

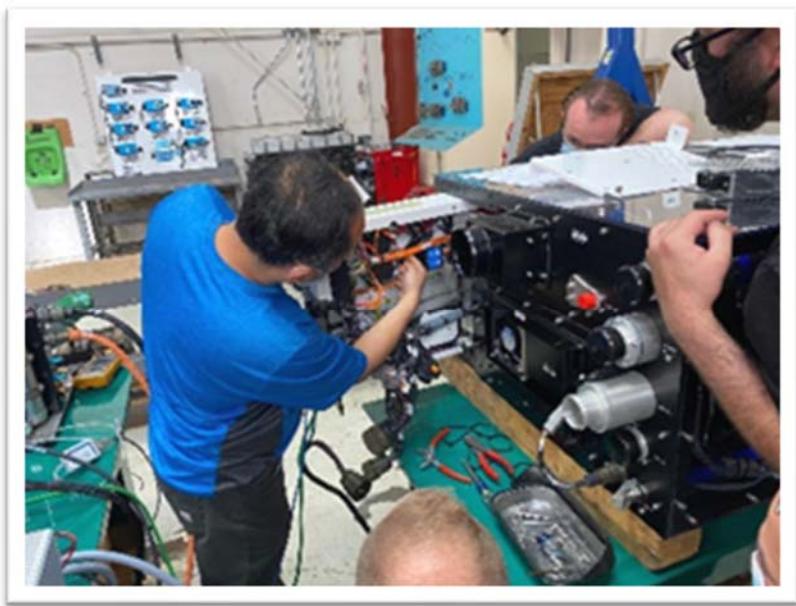
# General Manager's Report

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**A New ZEB Level** – For three consecutive days in June, the Training and Education Department achieved a new level in zero-emission bus (ZEB) training: a first-of-its-kind Ballard fuel cell, top tier, diagnostic class. AC Transit staff, mechanics, and trainers working alongside Ballard's engineers could experience real-world troubleshooting issues, applications, and resolutions. Live bus fault codes (i.e., indicators from onboard computer systems signaling that something isn't working correctly) were incorporated into a rigorous academic and pragmatic training structure. All were able to use Ballard's newest software, schematics (mapping diagrams of the fuel cell and internal components), and troubleshooting procedures to fact-find and resolve issues. Perhaps most impressive was identifying codes correctly and applying deductive and recommended processes to the physical fuel cell training module. This praxis allowed the "repair" to become real and created the most holistic training process in the world. Both staff and Ballard's engineers benefitted greatly. Ballard's Customer Care team is working to refine their training processes and is committed to supporting the District's future, innovative training methods as staff begin experimenting with virtual training systems.



Pictured above (right) is Ballard's James Choi, Senior Service Engineer, physically showing a connection (in the fuel cell's computer system) as was displayed earlier in class. Pictured right is Ballard's Shea Arneson, Customer Care Support Technologist, showing the "discovered" defect, in this case, a hydrogen sensor. This learning experience would not have been possible without the fuel cell module and the innovative plexiglass, replacing the original metal siding, giving mechanics an inside look at all the sub-components, their physical locations, and a pathway to find and resolve when applied to a live bus.



**California Highway Patrol Annual Terminal Inspection** – With great joy, I congratulate Division 3 for earning a "Satisfactory" rating on the annual California Highway Patrol (CHP) Motor Carrier Group Safety Compliance Terminal Inspection. In June, the CHP completed its annual terminal inspection at Division 3. The Division received a "Satisfactory" rating, the highest rating awarded by the agency. 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!

# General Manager's Report

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**Good Guys Recruitment Event** -The Human Resources Department, in collaboration with Operations, attended the Good Guys Car Show in Pleasanton on June 4 & 5, 2022. We advertised our current positions, focusing on Bus Operators and Mechanics. We had a great time networking with potential applicants and informing them of the great benefits that AC Transit has to offer.



Pictured above are John Sutter (Journey Level Mechanic), Mike Hursh (General Manager), James Souza (Maintenance Superintendent), Mercedes Stephenson (Sr. HR Analyst), Christy McCree (Sr. HR Administrator), Kurtis Leonares (Temp HR Analyst), Michelle Fernandez (HR Assistant), Ricardo Vega (Maintenance Supervisor) and Sal Llamas (Chief Operating Officer).



Pictured above are Ron Lee (Assistant Training and Education Manager), Chevelle Ervin (Acting Sr. Maintenance Supervisor), HR Recruitment Team: Mercedes Stephenson, Kurtis Leonares, Michelle Fernandez, Christy McCree, Ciara White, and Mike Pratt (Journey Level Mechanic).

# General Manager's Report

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**Congresswoman Lee Tour** -On Friday, June 3<sup>rd</sup>, Congresswoman Barbara Lee visited Division 2 for a tour. Joined by several members of her staff, including her legislative director from Washington DC, she met and spoke with Board President Elsa Ortiz, At-Large Director Chris Peeples, and General Manager Michael Hursh. AC Transit leadership gave the Congresswoman a brief overview of AC Transit's Zero Emissions Bus and infrastructure program. They spoke about our ZEB Workforce Development program, our focus on equity initiatives, the federal funding that kept AC Transit afloat during the pandemic, and our much-needed future funding needs. Congresswoman Lee then embarked on a tour, onboard an AC Transit hydrogen fuel cell bus, of several projects awarded earmarks in her District.



**San Leandro Cherry Parade - Celebrating the City's 150th Anniversary** -On Saturday, June 4<sup>th</sup>, Board President Elsa Ortiz, Board Director McCalley, and External Affairs Representative Chantal Reynolds represented AC Transit in the San Leandro Cherry parade. Onlookers were excited about the mini-bus. They were also very excited that the bus was a Fuel Cell Zero Emission bus. As we drove by the awards table, the announcer gave AC Transit and our operators a huge shout-out for continuing to get people around during the pandemic and being a great backbone in the community.



# General Manager's Report

**Advocating for Transportation in the State Budget -** The *Department of Legislative Affairs & Community Relations* continues its advocacy to secure state funding for transit. On June 9, External Affairs Representative Steven Jones spoke at the Senate Budget & Fiscal Review Committee in support of the legislature's Joint Legislative 2022-23 Budget Agreement. The budget proposes \$10.9 billion for transportation infrastructure. However, these funds are contingent upon an agreement with the Newsom Administration to fund high-speed rail. Therefore, Jones urged legislators to strike a deal that ensures the highest funding levels possible for transit and rail capital projects, emphasizing that more than \$2.3 billion is needed to convert our fleet to 100% zero emissions, improve transit corridors, and upgrade aging facilities. Jones also called on legislators to provide additional operations funding to help transit agencies recover from the pandemic. In concluding his remarks Jones thanked Senators Skinner and Wieckowski for their leadership, prompting a (rare) celebratory "high-five" during the hearing!



**Contra Costa Building and Construction Trades Council Annual High-Level Networking Luncheon -** On June 4, the Contra Costa Building and Construction Trades Council held its 8<sup>th</sup> Annual High-Level Networking luncheon. The event is for policymakers, construction trades representatives, and local stakeholders to come together and discuss the projects they are working on that impact the construction trades. External Affairs Representative Ryan Lau had an opportunity to reconnect with several policymakers and stakeholders after an extended hiatus during the pandemic.



# General Manager's Report

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**California Hydrogen Leadership Summit in Sacramento** -The California Hydrogen Business Council held its California Hydrogen Leadership Summit on June 7<sup>th</sup>, 2022. The Summit brought together leaders throughout the hydrogen industry to discuss the industry's current state, policies to advance the hydrogen market and the role in decarbonizing the future of energy. AC Transit Board Director Chris Peeples was joined by External Affairs Representative Ryan Lau, who attended panel sessions but also staffed AC Transit's vehicle display which garnered a great deal of interest, particularly in the agency's leadership role in hydrogen fuel cell technology. The District was recognized during keynote speaker Senator Nancy Skinner's address to attendees.



**350 Bay Area Walk and Bike for the Planet** -On Saturday, June 4<sup>th</sup>, AC Transit participated in 350 Bay Area's walk and bike for the planet activities in Oakland. As part of their mission to raise awareness about climate change, 350 Bay Area organized a series of events throughout the Bay Area in which participants explored six bay area counties by foot and bicycle, featuring speakers and climate points of interest along the way. In Oakland, they stopped at City Hall, where they heard from Director Chris Peeples about the zero-emission program, particularly our latest edition fuel cell bus.



# General Manager's Report

## Digital Communications

### In the Community

#### Past Events



rideact  
San Leandro, California [View profile](#)

FUEL CELL ELECTRIC DRIVE  
ZERO EMISSION

[View more on Instagram](#)

97 likes  
rideact

Mini bus FTW!

We took part in the San Leandro Cherry Parade on Saturday, with Board President Elsa Ortiz and Director Murphy McCalley catching a ride in our mini fuel cell bus!

San Leandro is celebrating its 150th birthday and it was amazing to take part in this year's event.

#ACTransit #SanLeandro #SLCherryParade #RideACT #EastBay #BayArea #minibus #publictransit  
[view all comments](#)

Add a comment... 



AC Transit  
@rideact

Play ball!

@CityofRichmond, @giantscommunity, @goodtidingsSF, and the Hurlbut B. Foundation celebrated the newly renovated baseball fields at Nicholls Park in Richmond, now named for Giants legend Willie Mays.

Thanks for having us! And the 72M drops you off at the entrance.

[Explore what's happening on Twitter](#)



AC Transit  
@rideact

Did you travel by bike today? It is #BikeToWhereverDay and we joined our local bike enthusiasts in Berkeley and Oakland.

Have you taken your bike on one of our buses? If not, learn more about our bike policies and how to rack your bike: [actransit.org/bikes-buses](#)

[Explore what's happening on Twitter](#)

Legislative Affairs and Community Relations and the Digital Communications teams have partnered to have a greater digital presence for events in the community we attend. The focus has been on larger community events to highlight how we interact with our riders and community members. This has included event previews and recaps. A few of the events we have highlighted have been the San Leandro Cherry Parade, the opening of Willie Mays Field in Richmond, and Bike to Wherever Day. An archive for these events can be found on the "In the Community" page: <https://www.actransit.org/in-the-community>

# General Manager's Report

## Cultural Heritage Months

AAPI Heritage MonthLGBTQ+ Pride Month



AC TRANSIT CELEBRATES  
**AAPI Heritage Month**

Every May, we celebrate and honor Asian American and Pacific Islander Heritage Month.

In 1978, a joint congressional resolution established the first 10 days of May as Asian/Pacific American Heritage Week. These dates were chosen to coincide with two milestones in Asian/Pacific American history: the arrival of the first Japanese immigrants to the United States (May 7, 1843) and contributions of Chinese workers in the building of the transcontinental railroad, which was completed May 10, 1869.

In 1992, Congress expanded the observance to a monthlong celebration, now known as Asian American and Pacific Islander Heritage Month. Find out more about AAPI Heritage Month [here](#).



*ride* WITH *pride*

Every June, AC Transit celebrates and honors LGBTQ+ Pride Month.

Pride Month is celebrated in June to honor the 1969 Stonewall Uprising in Manhattan, which was a tipping point for the Gay Liberation Movement in the United States. The month is meant to recognize the impact lesbian, gay, bisexual and transgender community has had on history locally, nationally, and internationally. Learn more about [Pride Month](#) and additional traditions.

Take a peek at how the LGBTQ+ community has advanced the transportation experience throughout U.S. history.

This calendar year, AC Transit began creating dedicated cultural heritage month web pages, highlighting those who have made an impact in transportation history and at AC Transit. We launched a page for AAPI Heritage Month in May and for Pride Month in June.

## Mask Mandate



AC Transit  
@rideact

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AC Transit is reinstating the mask mandate, effective Friday, June 3, 2022, due to a dramatic spike in COVID-19 cases. Thank you for your support and compliance while we work together to slow, and ultimately eliminate COVID-19 transmission.

Learn more: [actransit.org/mask-mandate-p...](http://actransit.org/mask-mandate-p...)

5:22 PM · Jun 2, 2022 · Twitter Web App

 View Tweet analytics

Promote

49 Retweets 21 Quote Tweets 140 Likes

Following the announcement of reinstating the mask mandate, we received more than 49,000 impressions. This is the highest number of organic impressions for a single post on Twitter in FY22.

# General Manager's Report

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**Communications-** The District issued an eNews alert regarding the reinstatement of our mask mandate policy, which became effective Friday, June 3, 2022. In compliance with Alameda County Health officials, riders will be required to wear a face mask while utilizing transit throughout our entire service area until further notice. Print and digital signage is updated to reflect the current mandate.



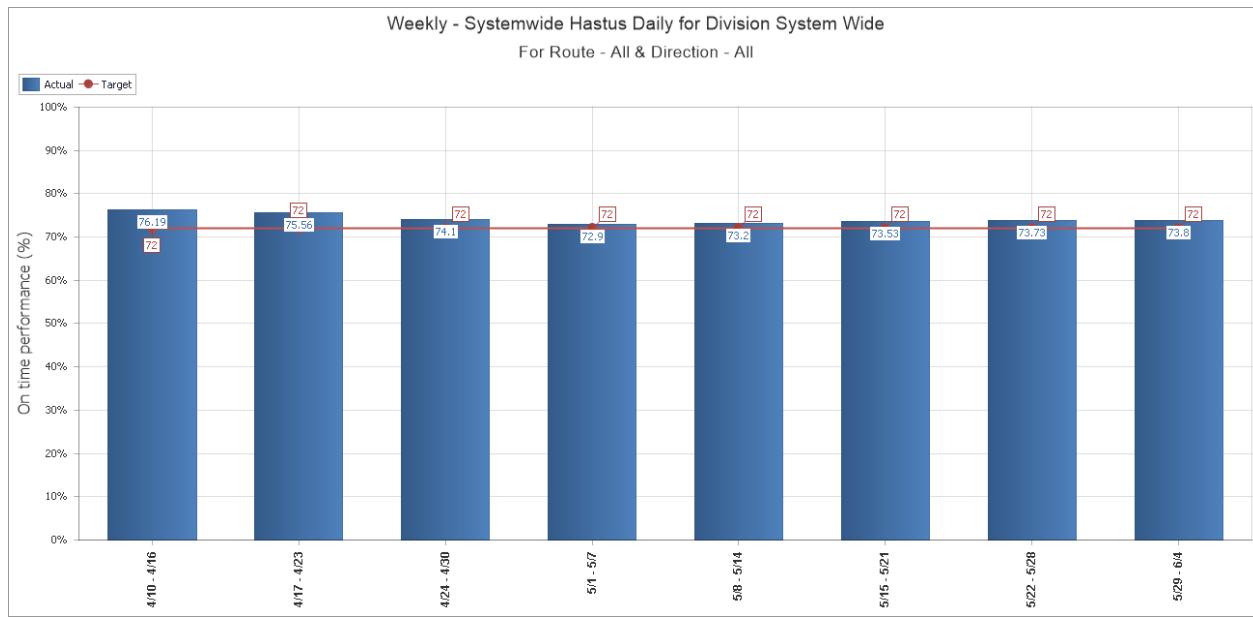
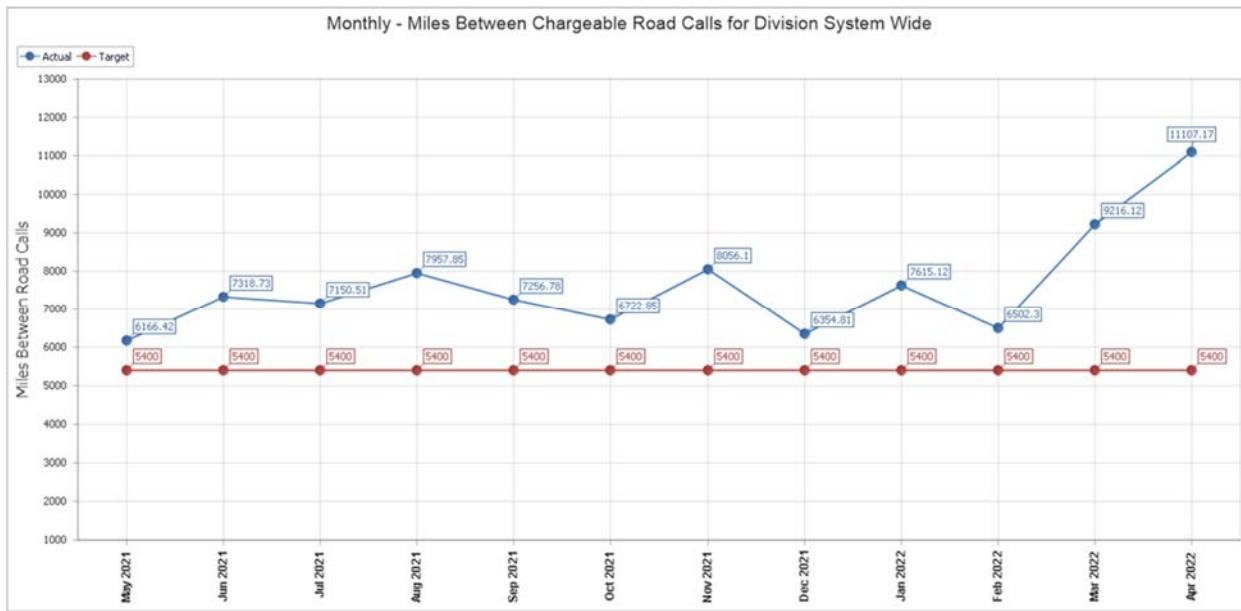
**Note that Pandemic and Operator Hiring Metrics will be provided in the General Manager's Report at the first board meeting of the month.**

**On-Time Performance** - District On-Time Performance operated at an average of 73.4 percent for the last five weeks, which was above the District's goal of 72 percent.

District staff continues deploying line management strategies within the Divisions and Operations Control Center (OCC). Each controller is responsible for reviewing and monitoring the performance of routes at a specified Division. This has allowed the staff to identify issues and mitigate them where possible. Line management teams focus on low-performing routes to improve the overall District on-time performance. Before the development of each sign-up, Planning and Scheduling Department analyzes the lowest performing lines to determine which lines may need schedule adjustments that will help improve on-time performance. Then collaborates with other departments to align available resources and maximize efficient use of resources to improve service quality.

**Bus Reliability** — Miles Between Chargeable Road Calls (MBCRC) is one indicator of the health and reliability of the bus fleet. The District established a Key Performance Indicator (KPI) at 5,400 miles between chargeable road calls to track performance in this area. During the past year, miles between chargeable road calls were above the established goal 12-months with an average performance of 7,618 MBCRC for the 12-month period.

# General Manager's Report



**Accident Rates (Passenger Falls)** — On a System-wide average Passenger Fall Rate performance was at 1.78 per 100,000 miles and continues to perform below the district goal of 3.25 for the last five weeks. Operators are waiting for all passengers to sit in their seats past the yellow limit line before they leave service stops. This heightened awareness has reduced passenger falls significantly.

# General Manager's Report

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