Old route patterns are making way
For service in a changed East Bay
Our ‘Stockholders’ Write

This letter is being written on behalf of the ridership of the “A” Line, 7:40 a.m., Monday through Friday, regarding Driver John L. Morrill, whom we commend for his prompt adherence to the time-schedule, his cheerful, professional and courteous manner, on a daily basis, to all the riders, no matter what the circumstances and weather conditions may be. His uniform and personal appearance are always impeccable.

With the advent of the many problems facing AC Transit and the much negative press, as of late, we feel it very important to inform you from the field that AC Transit has drivers who continue to maintain a high level of pride and excellence in their work.

Maggie L. Faulkner
Oakland

I have been traveling daily on Line 54 while living in the Oakland area for the past month. I cannot leave without letting you know what wonderful people you have driving the buses. They have been most friendly, courteous and helpful to a stranger in the area.

I have noticed how they go out of their way to be of assistance to the handicapped, to strangers, and to people who have a problem with the English language. I say thanks to all these men and women. I have never experienced the like in any other cities.

Father Paschal Brean, S.A.
Friars of the Atonement
New York City

This is a letter of commendation for some of your staff — in particular your Driver Johnny Reader, with whom I rode to work on the S Line from Hayward to San Francisco. In leaving the bus, I neglected to take a borrowed, very expensive small portable computer.

I called your lost-and-found department first. They didn't have it but suggested that I ask at the ticket window at the Terminal in San Francisco. I went there immediately. The lady at the window said it had not been turned in there, but the supervisor checked and found it had been turned in at the Hayward Division yard. Later, I recovered the computer.

I went into this detail to show you the people involved; their response was, without exception, honest, polite and helpful.

Robert E. Kyle
Director, Financial Analysis, McKesson
San Francisco

I have long had an experience with AC Transit; and yesterday, on the 51 bus to Alameda, I happened to be seated close to the driver (Patricia Wright). Her attitude called my attention.

She was very nice and kind to all the passengers. Everyone who boarded or got off her bus was treated like her own family, talked to with kindness, care, courtesy, and even with loving attitude. At the same time, she drove very carefully and efficiently.

She is an asset to your company.

Lucy R. Tesoro
Alameda

Service Plan Progress

Route/schedule revamp moves forward

AC Transit is starting out the 1990's with sweeping service improvements comprising the initial phase of the District’s long-range Comprehensive Service Plan (CSP).

In Phase One, tentatively scheduled to go into effect next March, decades-old route patterns serving much of Alameda, Albany, Berkeley, Emeryville, and Oakland would be replaced by a new grid network. In addition, schedules are being adjusted and augmented, where possible, to make transferring between routes easier.

Many local lines still follow routes established 20 to 50 years ago when most urban activities centered in clearly defined “Downtowns.” While the metropolitan East Bay grew and changed over the years, bus service adjustments were made gradually — usually in response to localized demands.

District Secretary post
Filled by Betty L. Wallis

Betty L. Wallis joined AC Transit as District Secretary June 12 after wrapping up prior duties as City Clerk of LaHabra — the most recent position in Wallis’ 16-year career with southern California municipalities.

She won the position on the basis of her background in conducting official meetings, local elections, office management, and the administration of business for publicly elected officials.

For the first time since the 1950’s, systematic changes are being made to about 60 routes — yielding a network designed to better serve today’s new shopping malls, residential areas, and burgeoning commercial, medical and educational centers.

Instead of heading to or through downtown, more buses will be routed cross-town in an east-west/north-south grid. This means that riders should be able to reach most destinations with no more than one transfer. As a result, riders can expect either to make speedier cross-town trips or (thanks to easier transfer connections) to cover more miles in a given amount of time.

In coming months, AC Transit will be developing a family of user information materials introducing the new CSP Phase One service patterns and explaining to riders how best to take advantage of them.

Plans for less dense suburban areas call for having service fan out from transfer centers — much like the Timed Transfer pattern established a year ago at BART/Hayward station. Though suburban densities may not support high-frequency bus service, timed transfer connections — buses meeting at regular intervals before fanning out into local neighborhoods — yields greatly speeded passenger trips.

The system-wide restructuring will be introduced in stages beginning in early 1990. All of the 150 commute-hour routes are scheduled to be revamped by 1993.

THE COVER — A sleek new District bus stopped outside the newest section of downtown Oakland's burgeoning Center development. Both elements typify the dynamic, growing nature of the metropolitan East Bay as the 1990's come nearer. This coach, and hundreds like it, will be key elements in March, 1990, when AC Transit introduces to East Bay streets Phase One of the long-planned, publicly-discussed Comprehensive Service Plan. Beginning with service centered in the Oakland area, the plan will dramatically streamline and modernize bus routes and schedules to better meet mobility needs of the 1990's and of the new century beyond.
Special Assistant Program Gives injured employees interim work alternatives

A new Special Assistant Program offers a beneficial alternative to AC Transit workers who are injured on the job. Until now, an injured employee’s primary option has been to receive the legally-specified disability indemnity rate until released by a doctor to normal duty.

The new, better option permits those on Industrial Injury but still able to work in some capacity to contribute to the District’s mission for up to 60 days in a calendar year. In the process, special assistants earn 80 percent of their regular hourly rate rather than state-established compensation benefits.

“While we hope that there would be no on-the-job injuries, we’re also realistic enough to know that accidents happen,” says General Manager James L. O’Sullivan. “So we’ve developed a way for doctors to indicate that an injured employee is capable of working in some specific way.”

Special assistants do not replace existing positions. Instead, they perform any of 68 specific tasks which otherwise might go undone: assisting janitors; gardeners; transit information outreach; word-processing, typing, or filing.

Once a doctor determines that an injured employee qualifies for the program, participation is required. To decline at that point is to forfeit the disability indemnity compensation rate too.

“From its very inception, the program had the active involvement of ATU Local 192,” notes Ely Hill, president of the union local. “It now has our wholehearted endorsement.”

The list of tasks (as well as the procedures and forms necessary for the program) were developed by Shirley Haile, a road supervisor on loan from Central Dispatch. Workers’ Compensation Supervisor Shelley Fogel and Assistant Risk Manager Marit Roman also contributed to its development.

All 2,100 AC Transit employees are eligible to participate, though the program focuses on the drivers and maintenance workers who comprise three-fourths of the workforce. Best estimates are that the program will generate savings of $177,000 in FY 1989-90.

“In this program, everyone is a winner,” O’Sullivan notes. “Riders benefit because more people are on the job; AC Transit gains from having the knowledge and skill every Special Assistant can bring to the job. And the employee wins, too, retaining a higher level of earning power during the recovery period.”

Previous Roadeo winner takes top spot again

District drivers and maintenance personnel joined in demonstrating how the tread meets the track June 17, as AC Transit hosted its annual in-house Bus Roadeo. When the scores were tallied, the first-place trophy winner was William Gamlen, who had previously earned the honor in 1987.

Nearly 50 operators and mechanics competed at the Training Center in Hayward, testing their abilities behind-the-wheel and in written tests of their job knowledge. Contestants also were judged on personal appearance and skill in finding “planted” mechanical problems. That was in addition to surviving tricky “field maneuvers” involving negotiation of a serpentine course in a 10-ton urban transit vehicle.

Gamlen actually wound up a double winner by earning “Best on Course” with his 539 score out of a possible 600 points.

In addition to his trophies, Gamlen took home a $500 savings bond, plus the right to represent AC Transit later this year in the Northern California Bus Roadeo in San Francisco and the International Bus Roadeo in Atlanta. Second place and a $400 bond went to Jesse E. Cruz. Third, with a $300 bond, was won by Daniel L. Hoile, Sr.

Among those drivers who did not meet all criteria under the American Public Transit Association’s Roadeo rules, Mark Beam took first; Robert Etter, second; and Edbert James, third.

In a separate contest, maintenance employee Mark P. Betita won first prize and a $100 bond. Second place and $75 went to Amando A. Alamillo.

All participants received a range of souvenirs of the yearly event — plaques, T-shirts, caps, and similar items. Those attending the event also had the option of taking advantage of a range of information available at the site. Such contemporary issues as AIDS, transit accessibility for the disabled, and benefits programs were represented by presentations and/or informational literature.
Seven honored for exemplary performance

TOP 7 - Most quarters produce four Employee Recognition honorees. In this case, a top crop of nominees resulted in seven. Five are identified below: the sixth is Road Supervisor Cheryl Washington (bottom right); and the seventh is on Page 7.

“Drivers of the Quarter” (top and center left, center right, bottom left): Noble Gee, Wilbur Portteus, Robert Totten, Otis Ireland. Top right: Delois Bunch, “Clerical Employee of the Quarter.” (Continued on page 7)

Promoting Pass sales pays dividends

Through a more aggressive program of Monthly Pass promotion, the District not only has increased sales in recent months but has developed stronger ties with the East Bay retail community.

A total of 32,436 AC Transit Monthly Passes were purchased in May, 1989 — an increase of nearly 20 percent over May, 1988, sales. Such double-digit percentage increases have been achieved regularly thus far in 1989.

“The aggressive outreach organized by Pass Sales Coordinator Catherine Cook is largely responsible for the increase,” says General Manager James L. O’Sullivan. “Her efforts, coupled with the on-street sales support retailers now get from our Customer Services personnel, result in material gains for the District.”

The high-value Transbay Pass, valid for all classes of service, most often is sold over the counter at the District’s ticket office in San Francisco — one end of the line for all transbay bus routes.

The greater challenge lies in insuring ready availability of Local Passes, since many buyers never visit downtown Oakland, where AC Transit’s second customer services office is located. Thus, the situation required an extensive network of retail outlets throughout the system’s 350-square-mile service area.

Another employee honored

(Continued from Page 6)

PASS OUTREACH — AC Transit Pass Sales Coordinator Catherine Cook now has new promotional materials to provide vendors who sell the broad range of monthly Passes. Here, she shows Ken Bailey of “Everybody’s Check Cashing”, Richmond, a sample of new free-standing counter cards for the growing number of Pass sales outlets.

Oakland-based Safeway Stores is a key vendor whose three-dozen outlets now lead in Pass sales volume. Other supermarkets play a role, but the smaller vendors — particularly check-cashing agencies, neighborhood markets and senior centers — also become vital contributors to the program.

PASS TALK — Pharmacist Albert C.M. Wong displays mobile sign promoting Monthly Passes in Cambodian, Chinese, and Vietnamese. The sign was Wong’s idea, and was created by employees of the Oakland Chinatown store with materials furnished by AC Transit.

BUS DOCTOR — East Oakland’s Timothy Dawkins (mechanic “A” lead) garnered honors as “Mechanic of the Quarter.” (Continued on page 7)
Appreciation Day Says “Hats Off” To all employees

IN CELEBRATION — Saluting employee performance and professionalism was the main thrust of AC Transit’s individual celebration of the nation-wide “Transit Appreciation Day” — May 17. At one of the work-site commemorations — Emeryville Division’s — Deputy General Manager George Grandison (left) stopped by to spread the word that “Hats off to AC Transit employees” was the slogan of the day. He’s shown discussing the menu of complimentary refreshments and the overall spirit of the event with Driver Walter Scott.

SAYING “THANKS” — The key role of the nation’s transit systems and the highly varied contributions of their employees were saluted in mid-May in the format of “Transit Appreciation Day.” The in-house festivities included complimentary meals at all work-sites and souvenirs of the event. Here, at Hayward Division, Director of Transportation Sterling Stewart (center) expresses his personal appreciation of the day-to-day contributions of Drivers Virginia Benson (right) and Greenville Cleveland.

SAYING “HATS OFF” — Emeryville Division’s Deputy General Manager George Grandison (left) and Driver Walter Scott stop by to discuss the day’s events.

ADVENTURE MAP — Brian Powell (right) and Dirk Pate, offspring of AC Transit staffers Carrie Powell and Donna Pate, check out the new Oakland Explorers Kids’ Guide, showing youth-appealing destinations accessible by bus. Geared to summer vacation use, the pocket guide was conceived by the Junior Center for Arts and Science and printed at AC Transit.

SAFETY GUIDE LINES — Oakland Fire Prevention Bureau Public Education Coordinator Stephanie Mussey (center) conducted a series of seminars for AC Transit employees, in coordination with Dave Peery (left), District safety specialist, and Chuck Lacy, chief of protective services and investigations. The programs were designed to heighten overall in-home and on-the-job safety awareness and to provide employees with specifics of what to do in case of fires at any location.
Turks take interest in transportation coordination

Twenty-two visiting governors from provinces in eastern Turkey traveled by AC Transit bus during activities hosted by the District, BART, and the Port of Oakland on June 1. The group was here as part of a program designed to create understanding of United States governmental processes, as well as an exchange of business and cultural views. They traveled by BART from San Francisco, then AC Transit provided connections with the Port of Oakland. Later, they elected to return to San Francisco via the view-rich route — transbay coach.

The Port of Oakland tour emphasized coordination among the wide variety of transportation modes centered in Oakland, including rail, water, bus and highway. The group also toured other points in Northern California, including Napa Valley wineries. The visitors represent one-third of all governors in Turkey. A second delegation of about the same size is expected to visit the Bay Area later this year.

Actions of the Board

(Continued from Page 11)

Kay and Stevens, concerning manner of remuneration.

- Authorized General Manager to negotiate contract with Alameda County/Contra Costa County Sheriff's departments for providing mobile security services for a three-year period, with option for two additional years, with remuneration ceiling for first year specified.

- Accepted, in concept, fiscal policies and goals statement of Fiscal Year 1989-90 Budget, subject to additional review by counsel.

- Approved Special Assistant Program, specified amendments based on review by counsel.

- Approved dispatch of letter to Mayor of Alameda on the subject of Line T service.

At a regular meeting, June 14, the Board of Directors:

- Approved the concept of involving new District policy concerning services, to be contracted prior to June 30 at a cost not to exceed the specified sum.

- Approved policy of charging for requested copies of District documents.

At an adjourned regular meeting June 23, the Board of Directors:

- Adopted resolution of appreciation for services of Interim District Secretary from May, 1988, to June, 1989.

- Established guide-lines for receiving departmental budget information.

At an adjourned regular meeting June 28, the Board of Directors:

- Received a variety of reports concerning federal and state legislative/funding matters; approved specified exemptions requiring further staff study, legal or environmental opinions.

- Approved rescinding of specified amendment to Board of Directors' Procedures.

- Authorized General Manager to re-state language of a rescinded resolution regarding employment contracts to achieve a mutually acceptable result.

- Approved the concept of involving new District Secretary in preliminary work on re-structuring Board Rules and Procedures, with legal review called for prior to adoption.

- Approved retroactive grant application in connection with Joint Labor Management Improvement Committee.

- Approved Special Assistant Program, specifying quarterly review. (see story, pg. 4).

- Approved discontinuance of “Regular Rider” program.

- At a regular meeting, June 29:

- Approved August workshop to review format of Equal Employment Opportunity/Elderly and Disabled Report.

- Approved appointment at the July 12 meeting of Ad Hoc committee to prepare a response to the Grand Jury Report.

- Approved resolution authorizing expenditures/receipts of funds prior to final approval and adoption of Operating and Capital Budgets for Fiscal Year 1989-90.

- At a regular meeting July 12, the Board of Directors:

- Approved resolution regarding employment contracts to achieve a mutually acceptable result.

- At a regular meeting August 16:

- Approved appointment of subcommittee to prepare response to Grand Jury Report and alternate delegate to Alameda County Transportation Plan Commission.

- Approved agreements with law firm, Whitmore,

(Continued on Page 10)
Actions of the Board

At a regular meeting April 12, the Board of Directors:
- Approved revised policy on use of District resources.
- Endorsed Oakland Explorers Kids’ Guide.
- Directed specified actions of staff in regard to budget information presentation and coordination of budget and Five-Year Plan information.
- Placed into official record a statement on the status of the District by the Board President.
- Referred to the Pension Board for review a letter from the Retirees Club requesting consideration for membership on that Board; directed the Board dispatch a written response to the group.
- Approved list of workshop dates for public review of the Short Range Transit Plan.

At an adjourned regular meeting April 26, the Board of Directors:
- Approved "support" or "oppose" positions in regard to a list of eight California legislative bills.
- Requested staff report at the next meeting in regard to Booz-Allen and Hamilton's Phase II recommendations.
- Approved revised Bus Stop Policy and directed staff to proceed with the changes.
- Requested that staff research and compile information on questions involving hazardous materials handling.
- Approved the Board acting as a Committee of the Whole to consider Rules for Procedures.
- Approved system of collecting and coordinating information from other area public organizations to assure regular and reliable access to relevant information from these entities.
- Approved changes to be incorporated into the Rules and Regulations Governing Travel and Personal Expenses and requested that staff present the revised policy at the next meeting.

At a regular meeting May 10, the Board of Directors:
- Approved seeking legislative change related to Retirement Board investments.
- Authorized Request for Proposals for an incentive program to address the problem of employee absenteeism.
- Approved administrative procedures and an enabling resolution related to the Contra Costa Transit Council, created by Measure C.
- Authorized General Manager to contract with Occupational Health Services in connection with the Employee Assistance and Counseling Program.
- Approved changes in the process for coordinating the Board Agenda with the Board President and District Secretary.
- Approved a specified percentage-rate as Disadvantaged Business Enterprise goal for Fiscal Year 1989-90.
- Authorized payment of registration fee for one Director's attendance at the World Conference of Transportation Research in Yokohama, Japan.
- Approved selection of search firm in connection with filling the position of Attorney for the District.
- Approved continuation of night Board meetings.

At an adjourned regular meeting May 24, the Board of Directors:
- Adopted Comprehensive Service Plan, with