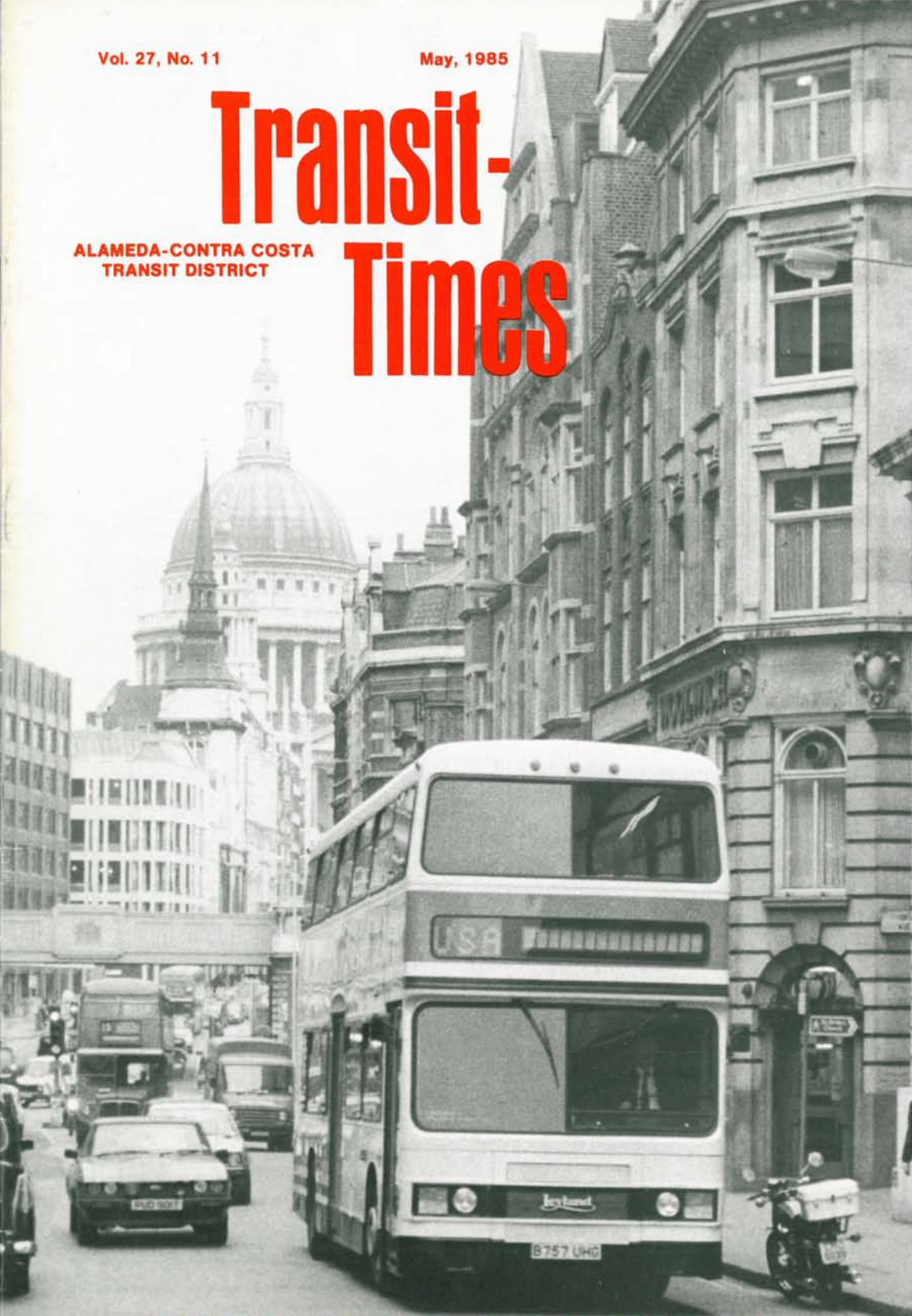


Vol. 27, No. 11

May, 1985

# Transit- Times

ALAMEDA-CONTRA COSTA  
TRANSIT DISTRICT



British bus bound for District testing



# Our 'Stockholders' Write

I would like to commend one of your drivers, Mr. J. D. Rose, for his very prompt and courteous action in helping retrieve my purse. I realized, after leaving the bus, that my purse had slipped off my shoulder.

I walked down to the station and told my story to Mr. Rose, who very quickly called, and soon told me my purse would be on the bus on its way back to the BART station. I waited and very soon your driver, Cleo Richardson, was there with the purse.

I am very much concerned that Mr. Rose's action and his service be given the official recognition they deserve.

Ottillia M. Delehunt  
El Cerrito

\* \* \*

I have at least on one occasion written to you in regard to the boorish behavior of one of your drivers. I have also written when I came across a driver with exemplary behavior.

Today, I should like to commend Driver Spencer Keesee. I have rarely seen a driver exhibit such patience and good humor on a very crowded bus. The passengers responded cooperatively. Even the teenagers were kinder.

Rebecca Wolstenholme  
East Bay

\* \* \*

I am continually impressed with the courtesy and kindness of AC Transit personnel. This morning I had that same courtesy and consideration extended me when I spoke to Mr. Leland Skilling, Division Superintendent, Richmond.

It is of extreme importance and sadness to many of us that the 67 Spruce, Berkeley, bus line may have service curtailed; and Mr. Skilling was most infor-



mative and gracious in answering my several questions concerning this unfortunate situation.

It is so reassuring to have such considerate people and with such a fine transit service. I am certain that there are many bus riders who join me in this thought.

Betty C. Lyons  
Berkeley

\* \* \*

This is just a note to say "Thank you" to two of your courteous drivers, Lois Dixon and John DePaoli. I was going to Martinez and boarded the wrong bus — a 30-Z going to Richmond instead of Martinez. When the driver realized I was going the wrong way, she politely gave me directions as to how to get the right bus, and she gave me a transfer.

When the 30-Z to Martinez came, I gave the driver my transfer. He didn't hassle me, and I appreciated it. A few minutes later, he was called over the radio by the dispatcher. Evidently, the lady driver, fearing I might have a problem, had him called, to tell him of my situation.

It's very heartwarming to meet drivers with that much concern.

Martha Patten  
Richmond

\* \* \*

Thank you for the very efficient service while on our field trip. Your personal recommendations on scheduling ahead of time were reassuring. The drivers were very helpful during the trip when construction mixed up our destination.

Diane Ernst, Teacher  
Twin Creeks School  
San Ramon

## Study proposes salaried job changes

A new plan which redefines and clarifies AC Transit management and administrative functions is now under consideration by the District's Directors.

Key proposals of this Management Study, aimed at providing immediate and long-term benefits to the District and to management personnel, include:

- A merit pay system which, for the first time, will allow salaried individuals the opportunity to earn pay adjustments for outstanding personal performance — through application of a method to reward above-average achievers.
- A program of performance evaluation to effect such a merit pay program.
- A simplified system of position classification, better identifying placement within the organization and yielding clearer definition of possible career paths open to management personnel.

The plan is based on a lengthy study by a Human Resources Department task team which concluded that AC Transit's existing management classification system has been "informal and flexible." The result: too many jobs with unique, unanalyzed specifications, creating too many categories of management and a lack of clearly defined career advancement paths.

Currently, 74 percent of the District's 120 management classifications (covering some 220 employees) describe single positions. The proposed reorganization would whittle salaried classifications to 80, structured within twelve distinctive groupings of management — each representing similar degrees of responsibility.

Management responsibilities would be categorized in four general levels, with a fifth grouping defining professional and support staff. The plan also provides clear vertical — and lateral — career pathways open to salaried personnel.

Salary structure also should be revamped, according to findings of the study. To date, salary levels have been established by internal processes, usually without reference to market-place fac-

tors, with annual salary adjustments tied to increases negotiated for union personnel. A bare 10 percent differential between minimum and maximum now exists in salaried classifications, with entry usually at the bottom and raises to the top governed by longevity.

Such past practices would be replaced under the new plan, which would provide latitude to recognize superior achievers and would give management employees clearly defined avenues by which to pursue individual advancement. For example, while most individuals would fall into the middle of broader 50 percent ranges (compared to the present 10 percent span), the opportunity would be created to advance toward the top of a range by above-average performance.

The plan also would bring AC Transit's management benefits more in line with those offered by other major employers in the region. For example:

- Accrual and use of 'over-time' by salaried employees (below the level of manager or superintendent) would be clearly defined and controlled, providing a formal policy where none previously existed.
- An Annual Leave (earned somewhat like sick leave and vacation) would give salaried employees the opportunity to manage their own time off. (Current sick leave and vacation would be frozen, then used over an extended period while new annual leave credits are being earned.)
- Accrual of leave would be prorated

(Continued on Pg. 8)

**THE COVER** — The head-sign reads "USA" as the long-distance destination of this British Leyland Olympian bus which will be tested by AC Transit on various East Bay urban and suburban routes in June. The bus-with-balcony is nearly 34-feet long (405 inches) and seats a total of 67 passengers — 28 on the lower deck, 39 above — and accommodates an additional 20 standees. (Leyland photo.)



## Bikes ride in front As Line T initiates Cycle/bus service



Front-loading rack accommodates two bikes (above) which lock in place by latch (left). Shockcord adds securement. Riders (above, right) get detailed information on bus pole along route.

Well-marked "Bike & Ride" stops along a segment of Line T are now welcoming cyclists who wish to take themselves and their two-wheelers through the Posey/Webster Tubes to and from Alameda.

For pre-orientation on the mechanical operations, rules, and regulations of rack-use, the District has published informational brochures and "Guide-A-Ride" postings at stops selected as bike/rider loading locations.

Points stressed in this informational material is that rack-space is available on a first-come, first-served basis; that cyclists must secure and unload their bikes without bus driver assistance; and that the closest cooperation is required — biker-with-biker and biker-with-driver-and-fellow-passengers.

Line T pocket timetables contain detailed schedule information. Patrons wishing more information or needing a schedule sent by mail may call Transit Information, 839-2882.



## Kids ponder bus-that-kneels



School-children whose classes are visited (upon requests made to AC Transit's Customer Relations reps) sometimes ponder a bit over the bus-use lore they've learned. These afterthoughts arrive, usually, in the form of a sheaf of brightly-colored drawings addressed to AC Transit headquarters.

Such a communication came in recently from the Kindergarten class of Berkeley's Sierra School, whose students had been particularly fascinated by the kneeling feature of the visiting AC Transit coach.

The jointly-composed note read:

"Thank you very much for letting us ride on the bus. We appreciate it very much.

"How does the bus go down by itself?"

This communication and individual drawings (the one above is by a Kindergarten named Anja) were accompanied by a note from Teacher Kitty Lindow, who stated, "The bus trip was a high point in the year for us!"

## "College Day"

## Event will explain new opportunities

To orient employees to new career improvement opportunities being offered through AC Transit's Tuition Reimbursement Program which takes effect July 1, the District is sponsoring "College Day" on June 19 from 1 p.m. to 5 p.m. at the Training and Safety Center, Hayward.

More than 35 Bay Area academic institutions have been invited to offer information and counseling on educational opportunities.

According to Michal Settles, training and safety manager, all full-time, permanent employees are eligible under the program as long as the academic work is job-related and is pursued in non-work hours. First step is determining what to take and where to take it, for which counseling is available on "College Day" and afterwards, both in-house and from various colleges. Next, an enrollment form is filed for approval by a supervisor or department head. Final approval is by Settles.

Maximum individual reimbursement for tuition and books each fiscal year is \$600 for completed courses in which a

grade of "C" or better is documented. The college refund plan is part of the District's overall program of encouraging upward mobility.

## Buses to East Bay parks To run again in summer For recreational access

AC Transit bus service to East Bay Regional Parks begins June 23 and continues through September 2 for East Bay residents and visitors who want to explore wide-ranging recreational opportunities without the hassles of driving or parking.

Bicycles are welcome aboard one of these park-bound lines — Line 9-Tilden Park, operating daily from BART/Berkeley to the park every hour from 11 a.m. to 6 p.m. Passengers pay regular local fare, with bicyclists charged an additional 25 cents for their two-wheelers.

Service to Point Pinole Regional Park, connecting with BART/Richmond, will operate weekdays and Saturdays from approximately 9 a.m. to 7 p.m. as an extension of AC Transit's regular Line 78 service.

Buses to Don Castro Park, Castro Valley, will operate by Line 95 from BART/Hayward every 30 minutes weekdays from 6:30 a.m. to 6:30 p.m. and hourly on week-ends/holidays from 10 a.m. to 5 p.m. Park-bound passengers walk approximately one-half mile to the park entrance after leaving the bus at the corner of Kelly and Maud.

Also available this summer is "Prescheduled Group Service". This offers pre-arranged tours for organizations, clubs, agencies, or other groups. The East Bay Regional Park District, through Coordinator Kimberly Lenz, may be called for information and reservations at 531-9300. A minimum group of 35 is required for this service.

## GM garners recognition

General Manager L. A. Kimball is among seven East Bay public officials scheduled to be spotlighted by the Oakland Chamber of Commerce at its 80th anniversary meeting May 28.

Recognition of the seven, according to the Chamber, is based on their "efficient management of vital community agencies". Another feature of the event is a "State of the City" address by Oakland Mayor Lionel Wilson.

Honorees, in addition to Kimball, are top executives of Port of Oakland, BART, City of Oakland, East Bay Municipal Utility District, Alameda County, and East Bay Regional Park District.



## Sign-ups are underway for '85 Bus Rodeo

The Bus Rodeo sign-up has begun by District contestants ready to vie for savings bonds, trophies, and possible selection as AC Transit's representative to compete in the nationals this Fall. Entry blanks may be picked up from dispatchers.

The in-house contest of driving skills and knowledge is August 24, with entry forms due no later than August 1. First, second, and third-place winners of the local competition will move on to the Regional Rodeo in Sacramento September 21. The District's top driver will vie at the American Public Transit Association nationals in Los Angeles, receiving paid round-trip transportation (for contestant and spouse).

Maintenance employees qualified to drive buses also are eligible to compete this year for trophies and savings bonds. Entry blanks, due August 1, are available from the Maintenance office.

Competing operators will be judged on a safety quiz, pre-trip inspection, actual

## Baseball, buses join In discount program

AC Transit is joining with the Oakland A's to offer bus passengers discount-priced seats for ten games scheduled to be played during the month of June.

Informational flyers placed on buses this month explain the baseball/bus promotional offer, which cuts the price of regular \$7 adult seats to \$5.50 for a selection of games starring such Oakland A's competitors as the Texas Rangers, the Kansas City Royals, the Cleveland Indians, and the Chicago White Sox.

Dates for the ten games selected for the discount-price program are June 7 through June 26. Day, night, weekday and weekend game-times are represented in the slate. Bus riders need merely make use of the mail-in coupon segment of the informational flyer to qualify for the reduced-admission baseball bonus.

driving ability, and personal appearance. Maintenance people will be judged on their skills in getting equipment ready and in driving over a road-course.

Besides top prizes of first, second, and third-place trophies and of savings bonds ranging in value from \$150 to \$250, all participants will receive an AC Transit Bus Rodeo shoulder patch.

## High costs of auto use Affirmed in new survey

AC Transit is a major cost-saving for riders who choose the bus instead of their private automobile, a report by the Hertz Corporation indicates. The car rental company reports that the operation of a typical new compact car — such as a Ford Tempo — costs 49.61 cents-per-mile.

This figure was based on a survey of 20 U.S. cities. However, two California cities polled, San Francisco and Los Angeles, registered even higher costs of operation — 58.16 cents-per-mile and 60.69 cents-per-mile, respectively.

The figures were based on a normally equipped car, bought new and driven 10,000 miles annually for five years. Included in the calculation is purchase price (including tax), interest on the loan, depreciation, insurance and license fees, average repair and maintenance costs, and fuel and other service charges. Not included were such added wallet-busters as parking fees, bridge tolls, and traffic tickets.

According to Hertz, the 49.61 cents-per-mile figure for car operation is an all-time high, surpassing the previous mark, set in 1982, of 47.19 cents-per-mile.

## Veteran driver James Lilly dies

James Lilly, 49, a Seminary Division driver with two decades of AC Transit service, died April 29 in Oakland. He was an Oakland resident.

Lilly leaves his widow, Juanita, and three children: Carl, Cheryl, and Clay.

He joined the District in 1964.

## FOCUS: Transit People and Projects



**TRAINING TRAINERS** — AC Transit training instructors were joined by representatives from Sacramento Regional Transit, Santa Clara County Transit and San Francisco Municipal Railway in a special Supervisory Training Course for first-line maintenance management personnel. The Urban Mass Transportation Administration sponsored the course, conducted at Central Maintenance Center the first week in May. Ohio State University instructors (from left) Allen A. Wiant and James B. Hamilton were joined at the head of the class by AC Transit Training Instructors Carl Kissinger and Daniele Benson.



**SUGGESTIONS NOTED** — AC Transit Manager of Research and Planning Donald S. Larson, right, listens to comments of Donna Olson, left, at a public meeting held in Fremont recently. The Saturday morning meeting was part of AC Transit's policy of providing for citizen input by holding community discussions in different areas at different times to accommodate people who are unable to attend Board of Directors meetings in Oakland.



**Checking out Coaches**

**FOREIGN FACT-FINDERS** — Representatives from Mexico toured AC Transit Central Maintenance Center recently to review performance of different types of buses operated by the District. Analyzing and evaluating this District's experience with coaches were, from left, Ignacio Farrera Roma, German Ortiz Hernan, Rogelio Hernandez Lopez, and Miguel Angel Cornejo Murga. The group was gathering information for possible bus purchases for Mexico City.



# Actions of the Board

At an adjourned regular meeting April 18, the Board of Directors:

- Authorized General Manager to participate in joint procurement of petroleum products through the Regional Transit Association, on motion of Director Rinehart.

- Authorized General Manager's travel to American Public Transit Association's GM Conference in Toronto June 23-26, on motion of Director Rinehart.

- Awarded contract to Roebbel Engineering, Inc., for Emeryville Division's maintenance building and tire shop, on motion of Director Nakadegawa.

- Recorded opposition to proposed California Senate Bill 1197, on motion of Director Shepard.

- Approved one-year Line T bicycle demonstration project to begin May 19, on motion of Director Nakadegawa (see story, pg. 4).

- Scheduled public meeting for June 26 to receive comment on Five-Year Plan Update, on motion of Director Nakadegawa.

## Transit Times

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### BOARD OF DIRECTORS

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| RAY RINEHART           | Director at Large |

### MANAGEMENT

|                       |   |
|-----------------------|---|
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| Nathaniel A. Gage     | Assistant General Manager for Finance                               |
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| Richard A. Fratus     | Controller  |
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| George C. Skezas      | Superintendent, Central Maintenance                                 |
| Tom Swanson           | General Superintendent, Div. 3                                      |
| William J. Woska      | Human Resources Manager   |



## Management/administrative jobs studied, changes proposed

(Continued from Pg. 3)

over each year, with additions being registered by computer and the accumulation being reported on employee paycheck stubs in each payroll period.

Though the proposed changes are sweeping and may sound intimidating in some respects, General Manager L. A. Kimball is quick to note that the plan, if

adopted, does not imply salary cuts. It would require reallocation of some staff.

The purpose of the study, Kimball stressed, is to create a framework within which to identify the District's salaried personnel needs and to define clearly how management functions will be monitored, and how individual performance will be evaluated and compensated.

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