

report

GENERAL MANAGER'S



A dump truck capable of up to a 20-ton payload is illegally parked at the 82nd Ave. Tempo Station. The driver exited and walked away blocking the station on May 28.

Prioritizing Well-Being with Wellness Fairs & All-New Web Page



One in five U.S. adults experience mental illness each year, according to the National Alliance on Mental Health. It is why the AC Transit's Wellness Program hosted a series of Wellness Fairs between May 13 and 21, to shed light on how mental and reinforce that no one is alone. The District wants each employee to better understand the physical, social, and financial impacts mental health can have on individuals.

continued on page 2

what's inside

1 A Mega Tour for AC Transit's Planned Megaproject

Last year, AC Transit was awarded \$25.5...

2 Collision Reduction Measures Are Working

Ensuring rider, Bus Operator, and motorist...

3 High School Tours Open Doors to Transit Career Pathways

As the demand for skilled labor continues...

Automated Bus Lane Enforcement Citations Begin Sunday, June 16

It was just after noon on Tuesday, May 28. Riders ascended the center-media raised platform of the 82nd Avenue Tempo Station, anticipating their quick ride to Uptown Oakland aboard Tempo. However, instead of allowing riders to board the low-floor bus, now ubiquitous along International Boulevard, safe access was entirely blocked by a double-bottom dump truck.

The massive truck, capable of carrying up to a 20-ton payload, parked at the Tempo Station, and the driver exited and walked away. This illegally parked truck forced the Tempo bus out of the bus-only lane, preventing it from safely docking at 82nd Avenue and causing our Bus Operator to bypass the station and its waiting riders.

The truck driver's actions on May 28 were egregious but not isolated. On that single Tuesday, while AC Transit tested new software, an astonishing 38 instances of illegal parking in the Tempo bus-only lanes, which extend from the San Leandro Transit Center to Uptown Oakland, were identified.

Each instance jeopardizes the safety of our riders, frontline employees, and other motorists by forcing a bypass or requiring riders to walk into active travel lanes to board and exit the bus. For wheelchair riders, the situation is more concerning, as vehicles parking in the bus only

lanes prevent operators from safely deploying the ADA wheelchair ramps.

To promote a culture of safety and discourage the increasing number of illegally parked vehicles, AC Transit will begin using automated bus lane enforcement citations along the entirety of the Tempo corridor starting Sunday, June 16.

Any vehicle illegally parking in a bus only lane, including taxis, rideshare services such as Uber and Lyft, and delivery trucks, will be subject to a \$110 fine. This fine must be paid within 21 days of issuance.

AC Transit was instrumental in passing laws such as AB 917, which now allows transit agencies across the state to use forward-facing cameras to cite vehicles illegally parked in transit-only lanes. Tempo Line 1-T's forward-facing cameras began issuing citations in November 2020, following extensive public

continued on page 2



Three cars and a 4-wheeler were captured illegally within the bus only lane at 19th and Broadway in downtown Oakland.



Forward-facing cameras mounted on the front windshield of Tempo coaches capture images of vehicles illegally parked in the bus only lanes.

outreach and education efforts that started in September 2019.

Our transit district's warning notices about bus only lane violations included advisories distributed in person, via emails, and through AC Transit's social platforms, including the vast subscribers of eNews. Oakland City Councilmembers and community-based organizations amplified these efforts. Additionally, Alameda County Sheriff's Deputies and Oakland's Parking Enforcement teams also distributed advisories directly to merchants and placed them on the windshields of vehicles illegally parked in the bus only lanes.

Now, after almost four years of issuing citations through our legacy software, AC Transit is now shifting to more advanced artificial intelligence (AI) hardware and software developed specifically for object detection. Engineered by Bay Area-based Hayden AI, this software is trained to identify lane lines, bus lanes, bus stop dimensions, and bus sizes, ensuring precise violation detection. Hayden has successfully deployed its AI technology at transit agencies in New York City, Santa Monica, and Washington, D.C.

How does automated lane enforcement work?

- Two small forward-facing cameras are mounted in the Tempo bus windshields.
- When the camera system identifies an illegally parked vehicle in a bus only lane, it creates an "evidence package".
- The evidence package includes a 10-second video capturing the violation, a photograph depicting the violation, an image of the license plate of the offending vehicle, and the time and location of the incident.
- The evidence package is the only data recorded by the camera system.
- The evidence package is transmitted to a secure cloud that can only be accessed by our transit law enforcement.
- Trained law enforcement, and not the AI software, will review the evidence and determine if a citation must be issued to the registered vehicle owner.

Since 2022, the Sheriff's Department staff have reviewed 21,967 potential evidence packages captured by our legacy forward-facing camera software. With the deployment of Hayden's new object detection hardware and software, a significant increase in violations is anticipated.

Each Wellness Fair featured services from Contra Costa Health, Alameda County Behavioral Health, Mental Health Association of Alameda County, Claremont Employee Assistance Program, Kaiser Permanente, HealthNet, and AC Transit Human Resources. These agencies came together to showcase the variety of free mental health resources that are available to employees and their families.

Since mental health challenges can ripple across families and communities, the District wants to assist our staff in managing many life circumstances and accessing support whenever necessary. To further this effort, May marked the launch of the AC Transit Employee Well-Being Resources page: <https://www.actransit.org/mental-health>

It is a comprehensive directory of confidential services and support networks tailored to aid all staff members in sustaining a healthy work-life balance. The District has specially curated a range of resources, including counseling services, support groups, housing assistance, financial guidance, wellness programs, LGBTQ+ resources, and more.

Our transit district embraces the anticipated increase, not as a means to boost revenues, but as an opportunity to address and ideally eliminate the safety hazards caused by motorists illegally parking in the bus only lanes.

AC Transit acknowledges the concerns surrounding the application of AI technology. This is why we have collaborated with a leading AI developer to ensure the responsible deployment of this automated camera enforcement and that the deployment closely adheres to California law including:

- Cameras will not capture anything inside the bus and are angled to focus solely on cars parked on the lane.
- Any image that does not contain evidence of a parking violation must be destroyed within 15 days.
- Any image evidence of a parking violation captured by the system will be destroyed within six months of the incident unless the citation is under dispute. In such cases, the evidence will be retained until 60 days after the final resolution of the citation.
- The AI camera system has no facial recognition or other biometric detection abilities.

AC Transit aims to expand automated camera enforcement beyond the bus only lanes of the Tempo corridor. Our transit district is outfitting a total of 100 buses with AI-enabled forward-facing cameras to discourage motorists from engaging in illegal parking at bus stops across our network. The expanded implementation of automated bus stops with bus lane enforcement is forecasted to start in September 2024.

In addition to automated bus lane enforcement along the bustling International Boulevard-Tempo corridor, AC Transit will introduce new roadway enhancements this summer. These include the installation of vertical posts for improved separation of the bus lane, the addition of new speed limit and warning signs, and all-new pavement markings, all aimed at enhancing reliability and safety for transit operations.

A Mega Tour for AC Transit's Planned Megaproject



CEO & GM Michael Hursh, Acting Director of the Office of Federal Contract Compliance Programs' (OFCCP) Michell Hodge, and U.S. Department of Labor's District Director Jane Suhr joined the Megaprojects tour.

Last year, AC Transit was awarded \$25.5 million through the Federal Transit Administration's prestigious 2023 Bus and Low-and No-Emission Grant Awards (Low-No Grant). The FTA lauded AC Transit's long-term megaproject plan to transition our more than 40-year-old Training and Education Center into a 21st-century learning lab officially known as Zero Emission Bus University. However, we affectionately call it ZEB U.

The FTA also recognized AC Transit's prioritization of investing in its existing workforce and advanced clean energy bus purchases. So, this year, Michael Hursh, CEO and General Manager, and Michell Hodge, Acting Director of the Office of Federal Contract Compliance Programs (OFCCP), assembled the western region recipients of megaprojects for a high-level briefing of the federal Megaproject program.

Megaprojects have a value of \$35 million or more in funding, some of which must be federal funding and expected to last at least one year.

Attendees included the Federal Transit Administration, The Federal Highway Administration, the California Department of Transportation, the San Francisco Department of Public Works, and the Pajaro River at Watsonville, CA Project, which provided an opportunity for Megaproject awardees to introduce themselves and their projects, and to discuss how to enhance diversity and foster equal opportunities at Megaproject construction job sites.

The capstone of the Megaproject event was a tour of the Training & Education Center, soon to transition into ZEB U, which will ultimately feature immersive and interactive augmented reality classrooms. Augmented reality overlays digital content onto the real world, allowing employees to visualize and interact with virtual objects and scenarios in real time. This technology enables AC Transit to simulate various operational situations, vehicle maintenance procedures, and emergency scenarios, providing a safe and controlled environment for hands-on learning.

The transition to ZEB U carries an overall cost of \$18.0 million. Fortunately, the Low-No award is a significant boost covering \$16.0 million of the design and construction costs. AC Transit will diligently pursue opportunities to secure the remaining \$2.0 million.



Pictured left, AC Transit's Training & Education Assistant Manager Ron L. demonstrates ZEB U's virtual reality overlays as Training and Education Manager Michael F. displays what Lee views from the VR headset.



Attendees of the Office of Federal Contract Compliance Programs' (OFCCP) Megaproject tour hosted at the Training & Education Center.

High School Tours Open Doors to Transit Career Pathways

As the demand for skilled labor continues to rise, there is a pressing need to provide high school students with training in trades to meet the workforce demand for the next wave of transit professionals. AC Transit's future staffing needs are urgent, particularly for skilled individuals trained in zero emission technology.

As a result, our transit district recognizes that equipping high school students with exposure to what we do under the bus carriage may spark their interest to pursue immediate employment opportunities following graduation and offer viable career paths that do not necessarily require a traditional college education.



Division 6 Journey Level Mechanic, Steve V., personalized the student's tour by sharing his professional experiences as a journey level bus mechanic and what he finds rewarding about working with AC Transit for nearly a decade.

In pursuit of the best and brightest, at the close of May, the Maintenance Department invited 11 James Logan High School students for a tour and talks that "pull back the curtain" on our journey level mechanics program.

Steve V., a Division 6 Journey Level Mechanic with nine years of service, personalized the student's tour with his insights about life as a journey level bus mechanic and

“...our transit district recognizes that equipping high school students with exposure to what we do under the bus carriage may spark their interest to pursue immediate employment opportunities following graduation...”

what he finds most rewarding about his role with AC Transit. The District aims to provide firsthand experiences of our daily operations, and perhaps, by hearing personal stories, will inspire students, providing them with a deeper understanding of AC Transit's daily service delivery and encouraging informed career decisions.

Steven was joined by other Maintenance team members who also provided in-depth discussions of zero emissions technology, the Heavy-Duty Coach Mechanic Apprenticeship Program, and the Mechanic Career Ladder Training Program.

The Logan High students were accompanied by school administrators and a representative from California Transit Works (CTW), and all are currently pursuing studies in Automotive Technology with aspirations to become future mechanics. Importantly, each student is enrolled in the Mission Valley Regional Occupational Program. MVROP has been a cornerstone for career technical training for more than four decades in Fremont, New Haven, and Newark Unified School Districts.

By prioritizing trade education in high schools, the District is proactively working to address the skills gap and simultaneously empowering East Bay students to pursue transit career options.



Pictured from left to right, Jose V., ZEB Program Administrator, Steve V., Journey Level Mechanic, James S, CMF Maintenance Superintendent, Russell A., Director of Bus Maintenance Training from California Transit Works, and students from James Logan High School share a photo opportunity in front of a TEMPO bus.

AC Transit Storms Sacramento, Advocating and Securing Public Transit Funding

Members of the AC Transit Board of Directors and Legislative Affairs staff participated in the California Transit Association's (CTA) annual Spring Legislative Conference in Sacramento, California earlier this month. CTA's Legislative Conference brought together transit agencies from across the state and allowed our staff to meet with state policymakers to advocate for state funding and legislation beneficial to the District and our riders. The annual conference highlighted the challenging state budget outlook, including how future projected deficits could impact transit operations funding, vital bills for public transportation, and potential measures on the November ballot that could impact the District.

Board Vice President Diane Shaw led a delegation of District representatives, including Directors Murphy



While in Sacramento, AC Transit's Beverly G. moderated a panel on California's budget with several members of the California Transit Association.

McCalley, Sarah Syed and Jean Walsh, in conversations with Bay Area legislative offices, where they advocated for additional transit operations funding, highlighted the District's position on key bills moving through the legislature, provided an update on our ZEB program, including the progress being made on creating Zero Emissions Bus University (ZEB U), and communicated all we are doing to avoid a fiscal cliff, protect our riders, and improve our service.

During discussions with staff from the offices of Assemblymember Liz Ortega, Assemblymember Alex Lee, and State Senator Aisha Wahab, Board Directors encouraged legislators to urge the Governor to release the \$2.4 billion for public transit from last year's budget that the Governor has frozen, while stressing the need to protect transit funding in the current and future budgets.

Beverly Greene, Executive Director of External Affairs, Marketing, and Communications, AC Transit moderated a panel regarding state legislation and budget updates with Michael Pimentel, Executive Director, CTA; Alchemy Graham, Legislative & Regulatory Advocate, CTA; Matt Robinson, Legislative Advocate, CTA.

The AC Transit team also highlighted how our ZEB program advances equity and fights climate, and how Zero Emissions Bus University will support local jobs and connect workers to the green economy. All offices were invited to tour our facilities over the summer. The CTA Spring Legislative Conference provided AC Transit the opportunity to collectively work with our partners in public transit as we work to advance our mutual legislative and budget priorities.

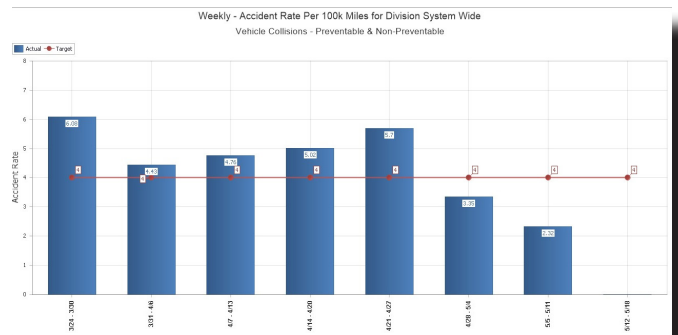
Collision Reduction Measures Are Working

Ensuring rider, Bus Operator, and motorist safety is the paramount mission of AC Transit, with collision prevention being central to their daily operations. As a result, our transit district has implemented rigorous safety measures and protocols to minimize the risk of collisions.

One such protocol is the tracking of System Vehicle Collision Rates. This metric helps identify trends, areas of concern, and potential hazards within our bus network to improve safety protocols, reduce collisions, and enhance overall rider trust in our nearly 65-year-old system.

During May 2024, the System Vehicle Collision Rate averaged 2.83 per 100,000 miles, which is an outstanding achievement, considering the District's Key Performance Indicator (KPI) goal is no more than 4.00.

To achieve this safety success, the Accident Reduction Taskforce convenes monthly to examine the underlying



factors behind incidents and develop initiatives to reduce passenger falls and vehicle collisions. One such initiative involves directly meeting with Bus Operators to gather feedback and raise awareness across all incident types, whether preventable or not. Additionally, the Taskforce is spearheading the development of safety campaigns designed to promote awareness and encourage safe driving practices among operators.

AC Transit salutes the 1249 Bus Operators who watched their mirrors and monitored their speed in support of this remarkable achievement.

AC Transit Rolls Out Peer Support for Bus Operators

Bus Operators can find themselves navigating more than tight streets and Bay Bridge traffic congestion. Increasingly, as frontline workers, they often encounter complex situations requiring empathy and quick decision-making, mirroring the challenges faced by emergency first responders.

From witnessing accidents on the road to dealing with challenging riders, the nature of their role can expose them to stressors that can deeply affect their well-being. In such instances, having onsite peer support is crucial. As a result, AC Transit and Amalgamated Transit Union Local 192 have collaborated for the relaunch of the Crisis Intervention Stress Management Team, an innovative peer support program for the District's Bus Operators.



Second from the left, AC Transit's Dwain C. joins Dr. Janet Childs, pictured bottom center, for the relaunch of the Crisis Intervention Stress Management Team.

In short, ATU-192 identified 20 frontline employees from Transportation and Maintenance with the demonstrated aptitude of a compassionate ear, understanding presence, and willingness to offer immediate assistance and guidance to help operators navigate through difficult emotions and experiences while on duty.

The frontline employees' peer support training will be conducted in phases by Dr. Janet Childs, an award-winning crisis intervention counselor with over 50 years of experience.

Dr. Childs has extensive experience training thousands of police, fire, paramedics, and dispatchers. Additionally, she has facilitated over 1000 support groups for individuals grappling with grief from various situations, including suicide, homicide, sudden death, critical incident stress among emergency personnel, serious illness, and multiple losses experienced by families, children, adolescents, and seniors.

The peer support team will learn the dynamics of Critical Incident Stress, including signs and symptoms, how past

“ A select team of AC Transit Bus Operators, who received peer support ... aided VTA operators during its workplace shooting incident in 2021. ”

stresses can influence present stresses, the effective response of peers and supervisors, follow-up intervention, practice debriefing and defusing techniques, and more.

Upon successful completion of training, each can be dispatched to a worksite or even a roadway location to provide the necessary support to process and cope with the challenges a frontline employee may have just encountered.

A select team of AC Transit Bus Operators, who received peer support training during an initial pilot phase, aided VTA operators during its workplace shooting incident in 2021.

The newly launched Crisis Intervention Stress Management Team will also roll out with support from a qualified psychological professional via AC Transit's Employee Assistance Program (EAP), offering supplementary counseling services for individuals requiring support.

Jumpstarting START for Scores of Needy Riders

AC Transit’s Marketing and Legislative Affairs & Community Relations staff hosted four outreach days during May to heighten awareness of the Clipper START program and its 50% discount for income eligible riders at participating public transit agencies.

Clipper START is an 18-month pilot program that offers single-ride fare discounts on a Clipper card to those ages 19-64 with a gross annual income at or below 200% of the Federal Poverty level (FPL). START offers eligible riders 20% off AC Transit’s single-ride fares.

Income and family size determine the FPL and serve as a benchmark for eligibility across various programs such as Medicaid, Marketplace Tax Subsidies, SNAP, energy assistance, and other subsidies. The chart to the right highlights the eligibility criteria for 2024.

Apply for the program by clicking the link or through: ClipperStartCard.com

The strategic partnership with Bay Area Community Services (BACS), reached over 300 individuals at BACS

wellness centers in the cities of Oakland, Berkeley, Hayward, and Fremont.

BACS, a non-profit organization, offers vital residential, intentional care, and housing solutions for individuals facing mental health and housing crises. We collaborated with BACS after determining that the organization is one of the primary purchasers of the AC Transit Day Pass for their client base.

Through efforts between the Legislative Affairs and Community Relations and the Marketing, Communications, and Customer Service departments, we engaged with four distinct BACS locations over a four-week period. At each event, we successfully enrolled 5-10 individuals to join Clipper START, and raised awareness among over 300 potential Clipper START users.

Family Size	2024 Annual FPL	2024 Monthly FPL							
		50%	100%	156%	191%	200%	250%	306%	400%
1	15,060	628	1,255	1,958	2,397	2,510	3,138	3,840	5,020
2	20,440	852	1,703	2,657	3,253	3,407	4,258	5,212	6,813
3	25,820	1,076	2,152	3,357	4,110	4,303	5,379	6,584	8,607
4	31,200	1,300	2,600	4,056	4,966	5,200	6,500	7,956	10,400
5	36,580	1,524	3,048	4,755	5,822	6,097	7,621	9,328	12,193
6	41,960	1,748	3,497	5,455	6,679	6,993	8,742	10,700	13,987
7	47,340	1,976	3,953	6,166	7,549	7,905	9,881	12,095	15,810
8	52,720	2,197	4,393	6,854	8,391	8,787	10,983	13,444	17,573

Bike to Wherever Day Becomes an Ideal Stop for Realign

AC Transit Legislative Affairs and Community Relations staff and District volunteers co-hosted five Bike to Wherever Day events in Berkeley, El Cerrito, Fremont, Hayward, and Oakland. Through co-hosting, AC Transit was able to distribute flyers on AC Transit Realign and hold informal information sessions to ensure that the community is well informed about the Realign Draft Plan and how to offer feedback.

Since the Draft Plan suggests the introduction of new bus lines, consolidation of certain lines, and potential elimination of others, riders were excited to test out the actransit.org interactive map, which offers line-by-line



AC Transit staff members took questions to ensure that riders and the community are well informed about the Realign Draft Plan

proposals for West Contra Costa County, Northern, Central, and South Alameda County, All-nighter, and Transbay service.

When community members were not exploring the Realign interactive map, they practiced properly loading their bikes using the bike rack demonstration device. AC Transit staff assisted cyclists in understanding the process and helped riders who bike feel more confident when boarding the bus.

Bike East Bay and community members expressed gratitude to AC Transit for the outstanding public engagement efforts throughout the day.



Riders get the opportunity to practice properly loading their bicycles using AC Transits's bike rack demonstration device.

Significant Progress in Hiring and Recruitment Highlighted in Recent AC Transit Workshop

East Bay communities, riders, and the AC Transit Board of Directors received an in-depth presentation on these District's hiring and retention practices, along with the resulting metrics, during the board's workshop retreat on May 29. Updated reports on the progress in hiring and retention will be provided in our August 2024 publication.

HR EXECUTIVE SUMMARY [Jan 2022 - Apr 2024]

RETIREMENT ELIGIBLE

Eligible
Bus Operator
283

As of 5/6/2024, **283** Operators eligible to retire based on age, years of service

SEPARATIONS

	2022	2023	2024	Grand Total
RETIREMENT	60	34	11	105
TERMINATIONS	107	110	31	248
Grand Total	167	144	42	353

Total Separations trended down **14%** from 2022 (167) to 2023 (144). Current total of **42** separations through April 2024 projects an average 126 total separations by year end.

HIRING vs SEPARATIONS

	2022	2023	2024	Grand Total
Hiring	171	209	74	454
Separations	167	144	42	353

-Total Hiring increased **22%** from 2022 (171) to 2023 (209). Current total of **74** hires through April 2024 projects an average **222** total hires by year end.

NET HIRES [Total Hires - Separations]

	2022	2023	2024	Grand Total
NET HIRES	4	65	32	101

Total Net Hires (Total Hires - Separations) increased from **4** hires in 2022 to **65** Hires in 2023. CY2023 averaged **5.4** net hires per month. In current CY2024 through April 2024, there are **32** total net hires, averaging **8** net hires per month.