System celebrates Maintenance Center opening
AC Transit/BART coordination

Ads promote pluses of transit links

Beginning in November, Bay Area transit riders, radio listeners, and newspaper readers will receive messages calculated to increase awareness and understanding of the new AC Transit/BART coordinated schedules, inter-system transfers, and individual trip-planning service.

A special feature for present and potential patrons, to be described in the media campaign, is the ‘personalized travel plan’. This consists of a form filled-out by information personnel with all essential details relating to an individual rider’s planned inter-system trip.

Accompanying the customized travel plan, which will include relevant bus and train times, bus stop/train station locations, and transfer information, will be a coupon worth one free local bus ride to BART (valid through December 2, 1984). The media messages will emphasize that present and potential patrons must merely call AC Transit’s Telephone Information Center to take advantage of the trip-planning service and free-ride coupon (one per customer only).

Other important elements in the wheels/rails link also will be promoted in the four-week media blitz — based on a “Great Connections” theme. Through radio spots, newspaper ads, interior/exterior bus posters, and promotional postings throughout BART, riders will be informed of added train/bus connection points, of schedule coordination efforts aimed at making two-system travel more efficient, and of how to benefit from the new, improved train/bus transfer system, which provides particularly economical inter-system trips during non-commute hours.

This media campaign — funded jointly by AC Transit and BART — is in support of the pact, signed September 6, formalizing cooperative efforts to strengthen inter-system transit services.

THE COVER — On October 19, AC Transit’s brand new $25 million Central Maintenance Center drew a roster of distinguished public officials, gathered at the site in East Oakland to participate in official dedication ceremonies and tours. Alfred DelliBovi, Deputy Administrator, Urban Mass Transportation Administration (center, left), was keynote speaker in a brief program which also featured Oakland Mayor Lionel Wilson (bottom, left). Hosts L. A. Kimball, General Manager, and Ray Rinehart, Board President (far left and right, respectively, last photo) attended guests, including DelliBovi (second from left) and Joseph Bort, MTC Commissioner and Alameda County Supervisor. The following day, the doors were thrown open again for another group of special guests — employees, retirees, and families (see Pg. 2). The sophisticated new bus maintenance and remanufacture center is the subject of the special supplement which appears in this issue.

OPENED DOORS — The October 20 Maintenance Center Open House drew a crowd of AC Transit employees, retirees, and family members, looking over the sophisticated new facility.
AC Transit Director And Marketing Manager Receive MTC awards

Noting his "creativity and initiative" throughout the project, the Metropolitan Transportation Commission honored Marketing Manager Mike Mills with an 'Award of Merit' for his leadership role in establishing the Transbay Terminal Information Center. Mills' recognition came during September 26 ceremonies in which MTC presented its 1984 awards for services to mass transportation.

Another award winner was Director Linda Shepard, who received a 'Special Letter of Recognition' for spearheading a BART program of summer youth employment.

The Information Center which resulted from Mills' effort displays fare and schedule data for all major transit systems in the Bay Area, and is accessible to the 30,000 passengers who pass through the San Francisco terminal each weekday.

Bus info helps teach reading

That AC Transit informational materials for patrons can be adapted to broader use is pointed up by this letter from Michael J. D'Augelli, Reading Specialist at San Lorenzo's Arroyo High School:

"I called your office last week and asked for a new supply of local schedules and system maps. As usual, they were promptly delivered. I am writing to thank you and your staff for taking the time to provide me with these educational tools. The classes are able to learn about public transit and improve their reading skills. Both these factors make education more practical and meaningful for all of the students.

Basic "bus literacy" is a required part of my Reading classes, requiring both basic reading skills and the so-called higher-level cognitive skills. This is the second year of this requirement in my classes and it appears to be a success.

Again, thanks for the materials. Have a good and successful year."

New discount I.D.

John MacFarland (left) is photographed by Norman Davis, Customer Service, to become the first AC Transit patron to receive the revamped, retitled senior citizen discount fare card. Now called "Regional Transit Connection Discount Cards", the I.D.s provide reduced fare on Bay Area transit systems to those at least 65 and to the certified handicapped. Re-registration of previous card-holders — plus processing of new card-seekers — is continuing.

New maintenance era opens

AC Transit's fleet upkeep activities are now focused within a modernized maintenance process carried out in a new Central Maintenance Center. This complex is completely equipped for detailed diagnosis of buses and other vehicles; quick replacement of bus components, assuring rapid return to service; total remanufacture of engines, transmissions and other components; and accurate measurement of life-cycle costs of vehicles and components, using the latest computerized management information systems.

AC Transit continues to dispatch all revenue service vehicles from four operating divisions (also being modernized in a $100 million system-wide facilities upgrade program). But by locating all major bus rebuilding activities in the new Center, AC Transit achieves smoother operations in the divisions and even greater reliability of the bus fleet — two important factors in maximizing service to East Bay patrons.

The active fleet totals 850 buses which are employed on nearly 200 commute-hour routes serving urban, suburban and virtually rural areas on some 750 square miles of Alameda and Contra Costa counties. Some 27 cities and a dozen major unincorporated communities lie within this service area, which has a total population of 1.6 million.
Key elements of a computer-age bus maintenance center

**DIAGNOSING MECHANICAL MAL-FUNCTIONS**

- Production Control Office is notified by Division of 'Bad Order' bus; authorizes transfer to Central Maintenance.
- Bus, with Defect Card/Work Order and Bus History, is received at Central Maintenance.
- Diagnostic and Service Center analyzes vehicle using chassis dynamometer, identifies warranty work (if any), and produces detailed work list for the various Central Maintenance shops.
- On receipt of open Work Order from Diagnostic and Service Center, Production Control Office schedules repairs as needed in the various shops.
- Maintenance Storeroom, acting on staging order issued by Production Control, selects parts, kits and components to be delivered to various shops for repair of bus.
- Bus is moved through the various shops, as required, for repairs scheduled by Production Control. On completion at each stage, the shop enters repair/task up-date data into Information System.
- Last shop on schedule notifies Diagnostic and Service Center all work has been completed.
- All components removed from bus are sent to Used Components Shop for dismantling, inspection and rebuild.
- Bus ends cycle where it began — with a thorough final inspection at Diagnostic and Service Center, prior to final movement into Central bus pool for reassignment to service.

**COMPUTERIZED CONTROL AND DATA COMPILATION**

An important element of the administrative functions is an on-line computerized Maintenance and Materials Management Information System which provides stringent inventory control and maintains detailed historical and statistical data on all repair activities, including the frequency and cost of rebuilding components and of vehicles themselves.

**REMANUFACTURING COMPONENTS FOR RE-USE**

- Component Disassembly section receives used components from Divisions and Central shops (entering all identifying and history data into Information System).
- Based on work orders received from Production Control Office, Component Disassembly foreman selects used components for remanufacture.
- Components move to:
  - Steam Cleaning
  - Disassembly
  - Chemical Cleaning
  - Detailed Inspection
- Inspectors develop materials list of parts determined needed and move acceptable component parts packages to staging area. (Unacceptable parts are moved to Scrap Holding Area.)
- Component Disassembly foreman enters new parts and materials list in Information System, sends materials list to Central Maintenance Storeroom to be filled.
- Parts packages are moved by Central Maintenance Storeroom to staging area for incorporation with acceptable inspected parts.
- Completed parts packages move from staging area into Component Remanufacture Shop for rebuild as scheduled by Production Control Office.
- Inspection and Testing by Component Remanufacture Shop follow rebuilding of components.
- Remanufactured components are sent to Receiving, in Central Warehouse, for storage. History data base is updated in Information System.
- Completed work order forms are returned to Production Control, which up-dates component and bus history in Information System, including cost of rebuilding each for purposes of maintaining life-cycle cost data.
CENTRAL MAINTENANCE STATISTICS

Central Maintenance houses approximately 201,000 square feet of enclosed space for four distinct functional sections: Administrative Offices; Central Stores Warehouse; Diagnostic and Service Center; and Maintenance and Remanufacturing Shops.

The maintenance section includes 23 service bays for revenue vehicles; complete bodywork, painting and chassis repair facilities, including the latest laser-alignment equipment; specialized shops to repair electronic equipment and wheelchair lifts; a separate assembly line for complete remanufacture of all bus components; and an area for repair and upkeep of non-revenue vehicles.

The District’s central receiving and warehousing activities are performed by Stores, which also maintains an adequate stock of components rebuilt in the Center for quick insertion into coaches sent to Central Maintenance, thus minimizing vehicle down-time due to defects.

Some 140 employees operate this $25 million center, which will be doing business with suppliers and service organizations throughout Oakland and the greater metropolitan East Bay, thus continuing the favorable economic impact begun during the developmental phase.

System bids for an enhanced ‘Air-BART’

AC Transit is on record with a proposal to operate “Air-BART” service to the Oakland Airport — but with a number of significant improvements. Cost of such service, AC Transit believes, probably would be lower than that now invested in bus service to the airport, plus the current “Air-BART” shuttle.

The key proposed element would be an upgrade of Line 57 — Oakland Airport-MacArthur Blvd. service, now operating over the same route as “Air-BART” to the main airport terminal. Line 57 buses currently carry more passengers between the terminal and the BART station than are served by “Air-BART.” This is largely because Line 57 makes local stops along Hegenberger Road while the “Air-BART” shuttle serves only the terminal and train station.

According to General Manager L.A. Kimball, “We now invest dollars in Line 57 airport service; and the addition of support from the Port (and BART), which currently operate the separate shuttle service, could greatly improve the total level of transit in that part of east Oakland.”

Under a written proposal tendered to the Port, an already high level of Line 57 service would be increased, particularly during peak periods. Additionally, the increased buses would be scheduled to make maximum direct connections with BART trains.

AC Transit suggests the service be operated on a regular schedule — just like Line 57 — rather than on demand, as “Air-BART” is presently. This alternative would offer a bus every 10 to 15 minutes during most hours of the day — an arrangement readily adaptable to serving the current airport terminal and the new one scheduled to open next year.

Advantages to the Port of Oakland, the System asserts, include these:

- Reliable service and equipment from a large bus fleet benefiting from regular preventive maintenance and highly-trained drivers;
- Accessibility to the airport (and intervening stops) for wheelchair-users and others with mobility impairments;
- An extensive level of support services, including planning and marketing, which AC Transit regularly provides;
- Additional options which could include bus service to the Executive Guest Terminal at the old North Airport.

Tally tells month’s safety tale

Following their record-breaking August safe-driving record (a remarkable average of 21,773 miles per accident), District drivers slipped a bit, statistically speaking, in September, with three divisions of four achieving the monthly goal, resulting in an AC Transit-wide average of 15,601 miles per mishap.

Newark Division’s miles-per-accident average in September was 39,079 miles; Seminary’s, 16,632 miles; and Richmond’s, 16,533 miles. Those tallies compare with the month’s “bogey” — 13,250 miles per accident. Total miles driven in revenue service during September was 2,480,510.

August’s tally broke a 1978 record.
Staff additions

Maintenance and Computer Operations have new managers

Moving to the Bay Area from Maryland to assume his new position as superintendent, Central Maintenance, represents a return for George C. Skezas. A previous assignment with the Navy, from which he retired after a 30-year career, had been as executive officer for the Naval Air Rework Facility in Alameda.

Just prior to joining AC Transit, however, Skezas was director of information resources management at the Naval Aviation Logistics Center, Patuxent River, Md. He and wife Zelda plan to make their home in Alameda.

Joe M. Kinchen assumed his new position possessing much more than a passing familiarity with AC Transit’s operations. The new computer operations manager had worked for a year-and-a-half as a consultant in the department he now heads, acting as a sub-contractor for Deloitte, Haskins & Sells.

Prior to that, he worked as contract programmer/consultant for such diverse organizations as the ‘Oakland A’s’ and ‘The Gap’ following an earlier period of employment with Bechtel.

Kinchen plans to be married November 17, and he and Denise will live in Walnut Creek.

Joe M. Kinchen  George C. Skezas

Research and Planning

Pair of long-time retirees die

Adrian H. Hess, 82, who retired as a driver in 1967 after completing nearly 28 years of service, died July 22 at his home in Oakland. He is survived by his widow, Geneva, who also served East Bay transportation as a long-time cashier for Key System. Hess himself was a veteran of both trains and buses.

Other survivors include two children, Donna Carter and DeLaine Hess.

John J. Manha, 79, a retired Mechanic A — whose career was highlighted in 1965 by his being the first winner of the District’s “Golden Wheel Award for Distinguished Service” — died July 31 at his Bethel Island home. Manha’s 1969 retirement ended a transit career that spanned 38 years, beginning when he joined Key System as a machinist helper.

He is survived by his widow, Lillian.

Retirement round-up

- Lewis R. Frazier, Working Foreman AA, Maintenance, Richmond Division, 38 years.
- Antonio Martins, Maintenance, Seminary Division, 23 years.

FOCUS: Transit People and Projects

Emergency situation
Information shared

CRISIS COORDINATION — AC Transit’s C.H. Benson (standing, left photo) conducts safety training session attended by fire fighters at Treasure Island Navy facility. The September classes covered evacuation procedures and general information about dealing with AC Transit buses in any emergency. Thirty-six fire fighters learned how to gain access to engine and battery compartments (right), as well as procedures for removing passengers in emergency situations. The training sessions are part of AC Transit’s outreach to police and fire departments in the District, aimed at coordinating emergency services.

UNITED AIDES — AC Transit volunteers join former basketball star Nate Thurmond (tallest person, background) in getting the jump on this year’s United Way fund-raising drive. Departmental representatives will be contacting fellow employees for financial support of the volunteer-based organization which helps fund more than 200 human care agencies throughout the Bay Area. A special feature offered contributors is the option to earmark a specific service agency to receive a designated donation. United Way statistics indicate that one in three Bay Area residents received some form of benefit last year from its efforts.
Actions of the Board

At a regular meeting September 12, the Board of Directors:

- Authorized travel of District’s 1984 Roadeo winner to compete in American Public Transit Association Roadeo in Washington, D.C., on motion of Director Nakadegawa.

- Adopted resolutions authorizing specified vehicle sale and lease-back agreement and authorized travel of General Manager, as necessary, on motion of Director Fajans.

* * *

At an adjourned regular meeting September 26, the Board of Directors:

- Approved contract award to Motor Rim and Wheel Service for furnishing automotive filters and elements in conjunction with Regional Transit Association joint procurement, authorized travel of District representative to American Public Transit Association Risk Management Seminar in Washington, D.C., on motion of Director Bettencourt.

* * *

At a regular meeting October 10, the Board of Directors:

- Adopted resolution expressing opposition to Proposition 36 on the November 6, 1984, ballot, on motion of Director Bettencourt.

- Authorized travel of two representatives to attend ‘Californians for Better Transportation’ conference in San Diego in November, on motion of Director Bettencourt.

Transit career of 48 years closes

After 48 years of service to AC Transit and its predecessor organizations, Warren E. “Robbie” Robinson, who has held the position of Transportation Engineer since 1967, is retiring.

Colleagues and co-workers within and outside AC Transit were scheduled to honor him at a November 2 retirement luncheon, coverage of which will appear in the next issue of Transit-Times.