District celebrates New coach delivery
Veteran driver’s death mourned

Billy J. Givens, a popular and personal veteran driver killed while operating his bus on July 29, was honored by more than 2,000 friends, family and co-workers who attended services in his memory.

He had been a driver since 1968 and had seven commendations within the last 18 months for his outstanding work.

As a mark of respect for him, all AC Transit buses on the road were halted to observe a moment of silence at 11 a.m. on Friday, August 5, the time and date of funeral service at Bethel Missionary Baptist Church in Oakland where Givens was a member and sang in the choir.

Additionally, AC Transit workers wore black arm bands for a week.

Bus drivers from as far away as San Diego and Sacramento came to the services as a mark of solidarity among transit workers everywhere.

BART General Manager Keith Bernard, who attended the funeral, ordered BART’s flags to be at half mast for a week in honor of the slain driver. Golden Gate Transit dedicated their Bus Roadeo to his memory. San Francisco Municipal Railway sent more than 50 drivers and an articulated bus to both the funeral and interment services. And a memorial fund has been established for the family at Great Oaks Memorial Park in Oakland.

Oakland police have charged two teenagers with the killing. They believe the shooting was carried out as a random retaliation for the death of a woman who was involved in an accident with an AC Transit bus the day before. In that accident, witnesses and police both state the AC Transit operator was not at fault, and that the woman had run a red light.

In commenting on the tragic circumstances surrounding Givens’ death, AC Transit Board President Michael H. Fajans said, “There simply is no way of explaining the needless murder of this fine individual, who was a well-liked fellow-worker and a true servant of our passengers and public.”

In AC Transit’s 28-year history, Givens is the third driver to have been killed while on duty.

Billy J. Givens

Sorrow expressed in poem Sent by Oakland woman

Many persons expressed sorrow and concern over the death of Billy J. Givens. Oakland resident Aldocia Williams sent a moving letter to the Givens family. Included in the letter was the following poem:

The clock of life is wound but once.
And no man has the power
To tell just where the hands will stop.
At late or early hour.
To lose one’s wealth is sad indeed,
To lose one’s health is more;
To lose one’s soul is such a loss
As no man can restore.
The present only is our own,
To seek to do God’s will;
Tomorrow holds no promise, for
The clock may then be still.”

Additionally, the letter urged that “bus drivers take up his habits and try to be like him,” concluding with another stanza:

A faithful jewel from us is gone,
A voice we loved is still.
A place is vacant in our midst
That never! no never! can be filled.”

AC Transit’s Board of Directors has appointed James L. O’Sullivan to the position of General Manager after an extensive nation-wide search.

He has served as executive director of the Peninsula Transportation District Commission in Newport News/Hampton, Virginia, since 1982. Prior to that, he was administrator of the Lowell Regional Transit Authority in Lowell, Massachusetts.

A native of New York, O’Sullivan graduated from the State University of New York and has a Master of Public Administration degree in Management Science. He’s currently the top-ranked candidate in his MBA class at William and Mary College.

“We are very pleased that Mr. O’Sullivan has accepted the position at this critical time in AC Transit’s history,” said Board President Michael Fajans. “He is an energetic young leader who has a proven track-record of success in ‘turning around’ situations — which makes him the best choice to continue the progress which AC Transit has made in recent months.”

John Woodbury appointed New Director-at-Large

John R. Woodbury has assumed duties carried out since January by Interim General Manager Neil Peterson.

Public Hearing subjects set

An increase in selected cash fares and various service adjustments are among actions proposed to balance AC Transit’s $119 projected operating budget for this fiscal year (see details, Page 4).

The Board of Directors has scheduled a Public Hearing on such proposals for 7:30 p.m. August 17, before making any final decision to adopt the service-related actions. At the same time, Directors will hear comments on changes in transbay and local cash bus fares, as well as possible service improvements in some parts of the East Bay.

The hearing will be held in the Board Room, 1600 Franklin Street, Oakland. Directors also welcome comments in writing, addressed to: AC Transit Research and Planning Department, 1600 Franklin St., Oakland, CA, 94612.

John Woodbury appointed New Director-at-Large

John R. Woodbury has assumed the At-Large seat on AC Transit’s Board, filling the vacancy created in March by the resignation of veteran policymaker Ray Rinehart.

A city planner, he earned master’s degrees in City and Regional Planning and in Asian Studies. He is past president of East Bay League of Conservation Voters, and has been active in the Regional Parks Association, Sierra Club, and the Oakland Heritage Alliance.
Deficit-paring plan

New budget targets internal savings

In introducing a $119.7 million budget to Directors July 6, Interim General Manager Neil Peterson called for sweeping internal changes to help pare a projected $11 million deficit.

Under the plan described, more than half this deficit would be offset by internal economies, coupled with modest cash fare increases and service adjustments tailored to have minimum impact on regular riders. In addition, Peterson told Directors, by achieving greater efficiencies in risk management and inventory control; cutting expenditures for travel and meetings, consulting services, hiring of temporary help, and utilities usage, a total savings of $6.9 million could be accomplished.

To cover the remainder of the shortfall (a projected $4.1 million), Peterson proposed a challenge to the District's workforce by identifying several "opportunities to improve our cost of operation and to improve our efficiency."

Curbing absenteeism

Employee absenteeism was targeted as one currently costly item. When compared with 20 peer agencies, Peterson noted, AC Transit's absenteeism rate is four times worse than its best peer — and twice as bad as the average.

"As employees, we have to improve our performance in order that our riders do not suffer loss of service," Peterson stressed, calling on Directors to establish a novel 12-month "Gain-Sharing" plan in which individual workers could realize dollar dividends through a major reduction in overall absenteeism.

The proposed 1988-89 spending plan also calls for an adjustment in cash fares — a ten-cent increase for adults (from 75 to 85 cents) and a 25-cent increase (from 50 to 75 cents) for youth utilizing commute-hour-only local service; and a 50-cent hike (from $2 to $2.50) for adults making eastbound transbay trips (with no change in the $1 westbound fare). However, Monthly Pass prices would remain unchanged.

AC Transit also would introduce a new $3 Daily Pass for transbay riders — the same cost as the current round-trip cash fare. Other recommendations to be presented at an August 17 Public Hearing include development of a new, widely-publicized distribution network that will make the various transit passes readily available throughout the District's service area.

Service adjustments

A number of service adjustments, cutbacks, and improvements are proposed (some to be effective in September), including: reduction in school-day Supplemental Service and elimination of unproductive bus trips; curtailment of Line 68S in Hayward and Line 15 night service east of Fruitvale Avenue in East Oakland after 10:30 p.m.; and introduction of express-type Limited Stop service on Line 40.

The spending plan also designates dollars for specific improvements: hiring more maintenance workers and road supervisors (while cutting about two dozen administrative and support positions); implementing new bus service in the Richmond-Easternet area and beefing up other bus routes in conjunction with the planned CALTRANS construction projects planned for Interstates 80 and 880.

Though the currently proposed budget is less than last year's $122 million figure, the shortfall stems from such changed circumstances as a contractual wage increase, effective July 1; loss of the BART Express bus contract; sluggish revenues; and projected increases in the cost of doing business.

Election will allot Board seats

Four seats on AC Transit's policymaking Board of Directors will be on the ballot in the November General Election.

The positions which are up for election this year include one District-wide At-Large seat, two four-year seats representing, respectively, the voters of the District's Wards I and II, plus a two-year post representing Ward III. Candidates for each of the Ward seats must live and be registered to vote within the geographic area they seek to represent.

Ward I

Ward I, currently represented by Board President Michael H. Fajans, consists of the portion of Berkeley east of Martin Luther King Jr. Way plus large segments of Oakland, including the Rockridge, Claremont and Central Business districts and the area from Lake Merritt east to 35th Ave. Opposing Fajans is Michael Winter.

Nakadegawa will seek BART board position

AC Transit Director Roy Nakadegawa has announced he will run for the BART board of directors this Fall as he seeks to unseat Howard Aleshon, a former El Cerrito City Councilman who was appointed earlier this year to fill the unexpired term of former BART board member Arthur Shartsis.

If elected to the BART board, Nakadegawa has stated he would give up his seat as one of the two AC Transit Directors At-Large on the bus system's policy making body.
July Rodeo exhibits wide variety
Of behind-the-wheel skills, know-how

AC Transit employees “saddled up” for the 1988 Bus Roadeo, with U.S. Savings Bonds and trophies as incentives for top performers.

Competitors got behind-the-wheel of 10-ton vehicles Saturday, July 16, at the District’s Training and Education Center, Hayward, to test their skills at maneuvering 40-foot buses among a variety of obstacles.

Challenges drivers faced included serpentine courses and reverse-direction maneuvering, such as right and left “Y-backs.” Also, contestants were judged on personal appearance and on a written test covering safety, driving regulations and general attitude. Investigative skills also were tested as operators inspect a bus for “hidden” problems.

The event is open to all union employees, divided into two categories of competition. The first category consists of all eligible American Public Transit Association (APTA) contestants, who were trying for top-spot prizes of a $500 Savings Bond, a First Place trophy, and the honor of representing AC Transit in the regional (RTA) Roadeo and the National Roadeo in Montreal this fall.

Eligibility for the APTA category is based on attendance, plus accident and work records.

Second place for the APTA-eligible drivers earned a trophy, a $400 Savings Bond, and being among the three to represent AC Transit at the RTA Roadeo — to be hosted by Contra Costa County Transit Authority, Concord, in August. Third place earned a trophy, a $300 Savings Bond, and eligibility to compete in the RTA event.

Those employees who had not qualified for the APTA-category contest vied separately for a first prize of a $100 Savings Bond, a second prize of a $75 Savings Bond, and third prize of a $50 Savings Bond. Trophies also were presented to all three winners.

For park trips, try the bus
To enjoy hassle-free fun

Summer fun opportunities without traffic or parking hassle are being offered this year through a joint effort of the East Bay Regional Park District and AC Transit to provide trips to 46 different sites. The first such excursions took place June 20.

The program is geared for group outings, especially senior citizens and the disabled, but also is open to individuals who simply want to get to a Park District site.

Bus routes to each park, and boarding locations, are available from Kimberly Lenz of the Park District, who also provides assistance in planning trips. Phone number is 531-9300, extension 2205.

Five more earn Employee Recognition honors

Otis Tucker — named in May to share honors as “Bus Driver of the Quarter” with his brother Danny (see left column) — died June 12 at his home in Union City.

The photo above was taken at the divisional ceremonies where he received his Employee Recognition plaque.

He had completed 30 years of service during which he also earned the 25-Year Safe Driving Award.

In addition to his brother, he is survived by his widow, Marie, and four children: Frances, Eric, Shirley, and Marco.

DRIVING AWARDS — Hayward’s Danny Tucker, who shared “Driver of the Quarter” honors with his brother Otis (see Box) is being congratulated here by Carol Russell, acting assistant superintendent. The Tucker brothers’ selection was the District’s first co-award.

EARNED HONORS — Though a relative newcomer to the District’s driving ranks — she became a full-time operator in May, 1986, after working as a part-timer since August, 1985 — Louella Delaney (with trophy) bested all rivals at this year’s Roadeo. In doing so, she established an important “first” — the first woman driver to win the in-house event. Here, she’s receiving congratulations from Linda Shepard, Alice Creason, Roy Nakagawa, and Michael Pajans. She will represent AC Transit in the National American Public Transit (APTA) Bus Roadeo in Montreal in October.

JOB HONORS — Acting Assistant Superintendent Donna Pate, chosen “Management Employee of the Quarter,” starred at June 13 ceremonies in the Administrative Offices. Before taking her present post at Richmond Division, she was Employee Relations Representative.

Otis Tucker — named in May to share honors as “Bus Driver of the Quarter” with his brother Danny (see left column) — died June 12 at his home in Union City.

The photo above was taken at the divisional ceremonies where he received his Employee Recognition plaque.

He had completed 30 years of service during which he also earned the 25-Year Safe Driving Award.

In addition to his brother, he is survived by his widow, Marie, and four children: Frances, Eric, Shirley, and Marco.

PATTEN PRAISED — Hayward Dispatcher Leon Patten, left, received congratulations from Acting Assistant Superintendent Bob Estrella after being selected “Clerical Employee of the Quarter.” He was honored at the division June 9.

PATTEN PRAISED — Hayward Dispatcher Leon Patten, left, received congratulations from Acting Assistant Superintendent Bob Estrella after being selected “Clerical Employee of the Quarter.” He was honored at the division June 9.

MAINTENANCE KUDOS — Emeryville’s Bennie Williams became “Maintenance Employee of the Quarter” after earlier service as a driver, during which he earned a 25-Year Safe Driving Award. This latest honor was celebrated June 14.
BUSINESS BOOSTERS — AC Transit's Colby Swanson (left), acting assistant director of maintenance, and Sandra Privett, minority business enterprise representative, exchanged views with Robert G. Owens, director, office of Civil Rights, Urban Mass Transportation Administration, Washington, DC., during this year's Transit Business Opportunities Conference. The event informs and encourages firms and individuals who are interested in doing business with public transit organizations.

SAFETY MARKS — Hayward Division drivers Manuel "Paul" Mendes (left), and Edmond "Bud" Oster cut into their cakes during ceremonies commemorating their milestones in safely operating AC Transit buses. Mendes has logged 30 years of safe driving, while Oster has achieved 25. It is estimated that the two operators carried nearly five million passengers safely over more than two million miles.

Proud display — Hayward Division Dispatchers Odie Collins (left) and Karen Maxwell prepare to post one of the in-house signs recognizing Transit Appreciation Day and the daily contributions of employees to getting people where they need and want to go. Celebration of the day included the donning of carnations and ribbons by all District personnel. Donuts and coffee were "on the house" at various work sites, including the Transbay Transit Terminal, the Central Maintenance Facility, Training Center, Division Gillie Rooms and the Administrative Offices.

Lake Celebration — AC Transit Booster Club volunteers staffed a booth providing bus-use information for attendees at Oakland's annual Festival at the Lake, held June 3-5. Current and potential riders of all ages stopped by the booth for route and schedule information.
**What the Press is Saying about Transit**

**THE TRIBUNE**

**Kudos for AC Transit**

Public agency budgets are usually as informative and stimulating as newspaper legal notices. If the fine print doesn’t blind you, the turgid and self-serving prose will cure your insomnia.

Then along comes AC Transit’s proposed budget for the 1988-89 fiscal year, courtesy of Interim General Manager Neil Peterson. Much more than a collection of numbers and platitudes, it combines an unsparring critique of the system’s past performance with a bold but realistic course of remedial action. And you don’t have to be a lawyer or an accountant to follow it.

The key elements of his plan are contracting-out of services to cut costs, attacking employee absenteeism, selective fare increases and investments in better service.

Peterson also proposes leasing out underutilized district facilities, including its oversized maintenance yard and the top floor of its lavish new office building.

For the first time in memory, the district will confront head on its most scandalous source of red ink: absenteeism. Peterson rightly calls the problem “atrocious” and “astronomical” in scope.

At the current rate of absenteeism, the average operator will miss work nearly two full months out of the year. The average service worker, according to the report, last year “showed up for work three out of five days a week.” A consultant hired by AC ranked its attendance record the worst out of 20 comparable agencies.

All that costs big money, either for questionable sick leave or for overtime to cover unattended shifts. Peterson offers a tasty carrot — large incentive payments for employees who show up for work reliably — along with the threat of mass layoffs if workers don’t lick their absenteeism.

To his credit, Peterson understands the complex history of management failures that produced terrible morale and absenteeism among AC’s employees. Besides working closely with the union on the matter, he points no fingers, referring to it as “our” problem. That spirit should produce labor cooperation, not conflict.

Budget crises inevitably mean fare increases, and this one is no exception. But the cash fare will rise only 10 cents at peak hours, and not at all for passes. The boost was unavoidable since the Metropolitan Transportation Commission made it a condition of AC receiving $1,250,000 in subsidies.

No round of cost cutting will save AC if service continues to spiral downward. This budget proposes strategic investments to make the system more attractive once again to the Eastbay public.

(Budget reserves are only $100,000. If the budget is not approved, AC will lose $500,000 in federal funds. Peterson says AC’s financial condition is “very tight.”)

Program conclusion — The Diesel Training graduates pictured here had reason to look happy: they had just concluded a grueling two-semester, mostly hands-on course which consumed a total of 144 hours of their non-work hours. They represent the ninth program session, producing 75 AC Transit employees trained to keep District buses in sound working order. Graduates (left to right, posing with their College of Alameda instructor, Vic Carranza, kneeling in front) are Ronald Williams, Avant Madison, Frederick Glascoe, Edward Morgan, Gregory Burns, Robert Jeffery, Dennis Light, and Ricky Sullivan. Not present for the photo was Hugh Hyland.

**Diesel training gives opportunity to many**

**Buses get younger!**

AC Transit buses are getting younger and younger, according to Colby Swanson, acting assistant maintenance manager, as a major bus replacement program pares more than three years off the average age of the fleet.

At the end of 1987, AC Transit coaches averaged 9.4 years. By June 30, 1988, that figure had been reduced to 8.3 years — a result of initial deliveries of 56 New Flyer models, all of which will be here by early 1989.

Another 52 New Flyers are slated for delivery by March 10, 1989, and an order for 15 articulated models has been placed with that same manufacturer. It’s estimated that the District’s 800 buses will average 6.2 years in age by June 30, 1989.

By that date, many of the buses scheduled for retirement will have traveled more than a million miles, Swanson notes.

**Boosters’ promotion**

**Car crash aid wins praise**

When Emeryville Division Driver Sheila Lawrence witnessed a two-car accident while on duty in late June, she responded in a manner which elicited a commendatory letter from David L. Cutter, former Chairman of the Board, Cutter Laboratories, Berkeley.

The letter explains that Cutter, involved in an accident at the heavily-trafficked intersection of Claremont and Ashby, Berkeley, was pleased to be handed a note from Lawrence, stating that she had seen the accident and that the other party had been at fault.

Her information, Cutter states, “resulted in the other party’s insurance company accepting full responsibility.”

Lawrence’s willingness to be helpful in such a situation wins high praise from Cutter:

“Nowadays we usually find folks who ‘don’t want to get involved.’ It is refreshing to find someone like Ms. Lawrence who is willing to step forward, without being asked, to insure that the correct facts are presented.”

**October 1 is birthday**

Historically, Oct. 1 is an important day for AC Transit. This year it marks the 28th birthday of operations for the District.

The bus system began operations on the street Oct. 1, 1960, but formation of the District began a half decade earlier as the California State Legislature created statutes which established AC Transit in 1955.
Transit trends and topics

Hearings will refine CSP details

Inauguration May 2 of a key demonstration project at BART/Hayward not only marked the first test of the concept of "Timed Transfer" connections from bus-to-bus and bus-to-rail but represents the prototype of various rail/bus interlinks called for in AC Transit's Comprehensive Service Plan (CSP).

The CSP's aim is to tailor bus routes to meet the needs of current riders while initiating new concepts targeted at attracting new riders. The evolving design, which will be discussed at more than a dozen public hearings in coming months, will change the entire configuration of AC Transit bus service in the East Bay.

The hearings assure that the public provides its crucial input. But AC Transit also is encouraging drivers, mechanics, and support personnel to offer suggestions based on their experience and expertise.

Since the broadly conceived CSP was to experience its first tangible testing in the Hayward project, much ground-work was laid for its launching. AC Transit planners, in preparatory work, were joined by personnel of UC Berkeley's Institute for Transportation Studies. The result: a working computer model incorporating such demographic data as area employment, plus education, recreational, and residential patterns - both current and projected.

Information from the BART/Hayward project will be incorporated in decision-making as the overall Comprehensive Service Plan develops further with the schedule of summer and fall public hearings.

While timed-transfer centers provide service efficiently to serve low-to-moderate-density communities, the CSP also proposes introduction of a grid of interlaced lines crisscrossing the East Bay's urban core. The long range goal is to produce a service network that gets more people to more places throughout the East Bay more efficiently and quickly.

Bay Area boasts diverse public transit modes

On an average weekday, some 15,000 Bay Area public transit employees put into operation a fleet of passenger vehicles as diverse as any in the country.

The most familiar form - the area's nearly 3,000 buses - range from high-capacity 60-foot models utilized in urban core areas, to small coaches and vans serving suburban neighborhoods.

In addition, there's the heavy rail mass transit operated by BART and CalTrain, light rail vehicles in San Francisco and Santa Clara County, streetcars and electrically-powered trolley coaches, a fleet of ferries, and the fabled cable cars.

Collectively, these public transit vehicles log nearly 130 million miles annually in revenue service over roads, rails, and on the waters of San Francisco Bay. They serve about 1.5 million riders daily - which totals nearly 500 million passenger trips a year.

Predictably, transit ridership is concentrated in the choke points: the 49-square miles of San Francisco; Bay Bridge corridor; the metropolitan cores of the East and South Bay; the Highway 101 corridors on the Peninsula and across the Golden Gate Bridge.

Over 200 million annual passenger trips are registered by San Francisco MUNI, followed by AC Transit (70 million annual passenger trips), BART (60 million), Santa Clara County Transit (30 million), SamTrans (20 million), Golden Gate Transit (nearly 10 million), CalTrain, and central Contra Costa County Connection (the latter two at about 5 million each).

New transit service is being introduced to the Livermore/Amador Valley, Alameda County, and the burgeoning cities of Napa, Solano, Sonoma and southern Santa Clara counties.

Old or new, all providers share a common characteristic: requiring wide-ranging skills within their work-force.

Oz Gould leaves District After distinguished career

Ozro D. Gould, Risk Manager for AC Transit, is retiring after more than 20 years with the District, and five decades of working in the risk, claims and insurance arena.

The colorful Gould, whose Irish heritage has frequently evoked comment, has long been considered an expert in the field of dealing with accident and liability claims, and is generally regarded as the person who has consistently kept AC Transit's insurance premiums at a minimum while securing maximum protection in coverage.

Prior to joining AC Transit, Gould was in charge of claims for Western Greyhound Lines. He retired from Greyhound in 1968.

As he recently reviewed his distinguished career in claims and insurance, Gould commented that the constantly shifting nature of legislation and rulings was the most difficult challenge facing anyone in his profession. "Every year is the biggest change," he says. "You have a full-time legislature constantly enacting new legislation. They are always full of surprises."

The increased number of legal actions against public agencies like AC Transit also has created problems. "Wholesale advertising by attorneys has resulted in people ending up with a misconception of what can happen. Invariably, they end up with considerably less than they would have after the lawyers get their fee. Normally reasonable people fail to accept reasonable settlements because some attorneys have convinced them they are going to receive unreasonable compensation," he says. "Sadly, we are becoming an ever-increasing litigious society. Everyone is suing everyone else, and frequently!"

The most difficult case he worked on during his tenure with the transit system was the 1982 Caldecott Tunnel accident in which there were seven fatalities, including an AC Transit bus driver, John Dykes, Jr. Many months of legal actions, hearings, depositions, reports and meetings resulted in a settlement just as an expected lengthy trial got underway. "It was, without a doubt, the single worst thing that ever happened to me at AC Transit," Gould says.

Gould intends to stay active in his retirement, devoting time to his much loved sailboat anchored in Richmond, and continuing to enjoy the extensive traveling he has done with his wife, Frances. Currently a California State Appellate Court Judge in Sacramento.

Gould is being replaced by Ronald Julian, who brings a broad background of experience with Di Giorgio Corp. and Bechtel Group, Inc., in risk, claims and insurance.
Actions of the Board

(Continued from Page 16)

At a regular meeting June 8, the Board of Directors:

- Authorized cost-saving one-year rental agreement for copying machines, on motion of Director Bettencourt.
- Scheduled Public Hearing July 13 to solicit comment on adopting AC/BART Plus Pass as part of District tariff, on motion of Director Wiggins.

* * *

At an adjourned regular meeting June 22, the Board of Directors:

- Referred bids for articulated buses to staff for subsequent recommendation, on motion of Director Nakadegawa.
- Authorized travel of one District representative to attend APTA Drug and Alcohol Symposium in Boston July 20-22, on motion of Director Wiggins.
- Adopted resolution giving notice of November 8 election to fill four Board seats, on motion of Director Creason.
- Adopted resolution authorizing agreements, actions, and expenditures in connection with refinancing of Administrative Offices facility, on motion of Director Wiggins.
- Adopted resolution authorizing both expenditures and receipts of funds in the interim, prior to adoption of District Operating Budget for Fiscal Year 1988-89, on motion of Director Wiggins.
- Authorized award of contract to the Wyatt Company for financial consulting services; authorized extension of existing contract with Price Waterhouse for financial consulting services, on motion of Director Wiggins.

- Authorized travel of one District representative to attend APTA Drug and Alcohol Symposium in Boston July 20-22, on motion of Director Wiggins.

* * *

The following excerpted letter (plus drawings such as the one above, titled "Many AC Transit Buses") was received by Marketing Department in mid-July, reflecting one very young patron's pleasure at receiving a District publication which is particularly popular among members of his peer-group — "Color-In a Bus Trip."

The letter, signed by Midori and Tom McKeon, reads:

"Words fail to convey how happy our three-year-old son Michael was to receive the coloring books. "Being a crazy fan of the AC Transit buses, he immediately wanted to hold them in his hands — he asked us to cut out the buses from one of the coloring books; and, every since then, he carries them with him wherever he goes. Even when we attended our friend's wedding, there he was holding his favorite bus cutouts and showing them off to everybody. "He also likes to draw pictures of AC Transit buses. We are enclosing some of them as a token of our gratitude."

I have ridden transit systems over the world. AC Transit is definitely the way to go. I work for the largest law firm in the United States, and I have to get to work on time. With your excellent commuter H Line, I most certainly do.

I especially want to commend your HX evening commute driver Wanda Barker. Her driving (and my riding the bus in general) has reduced stress and made my ride back to Berkeley enjoyable. She is the kind of driver I want to ride with.

Keep up the good work. I am definitely spreading the word.

Ginger D. Permillion
Berkeley

I am a lady who has ridden AC Transit since you came on the scene and "rescued" us from Key Route System. Of course, I rode Key System for years before you came.

I would like to commend three very outstanding drivers, who have maintained their driving skills, their courtesy no matter what: Bill Damato, Johnny Goble, Michael Kropf.

Virginia Suydam
Oakland

When I boarded the 51 bus recently, it was the second time I had been in a position to watch Driver Curtis Walsh.

The first time, he showed a great deal of patience with a person in a wheelchair. This time, as I watched him, I saw that he often smiled, heading off a minor problem which could have ensued except for his behavior.

He helped my day end pleasantly.

Norma Green
East Bay

On the morning in question I boarded the bus for downtown Oakland. As always, I was greeted warmly by Driver Nick Wong. Later, I discovered I had misplaced my monthly pass.

It is with great pleasure that I pass on the fact that a passenger discovered my pass and turned it over to Mr. Wong, who in turn took the trouble to establish my identity and deliver the pass back to me on the very same day.

The result was that I was not financially out even one ride on my favorite transportation. AC Transit is certainly fortunate to employ such a conscientious individual.

* * *

I'm writing to you about Driver Pat Lee, whom I've found to be courteous, efficient, intelligent, and an asset to AC.

Her friendly attitude toward all riders (students, adults, and senior citizens) made the commute home from BART an uplifting experience for me.

Bruce Altman,
El Cerrito

As a daily AC Transit bus rider, I want to communicate my positive experiences regarding the wonderful service provided by the drivers. One outstanding example is David Harper, whose bus I board each weekday morning.

David politely and courteously facilitated my transfer to the 51 bus, so that my passage to work was safely completed.

Elizabeth A. Neikes
Berkeley
Actions of the Board

At a regular meeting May 11, the Board of Directors:

- Approved travel, retroactively, of Director Nakadegawa to attend May 6 APTA Task Force on Accessibility in Washington, D.C., plus travel of Director Nakadegawa to attend May 19 APTA Policy and Planning Committee in St. Louis, on motion of Director Bettencourt.

- Approved updated procedures for issuance of warrants or warrant checks, on motion of Director Bettencourt.

- Adopted resolution of appreciation and best wishes to slate of District retirees, on motion of Director Wiggins.

- Adopted resolution approving legal counsel, legal services, and actions relating to refinancing of the Administrative Offices facility, on motion of Director Wiggins.

- Approved re-definition of District secretary post and re-structuring of compensation range; authorized Interim General Manager to select specified search firm to fill post of Risk Manager, on motion of Director Bettencourt.

- Approved broadened list of finalists to be considered for appointment to fill Director-at-Large vacancy, on motion of Director Creason.

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At an adjourned regular meeting May 25, the Board of Directors:

- Approved amendment to financial grant to allow inclusion of two specified capital improvements, on motion of Director Wiggins.

- Appointed John Woodbury to fill Director-at-Large position, on motion of Director Nakadegawa (see story, Pg. 3).

- Extended contract of Interim General Manager for a period not to exceed two months, on motion of Director Bettencourt.

- Approved opposition to state Proposition 72, on motion of Director Creason.

- Approved staff development of action plan to strengthen internal accounting control; awarded contract to Arthur Andersen for financial auditing services for Fiscal Year ending June 30, with option to extend for four years, on motion of Director Wiggins.

- Authorized Interim General Manager to develop transit shelter program, on motion of Director Nakadegawa.

(Continued on Page 14)