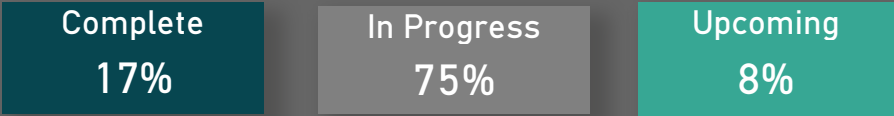




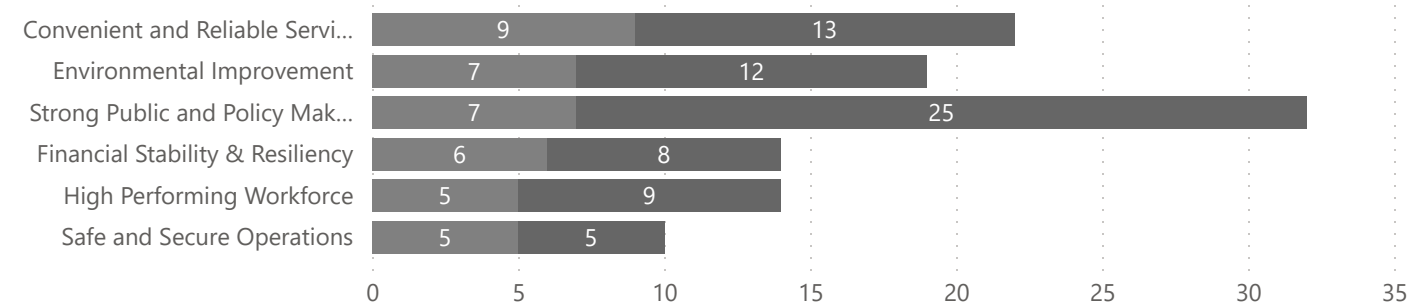
# Strategic Plan Dashboard

## Summary



## Objective & Metric by Goal

● Count of Objective ● Count of Metric



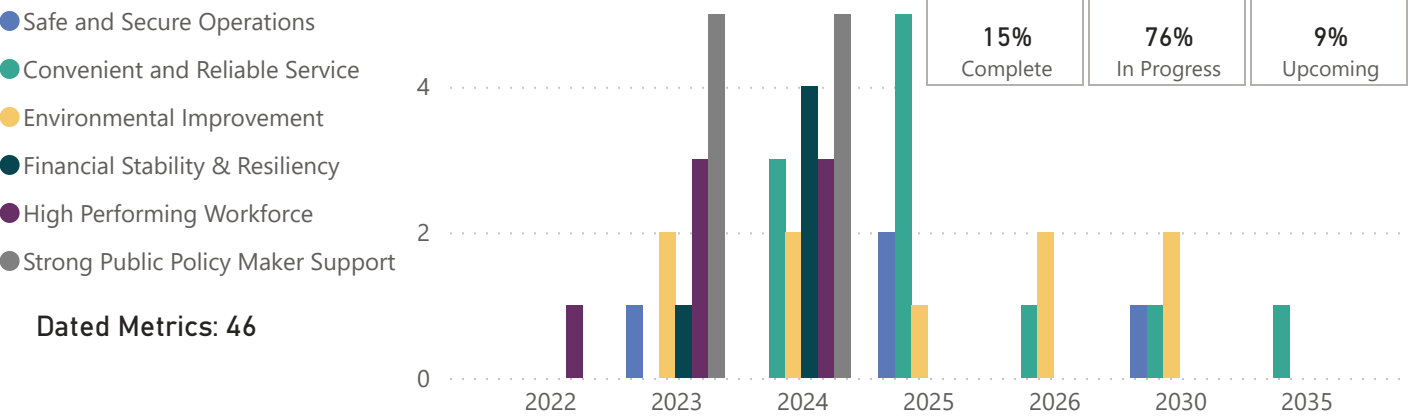
## Goal

**Prioritize Diversity, Equity, Inclusion and Accessibility (DEIA)**

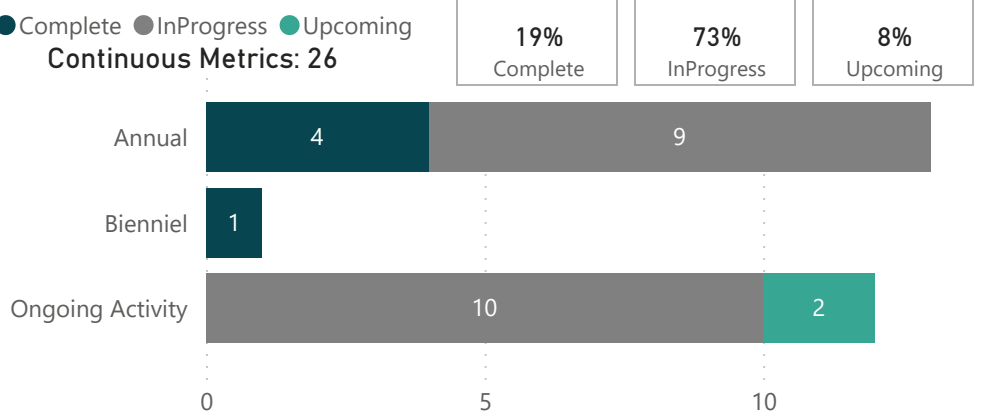
- DEIA Virtual Town Hall held in February 2024 including review of survey and focus group results as well as question and answer session.
- Staff continues coordination with consultant to review current practices and proposed DEIA strategy for implementation.

## Activity Detail Summary

### Dated Activity Timeline by Goal



### Continuous Activity Progress





# Strategic Plan - Metrics Timeline

Metrics Complete

Metrics In Progress

Upcoming Metrics

SR 24-170 Attachment 1

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## Strategic Plan 2025

2023	2024	2025	2026	2030	2035
<div>Add customer feedback survey option</div> <div>Comprehensive marketing strategy development</div> <div>Crime prevention through design strategies</div> <div>Customer satisfaction benchmarks</div> <div>Employee core business participation activities</div> <div>Green Project Specifications</div> <div>Identify new digital and distributed marketing and communications channels</div> <div>Implement Leadership Development Philosophy and Strategy</div> <div>Multi-directional customer service framework</div> <div>Start annual technology &amp; business systems reviews</div> <div>Strategies / initiatives to reduce turnover and increase candidate pool.</div> <div>Telecommuting policy</div>	<div>50% Paperless Workloads</div> <div>Bus lane and bus stop enforcement</div> <div>Communications channels audit &amp; updated communications plan</div> <div>Competency Model Framework</div> <div>Convert 50% paper to electronic Records</div> <div>Critical technology adoption &amp; training</div> <div>Customer experience strategy</div> <div>Digital and advertising channels relative value assessment</div> <div>Employee Development Strategy</div> <div>Energy, materials &amp; utilities efficiency benchmarks</div> <div>Flex Program in Fremont and Newark</div> <div>Redefine corporate brand to optimize customer experience</div> <div>Restore to pre-pandemic service hours</div> <div>Revenue Measure Funding</div> <div>Secure funds for replacement of all single-wall UST</div> <div>TCO modeling -fleet and facility assets</div> <div>Wayfinding signage for persons with disabilities</div>	<div>District Facilities Perimeter Hardening, Integrated Access Control &amp; Centralized Badge System</div> <div>Mobility as a Service (MaaS) Network Realignment Plan</div> <div>Prioritize equity priority communities per MTC</div> <div>Replace 155 diesel buses with CARB compliant diesel technologies</div> <div>Safety events &amp; injuries baseline</div> <div>Ten Additional Miles Transit Priority Treatment</div> <div>Three Additional Transit Performance Initiatives</div> <div>All Trunk Corridors complete</div>	<div>Electric car charging for employees(All Divisions)</div> <div>Five Quick Build Projects</div> <div>ZEB Infrastructure Implementation(All Divisions)</div>	<div>Bus stop spacing per BP501</div> <div>Non-Revenue fleet composition 50% ZEB vehicles</div> <div>Revenue fleet composition 40% ZEB vehicles</div>	<div>Alameda County Transportation Coordination - San Pablo BRT &amp; E.14th/Mission</div> <div>On-boarding/position development activities</div>
<div><div>Continuous Activity</div><div>AA Annual Credit Rating</div><div>Advocate Federal, State, and Local position to impact climate policy</div><div>Annual Accomplishments Report for External Audiences</div><div>Annual Congressional &amp; State Legislative Report</div><div>Average time to fill standard positions</div><div>Community outreach support for District projects</div><div>Controllable cost growth &lt;5%</div><div>Digital polling increase</div><div>Emergency Preparedness Drill Participation. Emergency Resource &amp; Equipment Inventory</div><div>Federal &amp; State Legislation Briefing</div><div>Grant fund 75% annual capital budget</div><div>Host Biennial Ward Town Halls</div><div>Increase partnerships and alliances for increased visibility</div><div>Increase visibility of service changes on social media platforms</div><div>Industry awards submissions</div><div>Key Service Area Stakeholder Updates</div><div>Key stakeholder &amp; community partnership expansion</div><div>Legislative &amp; Regulatory Letter Submissions</div><div>Major facility upgrades-sustainable and resilient design</div><div>New Facilities -LEED Certification</div><div>Physical Well-Being Participation</div><div>Policy &amp; Regulatory Hearing Participation</div><div>Secure funding and increase service levels and ridership beyond pre-pandemic levels</div><div>TAM - Facilities Condition Benchmark</div><div>TAM - Revenue Vehicles ULB. TAM - Non-Revenue Vehicles ULB</div><div>Voter support measurement</div></div>					