



Agenda Item No. (6)(A)

**REPORT OF THE GENERAL MANAGER
BOARD OF DIRECTORS
MEETING OF APRIL 26, 2024**

The Honorable Board of Directors
Golden Gate Bridge, Highway and Transportation District

Honorable Members:

APRIL 15th GOLDEN GATE BRIDGE PROTEST

On Monday, April 15, 2024, at just before 8:00 a.m., a group of protestors parked their vehicles in the southbound lanes of the Bridge roadway, blocking all southbound traffic lanes. Several protestors used metal devices to attach themselves to their vehicles and other protestors.

Golden Gate Bridge Patrol officers were on scene within minutes and law enforcement support was dispatched immediately, arriving shortly thereafter. In order for law enforcement to safely respond to the protest, all northbound vehicle lanes and sidewalks of the Golden Gate Bridge were closed. Bridge District staff could not perform a lane reconfiguration using the moveable median barrier because cars in the southbound lanes blocked the path of the zipper truck.

In a coordinated effort, Bridge District staff along with law enforcement and fire department partners worked to resolve the protest as quickly as possible while prioritizing the safety of the public and staff. Due to the number of protestors and methods used, removing the protestors took several hours. After protestors were peacefully removed, and at the request of the California Highway Patrol, Bridge District staff towed multiple protestors' vehicles off the Bridge. The Bridge roadway and sidewalks were then fully reopened at approximately 12:15 p.m., several hours before similar protests on I-880 were fully resolved.

California Highway Patrol reported that twenty-six people were arrested for illegally stopping traffic on the Golden Gate Bridge and were transported via a District bus to the San Francisco Hall of Justice for booking. Thank you to our law enforcement and first responder partners for their timely support and response to the protest.

To facilitate travel in the Highway 101 corridor during the protest, Golden Gate Transit buses that were unable to cross the Bridge were rerouted to Golden Gate Ferry terminals and East Bay BART stations, allowing our customers to reach their destinations by ferry or train. This effort helped our bus customers avoid extended delays and reduced traffic on Highway 101 when the Bridge was reopened.

The District lost approximately \$160,000 in tolls due to the protestors illegally blocking southbound traffic for over four hours.

APRIL 15th GOLDEN GATE BRIDGE PROTEST (continued)

We recognize that the April 15 protest created significant delays and inconvenience for many of our customers traveling between San Francisco and the North Bay, and we want to thank the public for their patience as we worked to safely reopen the Bridge.

The District supports lawful expressive activities at the Golden Gate Bridge that are organized in accordance with the rules and regulations set forth in the District's Master Ordinance. Individuals and organizations that wish to obtain a permit for expressive activities may do so at the following weblink: <https://www.goldengate.org/district/permits/expressive-activity-permits/> .

DISTRICT STRATEGIC PLANNING EFFORT

In 2023 the District's Board of Directors launched a strategic planning process to create a path forward regarding the District's future activities and finances. Our Board leadership embarked on this critical process in order to prioritize financial and operational commitments that would provide resources and services for the communities we serve, while ensuring the District's long-term financial sustainability. In the first phase of the process, the Board through its Strategic Planning Advisory Committee collected ideas on four broad topics:

1. Transportation (including Bridge)
2. Environment and Climate Change Mitigation/Adaptation
3. Finances (Revenue and Expenditure)
4. Labor/Employee Relations

There is still time to submit public input which is vitally important to this process. Ways to comment: <https://www.goldengate.org/district-projects/draft-strategic-plan-2024/>. Please submit all comments by 5:00 p.m. on May 3, 2024.

UPDATE ON DISTRICT OPERATIONS POST-PANDEMIC

Overall travel in the Golden Gate Corridor - by Bridge, Bus and Ferry - remains well below pre-pandemic levels, especially commute travel. That having been said, travel in the Golden Gate Corridor continues to trend upward.

In March 2024, southbound Bridge traffic was 3 percent above March 2023 traffic, while Bus ridership was 11 percent above March 2023, and Ferry ridership was 32 percent above March 2023 ridership.

The District continues to add back bus and ferry service incrementally as we see a return of our customers travelling in the Golden Gate Corridor.

RESEARCH EFFORTS CONTINUE TO COLLECT WORKPLACE REOPENING DATA

The Metropolitan Transportation Commission (MTC) has partnered with the Bay Area Council to conduct research with employers regarding their plans for reopening workplaces and bringing non-essential workers back. They have been surveying these employers for over two years now to monitor developments in workplace reopening plans. The survey results reflect information on Bay Area employers' return to work plans to assist transit agencies in planning for the future. The March 2024 Employer Survey Results on Return to Work can be found at <https://public.flourish.studio/story/2310987/>. The Bay Area Council will survey the Employer Network again in May and that will likely be the last Return to Work survey conducted.

GOLDEN GATE TRANSIT AND GOLDEN GATE FERRY SPRING SERVICE CHANGES

On Monday, April 8, 2024, Golden Gate Ferry implemented schedule adjustments to better align with ridership demands. Golden Gate Ferry service changes include: (Larkspur) no weekday schedule changes and minor weekend schedule adjustments; (Sausalito) no weekday schedule changes and minor weekend schedule adjustments, (Tiburon) some weekday afternoon trips adjusted 5 minutes earlier, new later weekend trip added and minor weekend schedule adjustments; (Angel Island) Some weekday afternoon trips adjusted 5 minutes earlier, later weekend trips added and minor weekend schedule adjustments. Ferry service changes may be viewed at the following weblink: <https://www.goldengate.org/golden-gate-ferry-april-2024-schedule-updates/>

On Sunday, April 14, 2024, Golden Gate Transit implemented bus schedule adjustments to improve system efficiency. Schedule improvements for April are designed to align schedules to meet current ridership demands. Golden Gate Transit service changes include: Routes 101, 114, 130, 132, 164, 172/172X (schedules adjusted up to six minutes to improve connections and running times). Transit updates may be viewed at the following weblink: <https://www.goldengate.org/-/golden-gate-transit-april-2024-service-changes/>

UPDATE ON THE EFFORT TO IMPROVE THE FINANCIAL CONDITION OF THE GOLDEN GATE TRANSIT AMALGAMATED RETIREMENT PLAN (GGTARP)

District employees participate in one of four different pension plans based on their collective bargaining agreement. Current and retired District bus operators are participants in the Golden Gate Transit Amalgamated Retirement Plan (GGTARP). GGTARP is unique in many ways, including its current funding status and its governance.

Among other things, a fiscally sound approach to pensions necessitates that a retiree's ultimate pension payments are reasonably correlated to the contributions made on behalf of the participant taking into account the accompanying investment returns. Not surprisingly considering GGTARP's woefully underfunded status, GGTARP has not historically followed this approach. It has been and continues today to be an outlier among pension plans in its funding status, in its response to being woefully underfunded and in its governance.

For example, the trustees of other pension plans have established a strong correlation between the age at retirement and the monthly pension payment paid to a retiree. In other pension plans, a

UPDATE ON THE EFFORT TO IMPROVE THE FINANCIAL CONDITION OF THE GOLDEN GATE TRANSIT AMALGAMATED RETIREMENT PLAN (GGTARP) (continued)

participant who retires early receives a lower monthly amount than they would receive with a regular pension. The monthly amount is reduced to account for the fact that the early retiree's payments begin earlier and are expected to be paid for a longer period. This is a fiscally sound approach. Please note, GGTARP does not do this.

Fortunately, some progress has been made within the last five years, including: increased contributions, replacing the Plan professionals (e.g., the attorney and plan administrator) with firms with pension experience, replacing the investment advisor who consistently underperformed both rising and falling markets, and correlating a year of pension credit to contributions received on behalf of a participant. Then on February 15, 2024, the GGTARP Trustees voted to eliminate the spousal subsidy.

Most significantly, the ATU and the District have agreed to prepare a "Rehabilitation Plan". Below is the relevant language from the MOU regarding this vital task, including the underlining as it appears in the signed Tentative Agreement:

"A pension working group composed of equal number of District GGTARP Trustees, Union GGTARP Trustees and attorneys for both sides will begin meeting immediately to discuss a rehabilitation plan to address future underfunding, akin to those required of jointly-trusted defined benefit pension plans in "endangered or critical funding status" under the Pension Protection Act. Experts will be brought in as needed for consultation and calculations of scenarios intended to bring longer term stability to the GGTARP. The District will cover the costs of any experts or consultants, and it will have the final authority to determine which expert/consultant is selected."

The District hired an actuary, Buck, to assist the Working Group in the development of the Rehabilitation Plan. The Working Group and Buck, collectively, "the Team", had its kick-off meeting on February 22nd. The Team discussed, among other ideas, the need to look at all possible strategies (funding AND benefit cuts) which would help the Plan get back to solvency. Working Group members and the GGTARP's actuary have provided relevant documents and information to Buck, and the Team is meeting regularly.

USDOT SIGNIFICANTLY MODERNIZES THE DISADVANTAGED BUSINESS ENTERPRISE PROGRAM AND AIRPORT CONCESSION DISADVANTAGED BUSINESS ENTERPRISE PROGRAM REGULATIONS

On April 9, 2024, the U.S. Department of Transportation (USDOT) issued a final rule that modernizes the Disadvantaged Business Enterprise (DBE) program and Airport Concessions DBE (ACDBE) program regulations. These Congressionally mandated programs were created over 40 years ago to address and remedy the continuing effects of past discrimination against small businesses owned and controlled by minorities, women, and other socially and economically disadvantaged individuals and continue today to prevent and address ongoing discrimination. The major objectives of this final rule include modernizing existing principles to: improve provisions for the benefit of program participants, reduce burdens on firms and recipients, grow firm capacity

USDOT SIGNIFICANTLY MODERNIZES THE DISADVANTAGED BUSINESS ENTERPRISE PROGRAM AND AIRPORT CONCESSION DISADVANTAGED BUSINESS ENTERPRISE PROGRAM REGULATIONS (continued)

and owner wealth, and improve program integrity, visibility, and data collected by the USDOT. Key changes made to the DBE and ACDBE programs include several provisions that will have a direct impact on eligible firms and the contractors that hire them. A summary table of the final rule can be accessed at: <https://www.transportation.gov/DBEFinalRule>

DISTRICT FULL-TIME EMPLOYEE SEPARATIONS OCTOBER 1, 2023 – MARCH 31, 2024

Between October 1, 2023, and March 31, 2024, the District processed **10** full-time employee separations, exclusive of retirement, termination, death, and casual/temporary assignment. This represents about **1.54%** percent of the District’s typical workforce. Out of the 10 full-time employee separations, **5** employee resignations were the result of new employment (approximately **.77%** of our workforce).

The Human Resources Department reviewed the separation document of the employee who resigned as a result of new employment, and the following chart depicts the impact by division:

| Division | Total Resignations Due to New Employment | Moving to Other Governmental or Transit Agency | Moving to Non-Governmental Business | Did Not Disclose |
|-----------------|-------------------------------------------------|-------------------------------------------------------|--------------------------------------------|-------------------------|
| Bridge | 1 | 1 | | |
| Bus | 2 | | 2 | |
| Ferry | 0 | | | |
| District | 2 | 2 | | |
| TOTAL | 5 | 3 | 2 | 0 |

UPDATE ON SAN FRANCISCO FERRY TERMINAL RAMP REPAIR

On June 30, 2021, during a facility inspection at the San Francisco Ferry Terminal, a crack was discovered in one of the outer berth structural steel framing elements. Detailed inspections of both the inner and outer berth steel ramps were performed on July 6th and 7th, 2021 by District certified steel inspectors. The inspections revealed additional cracks in both the inner and outer berths after which both berths were red tagged and the terminal shut down.

In accordance with Public Contract Code Section 22050 and the District’s Procurement Policy, the General Manager, on July 14, 2021, authorized an emergency procurement, Contract No. 2021-F-049, with Moffatt & Nichol to perform a thorough damage assessment and structural analysis of the inner and outer berths in order to determine the cause of the cracks and the structural condition of the berths. On August 17, 2021, Moffatt & Nichol submitted a draft damage assessment report that identified deficiencies in the existing hydraulic lift system and possible vessel surge as contributing factors to the damage. On November 19, 2021, Staff executed the first amendment to Contract No. 2021-F-049 with Moffatt & Nichol to provide engineering design services and to

UPDATE ON SAN FRANCISCO FERRY TERMINAL RAMP REPAIR (continued)

prepare construction drawings and technical specifications associated with repairs to the inner berth. The District received the design documents on March 10, 2022 and applied for a permit with the Port of San Francisco on March 11, 2022. The District received the Port of San Francisco permit for construction on April 18, 2022.

In accordance with Public Contract Code Section 22050 and the District's Procurement Policy, the General Manager, on April 22, 2022, authorized an emergency procurement, Contract No. 2022-F-035, with Power Engineering Construction ("Power"), located in Alameda, CA, in the not to exceed amount of \$612,600 to perform repairs to the inner berth. On April 25, 2022, the District executed the second amendment to Contract No. 2021-F-049 with Moffatt & Nichol, in the amount of \$84,040 to provide construction engineering support services associated with construction Contract No. 2022-F-035.

Power completed the repairs to the inner berth concrete support beam. While performing the repairs, additional concrete spalls and deterioration in the concrete beam and the adjacent concrete deck slab were discovered. Power was directed to repair these areas and has completed all concrete repairs. Engineering requested and Power provided a price to perform the work. A change order in the amount of \$299,000 was executed for this extra work. Power completed fabrication and implementation of the ramp lifting system, blast cleaning and painting of the steel surfaces, and the steel crack repairs. During the repair work, additional steel cracks were discovered, and Power was directed to repair the cracks. Engineering requested and Power provided a price to perform the work. A change order in the amount of \$155,150 was executed for this extra work. All steel repairs have been completed. The ramp has been lowered back into place, hinge pins reinstalled, and the temporary lift system removed. All of the structural repairs to the San Francisco Ferry Terminal inner berth have been completed. The Port of San Francisco permit final inspection was signed on April 7, 2023. Final project documentation has been provided and this portion of the project is complete.

Moffatt & Nichol's damage assessment included recommendations for repairs and rehabilitation to the existing hydraulic lift system. Deficiencies in the hydraulic lift system were determined to be a contributing factor in causing the damage to the ramp. Ferry Operating staff determined that they are unable to perform the repairs. Engineering requested Moffatt & Nichol develop a scope of work and cost proposal for designing and preparing plans and specifications for rehabilitating the hydraulic system. The District executed the third amendment with Moffatt & Nichol in the amount of \$269,873, for the inner berth hydraulic system rehabilitation design. During field investigations of the berth hydraulic lift systems, it was determined that the hydraulic system for the gangplanks that extend from the boarding ramp to the vessels was also in poor condition. The investigation determined that the condition of the inner berth hydraulic gangplank system was similar to that of the hydraulic lift system and requires replacement. Engineering staff requested and Moffatt & Nichol prepared a scope of work and cost proposal for the design of the repairs. A fourth contract amendment, which includes a task in the amount of \$19,766, was executed with Moffatt & Nichol, for the replacement of the inner berth gangplank hydraulic system. On December 12, 2023, Moffatt & Nichol submitted the 100% design package for the inner berth hydraulic system repairs.

As previously reported, the outer berth condition was determined to be worse than the inner berth and requires more extensive repairs. After the inner berth structural repairs were completed,

UPDATE ON SAN FRANCISCO FERRY TERMINAL RAMP REPAIR (continued)

Engineering staff and Moffatt & Nichol developed options for the outer berth repairs. Engineering staff requested and Moffatt & Nichol prepared a scope of work and cost proposal for the design of the outer berth repairs. The fourth contract amendment, which includes a task in the amount of \$336,374, was executed with Moffatt & Nichol for the outer berth structural and hydraulic systems repair final design and construction documents. On December 8, 2023, Moffatt & Nichol submitted the outer berth 65% structural repair design package. On February 6, 2024, Moffatt & Nichol submitted the 100% design package for Port of San Francisco permit application. The fourth amendment total, including design of the inner berth gangplank hydraulics repairs and all outer berth repairs, is \$356,140.

On March 22, 2024, the Board of Directors approved combining the inner berth hydraulic repair project and the outer berth structural and hydraulic systems repair project into one project for construction, Project #2443, with the title SFFT West and East Berth Rehabilitation. Staff provided comments on the two sets of documents to Moffatt & Nichol in order to combine them into one set. Staff is preparing the Port of San Francisco construction permit application for the combined project.

Fiscal Impact

Current estimated costs to date for all activities related to the inner berth concrete and structural steel design and repairs, the inner berth hydraulic design and the outer berth structure and hydraulic repair are \$2,062,886. Future updates on the project will be included in the Engineers Report.

| DESCRIPTION OF ITEMS | COSTS |
|---------------------------------------------------------------------------------------------------------------------|--------------------|
| Structural Analysis and Damage Assessment (Moffatt & Nichol) | \$43,634 |
| Inner Berth Repair Design (Moffatt & Nichol) | \$98,610 |
| Inner Berth Permitting Fees (Port of San Francisco) | \$13,570 |
| Inner Berth Construction Repairs (Power Engineering) | \$612,600 |
| Inner Berth Construction Change Order No. 2 – Additional Temporary Support and Concrete Repairs (Power Engineering) | \$299,000 |
| Inner Berth Construction Change Order No. 3 –Additional Steel Repair (Power Engineering) | \$155,150 |
| Inner Berth Engineering Construction Support (Moffatt & Nichol) | \$84,040 |
| Inner Berth Quality Assurance Inspections (ISI) | \$30,269 |
| Inner Berth Hydraulic Lift System Repair Design (Moffatt & Nichol) | \$269,873 |
| Outer Berth Structure and Hydraulic System Repair Design (Moffatt & Nichol) | \$336,374 |
| Inner Berth Hydraulic Gangplank System Repair Design (Moffatt & Nichol) | \$19,766 |
| District Staff Costs (estimated) | \$100,000 |
| TOTAL COSTS | \$2,062,886 |

PRESENTATIONS BY DISTRICT STAFF FOR THE MONTH OF MARCH

District staff made the following speeches and/or presentations:

| PRESENTATION TO: | DATE: | PRESENTED BY: |
|----------------------------------------|---------------|-------------------------------|
| Marin Suicide Prevention Collaborative | March 6, 2024 | Bridge Captain, Roger Elauria |

SPECIAL EVENT/EXPRESSIVE ACTIVITY REQUESTS

Below are the dates and sponsoring agencies of special events and expressive activities for which permits have been sought. The following applications were received since last reported to the Board in the March 22, 2024, Report of the General Manager:

| Event Date | Event Title | Location | Type* | Expected No. Participants |
|-------------------|----------------------------|----------------------|--------------|----------------------------------|
| July 28, 2024 | The San Francisco Marathon | East & West Sidewalk | SE | TBD |

*Permit Types: EX – Expressive Activity and SE – Special Event

VEHICLE TRAFFIC INCIDENTS FOR THE MONTH OF MARCH

For the month of March, there were the following vehicle traffic incidents to report:

| Vehicle Traffic Incident | Vehicles | Injuries | Fatalities | Location |
|---------------------------------|-----------------|-----------------|-------------------|-----------------|
| RE – Rear Ender | 2 | 0 | 0 | Bridge |
| HB – Hit Barrier | 1 | 0 | 0 | Other |
| SS – Side Swipe | 2 | 0 | 0 | Waldo |
| RE – Rear Ender | 2 | 1 | 0 | Bridge |
| HB – Hit Barrier | 1 | 1 | 0 | Plaza |
| HB – Hit Barrier | 1 | 0 | 0 | Plaza |
| RE – Rear Ender | 3 | 1 | 0 | Bridge |
| O – Other | 2 | 1 | 0 | Lateral |
| HB – Hit Barrier | 1 | 1 | 0 | Plaza |
| HB – Hit Barrier | 1 | 0 | 0 | Plaza |
| HB – Hit Barrier | 2 | 0 | 0 | Waldo |
| HB – Hit Barrier | 1 | 0 | 0 | Plaza |
| HB – Hit Barrier | 1 | 1 | 0 | Bridge |
| HB – Hit Barrier | 1 | 0 | 0 | Waldo |
| C- Collision | 1 | 1 | 0 | Waldo |
| TOTAL | 22 | 7 | 0 | |

BICYCLE INCIDENTS FOR THE MONTH OF MARCH

For the month of March, there were the following bicycle incidents to report:

| Bicycle Incidents | Bicycles | Injuries | Fatalities | Location |
|--------------------------|-----------------|-----------------|-------------------|-----------------|
| SO - Solo | 1 | 1 | 0 | Alexander Ave. |
| TOTAL | 1 | 1 | 0 | |

FERRY BICYCLE COUNTS THROUGH THE MONTH OF MARCH

Ferry Bicycle Counts through the month of March are as follows:

| Larkspur Southbound Bicycle Counts | |
|-------------------------------------------|--------|
| 2019 Annual Total | 29,828 |
| 2020 Annual Total | 7,422 |
| 2021 Annual Total | 4,716 |
| 2022 Annual Total | 13,312 |
| 2023 Annual Total | 15,453 |
| January - March | 3,195 |

*The Larkspur March bicycle count was 1,246

| Sausalito Southbound Bicycle Counts | |
|--------------------------------------------|--------|
| 2019 Annual Total | 95,590 |
| 2020 Annual Total | 9,415 |
| 2021 Annual Total | 8,845 |
| 2022 Annual Total | 64,952 |
| 2023 Annual Total | 64,852 |
| January - March | 8,101 |

*The Sausalito March bicycle count was 3,772

| Tiburon Southbound Bicycle Counts | |
|------------------------------------------|-------|
| 2022 Annual Total | 9,204 |
| 2023 Annual Total | 9,481 |
| January - March | 1,219 |

*The Tiburon March bicycle count was 453

| Angel Island Northbound Ferry Bicycle Counts | |
|-----------------------------------------------------|-------|
| 2021 (December service start) Annual Total | 39 |
| 2022 Annual Total | 4,807 |
| 2023 Annual Total | 4,556 |
| January – March | 472 |

*The Angel Island March bicycle count was 203

**RETIREMENT OF BERNARDINE BROWN-SCOTT, MARKETING COORDINATOR,
DISTRICT DIVISION**

It is my privilege to announce that Marketing Coordinator, Bernardine Brown-Scott, retired on April 19, 2024.

Ms. Brown-Scott joined the District as a Timekeeping Coordinator on February 19, 2002.

Prior to District service, Ms. Brown-Scott held the position of Human Resources Assistant for the Association of Bay Area Governments. Additionally, for more than 10 years, she was the Office Manager for the San Francisco Police Impound and The City Tow.

In her free time Ms. Brown-Scott is an active volunteer for Foster Care United, and the Black and Missing Foundation. Ms. Brown-Scott enjoys spending time with her husband, Al, and daughter, Laiona. Ms. Brown-Scott also enjoys swimming, hiking, traveling, and a great movie.

We wish Ms. Brown-Scott a long and happy retirement.

**PRESENTATION OF TWENTY-FIVE YEAR SERVICE AWARD TO KENNETH W.
SIMS, BUS OPERATOR, BUS DIVISION**

We are pleased to announce that Bus Operator Kenneth Sims, Bus Division, celebrated twenty-five years of service with the District on April 5, 2024.

Mr. Sims joined the District as a Bus Operator on April 5, 1999.

**PRESENTATION OF TWENTY-FIVE YEAR SERVICE AWARD TO MISAEL M.
MONTER-PRIMERA, BUS OPERATOR, BUS DIVISION**

We are pleased to announce that Bus Operator Misael Monter-Primera, Bus Division, celebrated twenty-five years of service with the District on April 5, 2024.

Mr. Monter-Primera joined the District as a Bus Operator on April 5, 1999.

**PRESENTATION OF TWENTY-FIVE YEAR SERVICE AWARD TO THOMAS E.
BURCHELL, SENIOR STEEL INSPECTOR, DISTRICT DIVISION**

We are pleased to announce that Senior Steel Inspector, Thomas Burchell, District Division, celebrated twenty-five years of service with the District on April 20, 2024.

Mr. Burchell joined the District as a Senior Steel Inspector on April 20, 1999.

EMPLOYEE OF THE MONTH – APRIL 2024

After reviewing nominations submitted by District employees, the Employee of the Month Committee selected Transportation Field Supervisor Douglas Michener in the Bus Division as the Employee of the Month for April 2024.

Mr. Michener is recognized for consistently providing outstanding service for internal and external customers. A fine example took place on Tuesday, September 12, 2023, at the San Rafael Transit Center when Customer Service made contact with a woman who had just arrived from Oregon and was moving her personal belongings inside the lobby of the Customer Service Center (including two small kittens in carriers). In speaking with the woman, customer service was able to find out that she had previously been in contact with a representative from a local non-profit to secure housing for the evening and was awaiting follow-up communication. After two hours passed by it was discovered that the non-profit had closed a half hour after they spoke to her and there was no one available to help or follow-up. The woman was understandably very upset that she was promised help. Customer service then contacted Dispatch and they sent Supervisor Michener to the location. He was able to call the San Rafael Police Department (SRPD) and ask for a referral for the S.A.F.E. team to respond and offer emergency housing and assistance. Mr. Michener also offered her a warm meal although he had to leave the location to respond to an incident. When he returned, she had left the premises and unfortunately SRPD did not tell him what happened. Mr. Michener made it possible for this person to have more options in a challenging situation and to not feel abandoned.

Of special note, Mr. Michener's colleagues relay that often the assistance of supervisors is requested to help with tasks that are not in their regular job duties and that Mr. Michener never complains about any task asked of him and always has a positive attitude. Whether that means escorting a patron to the correct platform, grabbing a lost and found item from a bus, taking a bicycle to the San Rafael lost and found office, or speaking with a customer who may be having a challenging time. Mr. Michener does everything with a grace and professionalism that has been unwavering.

Mr. Michener joined the District on April 25, 2010, as Dispatcher II Trainee and subsequently promoted to Dispatcher II in 2010 and Dispatcher I in 20212. Mr. Michener promoted to his current position on January 17, 2017. Mr. Michener was previously the Employee of the Month in September 2015. Prior to joining the District, he was a General Contractor and prior to that, an Operations Manager at United Pacific Forest Products – Reman Mill in Fresno, CA.

Mr. Michener was born in Washington, DC and completed his early education years at San Clemente Elementary School and then Neil Cummings Elementary School in Corte Madera, CA. He attended Redwood High School in Larkspur, CA. Mr. Michener attended San Francisco State University with a focus on Marine Biology. Mr. Michener's memberships and community activities include; Elks Lodge, Newport Beach, Druids Hall, Novato, and Habitat for Humanity volunteer.

Mr. Michener has been a resident of Novato, CA since 1995. In his spare time, he enjoys softball, cycling, all sports, trap shooting, fishing, wood working, chess, mystery novels. cooking and baking.

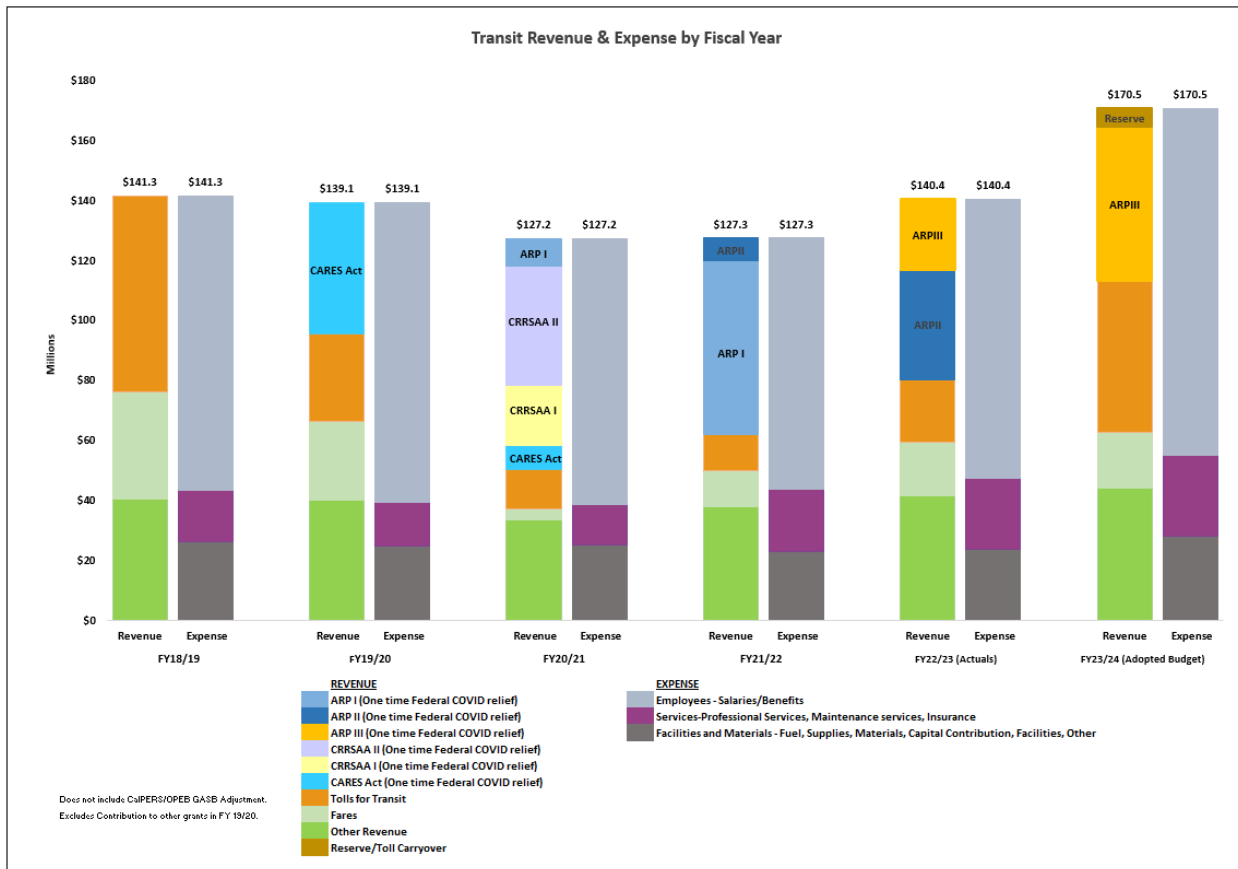
Denis J. Mulligan
General Manager

DJM:jb

Attachment: 2024-0425-FinanceComm-No7-Attachment C – Transit Funding & Expense Comparison

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2024-0425-FinanceComm-No7-Attachment C – Transit Funding & Expense Comparison Attachment



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