melvin Barker; Floyd Solomon; Paul Nagulat, and Lushtion Carter.

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 5 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 December 2019, all Divisions experienced an improvement in performance. System wide the BCI rating scores improved by 1.86% to an overall rating of 8.15 achieving the District KPI goal of an "Excellent" rating. System wide bus interior rating was "Excellent" with a rating of 8.14 and bus exterior was "Excellent" with a rating of 8.19. Congratulation to Division 2, Division 3, and Division 6 for earning a BCI rating above the District KPI goal of 8.1. This is the first time that three Divisions achieved the district goal in the same month.

Month Summary	Division 2	Division 3	Division 4	Division 6	System Wide
Monthly Overall Rating	8.32	8.16	7.74	8.39	8.15
Previous Month Overall Rating	8.32	8.04	7.54	8.11	8.00
Net Change	0.00%	1.53%	2.61%	3.45%	1.86%
General Monthly Information	Division 2	Division 3	Division 4	Division 6	System Wide
Interior Rating (categories with *)	8.31	8.16	7.66	8.42	8.14
Exterior Rating (categories with #)	8.34	8.17	7.95	8.31	8.19



Preventative Maintenance programs are the foundation to sustain a safe, clean and reliable bus fleet. Each bus receives a deep cleaning every 5,000 miles which entails a thorough cleaning of the interior and exterior of the bus. During daily and weekly bus servicing activities, maintenance teams perform strategic modular cleaning targeted at keeping up with the daily wear and tear experienced by the bus fleet during revenue service.

Zero Loss Injury – Congratulations to Maintenance Departments at D3 and D4 as they had ZERO loss time injuries for the second quarter for FY20. The team in maintenance continues to successfully conduct repairs to the fleet and facilities in a safe manner. In acknowledgement of this accomplishment, each division will be having a celebration to promote this milestone.

Safety and Security Preparedness – The East Bay Bus Rapid Transit (BRT) Fire and Life Safety and Security Committee (FLSSC) held a meeting at Division 4 on January 15, 2020 to familiarize First Responders with the operation of BRT, Fuel Cell, and Battery Electric Buses. Representatives from Alameda County (ALCO) Sheriff's Office, Oakland Police Department (OPD), San Leandro Police Department (SLPD) and Oakland Fire were invited to attend the training. A tour of the hydrogen fuel station and electric battery bus chargers was also provided to the group.

Latinos in Transit – Latinos In Transit (LIT) recently held elections for its 2020-2022 Board of Directors. I am pleased to announce, Chief Operating Officer, Salvador Llamas is the newly elected Vice President for LIT. Founded in 2016, Latinos In Transit was created to promote the advancement and development of Latinos and other minorities in transportation. Membership is made of public and private transportation professionals from across the nation who meet regularly to network, share information and celebrate the professional development of all members. Sal's experience and leadership will be a great addition to the LIT Board.

A's Howard Terminal Transportation Plan Workshops and Community Meetings- On January 6th, 8th, and 11th staff from the Legislative Affairs and Community Relations and Planning staff attended the A's Howard Terminal Transportation Plan Workshops and Community Meetings led by the City of Oakland's Department of Transportation. Community members were provided with an overview of the various transportation plans and proposals, asked questions, and shared feedback about the plans. AC Transit staff along with BART staff led conversations with the community at the "Public Transit and Possible Public Transit Improvement" station. All transportation options are conceptual. Oakland staff anticipates release of the project EIR later this month.

Accessibility Advisory Committee Learns and Comments on South County Proposed Bus Network- Staff participated in the monthly Accessibility Advisory Committee (AAC) and presented the proposed South County bus network options resulting from a redesign study initiative to improve bus transit service in Fremont and Newark. This presentation is part of the Phase 2 outreach effort that will culminate with a public hearing on March 26 at 2pm and 6pm at the Fremont Main Library located at 2400 Stevenson Blvd. that will be preceded by a set of community open house meetings scheduled the last week of February as follows: 2/25 at 4:30pm – 7:30pm at the Centerville Library; 2/26 at 4:30pm – 7:30pm at the Newark Community Center; and 2/27 at 5:00pm – 8:00pm at the Warm Springs Elementary School. For information and to comment on the proposed options, and to find a community meeting, visit: actransit.org/redesignfremontnewark

BRT Community Meeting with Councilmember Fortunato Bas- The BRT Project's Public Outreach Team, in coordination with Oakland City Council Member Nikki Fortunato Bas and the City of Oakland, met with merchants in the Eastlake neighborhood on Friday, January 10, to receive an update on the BRT. The Team highlighted the progress made to date, the new ADA-accessible curb ramps that empower people to move more freely and safely throughout their communities, and the newly repaved streets that provide a smoother, safer ride to homes, businesses, and services. The BRT Outreach Team and City staff also received feedback about new parking and loading zone configurations and committed to working to find solutions that continued to support local businesses. The next step in the area is to paint bus-only lanes, high-visibility crosswalks, business loading zones, vehicle and bus-only traffic lanes, and bike lanes.

Oakland Chinatown Lunar New Year -AC Transit once again attended the Oakland Chinatown Chamber of Commerce's annual Lunar New Year Celebration on Saturday, January 11. Over 40,000 people attended the event, providing an excellent opportunity for Staff to update area residents on BRT construction in downtown Oakland and share District service information with thousands of people.



AC Transit's booth was one of the most popular at this year's Lunar New Year celebration!

2019 Holiday Campaign – On December 1, the free-ride Holiday Bus was launched into service, kicking off this year’s Holiday campaign. AC Transit has a 56-year tradition of gifting riders free fares on a holiday-themed bus each year. This coach was assigned to random routes for 8 days out of each Division throughout the month of December.



December 1-8: Lines out of D6

December 9-16: Lines out of D4

December 17-24: Lines out of D2

December 25- January 1: Lines out of D3

The theme of this year’s integrated Holiday campaign was “Warm Holiday Wishes, from Our Family to Yours.” It featured a design of seasonal cookies. In addition to the free-ride Holiday Bus, family recipes were collected from staff and posted—both as “recipe cards” inside the bus and in the holiday display of the GO lobby, as well as typeset into the promotional [web article](#) that was linked to a carousel image on the AC Transit homepage.



Inside the entire fleet of buses, an ad card was installed promoting the free-ride Holiday Bus. And, Supplemental digital messages were posted in the AC Transit Customer Service Center and Salesforce Transit Center.



Onboard the free-ride Holiday Bus, the farebox and Clipper card readers were covered by a nondenominational "Happy Holidays from AC Transit" message, preventing riders from inserting currency or tagging their Clipper card. In addition to the staff recipe cards, an ad card domination was installed that conveyed seasonal greetings from AC Transit in many languages.



Since it was such a success the previous year, a new version of a die-cut paper model with this year's bus design was created. This, in addition to a campaign-themed bookmark, was used as a promotion to engage riders via our social media channels.

Based on this year's Holiday promotion, we received a heightened level of rider engagement on all of our social media channels.



Instagram: 106 likes



Instagram: 82 likes



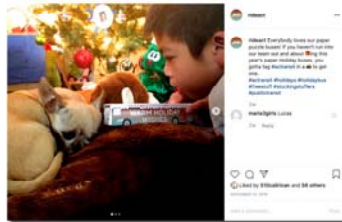
Instagram: 114 likes



Instagram: 67 likes



Instagram: 84 likes



Instagram: 57 likes



Rider-generated Instagram Post



Facebook Post: 102 likes



Twitter Video: 25 likes



Rider-generated Twitter Post

As in previous years, the Holiday campaign culminated with a greeting card in the style of the free-ride Holiday bus. This card was made available to all department heads as a personal point of contact for distribution to their professional associates. As has become the standard format of our holiday greetings, the card perforated down the center to detach into a keepsake calendar that the recipient could use throughout 2020 as a reminder of their association with AC Transit.