Transit-Times
ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

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New Passwords to easy riding
Our
"Stockholders'"
Write

Somehow I never thought I could get the kind of understanding, cooperation, and efficiency from a public service organization that I got from you. This is a thank you.

I left my purse on an AC bus with $150 in it. I immediately called the police and they contacted your dispatcher. He called me back within 10 minutes; he contacted the right bus and told me how to meet the driver on his return trip. Much thanks to him.

A passenger had turned my purse in to the driver (Rollie Apostoy), and I boarded to fill out a brief report, give I.D. and identify the contents of the bag. As I rode to the end of the line, I watched another woman come up to thank the driver for some courtesy he had shown her.

My biggest thanks goes to the unknown passenger who returned my bag with everything in it. But somehow I think the driver has some influence over the actions of those riding the bus.

Sandra Callahan
Oakland

I would like to congratulate Driver C.J. Franklin, a most humane person.

I ride his bus route many times a week. Recently, I went to downtown Oakland with this driver and in late afternoon I came home on his bus. I noticed there were so many seemingly disabled senior citizens riding, some with walkers and others that could hardly get on the bus. This driver was so very kind, helping them, adding a nice word and smile.

I heard several riders saying "What a nice driver".

Mary Lacy
Berkeley

(Ed. Note: See story, pg. 4)

New categories added

Family of Monthly Passes expands

New additions to AC Transit’s popular family of Monthly Passes make their appearance April 1, 1982. These new passes are designed to give senior citizens, certified handicapped riders and riders in the youth fare category the same convenience and assurance of a full month’s rides that other patrons have known.

The entire family of passes, including the established Adult Local and Transbay “show-and-go” cards, have a new look: a striking rendering of the long-familiar AC Transit logogram dominating a vivid, contemporary, colorful graphic layout.

On adult passes, the Transbay pass is differentiated by the word “transbay” and the zone number for which it is valid. Similarly, the new passes for seniors, handicapped riders and youth are distinguished by a colorful label for each type of rider fare.

All Monthly Passes are priced by the same formula: equivalent to a 40-ride (or 20-working-day) month with an additional ten percent discount. Thus, pass prices are Local Adult, $18; Transbay Adult, $36 to $54 (depending on zone); Local Youth, $9; and Local Senior Citizens and Handicapped, $3.60.

For that one monthly fare, the pass user may take unlimited trips on local bus service throughout the East Bay (west of the hills) without the need to hassle with exact change for fares or with transfers throughout the entire month printed on the face of the pass.


THE COVER — The three new additions to AC Transit’s ‘family’ of Monthly Passes illustrate the distinctive yet practical result of a complicated planning process. Some of the considerations: the pass must be sturdy enough to withstand a month of daily use; distinctive enough for easy verification by bus drivers hurryingly handling commute-hour riders; resistant to copying; and attractive.

All Monthly Passes, including the new ones depicted here, have a new look: a striking rendering of the long-familiar AC Transit logogram dominating a contemporary, colorful graphic layout which meets the requirement for a readily identifiable card.

New bus riders would be funded

By requested grants package

If four separate grant applications are approved, AC Transit will receive $71 million in federal funding to revamp and improve bus yards at Seminari and Emeryville Divisions and to build a new yard in Hayward. In addition, the aid would underwrite purchase of 76 new buses and related equipment.

The Board of Directors approved the applications at the February 24 meeting. If the requests are approved by the Urban Mass Transportation Administration, the construction phase of the bus yard projects could begin as early as this summer, with completion expected in about four years. New buses would be delivered within 24 months.

In support of the applications, Board President Jean Holmes pointed out that the Emeryville facility was constructed in the mid-1930’s, and the Seminary yard dates from 1948.

“The Hayward site will enable us to relieve overcrowding and will provide more efficiency by combining the current Newark Division operations with the new site for service in Southern Alameda County.”

Cost of the entire package would be covered by 80% federal funds and 20% local matching funds.
Section responds to patron input

A new program at AC Transit now devotes in-depth attention to customer comments expressed over the telephone or in the type of letter that appears in the right-hand column of this issue's patron-forum feature on Page 2. A formal system of follow-up steps taken in response to each complaint is one major element of this program.

In such a case as cited in the letter, in-house action is geared to going beyond an isolated reprimand of the driver to retraining/counseling sessions in attitude adjustment.

To help the public reach this Customer Relations function, all new phone books list its special number: 891-4700. Customer Relations staff records word-for-word each caller's comments plus the specific details (i.e., place, time, bus line, etc.) that permit other District departments to determine the circumstances that prompted the patron's reaction.

Each customer's message, noted on a Customer Contact Form, goes to the appropriate department for action or information. A notation of the action taken, plus any other information helpful in developing a response to the patron, is returned to Customer Relations. When a response has been requested by the caller or correspondent, it is then transmitted.

At the same time, the information goes into a computer for statistical analysis of any broad general patterns indicated by the spectrum of customer communications. This analysis is carried out by Customer Relations with assistance from Research and Planning Department. And the results give Transportation and Supervision an important gauge of the effectiveness of bus operations as perceived by the riders.

While recognizing that some factors which trigger customer comment are beyond the control of the District (an accident on the Bay Bridge impeding Transbay bus service, for example), the objective of this effort is to isolate and then eliminate problems the District can control.

Already the program has brought into focus several specific operational problems on some bus lines, allowing them to be quickly corrected.

**Depreciation rights sold To ease financial crunch**

_in an unusual move to raise additional funds, the District Board of Directors has entered into an agreement to sell depreciation rights to 161 buses._

The transaction with Figgie Acceptance Corp. of Willoughby, Ohio, will result in AC Transit receiving $718,271.92, while the Ohio firm acquires the right to depreciate the transit coaches over a period of 13½ years. All 161 buses were manufactured by Flyer Industries of Winnipeg, Canada, and were placed into service since Jan. 1, 1981.

The unique transaction was made possible by the Economic Recovery Tax Act of 1981, which enables transfer of investment credits from one business to another.

Under the agreement, the District will retain actual title to the buses, but will relinquish depreciation rights.

### Cornelius Perry wins 25-year safety honors

_EARNED APPLAUSE — Cornelius Perry became AC Transit's 29th recipient of the 25-Year Safe Driving Award on February 3 at Seminary Division ceremonies, during which he received plaudits from fellow workers and Robert J. Shamoun (center), assistant general manager for operations. Perry, whose wife Francis (far right) was on hand for the event too, has been a driver since 1953, serving more than two-million passengers over the years. His philosophy: "You have to have a good disposition, love people, never take anything for granted and always expect the unexpected."_

 Forums are scheduled April 6

_Tuesday, April 6, is the date scheduled for a round of official forums for receiving public comment on three separate matters relating to future bus operations. At a 7:30 p.m. public meeting on that date, citizens will have the opportunity to comment on the System's Five-Year Plan Update for the years 1983-87. Public hearings which will follow, starting at 8 p.m., will deal with proposed service changes and proposed fare revisions. Site of the meeting and hearings is BART headquarters, 800 Madison St. (above BART/Lake Merritt station) in downtown Oakland._

_Area advisors meet; rider survey starts_
Stats tell safety standings

Three divisions met January's safe-driving goal of averaging at least 13,250 miles per accident.

Newark Division's tally for the month was 31,894 miles per mishap; Seminary's average was 15,148 miles; and Emeryville's was 14,729 miles.

During that first month of the new year, District drivers compiled a total of 2,689,462 miles in serving AC Transit patrons over urban, suburban, and transbay routes.

During December, all divisions met the established safety goal. The holiday month saw Newark Division tallying 42,227 miles per accident; Richmond Division averaging 20,485 miles; Seminary, 19,322 miles; and Emeryville 15,234 miles.

AC Transit drivers as a whole compiled a total of 2,768,769 miles in serving public transit patrons during the holiday month.

Bus takes movie role

MEDIA CLOSE-UPS — AC Transit buses will be playing a role in a movie produced by Lynn Hamlick Productions of Berkeley emphasizing the benefits of not smoking. The 22-minute film is entitled "You've Come a Long Way, Renee," and is partially funded by the American Film Institute, Film Arts Foundation of San Francisco, and Atlantic-Richfield. Scenes were filmed (top photo) on buses and at AC Transit bus stops.

Actions of the Board (Continued from back cover)

approved future fare schedule for passengers transferring from BART to District buses, on motion of Director Rinehart.

• Adopted resolutions authorizing filing of claims with Metropolitan Transportation Commission for allocation of Transportation Development Act and half-cent sales tax revenues for Fiscal 1982-83 operations; adopted resolution authorizing filing of application with Metropolitan Transportation Commission for allocation of state transit assistance funds for Fiscal 1982-83, on motion of Director Rinehart.

• At a regular meeting February 10, the Board of Directors:
  • Authorized participation by Directors and management representatives in Western and Legislative Conferences of American Public Transit Association, on motion of Director Bettencourt.
  • Adopted resolution authorizing General Manager to enter into sale/lease-back agreement involving certain elements of the bus fleet, on motion of Director Rinehart.
  • Approved change order for Transsign electronic destination sign on 131 Gillig buses currently on order, on motion of Director Nakadegawa.
  • Authorized General Manager to issue Requests for Proposals in connection with a stress management program, on motion of Director Bettencourt.
  • Approved space-available installation of bus posters publicizing California Resources Rally to be held April 19-26, on motion of Director Nakadegawa.

Slick service to ice rink melts some student hearts

WARM THANKS — Students of Chipman Middle School in Alameda expressed their appreciation for AC Transit service to the ice rink in Berkeley by sending a 12-foot scroll signed by nearly 200 students and teachers. AC Transit Transportation Manager Loren Ball, left, and Assistant Transportation Manager George Grandison study the impressive document.

R. L. Peacock, retired driver, dies

Robert L. Peacock, 74, who completed nearly three decades of service as a driver before retiring in 1974, died January 24 in Vallejo. His home was in Fairfield.

Peacock had joined AC Transit's predecessor organization, Key System, in 1945. Before he retired, he had been assigned to Richmond Division.

Peacock is survived by his widow, Daisy.
Actions of the Board

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

- Elected Jean Holmes President and Michael Fajans Vice President, on motion of Director Bettencourt.
- Awarded contract to Abbey Press for printing public timetables, subject to compliance with specifications, on motion of Director Nakadegawa.
- Ratified previous contract award to Gillig Corporation for furnishing 40-foot and 35-foot buses, on motion of Director Rinehart.

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At an adjourned regular meeting January 27, the Board of Directors:

- Approved extension of contract service with Central Contra Costa County Transit Authority to June 6, 1982, contingent upon reimbursement agreement, on motion of Director Bettencourt.
- Approved change order involving choice of electronic destination signs for buses currently on order from Neoplan and Flyer, authorized advertising and seeking bids for purchase of 12 trucks, authorized sale of 10 surplus trucks, on motion of Director Nakadegawa.
- Accepted District financial statements for Fiscal 1980-81; approved revised Fiscal 1981-82 budget for District 1; adopted preliminary Fiscal 1982-83 budget for District 1; approved list of personnel authorizations; approved bus authorizations for Fiscal 1982-83 and empowered General Manager to advertise surplus buses for sale, subject to UMTA requirements and District Law, on motion of Director Rinehart.
- Authorized General Manager to issue requests for proposals for District financial audit for Fiscal 1981-82, (Continued on Page 6)