System shares
In
MTC honors
Departments must cut, squeeze, trim
In response to financial short-fall

Increasing disparity between operating costs and revenue resources has necessitated AC Transit's pending layoff of 140 employees. The reduction in force, to be carried out by July 1, was announced in a letter to all employees from General Manager Robert E. Nisbet.

Among those affected are bus drivers, management and staff employees. Target is reducing the District work force to about 2,100.

"It is with deep regret that we make this announcement," Nisbet said. "Faced with a projected deficit of almost $5 million, there's just no alternative to a reduction in force.

The District enters a new fiscal period July 1 with the knowledge that projected financial resources will not cover costs at the present level. Even with an increase in fares — another pending action — the dollars available are insufficient to maintain the current work force. Labor costs are the major component of the budget.

Further complicating an unfavorable overall financial picture is the changed status of bus service in central Contra Costa County. With a new transit authority in operation there as of June 7, AC Transit must absorb employees previously serving that area's riders.

In the current fiscal year, Nisbet noted, management, staff, and hourly employees have achieved a reduction in overall operating expenses, particularly in those support functions not directly related to the operation of buses on the street. Productivity improvements have brought some adjustments in the levels and frequency of service. More such adjustments will be considered with an aim of combining economy of operation with maintaining sufficient service to meet rider needs.

"We have no choice but to cut payroll at this point, but we'll do it in a way that minimizes adverse impact on all concerned," Nisbet said. Also, he promised continuing efforts to seek the resources required to enable the District to maintain effective operations.

In his letter to employees, Nisbet pointed out that those laid-off may remain on the rolls for possible call-backs.

THE COVER — AC Transit people and projects shared the spotlight with other Bay Area winners of 1982 Metropolitan Transportation Commission awards during May 26 ceremonies in San Francisco. Billy Bishop, a customer services representative in Marketing Department received a "Special Award", presented (bottom, left) by MTC Commissioner Steve Weir, for "his enthusiastic and effective work in the community" during outreach efforts aimed at acquainting a broad spectrum of the public with transit usage. Two District programs earned kudos — the anti-vandalism/youth jobs project in which AC Transit cooperated with Bay Area United Youth, plus the "ACcessible Transit" information campaign which introduced wheelchair lift and bus kneeler service to the handicapped and elderly. The former project earned Bay Area United Youth the MTC's "Award of Merit", which was accepted (bottom, right) by Vernon Lewis, with members of the organization looking on. "ACcessible Transit" garnered MTC's "Certificate of Achievement", accepted by Jean Holmes (top photo), President of the Board of Directors. Shown with her (left to right) are MTC Commissioner Robert Schroder; Carol Weinstein, the District's E&H coordinator; and Steve Herber, representing users of the bus-boarding equipment.
Area riders rate service and info aids

How do adult riders in Fremont and Newark rate their local bus service?
This was a key question put to transit users in a recent passenger survey conducted by the District, and four out of five of those polled rated the bus service either "satisfactory" or "very satisfactory".

In-depth interviews were conducted with more than 100 adult riders 18 to 64 years old. Three-fourths of them reported that they use local bus service at least four days each week, and about half said they use it on weekends as well.

The responses revealed that riders also had a high awareness of route maps, timetables, signage information and the telephone Transit Information service provided by the District, and that they find these items helpful in aiding them in using bus service efficiently.

After the rider interviews, a discussion session with a smaller number of respondents was held to permit more detailed exploration of opinions and attitudes. In this session, comments from the ten participants proved consistent with the tabulated results of the 103 earlier interviews. Additionally, the District gleaned valuable input by getting these regular riders to consider and comment on a variety of theoretical service adjustments and improvements.

The rider survey is the first stage of a two-phase program to assess attitudes of Fremont-Newark residents about bus service and to gauge their levels of understanding of the service.

In Phase Two, to begin next month, awareness, attitudes, and opinions among non-riders will be gauged. Data gathered in both surveys then will be used in planning service adjustments and improvements and in development of marketing and consumer-education efforts to increase ridership in Fremont and Newark.

Two promoted to Buyer posts

Promotions to positions as buyers in Purchases and Stores Department have gone to Ronald Chavez (left) and Thomas J. Monroya, both of whom moved up the ladder within the department. Chavez previously was a working foreman in the stores function, and Monroya was a parts clerk. Until completion of the East Oakland facility, they will be working out of Emeryville Division.

Central Contra Costa service concludes

The local bus service operated by AC Transit in several communities in central Contra Costa County comes to an end as of Monday, June 7th. Service will then be provided by the Central Contra Costa Transit Authority.

Riders began using AC Transit buses in Concord in 1975 when, under a contract with the city, the District began serving about 5,000 riders a month. Local service began in Pleasant Hill shortly thereafter; and, in early 1976, in Orinda, Moraga and Lafayette.

Public transit service and transit usage in the area have grown since then. Today, ridership in central Contra Costa County totals more than 150,000 trips a month.

New fareboxes go in

New fareboxes made their appearance on more AC Transit buses starting May 3 as the District entered the second phase of a program to replace all older fareboxes with the new electronic fare collection models.

The latest installation program involves about 350 Emeryville Division buses which serve routes in Oakland and Berkeley. The equipment changeover for these coaches is expected to be complete by June 1. Installation of the new-technology fareboxes was begun last year with 178 coaches operating from Richmond Division.

The new fareboxes are designed to accept all coins (except the large Eisenhower dollar), plus commute tickets and dollar bills. They count and register each fare paid, emitting a signal that the inserted amount is correct. The devices also retain fare information and provide read-out of statistical data which is necessary for financial and planning purposes.

Informational brochures will be distributed to assist riders in understanding the new equipment as conversion continues. System-wide changeover is targeted for July 1.

Two years ago, local leaders in the area opted to operate bus service under the aegis of a new agency formed after a "Joint Exercise of Powers" of the communities involved.

In a brief "Bon Voyage" message to the District's past patrons in the area, Board President Jean Holmes said:
"Public transportation is now well established here, and we would encourage you to continue using and supporting it."

Retirement round-up

- Ann Calistro, Driver, Seminary Division, 26 years.
- Kenneth Carden, Driver, Seminary Division, 31 years.
- Opal Claycamp, Driver, Seminary Division, 26 years.
- Robert R. Dunn, Buyer, Purchases & Stores, 36 years.
- Charles U. Farrell, Assistant Transportation Superintendents, Emeryville Division, 20 years.
- Howard J. Gross, Driver, Seminary Division, 20 years.
- Stanley A. Hall, Jr., Maintenance, Emeryville Division, 34 years.
- Richard Hayes, Driver, Emeryville Division, 19 years.
- Kathryn M. Kero, Routine Clerk, Emeryville Division, 17 years.
- Brownie Lankford, Driver, Emeryville Division, 36 years.
- Richard Ledward, Driver, Emeryville Division, 24 years.
- Carolynne Litster, Claims Supervisor, 10 years.
- Carlos Lozada, Driver, Seminary Division, 13 years.
- Homer J. Metzger, Transportation Supervisor, 23 years.
- Bernice Pate, Senior Clerk, Maintenance, Richmond Division, 15 years.
- Mary Patrick, PBX Information, 18 years.
Selling service and citizenship

Coaches carry promotional messages

**PROMOTING PASSES** — Exterior posters and interior car cards were one key segment of AC Transit's promotional program for April's introduction of the trio of newcomers to the System's family of monthly passes — those for seniors, youths, and the handicapped. The ads pointed up the colorful and contemporary "new look" of the passes, as well as the message that they offer the sure pass-word to "show-and-go" convenience for a broad range of patrons.

**QUELLING CRIME** — Adapting the theme of a well-known commercial for an anti-crime purpose, AC Transit is urging East Bay riders to "Reach Out and Nab Someone." This message is going up inside buses in the form of a new poster explaining how citizen-alertness and action can bring lawbreakers to justice. It's a tangible sign that the System is now an active partner in "WeTIP," the statewide citizens' crime prevention program. Bus riders who observe criminal behavior are urged to call (toll-free) 800-472-7785. It's not only good citizenship but can earn up to $500 in reward.

**DOUBLE HONORS** — For the first time, this month two operators were recognized jointly for the 30-Year Safe Driving Award. Charles L. McAdams (left) and Grant W. Hastie received their three-decade safety honors at May 4 ceremonies at Seminary Division. The two veteran drivers offer some advice. "Always expect the other fellow to do the wrong thing because he usually will," says Hastie. McAdams observes, "Be careful and cautious, but most of all, take it easy and play it cool." The two men are the seventh and eighth recipients of the District's three-decade safety award. Each has carried an estimated three million passengers. McAdams and wife Louise have two children and three grandchildren; Hastie's two step-sons have presented him and wife Mamie with six grandchildren, including a set of triplets.

**Driver John E. Holmes and two retirees meet deaths**

John E. Holmes who joined AC Transit as a bus driver in 1964, died April 29 in San Francisco. He worked out of Emeryville Division, and his home was in Emeryville.

He is survived by five daughters and five sons.

Samuel F. Rigley, 85, who was an Emeryville Division driver at the time of his retirement in 1967, died April 16 in Castro Valley. He was the father of Frank Rigley, an AC Transit transportation supervisor, and leaves a widow, Grace.

William D. Norman, 79, a retiree who, in 1968, earned the distinction of becoming the first AC Transit driver to receive the 20-Year Safe Driving Award, died May 9 in Reno. He retired in 1969.

His 43-year period of service to public transportation began in 1925 when he joined Key system as a streetcar conductor. His switch to bus driving in 1927 meant that, by retirement, he had spent more than four decades behind the wheel.

Norman leaves his widow, Agnes, and a son, William.
Actions of the Board

At a regular meeting April 14, the Board of Directors:
• Referred bids for furnishing service trucks to management for evaluation and subsequent recommendation, on motion of Director Nakadegawa.
• Convened public hearing to receive comment on applications for four federal capital assistance grants.
• Adopted Five-Year Plan Update for Fiscal 1983-87, on motion of Director Nakadegawa.
• Approved series of service adjustment projects for implementation in June, 1982, on motion of Director Nakadegawa.
• Adopted resolution authorizing filing of application with Metropolitan Transportation Commission for allocation of State Transit Assistance Funds for Fiscal 1981-82, on motion of Director Bettencourt.

At an adjourned regular meeting April 28, the Board of Directors:
• Awarded contracts to Val Strough Isuzu and GMC Truck and Coach for furnishing a combined total of 14 service trucks, on motion of Director Fajans.
• Rejected proposals for constructing sound barrier wall for Central Maintenance and Stores facility and authorized re-advertising of the proposal, on motion of Director Bettencourt.
• Approved forthcoming implementation of a six-month trial period of special service to Fremont senior citizen apartment complex, on motion of Director Nakadegawa.