

# General Manager's Report

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**Maintenance and Transportation Divisions of the Quarter** — Congratulations to Division 6 for earning the Maintenance Division of the Quarter and Division 3 for earning the Transportation Division of the Quarter award for Q3 of FY 2023. The Maintenance award is given to the Division with superior achievement in road calls, attendance, bus cleanliness, and preventative maintenance inspection. For Transportation, the award is based on the following criteria: on-time performance, accident rate, absenteeism reduction, log-on rate, complaints responded to in a quarter, operator unscheduled availability, overtime reduction, and number of commendations.

Divisions receive various recognition and earn a spot on their respective perpetual trophy. We are very proud of the continued efforts from our frontline essential employees to achieve and surpass established key performance indicators, which support the Districts Strategic Plan Goals and Objectives. Pictured below to the left is the Maintenance trophy and to the right is the Transportation trophy.



**Franklin Street Parking Lot Gates**— Facilities Maintenance recently completed a project to replace the vehicle entrance and exit gates at the Franklin Street parking lot located at the General Offices. Prior to the renovations, the old gate design was a combination of a barrier arm system along with metal swing gates. During business hours, the barrier arms allowed a vehicle to enter via badge access but left the district vulnerable to unauthorized entry by pedestrians. After business hours, the guard would have to manually close the gates and lock it with a padlock to secure the site.

Aligning with our Strategic Plan of safe and secure operations, the project focus was to increase safety and security of personnel and assets at the General Offices. The old barrier arms were removed, the metal gates were automated, and additional fencing was added to fully secure the perimeter. With the new gate system in place, we effectively hardened our perimeter and increased productivity by not having to manually open or close the gates daily. Thanks to our incredible employees, this work was completed expeditiously and effectively with minimal impact on other operations at the General Office. Pictured below is the before and after transformation, excellent job!

## General Manager's Report

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**Leading the Nation on Zero Emission Bus Programs** — On Thursday, May 11th, staff hosted representatives from the Santa Clara Valley Transportation Authority, also known as VTA from San Jose, California. The group was interested to learn from the district's experience on hydrogen infrastructure and zero emission bus operation. The eleven representatives were able to take advantage of this trip by visiting our D4 Oakland Division, Training and Education Center and learn about the district's two-decade experience with hydrogen technology in transit. Pictured below, the representatives receive an overview of the hydrogen dispenser and fueling operations.



## General Manager's Report

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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 4.

*Pictured below, AC Transit staff gather with the representatives from the Santa Clara Valley Transportation Authority at the Training and Education Center.*



# General Manager's Report

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**DMV Certified Employer Testing Program** – In May, the Training and Education Department (TED) received official approval from the Department of Motor Vehicles (DMV) to continue as an authorized Employer Testing Program (ETP) provider/examiner. Becoming and maintaining authorization as an ETP examiner takes an incredible amount of effort, continuously. Led by assistant TED Manager, Marvin DeLeon, who serves in the capacity as the Administrator for the ETP program, the re-certification process met the rigorous compliance ETP standards as established by Federal and State regulations. ETP program is mission critical for the District too in that it authorizes TED staff to conduct DMV's commercial driver license (CDL) tests. Training Instructors are qualified as DMV Examiners enabling AC Transit to provide licensing for any classification requiring a CDL, especially in newly hired employees (such as Bus Operators and Mechanics). Maintaining ETP approval essentially keeps the District in business and is a testament to the quality and high caliber of leadership, organization, and instruction at the TED.

Marvin DeLeon proudly displays the one-page DMV letter officially announcing ETP approval along with just some of the many binders required to be maintained throughout the lifecycle of DMV compliance.



**A Ceremony to Remember** – May 9, 2023, celebrated the third of four recent new bus operator (NBO) classes to certify for East Oakland, Division 4. Affectionately referred to as the “Dynamic 15,” NBO class 131 was the largest class to graduate since early 2021. The certification ceremony was attended by more than ninety participants, largest crowd ever, as it was also a tribute to fallen classmate Charles Zigler, who tragically passed away in week nine of training. NBO families were in attendance as was Charles’ including his children and his mother. Charles was known as the “glue” holding it all together: always ambitious, first to volunteer or help others, proud to be in the AC Transit family, and more than ready to begin his new professional career. Graduates, staff, and family were all present to pay tribute to Charles, recognize his accomplishments and to celebrate his life and all who completed their program. It was a certification to remember, and one in which all truly embraced the AC Transit family. Pictured below, and speaking to a packed house, is General Manager Michael Hursh with words of encouragement, faith, and hope. A commemorative button worn by all, and one of several items, honoring Charles Zigler.

## General Manager's Report



**Hayward Division 6 Mock CHP Inspection-** To prepare for the annual California Highway Patrol (CHP) Motor Carrier Group Safety Compliance Terminal Inspection, AC Transit's Technical Services department performed a mock audit at Hayward D6 Transportation on May 11, 2023. This mock audit is part of the District's Quality Assurance Programs intended to help ensure Division records are up to date and ready for inspection. Staff conducted a review of operator commercial driver license (CDL), equipment training, operator hours of service, and employer pull notices Department of Motor Vehicle (DMV) files. After the mock audit concluded, Division 6 Transportation was found to be in 100% compliance in all categories! These are commendable results that speak volumes of the professionalism, dedication, and attention to detail of the D6 Team and the support network at the District. Great job Hayward Division!

DATE: <u>5/11/23</u>		Division	6
Category	Sample Size	Miss	Result
Operator CDL Expiration	20	0	100%
Operator VTT Expiration	20	0	100%
Operator Medical Certificate Expiration	20	0	100%
Operator Equipment Training Records	20	0	100%
Operator Hour of Service Records	20	0	100%
Employer Pull Notices Records	20	0	100%



# General Manager's Report

**District at Forefront of Effort to Save Public Transit** - AC Transit joined more than 130 transit operators and allies in urging the state legislature to provide the desperately needed operations funding that will keep transit from falling off a “fiscal cliff.” The pandemic has decimated transit systems’ operating budgets and it is estimated that California’s transit agencies will need \$6 billion to keep their systems running. In the Bay Area this need is estimated to be \$2.8 billion, with the District facing a 5-year, \$144 million deficit.

The May 11 coalition letter is part of an ongoing, coordinated effort to secure state funding. Transit advocates have led several rallies in Sacramento and the Bay Area. District staff continue to advocate at key budget committee hearings and met with legislative offices in Sacramento to urge support. And on May 16, Claudia Burgos, Director of Legislative Affairs & Community Relations, testified before the *Senate Select Committee on Bay Area Transit* on the District’s efforts to increase ridership, hire operators, and realign our system to match rider’s needs in the wake of the pandemic.



**AFSCME Ratification** - AFSCME Collective Bargaining Agreement was ratified and rollover for another 3 years. In lieu of full negotiations, the District and AFSCME Local 3916 agreed to negotiate financial issues only and extend the remainder of the CBA through June 30, 2026.

**Tas Jalali**- Tas Jalali, Head of Cybersecurity in the Department of Innovation and Technology, has been appointed as Chair of APTA’s Emerging & Innovative Technology Subcommittee. This two-year appointment is effective immediately and continues through the conclusion of the 2025 APTA TRANSform Conference.

The purpose of APTA’s Emerging & Innovative Technology Subcommittee is to explore and promote new technologies in public transit. Its key focus areas include assessing emerging technologies, developing policies and standards, sharing knowledge (such as pilot projects or ideas on OpenAI), and fostering collaboration. The goal is to improve the efficiency, accessibility, sustainability, and customer experience of public transportation.

# General Manager's Report

**Community Events and Job Fairs** - The Talent Acquisition (TA) team continue to attend job fairs and community events around AC Transit's service area. The TA team attended the East Contra Costa County Spring Job Fair in Pittsburg on May 10 and the Hayward High School Leadership Career Day in Hayward on May 12, 2023. For Hayward event, AC Transit Operations Team joined the TA Team including Jose Vega, ZEB Administrator and Alex Poole, Senior Transportation Supervisor & Kade James, Bus Operator.



**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 103 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
14	32	16	32	9	103

# General Manager's Report

## Operator Attrition Rate

### Active Operators

Active Operators are the number of Bus Operators that left active service (driving) through promotion, transition into long term leave, retirement, or termination. For the month of April, two active Bus Operators retired from the District and five Bus Operators were terminated from the District.

	2023												
Attrition - Active Operators	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Promotion	1	0	0	0									1
Employees Transitioned to Long Term Leave	16	15	16	9									56
Retirements	2	0	1	2									5
Terminations	3	0	2	5									10
<b>Total Attrition - Active Operators</b>	<b>22</b>	<b>15</b>	<b>19</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>72</b>

### 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 the month of April, no Bus Operator on long term leave retired, and one Bus Operators on Long Term Leave was terminated.

Attrition - Special Division 7	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Retirements	2	2	1	0									5
Terminations	0	1	4	1									6
<b>Total Attrition - Special Division 7</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>

### Headcount Additions

Headcount Additions are the number of Bus Operators that were added into active service (driving) through graduation of Bus Operator Training or current Bus Operators returning from long term leave. For the month of April, the number of New Bus Operators that graduated and were put into service was ten bus operators. The number of bus operators who were on long term leave and returned to service was 9 Bus Operators.

Headcount Additions	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
NBO Graduates	0	9	10	10									29
Employees Returned from Long Term Leave	10	16	18	11									55
<b>Total Additions to Headcount</b>	<b>10</b>	<b>25</b>	<b>28</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>84</b>

### Summary

For the month of April, the total amount of attrition for bus operators was 17. The total additions to headcount were 21 bus operators, for a net growth of 4 bus operators.

Summary	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Attrition (Active Operators & Special Division 7)	24	18	24	17									83
Total Headcount Additions	10	25	28	21									84
<b>Total Net Gain/Loss to Headcount</b>	<b>-14</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>



# General Manager's Report

## Position Summaries as of April 30, 2023

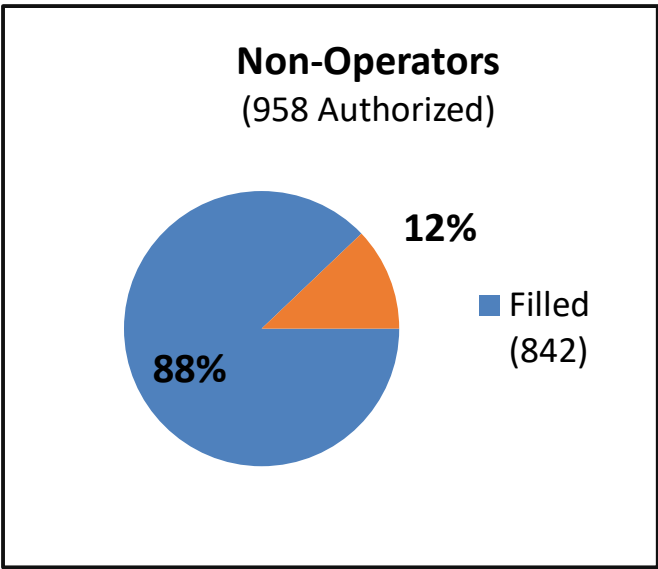
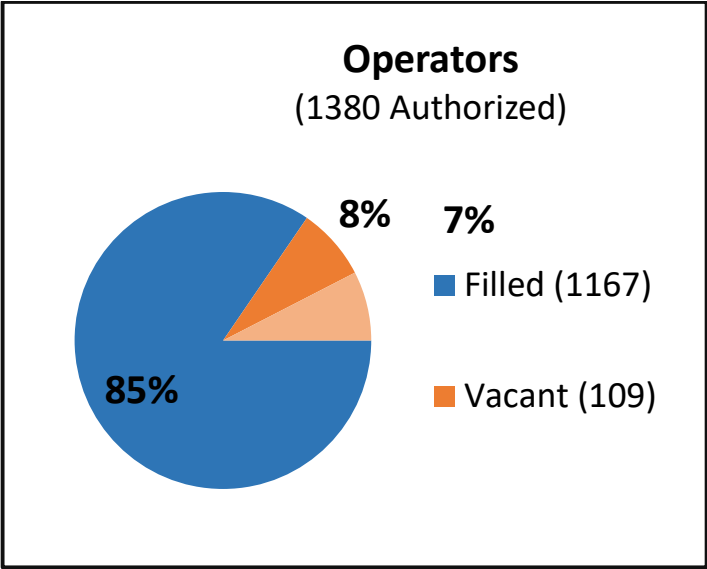
Authorized Positions by Department				
Department	Filled	Net Gain/ Loss	Total Bdgt	Vacant
Operations - Bus Operators	1167	4	1380	213
Operations - Non-Operators	562	0	631	69
District Secretary	4	0	4	0
Finance	82	1	97	15
General Counsel	19	0	24	5
General Manager	17	0	22	5
Human Resources	35	0	38	3
Innovation and Technology	38	0	43	5
External Affairs/Marketing/Communicatn	31	1	40	9
Planning & Engineering	50	2	55	5
Retirement	4	0	4	0
<b>Total</b>	<b>2009</b>	<b>8</b>	<b>2338</b>	<b>329</b>

Authorized Positions By Position Type				
Position Type	Filled	Net Gain/ Loss	Total Bdgt	Vacant
Bus Operator	1167	4	1380	213
Maintenance	409	-2	456	47
Salaried	376	4	438	62
Clerical	57	2	64	7
<b>Total</b>	<b>2009</b>	<b>8</b>	<b>2338</b>	<b>329</b>

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

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

# General Manager's Report



## COVID-19 UPDATE: May 16, 2023

### CASES COUNTS

