Hayward Division opens
Transit trends and topics

Meeting tackles crucial transit issues

About 60 residents of Fremont joined AC Transit Board President Linda Shepard and General Manager Gene Gardiner the first Saturday morning in September for a discussion of "Traffic and Transportation," sponsored by Fremont Mayor Gus Morrison as one of a series of civic breakfast meetings.

"I am amazed that so many people would get up early on a Saturday to talk about transportation," Gardiner said in his remarks to the group, "However, you do have one of the Bay Area's most critical transportation problems - the Nimitz Freeway - coming through your area."

Gardiner stressed the need for "multimodal concepts" of dealing with mobility problems in a community, emphasizing the importance of coordinating all modes (buses, highways, rails) to assist in getting people where they need to go.

Shepard told the group that the turnout for the meeting affirmed the accuracy of a recent Association of Bay Area Governments (ABAG) report listing transportation as the number one concern of residents. She applauded both the mayor and participants for convening the forum on transportation.

"The transit story really has not been told," she said. "We need to make more of an effort to get that story to the people, and today's meeting helps in that."}

Both AC Transit representatives answered questions about bus routes and schedules, current and future, as well as responding to more general concerns expressed by attendees.

Also discussed at the September 6 gathering was the proposed half-cent sales tax for Alameda County (Measure B), which would increase the sales tax rate to seven cents to help fund improved highways, local streets, and public transit service. Under this sales tax plan, a total of $990 million would accrue over 15 years, with AC Transit's portion amounting to some $113 million, according to estimates, or 11.6 percent of the total.

Passage of the measure requires more than 50 percent approval by voters in the upcoming November election; and, said Shepard, the sales tax proposal represents AC Transit's first opportunity for stable new funding since the System "was devastated" by Proposition 13. It was at that time, in 1978, that the District lost 25 percent of its funding base.

The November ballot measure, attendees were told, also calls for $220 million to be spent on improvements to the Nimitz Freeway; $174 million for Route 238 in Hayward; $183 million to be allotted local communities for streets, roads, or other improvements; $77 million for Oakland Airport roadway work; $55 million for the Routes 580/680 interchange between Dublin and Pleasanton; and $45 million for Highway 84.

In addition, it was reported, $15 million which the sales tax increase would garner has been earmarked for paratransit services for the disabled, elderly, or others who are unable to make use of existing public transportation services.

Board members back "Measure B"

A proposal to levy a half-cent sales tax for transportation improvements in Alameda County received support this month from AC Transit Directors. "Measure B," which will be on Alameda County local ballots on November 4, would yield the District as much as $115 million in operating assistance, according to Board President Linda Shepard.

"These funds would help us maintain and improve service over the next 15 years," said Shepard (see reference to this subject in story above).

Board appoints Gardiner to GM post

AC Transit's Board of Directors named Gene P. Gardiner to the permanent position of General Manager during a Board meeting August 27. Gardiner had held the top administrative position in an acting capacity since March 1.

In proposing the appointment, Director Ray Rinehart described him as particularly qualified for the position because of the breadth and depth of his prior experience with the District. Gardiner joined AC Transit as a driver in 1961, rising through the ranks to gain hands-on experience in virtually every facet of internal and on-street operations.

Board President Linda Shepard stated, "In just six months, he has successfully concluded interagency negotiations for funding bus operations in the current fiscal year and established a strong legislative advocacy program as a vehicle for achieving stable future funding."

In addition, she added, "He has demonstrated an energetic approach to forging an effective management team, which bodes well for the District and, ultimately, for the East Bay's bus riders, in the years to come."

On camera

Ridership up, data shows, But in discount-fare areas

Ridership increased in the past two fiscal years, Directors learned this month, but the increase was largely in riders who qualify for discounted fares.

Transbay ridership declined while local usage went up. But the latter rise was in two categories of riders who pay heavily discounted fares: youths and seniors/handicapped. This impacts the District's farebox recovery ratio, since state law requires a 33% farebox return.

Data gathered on routes serving metropolitan East Bay communities from Richmond through Hayward (not including Fremont, Newark or contract service) show an increase from 67.3 million passengers (FY 1984-85) to 67.9 million (FY 1985-86). But within the statistics lurks the worrisome fact that more than half of current local riders receive fare discounts.
Riders, drivers were safer last year

There has been "a decline in reports of certain types of crime on AC Transit buses," according to General Manager Gene Gardiner, who reported to Directors on statistics for Fiscal Year 1985-86.

Robberies reported by passengers declined from 20 incidents to 15, he said, while robberies of drivers declined from eight the year before to four during the fiscal year ending June 30, 1986.

"This must be viewed in light of the 80 million passengers we carry every year," Gardiner said. "Of course, we still believe that one such incident is too many."

Figures for the period showed 122 reported "assaults" (a broad category encompassing behavior ranging from a shove to more serious attacks). That compares to 121 the previous year.

AC Transit's Charles O. Lacy, chief of protective services and investigations, attributes the general decline of incidents on buses to four elements:

First, Lacy says, "The District has handled such reports of incidents swiftly and effectively. Second, we have had close cooperation with law enforcement agencies throughout the nearly 750 square miles and 38 communities in which we operate."

Third, public information and education efforts have been effective. Finally, District employees have been alerted to make swift responses to any perceived security problems."

Five retired veterans of transit service meet deaths

Five retiree deaths have been reported.

Don M. Whittington, 77, who was an East Oakland (Seminary) Division driver with 28 years of transit service when he retired in 1974, died July 26. He was a resident of Castro Valley.

He is survived by four daughters: Lisa, Rita, Paulette, and Diane.

Charles C. Kendall, 70, who had worked as a machinist for the District for 10 years prior to his retirement in 1980, died June 21 in Oakland.

A Hayward resident, Kendall is survived by his widow, Dorothy, and five children: Marlene Perreira, Loretta Bulgu, Pat Schmit, Rita Ulrich, and Debbie Ward.

Hubert B. Robertson, 61, who was an East Oakland (Seminary) Division driver when he retired in 1980 after 26 years of service, died August 13 in Hayward.

Robertson, who was a Hayward resident, is survived by his children: Sharon Marshall, Randy Robertson, Sandra Gendron, and Star Robertson.

Glen G. Phillips, 67, who retired in 1979 as an Emeryville Division driver, died September 4 in Reno. The San Jose resident, who is survived by his widow, Josephine, had been employed for 14 years prior to his retirement.


Rush is survived by his son, Bruce.
Hayward incorporates latest in transit operating technology

When Driver J. J. Williams rolled his Line 86 - Clawiter Road - Eden Landing coach out of an AC Transit yard in the wee hours of Sunday, September 14, it was the first departure from the System's brand new Hayward Division.

AC Transit's newest facility, absorbing bus operations launched in 1974 at Newark Division, and taking on certain functions from the currently over-burdened East Oakland operating yard, will be opened officially in ceremonies held October 16. It offers a dramatic change for drivers, maintenance workers, and administrative personnel from the old seven-acre Newark site, located 15 miles to the south. The Hayward Division encompasses 23 acres. The newly-completed complex shares this site with the Training and Education Center, opened last year.

When operating at capacity early in 1987, Hayward Division will house some 550 employees operating up to 250 buses to serve the heart of AC Transit's central and southern Alameda County operations. This service area extends to Santa Clara County (Milpitas and Palo Alto), stretches to Walnut Creek in central Contra Costa County, and to San Francisco via long-distance commute schedules.

The $21 million facility is equipped with some of the latest examples of coach operation/maintenance technology: a new, computerized fuel monitoring system for statistical tracking and analysis, plus early warning of existing or potential engine problems; an electronic fare collection system which tallies money without any necessity of handling by employees; computerized head-sign printing; and faster, more efficient bus vacuuming and washing equipment.

The site's 80,000 gallon diesel fuel storage capacity compares to the old Newark Division's capability of storing 12,000 gallons.

"What this yard will mean for the average bus rider," says General Manager Gene Gardiner, "is cleaner, more reliable buses." He stresses its significance to improved maintenance capability, centered in modern shops for such specialized functions as body work, electrical repair, minor engine and transmission work, and tire replacement.

The division also will assume the burden of maintaining, rebuilding, and repairing all AC Transit "street furniture" for the District's service area of 750 square miles. This includes such necessities as passenger shelters, bus stop poles, and public information displays.

Design and layout of the facility also shows ample concern for the human element. At Newark, Board President Linda Shepard explains, "There were no conference rooms, designated spaces for report writing, or quiet areas for off-duty relaxing or for waiting for scheduled runs.

Ongoing facilities program looks to future

In the late 1970s, a comprehensive study of AC Transit's facilities mandated major rehabilitation of the operating divisions. The result: a sweeping $100 million improvement program now underway to modernize and equip the District to meet the challenges of the coming century. In addition to Hayward Division (and the adjacent Training and Education Center opened previously), the program includes:

- Central Maintenance Center (East Oakland) opened in 1985 to handle major fleet up-keep activities and to house the purchasing and warehousing functions.
- Emeryville Division, built in the 1930s, is now midway in a $21 million reconstruction aimed at accommodating 225 buses and 550 workers.
- East Oakland Division, dating from the 1940s, is getting a $21 million revamp. It will house 250 buses and 500 workers, with the additional 100 coaches now operated from this overcrowded yard being moved to Hayward Division later this year.
- Richmond Division is beginning a long-needed $12 million upgrading in 1987 to greatly improve its ability to handle future bus operations serving west Contra Costa County.

"We were anxious to provide a positive environment for our people," she said. "We think we are doing that here."

Improved security and accessibility are other important pluses offered at the new division. For instance, elevators and specially designed rest rooms will aid the handicapped.

In addition, Shepard notes, "We will be able to hold fairly large meetings on the site, which will be easily accessible, for the first time, to the disabled."

The District plans to retain the Newark property until the Board of Directors decides whether to sell it, retain it as a storage site, or convert it to use as a "mini" or "satellite" operating facility.

Completion of the new division is part of AC Transit's master plan for facilities, which was conceived nearly a decade ago to assure quality of operations over a period of many future years.

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### HAYWARD DIVISION STATISTICS

- **Location:** 1758 Sabre Street (adjacent to Hayward Airport)
- **Site:** 23 acres
- **Cost:** $21 million
- **Contractor:** Kaiser Engineers
- **Employees:** Up to 550
- **Coaches:** Up to 250
- **Fuel storage:** 80,000 gallons
- **Parking:** On-site, secure parking for 276 cars
- **Work space:** Transportation operations, 19,830 square feet; Bus Maintenance and Building Maintenance, 70,360 square feet
- **Adjacent site:** 30,502-square-foot Training and Education Center (completed in 1985) located at 20234 Mack Street, Hayward
- **Equipment:** Computerized fuel islands for monitoring of diesel consumption; fast, efficient coach cleaning and washing systems; state-of-the-art technology for printing coach head-signs
- **Service Area:** Central and southern Alameda County; portions of Santa Clara and Contra Costa Counties; commute-hour schedules to and from San Francisco and Palo Alto

### Management staffers are promoted

Biff Williams, new operations center manager, began as a driver in 1964, moving up to chief transportation supervisor — his position for more than a decade prior to his new job of over-seeing AC Transit’s communications nerve-centers, including road supervision, dispatch, and PBX/Information. He’s been a San Leandro resident for nearly three decades.

Keith Steckly, general superintendent, East Oakland, can look back on a transit career that has spanned the periods linking streetcars and transbay trains with present-day bus operations. Moving through the ranks as a mechanic, he became a maintenance foreman, then maintenance superintendent before his current position. He is a long-time resident of Hayward.

Leland G. Skilling’s long transit career, dating officially to 1962 but including prior work with AC Transit’s predecessor, has included positions in treasury, personnel (where he advanced to assistant personnel manager), and operations, where he’s now general superintendent, Richmond. The Alameda resident also has served the District during contract negotiations.

Joan Martin, new project coordinator, administrative projects, joined the District as a grant accountant in 1984. Her duties cover projects related to funding, grant applications, and contract administration. The former Florida resident has settled-in to the extent of buying her first Bay Area home — in Richmond.

Sterling Stewart, Jr.’s up-from-the-ranks career with AC Transit, culminating in his new appointment as general superintendent of the District’s newest facility, Hayward Division, began when he became a driver in 1968. Subsequent promotions led to his becoming superintendent, Newark — the division being absorbed by Hayward.

### Attending Cal home games
By bus bears big benefits

Those who cannot bear to miss a Cal home game but who have, in the past, barely survived Berkeley traffic and parking hassles, are being advised that AC Transit bus service for the new season of football definitely bears looking into.

The bare facts about Saturday service to Memorial Stadium for 1 p.m. games are these:

- Extra service is being provided on Line 51 buses, operating between Third St. and University Ave., and Bancroft Way and Piedmont Ave. These buses connect in downtown Berkeley with other AC Transit lines — including Line F to San Francisco — and to the BART/Berkeley station.
- BART riders also may transfer to Line 51 (northbound to the campus) from BART/Rockridge station.
- Regular fares are charged for the football service.
**Up-dated facility**

**Changes at Emeryville are dramatic**

It is only 200 yards from the southeast corner of the Emeryville Division lot to the northwest corner. But the distance in time, if considered in symbolic terms, would extend from the 1930's to the 1980's and into the future.

Drivers, mechanics, clerks, dispatchers, service employees, and management staff reported to the new operations building in Emeryville September 2. The change was monumental. The old facility was originally constructed during the Depression. Temporary additions (which stayed in use so long that they eventually became permanent) were built during World War II, and the fifties and sixties.

"It became increasingly clear that we needed a major overhaul," says General Superintendent Tom Swanson (who previously held the same job at Richmond Division). "Circumstances were getting to a critical point."

The extensive $24 million revamp project got underway April 16, 1984.

The nine-acre site now includes a transportation building with 14,000-square-feet. A maintenance building with 37,860 square-feet is underway. Security features include electronic surveillance cameras.

Modern fuel island and bus wash equipment provide capability to turn-around buses in the shortest span of time. Electronic monitoring and computerized evaluation allow individual tracking and productivity/efficiency monitoring of each vehicle.

Employee amenities include on-site parking, and recreation/rest areas for workers coming off-duty or awaiting assignments. All physical surroundings are a dramatic contrast to the previous outmoded, dilapidated work and rest areas with which Emeryville personnel coped previously.

Another key advantage of the reborn facility is increased yard space for buses.

Some work remains to be completed in 1987, including Maintenance.

**Old division, new look**

**METAMORPHOSIS — Old Emeryville Division now is a complex of new or extensively improved work areas, including (left) a 14,000-square-foot transportation building, with adjacent employee parking structure. The designed-for-efficiency layout of the District's oldest operating site incorporates top technology for monitoring, fueling, and cleaning buses. Employee working environment has been dramatically improved. Buses have continued to roll from Emeryville during the long construction period.**

**MOVING-IN — George Skezas, facilities administrator (second from left) receives keys to the just completed Emeryville Division operations offices from Hal Nahler, who headed the Kaiser Engineers consulting team overseeing the revamping of District facilities at 47th and San Pablo Avenue. General Manager Gene Gardner (left) and Kaiser's John Thomson were on hand for the ritual.**

Employee working environment has been dramatically improved. Buses have continued to roll from Emeryville during the long construction period.

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**Our 'Stockholders' Write**

I would like to express my appreciation for the excellence AC Transit drivers have demonstrated over the years.

In particular, I would like to report that the driver (Norman Grant, Jr.) of the 40 bus was extraordinarily helpful in assisting a blind passenger in Berkeley this afternoon — informing the passengers where he was going, requesting other passengers to change seats to make one available for the blind person, and thanking everyone.

William Pigman
Berkeley
(Ed. Note: Driver Grant also received recent commendation by letter from Passenger Clara Kong, Hayward.)

At this time I would like to extend a note of thanks to the drivers of the buses. Their courteousness and concern (I am disabled) have reassured me that the greater majority of the drivers are of the caliber that I would be proud to have as friends.

I do at times have my complaints, but I also think it is commendable to the drivers that they put in so many hours with so few complaints. They do their best under sometimes rather adverse conditions.

W. J. Haser
Rodeo

In my 50 years in the work force, I have observed that appreciation for good work comes painfully and seldom, while a mistake is noticed and acted on at once and without fail! Please add my letter to Driver Don Jackson's file of real appreciation.

Ed Edstrom
Oakland

I have always found this driver (Jerry Johnson) to be exceedingly nice and always helpful to the passengers. To cite an example:

After transferring to Line 29 (from Line 28) at BART/Fremont, I suddenly realized that my wallet was missing. It struck me that it must have slipped out from my hip pocket on Line 28. I approached Johnson about it, and he called someone, then told me that the same bus was following us. At the next bus stop he signalled the driver to stop so that I could look for my missing wallet. When I got on the bus, I found it lying on the floor, contents untouched.

I would be doing an injustice if I did not make any mention of other good drivers. They are Carolyn Williams and Annette Thompson. I am a senior citizen and travel quite often on Line 29. When passengers enter the bus, these super drivers greet us with such a pleasant smile and nod, expressing "Welcome Aboard". I wish AC Transit prosperous years ahead.

K. M. Captain
Newark

* * *

A member of our staff and three clients (one in a wheelchair) attempted to board an 83 bus. The lift initially did not function. The driver of this bus (Raymond Calhoun) worked with the lift until it was functioning properly. He then assisted our staff member in securing the person on the wheelchair inside the bus.

He was most helpful, both in action and attitude.

Rosalee H. Schubert
Program Director, "Over 21", Oakland
At an adjourned regular meeting July 30, the Board of Directors:
- Adopted resolution of appreciation to Melvin Howard, Director of Human Resources, American Public Transit Association, for his contributions within the field, on motion of Director Bettencourt.
- Authorized District participation in activities recognizing the 50th anniversary of the Oakland-San Francisco Bay Bridge, on motion of Director Rinehart.

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At a regular meeting August 13, the Board of Directors:
- Authorized travel of seven representatives, the District's 1986 Roadeo winner, and spouse, to participate in American Public Transit Association Annual Meeting and International Bus Roadeo in Detroit October 5 - 9, on motion of Director Rinehart.
- Adopted resolution relating to Regional Transit Association grant application aimed at assuring DBE/WBE participation in 1987 American Public Transit Association Meeting and Expo in San Francisco, on motion of Director Nakadegawa.
- Approved award of contract to C. Overaa and Company for reconstruction design and construction of Richmond Division, on motion of Director Wiggins.

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At an adjourned regular meeting August 27, the Board of Directors:
- Authorized contract modification for purchase of five lift-equipped vans from Contempo Coach Sales, on motion of Director Nakadegawa.
- Approved appointment of Gene P. Gardiner to General Manager, on motion of Director Rinehart (see story, pg. 3).

**District gears up to aid in good work of United Way**

AC Transit representatives will contact employees throughout the District from October 20 through 31, seeking donations—including payroll deduction pledges—to help support United Way of the Bay Area's 240 human-needs agencies. These agencies, providing wide-ranging services (Big Brothers of the East Bay and the American Heart Association are two examples) offer a helping hand annually to many thousands of people in need.