Pinole service
Under study by Transit group

What type of bus service is best for Pinole and surrounding unincorporated areas and how it should be routed is under study by representatives of the City of Pinole, AC Transit and BART. Express freeway service to the BART Del Norte station and local bus operations were discussed at a meeting at AC Transit headquarters. A proposal for local bus transit already has been approved in principle by the Pinole City Council, which contemplates contracting with AC Transit to operate the service. Involved in the discussions were William E. Berk, AC Transit director representing west Contra Costa County; Pinole City Manager Edward G. Wohlenberg and Mark Kermit, transportation coordinator for Contra Costa County. William Edmonds, transportation planner from BART, indicated during the session that BART proposes to operate peak hour commute service from Pinole to the Del Norte station, via the Interstate 80 freeway.

Low pollution fuel injectors
Installed in “New Look” buses

The AC Transit Maintenance Department completed installation of the last of the low-pollution fuel injectors late last month, making the District one of the “cleanest burning” in the country. The new low sac needle injectors greatly reduce engine exhaust emissions and smoke production and improve exhaust odor. The program involved installation of six LSN injectors in each of 460 “New Look” buses at a cost of more than $100,000. Work began Dec. 31, 1972, and was completed Oct. 31. Another 90 buses, with LSNs installed at the factory, have been purchased since the program began, giving AC Transit a total of 550 buses with anti-pollution devices. All buses purchased from now on will have LSNs as standard equipment. AC Transit was the first transit agency to begin installation of the new injectors in efforts to meet the 1973 exhaust emission standards.

Lane Accidents Down

The special express lane through the San Francisco-Oakland Bay Bridge toll plaza, which was designed to speed buses through the toll area, has yielded a second bonus through a sharp reduction in accidents. Since the special lane was extended last December, accidents have been reduced by nearly one-third, despite the fact AC Transit mileage through the lane has increased 1.3 percent. Since Oct. 1, 1970, the date of the last reduction in bus tolls, 18 coaches have been added during the morning commute period and 14 during afternoon peak hours for a total of 37 new trips. The toll reductions have helped stabilize transbay commuter fares, despite continually increasing costs of operation. The basic commuter fare of 50 cents, established Nov. 30, 1953, has had only one five-cent increase—55 cents—on July 1, 1969. Each additional coach on commute runs adds from $18,000 to $20,000 operational costs per year while transbay fares cover only two-thirds of these costs, leaving one-third to be recovered through taxes or other sources.
The questions People ask

Working at AC Transit's telephone information center can be challenging, exciting and, sometimes, amusing.

From time to time, the AC Transit telephone clerks get involved in delightful conversations.

Mrs. Otha Guiles, one of 25 women who field phone inquiries about everything from "which big name performer is scheduled in the Oakland Coliseum" to "what the weather is like in San Francisco," has been assisting callers for more than 16 years.

Among her recent calls, Mrs. Guiles received one from a young lady who was in too much of a hurry to give her name or address while saying: "Please tell the bus driver I will be five minutes late and to hold the coach for me." Click.

Another caller, who was using the free information phone at Latham Square in Oakland, asked: "How do I get to the Oakland City Hall on Faller Street?"

Mrs. Guiles told the woman, "You are a block from the Oakland City Hall which is on 14th and Washington. The Court House is on Fallon at 12th. Which do you wish?"

The woman replied: "Well, I just want to go to the marriage bureau and get a license." The proper information was provided and the lady, presumably, achieved marital status.

A little boy called one afternoon to ask "how much donation" he should give the bus driver for a ride.

A somewhat confused man recently asked Mrs. Guiles: "If I want to catch a bus from downtown Hayward to downtown Oakland, which one do I get?" She queried back: "What time do you wish to go?" He replied: "At night."

Not all calls are humorous. Some are from people with serious problems such as drug abusers, potential suicides, people in general despair. "We try to help everybody," said Mrs. Guiles cheerfully.

LENDING AN EAR—Mrs. Otha Guiles, one of AC Transit's 25 information clerks, gets ready to answer one of the 3,500 questions asked every day by bus patrons. Questions have included: "How much donation do I give the driver for a ride on the bus?"

Crank calls are rare and the operators are trained to handle abusive telephone with patience and skill. "We don't have problems of that kind," Mrs. Zada Malinak's clerks handle an average of 3,500 calls every day but, during one 24-hour period when BART first opened, more than 5,000 requests for information were processed.

Buses carry crowds Out to World Series

AC Transit buses proved to be a popular form of transportation during the World Series games played in Oakland.

Of the more than 200,000 fans who attended the three games, plus the one rained out date, District buses carried 28,434, or 14.1 percent of the total.

In a new operation for AC Transit, buses shuttled between BART Coliseum station and the Coliseum itself, carrying thousands of BART riders who didn't want to make the long walk.

Road rules as others see them

The "Rules of the Road" are very much the same from country to country around the world, but sometimes the words used to express those rules are different.

The magazine of the Adelaide, South Australia, Municipal Tramways Trust recently published an English translation of a set of Japanese rules.

The magazine "Among Ourselves" said the rules were published early in this century.

"At the rise of the hand of policeman, stop rapidly. Do not pass him by or otherwise disrespect him.

"When a passenger of the foot have in sight, tootle the horn trumpet to him melodiously at first. If he still obstacles your passage, tootle him with vigour and express by word of the mouth the warning "Hi, Hi!"

"Beware of the wandering horse and he shall not take fright as you pass him. Do not explode the exhaust box at him. Go soothingly by, or stop by the road-side till he pass away.

"Give big space to the festive dog that make sport in the roadway. Avoid entanglement of dog with your wheel-spokes.

"Go soothingly on the grease mud, as there lurk the skid demon. Press the brake of the foot as you roll round the corners to save the collapse and tie-up."

Most of all, drivers should watch out for that 'skid demon.'

Robert Detloff retires

Robert "Bob" Detloff, below, who retired last month after a 31-year career with Key System and AC Transit, plans to take life "day by day" and "putter around the house"—a far cry from his recent years as transportation superintendent at Seminary Division.

Detloff moved into the top job at Seminary after six years in the assistant superintendent post and 18 years as a supervisor.

A native of South Dakota, Detloff began his transit career in March, 1941, as a streetcar operator.

L. L. McDonald appointed

Leonard L. McDonald, above, who worked his way through positions as driver, instructor, supervisor and assistant superintendent, became transportation superintendent of Seminary Division on October 27, following the retirement of Robert Detloff.

McDonald, 55, who lives at 35609 Dante Pl., Fremont, with his wife, Violet, and sons Eldon and Ellis, started with Key System in 1945 but left in 1949.

He returned in June, 1951, as a driver and moved steadily upward.
TAKES FOR THE TUBE
—Actor John Caple, right, recites his lines for an AC Transit television commercial, currently running on TV channels 2 and 5, which illustrates that bus riding helps to unclog traffic congestion. Cameraman, left, is Mike Anderson, soundman is John Cavala, driver is George Skinner.

SHAMOON MOVES UP

Robert J. "Bob" Shamoon, above, who spent most of the past three years as a labor relations analyst, has been appointed Assistant to the Personnel Manager, replacing Arthur de Spiganovicz, who retired last month.

Shamoon, 45, started with Key System as a driver in 1954 and held positions as a dispatcher, supervisor and central dispatcher before moving into labor relations.

A native of Reedley, California, Shamoon attended schools there before serving in the Coast Guard and as a merchant seaman during World War II. He came under enemy fire while aboard ships in the southern and eastern Pacific theaters.

Shamoon and his wife, Zelpha, live at 569 Ginger Ave., Hayward. They are parents of one daughter and grandparents of three.

"Spig" takes retirement

Arthur de Spiganovicz, AC Transit's acting personnel manager for the past five years, retired Oct. 19 after 35 years in the transit industry.

"Spig," as he is known, joined Key System Apr. 1, 1937, as a junior clerk and held a number of positions before moving into the personnel job in 1967.

The 61-year-old Spiganovicz and his wife, Blanche, have made their home in the Montclair section of Oakland since 1936 and now live at 7070 Broadway Terrace.

Spiganovicz, a licensed consulting public accountant, plans to work in that field as well as getting in some travel.

THE KING RETIRES — Arthur "Spig" de Spiganovicz wears a cake decoration and a big smile at his recent retirement party.

It's Richmond again

Richmond Division drivers, who set an all-time AC Transit record last year by exceeding their safe-driving goals for 15 months in a row, are nearly at the half-way point of tying that record.

By driving an average of 13,502 miles per accident during October, they ran their string to seven straight months above the goal of 13,250 miles per accident.

September figures hold steady

Total passenger revenue for September was $1,214,511, up $24 above the $1,214,487 collected during September, 1971. East Bay revenue was $640,002, down $13,807 or 2.1 percent below the $653,809 dropped into fare boxes a year ago. A transbay revenue gain of $13,831 almost exactly offsets the East Bay loss. Transbay revenue of $574,509 was up 2.5 percent above the $560,678 collected last year.

Commute book sales totaled $255,018, down $849 from sales of $255,867 during the same month a year ago—a slight dip of .3 percent.

AC Transit buses carried 2,947,071 passengers during September, up 37,715 or .9 percent above the 2,919,356 carried during the month of September, 1971. East Bay buses carried 2,977,914 riders, up 12,538 or .4 percent above the 2,965,386 who rode during September, 1971. On transbay lines, patronage for the month totaled 1,169,157, up 25,187 or 2.2 percent above the September, 1971, figure of 1,143,970.

Nationally, the transit industry indicated a decrease in revenue passengers of 1.03 percent.

Operating costs during September were $2,091,114, up $229,379 or 12.3 percent above year-ago expenses of $1,861,735. The system operated 2,065,539 miles of service, an increase of 17,355 miles or .8 percent above the September, 1971, mileage of 2,048,184.

Total income of $2,344,396 covered operational costs and left a surplus of $487,320 after meeting full bond debt requirements.
At an adjourned regular meeting Oct. 25, the Board of Directors:

- Agreed to continue Line 37—Warren Blvd. Express as a regular route, on motion of Director McDonnell.

- Rerouted Line N—San Leandro-East Oakland-San Francisco to Santa Rosa St. from Santa Maria St. between Estudillo and Joaquin avenues, San Leandro, because of safety factors, on motion of Director McDonnell.

- Extended Line 12—West 14th St.-Oakland Army Term.-Naval Supply Center and Line 83—West Oakland-Oakland approximately two miles into Oakland Naval Supply Center, during peak commute hours only, to provide more complete service, on motion of Director McDonnell.

- Agreed to continue Line 95—Kelly St. as a regular route, on motion of Director McDonnell.

- Directed that Hayward Lines 80, 81, 90, 91 and 92 observe the Hayward BART station as a regular stop at all times, in order to utilize the lighted area for transferring passengers, on motion of Director McDonnell.

- Continued the present special service between Palo Vista and the Eastmont Shopping Center, on motion of Director McDonnell.

- Continued bicycle bus operation until rain begins, on motion of Director McDonnell.

- Authorized General Manager to subscribe AC Transit as a member of Transit Development Corp., Inc., at a cost of $15,000, on motion of Director McDonnell.

At a regular meeting November 8, the Board of Directors:

- Referred bids for acquisition and installation of new bus washer to management for evaluation and recommendations, on motion of Director Bettencourt.

- Extended Line 83—E. 14th St.-Sobrante Park one block to Bergedo Dr. to improve service on this line, on motion of Director Berk.

- Authorized advertising for bids on diesel fuel and other necessary petroleum products, on motion of Director McDonnell.