

Downtown Oakland Detours

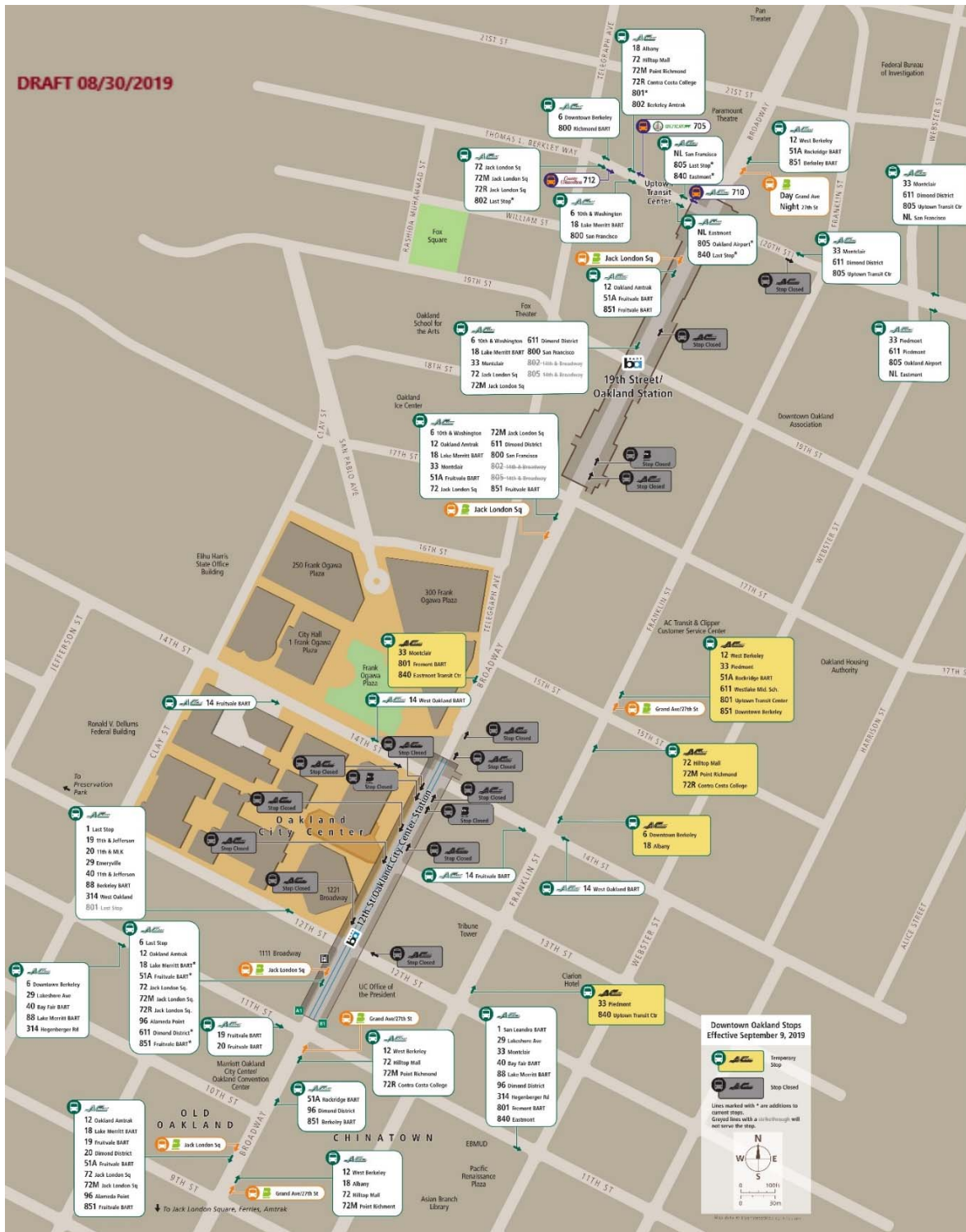
AC Transit staff are working across departments to execute a comprehensive rider and public outreach strategy as the construction of BRT station platform construction starts on Broadway. Construction will require the temporary detour of bus lines off Broadway and onto Franklin Street as well as additional bus stop changes along Broadway, 20th and 12th Streets. Before and during the detour, staff will:

- Make in-person visits to merchants on Broadway and Franklin to update them on the construction, bus detours, and temporary stop locations;
- Deploy ambassadors in downtown Oakland to help riders find their bus stop and make their connections;
- Create and distribute a multilingual handout with a map, illustrating impacted stops and temporary stop locations;
- Send multiple service alerts and eNews to our riders, including BRT subscribers, that include line-specific temporary bus stop locations on Franklin Street and Broadway;
- Communicate with key stakeholders and elected officials about the detours;
- Update our website with a homepage carousel image linked to the project information page;
- Place signage that directs riders to temporary bus stops;
- Install at-stop signage at all impacted stops;
- Update Downtown Transit Information Displays with maps that show closed stops and temporary stop locations;
- Update the Customer Service Call Center about detours;
- Extend Customer Care via social media channels and the Call Center until 9pm the first week of detours; and
- Provide frequent social media updates via @RideACT and BRT social media channels.

The detour will be in effect from approximately September 9 through the end of the year.

Social media posts:





Detour Map

New Bus Operator (NBO) Certification – On August 12, 2019 seven new trainees certified as Professional Bus Operators reporting out of the East Oakland Division 4. New graduates and their family members met with staff including GM Michael Hursh, COO Sal Llamas, Director of Transportation Derik Calhoun, ATU Mentor Coordinator Danny Marshall; and Operator Mentor and Line Instructor Michael Winston as they prepared to enter into revenue service.

These new Professional Operators completed eleven training weeks demonstrating proficiency in all AC Transit procedures and policies, bus equipment, DMV licensing, ADA, customer service, and de-escalation techniques, as well as all of D4 routes. The final two weeks of training put it all to the test as each practiced their new skills serving the public, in live revenue service.



New Heavy Duty Coach Apprentice Mechanics – On July 22, 2019, four new Apprentice Mechanics begin their career path entering into the Heavy Duty Coach Mechanic Apprenticeship Program (HDCMAP). This four-year apprenticeship is a State of California, Department of Industrial Relations, Division of Apprenticeship Standards certified program. Upon successfully completing nearly 8,000 hours of both on-the-job, in-shop training and a robust eight-course academic curricula, Apprentices are awarded their Journey Level Mechanic certificate. This coming October, 2019 Steve Vaniman, Victor Pierson, Demetrius Wright, and Robert Levy will celebrate their State of California Journey Level Mechanic certificates with a ceremony held at the Training and Education Center (TEC).



Bus Procurement Status

- New Flyer 40-foot Battery Electric Bus (BEB) – All five BEBs have arrived. Four have completed initial acceptance inspections. The first bus completed the 40-hour test and started revenue service on Tuesday, September 3rd however, it experienced charging issues which are being addressed by New Flyer. Operator and maintenance employee training is underway. All five battery chargers have been installed and are awaiting power from PG&E. A follow-up meeting with PG&E is scheduled on September 10th when we expect to receive a firm date to power up the chargers.
- New Flyer 40-foot Fuel Cell Electric Bus (FCEB) – All ten FCEBs have arrived. Seven buses have been initially accepted by the District, two have completed the 40-hours test and are fully accepted. Operator and maintenance employee training continues. Construction on the Emeryville hydrogen fuel station upgrade has begun and is currently on schedule to be completed by the end of 2019.
- New Flyer 60-foot Fuel Cell Electric Bus (FCEB) – This is the first 60-foot FCEB bus to be produced in the United States. The District is partnering with CalStart and New Flyer, as part of an FTA grant, to operate the bus and provide performance data. The bus was shipped the week of April 2nd, 2019 to the Motor Coach Industries (MCI) facility in Hayward awaiting a signed agreement. The Board approved this item during the March 27th meeting.
- 45-foot High Capacity Commuter Bus Procurement – Staff released the RFP for the 45-foot commuter bus (with a low floor ADA options). An evaluation committee was formed that included ATU and AFSCME representatives and an outside Transit Agency. The evaluation committee reviewed the one proposal submitted and provided these scores to Purchasing. Staff Report 18-082a Purchase of Forty-Five Foot On-Highway Commuter Bus will be presented to the Board for consideration on September 11th.

Richmond Rosie the Riveter Homestead Festival- Richmond's Rosie the Riveter Trust held its annual Homestead Festival on August 10th. Every year hundreds of people dressed in denim or blue coveralls and the iconic red polka dot bandana around their heads gather at the Craneway Pavilion in the Richmond Marina. Ryan Lau, External Affairs Representative, shared a booth table with Thomas Hall of the Water Emergency Transportation Authority (WETA), operator of Richmond's new ferry, making a dynamic duo of Richmond Transit representatives. AC Transit brought along its usual array of maps and schedules, giveaways, and other informative brochures. This time, we were also armed with Salesforce Transit Center information, giving WETA a run for their money and reminding them that they aren't the only ones providing top-notch service across the bay.



Figure 1 Ryan Lau offering festival attendees information about the newly reopened Salesforce Transit Center

Contra Costa Transportation Measure Moves Closer to the Finish Line- The Transportation Expenditure Plan that the Contra Costa Transportation Authority (CCTA) has been developing for the past 6 months moved one step closer to qualifying for the ballot at CCTA's August 28th meeting. The CCTA Board approved draft language of the expenditure plan, with allocations and policy documents, for release to the Contra Costa cities and ultimately to the County to qualify for the ballot. The final expenditure plan included over \$250 million for bus transit operations in West Contra Costa County and another \$90 million for West County express bus service, a big step forward from Contra Costa's last attempt, Measure X, which offered a mere \$110 million for West County bus operations.

AC Transit at Fremont Festival of the Arts- AC Transit participated in the 36th Annual Fremont Festival of the Arts on August 3 and 4 where close to 400,000 people gathered for this 2-day festival. Division 6 staff: James Blair, Superintendent was joined by Quella Thompson, Robin Lacey and Charnikka Jackson, along with Planning, Service & Development Planner David Berman and Intern Flore Mountsambote, along with Caribou Street team members Nic and Albert, and External Affairs Representative Diann Castleberry supported the date and were joined by Director at Large Chris Peebles. That weekend more than 500 (hard copy) surveys were collected to support the redesign bus network study for the cities of Fremont and Newark (Special District 2).

Hayward Street Party- AC Transit Mobile Recruitment Lab was onsite at the August 15 Hayward Street Party located in the downtown area, joined by Director Mark Williams and Nate Kramer's Human Resources team: Yvonne, Monique and Thuie along with D6 Superintendent James Blair and External Affairs Rep. Diann Castleberry.



Festival of the Globe- AC Transit participated in the annual Festival of the Globe (formerly known as Festival of India) in Fremont on August 18. Both Director At Large Chris Peeples and Director (Ward 5) Diane Shaw were on hand to talk to festival visitors along with representatives from Division 6 along with External Affairs Rep. Diann Castleberry. At this event, we met many AC Transit riders who completed surveys to support the bus network redesign study that the Planning Department is implementing to improve service in Special District 2. Additionally, Director Shaw joined Fremont Mayor Lily Mei and other dignitaries on stage to make a few remarks and to receive a plaque from organizers.



Community Outreach in South Alameda County- AC Transit Director Diane Shaw meets with riders at Fremont BART Station. Caribou street team and External Affairs Rep. also join in a 3-day outreach at BART stations: Union City, Fremont and Warm Springs/South Fremont to promote the online survey to help AC Transit Planners redesign the Fremont and Newark bus network.



Chinatown Streetfest 2019 -AC

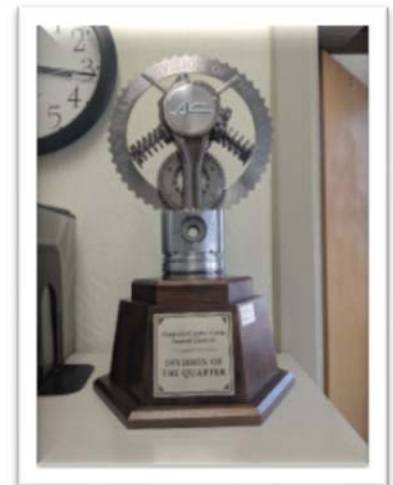
Transit staff once again provided essential bus service information to hundreds of Chinatown residents during the 32nd Annual Chinatown StreetFest on August 24. Every year, StreetFest attracts tens of thousands of attendees over a two-day period to enjoy a taste of Asia and to experience Oakland Chinatown's proud cultural heritage. Visitors to the AC Transit booth learned about the BRT project and recent changes to bus schedules, and received updated timetables, system maps, Clipper cards, and giveaways.



Maintenance BRT Knowledge Exchange — On August 23, 2019, staff from the Maintenance Department that included Electronics and Facilities were able to learn about San Joaquin RTD's BRT program in Stockton. The team was able to observe the BRT operations and on-street revenue collection. The team was able to ask questions to staff responsible for BRT station maintenance and fare collection that is very similar to equipment being installed on our own BRT line. San Joaquin RTD's BRT line uses older Ventec ticket machines and our team was able to inquire about common areas of damage including types of vandalism seen over the past year in Stockton. The San Joaquin RTD's BRT group also provided tips on how to schedule and conduct repairs at stations while open to the public. The Facilities staff was able to ask question related to trash collection, graffiti abatement and station cleaning.

Maintenance Division of the Quarter — The Maintenance Department is happy to congratulate Emeryville Division 2 for earning the Maintenance Division of the Quarter Award for Q4. The 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. The division wins a BBQ and earns a spot on the perpetual trophy.

Service Quality Team: In July, the District formed the Service Quality Team to begin closely monitoring two underperforming routes per Division. The Service Quality Team is comprised of a Line Management Controller, OCC Senior Supervisor, District Road Supervision, Division Senior Supervisor, Division Chief Dispatcher, Division Dispatch, Planning/Scheduling designees and Division Superintendents. The intent of this objective is part of our strategic service quality goal.



District Road Supervisors began observing these lines looking for delay points within the routes that could potentially cause operators to run late. Through their observations, they will make specific recommendations for each route and share this with

the Service Quality Team. If the route is running early, this will be documented and addressed with the operator and division management. After the close analysis of these routes, the Service Quality Team will work together to make the changes that will improve service quality. A performance metrics for each of these routes will be placed on a "Workgroup Score Card" and shared with Senior and Executive Leadership.

The first sets of routes under review will be:

- D2: 51B, 57
- D3: 72, 72M
- D4: 40, 51a
- D6: 10, 99

Division of the Quarter - The Transportation Department has developed an award for the Division of the Quarter. 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, # of Commendations (tracked through Cusrel) and Division check-rides (Superintendent/Assistant Superintendent). All divisions have strived to reach these goals and the competitive fire amongst the teams is exciting. Based off of the criteria our winner for Q4 2019 is Emeryville Division 2. The winning Division wins a BBQ for the division and individual pins and certificates. Congratulations Division 2!