

# General Manager's Report

**Preventative Maintenance Inspections** — Maintenance programs are designed to maximize the effective and efficient useful life of the bus fleet. Preventative Maintenance Inspections (PMI) and scheduled standard tasks are the foundation of the District's fleet maintenance programs. There are more than 20 scheduled maintenance activities required for each bus to meet Original Equipment Manufacturer (OEM) recommended maintenance intervals, along with safety and regulatory compliance. Major inspections and Deep Cleaning are the base programs to sustain a safe, clean, and reliable bus fleet. Maintenance uses the Ellipse Enterprise Asset Management System (EAMS) to create work orders and track asset maintenance activities.

A total of 1,401 Maintenance support work orders were generated for district administrative activities that are not fleet repair related. Maintenance completed 10,027 scheduled preventative maintenance inspections with deep cleanings during the past fiscal year. During preventative maintenance inspections mechanics identify bus equipment requiring corrective maintenance and a workorder is created to track and document repairs. An unscheduled Corrective Maintenance work order is created to address repairs in between inspection, 56,834 corrective maintenance work orders were completed. A total of 567 Warranty work orders were created for OEMs to perform repairs on the fleet during 2021.

## 2021 Completed Work Orders

Maintenance Initiatives	Quantity
Maintenance Support	1,401
Scheduled Maintenance	10,027
Unscheduled Maintenance	56,834
Warranty	567
Grand Total	68,829

**AC Transit named Employer of the Year by Women's Transportation Seminar (WTS)** - On January 12, Board President Elsa Ortiz accepted the Employer of the Year Award presented to the District by the San Francisco chapter of WTS. The District was recognized for our achievements and the advancement of women within the organization. Beverly Greene, Executive Director of External Affairs, Marketing and Communications spoke during the program about the importance of agencies being members of WTS as AC Transit has been for many years.

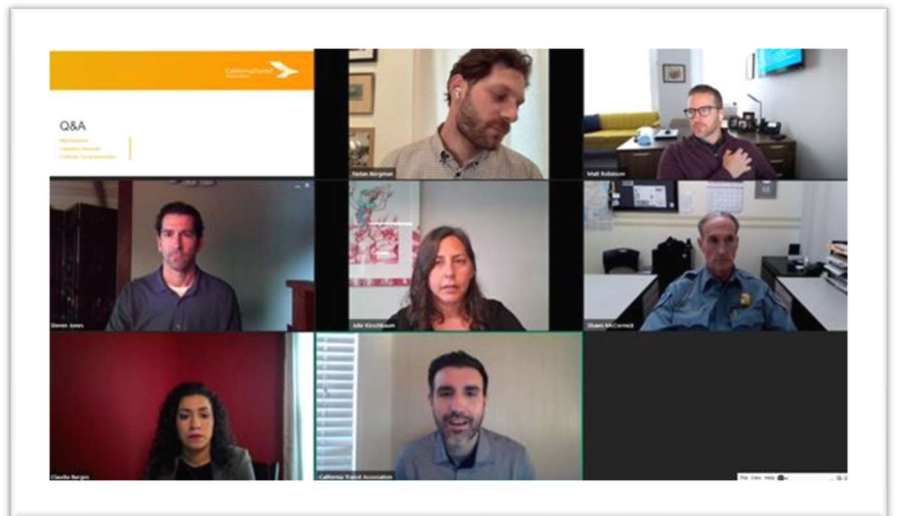


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**Senator Wieckowski Briefing – State Budget Surplus** - On January 12 staff joined MTC, BART and VTA in a joint briefing for State Senator Wieckowski during which staff advocated for additional funding from the state's budget surplus. Following the submission of a letter sent to Governor Newsom in November in which the District joined MTC and all Bay Area transit operators advocating for an investment of \$10B in transportation (\$5B for transit), MTC has scheduled individual briefings with members of the Bay Area delegation.

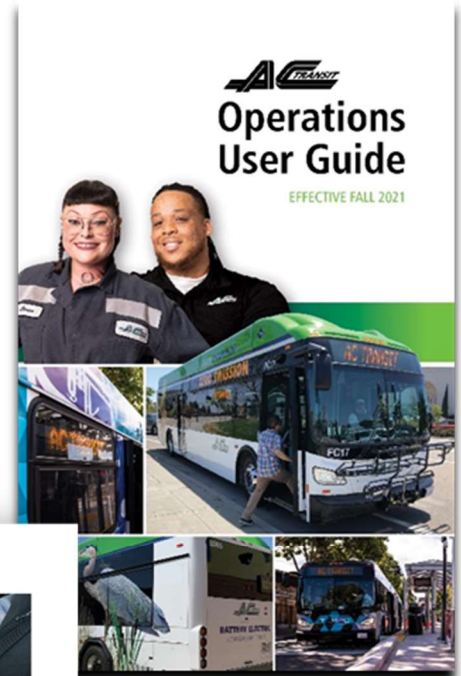


**CTA Webinar: Reliable Access to Transit-Only Lanes and Stops** - Claudia Burgos, Director of Legislative Affairs & Community Relations and External Affairs Representative Steven Jones represented the District on the California Transit Association's (CTA) January 13 webinar, "Reliable Access to Transit-Only Lanes and Stops." Last year, the Legislature passed AB 917 (Bloom), a bill co-sponsored by AC Transit, LA Metro and CTA, which allows transit operators across the state to use cameras to discourage illegal parking in transit-only lanes and at transit stops. The aim of this webinar was to share successful strategies that transit agencies across the state could use to successfully implement their own camera-based parking enforcement programs. The event provided a unique opportunity for the District to highlight how it educated the community about our camera-assisted parking enforcement program on the Tempo BRT line. Staff shared lessons learned, how the District envisions expanding the program to bus stops, and recommendations for successful community education. Burgos and Jones were joined by representatives from the San Francisco Municipal Transportation Agency (SFMTA) and LA Metro; nearly 80 attendees participated in this informative event, which is available on the CTA website.



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**A Classic Restored** – After seven years, the newest *Operations User Guide*, more commonly referred to as the *OUG*, has arrived. This is the fourth iteration since its inception in 2007 and is by far the most comprehensive manual to date. Organized into twenty, easy-to-locate sections, this book has it all. Topics include everything from the newest Clever Devices radio system to the TEMPO, line 1T. Superior to any previous edition, this publication incorporates the best graphics yet, providing context to content, where and when it counts. The OUG is more than an operations' manual too: It is *the* resource for all employees, as understanding policies and procedures is critical to supporting our frontline workers, in-service operations, and ultimately, our riders. Operations collaborated with over fourteen departments, each playing a critical role in ensuring content was accurate and valid. OUG is available in print and on MyACT.



- Never hook thumbs under the steering wheel or in between the spokes. If the wheel snaps back, it could injure your thumbs.
- Do not wear jewelry that may catch on your clothing while driving.
- Do not palm the steering wheel.

#### Driver's Posture



The steering wheel should be adjusted so that your wrists are as close to the "neutral position" as possible.



#### Good Hand Position

The "neutral position" is this: relax your arms alongside your body. Bring your hands up as if you are going to shake hands with a friend. The position that your wrists are in is the "neutral position."



**For Safety and Ergonomics, avoid placing your hands between 10-2 on steering wheel.**

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#### Forward/Rearward Tilt



Pull up on the handle located on the left side of the steering column, then tilt the steering wheel forward, away from the driver, or tilt the steering wheel rearward toward the driver as needed.

#### Telescope Up or Down



Push down on the handle located on the left side of the steering column, then adjust the height of the steering wheel as needed.

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## New Year's Eve Free Rides

- Goal: To promote safe celebrations and encourage those who are celebrating to leave their cars at home this season, riders can board AC Transit bus lines without paying a fare from 8:00 p.m. on December 31, 2021, until 5:00 a.m. on January 1, 2022. Providing free rides helps keep everyone on the road safe during the holiday and offers AC Transit another opportunity to support and connect with the community this holiday season.
- Strategy & Tactics: Print & Digital Marketing: Rail Hangers, Farebox and Clipper Reader Covers, Social posts (Instagram and Twitter), Website (news Article), eNews to subscribers (10938 recipients), App. Notification (Token Transit), AC Transit official Mobile App, VMS Signage and Tempo TVMs alerts.
- Results: Overall ridership during the same period compared to last year increased by 41%, with a total of 6,750 riders taking advantage of the NYE Free Ride.



**Bus Stop Survey** - In December 2021, Communications staff visited 24 bus stops in Newark. Of those, all schedules posted were up to date. Three flags were found that need destinations added, which will be updated when updated materials are available. Staff is also exploring how to move forward with information about suspended lines, since the "Line suspended" decals were not designed to remain in the field for as long as they have.

Communications staff plans to survey stops in Berkeley in January, San Leandro in February, Fremont in March, and El Cerrito in April.

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**Service Notices** - In December, Communications staff notified customers regarding 20 planned service disruptions, schedule changes, or other service-related issues.

## Alerts from December:

Date of effect	Alert	Stops affected	Tactics						
			eNews	Real-time alert	Web site article	Web carousel image	Bag over stop	Flyer at stop	STC e-kiosk notice
1-Dec	Line 19 stop closures	5	X	X				X	
2-Dec	Nighttime Posey Tube Closure	2	X	X				X	
3-Dec	First Friday detour	5	X	X				X	
4-Dec	Cal Football	16	X	X				X	
4-Dec	Lady of Guadalupe Parade	130	X	X				X	
5-Dec	Service changes Dec. 5		X	X	X	X			
5-Dec	Line 60 stop error	1	X	X					
5-Dec	Permanent Stop Closure on Broadway Ave at 15th St	1	X	X				X	
6-Dec	Line FS restored		X	X					
6-Dec	Lake Park Ave. stop closed	1	X	X				X	
6-Dec	Posey Tube closure	2	X	X				X	
8-Dec	San Pablo at Ashby stop move	2	X	X				X	
11-Dec	Line 6 detour	1	X	X				X	
11-Dec	Line 88 detour	1	X	X				X	
14-Dec	Posey Tube closure	2	X	X				X	
18-Dec	Line O detour	18	X	X				X	
20-Dec	Line 65 detour	2	X	X					
20-Dec	Posey Tube closure	2	X	X				X	
24-Dec	Winter holidays schedule		X	X					
27-Dec	Webster Tube closure	1	X	X				X	

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eNews — email and SMS text alert to subscribers of AC Transit's eNews service.

RealTime alert – General service alert that goes to electronic signs at stops, ACT RealTime display (on the web and in the mobile app), and third-parties via GTFS-RT distribution. An entry is also made for the "Service Notices" section of the AC Transit web site.

Web site article — Article in the "ACT Updates" section of the AC Transit web site.

Web carousel image — Image on the front page of the AC Transit web site, generally linked to the web site article.

Bag over stop — A Mylar (or similar) bag placed over the bus stop flag sign. A printed decal with information on the change is affixed to the bag.

Flyer at stop — A laminated page, usually tabloid sized, is placed at the stop and attached with cable ties.

STC pylon notice — An image is placed on the electronic display at the bus stop pylons in the Salesforce Transit Center.

Mobile app notice — A notification is sent to the AC Transit mobile application, which is served via "push notification" to mobile users.

## Regional Hub Signage - In December, 29 regional transit hubs had changes.

Hub	Agencies affected	Activities
12th St. / Oakland City Center	AC Transit	Updated all AC Transit schedules
19th St. Oakland	AC Transit	Updated all AC Transit schedules
Ashby	AC Transit	Updated all AC Transit schedules
Bay Fair	AC Transit	Updated all AC Transit schedules
Castro Valley	AC Transit and Cal State East Bay Shuttle	Updated all AC Transit schedules and the CSUEB shuttle schedule
Civic Center	Golden Gate Transit	Updated three line schedules and stops map
Coliseum	AC Transit	Updated all AC Transit schedules
Downtown Berkeley	AC Transit and Bear Transit	Updated all AC Transit schedules and one other schedule
El Cerrito del Norte	AC Transit, Golden Gate Transit and Soltrans SolanoExpress	Update two line schedules, stops map and routes map
El Cerrito Plaza	AC Transit	Updated all AC Transit schedules
Embarcadero	Golden Gate Transit, Golden Gate Ferry and Soltrans SolanoExpress	Updated ten line schedules and stops map
Fairfield	Vine Transit and Soltrans SolanoExpress	Updated two line schedules
Fremont	AC Transit	Updated all AC Transit schedules
Hayward	AC Transit and UC East Bay Shuttle	Updated all AC Transit schedules and the CSUEB shuttle schedule
MacArthur	AC Transit	Updated all AC Transit schedules
Montgomery	Golden Gate Transit	Updated three line schedules and stops map
North Berkeley	AC Transit	Updated all AC Transit schedules
Richmond	AC Transit	Updated all AC Transit schedules
Rockridge	AC Transit	Updated all AC Transit schedules
San Jose Diridon	Santa Cruz Metro	Updated one line schedule and routes map
San Leandro	AC Transit	Updated all AC Transit schedules and stops map
San Rafael	Golden Gate Transit and Marin Transit	Updated six line schedules, station map, stops map and routes map
Santa Rosa	Golden Gate Transit and Sonoma County Transit	Updated five line schedules, stops map and routes map
SF Caltrain/4th and King	Golden Gate Transit	Updated routes map

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South Hayward	AC Transit	Updated all AC Transit schedules, stops map and routes map
Union City	AC Transit	Updated all AC Transit schedules
Vallejo	Soltrans SolanoExpress and Soltrans	Updated three line schedules and routes map
Warm Springs / South Fremont	AC Transit	Updated all AC Transit schedules
West Oakland	AC Transit	Updated all AC Transit schedules

## Redistricting Community of Interest (COI) Surveys

- Goal: Encourage participation in the redistricting process, enabling Communities of Interest to provide feedback to potentially shape AC Transit's ward boundaries.
- Strategy & Tactics: Provide surveys for Communities of Interest to take online or via a hardcopy paper version.
- Results: SurveyMonkey provided in English, Spanish and Chinese with corresponding hardcopies printed to facilitate mail-in survey requests.

**AC TRANSIT**  
Community of Interest Survey

Thank you for taking this survey, which will help us to better understand your community of interest for the purpose of AC Transit's Ward Redistricting.

**A Community of Interest (COI)** is a group of people in the same geographic area who share similar lifestyles, income levels, or household priorities.

Some characteristics a community can share are:

- Business Districts
- Education
- Cultural and Language
- Economics
- Housing

**Why is redistricting important?**  
Every ten years a redistricting is conducted to redraw AC Transit ward lines to ensure equal population and fair representation. The public has a voice in how the lines are drawn, and we want to hear from you!

**1** How well do you speak English?  
 Prefer not to answer  
 Very well  
 Well  
 Not very well  
 Not at all  
 Other (please specify)

**2** Which of the following best describes your Total Annual Household Income before taxes?  
 Prefer not to answer  
 \$0 - \$24,999  
 \$25,000 - \$49,999  
 \$50,000 - \$99,999  
 \$100,000 or more

**3** In which AC Transit ward do you live?  
 Ward 1  
 Ward 2 (See ward map on reverse)  
 Ward 3  
 Ward 4  
 Ward 5  
 If unknown, please specify your nearest street intersection.

**4** Your Name (optional)

**5** Email Address (optional)

**Demographics**  
Please Note: Responses to the following questions are voluntary and can be skipped by selecting "prefer not to answer", but it is important data which can help AC Transit to better understand and meet the needs of all demographics.

**6** Please mark all that apply. You may also add specific country of origin information if you prefer.  
 Prefer not to answer  
 American Indian/Native American/  
 Alaska Native  
 Asian  
 Black/African American  
 Latino/Hispanic  
 Middle Eastern/North African  
 Native Hawaiian/Pacific Islander  
 White  
 Other (please specify)

**7** Do you speak a language other than English at home?  
 Prefer not to answer  
 No  
 Yes (please specify)

**8** What is the name of the city or unincorporated area where you live?

**9** What binds your community of interest together or creates its shared identity? Some examples include (but not limited to): housing location, income, religion, education, language, culture, disabilities, community values.

**10** What else would you like to tell us about your community?

**11** Where is your Community of Interest located? You can also define the location by neighborhood, streets, address, a key landmark such as a park, school, church, social services center or other boundaries.

Thank you for completing the AC Transit survey regarding your Community of Interest.  
For questions or more information, please contact our District Secretary's Office by calling (510) 891-7201, or send emails to [districtsecretary@actransit.org](mailto:districtsecretary@actransit.org).

**AC Transit Ward Redistricting starts with YOU**

Do you live within a Community of Interest? Find out by taking our survey!

If you prefer to do the survey online, please scan the QR code or visit our webpage for more information at [actransit.org/redistricting](http://actransit.org/redistricting).

ALAMEDA DISTRICT SECRETARY  
1700 PUNJABIN ST  
OAKLAND, CA 94612-2808

**AC TRANSIT**  
BUSINESS REPLY MAIL

POSTAGE WILL BE PAID BY ADDRESSEE  
PERMIT NO. 1000 OAKLAND, CA

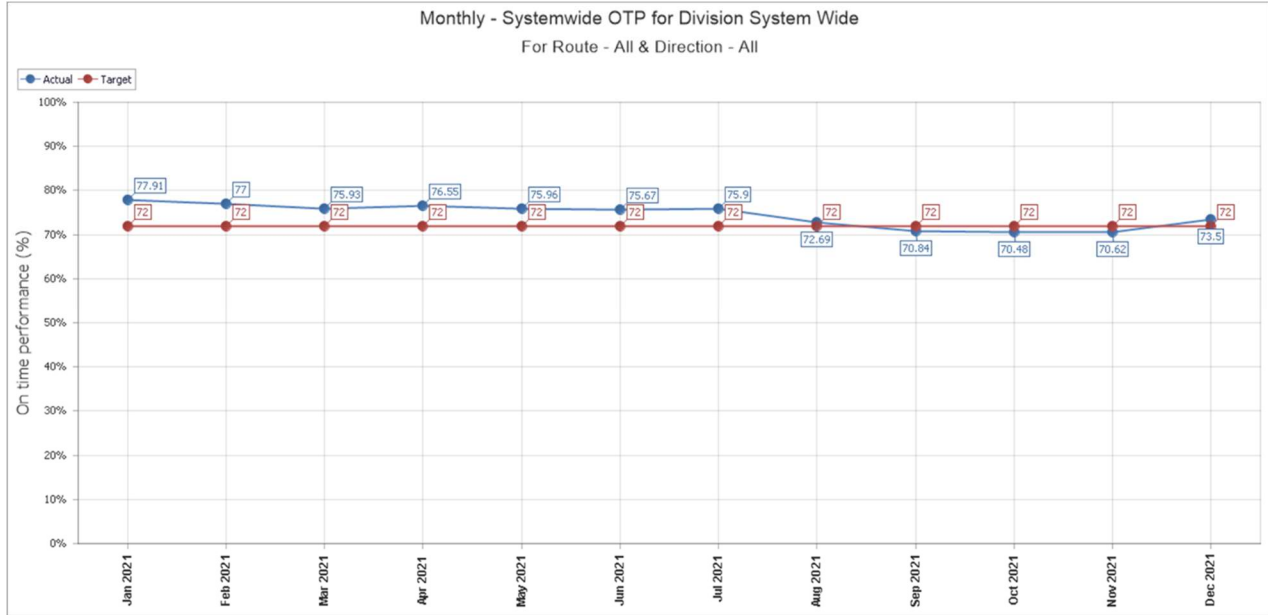
CONTINUED ON BACK...

**On Time Performance** - District On-Time Performance improved from 70.62 to 73.5 percent in the month of December which was above the District's goal of 72 percent.

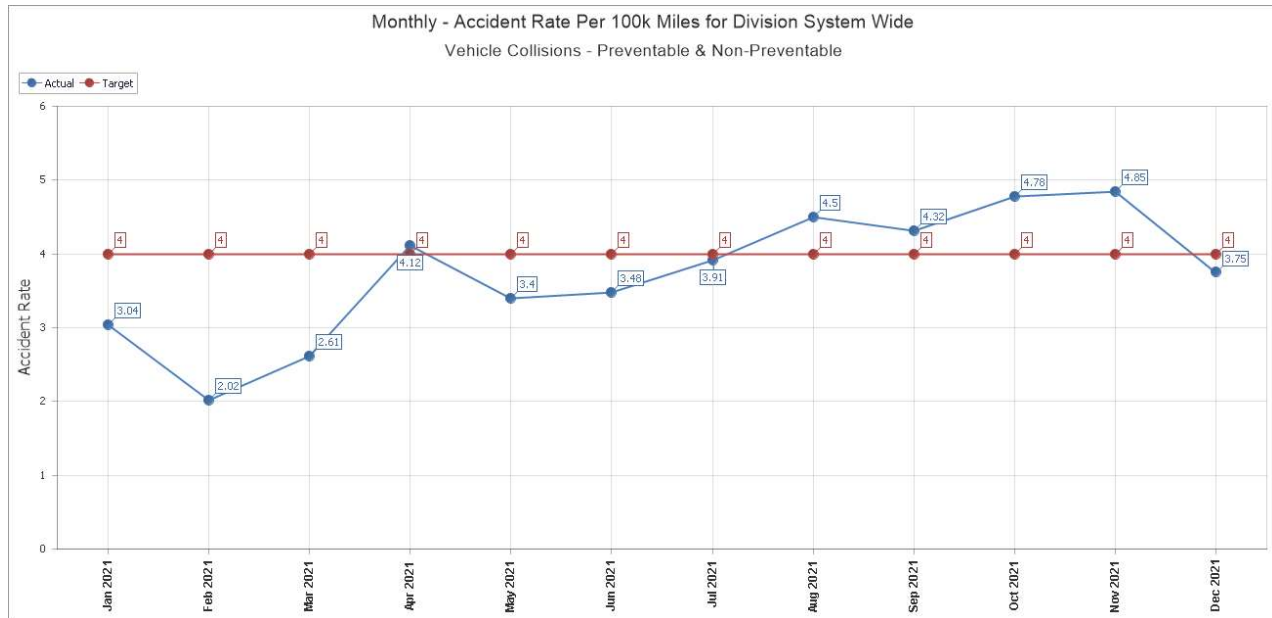
District staff continue to deploy line management strategies within the Divisions and Operations Control Center (OCC). Each controller is responsible for reviewing and monitoring performance of routes at a specified Division. This has allowed the staff

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to identify issues and mitigate them where possible. Line management teams focus on low performing routes to improve the overall District on-time performance. Prior to development of each sign-up, the 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.



**Accident Rates**— The District has experienced improved performance in accident and passenger fall rates per 100,000 miles. The overall accident rate per 100,000 miles improved from 4.85 in beginning of November 2021 to 3.75 in December 2021, which was below the District's target of 4.00.





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**Accident Rates (Passenger Falls)** — On a System wide average Passenger Fall Rate per 100,000 miles was at 1.41 and continues to perform below the District goal of 3.25 for the month of December. Operators are waiting for all passenger to sit in their seats past the yellow limit line before they are leaving service stops. This heightened awareness has reduced passenger falls significantly.

