

General Manager's Report

Future Leaders Complete Prestigious Training Program -Assistant Transportation Superintendent Nana Acquah and External Affairs Representative Steven Jones graduated from the Eno Center for Transportation's Transportation Mid-Manager *Accelerate* program on October 12. The program is designed for those wanting to be faster, sharper, and stronger in the art of leadership. The *Accelerate* model is intentionally anchored by three directives: enhance strategic skillsets, engage in meaningful leadership content and learning, and re-invigorate how participants show up as leaders. Graduation from this prestigious program supports the District's commitment to succession planning and continued employee development that helps achieve our mission. Congratulations Nana Acquah and Steven Jones!



San Francisco Fleet Week - From Friday, October 8th to Sunday, October 10th, staff had the opportunity to attend and showcase our Hydrogen Fuel Cell Bus at San Francisco's annual Fleet Week. Staff from all over the district volunteered to operate a booth that displayed a We're Hiring sign and discussed both the Hydrogen Fuel Cell technology and the many career opportunities that AC Transit has to offer with the thousands of attendees at Fleet Week over the three days. Staff provided giveaway items such as notepads, pens, ZEB puzzles, and stickers that drove a significant presence to the booth, where we were able to inform attendees of our career opportunities, emphasizing hiring bus operators. External Affairs Representatives Joe Voelker and Ryan Lau set up the booth with Chief Operating Officer Salvador Llamas providing our Hydrogen Fuel Cell Bus and working out the logistics with the event organizer to allow the district to provide this presence at Fleet Week. Senior HR Administrator Monique Chappel provided a significant Human Resources presence at the event to ensure that all hiring questions could be answered.



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HISPANIC HERITAGE MONTH - Each year, Americans observe National Hispanic Heritage Month from September 15 to October 15, by celebrating the histories, cultures, and contributions of American citizens whose ancestors came from Spain, Mexico, the Caribbean, and Central and South America. On October 12, AC Transit held a virtual Hispanic Heritage Month celebration with a theme of “Celebrando Nuestras Culturas” (Celebrating Our Cultures). Pictured is the event flyer and banner posted at District facilities, and a Día de los Muertos (Day of the Dead) altar at GO to honor the memory of our fallen employees, a tradition celebrated in Mexico and many other Latin countries.



Director of Maintenance, Cecil Blandon (Nicaragua) served as the master of ceremonies with participation from Board President, Elsa Ortiz (Colombia), General Manager, Michael Hursh, and Director of Legislative Affairs & Community Relations, Claudia Burgos (Mexico). Maintenance Supervisor, Ricardo Vega (Mexico) and Project Coordinator, Grace Perez (Mexico) offered some trivia questions for an opportunity to win one of the twelve

colorful piñatas on display at the various worksite across the District.

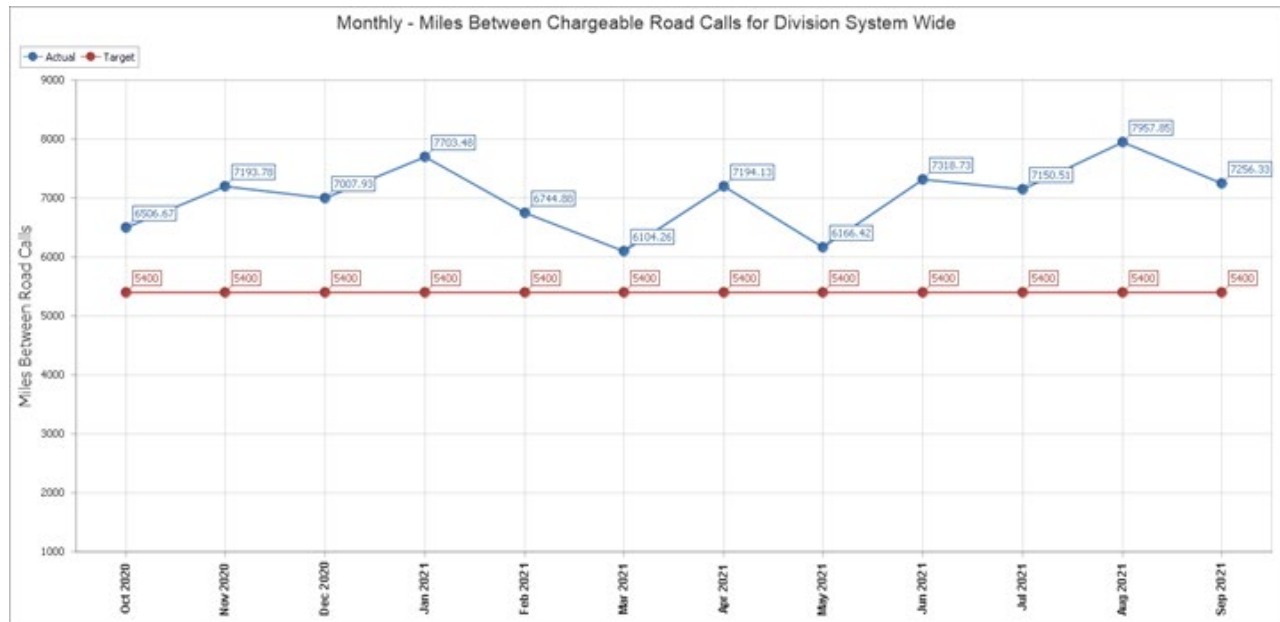
Guest speaker, Alva Carrasco provided an inspirational story and emphasized the importance of including Latinos in the decision-making process to reflect the riders and communities public transit agencies serve. She is the President of the Board for Latinos In Transit and Vice President of Transit & Rail National Business Line, and the West Region Market Lead with WSP. Closing out the program was the main event, a video highlighting Latin cultural celebrations which featured District employees: Janitor-Karla Gonzales (Nicaragua), Bus Operator-Mario Lopez (El Salvador), Division Sr. Maintenance Clerk-Ingrid Cardona (Guatemala), Program Specialist-Elizabeth Gamez (Mexico). Observing Hispanic Heritage Month allows AC Transit to show its recognition and support for the work our Latinx employees are doing in helping our Transit District serve our communities. Please join me in applauding the Hispanic Heritage Month planning committee for a job well done: Director of Legislative Affairs & Community Relations-Claudia Burgos, Director of



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Maintenance-Cecil Blandon, Program Manager-Maria Campos, Project Coordinator-Grace Perez, Program Specialist-Elizabeth Gamez, Drug & Alcohol Compliance Rep.-Nestor Palacios, and Chief Operating Officer-Sal Llamas.

Bus Reliability — Miles Between Chargeable Road Calls (MBCRC) is one indicator of the health and reliability of the bus fleet. To track performance in this area, the District established a Key Performance Indicator (KPI) at 5,400 miles between chargeable road calls. During the past year, miles between chargeable road calls were above the established goal 12-months with an average performance of 7,025 MBCRC for the 12-month period.



Maintenance and Transportation Divisions of the Quarter — Congratulations to Division 3 for earning the Maintenance Division of the Quarter and Division 2 for earning the Transportation Division of the Quarter award for Q1 of FY 2021-2022. The Maintenance

award is given to the Division with superior achievement in road calls (MBCRC), attendance, bus cleanliness, and preventative maintenance inspection (PMI) categories during the quarter. 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 number of commendations.



Divisions receive various recognition and earn a spot on their respective perpetual trophy. We are very proud of the continued efforts from our frontline essential employees to achieve and surpass established key performance

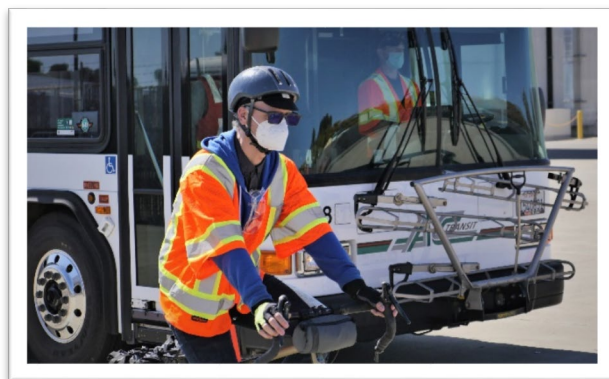
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indicators, which support the Districts Strategic Plan Goals and Objectives. Pictured below to the left is the Maintenance trophy and to the right is the Transportation trophy.

Emeryville ILC in Action – October 8, 2021 marked the importance of Inter-agency Liaison Committees (ILC) and how teaming together along with subject matter experts can make a difference. Staff originally participated at an Emeryville ILC meeting in June to discuss bus and bicyclist safety training. Taking that meeting to yard, literally, Operations staff hosted Emeryville Councilmember John Bauters, Bike East Bay's Education Director Robert Prinz, and Cycles for Change's Adult Urban Bike Educator, Phoenix Mangum to the Training and Education Center in Hayward. Working with a forty-foot bus, several bicyclists, and top-notch trainers, best practices, and learned lessons were experienced by all. In the safety of the training yard, all were able to practice bicyclist and Bus Operator movements and subsequently, realize the challenges. This promoted many teaching moments and a take-away plan: Operations will team with Bike East Bay and Cycles for Change to run a pilot one-hour bus and bike safety program in November for Bus Operators during their annual refresher training classes. Goal: Implement a one-hour program in 2022 that not only educates but works within the parameters of the many other regulatory (annual refresher) training requirements. Staff is confident in this undertaking and will present its findings to the regular meeting of the Board of Directors in January 2022.



Picture, Left: Training Instructor Eyvonne Eagles prepares Emeryville Councilmember John Bauters to drive, in yard. Picture, Right: John Bauters making a successful, tight right turn.



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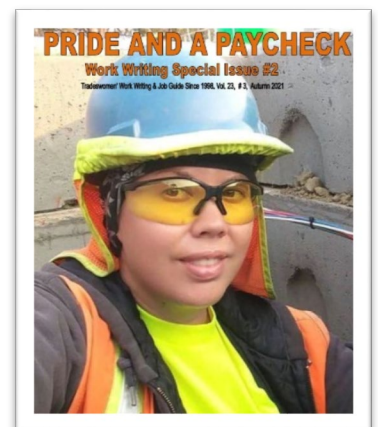
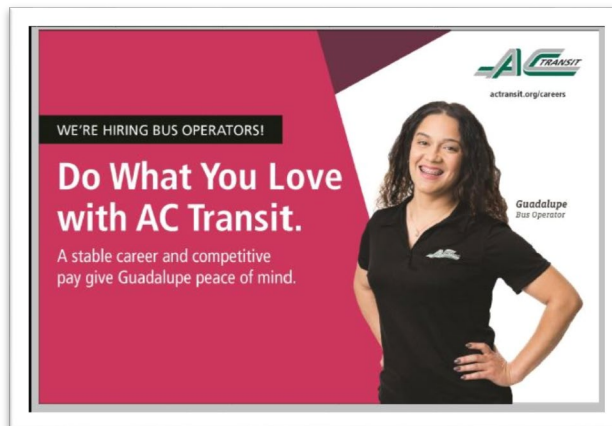
Picture, Left: Bike East Bay's Robert Prinz and John Bauters experience both driver and bicyclists' perspectives. Picture, Right: Cycles for Change Phoenix Mangum and Robert Prinz praising John Bauters' new-found professional skills.

BART Bridge – During the weekend of October 16th, the District participated in our final planned BART bus bridge for the year. South Hayward and Union City BART were the last project of the year. There was a total of 23 Planned BART Bridges the District operated in 2021. Maintenance ensured the buses were clean and operational, while Division 6 staff covered all of the shuttles, and Supervision worked hand-in-hand with Operators to make sure the service was consistent and reliable for the many passengers who depended on this service. Lunch and cold water were served for AC Transit Staff who participated in the BART Bridge. Picture below is Operator Handy Dishimue, who participated in the BART bus bridge over the weekend.

Governor Newsom Signs Historic Public Transit Bill into Law - On October 8, Governor Gavin Newsom signed AB 917 into law, which will allow all California transit agencies to use cameras mounted on transit vehicles to discourage illegal parking in transit-only lanes and at transit stops. Currently, only AC Transit and the San Francisco Municipal Transportation Agency have this authority and it is limited to bus only lanes.

The District co-sponsored AB 917 in partnership with the California Transportation Association and the Los Angeles County Metropolitan Transportation Authority. By reducing the disruptions and delays caused by non-transit vehicles illegally parked in transit zones, AB 917 will improve transit system accessibility, safety and reliability while advancing equity for transit riders. Staff will now focus their efforts on securing the funding needed to implement the legislation, including the purchase of hardware, software, and related materials.

Bus Operator Ad in Pride And A Paycheck Magazine -Excerpt from the Editor's Page: "Pride and a Paycheck's been publishing for 23 years.... the first 15 years were funded through the San Francisco Foundation from monies set aside for support of tradeswomen...now it thrives as a 20-plus page E-Magazine funded through donations and advertisements. Always FREE. Pride welcomes a new advertiser on page 9: **AC Transit**. Please visit their website link to show support and share their job info.



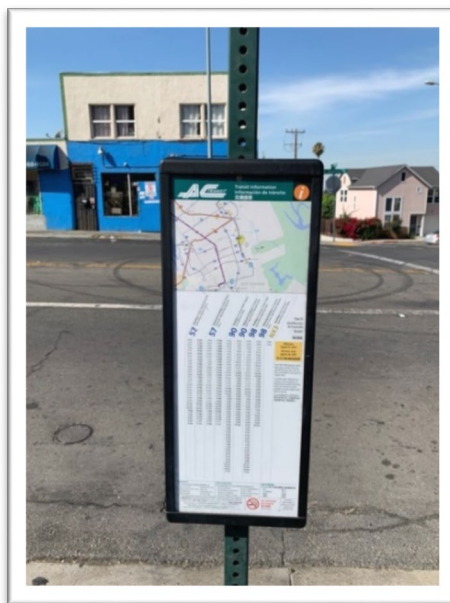
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AC Transit Sponsors Annual Mariachi Festival- AC Transit co-sponsors annual Mariachi Festival held on Friday, October 15 at the Hayward City Hall Plaza with some of the best Mariachi bands in northern California. This annual event is held as a way to celebrate Hispanic Heritage month. The District supports this event as a community partner.

Bus Stop Survey - In August, Communications staff visited 40 locations for which updated shelter inserts had been produced. With one exception, at Uptown Transit Center, every shelter had been updated properly. Staff is working with Clear Channel Outdoor to better identify stops at Uptown Transit Center and ensure that they are updated in a timely fashion. Four flag signs were found in poor condition, which will be updated when updated materials reflecting the new line colors (as found on the new system map) are available.

In September, Communications staff visited 44 bus stops in Oakland and at Bay Fair BART. Of those, all schedules posted were up to date, although several were found with graffiti or stickers. One flag was found in poor condition and two were found that need destinations added, which will be updated when updated materials are available.

Communications staff plans to survey stops in Hayward in October, Richmond in November, Fremont and Newark in December, and Berkeley in January.



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Service Notices - In September, Communications staff notified customers regarding 31 planned service disruptions, schedule changes, or other service-related issues.



Effective: September 10–October 11

Stop Closed

51A 851


will not stop here.


Board at 25th St. or at 30th St.

Efectivos: 10 de septiembre al 11 de octubre
开始日期: 9月10日到10月11日

Parada cerrada
车站关闭

Súbase a bordo en 25th St. o en 30th St.
 在 25th St. 或 30th St. 乘车.

 (510) 891-4777
  actransit.org



SERVICE DISRUPTION
INTERRUPCIÓN DEL SERVICIO / 服务中断

Lines 98 Detour Stop Closed

Due to: Construction

Effective: 6:00 a.m.-6:30 p.m. daily September 13–18

Alternatives:
 98 to Eastmont Transit Center
 - Hegenberger Loop at Hegenberger Road (Stop ID 55025)
 - 98th Ave. at Dendow St. (Stop ID 59822)
 98 to Coliseum BART
 - 98th Ave. at Dendow St. (Stop ID 50886)
 - Hegenberger Loop at Hegenberger Road (Stop ID 58786)

Desvío de la línea 98

Parada cerrada

Debido a: Trabajos de construcción

Efectivo: 6:00 a.m.-6:30 p.m. diario del 13 al 18 de septiembre



Alternativas:
 98 hacia Eastmont Transit Center
 - Hegenberger Loop (Número de Identificación de Parada 55025)
 - 98th Ave. con Dendow St. (Número de Identificación de Parada 59822)
 98 hacia Coliseum BART
 - 98th Ave. con Dendow St. (Número de Identificación de Parada 50886)
 - Hegenberger Loop (Número de Identificación de Parada 58786)

98路绕行 本站关闭

由于: 施工

生效日期: 9月13日-18日, 每天早上6:00到下午6:30

其他选择:
 开往 Eastmont Transit Center 的98路
 - Hegenberger Loop 和 Hegenberger Road 交叉点 (车站ID 55025)
 - 98th Ave. 和 Dendow St. 交叉点 (车站ID 59822)
 开往 Coliseum BART 的98路
 - 98th Ave. 和 Dendow St. 交叉点 (车站ID 50886)
 - Hegenberger Loop 和 Hegenberger Road 交叉点 (车站ID 58786)

 (510) 891-4777
  actransit.org

AC Transit eNews
Schedule for Line 95 adjusted

September 1, 2021 at 5:45 PM

Reply-To: actransit@service.govdelivery.com

Having trouble viewing this email? [View it as a Web page.](#)

Rider Alert

Please scroll down for translations in other languages. ¡ Desplácese hacia abajo para ver traducciones en otros idiomas! 请向下滚动查看其他语言的翻译

Effective September 7, the trip on Line 95 that leaves Hayward High School at 4:00 p.m. will leave three minutes later, at 4:03 p.m., arriving at Kelly St. & Eddy St. at 4:19 p.m. This trip will continue to operate on Mondays, Tuesdays, Thursdays, and Fridays.

The [printable PDF timetable](#) has been updated. The schedules on the AC Transit web site will be updated as soon as possible.

Se ajusta el horario de la línea 95

A partir del 7 de septiembre, el viaje de la línea 95 que sale de Hayward High School a las 4:00 p.m. saldrá tres minutos más tarde, a las 4:03 p.m., llegando a Kelly St. y Eddy St. a las 4:19 p.m. Este viaje continuará funcionando los lunes, martes, jueves y viernes.

La [tabla de horarios para imprimir en formato PDF](#) ha sido actualizada. Los horarios en el sitio web de AC Transit se actualizarán lo antes posible.

95号线时刻表调整

9月7日起, 95号线原定于下午4:00驶离 Hayward High School, 现延迟三分钟, 于下午4:03发车, 于下午4:19到达 Kelly St. & Eddy St., 该行程将在每周一、周二、周四和周五学校。

可打印的PDF时间表已更新。AC Transit 网站上的时间表将马上更新。

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Date of effect	Service alert	Stops affected	eNews recipients
2-Sep	Line 72M detour	3	2303
4-Sep	Cal Football	16	2678
4-Sep	Oakland Roots	10	1915
6-Sep	Labor Day		10399
7-Sep	Line 35 detour	12	1248
7-Sep	Schedule for Line 95 adjusted		1547
7-Sep	Schedule for Line 625 adjusted		1821
9-Sep	BAMPFA film night	3	2720
10-Sep	Broadway stops closed	2	2728
12-Sep	Oakland Black Pride	3	3521
13-Sep	Line 98 detour	8	1692
13-Sep	Schedule for Line 621 adjusted		1853
13-Sep	Schedules for Lines 626 and 629 adjusted		1750
15-Sep	Berkeley Marina stops closed	2	2235
15-Sep	Line 65 detour	20	2046
15-Sep	Permanent Broadway at 12th St. Stop Changes	2	2966
16-Sep	Line 72M detour	3	2312
18-Sep	Cal Football	16	2694
18-Sep	Oakland Roots	10	
24-Sep	Bay Fair BART stop moves	6	2864
24-Sep	Lines 71 and 672 Temporary Stop Move	1	1999
24-Sep	12th at Harrison	2	
27-Sep	MacArthur Blvd. stop changes	3	2864
27-Sep	Line 45 detour	5	3852
27-Sep	San Pablo at Ashby stop move	1	2565
24-Sep	TL Berkley Way detour	8	4837
28-Sep	Decoto Road detours	1	2206
29-Sep	Fred Jackson stops closed	2	1997
30-Sep	Line 67 stop closed	1	1905
30-Sep	San Pablo at Jefferson stop closed	1	2777
30-Sep	46L to zoo		1682

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Regional Hub Signage Sixteen regional transit hubs had changes in September.

Hub	Agencies affected	Activities
SF Caltrain/4th and King	Muni	Updated Muni service guide
Berryessa	VTA	Updated four line schedules and stops map
Civic Center	Golden Gate Transit	Updated three line schedules
El Cerrito Del Norte	Golden Gate Transit, WestCAT	Updated four line schedules
Embarcadero	Golden Gate Ferry, Golden Gate Transit, Muni, PresidiGo, SF Bay Ferry	Updated nine line schedules, Muni service guide, and stops map
Fremont Centerville	ACE	Updated line schedule
Great America	ACE, VTA	Updated three line schedules
Milpitas	VTA	Updated ten line schedules, stops map and routes map
Montgomery	Golden Gate Transit	Updated three line schedules
Mountain View	VTA	Updated five line schedules
Palo Alto	VTA	Updated three line schedules
Salesforce Transit Center	AC Transit, Amtrak, Early Bird, Golden Gate Transit, Mission Bay Shuttle, Muni, PresidiGo, Samtrans	Updated line identifier images for bus stop pylons, and created drafts of new printed signs to be posted at the station, which were circulated among the agencies for approval
San Jose Airport	VTA	Updated one line schedule
San Jose Diridon	ACE, Caltrain, VTA	Updated ten line schedules, Caltrain general information, and station map, stops map, and routes map
San Rafael	Golden Gate Transit, Marin Transit, SMART	Updated nine line schedules, station map, stops map, and routes map
Santa Rosa	Golden Gate Transit	Updated two line schedules

After every sign insert that AC Transit's contractors place, they photograph it and send the photograph back to AC Transit, where Communications staff verifies the location and condition of the placement.



Each month, AC Transit's contractors visit each hub, performing a general inspection of conditions. If necessary, they clean the signs, remove graffiti or stickers, straighten the inserts, adjust the magnetic stays, and replace plastic windows. If glass windows need replacing, an insert needs reprinting, a lock needs replacing, or more substantial damage is done, they report these issues to Communications staff, who takes appropriate action to remedy the issue.