Locally built buses leave the line.
Our ‘Stockholders’ Write

This is my way of saying “Thank you” to AC Transit and to the bus drivers who take such good care to see that I arrive at my job on time. During our severe cold period, I was very pleased with the service shown to me at the early hour of 6 a.m.

I know there are at least four (Rudolph Colar, Wanda Silva, Charles Mosley, and Arthur Sanders) who have been important in my transportation to my job.

Norma Green
Berkeley

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I have been riding AC Transit buses for at least five years now. I am what I consider a “regular” — that is, I ride the same lines at the same time each day for work.

Because I ride so often, it is nice to see a friendly face. I know that I am in good hands when I see Frances Lenzi behind the wheel. She is always friendly and polite. She takes great care and shows genuine caution when driving. She is almost always on time (I say “almost” because things beyond her control — traffic, stoplights, other drivers — sometimes cause slight delays).

Judi Betrus
Fremont

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I am so happy people like Driver Josephine Kimbrough have taken their job seriously and decide the public is there to be pleased. We need more people like her. She has made the right career choice and so have you in hiring her.

Jacqueline Narcisse
Berkeley

This driver (David Pinckard) was incredibly friendly and helpful to all on the bus.

In 35 years of riding public transportation, rarely have I seen such a performance by a bus driver, particularly in a mainstream city. (Hawaii drivers are pretty good).

Lars Hanson
Honolulu

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Because buses on the 59/76 Line are cancelled so often, I usually call to report it, but have started feeling apologetic about complaining to Ruth Highman.

This is to say you have a valuable employee in Ruth. She has good telephone skills, has never been short with me, but has consistently been polite and friendly.

Sylvia Hill
Oakland

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This letter is to commend with special praise and thanks Driver Jerry Collins.

After he had told me that the 7:40 p.m. “A” bus out of the East Bay Terminal on a Sunday would end at the Coast Guard Station, and not at Trestle Glen and Lake Shore, I went down from the platform to wait for the next “A” bus. This driver came down a few minutes later to tell me that the “N” bus had just come in and would take me near to where I wanted to go in a few minutes.

This extra effort is greatly appreciated by your customers.

In District outreach program
Mutual learning takes place

THE COVER — Festooned with clusters of celebratory balloons, the first of AC Transit’s order of 30 articulated buses rolled off the assembly line in late March. The gleaming new bend-in-the-middle additions to the District’s service fleet not only are expected to ease the commute-hour crunch on heavily-traveled lines, but are providing a boost to the East Bay economy through their assembly at the Union City Flyer facility, which employs 66.

MUTUAL EXCHANGE — District staffers — such as Accessibility Coordinator Francis Masson, shown here with client of Berkeley’s Center for Independent Living — whose work regularly involves community outreach, receive valuable input as well as providing information and “how to” techniques for better bus riding. Such learning exchanges particularly help the District better understand and respond to the special mobility needs of present and potential passengers who are disabled and/or elderly.
Classes provide info And workplace modes Of fighting drug use

Bay Area transit organizations gathered at the District’s Training and Education Center in April for classes in how to deal with employees affected by drugs.

The training sessions, offered through a cooperative effort of the Regional Transit Association (RTA), are designed to provide management personnel with skills to assist in helping fight drug dependence. More than 30 representatives of AC Transit, BART, Golden Gate Transit, Santa Clara County Transit District, and Central Contra Costa Transit Authority participated in the day-long courses held April 19-20 in Hayward.

Transit managers who attended were exposed to strategies for handling problem employees and to procedures designed to reduce anxiety in confrontations involving suspected drug use.

“We have been working on awareness of policies and procedures which are effective management tools in dealing with this problem,” said Chuck Lacey, the District’s chief of protective services and investigations, who was instrumental in setting up the training sessions.

“We are anxious to ensure a safe and efficient work environment for all employees and for our patrons,” he added, summing-up the objectives of the program.

Sgt. Ed Ladd of the BART Police force served as lead instructor for the sessions with assistance from other law enforcement personnel, as well as civilian trainers.

The program was carried out in conjunction with the Urban Mass Transportation Administration’s adherence to the Drug-Free Workplace Act, passed in 1988. Additional sessions are expected to be scheduled in Fiscal year 1989-90, Lacy said.

AC Transit’s Employee Assistance Program also offers professional counseling for employees with drug, alcohol, or other personal problems.

Annual Roadeo challenges Drivers to show job skills

AC Transit is looking toward fielding another slate of skilled drivers in the 1989 in-house Roadeo, set for June 17, and also harbors hopes of having a repeat of the 1986 finals.

That’s the year Rick Vierra bested 58 competitors to become the nation’s outstanding driver in a win at the APTA national meet.

Included in the Roadeo’s challenges are behind-the-wheel skill tests; a written test on safety, defensive driving, and attitude; plus a pre-trip “find-the-defects” segment in which competitors are asked to spot such things on a coach as burnt-out lights and broken mirrors.

A list of prizes go to District Roadeo winners. The 1989 in-house champion will receive a $500 savings bond, with $400 and $300 bonds going to the second and third place winners, respectively. All three also will receive engraved plaques, Roadeo pins, shoulder patches and T-shirts.

More employees named in Recognition Program

WILLING WORKERS — The last quarter of 1988 brought honors to Emeryville Division’s Eula Gulledge (right) and Ben Williamson, Jr. (below) — selected, respectively, for the titles “Clerical Employee of the Quarter” and “Bus Driver of the Quarter.” Remaining pleasant, even when dealing with possibly upset fellow employees, is one of many qualities cited in Gulledge’s nomination. She is classified as an extra-qualified junior clerk-typist. Excellent attendance, a fine safety record, commendations, and an award for heroism were listed as examples of Williamson’s exemplary District record. In addition, his nomination pointed out, Williamson “displays great pride in both performance and attitude.”

In a program begun in 1985, “Employees of the Quarter” are selected, by committee consensus, from those nominated by supervisors, managers, or peers.

EARNED HONORS — In the spotlight as “Non-Union Employee of the Quarter” was Senior Office Administrator Rozella Johnson (above), whose “professional manner” in going the extra mile to expedite work-flow in her department, Development and Planning, was glowingly described in her nomination. Another Employee Recognition honoree for the period was Melvin E. Brown (left), “Maintenance Employee of the Quarter.” A Bodyman “A” at Central Maintenance, Brown won praise for faithful attendance and willingness “to give 100% on any job assigned.”
District operational round-up

Efforts center on public input re service network, increasing efficiency, revenues

The initial stages of AC Transit’s Comprehensive Service Plan could produce substantial improvements and adjustments in bus routes and schedules in the metropolitan Berkeley/Oakland area later this year.

AC Transit has been making rapid progress in the comprehensive plan, an ambitious undertaking aimed at streamlining and modernizing routes and schedules throughout the East Bay.

Adjustments and improvements proposed for Phase One were open for examination and discussion at a series of Public Workshops in April and then a Public Hearing May 3rd, with implementation of changes planned for December. Phase One is an extensive set of proposed alterations and improvements affecting all classes of bus service.

Mainline and cross-town local feeder routes, many of which were designed decades ago, would be realigned to match travel demand serving today’s destinations. Schedules for many of these local routes would be expanded to provide more frequent service and, in places, new night or weekend service would be added. Also proposed: introduction of new van routes, replacing standard buses in neighborhood service.

Details of the entire program are spelled out in flyers made available on all buses prior to the workshops and hearing, which also were publicized via display and legal ads, passenger newsletters, and onboard car cards. Also, the District’s Short Range Transit Plan has been open for inspection at many East Bay libraries.

Passengers and the public were invited to discuss the Phase One proposals in Public Workshops scheduled for April 17-25 at locations in San Leandro, Berkeley, Richmond, Fremont and Oakland.

The Public Hearing on the service changes followed on May 3 in the District Board Room, downtown Oakland.

Vans may serve some riders

For some neighborhood routes, multi-passenger vans are proposed as replacements for full-size buses. Regularly scheduled service on which new smaller vehicles would be introduced include:

- Line 1 - Van-type equipment replacing Line 18 bus service on Mandana.
- Line 2 - Van route replacing Line A and B bus service in Trestle Glen.
- Line 3 - Van route replacing segments of Lines C and C-2 bus service in Piedmont.
- Line 4 - Van route replacing segment of Lines 42 bus service in Piedmont.
- Line 5 - Van route replacing segments of Line 18 bus service in Montclair.
- Line 10 - Van route replacing segment of Line 67 in Kensington.
- Line 60 - Van route replacing buses on Line 59C on Broadway Terrace and segment of Line 18 in Montclair.

Dollar-generating projects

Focus on added Pass sales, Workplace transit programs

AC Transit’s stepped-up Monthly Pass sales efforts already have paid valuable dividends — statistically and in dollar revenues. New, revenue-generating projects will be coming on-line.

Since the first of the year, the District has focused on expanding the network of retail Pass sales outlets and letting patrons and public know outlet locations. By March, results were seen: that month’s Monthly Pass sales were 31,329 — a 14% increase over March, 1988 (though March, this year, included Easter-break period, usually bringing a slight drop in sales).

Solicitation of new retailers continues. In addition, efforts also are focusing on persuading current vendors to add to their Pass product-lines (see box below for example).

Meantime, there is expanded emphasis on the Employer Monthly Pass program, in which companies such as Kaiser Permanente, East Bay MUD, and Berkeley Marina Marriott become Pass vendors for employees. A new sales package is being launched to increase such transit-boosting efforts of area employers.

Safeway supermarkets throughout the East Bay (west of the hills) have expanded the list of AC Transit Local Monthly Passes on sale at their stores each month. Beginning with the May passes, Safeway began selling:

- The Adult Local ($30) Pass.
- The Youth Local ($16) Pass.
- The Senior Local ($5) Pass.
- The Disabled Local ($5) Pass.

These fare cards also are available at many other retailers throughout the East Bay, including Lucky Stores, various independent markets, and check-cashing outlets.

Evaluation of stops

Has many steps, aims

A major program evaluating the efficiency and effectiveness of bus stops throughout AC Transit’s service area is underway.

The extensive review — involving more than 8,000 bus stops — is designed to aid delivery of service and improve traffic flow in the 25 communities where District coaches operate. A description of the proposed program received initial approval by District Directors April 19.

In fully assessing bus stop locations, a 15-step structured process for developing and implementing improvements has been recommended by Planning and Development. In such assessments, several variables must be considered.

For example, if articulated (double-length) buses are used, more space is needed. But the space varies depending on location of the stop and parking configurations on the street. Nearside stops with parallel parking require 110 feet, while nearside stops with angle parking require 120 feet. Midblock stops surrounding by either parallel or angle parking require 145 feet. And, farside stops require 100 feet when adjacent to either angle or parallel parking spots.

Recommended space for regular-sized coaches calls for 105 feet nearside, 80 feet farside and 140 feet mid-block.

Additionally, the general standard for spacing of each bus stop is 500 feet minimum and 1,000 feet maximum, but this can vary depending on densities, topography and frequency of service in an area.

“This evaluation will provide benefits to the District and to our patrons,” said Ken Stanley, director of planning and development, who added that full opportunity for public input would be given.

He describes the new program as AC Transit’s first formal process for line-by-line bus stop review, analysis, and coordination.
FOCUS: Transit People and Projects

Media promotion
Of transit use
Rewards patrons

FREE RIDERS — Among 25 Bay Area winners of one-year passes for the transit mode of their choice were these AC Transit riders, all Oakland residents. Theresa Cooper (above) shows she knows the way to the District’s Customer Service Center. Patricia Marshall (right) and Ronald Williams (below-left) smile their approval at being selected. Ann Cyrus (below right) displays the identification card enabling her to travel free on District coaches for 12 months. The contest was part of February’s transit-use promotion by KPIX-TV and KCBS Radio.

FOCUS: ACCESSIBILITY — Joy Graner (left), senior information clerk, recently provided clients of Berkeley’s Center for Independent Living with a variety of information about bus-use, with emphasis on both accessibility and on the information services provided special-needs patrons, current and future. Graner is one of her department’s specialists in answering phone queries from disabled patrons, including the deaf or hearing-impaired who make use of their in-home TTY link with the District.

CITY BOOSTERS — “Profile Oakland Retail ‘89” featured displays from a variety of area businesses and agencies, including AC Transit. Helping to tell the East Bay transit story were (from left) Doyle Dewberry, Marketing, and Howard Jeffries, Planning and Development. The exhibition showcased metropolitan East Bay companies and public services. The target audience included retail business representatives from around the country, in hopes of sparking their interest in the resurgent Oakland business community.
Transit trends and Topics

Transportation still high on worry-list

Two surveys — one taken at the end of 1988 and the other carried out earlier this year — prove once more California citizens’ long-standing concern over transportation.

For the sixth year in a row, Bay Area residents have named transportation problems as the number-one concern among issues facing their communities.

Additionally, a California poll done by Field Institute in January shows support for a gas-tax increase in the Golden State, with proceeds to be used to alleviate transportation problems.

The Bay Area Poll, sponsored by the Bay Area Council in collaboration with KOED-TV, listed transportation ahead of housing,

Tab rises for mis-using bridge lanes

Can you save money by taking public transit? How does $236 sound?

And that’s just the fine that’s now applied to those caught illegally using their cars in the “free” lanes on the Bay Bridge that are reserved for multi-occupant vehicles.

A new California State law raises the price for mis-using these lanes in approaching the Bay Bridge, west-bound. The bite officially jumped from $78 to $236 on April 3.

And it could be worse. The law allows local areas to raise the fine to as much as $500, but the Oakland Municipal Court

Actions of the Board

(Continued from Page 11)

- Approved Requests for Proposals related to the Employee Assistance Program and to District security services.
- Approved alteration, for clarification purposes, to Board rules on Travel and Personal Expenses.
- Approved application in connection with the California Assembly Bill 842 funding process and authorized filing of claims with the Metropolitan Transportation Commission for funding allocations.
- Approved specified actions in support of Alameda County Para-Transit Coordinating Council Five Year Plan, with particular reference to its Peer Support Training Program.
- Approved inclusion in Board Policies and Procedures of a policy delineating authority, role, and responsibilities of Directors who serve on external boards, commissions, and professional organizations.
- Approved recruitment contract and job specifications for position of District Secretary.
- At a regular meeting March 8, the Board of Directors:
  - Authorized travel of one staff member to attend Risk and Insurance Management Society conference in Atlanta;
Actions of the Board

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

- Approved, retroactively, non-travel expenses for staff member's attendance at one training session of Federal Mediation Conciliation Service in Washington, D.C.
- Approved resolutions of appreciation and best wishes for two former Board members.
- Approved travel of three Board members to attend APTA Legislative Conference in Washington, D.C.
- Approved support of Port of Oakland's application for state funding for intermodal facilities in connection with Amtrak station relocation, with request that such a project include arrangements for full accessibility for the disabled.
- Approved policy of encouraging federal government to apply the same EPA Emission Standards to both transit operators and the trucking industry.
- Approved development and implementation of a public relations plan to inform the public of proposed cuts in the FY 1990 budget of the Urban Mass Transportation Administration; approved conveying the District's concerns on this matter to the Congressional delegation.
- Requested close watch by staff on any proposed new redevelopment areas or modifications/additions to existing ones in light of property tax implications.
- Approved a series of short-term recommendations aimed at employee child care needs; articulated intent in regard to future funding of long-term actions and in regard to a joint policy in conjunction with the union.

Transit-Times

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- Requested inclusion of details on outreach activities within quarterly DBE reports.
- Approved submission to MTC of Transportation Improvement Program for Fiscal Year 1989-94.
- Approved adoption of specified management actions to reduce deficit.
- Deferred appointments to fill specified Board committee posts.
- Deferred action on Pension Board pending additional staff input.

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At a special meeting February 1, the Board of Directors:

- Approved preparation of a resolution altering Board Rules of Procedure to allow flexibility in scheduling of Executive Sessions.

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

- Accepted documentation related to pensioner claims under California Life Insurance Company coverage; authorized travel of one District representative to attend UMTA seminar on Third Party Contracting in Washington, D.C.; adopted resolution authorizing Board President to exercise flexibility in scheduling executive sessions.

(Continued on Page 11)