Spacious site now welcomes customers

Customer convenience is the key feature of AC Transit's new lobby office — which was relocated to 1600 Franklin Street Monday, June 8th.

In addition to the new address, patrons will note spacious, comfortable new amenities. Riders will find the new Customer Services activities, including monthly pass and ticket sales; Lost-and-Found; route maps and pocket timetables; and the Center for issuance of discount ID Cards to eligible riders.

The new Customer Services Office is centrally located on the east side of Franklin midway between 15th and 17th streets — one block off Broadway, just a short walk from the many mainline bus routes that converge in Oakland's Civic Center area. It is also midway between the 12th and 19th street BART stations.

- Customer Services Office hours remain unchanged: 8:30 a.m. to 5:00 p.m. Monday through Friday (except holidays).
- The ID Center, where seniors and certified disabled riders obtain fare discount identification cards, is open from 9:00 a.m. to 4:00 p.m. weekdays.
- Phone numbers remain unchanged: Customer Services is 891-4706; Customer Relations, 891-4700; many mainline office inquiries, 891-4777.
- AC Transit also continues to welcome business conducted by mail. The new mail-order address is: AC Transit Customer Services, 1600 Franklin Street, Oakland, CA. 94612-2806.

In June, many other AC Transit administrative and support activities — including public meetings of the Board of Directors — will be relocated to the 1600 Franklin Street site. Since it allows consolidation of administrative and support functions now located in various parts of the East Bay, (including the crowded, inefficient space in the Latham Square Building being vacated by AC Transit after 24 years), the resulting improvement in coordination and control is expected to significantly increase the System's efficiency.

In addition to the Board of Directors' Meeting Room, the structure will accommodate the System's administrative offices, Central Dispatch, Legal Department, Operations Center, Marketing, Payroll, Personnel, Risk Management, Treasury, and the Telephone Information Center.

Built on land already owned by the East Bay's public bus system, the structure was financed by private-sector developers. Under an innovative lease/purchase arrangement, the public will eventually gain ownership of the building. In the interim, office space lease payments will be converted into this long-range real estate investment.

Count-down to opening

OPENING SET — Customer Services Supervisor Lorrie Gonzalez (left) and Clerk Norm Davis prepared in May to welcome patrons to new Lobby Office at 1600 Franklin St.

Deficit Reduction Plan is up-dated

The revised "Deficit Reduction Plan" adopted by Directors June 3 itemizes actions that will balance the FY 1988 operating budget — and establish a foundation for making future deficit problems more manageable.

While the FY 1988 Operating Estimate for STSD #1 (the 13 cities between San Pablo and Hayward) was once projected at $106 million, only $95 million in revenues is expected — substantially less than was forecast by MTC last year when creating a two-year formula allocating regional resources to AC Transit, BART, and San Francisco MUNI.

"Resolving that $11 million shortfall is absolutely essential — for the coming year, and the future," states General Manager Gene Gardiner. "Federal and state assistance will continue to decline, so we must bring operating expenses more closely in line. To pare next year's Operating Estimate, the District's "Deficit Reduction Plan" calls for:

- Saving $3 million or more in curtailed non-operating expenses and internal productivity improvements.
- Reducing school-day Supplementary Service schedules (unless school systems can help fund such service).
- A modest increase in some bus fares.
- Garnering an additional $2 million in regional discretionary funds.
- Utilizing limited amounts of Measure B revenues (the transportation tax passed by Alameda County voters last November).
- Paring $3.8 million from operating costs by removing 40 to 50 buses from the commute-hour fleet — while working to minimize impact on patrons.

Possible service adjustments scheduled for a July 13 Public Hearing include:

Restructuring Downtown Oakland Shuttle, coupled with rerouting of Line 59/76 to serve the Oak/Madison Street corridor.

Eliminating Line E-Local (but not E Express) service.

Cancelling midday Line 33 Express, and all Line 33R Express.

Shortening Line N midday to operate only to Eastmont Mall.

Rescheduling Line 46A to 60-minute headways, and eliminating Line 46.

Curtailing Sunday/Holiday service after 7 p.m. on Lines 7, 12/59, 14, 56, 64, 67, 69, 78, 79, 80, 81, 84 and 85.

Board weighs expansion of handicapped access program

AC Transit's Board of Directors is considering adoption of a revised, expanded program designed to ensure that bus service is made available to handicapped persons throughout the East Bay.

Public comment on the proposal to date, including the testimony heard at a May 19 public hearing, is very supportive of such efforts.

At present, nearly 40 out of 169 commute-hour bus routes are designated wheelchair accessible and most of the 850 buses in the fleet have lifts and other accessibility features. Target date for extending such capabilities system-wide is Fiscal Year 1992-93. In the interim, the District would:

- Continue purchasing lift-equipped buses and improving accessibility on existing buses, assuming sufficient funding is made available;
- Repair or replace lifts to maintain state-of-the-art effectiveness;
- Establish an emergency-only back-up system to ensure full transportation availability.
- Improve training of drivers, maintenance workers, and lift users;
- Continue expanding the accessible route network.

The revised program calls for eased access to be provided at reasonably convenient intervals during general service periods. It specifies that accessibility will be made available where need has been established, and that riders using accessibility features pay regular fares.
Guest Roadeo tests drivers-for-day

Pitting their skills against unforgiving pavement, yardsticks, and safety cones, a group of AC Transit guests who had volunteered to be Drivers-for-a-Day maneuvered 40-foot 10-ton buses around an off-road obstacle course at AC Transit's Training and Education Center in Hayward on June 11.

The event represented a prelude to the System's real annual Roadeo for professional bus drivers, June 20 and 27. AC Transit also will host Northern California's regional driving competition. Then in September, the American Public Transit Association (composed of 2,000 Canadian and US transit agencies) will gather for the 1987 International Bus Roadeo—a face-off between North America's best drivers—at the District's Training facility.

Top performers win job recognition

COACH CONTEST — Among former athletes and current politicians testing their bus driving skills in mock competition were (top left) San Leandro Vice-Mayor Tony Santos (center), with NFL Alumnus Mike Keller (right) and General Manager Gene Gardiner. Other test-course tyros were (bottom left) Gary Weaver, ex-Oakland Raider and Marv Olsen, former Green Bay Packer. Gardiner welcomed Weaver (above), while (center left) Real Driver Harold Washington, hoisted his camera.

JOB HONORS — Most recent District employees to be spotlighted for exemplary performance are (above) Dispatcher Kenneth E. Thompson, Emeryville, “Clerical Employee of the Quarter”; Richmond General Superintendent Lee Skilling (above right), “Non-Union Employee of the Quarter”; Driver Harry W. Reasoner (right), “Bus Driver of the Quarter”; and Tomasita Soto (below) “Maintenance Employee of the Quarter”. In individual divisional ceremonies, honorees received plaques and other awards—in Reasoner's case, presented by his general superintendent, Lee Skilling, himself an award winner. Soto, with an attentive young daughter looking on, received her honors from George Grandison, director of operations.

Quarterly awards for exemplary job performance—based on in-house nominations and/or outside commendations—are a key element of the District's Employee Recognition Program, created as a means of spotlighting excellence of performance within all categories of AC Transit's employee force. Quarterly winners receive plaques, cash awards, eligibility for possible work-study scholarships, and inclusion in the pool of top performers from which the “Employee of the Year” is chosen.
Moving memories

District Administrative Offices re-locate to new downtown Oakland building

The last two weeks of May saw the first big moves of District Administrative Offices to the new 1600 Franklin Street building, requiring Data Processing, Finance, Safety, Operations Center, Affirmative Action, Marketing and Personnel employees to trade traditional suits, skirts, ties, and blouses for Levi's and sweat-shirts.

As employees packed and loaded hundreds of boxes with District files, records, publications, office supplies, and paperwork of a perplexing variety, a seemingly unending flow of materials was transported the two blocks from the District's home-base for the past 24 years — Oakland's Latham Square Building.

The new 10-story facility which becomes the nerve-center of AC Transit operations will not be fully staffed and operational until sometime in June, with the arrival of such functions as Legal, Planning, Schedules, PBX Information, and Executive Offices. With this final move-in phase completed, the long-awaited change of headquarters will be accomplished. Plans for an official opening are underway, with a July date set.

Sited on District-owned land, the building was designed and constructed through a long-term lease/purchase agreement and with private-sector capital. Eventually, title to the property will be acquired by the District.

MOVING BLUES — The trials of packing up and moving, particularly after 24 years in one location, is experienced by Payroll's John Ting and Monica Peck (right), along with Data Processing's Lionel Foster (above right), shown hooking up a computer terminal in the new location. That the reality of moving — even if only two blocks away — often tempers the excitement of taking over a brand new facility is symbolized by Larry Bieber (above), Accounts Payable, who exhibits both the spirited efforts and the exhaustion of moving-time.

Business as usual?

PAPER CHASE — That's what it seemed as each General Office employee began sorting and discarding or saving and packing items accumulated over the nearly quarter-century that AC Transit had its headquarters in downtown Oakland's Latham Square Building before beginning the move to long-awaited new facilities. Trying to wade through it all and still tend to business were (above) Secretary Veronica Brown, Personnel, and (top right) Wilma Gaines, Personnel supervisor. Another harried mover was Tony Berry (right), Safety Department. They were among the nearly 100 people who had set up in new space by the end of May.
BONUS OFFERS — Maintenance employee Joe Mattos, Hayward Division, posts car-card and hanger-flyer offering passengers a $2 discount on circus tickets. This recreational bonus was followed immediately by a reduced admission offer for Oakland A's home games in June. Such promotional packages are part of the District's general policy of rewarding regular users by providing bonus opportunities to bus patrons.

LAST COMMUTE — On April 30, Myrtle Kos boarded the 36 Line from San Lorenzo to Oakland — her final pre-retirement trip as a commuter after 37 years. Getting on at Hesperian and Paseo Grande at 6:15 a.m., she said, "I've met interesting people and we have had nice drivers." She has been the sole office staff of Beckett and Federighi, as well as Pacific States Railcar.

OAKLAND EXPO — AC Transit was among exhibitors at the April 30 "Profile Oakland" event, sponsored by the Chamber of Commerce. Marketing's Carrie Powell helped dispense District information. Booth visitors included (left) Yvette Radford, field representative for Assemblyman Tom Bates.

WINNERS ALL — At Emeryville, Gawain Johnson, Terry Green, Irving Jones, and Adrian Scott (left to right) captured April's Preventive Maintenance Award for top work in keeping District buses sound.
1937: Bay Bridge bus service opens
To forge important east-west link

Board Actions
(Continued from page 12)

Approved re-route of Line 42 and restructuring of Lines 65 and E, on motions of Directors Smith and Rinehart.

Approved re-issuance of request for proposals for furnishing driver uniforms, on motion of Director Rinehart.

Authorized General Manager to solicit bids for purchase of 29 (35-foot) and 27 (40-foot) buses, on motion of Director Fajans.

Adopted resolution authorizing filing of claims with the MTC for allocation of Transportation Development Act and State Transit Assistance funds for Fiscal Year 1987-88, on motion of Director Rinehart.

Authorized General Manager to solicit bids for validation of proposed video test to be used in future selection and recruitment of bus drivers, on motion of Director Shepard.

Approved by-laws and logo of AC Transit Boosters Club, subject to legal clarification, on motion of Director Shepard.

MILLS BOARDING
In May, 1937, East Bay bus riders first boarded the then-new Bay Bridge motor coach lines. The three lines, serving areas previously unreached by direct transbay transit, were the "L", covering El Cerrito and Richmond; the "N", for East Oakland; the "R" (see COVER), for San Leandro and Hayward. Enthusiastic "N" Line patrons shown here were Mills College students.

Sometimes it is Transit-Times readers who jog our memories in regard to historic milestones.

Such was the case when a letter arrived from Robert A. Burrows, of Yerington, Nevada, pointing out that this May marked the 50th anniversary of the beginning of bus service across the Bay Bridge.

"On May 9, 1937," Burrows writes, "The "L", "N", and "R" Lines were started, using the 700-series Twin Coaches. The "N" Line operated as far as Mills College, and I got up early that morning and rode the first bus from Mills College, at Seminary Avenue. It was bus #109, and I photographed same with the coach operator and inspector standing alongside."

R. A. Burrows Photo

BART Central would like to thank you for your excellent job performance on BAY-BREAKERS (Sunday, May 17) when loss of power in the Transbay Tube required the establishment of a bus bridge.

Thanks to your concern for our patrons, flexibility in adjusting service upon request and your follow-up calls to ensure that proper service had been established, the bus bridge was very successful.

We commend you for a job well done!

Paul L. Couture
BART Central Supervisor

Wanda Posey
Communication Specialist

(Ed. Note: The bus bridge is implemented in cases of BART shut-down, and is part of the cooperative efforts between the public's bus and train systems. This occasion required diversion of 32 District buses, to pick up 10,209 stranded train riders.)

Our Stockholders Write

I wish to commend one of your drivers (Frank Andrews).

On a Thursday I was going to work as usual; and, as I stepped onto the bus, I commented that it was unusual to see him then, since he drives Saturday through Wednesday. He said he had come to work because AC Transit had told him they couldn't find a replacement for him that day.

Not only did he drive on a day that was a "weekend" for him, but he did so cheerfully, and with no sign of a grudge. In fact, cheerfulness characterizes Frank.

Dean C. Halverson
Richmond

The staff of AC Transit responded immediately to our request for help, and quickly assigned their drivers and buses at the Transbay Terminal to pick up passengers on Market Street who were waiting to be taken to the bridge walk. Additional AC Transit operators and coaches carried thousands of people to and from the Marina Green and Crissy Field for the events.

For all of this assistance, the members of the San Francisco Public Utilities Commission and the management and staff of the San Francisco Municipal Railway wish to offer a very sincere thank you. Your willingness to help out in an emergency, your quick response, and your employees' dedication were demonstrative of professional service beyond the call of duty.

We are very grateful for your assistance. Your support made it possible for us to successfully conclude the day's events and return our passengers to their San Francisco destinations before midnight.

With deep appreciation,

Jeffrey Lee
President

Donald J. Birrer
General Manager

Public Utilities Commission

William G. Stead
General Manager
Municipal Railway

Last Sunday was a memorable experience for the Bay Area community, and in Muni's case it was memorable in more ways than one. We had our share of problems trying to handle the hundreds of thousands of people who showed up to walk the Golden Gate Bridge and partake in the day-long celebration commemorating its 50th anniversary.

Overall, we're very proud of the hard work and dedication our employees demonstrated in moving such an incredibly large number of people. Although we were well-prepared to handle the volumes of passengers projected by the transportation consultants that were hired by the Bridge Celebration's organizers, it quickly became evident on Sunday morning that all of the labor and equipment resources within the Muni would not be enough to handle an additional demand of several hundred thousand people.

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General Manager

Public Utilities Commission

William G. Stead
General Manager
Municipal Railway
Actions of the Board

At an adjourned regular meeting April 15, the Board of Directors:
• Authorized travel of Director of Administration to attend Annual Conference of the American Society for Training and Development June 21-26 in Atlanta; and travel of Administrative Projects Manager to attend UMTA-sponsored seminar on Contract Administration June 8-12 in Miami, Florida, on motion of Director Bettencourt.
• Referred bids for furnishing driver uniforms to staff for recommendation, on motion of Director Smith.
• Specified Lift-U lift equipment and Luminator electronic headsigns in connection with procurement of 29 (35-foot) and 27 (40-foot) buses, on motion of Director Fajans.
• Scheduled Public Hearing May 19 to receive public comment on federal rules governing provision of transportation services for the disabled, on motion of Director Rinehart.
• Authorized travel of Purchases and Stores Manager to attend April 15 meeting in Denver in connection with the M.A.N. diesel engine, on motion of Director Fajans.
• Referred bus procurement bid to staff for additional analysis, on motion of Director Smith.
• Approved summer service to specified East Bay Regional Parks; and approved adoption of federally-mandated half-fare benefit for holders of valid Medicare Cards, on motion of Director Rinehart.
• Approved contracting with a "Facilitator" in connection with formation (with Amalgamated Transit Union, Local 192) of a Joint Labor Management Committee, on motion of Director Shepard.
• Approved opposition to California Senate Bills 878 and 1125, on motion of Director Smith.
• Approved specified changes in Board committee structure and in procedural rules, on motion of Director Smith.

At an adjourned regular meeting April 29, the Board of Directors:
• Authorized travel of Director of Administration to attend APTA Human Resources Committee meeting July 6-9 in Chicago, on motion of Director Rinehart.

(Continued on page 10)