Our ‘Stockholders’ Write

Our bus stop has been changed from the east corner of Telegraph Avenue to the middle of the next block. Could you please have a shelter installed there?

At the new stop there is no place to be under cover.

Lillian F. Collins
Oakland
(Ed. Note: Your request was evaluated, and we are pleased to report that a shelter has been installed at that location.)

Today I observed Operator Curtis Hall. The kindness, patience, and interest with which he treated his passengers was remarkable, and when they were getting off, he wished everyone a good day. I wish there were more like him.

Mrs. P. A. Charles
Oakland

This morning I called for information and spoke with Operator Beverley Maloney. She was pleasant, knowledgeable, helpful, and charming. I don’t usually write letters of praise because I feel all people should do their job and do it well, but in this case, I was so impressed with her courtesy, I felt something should be said.

Donna Campbell
Berkeley

Please express my appreciation for the helpfulness and cordiality of Lucius Lee, Jr., as well as that of other drivers with whom I rode recently.

On that day I found that many of your drivers have the Aloha Spirit.

Mrs. M. Kondo
Hilo, Hawaii

Throughout the latest transportation fiasco, AC Transit apparently has conducted business as usual. With the exception of some AC supervisors stationed in cars at key points along the way, your System has demonstrated management’s inability to respond to greater need.

My favorite topic is the L Line in Richmond. Your supervisor sits in his car while standees are falling in the aisles at Cutting & San Pablo. All the while, a “Not in Service” coach sits at the SW corner, engine running, waiting for the supervisor’s instructions. Miserable response.

At the Transbay Terminal, woe betide the Richmond traveler from 2 p.m. on. If he’s not in line one-half hour before the bus is due to depart, no seat!

Where are the articulated white elephants? Why, I saw one just the other day — Sunday, to be exact, crossing to Oakland side of the Bay Bridge about 9:30 a.m. with about 20 people on board! Terrific equipment management!

Why don’t you make a commitment to improve service to the public?

Mario DiPalma
Richmond
(Ed. Note: In addition to referring your complaint to the Transportation Department for investigation, we will be strictly monitoring L Line service, including an evaluation by Schedule Department to determine if service can be improved under current conditions. During the period of extra-heavy demand for bus service stemming from the BART curtailment, we extended every effort to provide the best possible service, including utilization of all available coaches and employees — even day-off operators.)

Fall-season upsurge

Figures show soaring ridership

Fall-season ridership on AC Transit’s East Bay and transbay bus lines soared at an unprecedented rate.

Passenger counts since September 1 reveal a 60- to 70-percent increase in transbay bus trips.

During September alone, more than 1.6 million passenger trips were made between the Transbay Transit Terminal in San Francisco and various East Bay communities served by buses. In September, 1978, the number was about 980,000. This surge in transbay bus riding continued through the first three weeks of October, with passenger counts at a level some 60-percent over October, 1978, ridership.

“The rising cost of gasoline is prompting commuters to adjust workday travel habits,” according to John L. McDonnell, a director of AC Transit and 1980 Chairman of the American Public Transit Association.

“Mass transit is a sensible way to commute, and the numbers show that more and more bus riders see it that way,” McDonnell said, noting that the continuing disruption of BART train service because of labor difficulties also contributed to the increase in transbay bus riding.

Greater increases occurred in the newer service areas — local lines launched in recent years to meet the needs of suburban communities.

In Fremont and Newark, where service started five years ago, September, 1979, ridership totalled almost 130,000 passenger trips — a 30-percent increase over September, 1978, figures.

In one newer local bus network, inaugurated in the eastern Contra Costa communities of Pittsburg-Antioch-Brentwood just two years ago, more than 18,000 passenger trips were recorded in September — a 60-percent increase over last year’s level.

Local lines serving Moraga and Orinda in central Contra Costa County registered almost 18,000 passenger trips during the month — a 37-percent increase over last year.

Public comments heard

First tallies are in on Monthly Pass sales

Bus riding became easier for more than 3,300 AC Transit patrons who purchased the November Monthly Pass — the first issued.

The $15 card is shown to drivers for a month’s unlimited local rides in the East Bay, eliminating need to have the exact 35-cent fare or to handle transfers.

Most November Pass users purchased their cards at cooperating stores throughout the East Bay — Co-op, Emby, Lucky and Safeway stores, and at UC Berkeley.

Information on the Pass is posted on buses.

CITIZEN INPUT — Interested residents of the Fremont-Newark area had the opportunity to be heard on proposed substitution of fixed route service for the present Dial-A-Ride network at a public hearing November 14. Following presentation of data by District management, including review of a proposed new system design for the area, the meeting was opened to public comment, evidence, and recommendations. A Board of Directors decision on the matter will come at a later date.
Re-routing aimed at better service

Improvements in bus service in downtown Oakland went into effect in early December with rerouting of four bus lines.

Eastbound trips on Line 82 and Line 83 buses now operate via Clay St., 11th St., Broadway and 13th St., then continue on the regular route — thereby skirting the south and east sides of the new City Center development. Return trips continue to operate via 14th St. and Clay St. — on the north and west edges of the redevelopment project.

And buses on Lines 32 and 36 now operate northbound through the downtown area via Franklin St., 21st St., and Harrison St. to Kaiser Center. Return trips through downtown Oakland on these commute-hour express buses continue via 20th St. and Broadway as before.

A number of other changes were made to improve service in widely scattered areas, including: additional Transbay trips added to Lines B, F, and FXX; extension of some Line 7 trips in Berkeley to serve Lawrence Hall of Science weekdays and Saturdays; expanded night and Sunday Line 69A service to Hilltop Shopping Center in Richmond; and extension of Line P2X service into downtown Antioch on nights and weekends.

Other changes were the addition of trips on Line 78A service in western Contra Costa County and on Line 21 bus service between Fremont and Hayward. Also, Line 302T buses in Concord were rerouted to better serve the Turtle Creek Road area of that city.

Transbay Pass is coming

March, 1980, is the date for introduction of a Transbay Monthly Pass, offering patrons a month’s unlimited rides on all local and transbay lines in Districts 1 and 2 and on intercity express lines.

Price of the Pass (based on an average of 20 work days per month) has been set at $30 for Zone 1, $40 for Zone 2, $44 for Zone 3 and $50 for Zone 4. Riders will be able to purchase Passes at the Transbay Terminal, the Customer Services Center in the lobby of Oakland’s Latham Square Building, and by mail.

Two operators receive 25-Year Safe-Driving pins

SAFETY HONORS — The 28th and 29th recipients of AC Transit 25-year Safe Driving Awards received their pins from General Manager Robert E. Nisbet in recent weeks. Operator George T. Lawrence (left photo) was honored in a ceremony at Richmond Division October 31. He is a 33-year veteran of transit service who began his career as a Key System streetcar operator. Lawrence and wife Barbara make their home in Pittsburg. Operator Chester B. Anderson (right photo) was honored for his safe-driving milestone in a celebration at Emeryville Division November 6. He has completed 34 years of service with Key System and AC Transit. Anderson and wife Retha, who live in Oakland, are the parents of two and the grandparents of three.

UMTA official lauds driver performance

I recently attended the BAUTI course in the Bay Area and would like to tell you how impressed I was with AC Transit. It certainly was a pleasure to get the walk-through by such a top flight organization.

The real purpose of this letter, however, is to commend one of your employees. Candace Noonan and myself of UMTA traveled to the second class day, the 6th of November, by AC bus route 82. The time was 8 a.m. The driver we had, Doritha Kolar, was absolutely excellent.

The bus was delayed (BART crowds), was over-crowded, etc. A young man began smoking pot, and the bus simply reeked. She kept her cool (and had been all the while) and attempted to stop the police. They passed without hearing her so she stopped the bus and got off (about 5 feet), stating she would find a policeman. (This all occurred after several warnings by her to put it out.) She quickly turned the riding public against him by saying if they were late, it would be his responsibility. He quickly left — she lost about 20 seconds of her scheduled time!

She continued to move passengers to the back of the overcrowded bus with frequent suggestion. She deserves a great deal of praise (as do your training people) for the impeccable service she provided.

This incident brought to life what your people showed us in the BAUTI course — that it was not a PR front, but the inner workings of an excellent organization. The industry can learn a lot from your people.

I hope I will be able to visit AC again in the near future. Please bring my comments to the attention of the driver on whose bus I rode November 6. My regards to all at AC Transit.

Charles H. Eichenberger
Office of Transportation Management
Urban Mass Transportation Administration
Oakland's busy Customer Services Center expands

IMPROVED PATRON SERVICES — The Customer Services Center in the lobby of the Latham Square Building is undergoing expansion to better serve the increasing number of patrons seeking information, schedules, lost items, Monthly Passes, and light/handicapped accessible discount cards. Patrons will be served faster and more efficiently, since the expansion — expected to be completed by year's end — will add two new service windows. With renovation complete, the existing service area will be used exclusively to serve the elderly and handicapped, who must be processed and photographed to receive their discount fare cards.

THE COVER — Decorated this year around a "Winter Wonderland" theme, AC Transit's traditional holiday-greetings coach can now be seen making regular passenger runs throughout the 600-mile service area. The colorful coach — complete with Santa (Treasurer Supervisor Jim McCracken), his helpers ("V" Adcock, Marketing, and Kathy Lewis, Personnel), and taped carol accompaniment — is the District's means of extending best wishes to patrons and general public. In past years, the work required to paint and decorate the holiday bus was performed by the Maintenance Department.

Newark tops in safety tally

Newark Division operators again triumphed in the safety tallies with October's record of 25,105 miles of driving per chargeable accident. The safety bogey toward which divisional drivers strive is 13,250 miles per accident.

The division's achievement was saluted with the traditional coffee-and-donuts fest.

An operator and three retirees died during October and November.

Mykles A. Adams, 48, who joined AC Transit in 1967, died October 31 in Hayward. He had been a driver at Newark Division.

Funeral services and burial were at Chapel of the Chimes, Hayward. He is survived by his widow, Marlys, and a son, Brian.

Ernest Mitchell, 65, who was a driver at Richmond Division at the time of his retirement in late 1975, died October 25. He had retired after 29 years of service.

A resident of Richmond, Mitchell is survived by his wife, Marlys, and a son, David.

Thomas A. Murray, 64, who had completed 23 years of service as a driver at Emeryville Division at the time of his retirement in late 1978, died October 13 in Sacramento, where services and burial took place.

He is survived by his widow, Ursuline; his brother, Stanley Hall, Jr.; and two grandchildren, Stanley Hall III and Richard Hall. The family home is in Berkeley.

Some buckles still for sale

A limited supply of solid brass belt buckles with the AC Transit logo is still available for purchase. They may be ordered from Marketing Department, AC Transit, 508 - 16th St., Oakland, CA 94612. Mail order cost is $9.63.

Operator and mechanic Join ranks of retirees

Jordan Leandro, retiring as a mechanic at Seminary Division after 17 years of service, plans to keep his skills well honed by "working on cars" to help out family and friends. There's also plenty to keep him busy around his Hayward home, he says.

A native of Hawaii who was working on repair of military vehicles at Pearl Harbor when the 1941 attack occurred, Leandro came to the mainland in 1954, joining Key System that same year. He subsequently left the organization, returning to the ranks in 1962. Over the years, Leandro says, he served in a wide variety of maintenance functions.

Though he was disappointed at the changes which he noted in his birthplace during his last visit in 1973, Leandro may decide to make another Hawaiian trip, especially since wife Elsie also came from the Islands. The Leandros have three children: Bill, Wayne, and Pamela.

Priscilla Grap, who joined Key System as a driver 23 years ago, plans to spend some post-retirement leisure time on the 70-acre ranch in Calaveras County which she and husband Harlan (still a driver) are developing.

Grap's career began at Seminary Division, where she remained until Newark opened. She remembers being startled by the new job's challenge only once, when, on her first day, she "saw how long the bus was."

When the Graps married, they merged two families. Their joint brood numbered five children, now grown: Terrie, Janet, Vivian, Loyd, and Arthur. Six grandchildren complete the picture.

Holding a cabin on the ranch, the Graps are now adding a larger dwelling. Plans for the ranch include raising some special Swiss-breed cattle.

Actions of the Board (Continued from back cover)

At a regular meeting November 28, the Board of Directors:

- Approved implementation of Transbay Monthly Pass; service adjustment on Lines L-1A, 69A, and 50B; and sale of 21 older GMC buses, parts, and sale units to the highest bidder or bidders, with minimum prices established, on motion of Director Bettencourt.

- Authorized filing of preliminary applications with CalTrans for financing Stirling Engine Hydraulic Regenerative Drive demonstration project and for financing refurbishment of 100 District buses (purchased in 1961) from Fiscal 1979-80 State discretionary funds, on motions of Directors Nakadegawa and Bettencourt, respectively.

- Approved awarding contract to Power Plus Batteries for joint purchase, with Regional Transit Association, of heavy duty bus batteries; to Whaley Glass Company for furnishing glass; and to Almac Plastics, Inc., for furnishing plastic glazing, on motions of Director McDonnell.

- Rejected all bids received for joint purchase, with Regional Transit Association, of automotive lamps, on motion of Director McDonnell.

- Approved awarding contracts for office furniture and equipment to lowest responsive bidders and authorized General Manager to purchase on the open market those items for which no bid was received; and approved awarding contract to Rothcoast Company, Inc., for furnishing bulletin boards, on motions of Director McDonnell.

- Authorized travel of a District representative to CPTA to attend the APTA Government Affairs Steering Committee in Washington, D.C., in December, on motion of Director Bettencourt.
AC Transit Golf Club Presents Plaque to Family of Oliver Moss

PLAQUE PRESENTED — The AC Transit Golf Club honored the memory of the late Oliver Moss — an active member of the group before his death in October, 1978 — in a ceremony following a December 1 tournament in Hayward. Family members, including Moss' children and grandchildren, some shown here, were on hand to accept a commemorative plaque honoring his long-time participation in the club. Moss was a 15-year employee attached to Maintenance Department, Seminary Division, when he died.

September Report

Passenger Trips Sept. 1979 Sept. 1978 % Change
East Bay 3,803,883 3,392,293 12.1
Transbay 1,645,672 983,722 67.3
Fremont/Newark 128,666 99,364 29.5
Contract Services:* 147,050 113,616 28.4
Concord 57,210 51,938 10.2
Pleasant Hill 10,980 10,914 0.6
Moraga/Orinda 17,593 12,874 36.7
Pittsburg/Antioch/ Brentwood 18,380 11,484 60.0
Total 5,829,434 4,676,205 24.7

Fare Revenue East Bay $1,054,036 $935,685 12.6
Transbay 1,156,348 836,336 41.7
Fremont/Newark 34,883 25,336 37.7
Contract Services:* 45,382 36,355 24.8
Concord 11,740 10,574 11.0
Pleasant Hill 1,286 1,732 -25.8
Moraga/Orinda 3,967 2,383 62.3
Pittsburg/Antioch/ Brentwood 4,653 2,890 61.0
Total $2,312,195 $1,651,291 40.0

Service Miles East Bay 1,281,791 1,337,914 4.2
Transbay 781,339 715,770 9.2
Fremont/Newark 134,028 126,299 6.1
Contract Services:* 202,114 151,166 33.7
Concord 52,101 47,714 9.2
Pleasant Hill 9,038 9,440 -4.3
Moraga/Orinda 23,278 16,306 42.8
Pittsburg/Antioch/ Brentwood 33,471 31,269 7.0
Total 2,517,160 2,435,878 3.3

*Contract service to Pinole-Hercules-Rodeo-Crockett began Sept. 5, 1978. This service is extension of Line 78A; statistical data is included in East Bay.

October Report

East Bay 4,041,307 3,717,673 8.7
Transbay 1,802,057 1,096,220 64.4
Fremont/Newark 128,310 113,459 13.1
Contract Services:* 177,024 131,785 34.3
Concord 61,874 58,354 6.0
Pleasant Hill 11,633 13,125 -11.4
Moraga/Orinda 20,691 13,684 51.2
Pittsburg/Antioch/ Brentwood 22,652 13,178 71.9
Total 6,265,548 5,157,438 21.5

Fare Revenue East Bay $1,189,163 $991,526 18.8
Transbay 1,281,306 714,790 80.6
Fremont/Newark 41,490 28,914 43.5
Contract Services:* 54,572 41,778 30.6
Concord 14,665 11,806 24.2
Pleasant Hill 2,452 1,777 38.0
Moraga/Orinda 5,082 2,708 87.7
Pittsburg/Antioch/ Brentwood 5,724 3,309 73.0
Total $2,573,454 $1,796,608 43.2

Service Miles East Bay 1,429,666 1,427,216 0.2
Transbay 893,646 788,507 13.3
Fremont/Newark 154,477 134,058 15.2
Contract Services:* 221,158 195,953 12.9
Concord 61,078 57,687 5.9
Pleasant Hill 10,838 10,372 4.3
Moraga/Orinda 28,423 18,126 56.8
Pittsburg/Antioch/ Brentwood 37,510 34,364 9.2
Total 2,836,794 2,666,263 6.4

*Contract service to Pinole-Hercules-Rodeo-Crockett began Sept. 5, 1978. This service is extension of Line 78A; statistical data is included in East Bay.

3 year passenger trip comparison
At an adjourned regular meeting October 24, the Board of Directors:
- Referred to management for evaluation and recommendation all bids for furnishing office furniture and equipment, on motion of Director Nakadegawa.
- Authorized travel of two management representatives to attend the Evergreen Bus Maintenance Forum in Seattle November 6-7, on motion of Director Rinehart.
- Authorized travel of one additional District representative to attend an October training workshop in Chicago, on motion of Director Nakadegawa.
- Approved service adjustments on Lines 72, 78, and 82 to provide uniform coordination with BART and minor rerouting of Line 82-83 for a six-month trial period, on motion of Director Holmes.
- Adopted Revised Operating Estimates (dated Oct. 4, 1979) for Fiscal Year ending June 30, 1980, on motion of Director Rinehart.
- Approved amending present contract with Wilbur Smith and Associates to cover the additional services of developing environmental assessment and providing preliminary engineering and site preparation data in connection with new Concord operating and maintenance facility, on motion of Director Rinehart.

At an adjourned regular meeting November 14, the Board of Directors:
- Referred to management for evaluation and recommendation all bids for furnishing bulletin boards, on motion of Director Bettencourt.
- Convened public hearing to review recommendations and to hear citizen comments on proposal to substitute fixed route service for Dial-A-Ride in Special Transit Service District No. 2.