

Leading the Nation on Zero Emission Bus Programs— On Monday, August 7th, staff hosted representatives from Jacksonville Transportation Authority, also known as “JTA,” from Jacksonville, Florida. The five maintenance representatives could take advantage of this trip by visiting our D4 Oakland Division, Central Maintenance Facility (CMF), and Training and Education Center (TEC).

On Thursday, August 11th, staff hosted representatives from the Metropolitan Transit Authority of Harris County, also known as “METRO,” from Houston, Texas. The two maintenance representatives were able to take advantage of this trip by visiting our D4 Oakland Division and learning about our two decades of zero-emission experience.



Staff provided a presentation on AC Transit's Zero Emission Bus Programs and discussed deployment of battery-electric-buses, expansion of fuel cell-electric-buses, Zero Emission Bus University (ZEBU), AC Transit's Clean Corridors Plan, Zero Emissions Transition Plan, and Zero Emission Transit Bus Technology Analysis (ZETBTA) Vol 3.

Zero Emission Bus University (ZEBU) — A new era in advanced zero-emission technical training officially launched on August 8, 2022. As reported in previous General Manager's Board Reports, most notably, on April 13, 2022, the Zero Emission Bus University (ZEBU) Augmented Reality (AR) team began the complex work of applying AR systems to fuel cell power plant preventative maintenance and troubleshooting processes. Staff believes AR can re-invent and re-invigorate workforce training by engaging the learner, such as a mechanic, in real-time, in the learning process. AR becomes the virtual “live-assist” not by replacing a trainer but instead by enabling the trainer, training, and technology to become concurrent and immersive for the student. Learning-by-doing thus becomes *active*, and real experiences become turnkey, if you will, immediately upskilling mechanic proficiencies.

Back to School Night - An AC Transit team comprised of Transportation, Legislative Affairs, Marketing and Communications, and Planning are participating in Back-to-School nights at schools located within our service area. On September 1, 2022, the team kicked off the first night at Martin Luther King Junior High School in Berkeley. Some Operators that operate school service also joined the team to give parents updates on AC Transit's Youth Conduct Rules on the Bus. Each Division will have the opportunity to participate in Back-To-School events. *Pictured left to right, Ryan Lau, External Affairs Representative, and Victoria Vaughn, Bus Operator.*



Support on the Way – On August 30, 2022, New Bus Operator (NBO) class 123 certified 13 new Professional Bus Operators ready for service to East Oakland, Division 4 (D4). Celebrating in harmony with the graduates are GM Michael Hursh, COO Salvador Llamas, Human Resources staff in Executive Director Sebron Flenaugh III, HR Manager Gary



Jones, Sr. HR Analyst Christy McCree, Mentor Coordinator Minnette Frost, and Training and Education Department. Seating capacities per class have expanded to the new target of 22 NBOs per class. August 29 launched another new class with 21 recruits.

Operator Hiring -The Pre-Employment chart shows a breakdown for current applicants who have received a conditional offer and are completing fingerprinting (DOJ), Drug & Alcohol/Medical, pending Sleep/Medical clearance, working to obtain a permit with passenger air brake endorsements, and other pre-employment factors. One hundred eighty-one applicants are pending pre-employment to be placed in future New Bus Operator classes for 2022.

Pending Pre-Employment Activity						
Conditional Offer	DOJ	D&A/Medical	Sleep/Medical	Permit	Other	Total
19	66	13	25	61	6	190

The Operator Attrition Rate chart shows the number of promotions, retirements, terminations, and new Operator graduates in the first half of 2022.

2022 Attrition	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Promotion	1	0	0	4	0	0	1	0					6
Retirements	4	6	1	0	1	2	4	2					20
Terminations	3	3	0	4	2	9	3	3					27
Total Attrition	8	9	1	8	3	11	8	5					53
NBO Graduates	7	7	8	10	9	7	7	9					64
Net Change to Headcount	-1	-2	7	2	6	-4	-1	4					11

New Human Resources Director- Please join Human Resources in welcoming Janis Picket-Lacy, our new HR Director. Janis is a senior HR Leader with a passion for the profession and has over thirty years of progressively responsible experience in multiple Human Resources disciplines. Her expertise includes creating and leading HR strategies, providing guidance and consultation to senior leaders, and driving organizational change, all focused on achieving identified business goals. Most recently, Janis was an HR Business Leader with Kaiser Permanente Central Valley area. As a key leader of the local and regional leadership teams, Janis was a major contributor to HR initiatives across the region and the organization.

Learning and Development -HR's Learning and Development unit recently completed and successfully piloted a series of workshops throughout August. Over five weeks, the "Communicate and Collaborate Summer Learning Series" focused on the following topics: Leading Collaborative Teams, Communicating Effectively for Collaboration, Making Relationship-Building a Part of Your Job Description, Influential Communication, and Solving Conflict Through Communication. The pilot series was very well-received, from front-line to supervisory District employees in attendance. For the coming year, HR will incorporate the workshop format and learnings into planning for future workshops.

ChargePoint Headquarters Visit – With our battery electric bus (BEB) fleet increasing from 7 to 28 this year, charging infrastructure will also need to expand. Currently, there are 6 ChargePoint chargers active at Oakland Division 4, with plans to construct BEB charging infrastructure for up to 50 more buses at Oakland and install 26 chargers at Emeryville. When these projects are completed, we will increase charging capacity for up to 82 BEBs.

On September 1st, staff visited the ChargePoint headquarters in Campbell, CA, for a hands-on experience of ChargePoint's technology and scale. During the tour, staff received a "behind the curtain" look at how engineers design, test, and build electric chargers for buses and other vehicles. This was a great opportunity to understand the science behind the technology and discuss with ChargePoint executives large-scale BEB deployment that would require smart charging technology and workforce development.



Pictured from left to right: ChargePoint North America eBus Sales Manager Andrew Siciliano, Director of eBus North America James Griffin, AC Transit Zero Emission Bus Administrator Jose Vega, Director of Maintenance Cecil Blandon, ChargePoint Fleet Solutions Engineering Manager Joe Howard, AC Transit Chief Operating Officer Sal Llamas, Director of Capital Projects Joe Callaway, and Technical Services Manager Stuart Hoffman.

AC Transit's Women Leaders Shine in Recent Awards

-The San Francisco Chapter of the Women's Transportation Seminar (WTS) has AGAIN recognized AC Transit as a leader in the industry. Earlier this month, WTS notified us that we received two awards for our "exemplary work, efforts, and initiatives in facilitating professional opportunities for women and minorities."

The 2022 Innovative Transportation Solutions Award was given in recognition of the Tempo BRT and the project team's many contributions – particularly those made by women from project initiation to completion. The



2022 Rosa Parks Diversity Leadership Award was conferred upon Board President Elsa Ortiz in recognition of her efforts to promote diversity, inclusion, and multi-cultural awareness within the District, on the Tempo BRT project, and throughout the transportation industry.

Last year, AC Transit was recognized as WTS's Employer of the Year last year. This year's awards build on that recognition, demonstrating that AC Transit is a place that values and benefits from the contributions made by its diversity of employees. We will celebrate these achievements and the people who made them possible at an awards ceremony on October 6 at the Oakland Museum of California.

Institute for Local Government -AC Transit was honored by the Institute for Local Government with its 2022 Beacon Leadership and Innovation Award for Innovation in Clean transportation for the District's zero-emission program. The award was presented to Board President Elsa Ortiz during the California Special Districts Association's Annual Conference on August 25th, 2022. The District continues to receive nationwide attention for its cutting-edge zero-emission program, and this award is just another acknowledgment of the agency's leadership in the zero-emission space.

AC Transit Joins Community Celebrations - AC Transit participated in community events to promote the District, support job recruitment efforts, respond to service questions, and promote community goodwill. Since the last report, the District has participated in the following: Fremont Festival of the Arts, Hayward Street Party, Fremont Festival of the Globe, Chinatown Streetfest, CalTopia, Laurel Streetfair, and the United Seniors of Oakland Convention.



Fremont Festival of the Arts -AC Transit shared a booth with Alameda County Transportation Commission (ACTC). The event was staffed by External Affairs Representative Diann Castleberry and Transportation Planner Crystal Wang.

Hayward Street Party -As a Chamber Leadership sponsor, AC Transit participated in the annual Hayward Street Party after a 2-year hiatus. District staff from EAMC supported the booth, and a visit by our popular mini Bus was a hit with kids, families, and adults as they took selfies with their phones. Joining the booth was Board Director Murphy McCalley, who met with community members to talk about AC Transit bus service.



Fremont Festival of the Globe India (Mela) Day -AC Transit participated in the parade, joined by Board Directors Diane Shaw and H. E. Christian Peeples in the mini fuel cell bus, and as a sponsor, participated as a booth vendor. Dr. Japra, the founder and convener of this annual event, celebrating 30 years, presented AC Transit with an Award of Appreciation for our sponsorship and support of this year's event, which was received by Board Director Shaw. External Affairs Rep and Transportation Planner supported the staffing of the booth with the backing from Maintenance on the delivery and preparation of the vehicle for the parade.



Laurel Streetfair World Music Festival -On August 13th AC Transit again participated in the Laurel Streetfair. The festival, which draws over 15,000 attendees, offered an opportunity to connect with riders to answer questions, provide general AC Transit information and promote AC Transit jobs. The booth was busy with visitors all day long, many of whom were AC Transit riders of lines 57 and NL. Several attendees expressed interest in our job opportunities. Director Peebles and Claudia Burgos, and Candice Kelly represented the District at the day-long festival.



CalTopia -Caltopia is UC Berkeley's annual interactive orientation festival that helps relevant local brands introduce or re-introduce themselves to new and current students as they return to campus. AC Transit has had a consistent presence at Caltopia for years, and we were happy to return to a full-fledged on-campus event! Approximately 30,000 students attend this event annually, and it's a great opportunity for us to make sure as many students as possible know about their EasyPass benefits and answer any questions they may have. We interacted with over 2000 students who were excited to receive a variety of our giveaway items and learn about their passes. This was a great first step in cultivating relationships with future veteran riders!

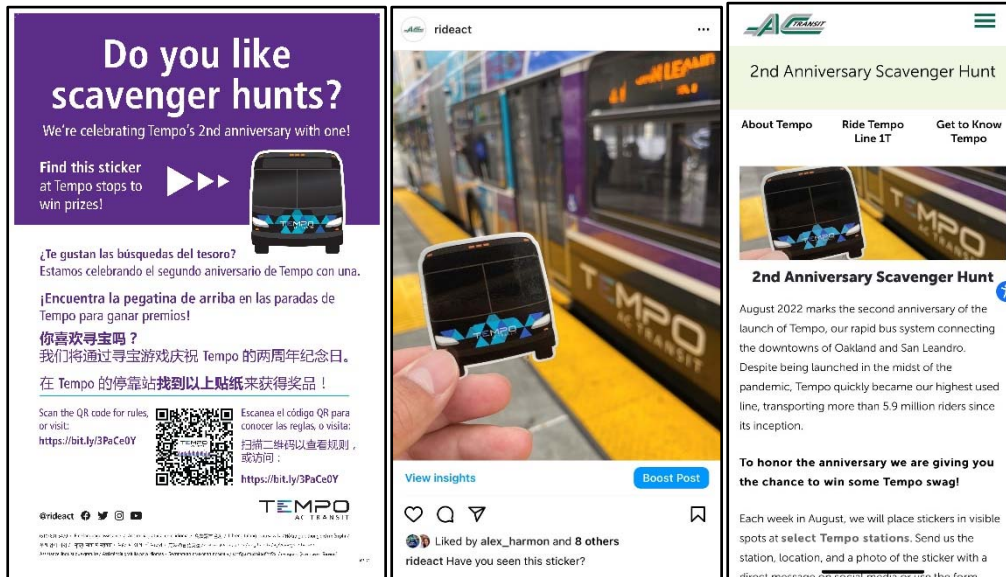


Road to Zero -The District participated in the "Road to Zero," an industry event highlighting the importance of hydrogen to the future of clean energy in the transportation sector in particular. AC Transit's General Manager, Michael Hursh, served on the "Transforming Transportation" panel, where he offered a very approachable perspective compared to the heavily industry-focused panel. The General Manager broached the elephant in the room, the cost of hydrogen, and promoted the Zero Emission Transit Bus Technology Analysis, which garnered great interest at AC Transit's booth. Industry events such as the Road to Zero event serve as a great venue for information sharing and a catalyst for promoting hydrogen as a future fuel.



Tempo 2nd Anniversary Scavenger Hunt -To celebrate Tempo's second anniversary, we are hosting a scavenger hunt along the route to encourage ridership and engagement with our digital properties. Stickers of the Tempo bus have been placed at select stations along the route, and they can participate through social media or on our website.

Signage is present at each Tempo stop with a link to the website, which explains the various ways to participate. It has also been promoted on Facebook, Twitter, and Instagram. The scavenger hunt is set to run for one month.



United Seniors of Alameda County (USOAC) 31st Annual Convention -On July 29th, AC Transit participated in USOAC's 31st Annual Convention, where new board members were sworn in. USOAC currently boasts a thriving membership of more than 13,000 seniors. Director McCalley and Chantal Reynolds represented AC Transit at this event to show AC Transit's appreciation and support of our seniors. The program focused on improving the quality of life for aging adults throughout Alameda County with a host of presentations on affordable housing, probate/conservatorship reform, the Walkable Neighborhoods for Seniors program, pedestrian safety, nutrition, and food advocacy, Covid-19 relief and recovery, online technology advocacy, Travel Training, and medication management.



Oakland Chinatown Chamber's 33rd Annual Chinatown Streetfest -On August 20th, AC Transit participated in the Oakland Chinatown Chamber's annual Streetfest. Staff were joined by Director Peebles and spent the day answering the community's questions, handing out AC Transit branded giveaways, schedules, Clipper information, other informational pamphlets, brochures, and promoting AC job opportunities, particularly for operators and mechanics. In collaboration with the Wa Sung Community Service Club, the chamber added a new feature to the



Streetfest by adding an International Stage. The diverse performances on the International Stage aimed to have various groups showcase their cultures and promote human kindness, diffuse anti-Asian hate, anti-Black hate, and all forms of hatred. The theme of the International Stage was 'Building Cultural Bridges.'



Alameda Labor Council's 2022 Unionist of the Year Dinner -On August 19th, the annual Alameda Labor Council, AFL-CIO Unity Dinner, brought together more than 1,000 people to celebrate, strengthen friendships, and build new bridges between labor advocates and supporters. AC Transit had several board members in attendance. President Ortiz, Vice President Young, and Directors Shaw, Walsh, and McCalley all attended, showing their support for our labor partners. This year's theme was "At Our Best in the Worst of Times," and this year's awards honorees were Labor Leader of The Year Award winner Andreas Cleaver, Legacy Award winner Keith Gibson, and Volunteer Champion winner Wendy Bloom.



Bus Stop Survey -In August, Communications staff visited 25 bus stops in San Pablo/Richmond. Six problems were found and corrected. The Communications staff plans to survey bus stops in San Leandro in September.

Customer Satisfaction Survey Update -The District has never conducted a comprehensive survey of its customer's opinions and feelings about the District's service offerings. The General Manager and the Board of Directors have sought to gauge customer and rider sentiment and asked the EAMC department to spearhead the project. The initial effort began in 2019 by creating a scope of work and identifying implementation channels, including potentially "piggybacking" off other transit agencies surveying to leverage resources. While the pandemic shifted focus from customer satisfaction to pandemic-related surveying and communications efforts, 2021 saw a return to a concentrated effort on a customer satisfaction survey. In September, the scope of work was revised to reflect market conditions—a requirement for multi-dimensional surveying tactics, including a strong emphasis on digital and focus group channels and a revision of the sampling plan and timelines. The Board of Directors also approved the budget for the survey. From October-January (2022), the request for proposals (RFP) was created and approved and went live in February.

Despite a robust RFP outreach effort that included specific outreach to minority-owned and small businesses, the request closed in March, yielding no responses. The AC Transit Procurement team reached out to prospective vendors, particularly those who reviewed the proposal, to understand why they opted not to bid. Five of those vendors provided feedback, and those responses are summarized in the table below (vendor names removed).

Vendor	Reasons for Not Submitting
Vendor 1	Does not offer requested services.
Vendor 2	- Insurance requirements are too high. These included requirements for automobile and professional liability insurance was set at \$2,000,000. - Redundancy in proposal format specifications and inadequate response to clarifying question left vendor unsure of expected length and format for proposal. - Pricing requirements are inconsistent with the vendor's pricing model. - Cloud Security / Vendor Information Security Questionnaire was extensive and would have required the vendor to pay their IT consultant a considerable amount to complete. Response to clarifying question insufficient to guide vendor. - The vendor didn't have time between receiving the question responses and the due date to compile and mail the required printed, hard copy versions and a flash drive.
Vendor 3	Doesn't want to manage intercept surveying as they would require contracting with a vendor requiring a heavy burden on staff to manage and financial risk not accounted for in fixed-price contract.

	Full workload due to election year. Intercept work would limit vendor's flexibility to accommodate other work.
Vendor 4	- Doesn't want to manage intercept surveying. - Couldn't provide pertinent references of recent experience due to not having managed intercept surveying in a number of years. Therefore, even if they were interested in managing intercept, they couldn't meet the reference requirement.
Vendor 5	Had competing proposal deadlines and couldn't manage workload of submitting this proposal.

In April, a meeting with the Procurement team was convened to discuss available options. Piggyback contracting with local, regional and state agency vendors was identified as the best option to move the process forward. In May-June, a vendor list was identified and reviewed by Procurement and confirmed next steps to request proposals from the identified vendors. Within the past two months, the EAMC team has received proposals from two of those vendors. The Procurement team is currently reviewing the necessary documentation to confirm the ability to move forward as either a piggyback opportunity or a sole source option.

Assuming that one of the vendors is contracted to perform the surveying work, the timeline for the next steps is as follows (based on duration, starting in September, with some activities running concurrently)—

- Routed and signed contract; purchase order (PO) issued [6 weeks]
- Kick-off meeting, knowledge transfer, strategy development [4 weeks]
- Survey instrument developed and finalized, strategy confirmed, incentives procured, surveyors trained [4 weeks, concurrent]
- Intercept and online surveys started; survey outreach and promotion executed [4 weeks]
- Preliminary data analyzed to determine target participants for focus groups and additional intercept surveying; communications outreach conducted [2 weeks]
- Complete cleaned survey data and initial analysis delivered; focus groups conducted [4 weeks]
- Complete cleaned focus group data delivered, and draft report developed [4 weeks]
- Final report delivered, Executive summary, modified report presentation, and Board of Directors presentation [4 weeks]

Based on this anticipated timeline, a drafted survey report, including an executive summary and a Board presentation, should be ready by May 2023.

Survey questions

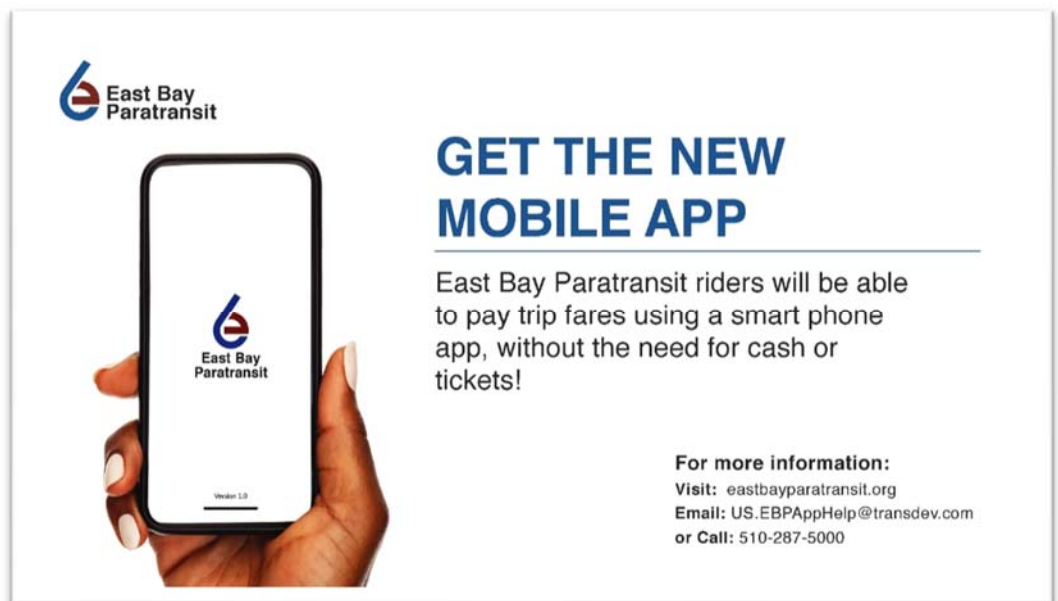
The drafted survey instrument covers questions about the following topics:

- Rankings of service components, including routes, performance, fleet, and employee engagement

- Multiple choice responses for service and organizational related elements we're doing right, and those that can be improved, and what elements are most/least important
- Customer engagement and feedback navigation
- Value/return on investment and customer loyalty
- Frequency of use and general travel patterns
- Demographic information

East Bay Paratransit (EBP) is pleased to announce the launch of its new mobile application on September 6th, 2022. After months of "beta" testing by riders, Service Review Advisory Committee (SRAC) members, Lighthouse for the Blind's development team, Broker, and Agency staff, we are a GO !!!!

The mobile app allows riders to pay EBP fares via their phone. No coupons or cash are required. The app also allows riders to view trip history and upcoming trips. Looking to the future the EBP app will allow for Clipper 2, when available, to be a payment option within the app. Ready, Set, Launch!



The graphic features the East Bay Paratransit logo in the top left corner. In the center, a hand holds a smartphone displaying the app's logo and the text "East Bay Paratransit" and "Version 1.0". To the right of the phone, the text "GET THE NEW MOBILE APP" is written in large, bold, blue capital letters. Below this, a paragraph states: "East Bay Paratransit riders will be able to pay trip fares using a smart phone app, without the need for cash or tickets!". In the bottom right corner, contact information is provided: "For more information: Visit: eastbayparatransit.org Email: US.EBPAppHelp@transdev.com or Call: 510-287-5000".

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East Bay Paratransit riders will be able to pay trip fares using a smart phone app, without the need for cash or tickets!

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DISTRICT-WIDE PPE SUPPLIES

PPE Item	PPE SoH Available
N95 Masks (Each)	16.3 - Months
KN95 Mask	7.8 - Months
Surgical Mask	3.5 - Months
Reusable Masks	5.2 - Months
Nitrile Gloves	3.5 - Months
Hand Sanitizer (L)	4.1 - Months
Disinfectant Cleaner	10.2 - Months
Clorox Wipes (1 Canister)	6.1 - Months
Vital Oxide Cleaner (55gl Drum)	7.5 - Months
Hand Sanitizer Dispensers for Coaches	5.5 - Months

COVID CASES COUNTS

- 801 District Employees, 16 Contract Employees as of September 6, 2022

	Column Labels						
Row Labels	Admin	Cust. Svc.	Maintenance	OCC	Print Shop	Transportation	Grand Total
2020	8		20	3		74	105
1						1	1
3						1	1
4						1	1
5						1	1
6			1			1	2
7			3			9	12
8			2			18	20
9						3	3
10	1					4	5

11			2	2		8	12
12	7		12	1		27	47
2021	15	1	41	1	1	128	187
1	2		6	1		25	34
2	1		4			13	18
3	1		1			9	11
4			2			9	11
5						3	3
6						6	6
7			6			14	20
8	7	1	4			16	28
9	1		8		1	6	16
10	1		1			3	5
11						3	3
12	2		9			21	32
2022	47		131			347	525
1	13		45			110	168
2	2		6			18	26
3	1		1			5	7
4	2		6			19	27
5	3		10			35	48
6	7		23			57	87
7	11		23			51	85
8	8		17			52	77
Grand Total	70	1	192	4	1	549	817

POSITIVE CASE VACCINATION RATES

Total Positive Cases Since 7/8/21: 616

- Unvaccinated: 19.64%
- Breakthrough Vaccinated: 80.36%

Total Hospitalizations: 5

Total Hospitalizations resulting in fatal illness: 3

- Unvaccinated: 100%
- Breakthrough Vaccinated: 0%

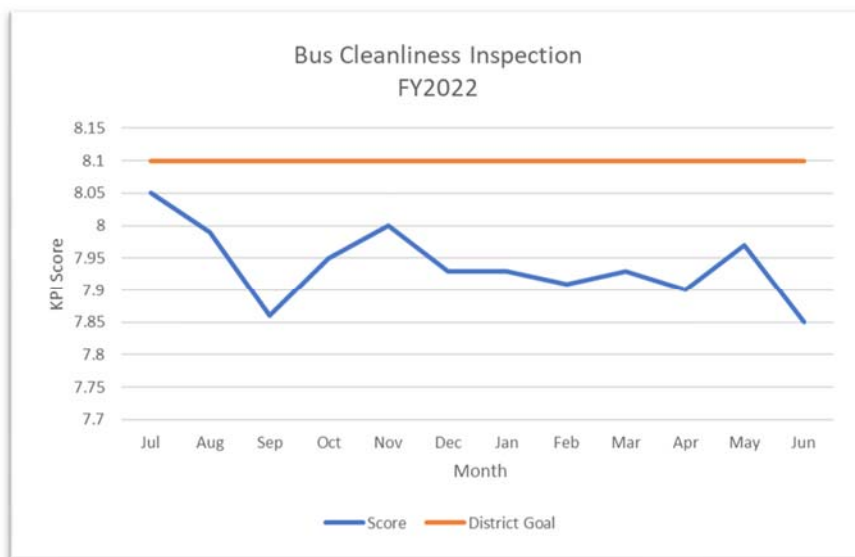
Facilities Maintenance Activities— The Maintenance Department utilizes the Ellipse Enterprise Asset Management System (EAMS) software to track facility equipment, repairs, material requisitions, and labor transactions on each asset category. Ellipse is used to schedule preventative maintenance activities and retain records of inspections and repairs. During the FY 2022, the Facilities Maintenance team performed over eight-thousand two hundred (8,200) repairs and inspections across the various District properties.

Maintenance Support work orders were generated for district administrative activities such as special events and totaled 35. Facilities completed 5,895 Scheduled Maintenance inspections on district facility assets. An Unscheduled Maintenance work order is created to address repairs identified by facility maintenance, totaling 2,271.

WORK ORDER TYPE	TOTAL
WARRANTY	20
MAINTENANCE SUPPORT	35
SCHEDULED MAINTENANCE	5895
UNSCHEDULED MAINTENANCE	2271
TOTAL	8221

Bus Cleanliness Inspection (BCI) – Quality Assurance performs monthly Division Bus Cleanliness Inspections (BCI) using a grading criterion focused on 19 areas of the bus (14 internal and five external) to allow Division staff to align resources and programs to improve the overall cleanliness and appearance of the fleet. Ratings 1-4 are listed as Unsatisfactory, 5-7 as Satisfactory, and 8-10 as Excellent.

During the Fiscal Year 2022, system-wide BCI scores averaged an overall rating of 7.93, shy of an “Excellent” rating and the District KPI goal of 8.10. System-wide BCI scores were lower during the fiscal year because of workforce shortages and additional disinfecting tasks to help ensure the bus fleet was safe for our operators and riders. The maintenance team did a great job staying close to the district target despite the challenges and looks forward to getting back on track during FY23. Service Employee hiring activities have increased, which will help the team going forward.



Customer Complaints — On a System-wide average, Customer Complaints performance was at 16.16 per 100,000 boardings and performed below the district goal of 18. Division management continues to coach operators and communicate with customers on their complaint concerns.