Workers prepare coach for Wheelchair lift in Concord
What a lovely trip we had to San Juan Bautista! It was delightful and our driver (Darrell Lippincott) was, in my words and the others', a dear! Very considerate, cooperative and a real gentleman. Could one ask for more?

Mrs. W. Karl Eslaser
Oakland
(Ed. Note: the trip to San Juan Bautista is one of 23 Summer Sunshine Fun Tours AC Transit offers through September 2nd. For tour information telephone: AC Transit at 654-7878, extension 314, or write the District at 508 16th Street, Oakland, CA 94612.)

Twice recently I have ridden the 55 bus down Davis St. (catching it at East 14th) in the middle of early afternoon. Manley Morgan has been the driver, and I must say I was tremendously impressed with his friendliness, courtesy, consideration. He gave each passenger plenty of time to get on and off, and on one occasion actually got up from his seat and assisted an elderly man in getting his walker down onto the sidewalk. As he left him, he commented, “You have a real good day now.”

Sylvia B. Agroll
San Leandro

While traveling east on Hegenberger Rd., our bus driver stopped to wait for three mentally-retarded people who wanted to cross the street to catch his bus. Two of them crossed when the light turned red and the “WALK” sign flashed, but a third man was frightened by the heavy traffic and would not cross. Our driver put on his brake and went across the street to walk the frightened man back to the bus.

I was impressed by our driver’s quick action. Rather than being indifferent to people as a result of his work, he showed what I consider to be exemplary judgment and concern, and I wish to commend him for it. I do not know this gentleman’s name.

James Heiden
Oakland

Just a few words to tell you how very considerate and kind your personnel are: the ladies on the transportation lines, especially No. 7. And Driver #507 (C. E. Swanson) was especially considerate of two old ladies both over 80 years old. Thanks to your good help it is a pleasure to ride your busses.

Ann Ceremony
San Leandro

A lady became quite ill while waiting for a bus. She was lying on the ground when the bus driver, D. B. Mullen, came to her rescue. He called for help and stayed with her until the ambulance and police arrived. He made her most comfortable, he was so kind, gentle, and he is a great guy. He has a fine personality, polite at all times … we need more drivers like him.

Sylvia B. Agroll
San Leandro

The operating estimate does not contain provisions for new service or increased labor costs for a new contract now under negotiation. The labor agreement expired June 30.

Union employees are continuing to work under basic terms of the old contract.

Directors adopted the preliminary estimate to authorize spending starting July 1. Further meetings will be held before the final budget is approved. A preliminary operating estimate adopted by AC Transit Directors for the coming fiscal year indicates consideration will have to be given to fare increases and service curtailments despite continued ridership growth.

The estimate, approved by Directors at a meeting June 22, projects a net unfunded deficit for the 1977-78 fiscal year of $2,577,300.

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Fare increases and service curtailments May come with 1977-78 fiscal situation

AC Transit Dial-A-Ride bus service was expanded, starting July 31, to provide improvements in the central business district and Warm Springs area of Fremont.

The expansion provides better access to The Hub, Fremont Fashion Center, Fremont Plaza and BART/Fremont, as well as inaugurating the first Dial-A-Ride service in approximately two square miles of Warm Springs.

Ultimate plans call for full Dial-A-Ride service in Fremont and Newark by November 20.

The two new zones in central Fremont are Zones 6 and 8. They absorb the already existing Zone 7 area, creating the following boundaries:

Zone 6—Nimitz Freeway, Peralta Blvd., Fremont Blvd. and Mowry Ave., with extended service connecting with BART/Fremont.

Zone 8—Nimitz Freeway, Mowry Ave., Civic Center Dr. and Stevenson Blvd.

In Warm Springs, Zone 20 is bounded on the east by the foothills, on the south by Fremont City Limits, on the west by Warm Springs Blvd., and on the north by Durham Road.

Line 25-Glenmoor now operates only during weekday commuter hours.
Transit handicapped
Give data on needs

People who have difficulty using public transportation have specific ideas about making the bus system more accessible, according to an AC Transit survey.

Almost half would like a lower step, from sidewalk onto bus. Another 12 to 14 percent would like additional handrails and assurance of a seat near the front door. Most want the driver to wait until they are seated.

These responses were tallied in a random telephone survey of 2400 homes in East Bay cities, made by Crain and Associates, urban consultants, for the transit district as part of a major assessment of transportation problems of the elderly and the handicapped.

Thirteen cities

The phone calls were placed to homes in 13 cities, including Richmond, San Pablo, El Cerrito, Albany, Berkeley, Piedmont, Emeryville, Oakland, Alameda, San Leandro, Hayward, Newark, Fremont and adjacent unincorporated areas.

The telephone survey determined 5.2 percent of the population, or 59,000 noninstitutionalized people, plus 7300 institutionalized people, plus 7300 institutionalized people, plus 7300 institutionalized people, plus 7300 institutionalized people, plus 7300 institutionalized people. It is air conditioned, has large tinted windows and an extra wide 42 inch front door. The front suspension “kneels” at stops, reducing the height of the floor above the pavement by five inches.

During the month-long road test, riders are being asked to comment on vehicle features including boarding and disembarking ease, noise levels, ride quality and seating.

Initial reaction, as indicated on survey cards returned by riders, was mixed. But they include many complimentary comments about various aspects of the design. “Cheerful, with the skylights and the carpeting,” one rider said. “I also liked the big, tinted windows and the air conditioning,” said another passenger.

“Needs a little leg room, but other than that, it’s great,” one Oakland rider offered. “This size is good for our area,” according to a suburban passenger. And one enthusiastic rider suggested: “Buy a dozen!”

Along with being in regular AC Transit service, the Gillig-Neoplan prototype also went on display for inspection by city officials in Livermore, Concord and Pittsburg.

Mid-size coach gets
Test on some routes

A newly-developed intermediate size bus is being tested by AC Transit in neighborhood service. The bus is of German design, but built with American-made components by Gillig-Neoplan of Hayward.

The diesel-powered vehicle is 30 feet, ten inches long and seats 35 passengers. It is air conditioned, has large tinted windows and an extra wide 42 inch front door. The front suspension “kneels” at stops, reducing the height of the floor above the pavement by five inches.

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Promoting service
Buses become billboards that move

Display advertising space is being used extensively by AC Transit to promote different marketing projects in the East Bay.

With five different programs scheduled for simultaneous launching, the District turned to Jeff Banks, vice president of TDI/Winston Network, Inc. to post different messages on different buses operating in various services.

It took a scorecard for TDI/Winston workers, with allocation of signs by bus numbers. But the simultaneous postings went off without a hitch.

One outdoor advertising display, in king and queen sizes, went on buses assigned to new service in eastern Contra Costa County. The signs encouraged viewers to “Try Tri Delta Transit — Your New Local Bus System.”

Mini Messages

Another sign was posted on new small buses which went into operation in Moraga/Oakland, another suburban area of Contra Costa County. It proclaimed: “New Small Bus — The Country Coach.”

New small bus equipment in Pleasant Hill was introduced with signs which said: “First of the heavy duty small buses designed for your neighborhood service.”

At the same time, 100 signs designed as part of an advertising campaign, went up on buses in East Bay cities. The king size posters quote brief statements by riders, such as: “It’s cheaper and easier.” The sign features a four-color reproduction of an AC Transit bus.

Another 100 signs also were posted to publicize annual summer sightseeing tours. Already in place inside of 600 buses was the message signed by President Jimmy Carter saying: “Thanks for taking the bus and saving energy.”
The art of piloting a ten-ton leviathan through traffic smoothly and safely was the topic of the second lecture on Day One. First, the trainees heard a pointed speech on the vital importance of punctuality — adherence to schedules — during their stay with AC Transit.

Then, instructor Ralph Alcock turned to the subject of driving. "It's a real challenge to take someone who only knows Volkswagens and make buses of 'em," Alcock said, after he had the trainees occupied.

The ladies in this class did own compact cars. And two hours after training started, they were driving a 40-foot bus.

"Actually getting your hands on a bus, that's the only way to learn," according to Stan Pearce, superintendent of safety and training. "Our trainees become truly familiar with handling buses and defensive driving." Under the guidance of Pearce and Cecil Gross, chief instructor, eight full-time instructors regularly transform raw recruits into apprentice bus drivers in eight fast-paced working days.

New drivers study in the classroom, becoming familiar with six succinct pages of Operating Procedure, 39 pages (with more coming) of complicated fare structure and transfer policy, with routines of reading schedules and writing reports.

Avoiding accidents

But most of the time, they're on the road. And they hear two constant reminders: accidents must be avoided and buses must be maneuvered and stopped smoothly — comfort and safety of passengers is of paramount importance.

Instructors at Safety and Training often use distractions as a teaching tool. Sudden interruptions in the routine divert the attention of trainees at first. And the lecture following each surprise reminds them they must learn to concentrate on the job at hand — that removing their eyes and attention from the road, even for a second, could be disastrous.

The only "accidents" in this class occurred in the first hours, amid rubber safety cones strategically sited in a Division yard. By the end of the first day, the novices began to understand how buses maneuver and "accidents" stopped happening.

By the ninth day, after careful evaluation, the promising students moved into drivers' seats on buses in regular service. With line instructors watching, they polished driving skills and learned regular routes. They also practiced the other important element in the job: tending to the needs and desires of passengers.

"Kill them with kindness!" Alcock advised this class of three.

Veterans often display all the attributes of skillful salesmen, public relations experts, professional guides, practiced peace makers and safety engineers. Novices must master these skills on the job.

Tough tests

And they face constant testing. By the time they take a stiff "mid-term exam," Pearce says, those who don't show sufficient progress or decide to resign usually have departed. Thus far this year, one-fourth of almost 100 applicants have left.

Successful students stay to study several innovative courses. A notable "Student Indocitration Program" introduces new drivers to people from and activities of other District departments, and a view of how the departments cooperate to achieve AC Transit goals.

"Conflict Resolution" pits trainees — and veterans too — against one another in classroom "clashes." Then, in videotape TV replay, students judge themselves in action. They see their "Body English," as Pearce puts it, the gestures that communicate ill will or good intentions.

One-third of the veterans have taken "Conflict Resolution," and the others are slated to take the class. All drivers also participate in periodic up-dating courses at Safety and Training.

The department designed a one-day "Refresher Course" to keep drivers current on additions to service and changes in fares and operating procedures. This session, which is attended by up to four-fifths of the operators in any given year, also gives Safety and Training instructors a chance to help individuals deal with any specific problems, according to Pearce. And for those who need it, there's a special "Accident Retraining" course.

Then there is "Progression Retraining," in which new drivers after three months experience again review defensive driving techniques. Again they are told passengers desire smooth, safe transportation.

Training pays

The pay off shows in District accident statistics, Pearce says. In 1960, the drivers averaged 9,300 miles between accidents. By 1970, the average improved to 13,000 miles. Last fiscal year, they averaged over 14,000 miles between mishaps.

"That's good, but not good enough," Pearce stated. "There's always room for improvement and we're working on it."

And, he added, new applicants are an important element in the process of improving the record. He says those who survive to take the "final exam" — five to eight weeks after their first day — usually work with at least 95 per cent correct answers. They are highly-motivated and very competent drivers.
New job appointments made

Theodore H. Reynolds
Calvin E. Grimes

Two appointments have been made in the Research & Planning Department. Theodore Reynolds is now a transportation planner after serving as driver and dispatcher, Emeryville Division, since 1958. While working full-time, Reynolds completed academic work leading to an associate of arts degree in Community Planning, Merritt College, and a bachelor’s degree in Urban Planning, San Francisco State. He is now working toward a “certificate of completion” in an urban/regional planning program, UC Extension. He lives in San Leandro with wife Jean and daughters Cynthia, 16, and Stephanie, 14.

Assuming his new position as transportation research analyst in Research & Planning is Calvin Earl Grimes who, since 1973, has served as driver and dispatcher, Emeryville Division, and as a transportation supervisor. Grimes also had an earlier period of service as an AC Transit driver, Seminary Division, in 1966-67. He lives in Hayward with wife Shirley and three daughters, Pamela, 15, Michelle, 12, and Cindy, 7.

Personnel

Leland G. Skilling has been appointed senior personnel analyst in the Personnel Department. Skilling first joined AC Transit in 1950 as cashier-clerk in Treasury. He was assistant cashier before assuming the position of personnel analyst in 1976. His transit experience also includes managing the Oakland terminal of Dealers Transit, Inc. He has a daughter, Teri, 20, and a son, Jeff, 15.

In another Personnel Department appointment, Donna Pate has become personnel supervisor after serving nearly a year as senior clerk. She joined AC Transit in 1973 as junior typist-clerk in Transportation, became typist-clerk, then Richmond Dial-A-Ride control room operator before joining Personnel in 1975. She and husband, Ted, a driver at Emeryville Division, live in Richmond with their dog, Benjamin.

Transportation

In a Transportation Department appointment, David R. Weikel has become chief clerk, Richmond Division, after serving as chief dispatcher, Newark Division, since 1975. Weikel joined AC Transit as a driver, Emeryville Division, in 1972, becoming a dispatcher in 1974, then transferring to Newark when the division opened in 1975. He lives in Fremont with wife, Bessie, and sons David, Jr., 11, and Robert, 9.

Billy Lyle to attend UMTA 2-part transit management seminar

Billy S. Lyle, assistant personnel manager, will attend the two-week Urban Mass Transportation Management Seminar in Weston, Mass., beginning August 8. The program, conducted by Northeastern University’s Center for Continuing Education, consists of sessions in transit management principles, concepts, and appraisal of individual management styles.

Commuter runs increase

AC Transit buses on Lines 304 and 305 in Concord are now operating twice as often during peak afternoon commuter hours. Service on the lines will increase from hourly frequency to approximately 30-minute intervals between 3:30 p.m. and 6 p.m. weekdays.

Retiree Jordan dies

Mose Jordan, 71, a retired Maintenance employee, died of a heart attack at his home in Oakland on June 11. He had been employed for 22 years and was working at Emeryville Division at the time of his retirement in 1968.

Funeral services were held at Mt. Calvary Baptist Church, Oakland. Jordan is survived by his widow, Ella, and a daughter, Jessie Mae Boykin.

More departments announce personnel appointments

(Continued from Page 8)

James Barlow has been appointed training instructor, according to Stan Pearce, superintendent of safety and training. He had been in training for the position for a year after serving as a driver at Seminary Division for four years.

Before joining AC Transit in 1972, Barlow served in the U.S. Army for five years as a helicopter flight instructor. He lives in Castro Valley with wife, Carlotta, and two daughters, April, 11, and Darla, 9.

James P. Kingwell has been appointed a traffic checker, Schedule Department, after serving as a cashier-clerk in Treasury since joining AC Transit in 1974. His previous experience includes retail selling and an inventorying assignment at Bodee State Historical Park. Kingwell has an art background acquired during two years of study, on a scholarship, at San Francisco Art Academy. He is single and lives in Alameda.
AC Transit operators will vie for honors

In '77 APTA Roadeo

Last year's North American champion bus driver won that title by a single point in finals held in San Francisco.

Officials of this year's second annual Bus Roadeo sponsored by the American Public Transit Association are predicting equally fierce competition when the event is held October 11 during the APTA convention in Atlanta, Ga.

Local events aimed at selecting the AC Transit winner who, with spouse, will attend the APTA Roadeo with travel expenses paid, are under the direction of the Safety and Training Department, which has set August 27 for finals to be held at Golden Gate Fields, Albany. Semi-finals will take place earlier in the month.

National grand prize is a $1,000 savings bond, with the runnerup receiving a $500 bond.

Point system

Participating drivers are judged on a point system within categories of driving competence and knowledge of equipment and safety.

Fractions of a foot are crucial in the 13-part contest. In the left-hand turn exercise drivers lose points if space between rear wheel and marker is more than six inches. Another test requires stopping within six inches of a marker.

Last year's grand champion, Harry Froehlich, of Michigan, is ineligible to compete this year because of his promotion to operations manager of Capital Area Transportation Authority, in Lansing. His advice:

"At the bottom line the operator needs, in addition to excellent driving skills, a good relaxed mental attitude."

Representing AC Transit at last year's finals was Everett Cooper, Jr. (Richmond Division), who defeated B. R. McCaslin and R. R. Freund for honors as champion driver of the property. All three received trophies.

At a regular meeting July 13, the Board of Directors:

- Authorized General Manager to negotiate on open market for bus refurbishing items for which no bids were received, on motion of Director Rinehart.
- Authorized travel for Board members and four management executives to attend annual APTA meeting in Atlanta, Ga., on motion of Director Berk.
- Adopted resolutions authorizing filing operating assistance grants with U.S. Department of Transportation and set public hearings for August 24, 1977, on motion of Director Godkin.
- Authorized General Manager to advertise and seek bids for one electromechanical counter/sorter, on motion of Director Rinehart.
- Authorized General Manager to request proposals from consulting firms for implementation of Project FARE, on motion of Director Godkin.
- Authorized preparation and filing of a negative declaration on proposed increase in special service fares, on motion of Director Rinehart.

Newark tops in safe driving; Three divisions meet goal

The Newark Division exceeded the District's safe driving goal for the month of June by a comfortable margin, with drivers covering 48,435 miles for each accident.

The monthly goal is an average of 13,250 miles per accident. Emeryville Division operators bettered that mark, averaging 13,942 miles between mishaps; Seminary Division drivers recorded 13,872 miles between accidents.
At an adjourned regular meeting June 22, the Board of Directors:

- Awarded contracts for office furniture and equipment to lowest responsive bidder on each item for which bids were received, on motion of Director Rinehart.
- Rejected sole bid received for bus washer water reclamation systems and authorized General Manager to negotiate on the open market for these systems, on motion of Director Rinehart.
- Authorized District participation in third and fourth sessions of Bay Area Urban Transit Institute, August 1-5 and October 31-November 4, 1977, on motion of Director Bettencourt.
- Authorized General Manager to enter into discussion with City of Livermore concerning proposed local contract service, on motion of Director Nakadegawa.
- Authorized General Manager to sell 27 older GMC buses via sealed bids to the highest bidder with minimum acceptable offer of $750 per coach, exclusive of value of tires, on motion of Director Rinehart.
- Approved forwarding letter to Chairman of the Contra Costa County Board of Supervisors regarding expansion of transit service in area and feasibility of annexation to the District, on motion of Director Bettencourt.
- Authorized General Manager to advertise and seek bids for purchase of 25 bus passenger shelters with an option for 10 additional shelters, on motion of Director Rinehart.
- Referred to Legal Department for review and analysis contract proposal for furnishing uniform trousers and slacks for bus drivers, on motion of Director Berk.
- Authorized General Manager to participate in joint procurement with other Regional Transit Association members for purchase of automotive filters, and authorized Santa Clara County Transportation Agency to seek bids and open and evaluate responses to determine the lowest responsive bidder, on motion of Director Nakadegawa.
- Adopted Preliminary Operating Estimate for Fiscal Year 1977-78, on motion of Director Rinehart.
- Approved photographic record of Board of Directors, on motion of Director Rinehart.

At an adjourned regular meeting June 29, the Board of Directors:

- Rejected all bids received for furnishings.