

Touring the Operations Control Center- New Bus Operator (NBO) Class 141 visited the District's General Office on January 12, 2024, to tour the Operations Control Center (OCC). The class was very engaged as they learned the importance of logging in to the coach and pressing the Request to Talk (RTT) button when needed. The class was excited to learn about the Clever Cad GPS tracking system and how their coaches connect to the real-time displays at the coach stops. Pictured to the right is NBO class 141;

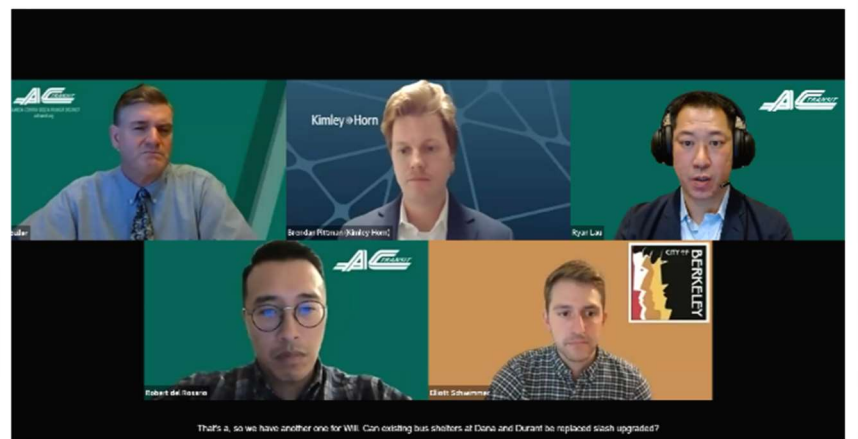


HR Executive Director Sebron Flenaugh III; Operations Control Center Manager William Wong; Operations Control Center Controller Quanta Barnes; Social Media Coordinator Vincent Lee; HR Representative Morgan Potts

Motor Coach Industry (MCI) Buses – The last two (2) of the (36) MCI commuter bus order arrived at the Central Maintenance Facility in early January 2024. The advantages of this 45-foot bus are the technology to provide ease of entry and exit for passengers with mobility devices along with increased seating capacity compared to the current 40-foot buses existing in the marketplace. A second low-floor door will allow for quicker alighting and boarding times for passengers in wheelchairs or mobility devices.

New Gillig Buses – Gillig Corporation will begin production of fifty (50) diesel buses in June 2024. Central Maintenance Facility (CMF) maintenance staff will install and validate additional components such as farebox, radio, and Clipper equipment as buses are delivered to the District. Features in these buses will include operator safety barriers, passenger awareness monitors, and blue ADA flip-up seating to designate use for wheelchair securement and other mobility aid passengers.

Durant Quick Build Public Meeting -On December 14th, AC Transit and the City of Berkeley held a joint public meeting to provide an update on the Durant Avenue Quick Build project. The Durant Avenue project is one of a suite of quick-build projects: Durant Avenue Transit Lane, International Boulevard Tempo (Line 1T) Delineation, and MacArthur Boulevard Bus Stop Improvements. The meeting was well attended, including a representative from a Berkeley City Councilmember's office and the CEO of the Telegraph Business Improvement Districts. Attendees posed thoughtful questions that allowed them to better understand the project's specifics, with no specific concerns being raised. The Invitation for Bid (IFB) is currently in circulation and will close at the end of the month.



General Manager's Report

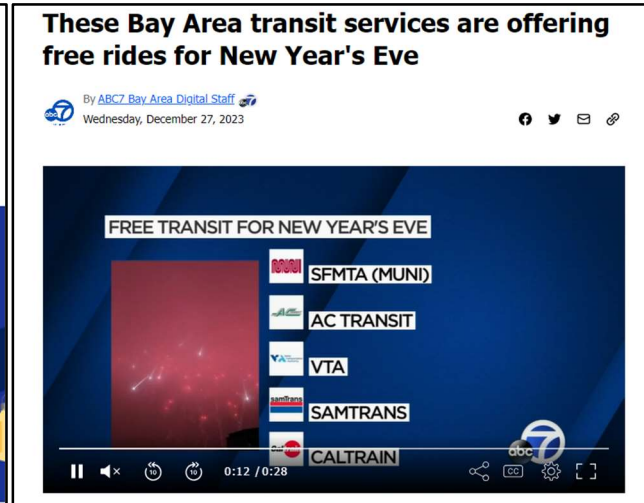
Mentors on the Move – Operator Coaching Mentorship program continues to grow in staffing to forty-six mentors with more on the way. Saturday, January 6, 2024, at the Training and Education Center, marked the third mentor meeting with forty total attendees, which also included in attendance joint leaders from the Progress in Action (PIA) committee (executive labor and management team) and the Joint Apprenticeship Training Committee (PIA sub-committee responsible for overseeing the Operator Coaching Mentorship program). ATU Local 192's Assistant Transportation Business Agent, Mr. James Jackson, led the mentoring training. The training focused on three fundamentals: Becoming A Mentor, Mentor Responsibilities and Duties, and Code of Conduct. Future meetings will entail program maintenance, conducting ride-a-longs, recruiting mentors, and connecting to key performance indicators.

Pictured below: James Jackson getting the best of audience participation in Operator Mentors, PIA, and JATC members. In addition to Mentors, other attendees included ATU Local 192 Officers in President and Business Agent Latrina Meredith; Vice President Nathaniel Arnold; Financial Secretary–Treasurer Josette Moss; ATU International's Workforce Coordinator Shandis McGlothen; Chief Operating Officer Salvador Llamas; Director of Transportation, Dwain Crawley; Human Resources Director, Janis Picket-Lacy; Human Resources Manager, Christy McCree; and Training and Education Manager, Michael Flocchini.



General Manager's Report

NYE Free Ride -On December 31st, AC Transit continued our annual New Year's Eve Free Ride. All bus lines throughout the district were fare-free from 8 pm (12/31) through 5 am (1/1). The marketing team utilized ad cards, social media posts, e-news, websites, radio ads, and earned media to promote this.



Clipper START Campaign -Beginning January 1st, 2024, AC Transit has increased our Clipper START discount for eligible low-income riders in the Bay Area from 20% to 50% off adult single-ride cash fares. In addition to this increased discount, AC Transit is also participating in MTC's Clipper START regional promotional campaign for 2024. As part of this campaign, AC Transit has advertisements in market starting Jan. 1, which include bus exterior ads, ad cards, social media, digital screens, and other digital promotions utilizing MTC's art. Ads will run through 6/30 and include a refresh/additional promotional effort halfway through the campaign, focusing more on AC Transit messaging.

An advertisement for the Clipper START campaign. At the top, there are four icons representing different transit modes: a blue train, an orange bus, a yellow ferry, and a green light rail. Below these icons, the text '50% OFF' is written in large, bold, blue letters. Underneath that, 'AC Transit and all Bay Area transit' is written in a slightly smaller, bold, blue font. At the bottom left, the 'CLIPPER START' logo is displayed with a play button icon and the website 'clipperstartcard.com'. At the bottom right is the 'AC TRANSIT' logo.

General Manager's Report

Records Management/Benefits/Wellness

Records Management

The Team completed phase I of the digitization project, which included digitizing approximately 2200 active employee personnel files; phase II, the digitization of benefit files, will begin soon.

Benefits

The HR team implemented Rocket Lawyer Group Legal Benefit, which offers various free legal services to AC Transit employees and family members.

The HR team also Provided a Benefits AT-A-Glance summary during Open Enrollment.

Operator Attrition Rate

Active Operators

Active Operators are the number of bus operators who left active service (driving) through promotion or transition into long-term leave, retirement, or termination. One active bus operator retired from the district in December, and four bus operators were terminated.

	2023												Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Attrition - Active Operators													
Promotion	1	0	0	0	1	0	4	1	1	0	0	0	8
Employees Transitioned to Long Term Leave	16	16	18	11	16	7	15	14	15	9	20	10	167
Retirements	2	0	1	2	2	2	1	1	0	3	2	1	17
Terminations	3	0	2	5	4	4	8	1	5	2	3	4	41
Total Attrition - Active Operators	22	16	21	18	23	13	28	17	21	14	25	15	233

Special Division 7

Special Division 7 is the number of bus operators on long-term leave who have left the district through retirement or termination. These bus operators were not in active service (driving). For December, no bus operators on long-term leave retired, and two bus operators on long-term leave were terminated.

Attrition - Special Division 7	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Retirements	2	3	2		1	1	2	1		3	0	0	15
Terminations	0	2	4	4	4	2	1	1	1	3	0	2	24
Total Attrition - Special Division 7	2	5	6	4	5	3	3	2	1	6	0	2	39

Headcount Additions

Headcount additions are the number of bus operators added into active service (driving) through graduation of bus operator training or current bus operators returning from long-term leave. For December, 18 new Bus Operators graduated and were put into service. Eight bus operators were on long-term leave and returned to service.

Headcount Additions	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
NBO Graduates	0	9	10	10	14	11	13	14	12	19	10	18	140
Employees Returned from Long Term Leave	10	16	18	9	12	7	4	7	9	10	9	8	119
Total Additions to Headcount	10	25	28	19	26	18	17	21	21	29	19	26	259

General Manager's Report

Summary

For the month of December, the total amount of attrition for Bus Operators was 17. The total addition to headcount was 26 Bus Operators, for a net gain of nine Bus Operators.

Summary	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Attrition (Active Operators & Special Division 7)	24	21	27	22	28	16	31	19	22	20	25	17	272
Total Headcount Additions	10	25	28	19	26	18	17	21	21	29	19	26	259
Total Net Gain/Loss to Headcount	-14	4	1	-3	-2	2	-14	2	-1	9	-6	9	-13

Position Summaries as of 12/31/23:

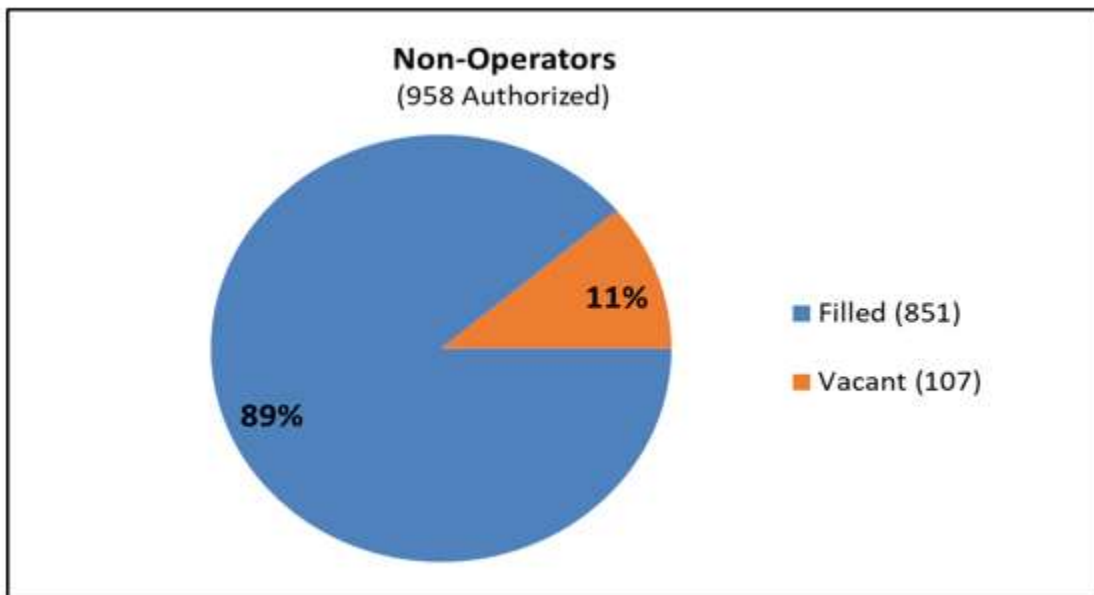
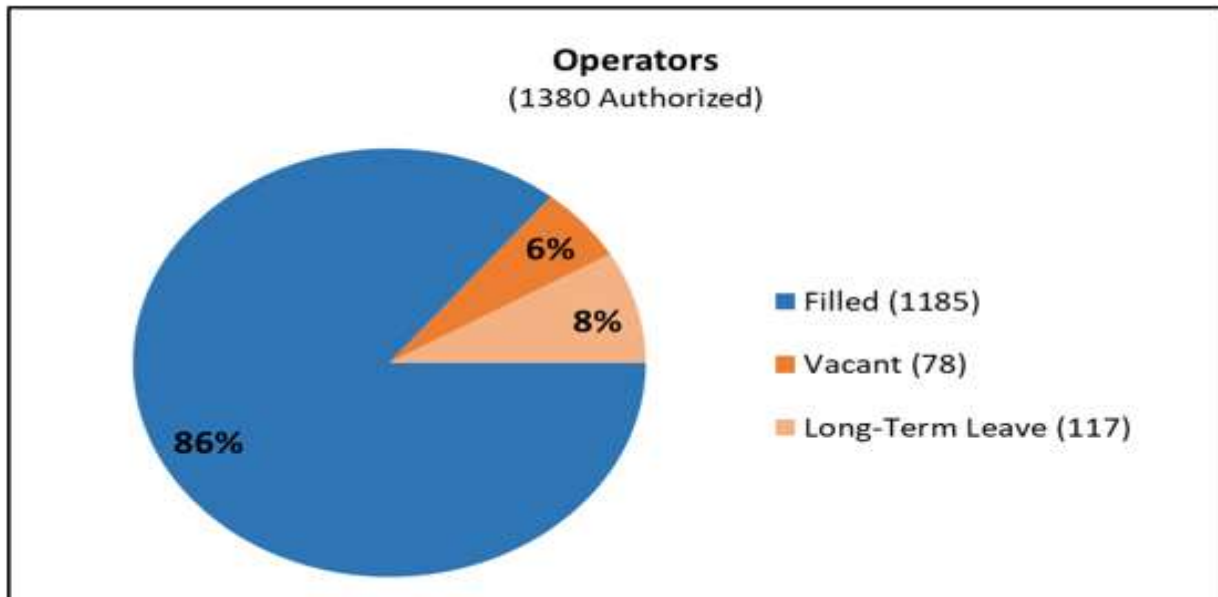
Authorized Positions by Department				
Department	Filled	Net Gain/ Loss	Total Bdgt	Vacant
Operations - Bus Operators	1185	9	1380	195
Operations - Non-Operators	552	-3	628	76
District Secretary	3	-1	4	1
Finance	87	0	97	10
General Counsel	19	-1	24	5
General Manager	22	0	25	3
Human Resources	37	0	39	2
Innovation and Technology	38	-1	43	5
External Affairs/Marketing/Communicatn	38	0	40	2
Planning & Engineering	51	0	54	3
Retirement	4	0	4	0
Total	2036	3	2338	302

Authorized Positions By Position Type				
Position Type	Filled	Net Gain/ Loss	Total Bdgt	Vacant
Bus Operator	1185	9	1380	195
Maintenance	411	3	456	45
Salaried	383	-6	438	55
Clerical	57	-3	64	7
Total	2036	3	2338	302

General Manager's Report

* Net Gain/Loss: Positions filled for current month compared to prior month

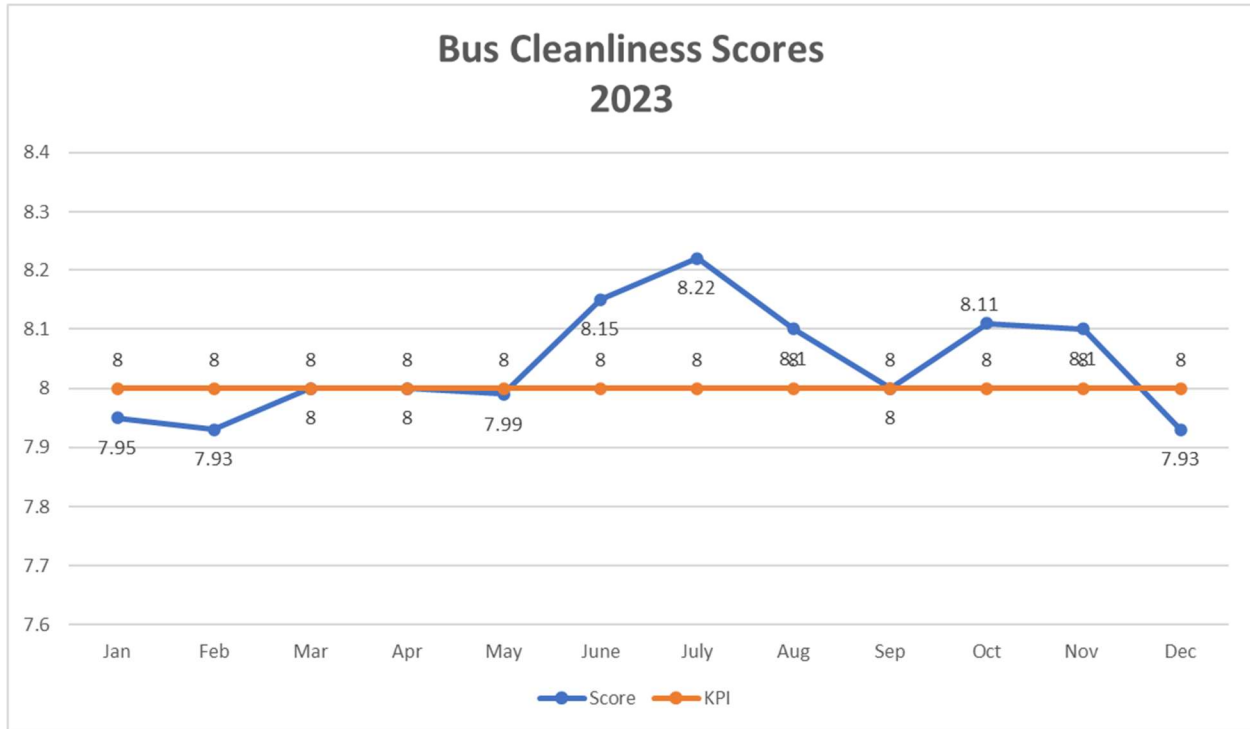
** Total Position Count in FY23/24 Budget is unchanged from final FY22/23 Budget



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 of 1-4 are listed as Unsatisfactory, 5-7 is Satisfactory, and 8-10 is Excellent.

During calendar year 2023, system-wide BCI scores averaged an overall rating of 8.04, achieving an “Excellent” rating. With a KPI goal of 8.0, our maintenance team met or exceeded the goal 8 months out of 12. Great job, Team!

General Manager's Report



Service Operated Percentage – Service Operated is a District Key Performance Indicator (KPI) to fill scheduled service assignments at 99.5% or higher. In the first week of January 2024, the operated average peaked at 98.22%. Many factors, such as operator availability, vacancies, and unforeseen roadway conditions across the service area, impact this key performance indicator. Even though we did not achieve the goal, we observed positive movement towards the goal and have sustained higher performance levels not experienced before.

