New project promises
Faster patron transfers
Transit trends and topics

Ray Rinehart retires As AC Director-at-Large

Veteran AC Transit Director Ray Rinehart, 76, announced at the March 9 Board meeting that he would end his 25 years of service by retiring at the end of March.

Rinehart, a Certified Public Accountant, stated that his tenure as a Director-at-Large "has been a great challenge and a wonderful opportunity for me to contribute to the community. But now it is time for me to pursue less-demanding leisure-time interests."

In a brief retirement announcement, Rinehart also praised the System's employees, while also recognizing "the support our riders have given AC Transit."

Since joining the Board in 1963, Rinehart was elected President three times, most recently in 1984. His service to mass transportation extended further — to national positions on the American Public Transit Association's Legislative Committee, Governing Boards Committee and Financial Management Committee.

Honors at his last Board session included a resolution of appreciation and two personalized mementoes: a scrapbook and a framed enlargement of the 1963 photo and text announcing his swearing-in.

Alice Creason appointed To Ward III Board seat

Alice H. Creason — a seasoned community activist whose contributions have ranged from lengthy service on the Piedmont City Council (including two years as mayor) to an equally extended term with the Alameda County Solid Waste Management Authority — has been appointed to fill the Ward III vacancy on the District's Board of Directors.

A graduate of the University of North Carolina, Creason replaces Peter Smith, who resigned in January.

APPROPRIATE RIDERS — A framed "Thank You" from riders using AC Transit buses to East Bay Regional parks was presented to the Board of Directors by Park District representative Kimberley Lenz (left). President Michael Fajans accepted and pledged continued efforts on the part of AC Transit policy-makers to give consideration to recreational destinations for riders — especially in the coming summer months. AC Transit and East Bay Regional Park District traditionally join forces to make it hassle-free for residents and visitors to enjoy area parks.

Financial Recovery Program pushed

A sweeping Financial Recovery Program, unveiled by Interim General Manager Neil Peterson and approved by the Board of Directors March 9, is aimed at moving the District toward a more solid financial footing through a series of actions to reduce the projected deficit for 1987-88 from $7.4 million to $1.2 million.

The program is based on information provided by Booz, Allen and Hamilton, consultants retained to assist AC Transit in financial recovery and management restructure.

Specifically, the Financial Recovery Program calls for generation of revenues from a variety of sources: sale/leaseback programs ($312,000); interest income ($570,000); re-oriented improvement allocations (from capital to operations, $1.5 million); a BART/Hayward demonstration project subsidy ($240,000); and Measure B proceeds ($3.3 million).

According to the program, an additional $1.2 million is expected from internal cost trimming, consolidation of lines, and increased service efficiency. Included in this category are such in-house economies as elimination of management salary increases and reduction of travel and budget expenditures by District Board and staff.

The Program also calls for a slate of prudent and essential new investments, including a $4.5 million program for improving coach maintenance. Of that amount, $292,000 would be allocated in the current fiscal year, kicking-off what Peterson calls "an investment in maintenance."

Additional expenditures included in the Financial Recovery Program are $34,000 to back up the one-time-only Early Retirement Option recently offered to the small percentage of veteran employees who meet specified qualifications; $450,000 to comprise the District's share in the BART/Hayward demonstration project; $100,000 to be spent on improving existing services; and $53,000 for employee incentive activities.

In summarizing the wide-ranging plan for fiscal recovery, Peterson said, "It will set AC Transit on a course which adheres to basic business practices and assures its ability to fulfill its role as a vital, viable element in the East Bay's economy. The riders and taxpayers deserve nothing less than our utmost efforts toward getting our financial house in order."

DISTRICT STATUS — Interim General Manager Neil Peterson joined some 75 General Office employees February 24 for a "Brown Bag" noon meeting, which included reference to AC Transit's Financial Recovery Program.

New approach phased-in Regarding worker lapses

AC Transit is embarking on a Positive Performance Counseling Program that takes a new approach to correcting a good employee who incurs a rare minor infraction.

"For the first time in AC Transit history, we're taking the very word 'Suspension' out of the book in cases of minor infractions," says Interim General Manager Neil Peterson.

Positive Performance Counseling will address instances of absenteeism, customer complaints, preventable accidents, minor violations of Personnel Rules and Regulations or the collective bargaining agreement.

Steps in the process include: initial employee-supervisor discussion without an employee-supervisor discussion without an Adverse Letter; with recurrence, more counseling; if repeated, more counseling and Adverse Letter; if necessary, further counseling and a one-day paid Decision-Making Leave of Absence.

According to Peterson, "At the decision-making stage, it's up to the repeater to decide — in writing — whether to correct a performance problem or to leave the District."
Prototype gets good survey marks

Bus riders are finding much to like about a new AC Transit prototype coach being tested on East Bay streets, a survey of passengers shows.

Conducted the last week of April, the survey asked people to evaluate a 1988 New Flyer vehicle. More than 400 passengers returned completed questionnaires.

Nearly 20% of those surveyed wrote additional comments — generally in praise of the 45-passenger vehicle, which features enlarged destination signs for the visually impaired and an electronically controlled engine and transmission system for smog reduction.

Seventy-five percent of those returning questionnaires said they found the bus “more comfortable” than other AC buses, with 20% saying they found it the same. Only 5% found the coach “less comfortable.” Most of those who complained disliked plastic seats and limited legroom, although the distance for leg room is one inch greater than on other AC Transit buses with cushioned seats. Aisle width is two inches more than on standard buses.

Noise reduction

More than half the riders thought the test vehicle was “less noisy” than other buses, indicating that additional sound reduction materials have been effective. In excess of 70% found the front entrance and the rear exit “easier to use” than traditional coaches — a response to 41-inch-wide front door specifications for the new, improved Lift-U passenger lift. The rear door is wider than standard by seven inches.

Riders enjoy views of surrounding environment through clear glass, rather than tinted windows found on other AC Transit buses. Additionally, the New Flyer features rear windows, which are not included on all current coaches in the fleet.

The surveyed passengers were experienced bus riders, with 71% indicating they use AC Transit at least five days each week. Another 20% said they used buses between once and three times each week.

Evaluating the prototype is part of the District’s on-going program to determine potential design improvements in response to riders’ suggestions.

Fifty-six buses are currently being ordered as replacement vehicles for the District’s 800-coach fleet.

Final assembly of the vehicles, which are priced at $157,000 each, is being done in Union City.

Delivery of the first buses is expected in early June.

AC TRANSIT REVENUE VEHICLES

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First of new Flyers gets once-over

A New Flyer bus, representing the order now being factory-assembled to enter AC Transit’s fleet, was on display in late March for viewing by staff and passers-by. The 45-seat coach features a V-6 Detroit Diesel engine and Allison transmission with electronic controls. A total of 56 of the Canadian-made coaches will be scheduled into operation throughout the District area early this summer. Of the total, 29 will be 35-footers; 27 will be 40-footers. Cost of each is approximately $157,000.

FLYER FEATURES — AC Transit Boosters Club officer Bruce DeBenedictis (right photo) tests passenger lift on the New Flyer bus recently displayed. Staffer Robin Little (above) checks the prototype’s interior fittings.

Century of safety marked

A century of safe driving was celebrated at Hayward April 6 as four of that division’s drivers were honored for their individual achievements of chalk-marking 25 years of behind-the-wheel service without suffering a preventable accident.

Families, friends, and co-workers of the four — Otis Tucker, Danny Tucker, William Richards, and Vincent Pangelinan — joined in the awards ceremonies and in cutting into four individually-inscribed cakes.
Bus/BART “Timed Transfer” project,

AC Transit joins BART this spring in testing a “Timed Transit Transfers” concept — viewed as a potential new tool to speed patrons’ trips, whether across town or across the Bay.

Such a system gives riders within a project demonstration area served by the BART/Hayward station a new level of convenience by ensuring fast transfer connections between bus lines and selected trains of the Richmond and San Francisco/Daly City lines.

Following consideration of passenger input on the subject, gathered at an April 26 Public Hearing, a target date of May 2 marked the introduction of the meshed train/bus schedules.

Basically, timed transfers are aimed at eliminating any waiting time between legs of a trip. Users would be expected to gain in either of two ways: speeding-up a trip that once took, for example, 45 minutes; or making a lengthier trip in that same 45 minutes.

In the Hayward demonstration, all 14 of the AC Transit bus routes operating there will meet at BART/Hayward at the top of each hour and then 30 minutes later during weekday commute hours. Additionally, many routes also meet at 15 and 45 minutes after the hour during peak periods. This high level of frequency is geared to insure relatively convenient meets with many BART trains.

Creation of timed-transfer centers is one of the major system-wide improvements proposed in AC Transit’s Comprehensive Service Plan (CSP) — the ambitious undertaking that will totally overhaul bus routes and schedules serving the entire metropolitan East Bay. The CSP is aimed at producing a service network tailored to meet needs of current riders — getting more people to more places more efficiently and quickly — while attracting significant numbers of new patrons to the System.

Other Hayward service area improvements described at the late-April Public Hearing are two brand new bus routes. One is a new shuttle linking BART/Hayward with downtown and the Civic Center. Also, new Line 94 is being established to provide weekday connections between the burgeoning Hayward Highlands area and BART.

### Lines serving BART/Hayward Are now time-coordinated

As of May 2, these AC Transit bus routes serving BART/Hayward Station have been scheduled to meet at regular intervals — providing a new level of convenience by ensuring quick transfer connections between lines and by meshing arrival times with selected BART trains on the Richmond and San Francisco/Daly City lines:

- **Line 21** - North Fremont (every 15 min. peak; half hour midday)
- **Line 77** - South Hayward (every 15 min. peak; half hour midday)
- **Line 80** - Castro Valley (every half hour all day)
- **Line 81** - San Lorenzo (every half hour all day)
- **Line 82** - East 14th St. (every 15-120 min. all day)
- **Line 85** - San Leandro (every half hour all day)
- **Line 86** - West Hayward - Southland (every 15 min. peak; half hour midday)
- **Line 90** - Palma Ceia - Southland (every 15 min. peak; half hour midday)
- **Line 91** - Chabot College (every 15 min. peak; half hour midday)
- **Line 92** - Palma Ceia - Cal State (every 15 min. all day)
- **Line 94** - Hayward Highlands (every 15 min. peak; hourly midday)
- **Line 95** - D Street (every 15 min. peak; half hour midday)
- **Line 96** - City Center Shuttle (every 15 min. all day)
- **Line U** - Pleasanton - Livermore (every half hour)

### Hearing included other service recommendations

In addition to describing and receiving comment on the new “Timed Transit Transfers” project described on the previous page, the Board of Directors sought input at the April 26 Public Hearing on any possible environmental, economic, or social effects of a slate of other proposed service changes.

They included the following:

- **Line 57N** - North Field: Service to Oakland Airport’s North Field to be discontinued (alternate Line 61 service available).
- **Line 66** - San Lorenzo - San Leandro: Scheduled interval between buses to be lengthened.
- **Line 67** - Spruce Street: Due to low patronage, trips leaving BART/El Cerrito after 9 p.m. weekdays and weekends to be discontinued.
- **Line 77** - BART/Hayward - Tennyson Road: Due to low patronage, service after 7 p.m. weekdays, Saturdays and Sundays to be discontinued.
- **Line 88** - East 14th St.: Schedules to be improved, adding faster limited-stop express-type service between downtown Oakland and 105th Ave. from 7 a.m. to 6 p.m. weekdays, 9 a.m. to 6 p.m. Saturdays.
- **Line 84** - Castro Valley: Due to low patronage, all trips to and from Castro Valley prior to 6 a.m. and all trips after 7 p.m. weekdays and weekends to be discontinued.
- **Line 89** - South Hayward Industrial Park: Due to low patronage, service after 7 p.m. weekdays and weekends to be discontinued.
- **Line 80** - Hayward - Castro Valley - San Leandro: Due to low patronage, service after 7 p.m. weekdays, Saturdays and Sundays to be discontinued.
- **Line 81** - South Hayward Industrial Park: Due to low patronage, service after 7 p.m. weekdays, Saturdays and Sundays to be discontinued.
- **Line 86** - San Leandro: Due to low patronage, service after 7 p.m. weekdays, Saturdays and Sundays to be discontinued.
- **Line 85** - Hayward - San Leandro - San Lorenzo: Due to low patronage, service after 7 p.m. weekdays, Saturdays and Sundays to be discontinued.
- **Line 82** - East 14th St.: Due to low patronage, trips leaving BART/El Cerrito after 9 p.m. weekdays and weekends to be discontinued.
- **Line 78** - El Cerrito - Richmond: Due to low patronage, trips leaving BART/El Cerrito after 9:30 p.m. weekdays and weekends to be discontinued.

Two-system celebration marks project start

(continued from Pg. 7)

The transit service improvements launched at BART Hayward May 2 drew support from officials of both cooperating public transit agencies. They spoke during informal ceremonies inaugurating the bus/rail timed-transfer demonstration project.

“This timed transfer project shows what is possible when public transit agencies work together to achieve our mutual goal — getting commuters out of cars and into mass transit,” stated AC Transit Board President Michael Fajans.

“Timed transfers are an essential element of the long range Comprehensive Service Plan that is going to modernize and streamline AC Transit bus service. Therefore, this test project has enormous implications — for riders in Hayward today and the entire East Bay in the future,” he added.

John Glenn, of Fremont, President of the BART Board said: “The new and expanded level of AC Transit bus service to the Hayward BART Station, I believe, will be a real incentive for more to use public transit. The fact that buses will be readily available every 15 minutes during commute hours will reduce and perhaps eliminate the transfer wait.”

Interim GM Neil Peterson (above, far right) emceed at BART/Hayward ceremony; later, Board President Michael Fajans (left) answered press query.

THE COVER — Commuters arriving at BART/Hayward on May 2 to originate or to continue a trip by AC Transit bus or by rail found a new system in place to speed their travel. Synchronization of bus/train schedules to make transferring faster and easier began its project-testing at the Hayward station toward the eventual aim of putting like systems in place at other key transit points throughout the metropolitan East Bay. This service improvement project — funded in part by the Measure B transportation sales tax adopted by Alameda County voters in 1986 — was implemented at the same time as introduction of two new Hayward area bus routes. The joint AC Transit/BART timed-transfer project is part of the District’s Comprehensive Service Plan to better serve current riders while attracting needed new patrons to bus/train usage.

Palo Alto pushes bus use

“Leave your car at home” was the City of Palo Alto’s adopted slogan February 29, with AC Transit on hand to back the civic promotion urging citizens to use your-feet, pedal-a-bike, ride-the-bus.

The centerpiece of AC Transit’s contribution was a Line DB bus, which hauled a load of civic dignitaries to publicize the convenience of the trans-Dumbarton Bridge commute schedules.

Onboard for the demonstration ride were (left and center) Ellen Fletcher, city council member; and Jack Sutorius, Palo Alto mayor. Rick Vierra (right) was the driver.

FUTURE PLANNING — The Comprehensive Service Plan (CSP), which is re-structuring AC Transit’s service network, is explained to Emeryville Division personnel by Howard Jeffries (standing) — part of an employee information program conducted through Research and Planning. The plan will be presented to the public for evaluation and response in coming months.

BOOSTERS’ MESSAGE — Hayward Division Mechanic “C” Theresa Lee checks interior car card advertisements on the specially appointed Boosters Club Bus, which is being assigned throughout the District on various schedules. Messages were designed by the Boosters and produced by Terry French in the Sign Shop.

PROMOTING TRANSIT — AC Transit Board President Michael Fajans (above, center) lunched with the Boosters Club in February to share some ideas on supporting the System in coming months. The informal meeting provided an opportunity for mutual exchange of information and suggestions. Now in its second year, the Boosters Club has elected a new slate of officers: Betty Burnett, president; Don Jewel (far left), vice-president; Pat McFall, treasurer; and Bruce Delfonic, recording secretary. Robert Vaughn, outgoing president, is seated at Fajans’ left. A major new project of the group is promoting the District via the colorful “Boosters Bus.”
FOCUS: Transit People and Projects

TOUCH OF CHEER — AC Transit operators displayed red carnations February 12 as a cheerful Valentine’s greeting to boarding passengers. At Emeryville Division, Driver Yolanda Cherry and Training Instructor Jerry Bowen picked up their posies, dispensed by Dispatcher Geno Brown. Similar boutonnieres, or balloons, were distributed to employees on other special days this spring.

NEWS ANGLE — A crew from KGO-TV taped a recent segment on policies and procedures aimed at ensuring driver/passenger safety on buses. Reporter Ed Leslie toured Central Dispatch, Emeryville, and interviewed Chuck Lacy, the District’s chief of protective services and investigations.

Quarterly kudos

Good work, workers win recognition

EARNED PRAISE — Sidney Albright, “Clerical Employee of the Quarter,” accepts congratulations from Director of Operations George Grandison during Central Maintenance ceremonies.

HONORS SPOTLIGHT — Manuel P. Mendes (wearing a favorite Hawaiian shirt on his day off) is congratulated by Interim General Manager Neil Peterson on becoming “Bus Driver of the Quarter.” Quarterly selectees such as Mendes earn plaques, savings bonds, and academic scholarships, with greater rewards going annually to an “Employee of the Year” (see below).

Mechanic James O. Huppert Is 1987 Employee-of-Year

When Mechanic “A” James O. Huppert, East Oakland Division, became 1987 “Employee of the Year,” he joined two others who have preceded him in receiving this Employee Recognition Program honor. Among those commending his achievement was Board President Michael Fajans (below, right), who introduced Huppert at the March 23 meeting of Directors.

COLLECTING KUDOS — Sandra Lewis (above, left) took the spotlight when Director of Administration Michael Settles presented tokens of Lewis’ new title, “Non-Union Employee of the Quarter.” Ezell Stubbs (below, left, with wife) heard himself praised as “Mechanic of the Quarter” by Director of Operations George Grandison.
Actions of the Board

(Continued from Page 16)

At a regular meeting March 9, the Board of Directors:
- Adopted resolution authorizing the state's Department of General Services to purchase motor vehicles on behalf of the District, on motion of Director Bettencourt.
- Adopted policy statement prohibiting use of District resources for non-District business; adopted amendment to Directors' Rules for Procedures, relating to personnel and compensation, on motion of Director Bettencourt.
- Approved Financial Recovery Program (see story, Pg. 3) and adopted revised Operating Budget for Fiscal 1987-88; authorized Request for Proposal for financial advisor in connection with proposed sale of Revenue Anticipation Notes; approved establishment of Investment Board to oversee pension fund investments; authorized filing of claims with MTC for allocation of Transportation Development Act/State Transit Assistance funds for Fiscal 1987-88, on motion of Director Wiggins.
- Selected five finalists for the Ward III Board vacancy, on motion of Director Bettencourt.

At an adjourned regular meeting March 23, the Board of Directors:
- Referred bids for towing service and for furnishing bus driver seats to staff for analysis and recommendation, on motion of Director Bettencourt.
- Authorized Interim General Manager to enter negotiations with Santa Clara County Transit to execute lease/purchase agreement for 30 articulated buses, on motion of Director Wiggins.
- Authorized adoption of an extended service plan; adopted an extended service plan for the current Management Benefits Program; approved work plan for selecting new General Manager; adopted resolution relating to Directors' annuity benefits, on motion of Director Bettencourt.

* * *

Authorized Interim General Manager to issue Request for Proposal for financial audit services for Fiscal Year ending June 30, 1988; approved selection of the firm of Seidler-Fitzgerald to assist in refinancing the General Office Facility and to act as advisor in the matter of Revenue Anticipation Notes; adopted resolution authorizing filing of claims with the MTC for allocation of 1988-89 monies from the Transportation Development Act/State Transit Assistance source, plus AB-1107 and Toll Bridge Revenue sources, on motion of Director Wiggins.

Scheduled Public Hearing for April 26, 7:30 p.m., to receive public comment on service adjustments stemming from the Financial Recovery Program and on the Hayward BART Station Demonstration Project, on motion of Director Nakadegawa (see story, Pgs. 6 and 7).

At an adjourned regular meeting April 6, the Board of Directors:
- Approved award of contract for providing 194 bus driver seats to American Seating, on motion of Director Wiggins.
- Approved limited-time renewal of opportunity for qualified employees to apply for early retirement, on motion of Director Wiggins.

Adopted resolution of appreciation for the quarter-century of service of retiring Director Ray Rinehart, on motion of Director Wiggins.

At an adjourned regular meeting April 27, the Board of Directors:
- Awarded contract for furnishing towing services to Hanks' Automotive Service, on motion of Director Nakadegawa.
- Approved implementation of specified service adjustments; deferred action on others, on motion of Director Wiggins.
- Authorized Interim General Manager to file applications with UMTA in connection with revising bus purchase grant to include acquisition of 30 articulated models and 200 driver seats; scheduled public hearing for May 25 to receive public comment on the matter, on motion of Director Wiggins.

Bend-in-middle buses

(Continued from Page 12)

funds, with forthcoming amendments to be ratified later, on motion of Director Wiggins.
- Named Korn-Ferry low bidder for General Manager search, on motion of Director Nakadegawa.

* * *

At a regular meeting April 13, the Board of Directors:
- Approved revised early retirement incentive plan, with specified application period for those eligible, on motion of Director Wiggins.
- Authorized modification of contract with American Media Network, Inc., for removal of front-mounted bus advertising signs, on motion of Director Wiggins.
- Adopted revised rules and procedures related to Board travel and expenses, on motion of Director Bettencourt.
- Awarded contract to Booz, Allen & Hamilton, Inc., for continued organizational studies and recommendations, on motion of Director Bettencourt.
- Approved agenda amendment allowing action to extend filing period for applications for vacant Director at Large seat, on motion of Director Wiggins.

At an adjourned regular meeting May 4, the Board of Directors:
- Authorized Interim General Manager to extend for three years the agreement with Western Contra Costa Transit Authority for providing Line 30Z service, on motion of Director Wiggins.
- Selected five finalists for consideration as appointee to fill Director at Large vacancy, on motion of Director Wiggins.

* * *

High-capacity articulated buses — the kind that bend-in-the-middle when turning corners — are now becoming familiar weekday sights on selected lines.

So far, AC Transit is using the 60-foot coaches on local Line 72 - Richmond-Oakland and transbay Line N-San Francisco-East Oakland schedules. The aim is to ensure that riders enjoy an ample number of seats while the District gains by carrying more riders for the same labor cost.

So far, 60 articulated models seating about 70 riders each (compared to 50 or fewer on standard buses) are available for assignment on targeted routes.

* * *

- Authorized Interim General Manager to file applications with UMTA in connection with project to fill GM vacancy, on motion of Director Wiggins.
As a school administrator, I'm very concerned about the safety of our students, particularly at 3:20 p.m. when they must cross the street to catch the #7 bus at the end of the day.

Until we can organize parent volunteers, I've been acting as a crossing guard. While assisting the children, I've noticed that the #7 driver, B. R. Brown, has been extremely helpful in his own concern for the safety of our students.

He not only briefly waits for all our student riders to be dismissed, but he also assists with traffic control by motioning for drivers to slow down or stop. I am grateful for his assistance.

Alison Beskin Litwin  
Tehiyah Day School  
El Cerrito

My mother, who is 83 years old, was a passenger on a bus — traveling to Berkeley to pay her telephone bill. On the way she misplaced the envelope containing the telephone billing and $8.

Apparently, the envelope fell out of her purse and slipped between the seats. It was found by the driver, Mr. Everett Bass, when he inspected the bus after his run.

Mr. Bass drove up to her door after he had completed his shift and handed her the missing envelope. My mother was very grateful.

I wish to thank Mr. Bass and other concerned drivers who care enough to help our senior citizens.

Motoichi Yanagi  
Oakland

Charles J. Williams is a great asset to AC Transit. He is very kind and courteous. In addition, he is quite considerate regarding the well being of his passengers.

His beautiful personality and expertise in driving enable the ride on his bus to be a pleasurable and relaxing experience. Charles J. Williams is, indeed, a perfect example of what AC Transit strives for.

Myra Arbuckle  
Emeryville

I have been riding AC Transit from Alameda to San Francisco for 25 years. I have cause now to write you.

There is one of your drivers that rates a special commendation for her courtesy and punctuality. She is Debra Colbert. I have found her to be a pleasure to ride with.

David B. McGraw  
Alameda

Thank you (James Lee, former accessible services coordinator) for your quick response to my concerns about public transport of disabled people. I was so angry I was ready to organize a blockade of disabled people to stop up the whole system. I'm glad it didn't come to that.

I would like to take summer courses at the University in Berkeley, so you can imagine how important reliable transportation is to me.

I hope that the problems really do get taken care of, not just for myself but for all disabled people.

Norma Schernrogel  
Berkeley

While aboard the bus enroute to Southland Shopping Center, I saw a young lady passenger with a baby carriage and a bagful of items.

The bus driver, (Clarence Porter) got off the bus to pick up her bundles and her baby carriage. His helpful consideration in this situation was, indeed, very impressive.

It certainly would be nice to have more drivers with such kindness.

Marian Hatakeda  
Hayward

I wish to express my thanks to our driver, Dennis Hess, for his patience.

One day he had to evacuate all of us from his AC Bus. I didn't know what was going on since I am deaf. That driver took his time to write me a note telling why.

Marie K. Smith  
Concord

On behalf of our school, parents, students and staff, we want to thank you for all your help for arranging the AC Transit bus transportation for us to and from Oakland, Fairyland.

We especially want to commend your drivers (R. B. Creacy, L. W. Durree, R. D. McVay) for being so patient with us. And we particularly want to thank the last bus driver for finding and turning in the purse left on the bus.

We appreciate your services.

Noreen Lum  
Kat Ming Headstart School  
San Francisco

I am writing this note to commend one of your drivers, namely Charles Oden.

He was very courteous to every passenger who boarded the bus.

Sometimes elderly people have a very difficult time getting on and off, and the driver gets impatient. Mr. Oden had a cheerful smile and a helping hand for everyone.

He made our day!

Naomi Abrott  
Castro Valley

If my experience had been negative, I would have hastened to complain. Please know it gives me great pleasure to know that most of your employees are as considerate and helpful as possible.

Venio E. Simpson  
Berkeley
Actions of the Board

At a regular meeting January 13, the Board of Directors:
• Authorized travel of three District representatives to New Flyer Industries, Canada, to inspect ordered buses, on motion of Director Fajans.
• Adopted resolution amending rules and regulations governing Board travel; rescinded specified prior resolutions, on motion of Director Bettencourt.

At an adjourned regular meeting January 20, the Board of Directors:
• Authorized travel of Director Nakadegawa to attend APTA Elderly and Disabled Services Task Force meeting in Fort Lauderdale, Florida, January 26, on motion of Director Bettencourt.
• Authorized Interim General Manager to seek bids for heavy-duty towing, on motion of Director Nakadegawa.
• Approved restructuring of Board committees, on motion of Director Bettencourt.
• Approved fare adjustment for special service to Golden Gate Fields, on motion of Director Nakadegawa.

At a regular meeting February 10, the Board of Directors:
• Authorized travel of three District representatives to attend the APTA Legislative Conference in Washington, D.C., March 13-15; retroactively authorized travel of Director of Administration to attend APTA Training and Development Committee meeting in Miami, Florida, January 28-29, on motion of Director Bettencourt.
• Approved list of organizations for which the District will sponsor memberships, on motion of Director Wiggins.
• Adopted resolution authorizing grant application amendment relating to articulated coaches purchase; authorized Interim General Manager to negotiate extension of option period with New Flyer Industries, relating to purchase of standard-size coaches, on motion of Director Nakadegawa.
• Adopted amendments to Board of Directors Procedures; scheduled interviews with applicants for Ward III Board vacancy; authorized Interim General Manager to negotiate contract with Capitol Information Associates for legislative advocacy services, on motion of Director Bettencourt.

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