New headsights printed
For start of BART
I just want to compliment your bus drivers on the Fruitvale Line 53, especially William Erdlotis.

He is very courteous and, especially to the elderly, a very good driver. Please continue to have these kinds of bus drivers.

Frieda Gist
Oakland

I wish to comment on driver Robert Ruby.

He is most courteous at all times, and as you no doubt know, many retired people are in this area. His courtesy is most refreshing. Many times we "oldsters" can be impossible, but he keeps his cool and tries to help.

He has patience in telling people where to transfer for certain locations. I find when he is at the wheel, my ride is most pleasant.

Mrs. Elinor Kestersan
Oakland

I want to let you know that you have one best driver, Cecil Cartner. I had to ask him for his badge number. He said "What did I do wrong?" I said "Nothing, only you are the best driver and I want somebody to know it."

I ride the bus four or five times a week and often hit his bus. The last three or four months every person, old or young, man, woman or child, gets in his bus, he'll say "Good morning" or "Afternoon."

They drop their fare, he says "Thank you." Even myself, or senior person showing their social security card, he says "Thank you." Some drivers people say "Hello" to, they won't say "Boo." It makes a person feel good the rest of the day when some one is nice.

Mrs. Wilhelmina N. Sells
Richmond

We went to the AC Transit yards. The man who showed us around is named Mr. Lou Bailey. We went under the bus. We saw engines that had colors. We saw them painting engines. We saw them painting buses.

They have a bus washer. We went through the bus washer. It was fun going through the bus washer.

Mr. Bailey was nice. On the way back he had doughnuts and hot chocolate.

Andre, Dale, Allee, Duane and Eric Second Grade, Washington School
Oakland

I phoned AC Transit for information on how to get to Alameda. Your Mary Patrick assisted me. Her courtesy, cheerful manner and detailed information was outstanding.

Mrs. Marie Dillon
San Francisco

Bus service is needed on San Leandro between Fruitvale Avenue and 98th due to the fact that many, many warehouse workers and office employees must drive along this crowded thoroughfare daily.

Mrs. Rosamary Gunn
Alameda

(We ran bus service in this area at one time years ago, but patronage declined to the point where the line could no longer be justified; however, we are pleased to report that service to a portion of this area will be reinstated when BART begins operation, approximately September 1.—Ed.)

Rutherford said it took as long as one month from the cutting of the stencil until the final product was installed in a bus. In between were steps such as printing of sheets, drying in a special rack, cutting into strips and the taping together of strips into long rolls containing 85 to 105 individual signs.

Taping and final installation was done at division yards.

The first phase of the project—the printing of 10,700 signs for buses serving stations between Hayward and Oakland—took two and one-half months. Other signs will be printed in time for the openings of other branches of BART.

WHAT'S IN A NAME?

"What's in a name?" William Shakespeare asked.

At AC Transit there are no Shakespeares currently on the payroll, although John Shakespeare is a former employee, now retired.

Some names appear more frequently than others on the District's list of present employees and pensioners.

There are 14 Browns and 18 each of Jones, Smith and Johnson—counting one who spells it with an "en."

Top honors for the most often appearing name goes to Williams. The payroll department issues checks to 33 people with that last name.

There are no William Williams, however. At least, not yet.
AC Transit operators are voluntarily participating in a study which, hopefully, will establish improved standards for selection of prospective trainees. The object of the study is to determine which skills and personality traits help to make the most successful bus drivers.

A special effort is being made to involve minority drivers in the study since most employment practices within the transit industry came into being at a time when nearly all operators were white.

Large numbers of white and black operators already have taken part in the test. The District now is attempting to obtain views from more drivers with Spanish-American backgrounds.

AC Transit is one of five transit systems throughout the country taking part in the 30-month-long study. In all, some 3000 individuals will be tested in Atlanta, Boston, Chicago, Cleveland and the East Bay.

The federally-financed study evolved when the transit industry found it was experiencing a heavy turnover of first-year employees. This resulted in high training costs, poorer service and more accidents because of so many new, less experienced drivers in the ranks.

Operators participating in national study

Transit leaders and government experts determined that one solution might lie in finding those personality traits which are most common among drivers who are happiest in their jobs.

hopefully, the study will lead to a better racial and ethnic balance, and better qualified employees.

AC Transit sets new record

A new all-time safe-driving record was set by Emeryville Division drivers during May.

Operators averaged 21,420 safe-driving miles per accident during the month, exceeding by nearly 700 miles the previous high of 20,744 miles established in February, 1970, by Richmond Division drivers.

Richmond drivers also topped the 13,250 mile goal during May by averaging 14,447 miles per accident.

Maintenance department sets new record

For trouble-free operation of buses

An all-time record for trouble-free operation was rolled up by AC Transit buses during April, resulting in the kind of figures that "happen once in a lifetime."

The district's 721 buses operated 2,139,619 miles during the month, with 95 road calls—an average of 22,522 miles per mechanical failure.

The previous record of 21,689 miles per road call was reached in June, 1986.

The new low for mechanical problems gives AC Transit its best monthly maintenance record since buses became a prominent form of transportation more than 40 years ago.

During World War II years, road calls on Key System buses reached 125 a day, according to Maintenance Manager A. R. "Tony" Lucchesi.

He credited the new record to the system's preventive maintenance program and a "pride of work" attitude on the part of the department's 190 employees.

Free return

Transfer machines to be installed in BART stations

East Bay passengers who use both BART and AC Transit on the same trip will be able to pick up transfers for a free bus ride from machines at BART stations.

A total of 28 transfer-issuing machines will be installed in 17 East Bay rapid transit stations, according to plans announced early this month by BART.

Under an arrangement agreed to by both systems, transit patrons will pay regular bus fare going to a BART station, as well as regular fare on BART. On return trips, before leaving a BART station, a transfer can be obtained from the machine for a free bus ride to a destination within the same fare zone.

Loss of revenue under the "free return" arrangement will be shared equally by the two transit systems.

The 28 machines are estimated to cost between $54,000 and $58,000.

AC Transit pensioners

Taken by death

The ranks of AC Transit pensioners were thinned by death during recent weeks.

Albert H. Penner, who would have been 68 on June 3, died May 20. He was a mechanic who came to work May 11, 1942, and retired Dec. 1, 1967.

Penner lived at 4012 Edgemoor Pl., Oakland, and is survived by his widow, Katherine.

Giusseppe Regonegro, 84, of 22636 Madison St., Hayward, died May 1. He was a laborer and worked from Aug. 21, 1918, until his retirement April 1, 1953. He left no survivors.

Edwin J. Willoughby, 88 at his death on April 25, was a motorman and trainman with the Oakland Terminal Railroad and Key System from 1903 through 1948.

He lived in Concord and is survived by his daughter, Mrs. Dorothy Williams.
First cash awards made under VIP plan

The first cash awards in AC Transit's Steckly purchased a coolant pressure tester and modified it for use on buses. The device can detect internal water leaks before damage is caused to engines. The suggestion illustrates a tangible result from the new computerized management information system funded by the Urban Mass Transportation Administration and now under test on the property.

Data processing equipment at fuel islands records amounts of coolants added to each bus. Through computer printouts, maintenance can detect any bus which appears to be using an excess amount.

Steckly, with his device, is able to quickly determine if the problem is an internal water leak.

The awards to Teach and Steckly were presented by General Manager Alan L. Bingham.

Short work month leads to losses

Two less work days in April, compared to the same month one year ago, resulted in a drop in most revenue and patronage figures. April, 1971, had 22 week days and eight Saturdays and Sundays. April, 1972, had only 20 week days and resulting lower figures since far more riders are carried on work days.

Total passenger revenue for April was $1,229,223, down $60,318 or 4.54 percent below the $1,289,541 collected during April, 1971. East Bay revenue was $666,683, down $27,394 or 3.95 percent from the $694,077 dropped into fare boxes a year ago. Transbay revenue of $602,540 was down $32,924 or 5.18 percent below the $635,464 collected one year earlier.

Commute book sales totaled $264,675, down $7,117 from sales of $271,792 during the same month a year ago—a drop of 2.62 percent.

AC Transit buses carried 4,336,279 passengers during April, down 123,013 or 2.76 percent below the 4,459,292 carried during the month of April, 1971. East Bay buses carried 3,116,187 riders, down 62,657 from the 3,181,844 who rode during the same month a year earlier — down 1.97 percent. On transbay lines, patronage for the month totaled 1,217,092, down 60,356 or 4.72 percent below the April, 1971, figure of 1,277,448. Nationally, the transit industry indicated a decrease in revenue passengers of 5.85 percent.

Operating costs during April were $1,922,005, up $104,434 or 5.75 percent above year-ago expenses of $1,817,571. The system operated 2,073,213 miles of service, a decrease of 53,935 miles or 2.54 percent below the April, 1971, mileage of 2,127,148.

Total income of $2,108,409 left a deficit of $4,255 in meeting full bond debt requirements and operating costs.
Actions of the Board

At an adjourned regular meeting May 24, the Board of Directors:

- Authorized General Manager to attend Demand Responsive Transportation Systems Conference, on motion of Director Copeland.
- Approved service realignments on lines 17, 65, 68, 70, 78, 78A and 88, and discontinuance of Line 31, to commence with inauguration of BART operation to Berkeley and Richmond, on motion of Director McDonnell.
- Approved new service on Line 42 to Alameda Naval Air Station housing area, on motion of Director McDonnell.
- Approved operation of expanded summer sightseeing tours, on motion of Director McDonnell.

Sightseeing trip series
Launched during June

AC Transit's new series of summer sightseeing tours began this month with a mix and match of attractions ranging from historic sights and scenic countryside to art festivals and Greek dancing. The “brighten your day” trips will be made every day, except on Mondays and July 4, through Sept. 10. Fourteen different excursions will be taken, ranging from travels through East Bay cities to Sonoma, the Napa Valley, Los Gatos, the Mission San Jose and Lafayette.

The familiar East Bay tours of Oakland, Alameda, Piedmont and Berkeley continue to run on Sundays, Wednesdays and Thursdays. These tours leave from Jack London Square at 1 p.m.

On alternate Tuesdays, the tour bus takes travelers through San Francisco and over the Golden Gate Bridge en route to Sausalito for a shopping stop. On the way back, tourists will see San Quentin Prison and other sights.

On other Tuesdays, the bus swings through suburban Contra Costa County on its way to an interesting visit to Martinez and Benicia for tours of historic sites. These tours leave at 10 a.m. from Jack London Square.

On Fridays, tours alternate between exploration trips to Tilden Regional Park and visits to attractions in Berkeley. Saturday tours are all different and range far afield. Departure times vary, but all buses leave from Jack London Square. For details on destinations and fares, call 654-7878.