In a world replete with surly, aggressive, discourteous individuals, it certainly is gratifying to encounter the exception to this sad state. Your employee on the Number 17 bus line, known to his riders as “J.R.” (J.R. Williams, Jr.), is this exception. Mr. “J.R.” is a very courteous gentleman, and he exhibits an attitude toward his work reminiscent of an earlier, more civil era (I have ridden the Key System and AC Transit for 50 years).

All of us on this line greatly appreciate this exceptional individual. Also, please accept our gratitude for the Number 17 bus line. This line allows access to facilities otherwise accessible only with difficulty — the Piedmont Avenue and Rockridge shopping centers and the medical facilities in Berkeley.

Mr. and Mrs. John Panelli Oakland

I have often been on the College Avenue bus which Charles Williams drives, and I was glad to see how courteous he is each time. He also concentrates on his job to secure a smooth and safe ride.

Dr. Edith Ligeti Berkeley

There was Tom - right on time This AC driver is really fine Polite, punctual as can be As I rode with him today, happily!

Moe Carmen San Leandro

(Ed. Note: This excerpt from a poetic pean to Driver T. J. Houle is from the prolific pen of Mr. Carmen, whose many rhymes in praise of drivers have won him the unofficial title, "Bard of the Bus Lines".)

Last night I arrived from New York. This morning I boarded a 43 bus at El Cerrito BART station to get to Hayward, but I had to depend on the driver (A. G. Yancey) to instruct me, for this is my first time in the Bay Area.

This driver went beyond his duty because, even with a standing load, he made sure that I was at the right stop to catch the bus to Hayward. He also enforced ‘no smoking’ on the bus.

It was extremely a pleasure to ride with this driver, for we have lots of rude drivers in New York.

Mary Smith New York

With this note I wish to inform you of a circumstance I was greatly impressed with. While I was on the T Telegraph bus southbound, I witnessed something that is very human and generous. Your bus driver (Marjorie Ezell) unselfishly helped an elderly blind bus passenger board and get off the bus (so) as to insure his safety.

I thought you might appreciate hearing of this.

Lupe R. Ojeda Alameda

Three awards honor System service

Three individuals with long-time ties to AC Transit received Metropolitan Transportation Commission annual awards on May 25.

General Manager Robert E. Nisbet was recognized for his nearly three decades of service, both in the formation and growth of the fledgling public entity that became AC Transit and in contributions to the overall cause of public transportation at regional, state, and national levels. These accomplishments were noted by MTC in a “Special Letter of Recognition”.

The late Virginia Dennison, who broke new ground in ridership promotion during many years at AC Transit — during which, as Marketing Manager, she became public transit’s first female management executive — was honored, posthumously, in an “Award of Merit”.

Driver Reba L. Gauer earned an MTC “Certificate of Achievement” for exceptional performance over three decades of service. Last year she became AC Transit’s first female driver to win the District’s Thirty-Year Safe Driving Award.

Oakland Airport link provides bus-to-plane convenience

A direct transit link between San Leandro, the Oakland Airport, and the City of Alameda was forged June 6 with the extension of AC Transit Line 61 bus service.

With this extension, buses now provide direct weekday trips between San Leandro and the Oakland Airport-Alameda area, operating every 30 minutes during peak periods and every 45 minutes midday.

Line 61 buses will be operated via the existing route in Oakland, Alameda and the Airport, continuing to and from BART/San Leandro via Doolittle Drive, Williams Street and San Leandro Street. Line 61 buses serve both the airport main terminal and North Field. Also, during commute-hours only, they provide convenient connections between BART/San Leandro and the Adams Tract industrial park.

New pocket timetables depicting the new San Leandro/Oakland Airport link and the Line 61 bus schedule may be obtained from AC Transit by calling 653-3535 for transit information.
Summer’s here!

Service begins to trio of East Bay Regional Parks

Individuals or groups wishing to enjoy the summertime pleasures of East Bay Regional Parks without the woes of traffic or hassles of parking may do so again this year through special AC Transit bus service.

Tilden Regional Park, Don Castro Park, and Point Pinole Park will be regularly accessible by bus between June 20 and September 11. In addition, other Alameda and Contra Costa County parks will be accessible by group-charter.

AC Transit, in cooperation with East Bay Regional Park District, has operated the special summer service since 1974. Regular fares apply for individual riders; charter rates are based on total trip mileage.

Daily service to Tilden Regional Park will operate from BART/Berkeley at hourly intervals between the hours of 11 a.m. and 6:30 p.m. An additional 25 cents beyond regular fare will allow passengers to board with bicycles.

Patrons bound for Don Castro Park will board Line 95 - Kelly Street buses at BART/Hayward. Weekdays, the service will operate at half-hour intervals from 6:30 a.m. to 6:30 p.m. Week-ends and holidays, park-bound buses will operate hourly from 9:30 a.m. to 5:30 p.m.

The pleasures of Point Pinole Park may be enjoyed by patrons on weekdays and Saturdays via Line 78 buses, operating hourly from 9 a.m. to 7 p.m.

On Camera

East Bay groups wishing to charter a bus for outings to any park within Alameda and Contra Costa Counties may do so by contacting the East Bay Regional Park District. Such group charters will be available weekdays during non-peak hours.

Retirement round-up

- **Alexander Chen**, OK, Mechanic A, Richmond Division, 26 years.
- **Richard J. Holzner**, Driver, Richmond Division, 37 years.
- **Edward F. Shepherd**, Driver, Richmond Division, 19 years.

A blizzard of printed information - including the prototype issue of a new passenger newsletter, "Lines"; colorful revamped route maps; and eye-catching area newspaper ads (above) reminded Fremont-Newark patrons of route and schedule adjustments in the weeks before the changes took place.

Some other elements of the pre-implementation information project: onboard car-cards, hanger flyers, and new pocket timetables.
**Trial of two-tier bus**

**Gains mostly positive**

**Rider-poll reactions**

AC Transit riders gave a Neoplan double-decker high ratings during a month-long road test conducted in transbay service.

Sporting the District's color scheme and logo — details provided by the builder — the 13 and one-half foot tall coach was evaluated by drivers and riders on several long distance commute runs linking East Bay cities with San Francisco. The commuters were asked by survey cards to assess such factors as ease of boarding, smoothness of ride, visibility from the passenger's point of view, and overall appearance of the 40 foot long coach.

**Rider feedback**

In general, the rider reaction was quite positive: two-thirds of the 1,700 passengers polled offered written comments such as, “Great Bus! Great View! Buy More!” About one-third of the riders voiced questions or concerns: “Stairway is too narrow. Aisles are too narrow.” Such comments had been expected, since this test vehicle, though sporting District identity on the outside, has plush, space-consuming interior fittings more applicable to long-distance tour service than mass transit usage.

This particular coach seats 73 riders. And in test use, its popularity did result in standees on some trips.

A more detailed assessment of its on-the-road performance is being completed. Thus, Robert J. Shamoon, assistant general manager for operations, indicates that it’s still too early to tell if the system will be buying double-deckers.

However, at its June 8 meeting, the Board of Directors called for closer scrutiny of the applicability of the tall coaches for revenue service.

**Driver, retiree meet deaths**

Claude E. Rowe, 55, a Richmond Division driver with 18 years of AC Transit service, died May 9 in Oakland.

A resident of Pittsburg, Rowe is survived by his widow, Betty, and six children: Roberta, Dennis, and Duane Rowe; Florence Ramirez, Jean Brown, and Paula Lewis.

He joined the District February 24, 1965.

David W. Addison, 89, who retired as a bus driver with AC Transit’s predecessor organization in 1959, died June 3 in Hayward. At the time of his retirement, he had completed 35 years of transportation service.

Addison, who lived in San Lorenzo, is survived by a son, William D. Addison.
 Actions of the Board

At a regular meeting May 11, the Board of Directors:
• Adopted resolution authorizing filing of applications for federal grants for buses and other capital equipment; reconstruction of Richmond Division; and improved management information/training programs, on motion of Director Bettencourt.
• Adopted 1983 Affirmative Action Plan, on motion of Director Bettencourt.
• Adopted Five-Year Plan Update for Fiscal 1984-88, with specified inclusion, on motion of Director Shepard.
• Authorized obtaining engineering consulting cost estimates in connection with possible project to determine near-future traffic levels on I-80 and I-180 as the situation may affect the District's transbay service operational needs, on motion of Director Shepard.

At an adjourned regular meeting May 25, the Board of Directors:
• Authorized special fixed-route service to Tilden, Don Castro, and Point Pinole Parks June 20 through September 11 and Courtesy Group Park Service in accordance with agreement with East Bay Regional Park District, on motion of Director Bettencourt.
• Authorized travel of Directors Shepard and Nakadegawa in connection with American Public Transit Association Western Conference in Seattle, on motion of Director Bettencourt.
• Approved implementation of Line 64 schedule changes, including extensions, as of September, 1983, on motion of Director Bettencourt.