I am a “Little Old Lady”, 88, and living in North Berkeley for over 43 years. We – elderly and old people – very often have a hard time to board a bus when they do stop too far away from the curb. One driver I noticed, Mr. Steve Winfrey, always tries to park the bus as close as possible to the curb, which is so very helpful to us old people, to those who are handicapped and those with small children.

Else Cappel
Berkeley
(Ed. Note: Also of help now on some coaches is a mechanical aid—a “kneeler”, which brings the bottom step of the bus closer to the sidewalk or street. Along with a wheelchair lift, this is part of AC Transit’s Elderly/Handicapped access program.)

I wish to thank Betty Burnett for going above and beyond her duty; this wonderful, energetic dedicated driver took me and my room-consuming wheelchair on her crowded bus. I would think there was no way possible for me to fit on a bus with so many bodies, but Ms. Burnett was determined to fit me on her bus! Hats off to her! Thank you for the great service.

Anne Kesti
Pinole

I am writing this letter to commend one of your employees, Harold Radcliffe, night foreman, Maintenance Department, Division 4 yard.

On a Sunday evening I accidentally left an envelope containing important papers on a 40 Line bus which terminated at Center and Shattuck at about 7:30 p.m. I did not realize the papers were gone until about 15 minutes later; by then the bus was gone. I did not know what to do, so I stopped a 51 bus and asked the driver for advice. She said to call the yard at 45th & San Pablo.

I checked by phone with various locations at various times throughout the evening. About 12:10 a.m. I called the Maintenance Department and got Mr. Radcliffe. He offered to go out and look at Bus #1113 as soon as he got a chance; he said to call him back in an hour. At 1:10 a.m. I called him and he had found the papers! I would like to thank him for his help and commend him for his good sense.

Kenneth M. Livingstone
San Francisco

I am writing to give compliments to one of your nice bus drivers. He is Mr. F.C. Gazaway. He drives a 14 bus and has always been so extra courteous and kind. He has a wonderful sense of humor, too, which makes riding the bus that much more pleasant.

We are proud of Oakland’s public transportation and very grateful for your good bus drivers. Please tell Mr. Gazaway thanks.

Signed by
14 Passengers

Kittie and Estacio Cruz
Oakland

I want to take this opportunity to thank all of you for a job well done in 1981, and extend my best wishes to you for 1982.

Our work together during the last twelve months involved some of the most demanding challenges in AC Transit’s history. The teamwork exhibited by employees of the District enabled us to meet those challenges, just as I hope it will enable us to succeed in the future.

We are faced with very uncertain times. Presently, we are seeing a decline in the support of public transit at the national, State and local levels. This retreat from a full commitment to public transit means increasingly restricted revenues.

For AC Transit, specifically, it means facing unprecedented deficits.

How we react to these problems and the character we exhibit will determine the nature of public transit in the East Bay.

AC Transit has always depended on the efforts and the quality of the people who work here. Those efforts and that quality have been of the highest order during 1981.

The coming months will demand that we continue in this tradition.

Robert E. Nisbet
General Manager
Survey results will offer
Guides to ridership gains

A two-part market survey centering on the Fremont-Newark area was given the green light by Directors at their November 25 meeting. Aim is to accrue information needed in planning a promotional campaign to stimulate ridership and increase farebox revenue in that area of Alameda County.

First phase of the project is an onboard survey of current riders, with follow-up telephone interviews of some survey participants. Questions asked in this phase would seek to determine the following: why these riders are bus patrons; their opinion of the present service design, which is centered on BART stations; and their reactions to possible green light by Directors at their November formation needed in planning a promotional campaign.

Second phase: a poll of non-riders which survey would be used in designing the effective ridership-promotion campaign.

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Information from this first phase of the survey would be used in designing the second phase: a poll of non-riders which would be greater in scope than the one involving current riders. This phase has a two-fold purpose: to determine whether the existing service design meets the needs of a significant number of potential riders and to develop a soundly-based, effective ridership-promotion campaign.

PUBLIC PARTICIPATION — William Abbott, of Oakland, was one of 35 persons who addressed the AC Transit Board of Directors at a public hearing Nov. 10 on a proposed new transfer policy. The Board of Directors postponed action on the plan pending review of passengers' reactions and additional information. Discussed at the public hearing were proposals to have no restriction on direction traveled; limit the transfer to only one use, allowing passengers to ride a maximum of two buses for a single fare; and having transfers good for one hour from the last transfer point at the end of the line on which the transfer was issued.

THE COVER — AC Transit's festively decorated offering to the 1981 holiday season (top cover photo) went into service on East Bay streets the day after Thanksgiving after receiving a send-off (above) from Maintenance Department's Marv Middauk, Al Trevino, Rick Munder and Merle Hamilton. The bus (see Page 6 for some earlier holiday coaches) made an appearance (bottom cover photo) in Oakland's decorative-lighting ceremonies and parade on December 1, carrying event officials and participating citizens.

New departmental managers assume posts

Glenn Andrade

Glenn Andrade joins AC Transit as purchases and stores manager after more than a decade of service with Golden Gate Bridge and Highway District, where he attained the position of Bus and Ferry Division buyer.

Prior to his joining that organization, he had been associated with Kaiser Sand and Gravel for five years.

Andrade, whose career-preparation studies were at San Jose City College and San Jose State University, served as Procurement Committee chairman of the Regional Transit Association in 1978. He has served also on American Public Transit Association's Purchases and Materials Management Committee.

His family includes wife Marsha and three children — Glenn, 17; Kristy, 14; and Amy, 8.

Gary Ogg

Gary Ogg, newly-appointed personnel manager, assumes his position at AC Transit after serving two years as director of personnel and employee relations for the City of Las Vegas. In previous positions, he was director of personnel for Pima County, Arizona; was the first to hold that position with East Bay Regional Park District; and also served as assistant city manager for Antioch.

A native of Sacramento and pre-law graduate of Sacramento State University, where he subsequently received a master's degree in psychology, Ogg says he is very pleased to be returning to the Bay Area.

His family, which has already made the move from Las Vegas, includes wife Lee and three children: Kirby, 14; Casey, 10; and Brian, 2½.

Fall safety tally noted

Newark Division led in the late-fall safe-driving statistics with its October-November averages of 34,642 miles and 39,773 miles per chargeable accidents, respectively. Drivers at Richmond Division came in with second-place honors with their October average of 16,757 miles per mishap and November tally of 14,724 miles. Emeryville's tallies were 14,599 miles per accident, October; and 13,781, November. Seminary's safety record for the period showed 14,118 miles per accident, October; 13,307, November.

AC Transit drivers as a group compiled a total of 2,842,331 miles of service during October and 2,614,741 miles during Thanksgiving month.

Raiders vie on transit's team

Public transit's convenience and cost advantage were pointed up in a light-hearted event on December 9, testing time and expense of traveling between downtown Oakland and Oakland Airport.

Raymond Chester and Mickey Marvin, Oakland Raiders, traveled via BART and AC Transit Line 57, competing with two Oakland Raiderettes, who made the airport jaunt in a private car.

Though the time by car — 28 minutes, 34 seconds — showed a slight edge over public transit's figure of 30 minutes, 15 seconds — the cost difference — $7.30 (one way) by car compared to $1.50 (round-trip) by transit — appeared, to put transit in the winner's circle.

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Phone information hours to change

In order to concentrate all available transit information clerks in those hours and days of the week when demand for services is heaviest — midday on weekdays — the operating hours of AC Transit's Telephone Information Center are to be adjusted beginning Sunday, January 17.

The new operating hours will be from 7 a.m. to 7 p.m. on weekdays and 9 a.m. to 6 p.m. on Saturdays, Sundays and holidays. The Center has been operating 6 a.m. to midnight Monday through Saturday, and 7 a.m. to midnight on Sunday.

"With demand for information increasing, we simply have to shift the manpower available to provide the best service to the most customers," said Mike Mills, marketing manager.

With more clerks working in these daylight hours, calls will be handled more quickly. The change allows for accommodation of many more information inquiries as those riders now accustomed to calling at nights and early mornings adjust to the new operating periods.

After January 17, the District's administrative telephone switchboard also will be operating on the new schedule.

During non-operating hours, the Transit Information telephone numbers will be answered with pre-recorded schedule information.

Surplus buses and parts
Will be offered for sale

If you'd like to own a bus or bus fleet — or might even be in the market for some spare coach parts — give AC Transit a visit in the next few weeks.

The System has put 65 veteran coaches out to pasture, and they'll be auctioned off Thursday, January 28, 1982. These vehicles are GMC products.

Minimum acceptable bids have been set for the buses, with the amount in each case based on an independent appraisal of the vehicle's condition.

In the same sale, the District also will offer a wide array of surplus bus parts.

Potential buyers can inspect the coaches at 977 66th Avenue (at San Leandro Blvd.) in Oakland. Further sale information may be obtained from the Purchases and Stores Department: 891-4940.

Electronic Signage

ON-COACH SIGNAL - The latest in destination signs can be programmed to offer a wide variety of guideposts to passengers seeking the right coach to catch. Here, Norman Brewer (Maintenance) inspects Transign, Inc.'s electronic model currently being tested by AC Transit.

66 years of service
Couple chooses active retirement

With a combined total of 66 years of public transit service, Manuel and Virginia Garcez might be excused if, in retirement, they elected just to settle into their easy chairs. But it's clear in talking to them that theirs is a more active retirement, with "Manny" handling a heavy schedule of community volunteer work and Virginia "learning to be a housewife" while enjoying the opportunity to indulge her love for such pastimes as sewing for members of the Garcez family.

The couple, who met as streetcar operators during World War II, developed a pattern of "working together as a team" which seems to have served them well in the rearing of their three sons while they maintained their separate, demanding work schedules over many years. At retirement, Manny was credited with 37 years of service, while Virginia had chalked up 29. Both finished-up their transit tenure at Seminary Division, he as a driver, she as a senior clerk.

This team effort over the years included alternating work-shift and vacation patterns during their sons' early years so that one or the other parent was home when the children needed care and supervision. Parental concern appears to have paid off for the couple, who can point with pride to their grown-up sons' careers: Jimmy is a mortician; Jerry, a controller for a high-technology company; and Randy, a biochemist for a pharmaceutical firm. There are four grandchildren also, ranging from 18 to 3.

Though her years as a streetcar operator ended with the conclusion of World War II, Virginia returned to transit service in 1951 as a bus driver. This involved an amusing turnabout in roles: Virginia, who had been responsible for training Manny on the streetcars, found herself being trained by her husband as a bus driver! She was a driver until 1955, when she made the switch to office work, starting as a routine clerk. She also did a lot of time-keeping over the years.

Manny recalls being fascinated as a child by trains and streetcars. So it was only natural he'd be motivated to respond to a Key System World War II ad for streetcar operators. He switched to driving buses when streetcars were phased-out in 1948.

He credits his years of day-to-day dealing with the public with curing his early tendency to be shy and reserved. Today, his enthusiasm for people shows up in the extent of his volunteer work: he teaches leatherwork, weaving and woodcrafting at East Bay senior centers and also is a have-suit-will travel Santa, making appearances as St. Nick for various community organizations.

The couple has completed one long-planned trip since retirement began. Last summer they flew to Europe, visiting Lisbon, Portugal, and Madeira Island (famed for wine and beautiful embroidery work), where Manny's father and mother were born and where some of his relatives live.

Though they expect to do more traveling, they also intend to keep their Oakland home as retirement base. They've lived there for more than a quarter-century, and the Bay Area won out, Virginia says, over all other regions they considered as potential retirement locations.
New Employees AC Transıt welcomes these new workers

Judith Aranda
Transportation
Emeryville

Doyle Arnold
Maintenance
Seminary

Gerald Brown
Transportation
Emeryville

Steven Desain
Maintenance
Emeryville

Joseph Duenas
Maintenance
Emeryville

Anthony Florez
Transportation
Emeryville

Esther Gonzalez
Transportation
Emeryville

Gwendolyn Holdedberg
Transportation
Emeryville

Lawrence Holden
Maintenance
Emeryville

Jerome Holmes
Transportation
Emeryville

Brenda Johnson
Transportation
Richmond

Daneis Johnson
Maintenance
Seminary

Mary Johnson
Transportation
Seminary

Preston Johnson
Transportation
Emeryville

Louis Lane
Maintenance
Emeryville

Steven Desain
Transportation
Emeryville

Lawrence Holden
Maintenance
Emeryville

Stephen Monson
Transportation
Emeryville

Isiah McCoy, Jr.
Transportation
Seminary

Charles Meale
Transportation
Emeryville

Barbara Moss
Maintenance
Seminary

Saul Murillo
Transportation
Emeryville

Andrew Norris
Transportation
Emeryville

Hugh Oliver
Transportation
Emeryville

Oscar Pardomo
Transportation
Emeryville

Ugo Quezada
Transportation
Emeryville

Manuel Quiroz
Transportation
Emeryville

John Ramirez
Maintenance
Emeryville

James Robinson
Transportation
Seminary

Manuel Quezada
Transportation
Emeryville

Maria Quezada
Transportation
Emeryville

Juventino Sanchez
Transportation
Richmond

Oscar Quezada
Transportation
Seminary

Luis Rosales
Transportation
Emeryville

Sanders Stephenson
Transportation
Richmond

George Lomax
Transportation
Emeryville

Barbara Long
Transportation
Seminary

Isiah McCoy, Jr.
Transportation
Seminary

Charles Meale
Transportation
Emeryville

Barbara Moss
Maintenance
Seminary

Earl Taylor
Transportation
Seminary

Bernadette Tryba
Transportation
Emeryville

Dwight Walker
Transportation
Seminary

Marcus Walker
Transportation
Seminary

Kenneth Washington
Transportation
Seminary
Employee dependents and retirees get new bus passes

DEPENDENT PASSES — The District began issuing new dependent bus passes November 21 at Richmond Division with the help of AC Transit employees Juanita Pichardo and Bernell Thomas (above, left, at camera), and Erline Miles (above, right seated at typewriter). Retirees and dependents must turn in their old passes by March 1, 1982. AC Transit representatives are issuing new ones at various divisions on weekends. Information on times and locations of issuance may be obtained by calling Treasury Department, 891-4774.

Sales figures show growing popularity of Monthly Passes

The convenience of 'show-and-go' passes is attracting more and more riders, particularly commuters who use transit on both sides of San Francisco Bay.

AC Transit patrons who also ride the San Francisco MUNI Railway purchased 1,298 "AC/MUNI Connection" passes in November, up from 1,213 in September when the new joint pass was introduced and also from the 1,236 figure in October.

The intersystem card is this District's familiar Transbay Monthly Pass with the addition of a sticker which is recognized by MUNI for transit trips on the west side of the Bay.

For a one month period, it's good for unlimited local and intercity express trips in the East Bay, plus unlimited transbay trips to and from the proper zone. And in San Francisco, it's honored during the valid month by MUNI bus drivers, streetcar operators and agents in the new LRV system too.

November statistics also show that 4,197 Transbay passes were sold for exclusive use on AC Transit buses. In addition, 7,325 riders purchased November's Local pass, good for unlimited bus trips on local East Bay lines. That latter figure compares with 5,956 such passes sold in November, 1980.

Guide gives transit overview

All AC Transit employees will be receiving a newly-published paperback book in their Christmas stockings this year.

It's the Regional Transit Guide, a comprehensive and colorful transit reference manual published by the Metropolitan Transportation Commission. In its aim of clearly explaining how to utilize Bay Area public transportation, the guide contains route maps, transfer diagrams, and detailed service information, including how-to-get-there data on more than 800 popular destinations in this area.

Each AC Transit employee is receiving a free copy, but the guide sells for $2 to the general public at news stands, book stores, or the offices of the MTC in Berkeley.

EVALUATION VISIT — Motorola Communications and Electronics Inc. representatives Al Sterland (above left) and Chuck Badgley recently reviewed Central Dispatch operations with AC Transit personnel, including B.F. Williams (right), chief transportation supervisor. Joint aim was to assess effectiveness of the radio communications center which was installed in 1979.

HEALTH CHECK — AC Transit Driver Ronnie Williams has his blood pressure checked by Silvia Ribeiro, a volunteer with the Alameda County Hypertension Council. An estimated 500 AC Transit employees participated in the free check to assist in early identification of potential health problems.
At an adjourned regular meeting October 28, the Board of Directors:

- Authorized participation by one AC Transit representative in Urban Mass Transportation Management Seminar at Northeastern University, Boston, beginning November 2, on motion of Director Bettencourt.
- Approved award of contracts for furnishing brake drums to low responsive bidders, in conjunction with Regional Transit Association joint procurement, on motion of Director Bettencourt.
- Authorized General Manager to exercise purchase option under existing contract with Duncan Industries for additional components for automated fare collection system and also to arrange that, henceforth, all fareboxes purchased be equipped, on delivery or as retrofit, with specified modifications, on motion of Director Rinehart.
- Scheduled public meeting for November 10, 1981, at 8:30 p.m., BART Board Room, to allow comment on proposed service changes, on motion of Director Bettencourt.
- Authorized travel of Board members to meeting of California Association of Publicly Owned Transit Systems in San Diego November 19-20, on motion of Director Fajans.

November 10, the Board of Directors:

- Adopted resolution asserting completion of negative declaration process and approved the project involving relocation and re-development of Division 6 operating/maintenance facility, on motion of Director Bettencourt.
- Authorized agreement with TDJ Winston, Inc., for on-bus advertising for the period 1982-86, on motion of Director McDonnell.