

# General Manager's Report

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**Long Way From Those Days** – July 6, 2023, marked another celebration as thirteen new Professional Bus Operators are now ready for Hayward, Division 6 service. Record-breaking crowds of families, friends, and staff continue to gather at these ceremonies. The music, dancing, and applause fill the auditorium as cheers echo throughout the Training and Education Center. Looking back two years compared to now (see pictures below), it's clear we are “a long way from ‘those’ days.” Many more classes and celebrations are to come.

Pictured left, Class 104, with only a few graduates, also spread out for COVID spacing requirements and related protocols ... to now, Class 133 (pictured right) listening to GM Michael Hursh speaking to a sold-out crowd, with the only seating available along the walls.



**Customer Service Training-** Moran Consulting, Inc. visited the District on July 13, 2023, and conducted an eight-hour course on customer service training for a group of veteran bus operators. Some training concepts included active listening, body language, communication tact, tone de-escalation, and role-playing. This ongoing customer service training will help better equip our professional bus operators with improved communication skills as they provide transit service to the thousands of passengers who ride AC Transit daily.



*Pictured above are Operators in classroom attendance: D2 Operator Mitasha Epps, D2 Operator Kamilah Davis, D2 Operator Alfred Early, D2 Operator Moises Frias; D3 Operator Anisha Keel, D3 Operator David Cooper, D3 Operator Shakeel Bagga; D4 Operator Whitney Lang, D4 Operator Joubert Ebony, D4 Operator Frank Lobos; D6 Operator Theodore Miller, D6 Operator Lorenzo Jacobs and D6 Operator Reisha Dixon.*

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## 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. There are 124 applicants pending pre-employment to be placed in future New Bus Operator classes for 2023.

Pending Pre-Employment Activity					
Conditional Offer	DOJ	Sleep/Medical	D&A/Medical/Permit	Other	Total
32	38	31	17	6	124

## Operator Attrition Rate

### Active Operators

Active Operators are the amount of Bus Operators that left active service (driving) through promotion, transition into Long-Term Leave, retirement, or termination. For June, two active Bus Operators retired from the District, four Bus Operators were terminated from the District, and five active Bus Operators transitioned to Long-Term Leave.

Attrition - Active Operators	2023												Total	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Promotion	1	0	0	0	1	0								2
Employees Transitioned to Long Term Leave	16	15	16	10	13	5								75
Retirements	2	0	1	2	2	2								9
Terminations	3	0	2	5	4	4								18
<b>Total Attrition - Active Operators</b>	<b>22</b>	<b>15</b>	<b>19</b>	<b>17</b>	<b>20</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>104</b>

### 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 June, 11 new Bus Operators graduated and were put into service. Five (5) Bus Operators returned to service after being on Long-Term Leave.

Headcount Additions	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
NBO Graduates	0	9	10	10	14	11							54
Employees Returned from Long Term Leave	10	16	18	9	12	5							70
<b>Total Additions to Headcount</b>	<b>10</b>	<b>25</b>	<b>28</b>	<b>19</b>	<b>26</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>124</b>

## Summary

For June, the total amount of attrition for Bus Operators was 14. The total additions to headcount were 16 Bus Operators, for a net gain of 2 Bus Operators.

Summary	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Attrition (Active Operators & Special Division 7)	24	20	24	21	24	14	0	0	0	0	0	0	127
Total Headcount Additions	10	25	28	19	26	16	0	0	0	0	0	0	124
<b>Total Net Gain/Loss to Headcount</b>	<b>-14</b>	<b>5</b>	<b>4</b>	<b>-2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-3</b>

## Position Summaries

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Authorized Positions By Position Type				
Position Type	Filled	Net Gain/ Loss	Total Bdgt	Vacant
Bus Operator	1177	5	1380	203
Maintenance	408	0	456	48
Salaried	378	1	438	60
Clerical	57	0	64	7
<b>Total</b>	<b>2020</b>	<b>6</b>	<b>2338</b>	<b>318</b>

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

\*\* Six positions added to Headcount Budget for Mid Year 2023

**California Highway Patrol Annual Terminal Inspection** – It is with great joy that I congratulate Division 2 for earning a “Satisfactory” rating on the annual California Highway Patrol (CHP) Motor Carrier Group Safety Compliance Terminal Inspection. In June, the CHP completed its annual terminal inspection at Division 3. The Division received a “Satisfactory” rating, the agency's highest rating. These are commendable results that speak volumes of the professionalism, dedication, and attention to detail from the Division Team and the support network at the District. Congratulations, and thank you for a Job Well Done!



**Lion Creek Crossings Joins the EasyPass Program** - The Metropolitan Transportation Commission (MTC), TransForm, the California Air Resources Board (CARB), and AC Transit announce the start of the Lion Creek Crossings EasyPass program, as part of the \$3,770,000 Mobility Hubs project to design and implement hubs at affordable housing developments in Oakland and San Jose. The mobility hubs include transit passes, bike sharing, and an electric vehicle carsharing program to provide a mix of on-site mobility options based on residents' needs. A comprehensive transportation needs assessment took place in 2020 that consisted of surveys, focus groups, and interviews to ensure that the program addresses the unique needs of residents. The overall program estimates a reduction in passenger VMT of 101,893 miles, lessening fossil fuel-transportation use of about 4,640 gallons and saving low-income recipients around \$1,440,956 in travel expenses.

Lion Creek Crossings, with 567 units serving families and seniors, is located near the Coliseum BART Station and has quick access to AC Transit's Tempo line. One of Oakland's long-established, affordable housing communities, Lion Creek Crossings, can now provide residents unlimited access to AC Transit service during the two-year grant-funded EasyPass program. Once established, continued funding for the Lion Creek Crossings EasyPass is hoped to be obtained.

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AC Transit is holding EasyPass registration events for Lion Creek Crossings participants like Linda Hudson-Grandy, pictured right, who has lived at Lion Creek Crossings for seventeen years. As one of the first residents to sign up and get her EasyPass, Linda eagerly spreads the news about EasyPass to her neighbors.



## Fourth of July in the District

**El Cerrito WorldOne Music Festival** - While most 4<sup>th</sup> of July celebrations feature fireworks and occasionally orchestra music, El Cerrito does it a little bit differently. El Cerrito's WorldOne Music Festival celebrates with eclectic music with cultural influences from around the world. The festival's second year back after a hiatus during the pandemic, AC Transit's sponsorship has been instrumental in its resurrection. Alongside the international music, the festival featured rides, food trucks, craft vendors, and community agencies such as ourselves (where staff promoted recruitment and realign efforts, as well as our zero-emission program by way of cut-out buses crafted in-house by our very own printshop)



**Fremont 4<sup>th</sup> of July Parade** - This year's theme was "Happiness is...." AC Transit participated with its mini-battery electric bus driven by Steven Ureste from Maintenance with his navigator, Board Vice President Diane Shaw. AC Transit parade contingent included Fremont residents, CIO Ahsan Baig, HR Administrator Nanette Gayatin, External Affairs Rep. Diann Castleberry, and ally Diane. AC Transit's theme was "Happiness is riding the bus."

For the second year in a row, the minibus was a hit with the community, especially young children and families.

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**Alameda 4th of July Parade** - AC Transit's participation at this year's 4th of July in Alameda was nothing short of magical! From the annual continental breakfast at Jim's Coffee Shop to the cheerfully decorated mini-fuel cell bus, the smiles and waves from thousands of kids and adults alike made it all worth it! Billed as the longest 4th of July parade in the nation, the Alameda parade saw AC Transit Board members Director Chris Peebles (At-Large) and Director Sarah Syed (Ward 3) lead the AC Transit contingent, joined by EAMC Executive Director Beverly Greene along with AC Transit team members Jonathan Bair, Lori Brock, Zack Farmer, Nichele Laynes (and her cart-wheeling daughter Nyla), Angelina Tsosie, Joy Ramos, and Chellate Young.



**All America Festival** - On July 1, AC Transit joined community members along with Hayward Councilmember Francisco Zermeño and Alameda County Supervisor Elisa Márquez at Mt. Eden Park, located in the southern part of Hayward near Division 6. The event celebrates the 247<sup>th</sup> birthday of the USA with family fun, resource information, and a diverse tapestry of song and dance performances with the community.

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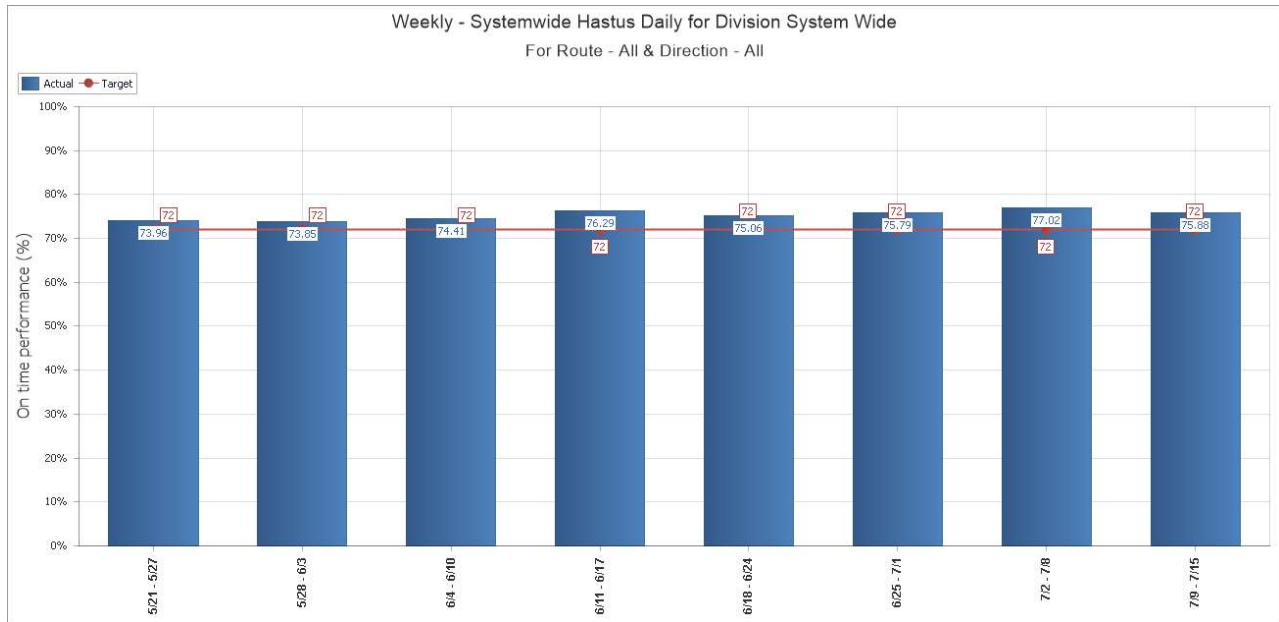
**August Service Change Communications Go Live**-The District's August 6 service changes will be the most significant adjustments to our bus service since the pandemic began. The Communications team kicked off rider communications three weeks before the change with website updates, car cards, eNews blasts, a social media campaign, onboard brochures, electronic signs, and at-stop signage for selected stops. Pre-written newsletter content was shared with civic leaders in Berkeley and Alameda and with WETA, and LACR shared the service change information with local leaders across the District. Flag and at-stop schedule updates are ongoing as the pole crew works through approximately 1700 affected stops. Rider communications will continue until one week after the service change is implemented.



**Log-On Rate Activity** – The current District log-on rate average across the first seven days of July closed out at 97.56%. This exceeds our current District KPI goal of 95%. This milestone performance is credited to the Operators, Supervisors, and Operations Control Center (OCC) teamwork. Operators must log onto their routes before leaving the yard or while making a road relief in the field. Road Supervision monitors and checks each bus leaving the yard, ensuring operators are logged in. OCC continually monitors all schedules operating in the field to ensure the routes are correctly logged in. This collaborative activity helps ensure the routes can be tracked accurately and the Real Time alerts are synced with our Operations Control Center.



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**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 the fiscal year 2023, system-wide BCI scores averaged an overall rating of 7.96, just shy of an “Excellent” rating for the District KPI goal of 8.00. The team looks forward to a successful FY24 with improved staffing levels.

