Now that Proposition 13 has passed, if you are going to cut out some of the AC Transit transbay runs, could you, please, keep the F buses running because here in Albany we have no BART station.

Also please don’t slash the 40, 43, or 43A buses as, again, they are needed for citizens of Albany.

Mrs. H. Carl
Albany

(Ed. Note: AC Transit’s service is being carefully evaluated in light of the financial impact of Proposition 13. The only service adjustment now pending is elimination of some peak-hour bus trips on some transbay lines — an adjustment which will have little or no impact on riders. In the wake of passage of Proposition 13, the District is diligently seeking funding sources in order to maintain the integrity of transit service in all the communities we serve.)

Yesterday I boarded a bus at the corner of 20th and Telegraph, Oakland. This bus was operated by James E. Johnson.

At about 26th and Telegraph he stopped to let a passenger alight, then noticed a blind woman with a guide dog having a little difficulty. He asked the alighting passenger to find out from the blind woman whether she wanted to board his 43 bus. She responded in the affirmative, got on the bus, and told him where she wanted to go. He responded in a very courteous manner, informed her where to alight and which bus she could connect with at that point. Upon reaching her stop she alighted. He advised her where to find a bench on which to wait for the connecting bus.

I felt that this operator went beyond the call of duty in assisting this handicapped person. I realize from my many years in business that the public is very quick in complaining but so often neglect to mention the good deeds that our people perform who serve the public.

Irene V. Kenney
Oakland

You know, a strange thing happened today. I rode with Driver A. A. Pangelinan to the store. He was very pleasant and polite to all his passengers. His attitude made my day.

The bus I returned on was — you guessed it — Driver Pangelinan’s. I noticed as elderly people disembarked, he wished them each a good day.

It will be extremely hard for me to have a bad day today, thanks again to your driver. His courtesy and quiet politeness to all is to be highly commended.

William A. Pepetone
Oakland

I am sure that (Bernell Thomas of Customer Services) worked very hard every time she goes out, but this occasion must have been some kind of record.

To take 125 pictures at the pace and with such grace was really remarkable. The seniors were all thrilled with their cards, thanks to her technical expertise.

Elaine Schneider
Alamo-Danville Seniors Center

(Ed. Note: Ms. Thomas, who received this letter, regularly visits outlying areas of the District to issue photo-ID Transit Discount Cards to eligible senior citizens and handicapped persons. Cards also are issued during normal business hours at Customer Services, Lobby Office, 508 16th St., Oakland, on Tuesdays, Thursdays and Fridays. See picture, Page 6.)

The call’s the thing
New telephone equipment speeds information services

For theatre goers “the play’s the thing.” But for Zada Malinak the call’s the thing.

As customer information supervisor, Mrs. Malinak has overseen this month’s completed installation of new PBX/Information equipment which will enable persons who call AC Transit to process their questions more quickly.

The $18,500 installation of new telephone hardware will not only provide easier handling of calls, it will also eliminate the need for amplifying any voices which previously were difficult to hear.

“This will certainly be an advantage in providing customers better service,” Mrs. Malinak says in reference to the nearly 5,000 calls a day handled by the PBX/Information Center. “We think this will make it easier to identify problems as they arise and to solve those problems for our patrons,” she says.

Faster processing of calls will also assist the 28 PBX/Information clerks in handling their jobs.

With the new equipment, all calls will be processed by computer in order. Previously, calls were processed quickly, but in a random manner.

“This puts calls in a holding pattern and they are handled in sequence,” Mrs. Malinak says. “A person who had to wait for a minute or two before should find wait time reduced now.”

Additionally, the new equipment will allow for expanded telephone service, which reached its capacity as a result of the last four years of expansion in bus service to outlying areas.

Pacific Telephone and Western Electric have been working with AC Transit for four months on the new installation.

THE COVER — James Dooley (center photo), a Western Electric equipment installer, puts the finishing touches on new telephone hardware in the District’s PBX/Information Center at Emeryville Division. This now-completed installation will enable PBX/Information clerks to accept and process telephone inquiries from transit patrons more rapidly. Clerks seen here are (clockwise from upper left) Rita Wells, Irene Davis, Marilyn Tott and Joyce Williams.
Eight appointments are announced

Eight new appointments have been announced by General Manager Robert E. Nisbet.

**R. J. Shamoon** is assuming duties of assistant general manager for operations. Shamoon previously served the District as personnel manager.

**L. A. Rosenberg** will serve as assistant general manager for administration. Rosenberg formerly was district secretary and administrative projects manager. He will continue to serve as district secretary.

**D. E. DesBoine** has been appointed liaison for governmental affairs.

**Donn E. DesBoine** will serve as assistant transportation superintendent for Seminary Division.

**Sterling Stewart Jr.** is assigned acting assistant transportation superintendent for Seminary Division.

**George E. Grandison** will serve as transportation superintendent at Richmond Division, with G.L. “Mo” Gross working as assistant superintendent.

**Billie S. Lyle** will take over responsibilities as acting personnel manager.

**Richard H. Bertz,** previously assistant general superintendent of maintenance, will be acting maintenance manager.

**G. E. Grandison** and **G. L. Gross** will be acting maintenance manager.

**Old pro hangs it up**

**Tony Lucchesi retires following an illustrious public transit career**

If there were a Transit All-Star Team and a Maintenance Hall of Fame, Anthony R. “Tony” Lucchesi would certainly be included in both of them.

The affable and well-liked Lucchesi "hung up his spikes" and headed for the showers following a gala celebration in his honor July 15 at the Oakland Hilton Inn.

His more than 45 years in public transit in the East Bay, culminating with his last 10 as maintenance manager, ranks among seniority records.

But his influence on transit was felt far beyond the immediate area. Recognized as one of the top maintenance men in the business, Tony was in constant demand from manufacturers and other properties to offer suggestions — they came from all over the country to seek "the coach's" advice.

He had plenty of experience coaching, having managed the semi-pro Southern Pacific Stores baseball team which won Northern California Championships in 1956, 1958, and 1960, as well as working with teams as divergent as little league and middle-aged Sunday just-for-funners.

Lucchesi, in fact, turned down a chance to play professional baseball himself when he chose instead to come to work for Key System, AC Transit's predecessor, in 1933.

His list of accomplishments in transit is startling. Among other things he either spearheaded, assisted on, or was responsible for: the decorated buses which spread good will during the holiday season each year; the Steam bus; the special cut-down Dial-A-Ride buses, which required removing five feet from the length of standard 35-foot coaches and improving passenger comfort; and a host of other things, most recently including work with manufacturers to develop a workable wheelchair lift for handicapped persons.

“It might not have been an absolutely perfect game, but Tony came as close to batting a thousand as any person ever has,” says General Manager Robert E. Nisbet.

An enthusiastic golfer, Tony intends to spend a good deal of his time “chasing the little white ball” in hopes of reducing his already impressive handicap in the low 80’s.

Also, although he definitely claims he is “not over the hill,” he might occasionally be found “enjoying the entertainments over the hill in the State of Nevada.”

He may have concluded some innings, but for Tony Lucchesi, the game is far from over.

**All Divisions meet Safe driving goals**

Operators at all Divisions beat the safe driving goal by a comfortable margin during the month of July, setting a District-wide average of 17,878 miles per accident. The monthly goals is 13,250 miles per chargeable accident.

Drivers at Newark Division led the District, averaging 32,028 miles for each mishap; at Richmond Division, the average was 23,507 miles. Emeryville Division operators tallied 17,800 miles per accident; drivers at Seminary Division, 14,566 miles.
Tri-Delta Transit Gets new coaches

Improved passenger comfort is the feature riders will notice most with the arrival of special cut-down buses going into service with Tri Delta Transit this month.

These GMC “new look” buses began their service lives as standard city coaches — 35 feet long.

Maintenance men at AC Transit sliced six feet from the middle, creating 29-foot coaches well-suited for use in residential neighborhoods but with the same sturdiness as standard buses.

The refurbished vehicles have an interior elegance new to public transit, with carpeted ceilings and floors and sizeable fabric-covered seats for 18 riders.

Bus fares for young riders in the City of Concord increased to 25 cents this month.

Fares for other riders on Concord’s local service, operated by the District under contract, remained unchanged: 25 cents for adults, 10 cents for seniors and handicapped riders with proper identification.

The adjustment in fares for children and students was adopted by Concord’s City Council late last month.

Two pensioners taken by death

Lloyd Beekman, 81, a retiree since 1961, died July 12 in Sacramento. At the time of his retirement as a class-A mechanic, Emeryville Division, he had completed 25 years of transit service.

After joining Key System in the thirties, Beekman was a carpenter and car body repairman before transferring to building maintenance.

Funeral services were in Sacramento.

Beekman is survived by his widow, Hortense, and a daughter, Paula Stahr.

Richard Cartwright Jr., a retiree since 1975, died at his home in Pittsburg August 7 at the age of 61. He had begun and ended his 22 year transit career as a driver at Emeryville Division.

Funeral services were held in Oakland, followed by burial in El Sobrante.

Cartwright was survived by his widow, Mary, and four children — all currently AC Transit bus drivers — Richard C., John W., and Bernice Cartwright, and Geraldine Rampola.
**Actions of the Board**

At an adjourned regular meeting July 26, the Board of Directors:
- Appointed Robert E. Nisbet General Manager and established salary, on motion of Director Godkin.
- Referred to management for evaluation all bids for bus batteries received in response to Regional Transit Association proposal, on motion of Director Rinehart.
- Authorized General Manager to execute contract with UMTA for capital assistance grant for Pittsburg-Antioch Urbanized Area, on motion of Director Rinehart.
- Authorized participation in APTA Annual Meeting and in Bay Area Urban Transit Institute, on motion of Director Bettencourt.
- Authorized one participant to attend Professional Program in Urban Transportation, on motion of Director Rinehart.

At an adjourned regular meeting August 16, the Board of Directors:
- Authorized General Manager to enter

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**Fremont/Newark have a new look**

There will be a "new look" on the streets of Fremont and Newark beginning this month as AC Transit replaces older coaches currently providing public transportation in the two communities.

A total of 11 buses initially will be put into service, with four more to be added in the next few weeks.

The 51-passenger coaches will replace 48-passenger coaches built in 1958. The 40-foot long buses provide a more spacious interior for passenger comfort and have air suspension for a comfortable ride.

Additional passenger benefits include larger windows for greater visibility, lower entrance steps for easier boarding, and improved fabric-covered seats.