I recently rode on Line 15 with Driver Melvin Brown and would like to commend him to you.

I was impressed initially by the way he handled a problem with a young man who was misusing a transfer to double back on the same route. Mr. Brown was polite, but very firm and did not budge from his position until the fare was paid. He was courteous and helpful to each rider.

There are so many problems with young people riding buses and breaking posted rules that I found Mr. Brown's firm approach reassuring and a credit to AC Transit.

Thelma Taylor
Oakland

Drivers often get comment or criticism for their poor driving or discourtesy. But I want to report favorably and commend a driver when he does an unusually good job.

I have ridden several times with your driver, W.L. Grace, on the Richmond-San Francisco line, and have been very favorably impressed with his excellent driving and his courteous firm way of dealing with the passengers. He was considerate, friendly, and helpful — yet firm and respectful in handling smoking, and loud radios. He was captain of that ship and he had immediate respect.

I told him how much I appreciated his care in traffic and at the railroad crossings, etc., but I thought you should know as well what a good man you have.

Daniel Jensen
Richmond

Today I had the pleasure of riding a bus driven by Vivian Smith.

Ms. Smith was a credit to the company. She was helpful, courteous and friendly. She exhibited a sincere concern for all elderly passengers, pulling closer to the curb, assuring them that they could take their time, patiently listening to questions and pleasantly giving directions.

M.H. Buckley
University of California

Sunday, June 7, I rode the new lift-equipped buses on a trip to San Francisco. It was an exceptional event for me as I have been unable to ride public transportation since being injured in 1941. I use a wheelchair and wish to compliment AC Transit and the drivers who were courteous and efficient.

I boarded on the 15 Line about noon at East 18th and Park Boulevard. The driver, Sabrina Dixon, operated the lift efficiently and courteously. Getting off was done easily. At 12:30 I boarded the A Line bus with driver C.C. Ferrell. The loading was done smoothly. Incidentally, Channel 4 did a tape that was shown on their 5 and 11 p.m. newscasts. After an hour or so in San Francisco, I boarded for the return on the A2 Line.

The entire trip went smoothly and though it did take a little extra time, I did not feel that it caused any delay; at least the drivers made me feel that it was an easy routine.

My thanks again to the two drivers and to AC Transit for my first bus ride in 40 years.

Roy Mahlstedt
Oakland

Our 'Stockholders' Write

ACcessible Transit comes to town

PROJECT MOBILITY — Two days before the June start-up of lift/kneeler bus access, AC Transit hosted a gathering in downtown Oakland to celebrate the new service. Among the many who took part were (left) Richard Windrich, president, ATU Local 192, and General Manager Robert E. Nisbet (below, left), shown with Alice Johnston, one of the citizen advisors for the access program. Later, at the Coliseum, Steve Herber (far left) showed Oakland A's Captain Dwayne Murphy how a lift operates.

THE COVER — Joining with AC Transit in the June 5 introduction of bus accessibility equipment were public officials, civic leaders, and many of the elderly and handicapped citizens who aided the District in making "ACcessible Transit" a reality. In the top photo, General Manager Robert E. Nisbet makes a presentation, with simultaneous "signing" for the deaf by Joy Smith. Ready to help demonstrate the lift (at Nisbet's right) is Alice Johnston, a member of the Citizens Advisory Committee. In the lower photo, Roy Nakadegawa, President of the Board of Directors, addresses attendees, some of whom are shown in the middle photo, in which Director Jean Holmes is standing at center.
Seminar offers information on how-to-sell

SELLING TO TRANSIT — The welcome mat was out to would-be vendors on June 19 when the Regional Transit Association's procurement and minority business enterprises committees joined forces to hold their first annual Procurement Seminar. The all-day event at Laney College drew nearly 200 persons, who listened to representatives from Bay Area public transit organizations talk about their purchase needs and procedures. Among those from AC Transit providing information was John Krajcar (at podium, lower right, and answering a participant's questions, upper right), purchases and stores manager, who also serves as chairman of RTA's procurement committee.

Operators join safe-driving awards circle

SAFETY STRATEGY — "You have to think 'Defense' — just like professional football," says Joseph A. Alfano, fourth winner of the 30-Year Safe Driving Award. Honored June 2 at Seminary Division ceremonies by General Manager Robert E. Nisbet, he stressed, "You only have a split-second in most cases to avoid an accident." Having started his career on Key System streetcars September 11, 1945, Alfano has had just two chargeable accidents on his record. He and wife Josephine, who live in San Lorenzo, have three children and six grandchildren.

West Contra Costa riders
See service improvements

Weekday riders in western Contra Costa County noted a greatly improved service schedule starting June 8. These buses also feature new route numbers: Line 70 and Line 70A, replacing the old designation, Line 78A.

Public transit proves bargain

Car operating costs increased more than 18% between 1979 and 1980 — the biggest leap in history, according to a Hertz Corporation survey.

The driver of a 1980 standard-size car spent 48.1 cents per mile to own and operate such a vehicle last year, compared with 43.3 cents per mile in 1979. Costs for compacts rose to 39.9 cents a mile last year (up from 32 cents); for subcompacts, to 38.1 cents a mile (up from 30.1 cents).

Newark tops May safety tallies

Newark Division again led in the monthly safe-driving statistics with May tallies showing an average of 45,894 miles of driving per chargeable accident. Seminary Division's full-time drivers achieved an average of 19,914 miles per mishap during the month, with Emeryville Division's registering 13,428 miles per accident.

The drivers' monthly safety bogey is 10 miles per accident. During the past month full-time drivers, Local and Transbay, tallied a total of 2,634,680 miles in service to patrons.
PROMOTIONS: Employees assume new duties

Several AC Transit departments have reported personnel promotions:

**Transportation**

Seven former transportation supervisors have been named central dispatchers at Emeryville Division. They are Steven C. Anderson, Steven A. Black, Alvin L. Gibson, Gregory L. Hunter, Robin D. Little, Dennis R. Murray, and Glen R. Ratliff.

Promoted to transportation supervisors are Roger C. Cottle and Lloyd L. Hadden, both former drivers.

**Finance**

Teodoro Agcaioli has moved up the ladder to ARMS accountant, and Laura Mingst to ARMS account analyst.

**Data Processing**

Daniel G. Pagtakhan has assumed the duties of lead programmer, while Wilhelmina Noel is the newly-named documentation librarian.

**Personnel**

Ben Davis, Jr., has been promoted to employee relations coordinator, and Donna Pate has assumed new duties as employee relations representative.

James Kidd has moved up to increased responsibility as labor relations representative.

Curtis Goodenough is now an affirmative action analyst, while Henry Arrington and Vivian Lewis-Robinson have assumed positions as personnel analysts.

**Training**

Newly-appointed training instructors are Jerry Bowen, Charlesetta Holloway, William Hutcherson, Hiran McKinney, and Betty Williams.

**Peterson added to staff**

Clance Peterson, formerly an associate on the staff of Payne-Maxie Consultants, Berkeley, has joined AC Transit as financial analyst. He reports to Nat Gage, assistant general manager for finance.

Peterson's background includes an MBA from the University of Pennsylvania's Wharton School of Finance. He and wife Susan Tohbe live in Oakland.

**Monthly Passes prove popular**

Sales of AC Transit Local and Transbay Passes, which peaked in October, 1980, at 12,137, approached that mark again during the spring months just past. Combined sales hit 11,923 in April, dropping slightly in May to 11,540.

Local Passes were introduced in November, 1979, followed by Transbay Passes in March, 1980— the first month of combined sales. That month marked patron purchase of 6,265 Passes. Combined sales have never dipped below that figure since.

**TOP OF THE CLASS** — Man Cheuk Woo, Emeryville Division Maintenance employee, was selected as the outstanding student in AC Transit's first class in diesel maintenance training, which held graduation ceremonies June 10 in Hayward. Presenting Woo's certificate was Dennis Harrington, instructor. Also spotlighted during the evening's festivities were 14 others from among the 17 System employees who completed the demanding course, which required attendance at twice-a-week night classes for nine months.
At an adjourned regular meeting May 26, the Board of Directors:

- Authorized Board members and five management executives to attend 1981 American Public Transit Association conference to be held October 7-11 in Chicago, on motion of Director Bettencourt.

- Adopted resolution excluding a portion of the incorporated territory of Union City from Alameda-Contra Costa Transit District, on motion of Director Bettencourt.

- Authorized General Manager to enter into rental agreement for property adjacent to Division 6 to be used for employee off-street parking, on motion of Director Berk.

- Approved job description and salary range for position of Personnel Manager, on motion of Director Bettencourt.

At an adjourned regular meeting June 2, the Board of Directors:

- Authorized assistant risk manager and claims supervisor to sign workers' compensation warrant checks up to a maximum of $1,000, on motion of Director Bettencourt.

TRYING 'EM OUT — Selecting buses for purchase is a complex and crucial process. Thus, when Board members and staff take a new-model test ride, personal impressions of rideability are added to augment previous information gained from studying and discussing specifications, cost comparisons, and maintenance data. Here, Directors and staff take a demonstration ride in a Neoplan bus; and Loren Ball transportation manager, checks the behind-the-wheel viewpoint.