

Decision No. 40007

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

KATHIE ZAHN
)
 Complainant,
)
 vs.)
)
 KEY SYSTEM)
)
 Defendant)

ORIGINAL

Case No. 4861

KATHIE ZAHN, Complainant, in propria persona,
 DONOHUE, RICHARDS & HAMLIN by Frank S. Richards
 for Defendant,
 ROBERT T. ANDERSON, Assistant City Attorney for
 the City of Berkeley,
 GEORGE R. GLAVINOVICH, City Attorney for the
 City of Albany,
 P. W. BARNARD, for Alameda Citizens Transportation
 Association.

O P I N I O N

In this complaint the Commission is requested to make its order directing the Key System to improve its service in five particular respects.

A public hearing was conducted in this matter at San Francisco, January 27, 1947, and it is now ready for decision.

The complaint is directed primarily to the service now provided by the Key System through the operation of its transbay motor coach line "G" and local motor coach lines No. 85 and No. 88. The "G" line operates between San Francisco and the city of Albany, via the San Francisco-Oakland Bay Bridge. Motor coach route No. 85 operates between Albany and the business center of Oakland and motor coach No. 88 operates between The Thousand Oaks section of Berkeley and the business center of Oakland. Both of these local motor coach lines have a common terminal at 11th and Clay Streets in Oakland. Through service is conducted on the "G" throughout the day until

approximately 7:00 p.m. on week days. After 7:00 p.m. on week days and all day on Sundays and holidays, the "G" line is operated on a shuttle basis between Albany and 40th and San Pablo in Emeryville. Passengers traveling between San Francisco and Albany after 7:00 p.m. on week days and on Sundays and holidays are required to transfer at 40th and San Pablo to or from trains operating across the bridge for that portion of the trip between San Pablo and San Francisco.

It is alleged in the complaint:

That the company should be required to provide a shelter at the 40th and San Pablo transfer point for the comfort and protection of passengers transferring from the train to the motor coach lines;

That the headways on through service on the "G" line should be reduced during the morning and evening rush hour periods to provide adequate service and safe service for passengers;

That the equipment assigned to the local lines No. 85 and No. 88 is worn out and should be replaced by new and modern motor coaches as was promised by the President of the Key System at the hearing August 29, 1946 on the carrier's Application No. 27595 requesting an increase in its rate structure;

That the drivers of the motor coaches are unfamiliar with the routes and should be properly trained before given the responsibility of operating a common carrier vehicle;

That supervisory service should be provided at the 11th and Clay Street terminal in Oakland to enforce orderly loading of the motor coaches.

At the hearing the complainant gave testimony concerning her various service complaints, and two witnesses were called by the defendant.

With respect to providing a passenger shelter at 40th and San Pablo, the company's witness testified that "such a shelter has been authorized and plans are now completed and it is expected that construction will have been completed by April the 10th".

Referring to that portion of the complaint dealing with additional motor coaches on the "G" line during the morning and

evening period of peak travel, the company's witness testified that "The loads on the G line are no different, no better, no worse than they are on any of the others, any other line. There is no question of the safety, or the lack of safety in so far as the operators are concerned".

With reference to replacing equipment now used on the No. 85 and No. 88 motor coach lines with new and modern buses, the record shows that service on these lines is provided through the operation of the same general type of equipment as is assigned to the company's other main lines. Also, that the percentage of road failures with the equipment operated on these two motor coach lines is no greater than that experienced on the other local lines. The record shows that the company now has on order in excess of 500 motor coaches, and that delivery has been delayed due to continuing strikes at the manufacturers' plants. Defendant's witness testified that every possible effort is being exercised to expedite the earliest possible delivery of motor coach equipment, and that the company is now assured that commencing next month new coaches on order will begin to arrive, but that it will require about two years to fill the entire order. It is the company's plan, so the testimony shows, to assign this new equipment where it is most needed to improve the service of the company on an over-all basis.

As to the complaint that the bus drivers were unfamiliar with their routes, the Key System's witness testified that a school is being conducted for the training of new drivers which involves 360 hours training covering the items of routes, fares, service and safety. It was admitted, however, that during the war period it was difficult to secure experienced drivers and, like all other industries, it was necessary to conduct the company's operations with such help as was available. However, the record shows that it is the company's

plan to train all drivers thoroughly in the future before they are permitted to assume the responsibility of operating a motor coach engaged in the transportation of passengers.

With respect to that portion of the complaint alleging that a supervisor should be stationed at the 11th and Clay terminal in Oakland to direct the loading of motor coaches, the company's witness testified that a supervisory service has been maintained at this location for the past year, and that the company's records show that only three minor complaints have been filed which deal with this portion of the complaint.

The City Attorney of Richmond stated that negotiations between the city and the company had been carried on dealing with the matter of erecting a shelter at 40th and San Pablo, in Emeryville, and that an agreement had been reached in the matter whereby the shelter is to be erected in accordance with the plan outlined by the company's witness. While it was the city's wish to have the shelter erected shortly after the first of the year so that the public would have the benefit of it during the rainy season, this could not be accomplished due to the shortage of material and necessary labor. The City Attorney further stated that "...if we get the shelter and the extension of the 88 bus line, that complaint, in so far as the official family of Albany is concerned, will be satisfied and there will be no more until something new is developed or brought up by citizens of Albany in the Council meeting".

It appears from this record and we find that the company has either arranged to satisfy the various features involved in this complaint or contemplates doing so in the near future to the extent of its ability. In dismissing this complaint the Commission will instruct its staff to keep in touch with the situation and advise it from time to time as to the status of the matters involved herein.

O R D E R

A public hearing having been held, the Commission advised and basing its order on the record herein and upon the findings contained in the foregoing opinion,

IT IS ORDERED that Case No. 4861 is hereby dismissed.

Dated at San Francisco, California, this 25th day of February, 1947.

Harold P. Hub

Justus J. Gaeuen

James H. Powell

B. J. [unclear]

[unclear]

COMMISSIONERS