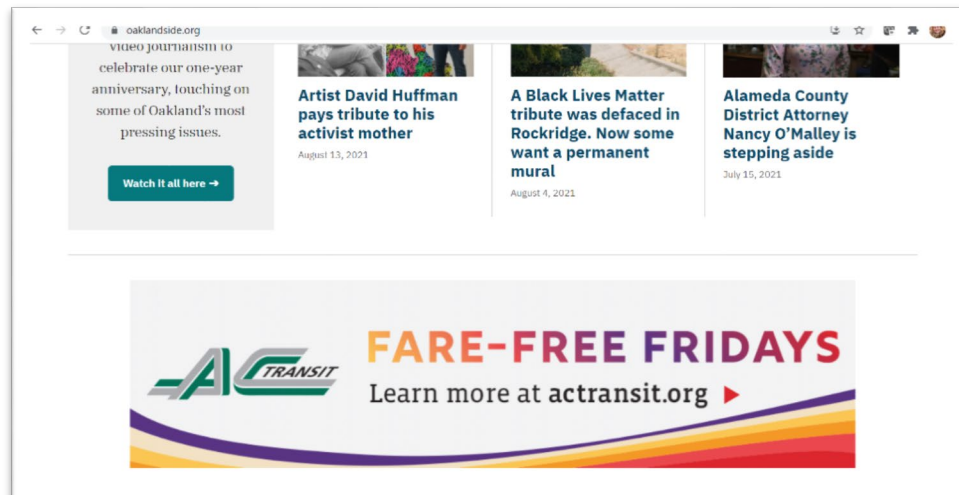
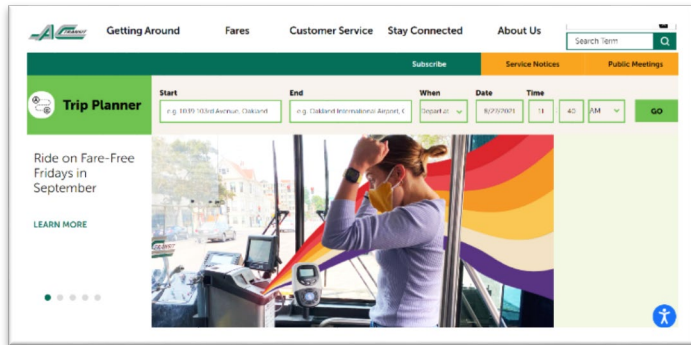


General Manager's Report

AC Transit Launches “Fare-Free Friday” Campaign - On August 23, AC Transit launched a comprehensive marketing campaign to alert riders and the community about Fare-Free Fridays, where riders can ride free every Friday in September. This campaign is a multi-departmental effort that includes many tactics to encourage riders to get back on board. Tactics include eNews, social media, homepage and webpage article, signage in the Customer Service Center, Salesforce Transit Center, and Tempo stations, head signs, and farebox and Clipper covers. Paid marketing tactics include bus exterior ads, print and digital ads in local publications, and radio ads. Campaign tactics are also translated into Spanish, Chinese, and Vietnamese. This campaign will run through September, after which Staff will report out on the initiative.



AC Transit Launches August Service Changes- Transit implemented service expansion on August 8, 2021. The changes included the reactivation of Supplementary Service to Schools and select Transbay lines and scheduled in addition of the launch of the Line 78 pilot. The comprehensive communications campaign included creation of campaign pages on the website, updated carousel, eNews, social media posts, Supplementary Service to Schools page updates, Salesforce Transit Center signage, car cards, brochures for the Line 78 Pilot, and updates on Gillie Room screens. In addition, at-stop signage, maps and schedules were updated at all affected bus stops, and new signage, including wayfinding, was created for the Line 78 route.

Homepage Carousel



AC Transit Service Changes Effective Sunday, August 8

Gillie Room Screen Monitors

Local, Transbay, and Supplementary
School Service Changes
Effective Sunday, August 8, 2021



@rideact



Car Cards


General Manager's Report

Supplementary Service to Schools



We are pleased to announce that the AC Transit Supplementary Service to schools resumes on Monday, August 9, 2021. Highlights of changes include:

- Full of partial restoration of lines 611, 621, 623, 624, 625, 631, 654, 657, 663, 667, 671, 675, 687, and 688. We revised schedules to accommodate changed bell times.
- Lines 614, 639, 651, 668, and 679 will be discontinued. Please use the information below for information about alternative service.



Get back (to school) on AC Transit

Before you hop on board, there are a few things you should know:

- Pay Your Way with new contactless payments
- Plan your trip with our new mobile app
- We are ready for you. We've implemented countless improvements so you can count on us to get you to and from school safely

[More Service Information](#)

Supplementary Service to Schools Lines

Alameda



Albany



Supplementary Service to Schools Information



Get back (to school) on AC Transit

Ready to get yourself (or them) back to school? AC Transit will get you there safely. Before you hop on board, there are a few things you should know.

[Go to the top](#) [Go to the bottom](#)

Pay Your Way

with new contactless payment options

Before boarding, please make sure you have an AC Transit Card or a valid contactless payment (e.g., credit or debit card) ready to use. This will ensure a smooth boarding process and reduce bus boarding time—getting you to school faster.



Get off your Clipper Card to take advantage of Youth fares (50% off regular AC Transit Adult fare)

Add your Clipper Card to your Apple or Google Wallet to pay with your phone and manage your account with the Clipper app. Don't have a Clipper Card? It's never too late to apply.

[Apply Now](#)



Get cash and pay bus fare with your phone

AC Transit's new mobile app lets you pay your way with your phone. Download the AC Transit Official app. Search for the app on the App Store or Google Play to try it.

[Download Payment](#)



Plan Your Trip with our New Mobile App

Find out which bus to take and see the AC Transit Official app. Search for the app on the App Store or Google Play to try it.

[Mobile App](#) [Bus Lines](#)

AC Transit is ready for you

We've implemented countless improvements so you can count on us to get you to and from school safely. When riding, remember:



Face coverings are required on board

Wearing the bus windows closed helps the system work efficiently.



Buses undergo daily disinfecting with EPA-approved cleaning products

Disinfect our buses with state-of-the-art EPA-approved disinfectant, reducing the risk of illness on board.

Keeping the bus windows closed helps the system work efficiently.

Learn more about our health and safety efforts here.

Frequently Asked Questions

How do I get updates about Supplementary Service to Schools?



What happens when a bus is at capacity?



What are my options if the bus did not stop?



Where can I find specific information about local lines, schedules, and maps?



Analytics:

- **Social media:** 20 posts; 87,865 impressions; 1,181 engagements
- **eNews:** 4 sends; 25,363 delivered; 21.7% open rate; 4,432 SMS messages delivered
- **Website:** Article: 3,161 page views; Supplementary Service to Schools pages: 4,073 page views
- **Signs:** 730 map and schedule signs updated, 53 service change bags, 157 laminated flyers, and 464 flag changes, including changes for 52 stops on the pilot Line 78.
- **Printable PDF timetables:** 80 timetables updated for the AC Transit web site

General Manager's Report

The Last AC Transit Class – December 11, 1979 marked Joseph Tating's first day at AC Transit as a bus operator trainee. Nearly forty-two years later, and almost half that spent in operations training, Joe taught his last class to new bus operators on the morning of August 30, 2021. Prior to becoming the Training and Education Assistant Manager for Transportation, Joe spent a storied transit career in a wide array of positions from bus operator to chief dispatcher and road supervisor to operations control supervisor, but his heart was always in teaching others. Joe's impact reaches beyond that of AC Transit as well. An avid bus roadeo fanatic, having coached and mentored many successful teams, he's also been a long-standing member of the American Public Transportation Association (APTA) bus roadeo committee as well as a senior instructor with the Transportation Safety Institute. A transit mentor to many, a leader to most, and a friend to all, AC Transit will never be quite the same after his departure at the end of September. Joe would be the first to tell you that it's not about him; it's about serving others. Pictured left is Joe "then and now" so to speak, same gregarious smile, and his last class, pictured right, at the Training and Education Center. Thank you, Joe; you'll be missed.



Transportation Community Support- On August 14th, 2021, The Oakland Police Department contacted the Operations Control Center (OCC) to inform the District that due to a major gas leak, they were conducting a mass evacuation of a building at 7th Street and Martin Luther King (MLK). The Oakland Police Department requested two (2) buses to assist with senior citizens and small children. The buses would allow them to have somewhere to shelter in place during the evacuation. The District was able to send two buses and help these citizens stay safe and cool inside an air-conditioned bus. The Oakland Police Department was very appreciative of AC Transit's support.



General Manager's Report

AC Transit Joins Alameda County in the Legacy/Raising Leaders Initiative

- AC Transit joins local governmental agencies and corporations in the Alameda County Legacy/Raising Leaders Adopt-a-Block initiative. The Raising Leaders program is a program that was started by a local continuing education teacher, Davida Scott who recognized that the Hayward Unified School District was losing youth as early as Freshman year, many coming out of the Jackson Triangle neighborhood. She designed a program to help educate, inspire, and support these youth, which has expanded from Hayward to Alameda County. Alameda County Board Supervisor Richard Valle, representing District 2 and Alameda County Interim Probation Chief Marcus Dawal have raised more than \$1.9 M in grants to fund this youth program.

As a Legacy leader, the District has agreed to participate in 2-3 cohorts annually, offered virtually to high school age students, introducing them to District employees who will talk about their careers, one challenge they encountered, and how they overcame that difficulty in their career. The program is fully funded through Alameda County. The initiative also includes an opportunity to host 1-2 interns who are fully vetted and funded through the County program initiative. The Legacy sign can be found on northbound Jackson Street near the corner of Soto Road (138 Jackson Street), Hayward. Pictured from left to right are: Davida Scott, representing the program and Alameda County Supervisor Richard Valle, Alameda County Interim Probation Chief Marcus Dawal, AC Transit Board Director Mark Williams, and AC Transit Board President Elsa Ortiz.



AC Transit Co-sponsors Campaign to Honor Asian Pacific Island Heritage

AC Transit co-sponsored the Hayward Chamber's first Campaign to honor Hayward's Asian & Pacific Islander Leaders. See sample post that went out to a membership of 1,100 and via their social media handles:

Chamber Campaign Honors Hayward 's Asian & Pacific Islander Leaders

The **Hayward Chamber of Commerce** has been honoring the contributions of local citizens during Asian American and Pacific Islander Heritage Month through Asian Heart Health Days this summer. Find out more about these Hayward leaders of business and community service at our [Facebook](#), [Linked In](#), and [Instagram](#) sites. Those shown below - **Chris Lam**, **Anna May** and **Paul Nguyen** - are just the first three to be honored, so check our social media sites to see others over the next two weeks. The recognition is made possible by sponsorship of Eden Healthcare District, Sugar Bowl Bakery, AC Transit, Plastikon, and Casa Sanchez Foods.



General Manager's Report

AC Transit Supports Backpack Giveaway –

On Saturday, August 7th, AC Transit supported Eden Youth & Family Center and the NAACP Hayward South Alameda County Chapter as a co-sponsor of the annual Back-to-School Backpack giveaway. The District was represented by Board Director Mark Williams in the Tennyson neighborhood of the city of Hayward with name and logo recognition signage and verbal acknowledgments at the event, creating visibility and community goodwill. Nearly 175 backpacks were given to students returning to school. AC Transit is a proud co-sponsor of this initiative.



AC Transit Meets with Fremont and Newark Community

AC Transit Board Director Diane Shaw, joined by staff presented an overview, and question and answer sessions this summer with the following groups:

- Fremont Government Affairs Committee
- Newark Rotary Club
- Fremont Niles Rotary Club



General Manager's Report

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.

A total of 405 maintenance support work orders were generated for District administrative activities that are not fleet repair related. Maintenance completed 12,363 bus deep cleaning scheduled preventative maintenance inspections 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, 59,865 corrective maintenance work orders were completed. A total of 840 Warranty work orders were created for OEMs to perform repairs on the fleet during FY21.

FY21 Completed Work Orders

Maintenance Initiatives	Quantity
Maintenance Support	405
Scheduled Maintenance	12,363
Unscheduled Maintenance	59,865
Warranty	840
Grand Total	73,473

COVID-19 UPDATE September 2021

CONTINUED OPERATOR SAFETY IMPROVEMENTS

The District continues to evaluate and improve operator safety:

- 6' social distancing from the operator is still required
- All current mitigations remain in place
- "Blue Line Delineation" is now installed on all buses in service

DISTRICT WIDE PPE SUPPLIES

General Manager's Report

PPE Item	PPE SoH Available
N95 Masks (Each)	16.1 - Months
KN95 Mask	4.5 - Months
Surgical Mask	5.4 - Months
Reusable Masks	0.5 - Months
Nitrile Gloves	7 - Months
Hand Sanitizer (L)	30.2 - Months
Disinfectant Cleaner	7.8 - Months
Clorox Wipes (1 Canister)	3.9 - Months
Vital Oxide Cleaner (55gl Drum)	4.9 - Months
Hand Sanitizer Dispensers for Coaches	6.8 - Months

TRANSPORTATION

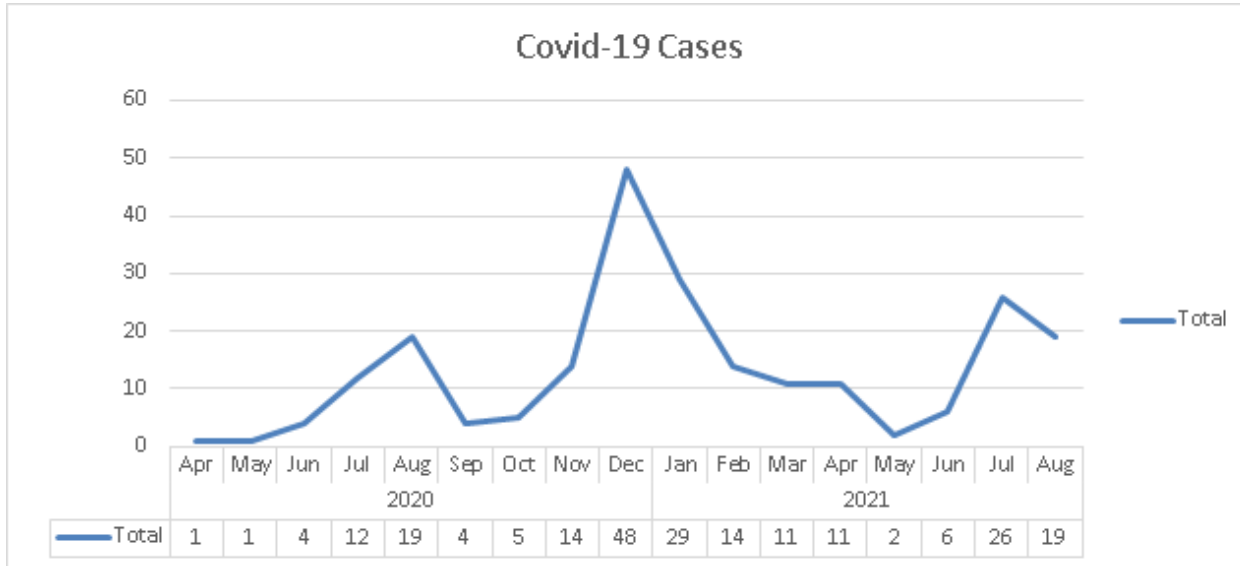
- Provided shuttle service to the D6 Vaccination Clinic
- Each Division continues to issue PPE on a daily basis
- Weekly COVID calls are conducted every Monday for updates and request

MAINTENANCE

- COVID-19 barrier latching mechanism is still being re-evaluated due to operator repetitive motion complaints
- An operator survey evaluating two types of latching mechanisms will end in 2 weeks

CASES COUNTS

General Manager's Report



- 226 District Employees, 5 Contract Employees as of August 31, 2021

- Positive case Vaccination rates

Total Positive Cases Since 7/8/21: 44
Unvaccinated: 66%
Vaccinated: 34%

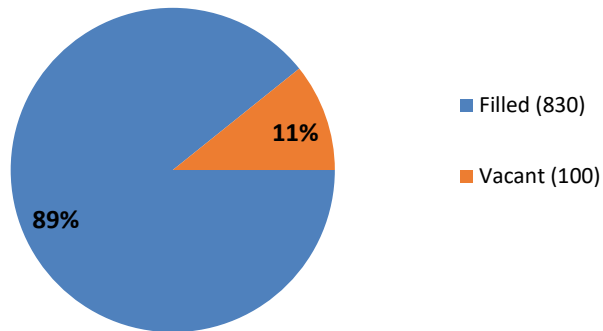
Total Hospitalized Since 7/8/21: 3
Unvaccinated: 100%
Vaccinated: 0%

VACCINE STATUS

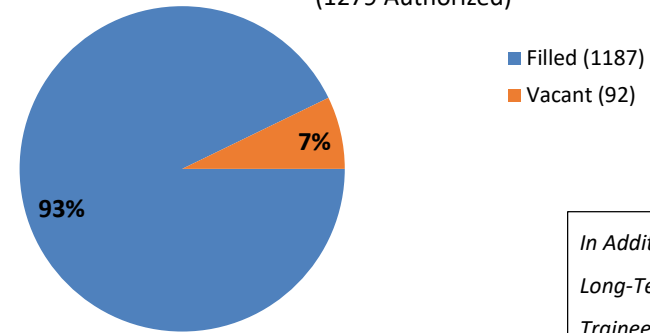
- The District's overall vaccination rate is 48%
- On 8/25/24 a Vaccine Clinic was held at the Hayward Division
- 15 total vaccinations were administered

Positions Summary

Non-Operators*
(930 Authorized)

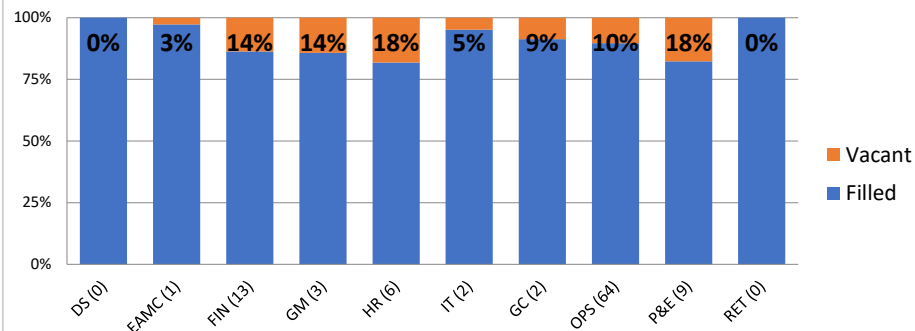


Operators
(1279 Authorized)

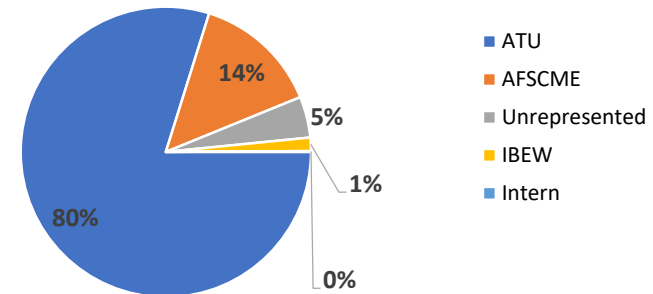


*In Addition:
Long-Term Leave (99)
Trainees/NBO (14)*

Non-Operator Vacancies by Department



Employee Affiliation



Authorized Positions			
Department	Filled	Vacant	Total
Operations - Bus Operators	1187	92	1279
Operations - Non-Operators	558	64	622
District Secretary	3	0	3
Finance	82	13	95
General Counsel	21	2	23
General Manager	18	3	21
Human Resources	27	6	33
Innovation and Technology	39	2	41
EAMC	36	1	37
Planning & Engineering	42	9	51
Retirement	4	0	4
Total	2017	192	2209

Authorized Positions			
Position Type	Filled	Vacant	Total
Bus Operator	1187	92	1279
Maintenance	410	47	457
Salaried	363	46	409
Clerical	56	8	64
Total	2016	193	2209

* Non-Bus Operators include all permanent employees except for operators
Position data as of July 31, 2021