New pattern of transit service
Ready for BART Richmond line
I am writing in regards to the two supervisors at the Hayward BART station, William F. Schmid and Howard J. Dupuis.

I have never heard of any customer, no matter what the reason was, to receive a cross word or deed from either of these two gentlemen.

If these two gentlemen are examples of the people you employ, then all I can say is that your job, as well as theirs, is a job well done.

Mrs. Catherine Dose
Hayward

• • •

... I tripped over a newspaper rack (and) fell between the bus and the curb.

I was very badly bruised and received a severe nosebleed. The bus driver, Jose A. Lopez, was in no way responsible. He very kindly summoned the police and an ambulance and waited until I left in the ambulance ...

I certainly do appreciate his help. I have only praise for his thoughtfulness.

Miss Inez A. Dickson
Berkeley

• • •

I returned (from San Francisco) via the bus during a busy hour and was so impressed with the courteous manner in which your driver, Ray Williams, treated the passengers that I felt ... he should be commended.

He was a most careful driver, as well as most solicitous of his passengers.

The night was one of those bitter cold ones and it was a joy to find the bus well heated and comfortable.

Mrs. Penelope MacGinnis
Alameda

Our 'Stockholders' Write

Is it possible to put back the No. 30 bus which ran from downtown Oakland to Hayward? This was a great convenience to us living in San Leandro as we could be into Oakland in about 20 minutes; also we could shop in Hayward.

Mrs. Charles Anderson
San Leandro

(Line 30 was discontinued because much of the route paralleled BART, and BART--financed by the voters--provides faster travel time. From BART/Bay Fair to BART/12th St. in Oakland, for example, takes 15 minutes. The same trip by Express Line 30 bus was 26 minutes.--Ed.)

• • •

I have had the pleasure to ride with driver Torben Brochmann (and) ask you to commend him for his outstanding courtesy, cheerful attitude and unflagging friendliness ...

Mr. Brochmann deserves a commendation as his behavior and posture make the ride ... a "pleasure trip."

SFC Wolfgang G. Priebel
US Army, Alameda

• • •

This letter (is) in appreciation for the outstanding services rendered by Mr. Joel Robinson ... I have been impressed with his extreme courtesy and charm; also his desire to have such concern and empathy for his passengers.

Mr. Robinson has never failed to make riding a bit brighter each time.

He is always consistent with his charm and ... nice friendly smile.

Mrs. Aileen Kibbler
Oakland

OATH OF OFFICE--Judge Myron A. Martin, left, administers the oath of office to newly elected board members (hands upraised, from left), William E. Berk, Roy Rinehart and Roy Nakadegawa. Directors looking on are, seated from left, Robert M. Copeland and John McDonnell and, right, Kimi Fujii and William J. Bettencourt.

Bettencourt chosen board president; New directors sworn into office

William J. Bettencourt, veteran AC Transit director from San Leandro, is the new president of the AC Transit Board of Directors.

Directors also chose Miss Kimi Fujii as vice-president for the current year.

For Bettencourt, it is the second time he has taken leadership of the seven-member board to which he was first elected in November, 1956. He was president in 1961 and 1962.

Bettencourt is director of public relations for the Roman Catholic Diocese of Oakland.

Previously, he was director of public relations at St. Joseph's Hospital, San Francisco, and director of public relations for Friden Division of the Singer Company, San Leandro.

Miss Fujii, of Hayward, is associated with the family wholesale flower nursery of Fujii Co., Inc., and the retail outlet, Fujii's Florist. She was appointed to fill out the term of the late E. Guy Warren as director for the Hayward area and took her seat April 12, 1972.

She is active in a number of community betterment projects.

Preceding the meeting at which the new officers were elected, three newly elected directors were sworn into office by Judge Myron A. Martin, presiding judge of the Oakland-Piedmont Municipal Court. Installed by Judge Martin were Ray Rinehart, Roy Nakadegawa and William E. Berk.

Before administering the oath, Judge Martin termed AC Transit an exemplary transit system.

"I don't know of any public entity that has a higher reputation for management efficiency than this organization," the judge commented.

Rinehart, re-elected director-at-large, was first appointed to the board in March, 1963, to fill a vacancy. A certified public accountant, he lives in Oakland.

Nakadegawa, a civil engineer employed by the City of Richmond, was elected to represent Ward I. The new director, who lives in Berkeley, is active in environmental protection circles and partisan politics.

Berk, a past president of the board, was seated as representative of Ward II. He is president of Richmond Pipe and Supply Co. and was first appointed to the board in January, 1961.

Kimi Fujii

William J. Bettencourt

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Santa Clara Transit system
Off and rolling

Bus riders in Santa Clara County were traveling under a new name this month—and in coaches that were scrubbed and spruced up by crews working through the New Year’s week-end under management direction of AC Transit.

The new Santa Clara County Transit District, created by the voters in June, 1972, rolled smoothly into operation on Jan. 1, with no mishaps.

Commuters and shoppers found their buses at the same stops and on the same routes—but with a changed look.

Coaches had newly-painted white wheels, silver-painted fareboxes, newly painted stairwells, the name of the district across the back and the district logo, in white, orange and blue, on the front, sides and rear.

The buses were thoroughly cleaned, inside and out. A new car card, installed near the operator’s seat, informed riders that the district was “off and rolling” and on its way.

Fifty-eight buses went through the line, while maintenance workers from the new district and from AC Transit worked together to get them on the road.

AC Transit is operating the system under an 18-month management contract. All expenses are being reimbursed. Taxpayers and riders of AC Transit are not in any way financially subsidizing the Santa Clara County operation.

In involved in the take-over were San Jose City Lines, ten buses operated by Peninsula Transit Lines in Palo Alto and East Palo Alto, and eight coaches used by Peerless Stages in operations in the San Jose-Los Gatos area.

More than 90 bus drivers received retraining before the start-up date and indicated enthusiasm in their reactions to public ownership of transportation.

New uniforms are being designed and permanent new badges will be issued. Buses will be cleaned and well maintained; some will be completely refurbished pending arrival of new equipment. Maintenance workers were issued new coveralls and hard hats for their protection.

Updated timetables were printed, along with route maps. A toll-free system of transit information was inaugurated. A program of general information, including advertisement and stories in the news media, was instituted.

Management executives and workers from AC Transit, meanwhile, were spending time as needed to get the system into good operating order, exemplifying the outstanding cooperation between the two public agencies.

AC Transit will make major adjustments in its bus network to provide convenient connector service for the six BART stations which open Jan. 29 between Oakland and Richmond.

The new pattern of service will carry travelers to stations at Ashby, Berkeley, North Berkeley, El Cerrito Plaza, El Cerrito Del Norte and Richmond. Additional bus lines also will be routed to BART/MacArthur.

Twenty-five bus lines will be rerouted for BART’s second phase. One line will be discontinued. A new line will be inaugurated. Ten additional AC Transit lines already serve stations involved in the Oakland-Richmond phase.

In all, the District has 87 bus lines providing service to stations on the high speed rail line, between South Hayward and Richmond, linking major cities along the east side of the bay.

In gearing up for BART’s Richmond extension, AC Transit installed 4,514 destination signs on buses and put up 2,947 new curbside bus stop signs, indicating which buses go to BART.

All of the District’s 1,177 drivers were retrained and given classroom and behind-the-wheel instruction to assist in making the changes smoothly.

A new route map book was designed by the Safety and Training Department, showing routings into each station. It joins a previous volume, showing directions to stations on the South Hayward to Oakland BART line.

Blue “TO BART” lights on the front of 550 buses inform passengers when coaches are headed for rapid transit stations. Other buses traveling to BART have a plastic “TO BART” sign in the front window.

“Take One” hangers, detailing changes in bus routing to connect with the Richmond branch, were installed in all buses.

New timetables also were printed, for distribution by drivers. PBX/Information clerks, already trained in answering questions for the first phase of BART, underwent additional training to give precise data on new bus changes.

Cards, installed in advertising racks, alerted passengers on how to ride to BART.

Advertising, planned for daily and weekly newspapers in Oakland to Richmond communities, carried the same message.

Riders were being reminded a round trip to BART by bus cost 25 cents. Passengers pay the regular bus fare to BART, but upon return, can obtain a bus transfer from white vending machines in paid area of station. Presented to a bus driver, the transfer is good for a single zone ride for the return trip.

To commemorate the extension of high speed rail service, AC Transit planned to offer free rides on an original horse car in Berkeley. Souvenir buttons also were being designed for distribution to bus passengers riding to BART on the Oakland-Richmond line.

THE COVER—Nearly all AC Transit lines in Richmond have been rerouted to serve BART. Bus parked at Richmond BART passenger boarding zone symbolizes efforts by both agencies.

AC Transit ready for BART
Rail extension to Richmond

BUSES IN WAITING—AC Transit buses lined up at the Richmond Division yard were ready for the extension of BART. Richmond BART is in background.
Central Dispatch helps Community many ways

STORK STORY - Adrienne Hernandez of Richmond almost decided to enter the world while her mother, Zenona, was aboard an AC Transit bus. Using his two-way radio, driver John Miller called for help and police, meeting the bus, got the mother to a hospital in time.

"Man down. Corner of 5th and MacArthur."
"Burglary in progress. Dwight Way and San Pablo."
"Three car accident. Washington off-ramp and Highway 17."
"Man stabbed. 20th and Broadway. Escape car license UXS 209."

These calls, and dozens of others like them, crackle over the airways between AC Transit buses and the Central Dispatch office in Emeryville.

In the course of a single 24-hour period some 400 calls via two-way radio will be handled by "CD"—calls which will range from routine reporting of equipment breakdown to summoning a doctor for a woman in labor.

In one such case, driver John H. Miller felt sure he would have to deliver a baby recently as he headed north on Eastshore Freeway.

A race against the stork

Using his two-way radio, he called for help to rush Mrs. Zenona Hernandez of Richmond to Alta Bates Hospital in Berkeley where she gave birth to a six pound, 15 ounce baby girl named Adrienne.

The speed of two-way radio communication, via CD, has been an important factor in assisting police and fire departments in the East Bay.

The Oakland Police Department, through its "Radio Alert" program, taps the 3300 radio equipped non-police vehicles which drive Oakland's streets every day.

AC Transit contributes 551 vehicles—buses, tow trucks and supervisors' cars

Operators top safety goal

Seminary and Emeryville division drivers topped the safe-driving goal during December with miles-per-accident records of 14,623 and 13,997, respectively.

Cost of living increase

Wages for AC Transit bus drivers and other union workers went up one cent an hour this month, reflecting the most recent changes in the U.S. Government cost-of-living index.

Equivalent percentage increases were given to non-union employees.

The latest increase, the seventh since the program was initiated in January, 1969, raises the total of such adjustments to 32 cents per hour. Drivers' wages are now 85.22 per hour.

The full amount of the increase exceeds present Wage Stabilization Board guidelines, however, so a determination still is to be made on the actual amount payable.

Promotions, appointment

Announced by AC Transit

Donald S. Larson, a 12 year veteran of AC Transit's Scheduling Department, was appointed to the newly created position of senior planning coordinator on January 1.

In his new job, Larson is working on BART/AC Transit coordination and is involved in passenger and revenue estimation.

John W. Rose, with 21 years as a driver, dispatcher and supervisor, was appointed December 1 to the new position of employee relations representative.

For the past three years he has been involved in labor negotiations. In his new job he will be involved in various labor-management problems.

Joining AC Transit for a seven-month training program is Charles A. Davis, an employee of the State of California Division of Highways. He is working with AC Transit to learn how the district functions, its internal makeup and its relationship with other public agencies.

Schedule Department promotions effective January 1 were: Harold W. Fell to assistant superintendent of schedules, Norman C. Williams to supervisor of schedules and Edward Chambers to assistant to supervisor of schedules.
AC Transit welcomed these new workers in October, November and December.
**Lilly rides the bus**

**Come rain or shine**

A daily spot of brandy and a cheerful attitude help keep Lilly McFarlane healthy.

It also helps to have an interest in what is going on around you, says the 93-year-old Lilly. And, one should travel, she directs, because “travel broadens the mind.”

At an age when most people would be content to stay at home, Lilly goes out every Sunday, rain or shine, for a ride on an AC Transit bus.

She goes on Sundays so she can take advantage of the District’s special Sunday and holiday 60 cent excursion pass which allows unlimited travel on the day of purchase.

Lilly, who lives in the Seminary district of Oakland, makes the trips in the company of a neighbor, Mrs. Virginia Thomas. The two of them spend most of every Sunday traveling the East Bay.

“Oh, we know all the drivers. They’re used to seeing us,” says Lilly.

Lilly has had a lifetime of travel. Born in Heywood, England, she left a letter from the President of the United Kingdom in 1935 as a street car and bus operator and went to work for Key System in the same capacity ten years later.

In 1962 she became secretary-treasurer of Division 192, Amalgamated Transit Union, a position he held until illness forced his retirement.

**McClure, two pensioners die**

William F. “Bill” McClure, who retired officially on Oct. 1, died suddenly of a heart attack on Dec. 27.

McClure had been on extended sick leave since October, 1971, after an earlier heart attack.

He began his transit career in Sacramento in 1933 as a street car and bus operator and went to work for Key System in the same capacity ten years later.

In 1962 he became secretary-treasurer of Division 192, Amalgamated Transit Union, a position he held until illness forced his retirement.

McClure is survived by his widow, Irene, and two sons, William F., Jr., and Andrew. He lived at 2635 Tassajara Ave., El Cerrito.

Retired driver Leonard L. Kistner of 5505 Taft Ave., Oakland, died Dec. 19.

Kistner worked from Mar. 12, 1924, until his retirement Oct. 1, 1950. He would have been 88 on Dec. 22.

Robert F. McFeely, an Emeryville Division mechanic, died Dec. 11 at 80.

He was employed from May 5, 1919, until his retirement Dec. 1, 1956, and lived in Santa Monica, California.

**November shows gains, losses**

East Bay revenue and patronage figures dipped during November, compared to November, 1971, but transbay figures showed gains.

Total passenger revenue for November was $1,250,555, down $12,703 or 1 percent below the $1,263,258 collected during November, 1971.

East Bay revenue was $656,669, down $28,716 or 4.2 percent below the $685,385 dropped into fare boxes a year ago. Transbay revenue of $593,886 was up $16,013 or 2.8 percent above the $577,873 collected last year.

Commute book sales totaled $271,580, down $3,375 from sales of $274,955 during the same month a year ago—a dip of 1.2 percent.

AC Transit buses carried 4,236,725 passengers during November, down 32,124 or .7 percent below the 4,318,849 carried during the month of November, 1971.

East Bay buses carried 3,060,691 riders, down 62,030 or 2.0 percent below the 3,122,721 who rode during November, 1971.

On Transbay lines, patronage for the month totaled 1,226,034, up 29,906 or 2.5 percent above the November, 1971, figure of 1,196,128.

Nationally, the transit industry indicated a decrease in revenue passengers of 3.72 percent.

Operating costs during November were $2,068,925, up $211,778 or 11.4 percent above year-ago expenses of $1,857,147.

The system operated 2,133,820 miles of service, an increase of 46,660 miles or 2.2 percent above the November, 1971, mileage of 2,087,160.

Total income of $2,375,657 covered operational costs and left a surplus of $101,897 after meeting full bond debt requirements.

![3 year passenger revenue comparison chart](chart.png)
Actions of the Board

At an adjourned regular meeting Dec. 27, the Board of Directors:

- Established new date of Jan. 10 for opening of bids for new 45-passenger coaches, and increased the order to 55, on motion of Director McDonnell.

At a regular meeting Jan. 10, the Board of Directors:

- Elected William J. Bettencourt as Board president, on motion of Director McDonnell. (See story, Pg. 3)
- Elected Kimi Fujii as Board vice-president, on motion of Director Berk.
- Referred bids for furnishing 55 coaches to management for evaluation and recommendations, on motion of Director McDonnell.
- Deferred abandonment of Line 33—Richmond-Oakland Express until one day after the opening of BART service to Richmond, on motion of Director Copeland.
- Curtailed night service on Line T—Treasure Island, on motion of Director Rinehart.
- Exercised option to purchase 15 mobile radio units from Motorola Communications and Electronics, Inc., and authorized advertising for bids for 15 additional units, on motion of Director Copeland.

Transit union elects officers

Union members of Division 192, Amalgamated Transit Union re-elected Edward A. Cordeiro as president and George E. Garcia and James C. Thomas as vice-presidents in an election last month.

Mike C. Chuba, who had been recording secretary was selected secretary-treasurer while Robert J. Rab took the position. (See story, page 10).