**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 calendar year 2020, system wide BCI scores averaged an overall rating of 7.99 just shy of an "Excellent" rating and the District KPI goal of 8.10. System wide BCI scores averaged increased by almost 2% during the second half of the year. Great job to the maintenance team for achieving improvement even with additional tasks that were added on with the pandemic.
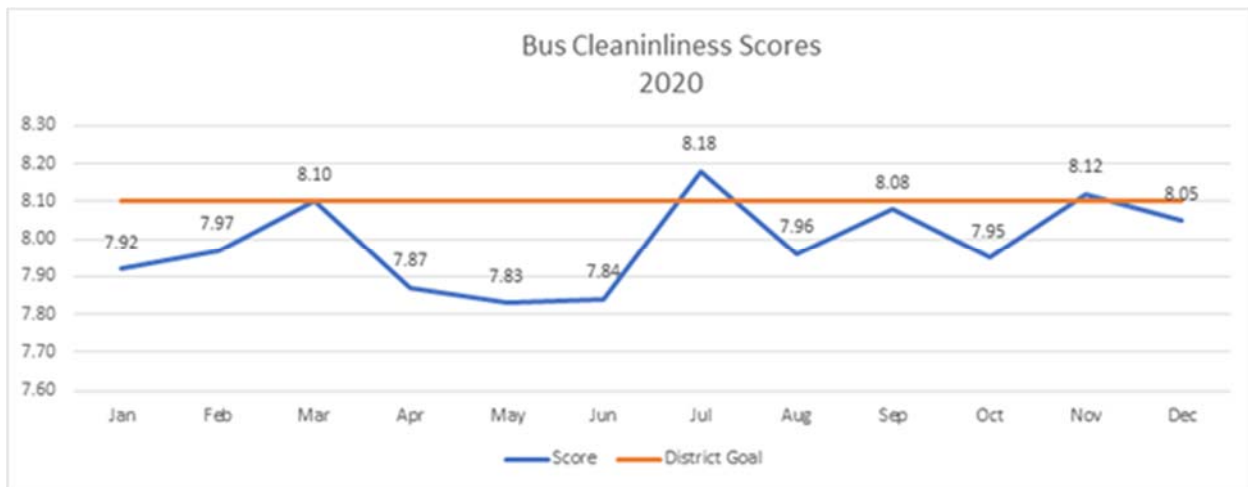
PPE Onboard Relocation – During the month of September, maintenance staff quickly outfitted the bus fleet with onboard hand sanitizer and face mask personal protective equipment (PPE) dispensers using a temporary mounting location. Soon after, the team at Central Maintenance Facility (CMF) quickly went to work to come up with designs for a permanent mounting location and solution. Using guidance from the Director of Maintenance, the CMF team provided a design that was low cost and easy to fabricate in-house from commonly used materials.

With a final design completed, Maintenance partnered with the Purchasing Department to order all the material needed to build the A-Frame stands with a mask box holder. After fabrication was completed, arrangements were made with the Materials Department to deliver the PPE mounting kits to the Divisions. Once delivered, maintenance staff at the Divisions were able to install the permanent mounting on the entire fleet in less than 30 days. Our employees are always ready for a challenge and they have once again shown the extraordinary skills, talent and collaboration that has kept the District moving forward and past impacts from the pandemic.
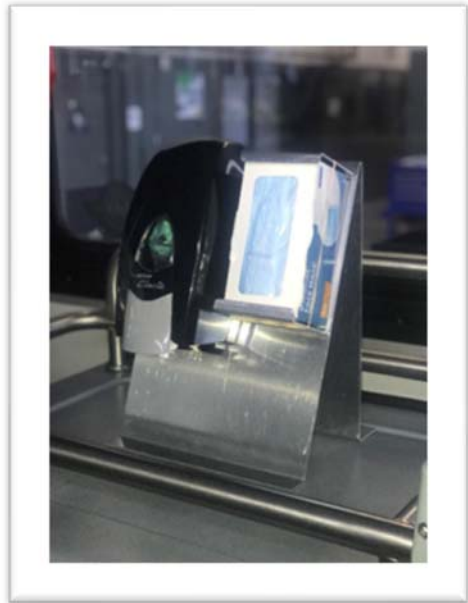
Human Trafficking Training Awareness – In April 2020, General Manager Michael Hursh signed the US Department of Transportation's *Transportation Leaders Against Human Trafficking* initiative. AC Transit committed to provide education awareness of this criminal behavior for front-line employees. Training was developed and launched for Bus Operators in December 2020 (Q2) with assistance from Alameda County Deputy District Attorney (DA) Sharmin Bock and the Transit Crimes Unit (TCU) from the Alameda County Sheriff Office. Both DA Bock and TCU are also committed to supporting in-person training once the pandemic subsides. Training content was also designed to comply with Assembly Bill 2034 which requires public transit to make front-line employees aware of human trafficking. Pictured below is Instructor Corlelia Masters providing train-the-trainer practice for the entire instructional staff.

On Time Performance – On-Time Performance is a District Key Performance Indicator (KPI) with the goal to achieve 72% or higher. Since Q3 of FY20, On-Time Performance has shown steady improvement Quarter over Quarter. The District exceeded the goal of 72% from July 2020 to December 2020, OTP increased by .24% from 76.04 to 76.28.

District Teams is a new initiative launched from the weekly Service Quality Enhancement Taskforce (SQET) meetings. Comprised by the executive, director, and frontline staff from Transportation, Maintenance, Service Development and Planning, Innovation and Technology, and Project Controls and Systems Analysis to monitor line performance, interact with Operators, increase visibility, and observe performance issues in real-time. Information captured from field observations and systems analysis is provided to the Division Teams, which consist of staff from Transportation, Maintenance, Road Supervision, Operations Control Center, Planning, Scheduling, and IT Network. Each Division has a dedicated team of staff focused on analyzing and improving performance on lines with feedback from the Driver's Committee. This initiative is the cornerstone of our Line Management process. Steady improvement can also be attributed to less traffic as a result of the pandemic; however, staff is confident in the Line Management process and will continue to monitor performance closely as more activities open back up.

Quarterly - Systemwide OTP for Division System Wide
For Route - All & Direction - All
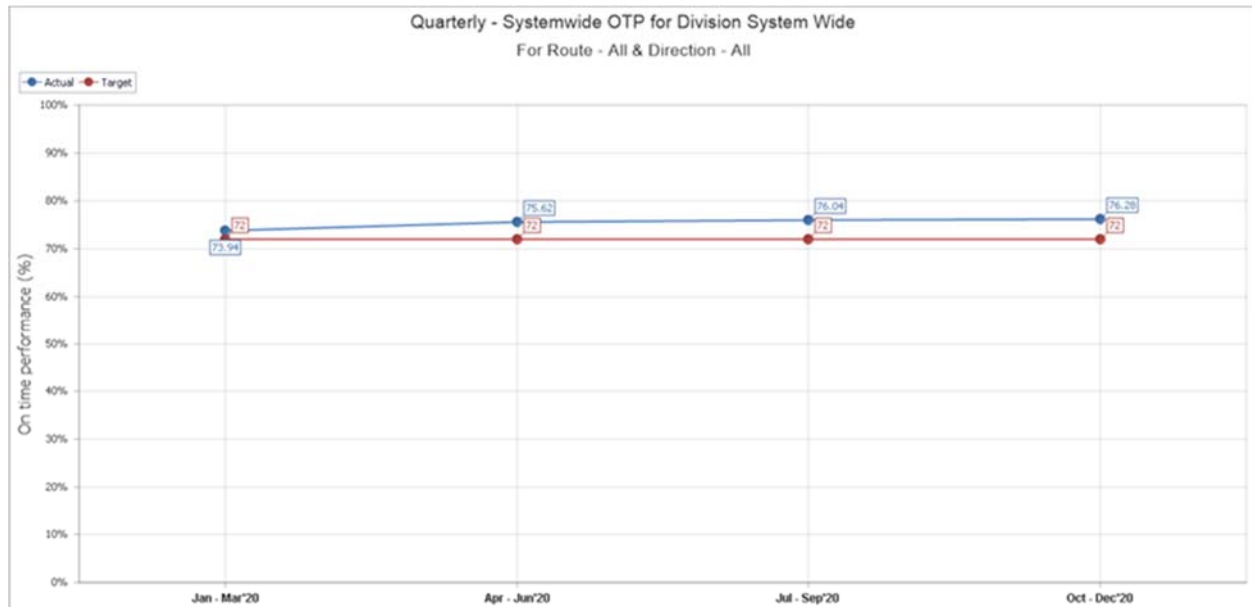
Passenger Load Information (PLI) Project Update- Public -Facing Name" Rider Capacity Feature (RCF)- On January 11, 2021, the beta version of **AC Transit's Rider Capacity Feature** launched on all AC Transit bus lines for most trips. Riders can now find out if the next bus is crowded using real-time rider capacity information on their mobile devices. This feature is part of reNEW, AC Transit's COVID-19 response plan, which outlines our multi-prong commitment to a healthy East Bay.

The **PLI technology platform,** developed by the Department of Innovation and Technology, has enabled real-time rider capacity information on approximately 80% of AC Transit's fleet equipped with automated passenger counting (APC) sensors. This data is refreshed every 15-seconds, providing riders with up-to-date information.

There are a variety of ways riders can access the feature:
- Download the AC Transit Official app, free on iOS and Android, available in the app store.
- Visit actransit.org/ACTRealTime from a desktop or mobile device
- Call Customer Service at 510-891-4777 and select option 2 or call 511.
- Third-party partners that use our data, like Transit app and Google.

PLI Project and RCF Marketing Campaign Accomplishments
Phase 1: Tempo Line 1T
In August 2020, the District enabled PLI on Tempo Line 1T to assess viability and results after installing APC equipment on the 27 dedicated buses while performing multiple validations, focusing on data accuracy.
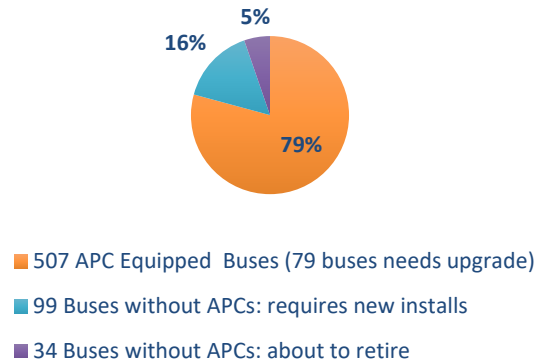Marketing campaign tactics included:
- Branding "PLI" to the public-facing name of Rider Capacity Feature
- Web page with dedicated graphics
- eNews and news article on website
- Social media posts
- Rail hangers on board coaches
- Signage at stations
- Feedback survey

Phase 2: All AC Transit bus lines

In January 2021, the District enabled a real-time PLI technology platform on the remaining 480 APC equipped buses. These are in addition to 27 Tempo buses already in operation.

Marketing campaign tactics included:

- Dedicated web page with graphics
- eNews to all subscribers
- News Article on website homepage
- Social media posts

District Fleet (APC Status)

5%

16%

79%

- 507 APC Equipped Buses (79 buses needs upgrade)
- 99 Buses without APCs: requires new installs
- 34 Buses without APCs: about to retire

PLI Project Next Steps

The next step for this project is to initiate the **procurement process** for APC Sensors to be installed on 99 buses and upgrade 79 buses, anticipated by the end of FY2021.

Phase	Description	Buses
New install of APC Sensors	Active buses without APC equipment installed	**99**
Upgrade of the existing outdated APC sensors	Replace old sensors with **more** accurate and reliable APC sensors	**79**
Ridership Analytics Software to automate Ridership KPIs	Software licenses, Design, Configuration, Testing, and Processing for three years of data	Full Fleet

Executive Reporting

As of November 30, 2020

Contents

Budget Summary

Overview

- **Overall**
  - Results in the fifth month of the FY 2020-21 fiscal year show the District coming in under the monthly and projected annual budget.
  - Total Labor and Total Non-Labor expenses are well below the monthly budget.
- **Total Labor**
  - Operator Premium time is higher than the monthly and projected annual budget. Staff is monitoring Operator Premium and other overtime accounts for potential mid-year budget adjustments as well as reducing general use where feasible.
  - Miscellaneous Wages & Fringe is over budget for the annual projection due to increased COVID-19 related leave.
- **Total Non-Labor**
  - Professional Services and Other Services continue to be under budget, most likely a result of lower usage during the pandemic.
  - Fuel & Lubricants remains under budget due to lower than anticipated diesel prices. Staff is monitoring and plans for a potential mid-year budget decrease.
  - Miscellaneous Materials is over the monthly and annual budget projection due to mask purchases. Staff is monitoring and plans for a potential mid-year budget increase.
  - Utilities is over the monthly budget due to timing of payments, however under budget for the annual projection.
  - Purchased Transportation continues to be under budget due to lower than expected usage. Staff is monitoring and plans for a potential mid-year budget decrease.

Budget Summary (Budget vs Actuals as of November End, 2020)

Parent Account & Name	Single Month - November FY2021			FYTD (42% 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 %
Wages									
Operators Regular Time	5,322,485	4,915,542	92%	68,722,646	26,483,797	42,238,849	39%	41%	93%
Operators Premium Time	812,095	1,217,716	150%	9,798,455	5,415,908	4,382,547	55%	43%	128%
Maintenance Regular Time	2,106,223	2,022,474	96%	27,461,652	11,027,341	16,434,311	40%	41%	97%
Maintenance Overtime	149,158	102,509	69%	1,814,841	758,024	1,056,817	42%	42%	100%
Salaried Regular Time	3,068,751	2,784,822	91%	38,663,425	15,781,073	22,882,352	41%	42%	98%
Salaried Overtime	82,081	109,298	133%	998,839	494,234	504,605	49%	49%	101%
Misc Wages & Fringe	6,938,284	6,825,051	98%	69,473,103	29,869,744	39,603,359	43%	38%	113%
Health Plans	4,966,481	1,976,463	40%	59,597,788	20,990,975	38,606,813	35%	42%	84%
Pension	5,339,899	4,852,840	91%	61,660,471	24,323,400	37,337,071	39%	43%	92%
Labor Total	**28,785,457**	**24,806,715**	**86%**	**338,191,220**	**135,144,497**	**203,046,723**	**40%**	**41%**	**97%**
Key Services									
Professional and Tech Svcs	352,404	160,156	45%	5,375,992	810,562	4,565,429	15%	32%	47%
Security Services	1,091,539	896,750	82%	13,098,462	5,086,530	8,011,932	39%	42%	93%
Other Services	1,647,023	1,084,653	66%	22,189,506	7,218,727	14,970,779	33%	40%	81%
Vehicle Parts	866,153	731,769	84%	10,370,970	4,125,486	6,245,484	40%	43%	91%
Fuel & Lubricants	1,069,875	681,782	64%	13,532,496	3,325,558	10,206,938	25%	47%	52%
Other Maintenance	165,171	147,753	89%	1,990,058	592,905	1,397,153	30%	37%	80%
Office Supplies	79,660	46,609	59%	1,168,468	406,970	761,498	35%	32%	108%
Misc Materials	162,444	261,308	161%	1,962,128	1,240,424	721,704	63%	20%	312%
Utilities	356,667	408,948	115%	4,297,841	1,594,332	2,703,509	37%	39%	96%
Liability	1,708,632	1,537,669	90%	20,081,604	8,998,501	11,083,103	45%	70%	64%
Taxes	199,959	188,967	95%	2,520,102	936,950	1,583,153	37%	41%	91%
Purchased Transportation	2,220,601	1,847,788	83%	26,647,214	8,721,718	17,925,496	33%	42%	77%
Miscellaneous	392,840	355,709	91%	4,937,479	1,140,623	3,796,856	23%	25%	93%
Non-Labor Total	**10,312,967**	**8,413,573**	**82%**	**128,172,320**	**44,199,287**	**83,973,033**	**34%**	**43%**	**80%**
Grand Total	**39,098,424**	**33,220,288**	**85%**	**466,363,540**	**179,343,783**	**287,019,756**	**38%**	**42%**	**92%**

2% - 9% over expected   10% or more over expected

3

Positions Summary

Non-Operators*
(929 Authorized)

- Filled (845)
- Vacant (84)

91% / 9%
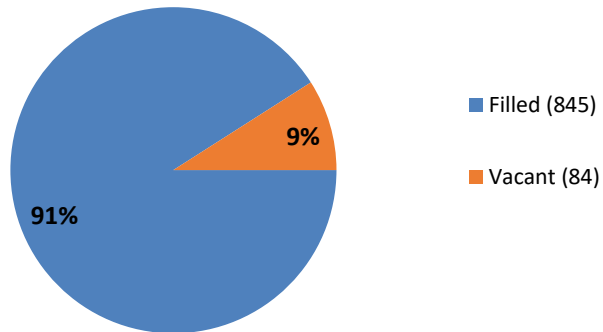
Operators
(1280 Authorized)

- Filled (1225)
- Vacant (55)

96% / 4%
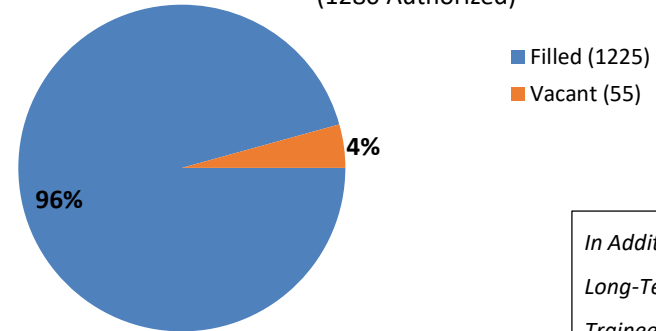
In Addition:
Long-Term Leave (116)
Trainees/NBO (1)

Non-Operator Vacancies by Department

Department	% Vacant
DS (0)	0%
EAMC (3)	8%
FIN (11)	12%
GM (3)	14%
HR (5)	15%
IT (1)	2%
GC (2)	9%
OPS (55)	9%
P&E (4)	8%
RET (0)	0%

- Vacant
- Filled

Employee Affiliation

- ATU
- AFSCME
- Unrepresented
- IBEW
- Intern

80% / 14% / 4% / 2% / 0%
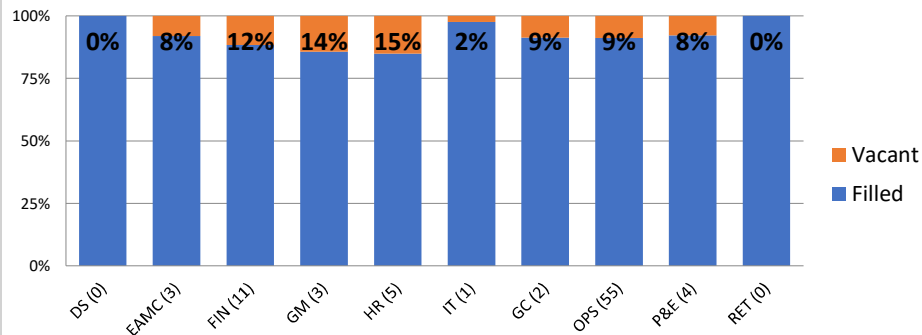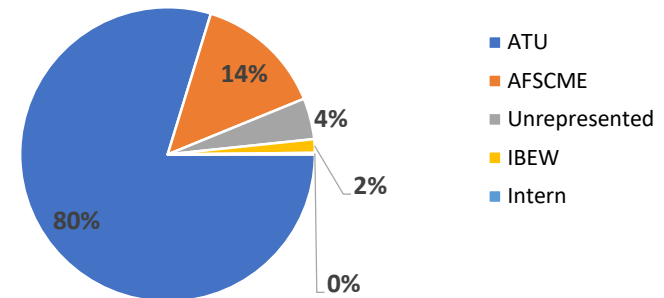
Authorized Positions

Department	Filled	Vacant	Total
Operations - Bus Operators	1225	55	1280
Operations - Non-Operators	566	55	621
District Secretary	3	0	3
Finance	84	11	95
General Counsel	21	2	23
General Manager	18	3	21
Human Resources	28	5	33
Innovation and Technology	40	1	41
EAMC	34	3	37
Planning & Engineering	47	4	51
Retirement	4	0	4
Total	**2070**	**139**	**2209**

Authorized Positions

Position Type	Filled	Vacant	Total
Bus Operator	1225	55	1280
Maintenance	419	38	457
Salaried	369	42	411
Clerical	57	4	61
Total	**2070**	**139**	**2209**

* Non-Bus Operators include all permanent employees except for operators
Position data as of October 31, 2020

4

Farebox Revenue and Ridership
FY 2020-21 vs. FY 2019-20

Farebox

Ridership
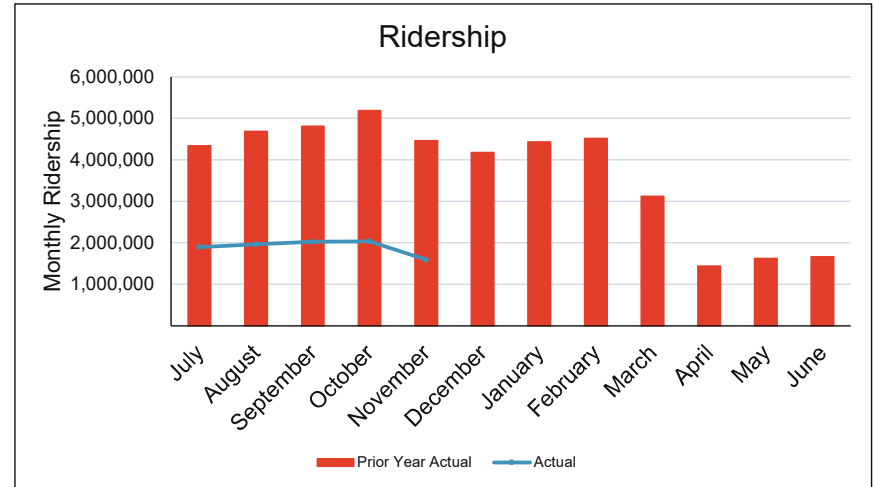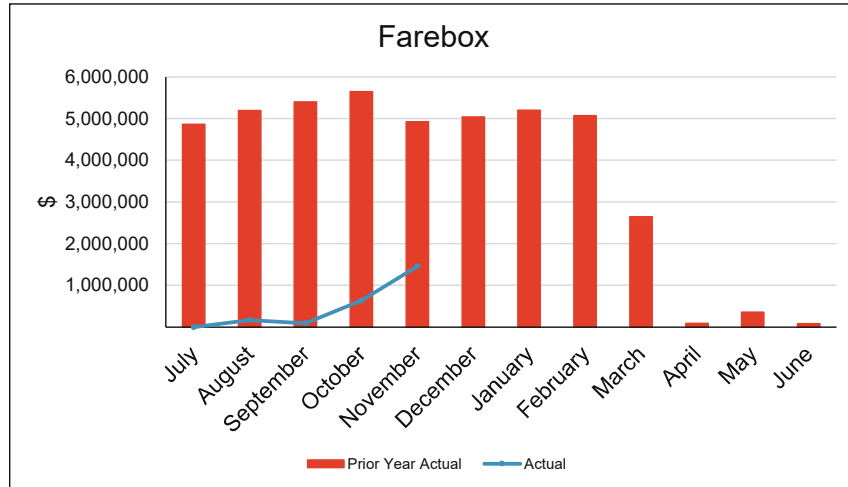
Farebox Revenue	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD	FY Projection
FY 2020-21		171,175	92,141	634,239	1,461,524								2,359,078	21,917,567
FY 2019-20	4,858,835	5,191,086	5,394,207	5,643,991	4,925,151	5,034,659	5,200,391	5,064,387	2,645,359	89,311	360,744	82,243	44,490,364	44,490,364
Y-Y %	-100.0%	-96.7%	-98.3%	-88.8%	-70.3%								-94.7%	-50.7%

NTD Ridership	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD	FY Projection
FY 2020-21	1,898,801	1,964,724	2,026,871	2,037,436	1,593,991								9,521,823	22,852,375
FY 2019-20	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	44,454,384	44,454,384
Y-Y %	-56.3%	-58.1%	-57.9%	-60.7%	-64.3%								-78.6%	-48.6%

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 farebox revenue projections is based on anticipated monthly increases in farebox revenue.

3. Current FY total ridership projections are based on the average monthly applied to the rest of the fiscal year.