

# General Manager's Report

**Virtual General System Signup** – Due to the COVID-19 Pandemic and to adhere to safe social distancing guidelines, the District held our annual Transportation Fall General signup at each Division 100% virtually. The sign-up process was conducted by the Operators submitting written choice slips and was held via ZOOM. District staff and ATU Local 192 leadership ran the process for five (5) days which began on July 14th and concluded on July 18<sup>th</sup>. Each day, the Operators were able to see the process through ZOOM and interact via teleconference when needed. This is the first time a General Signup has been conducted this way, and it was only possible through the collaboration between the District and ATU that made it a success. The Fall service begins on August 9, 2020.



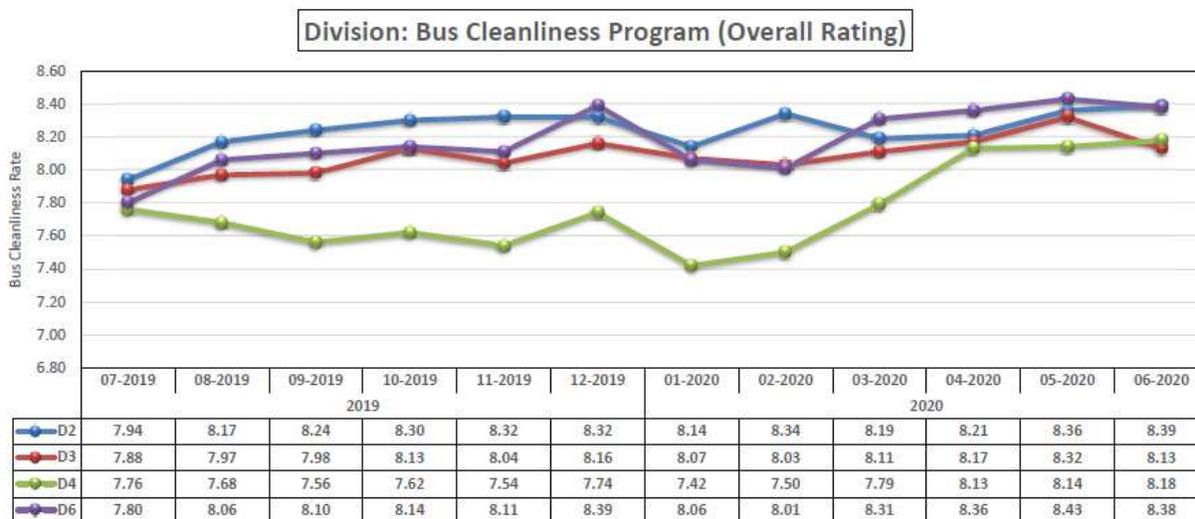
**Maintenance Division of the Quarter** — The Maintenance Department is happy to congratulate Division 3 for earning the Maintenance Division of the Quarter for Q4 of FY20. To earn the coveted award, performance during the quarter in Road Calls (MBCRC), Attendance, Bus Cleanliness, and Preventative Maintenance Inspection (PMI) categories is measured between the four Divisions and only one is awarded the top honor and spot on the perpetual trophy. Congratulation and great job Division 3 Team!



# General Manager’s Report

**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 5 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 FY20 of July 2019 through June 2020, all Divisions experienced an improvement in performance. System wide the BCI rating scores improved by average of .425 over the year. In July 2019, the district average was 7.845 and ended in June 2020 with an average of 8.27 achieving the District KPI goal of an “Excellent” rating. All Divisions met the district KPI goal of 8.10 in June 2020.

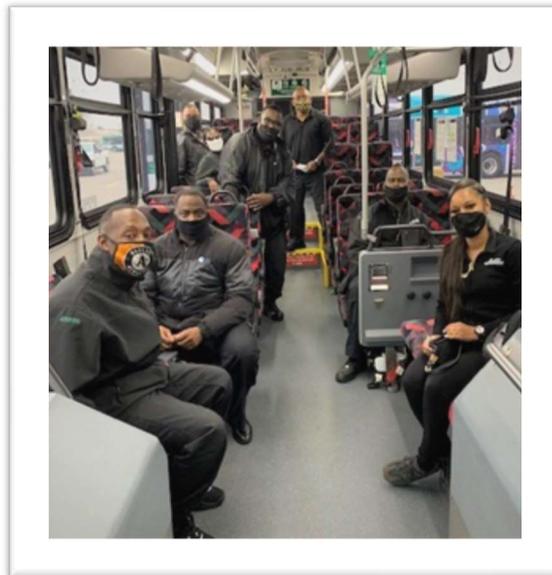
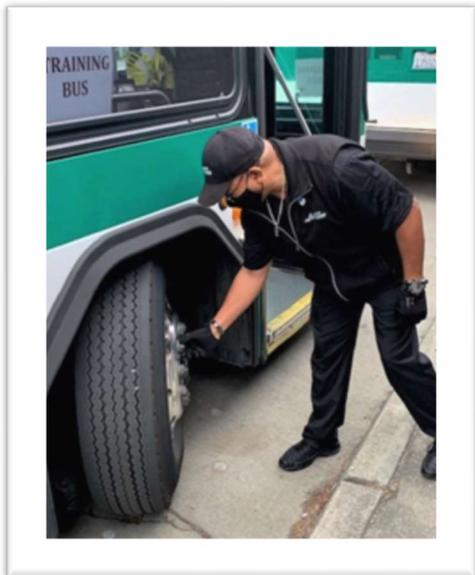


**Preventative Maintenance Inspections** — Maintenance programs are designed to maximize the effective and efficient useful life of the bus fleet. Preventative Maintenance Inspections (PMI) and scheduled standard tasks are the foundation of the District’s fleet maintenance programs. There are more than 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.

Maintenance completed 3,282 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, 47,220 corrective maintenance work orders were completed in during FY20.

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**Training and Education** – The August System Signup resulted in 42 Bus Operators transferring to 3 new Divisions: 35 to East Oakland, 6 to Emeryville, and 1 to Richmond. July 27, 2020 marked the first day of several scheduled weeks of contractually required route training. This date also marked the first assignment for the newly hired ATU Local 192, Line Instructors. Of the over 110 applications for the Line Instructor assignment, 11 Bus Operators successfully passed all screening, testing, and interviews. Qualified by AFSCME Training Instructor staff, the newest Line Instructors were prepared to conduct division route training. This first assignment also continues the Line Instructors' on-the-job training as it is supported by Training Instructors in the field. Pictured below is one of five East Oakland buses getting ready from pre-trip inspection to rolling out.



**Hayward Latino Business Roundtable** - AC Transit presented a COVID-19 Impacts, Emergency Response, and Recovery Planning report to the Hayward Latino Business Roundtable. Representing the District were: Director Mark Williams, Director Diane Shaw, and staff: Michael Eshleman, Claudia Burgos and Diann Castleberry. There were 28 participants, including Hayward City Councilmembers Lamnin and Salinas. Andrea Schwabb-Galindo, new CEO for Tiburcio Health Clinic commented: "Yes, thank you (AC Transit) for all the work you are doing! It's critical for our patients and staff."

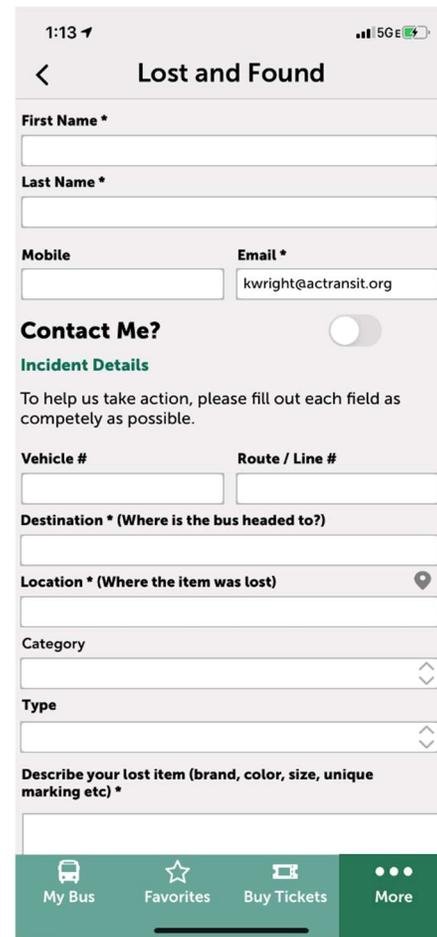
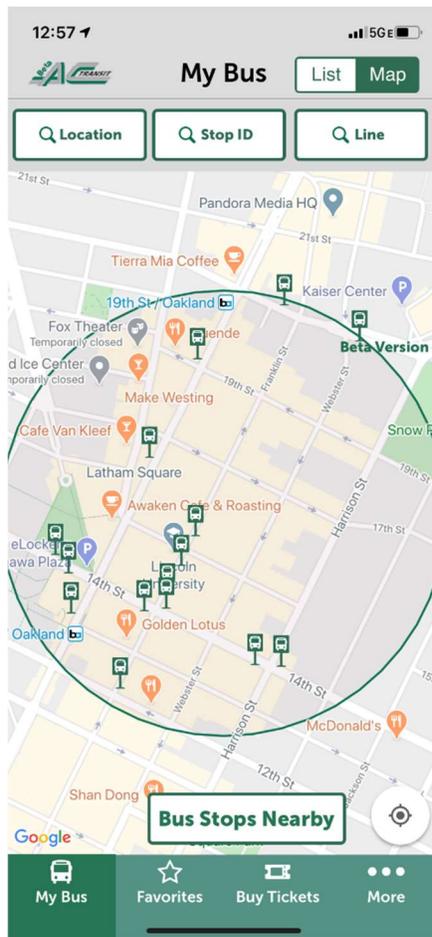
**State and Federal Advocacy** - AC Transit Legislative Affairs and Community Relations (LACR) staff has been actively engaged in a variety of advocacy activities to ensure that agency is well positioned to weather the COVID-19 pandemic and its aftermath. LACR has been very active in advocating for the inclusion of substantial funding for the zero - emission bus program in the INVEST in America Act. Additionally, LACR was also critical in generating significant support for the Blue Ribbon Transit Recovery Taskforce recommended funding allocations of CARES Act dollars from MTC. Dozens of letters from stakeholders throughout the District and a number of speakers participated in MTC's meetings to support AC Transit funding.

At the state level, LACR staff has been working with coalition partners, including CALSTART and the California Transit Association, to prioritize funding for zero emission buses and infrastructure in the state budget, particularly as cap and trade dollars have been drastically reduced. Lobby days with legislators and support letters have been focused on this effort and being able to provide the transit agency perspective has been invaluable to making the case for the importance of this funding.

# General Manager's Report

**The AC Transit Official Mobile App** - In early September 2020 we are planning to release to the public the new AC Transit Official Mobile App for Android and iOS. The App can be used to locate bus stops, get real-time predictions, and submit feedback directly to AC Transit's Customer Service Department, including Lost & Found. In addition, users can prioritize lines by tagging Favorites.

The App is currently in Beta release with about 100 internal users. The second phase of Beta testing will begin August 10<sup>th</sup>. Riders will be able to purchase tickets through Token Transit when fare collection resumes.

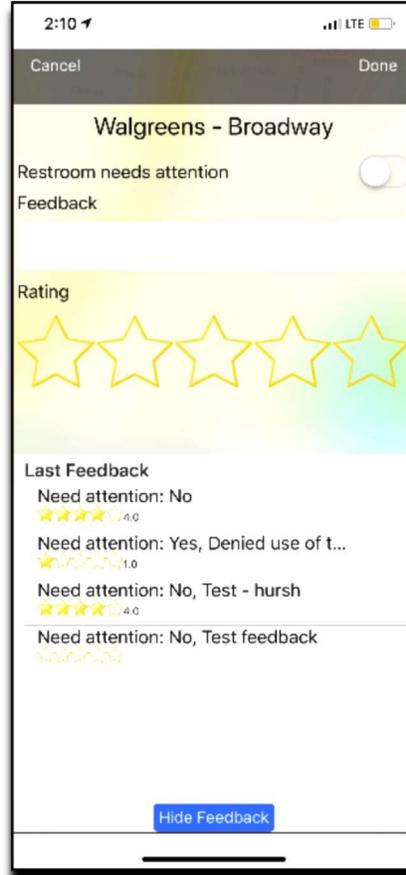
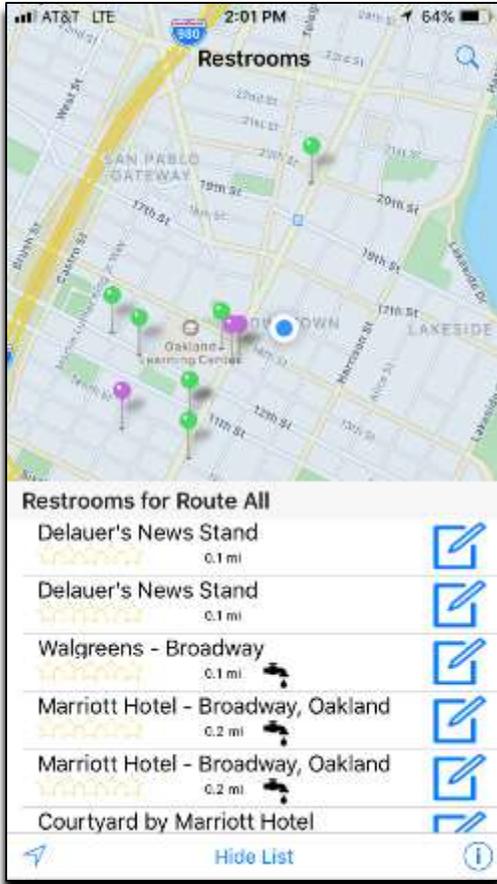


**Restroom Finder App and Website** - Almost five years ago, to solve the business problem of Operators not having easy access to the authorized restrooms information, General Manager Michael Hursh reached out to the Department of Innovation and Technology to develop the restroom finder app. It took developers three months to develop the first version of the Operator Restroom Finder Mobile App, which locates the nearest authorized restroom for operators and road supervisors based on their location. In addition to providing location information, employees using the App, can give feedback on the cleanliness and adequacy of each restroom. The App and website have been updated many times over the years. The App is available for Android and iOS smart devices used by the District Operators, Road Supervisors, Schedule Analyst, and Operation Control Center staff.

The COVID19 pandemic has amplified the challenge for operators to locate restrooms as most businesses are closed. Enhancements of the mobile app and administration website were set in motion.

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The App has been updated to allow supervisors to add and edit existing restrooms within the App, so a spreadsheet is no longer necessary. Bathrooms now include hours of operation and display symbols showing if a toilet and or water are available. Users can choose to update the list hourly or manually, and Dark mode is available for iOS.





## Executive Reporting

As of June 30, 2020

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## Budget Summary - Overview

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### Overview

- **Overall**
  - *Preliminary and unaudited* results for the month of June are in general lower than budget due to reduced service levels and effects of COVID-19, but also due to delays in expense processing at fiscal year end.
  - Expenses will increase closer to budget as closing adjustments are performed over the next few months leading up to the audited financial statements.
  - Operator Regular/Premium Time and the Non-Labor accounts for Fuel & Lubricants and Vehicle Parts, are well under budget due to the reduced emergency service plan.
  
- **Total Labor**
  - Maintenance Overtime is over budget due to vacancies and the need for cleaning to prevent the spread of COVID-19.
  - Salaried Overtime is over budget for the annual projection due to vacancies and increased workload in Supervision earlier in the year from the Salesforce Transit Center re-start and CAD/AVL update.
  - Pension is over budget due to higher costs than forecast during the budget adoption process.
  
- **Total Non-Labor**
  - Total Non-Labor expenses are below budget. With COVID-19, there is an overall reduction in non-labor spending for the annual projection. However, Professional & Technical Services and Other Maintenance are over budget for the month of June due to purchases for PPE-software and cleaning supplies.
  - Security Services and Purchased Transportation are both showing negative expenses and Taxes are showing near zero for June due to pending expenses that have not yet been processed.
  - Other Services are over budget due to the timing of payments for TJPA.
  - Utilities are over budget for the month of June due to timing of telephone payments and the purchase of communication devices/accessories necessitated by staff working from home.
  - Miscellaneous Non-Labor expense is near zero due to offsetting lease revenue from the Salesforce Transit Center.

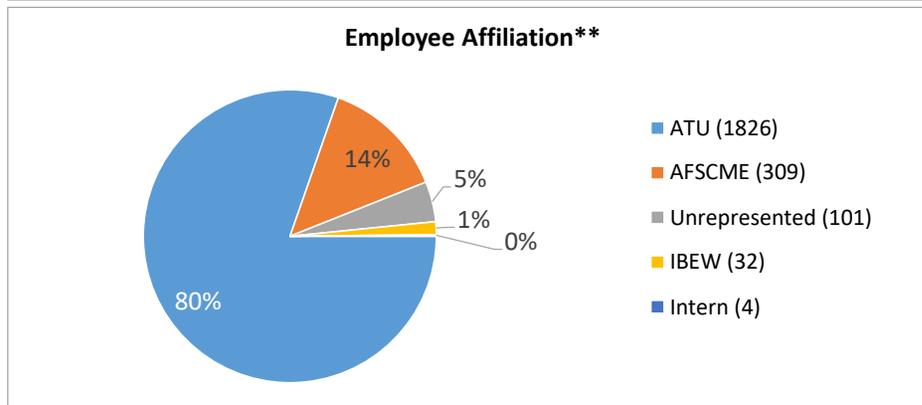
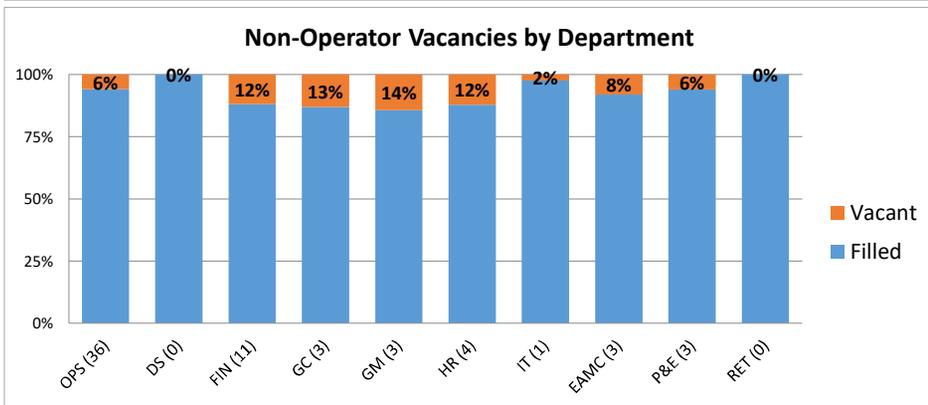
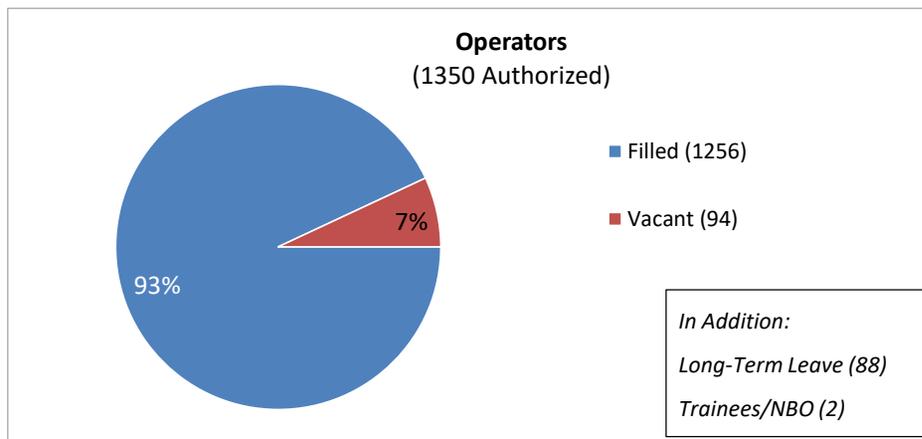
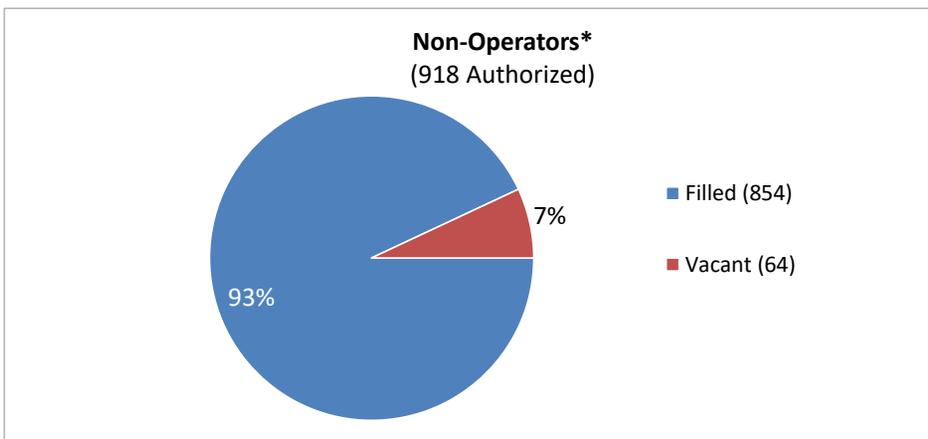
## Budget Summary (Budget vs Actuals as of June End, 2020)

Parent Account & Name	Single Month - June FY2020			FYTD (100% of year completed)					
	Single Month Budget	Single Month Actuals	Single Month Budget Used %	Annual Budget	Actuals FYTD	Annual Budget Remaining	Budget Used % FYTD	Historical Avg % Used FYTD	Projected Annual Budget Used %
<b>Wages</b>									
Operators Regular Time	5,826,727	3,978,659	68%	69,920,729	64,990,489	4,930,240	93%	100%	93%
Operators Premium Time	1,590,917	997,968	63%	19,091,000	17,626,545	1,464,455	92%	100%	92%
Maintenance Regular Time	2,130,269	1,783,553	84%	25,563,222	25,354,690	208,532	99%	100%	99%
Maintenance Overtime	128,158	135,652	106%	1,537,892	1,954,421	(416,529)	127%	100%	127%
Salaried Regular Time	3,006,770	2,882,399	96%	36,081,241	37,342,039	(1,260,798)	103%	100%	103%
Salaried Overtime	68,694	80,142	117%	824,328	1,033,057	(208,729)	125%	100%	125%
<b>Misc Wages &amp; Fringe</b>	5,780,878	4,133,348	72%	69,370,538	68,126,065	1,244,473	98%	100%	98%
<b>Health Plans</b>	4,740,561	5,035,787	106%	56,886,727	58,072,917	(1,186,190)	102%	100%	102%
<b>Pension</b>	4,898,070	7,049,261	144%	58,776,836	62,212,059	(3,435,223)	106%	100%	106%
<b>Labor Total</b>	<b>28,171,043</b>	<b>26,076,770</b>	<b>93%</b>	<b>338,052,514</b>	<b>336,712,283</b>	<b>1,340,231</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Key Services</b>									
Professional and Tech Svcs	531,961	831,683	156%	6,383,527	4,776,672	1,606,854	75%	100%	75%
Security Services	1,092,501	(536,932)	-49%	13,110,014	11,513,634	1,596,380	88%	100%	88%
<b>Other Services</b>	1,486,105	1,765,087	119%	17,833,263	15,875,373	1,957,890	89%	100%	89%
<b>Vehicle Parts</b>	995,512	579,689	58%	11,946,148	12,015,132	(68,985)	101%	100%	101%
<b>Fuel &amp; Lubricants</b>	1,284,862	164,966	13%	15,418,349	11,480,020	3,938,329	74%	100%	74%
<b>Other Maintenance</b>	160,190	209,371	131%	1,922,278	1,997,125	(74,847)	104%	100%	104%
<b>Office Supplies</b>	108,316	139,781	129%	1,299,792	1,135,491	164,301	87%	100%	87%
<b>Misc Materials</b>	149,941	159,007	106%	1,799,297	1,290,190	509,107	72%	100%	72%
<b>Utilities</b>	340,683	425,152	125%	4,088,195	3,753,257	334,938	92%	100%	92%
<b>Liability</b>	1,374,429	466,479	34%	16,493,152	14,990,331	1,502,821	91%	100%	91%
<b>Taxes</b>	254,286	5,751	2%	3,051,430	2,620,182	431,248	86%	100%	86%
<b>Purchased Transportation</b>	2,903,786	(933,798)	-32%	34,845,427	29,397,735	5,447,692	84%	100%	84%
<b>Miscellaneous</b>	417,167	1,950	0%	5,005,999	2,711,636	2,294,363	54%	100%	54%
<b>Non-Labor Total</b>	<b>11,099,739</b>	<b>3,278,187</b>	<b>30%</b>	<b>133,196,870</b>	<b>113,556,778</b>	<b>19,640,092</b>	<b>85%</b>	<b>100%</b>	<b>85%</b>
<b>Grand Total</b>	<b>39,270,782</b>	<b>29,354,957</b>	<b>75%</b>	<b>471,249,384</b>	<b>450,269,060</b>	<b>20,980,323</b>	<b>96%</b>	<b>100%</b>	<b>96%</b>

2% - 9% over expected

10% or more over expected

### Positions Summary

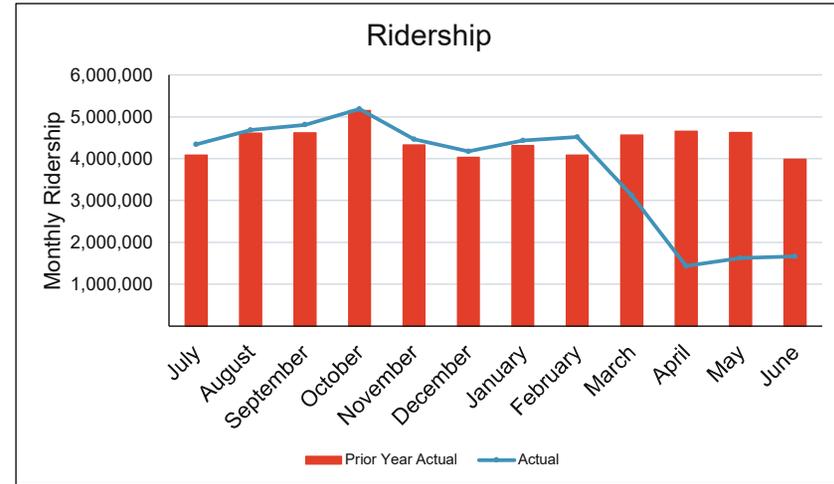
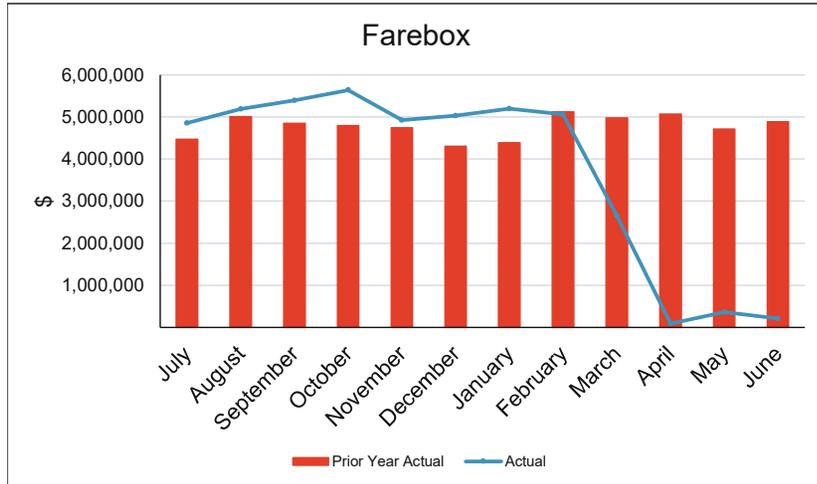


Authorized Positions			
Department	Filled	Vacant	Total
Operations - Bus Operators	1256	94	1350
Operations - Non-Operators	577	36	613
District Secretary	3	0	3
Finance	82	11	93
General Counsel	20	3	23
General Manager	18	3	21
Human Resources	29	4	33
Innovation and Technology	40	1	41
EAMC	34	3	37
Planning & Engineering	47	3	50
Retirement	4	0	4
<b>Total</b>	<b>2110</b>	<b>158</b>	<b>2268</b>

Authorized Positions			
Position Type	Filled	Vacant	Total
Bus Operator	1256	94	1350
Maintenance	423	23	446
Salaried	373	37	410
Clerical	58	4	62
<b>Total</b>	<b>2110</b>	<b>158</b>	<b>2268</b>

\* Non-Bus Operators include all permanent employees except for operators  
 Position data as of June 30, 2020

### Farebox Revenue and Ridership FY 2019-20 vs. FY 2018-19



Farebox Revenue	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD	FY Projection
<b>FY 2019-20</b>	4,858,835	5,191,086	5,394,207	5,643,991	4,925,151	5,031,209	5,200,391	5,064,387	2,653,782	89,311	360,744	212,248	<b>44,625,342</b>	<b>44,625,342</b>
<b>FY 2018-19</b>	4,473,800	5,008,431	4,850,857	4,796,155	4,742,955	4,306,796	4,387,029	5,124,161	4,977,423	5,070,409	4,717,293	4,890,378	<b>57,345,689</b>	<b>57,345,689</b>
<b>Y-Y %</b>	8.6%	3.6%	11.2%	17.7%	3.8%	16.8%	18.5%	-1.2%	-46.7%	-98.2%	-92.4%	-95.7%	<b>-22.2%</b>	<b>-22.2%</b>

NTD Ridership	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD	FY Projection
<b>FY 2019-20</b>	4,340,908	4,686,254	4,809,687	5,186,044	4,460,110	4,174,736	4,429,923	4,515,329	3,123,979	1,436,974	1,625,470	1,664,970	<b>44,454,384</b>	<b>44,454,384</b>
<b>FY 2018-19</b>	4,080,350	4,611,628	4,614,990	5,148,164	4,329,205	4,030,966	4,310,368	4,084,993	4,563,612	4,657,242	4,624,283	3,985,680	<b>53,041,481</b>	<b>53,041,481</b>
<b>Y-Y %</b>	6.4%	1.6%	4.2%	0.7%	3.0%	3.6%	2.8%	10.5%	-31.5%	-69.1%	-64.8%	-58.2%	<b>-16.2%</b>	<b>-16.2%</b>

**Notes:**

1. Farebox revenue is for per-boarding payments only; does not include EasyPass agreements or contract services (BART, City of Oakland, etc.)
2. Current FY total ridership and farebox revenue projections are based on the average monthly ridership and farebox revenue applied to the rest of the fiscal year.
3. ACTC Student Pass program farebox revenues were received irregularly prior to August 2019 and can have a significant effect on monthly Y-Y% comparisons.