



HEAD



WAY

'Pride At 5' accelerates safety drive

Something very remarkable is happening at Division 5.

As evidence, during January, February and March of this year, Division 5's Transportation Department recorded the biggest reduction in accidents — compared to the same period last year — of any division in the District.

Much of the credit belongs to Instructor James Bernard who came up with a unique way to instill pride and make bus operators more safety-conscious using the slogan, "Pride At 5."

Bernard explained that under RTD's continuing Target 1,000

campaign administered by the Instruction Department, a goal was set to reduce the number of chargeable and non-chargeable accidents throughout the District this year by 1,000. Using a percentage basis, each division was given an accident reduction number to reach to achieve this goal.

Rather than simply posting divisional statistics, Bernard decided to give Division 5 drivers an incentive to compete with one another based on professional pride. Each month the number of accidents recorded by Division 5 is broken down by line number. Those lines without any accidents are posted on a giant, colorful



Proudly displaying the new divisional banner are (from left) Division Manager McCullough, Operator Lee, Instructor Bernard and his assistant, Mike White.



Enthusiastic Division 5 operators striving to make their lines safer.

sign stretching across the wall in the operators' training area.

The sign reads: "The Pride of Division 5. Congratulations to you operators working on the following lines for having no accidents for the month of —."

"Rather than division by division, I divided it line by line because most operators are very familiar with their lines and proud of them," Bernard explained.

"The sign is very eye-catching," the Division 5 instructor went on. "The operators keep asking, 'Where's my line?' It creates a feeling of wanting to be included. Now when they see an accident report being written up, they rush over to make sure it's not their line."

That sign and several other colorful ones throughout the division promoting the program were created by Operator Ernest Lee

Jr. He lent his artistic talents, time and imagination to furthering Bernard's program. "I put it into graphic form for him. We've touched upon something that's really working," he commented.

District statistics prove his point. During January of last year, Division 5 had 138 accidents. This year, with a target of 120 accidents, they recorded 95, much better than their assigned goal.

During February, 1977, there were 90 accidents involving Division 5 drivers. This year there were 58, well below their target of 78 for the month.

Then in March of this year, they were working against a target of 95 accidents. They held it down to 92, compared to 109 for the same period last year.

Another part of Bernard's project, like other divisions, is identified (Please turn to page 2)

Signs of Spring visible throughout District

Spring — the season usually associated with rebirth, renewal and even major housecleaning — was much in evidence around the District.

First, the finishing touches were made to a large-scale overhauling of RTD's Purchasing Office at the South Park Shops. Beginning last December, walls had been torn down and re-erected, offices moved, cheerful yellow and orange paint applied, shelving and storage space built in, and orange carpeting laid.

Old furniture was re-finished and some new pieces added, including circular seating at the front entrance for the comfort of visiting vendors and plants to brighten the area. New acoustical dividers were also ordered to mark off the buyers' individual work locations.

Moreover, the 20 or so employees there happily bid goodbye to their old-fashioned black dial telephones, which were replaced with the modern, white push-button models.

As the photographs show, the staff admirably managed to work around the electricians, painters,

ladders, drilling, dust and debris throughout the construction period.

The project, undertaken to make better use of the available space, has resulted in a dramatic drop in the noise level and a significant boost in their morale, the employees reported. The Purchasing Office had been located at the South Park Shops even before the District was established as the SCRTD.

**See photos on
pages 6 and 7**

Another significant springtime change involved the Maintenance Department administrative staff which vacated its offices inside the 425 South Main Street building and moved to Division 2. The move was made to provide the staff with more office and working space.

After a general sprucing up of the area and re-painting the walls in a variety of bold colors, the actual transfer of furniture, file cabinets and other equipment

and supplies was accomplished within a few days' time. Besides more enclosed offices, the Maintenance Department personnel who were relocated gained a lunchroom of their own.

The interior of Division 3's

Transportation building received a fresh coat of paint this spring from floor to ceiling, with orange, green, blue and red accent walls livening up the operators' area, locker room, restrooms and the various offices.



Frank Kirshner, Superintendent of Auto and Shops, heeds Estella Mabry's instructions to remove his muddy shoes inside the newly-carpeted Purchasing Office.

From the General Manager's desk . . .

This article represents the first in a continuing series to be written by the General Manager. He will be addressing issues of vital interest to District employees.

The arrival of accessible coaches

by Jack R. Gilstrap

The first of 200 lift-equipped accessible coaches have begun to arrive. Transit operators throughout the country are looking toward the District as we initiate efforts to provide wide-range transit services to potential riders who have, up until now, found it difficult or impossible to ride a standard bus.

It all began on October 22, 1974, when the RTD Board of Directors adopted a policy that new buses to be purchased in the future provide facilities to accommodate handicapped persons. Following this directive, the District has moved toward becoming the first transit property to implement a policy of system-wide accessibility.

Accessible coaches are equipped with a multipurpose electrohydraulic system. A kneeling feature allows the capability of lowering the bus to a desired level. The lift mechanism can then be deployed to bring passengers to boarding level. The mechanism is a passive one which means that it will only be used when needed. When the lift is not in use, it forms the normal entrance steps to be used by other passengers.

However, there is more to providing service to elderly and handicapped persons than putting a lift-equipped bus on the street. A comprehensive training program has been developed for operators on operating the lift. Perhaps of greater importance is that part of the training which will prepare operators for dealing with the unique problems and needs of the elderly and handicapped riders.

The overriding theme throughout the program will be that handicapped or disabled persons can effectively use public transit provided they are given the same consideration which should be extended to any passenger as we make transit services available to new segments of the riding public.

As a way of increasing operator knowledge, every operator will have the opportunity to test the lift mechanism from the point of view of the passenger by trying to enter one of the accessible buses while riding in a wheelchair. This innovative approach will give operators practical experience in helping the disabled to overcome some of the difficulties they may encounter.

This is just one aspect of the training that must proceed putting the lifts into operation. Since lift-equipped buses are still relatively new, equipment maintenance personnel will also undergo extensive training in the repair and maintenance of the new equipment and will play a vital role in helping to overcome some of the operational difficulties which may arise.

Both the RTD and the federal government require stringent safety and reliability tests before the lift mechanism on the prototype buses can be put into active use. Some difficulties of a design nature will have to be overcome before this lift is placed in day-to-day operation. This may take several months.

The most significant of these design and operational matters is an alignment problem which will require a readjustment of the height level of the steps and difficulties with the hydraulic system which have resulted in loss of pressure which operates the mechanism. The project will test our resourcefulness in overcoming problems which are anticipated in view of the scope and novelty of the project.

A comprehensive evaluation program will enable us to assess the operational reliability of lift-equipped coaches. Through this assessment, federal funding agencies as well as other properties will benefit from our experience as they, too, begin looking toward acquiring accessible fleets.



THE FAMILIAR RTD LOGO was imprinted on its side, but the long red bus travelling down Wilshire Boulevard during March didn't look like the standard District bus the public is used to seeing. Number 6900 is the Ikarus articulated bus currently being tested by RTD. As photographed here, it was operated on Line 83 for several weeks before being transferred to Line 480. The District's test run of the Hungarian-made vehicle is providing essential operating information as RTD prepares to acquire similar buses later this year.



Top-notch employees

The professionalism and pride exhibited by Maintenance Employee George Kuroki, Bus Operator Noah Clyde Pogue and Telephone Information Operator Patricia L. Baker earned them the Employee of the Month awards recently.

As leadman of the electrical and air unit repair section, Kuroki coordinates 25 men performing a wide range of technical tasks. Besides his own work involving close tolerances and careful detail, he has to remain alert to the supply of parts and changes in materials and specifications. His 26 years' experience and consistently high standards has proven invaluable in this challenging position. And his supervisor reported that he's missed just one day's work during the past 10 years.

Besides the remarkable rapport that Operator Pogue of Division 3 has established with his passengers, he boasts a series of noteworthy achievements. In the more than 34 years he's operated a bus, Pogue has driven almost 5 million miles without a preventable accident. He has had no citations of any kind, no missouts, no lost time injuries and he has earned 60 merits. In 1976 he was honored by the National Safety Council as their fleet operator of the year.

Telephone Information Operator Baker adeptly performs a variety of duties besides manning the regular telephone information service lines. She handles the special telephone equipment for the deaf and works with the District Centrix. Additionally, she has performed well in Passenger Services as a mail and duplicating clerk. Her on-the-job attendance has been above average since she joined the department in 1964.

Director Jay Price (on far left) made the monthly presentation of the awards. Pictured with him (from left) are: Pogue; Division 3 Transportation Manager Paul Mahoney; Kuroki; Bob Falvey, Maintenance Manager at South Park; Robert Williams, Manager, Customer Relations; and Baker.

Division 5

(Continued from page 1)

tifying the "target line" — the division's line which suffered the most accidents during the previous month. A map of the bus route is posted for the operators to study, with colored pins showing where the accidents occurred. Each different color stands for a particular type of accident such as a sideswipe or bus hit in a zone.

Bernard pointed to February's target line which was number 6. "At first glance, it seems odd that in the downtown area where it's most congested, there were fewer accidents. But here where the streets are wider and driving conditions are better, more accidents occurred. It shows the drivers were more relaxed and that's when accidents start happening," he explained.

Heralding Division 5's new program and attitude is a handsome, large white banner bearing their new logo, "Pride At 5." To Bernard, respect in themselves, their lines and their division is the key. "By instilling a feeling of pride in what we're doing, there will be more care, more courteous driving and less accidents," he forecast.

In the long run, it's the individual operators' attitudes and actions that make the program work, but Bernard said he was also grateful to Operator Lee, Fred Ferrell of the Transportation Department who obtained their flag, Division 5 Manager Jim McCullough for his support, and to union officials and supervisors cooperating with the campaign.

Despite their success, these Division 5 employees say they're far from finished. Operator Lee plans to add line graphs and other descriptive signs and banners as the year progresses.

His enthusiasm was echoed by Bernard who vowed, "We're going to make this the number one division in the system. That's a promise."

Seldom a dull day in Customer Relations

Because they deal face-to-face with the public every day, bus operators and ticket clerks hear a lot of opinions on bus service, fares and equipment. But there's another group of employees whose sole function is to politely listen and respond to RTD customers' comments and queries.

Since October, 1974 when Customer Relations was formally established, this department has performed a variety of duties to maintain good relations with RTD patrons. Many of the questions, commendations and complaints they receive — via the U.S. mail, by telephone or as walk-ins — are fairly routine. Others can be quite astonishing.

"It runs the full gamut," said Tom Horne, Passenger Services Supervisor. "The subject matter could concern almost anything" . . . a request for a new bus stop, bench, or route change, gripes

"We get a lot of instant planners, persons who feel they can do a better job routing the buses."

about fares, questions on transfers or senior citizen passes, praise of a driver who was extra thoughtful, or criticism of head-

signs. An average of 200 plus letters per week are received by Customer Relations, many of them originally addressed to other departments or individuals. While inquiries about bus schedules and routes are easy to answer, many other letters require research and investigation before a response can be drafted. Customer Relations works closely with the Schedules, Planning and Transportation departments to obtain the necessary details.

As a result, there's really no such thing as a standard form letter. Each piece of correspondence gets a personalized, prompt reply.

Not all the writers are local. "We get letters from England, Canada, Australia, all over the world," Horne reported. "You'd be surprised at some of the faraway places, especially now with travel time nearing." Many of these vacation planners seek information on fares, routes and connections. Others may be students researching public transportation or simply "bus nuts" interested in transit systems or coaches.

While the regular telephone information operators work around the clock in providing service information over the switchboard lines, an average of about 40 telephone requests and remarks per day are fielded to the Customer Relations office. Each one is logged in with full details noted. The nature of the calls are as varied as the letters.

While people may be naturally quicker to complain than compliment, a fair share of the correspondence and calls are operator commendations.

"When a commendation is received, the original copy of our response goes to the sender. The Transportation Department

gets copies of the correspondence and the division gets another set to include in the operator's record," Horne explained.

Then there are the less favorable opinions of RTD, concerning transfer problems, pass-ups, overcrowding, impatient drivers or other frustrations. Customer Relations makes note of the complaint, bus and line number and the caller's name and address. Perhaps surprisingly, most of the letters and calls are not anonymously made, even the negative ones.

All of this data is compiled into monthly service reports, with the number of incoming complaints and compliments broken down by divisions. This report is then circulated to various RTD departments for study.

Customer Relations also gets a great deal of walk-in traffic — members of the general public who choose to pay RTD headquarters a personal visit. Many are foreign-born citizens with language barriers. Sometimes it's to conduct ordinary business like filing insurance claim forms, inquiring about student passes, or obtaining schedules. Others come in to suggest service changes.

"We get a lot of instant planners, persons who feel they can do a better job routing the buses," said Barbara Caronna, Passenger Services Representative. "Some of them even come in with maps and diagrams in hand."

Some visitors become "regulars." One elderly man periodically bring in a list of about 30 drivers, each one rated as to their courtesy and driving ability. A female baseball fan comes in to express dissatisfaction with the frequency of service to Dodger Stadium. Another man drops by just to talk.

Among these familiar faces, the staff knows what to expect. But each stranger who walks through the door can present an element of the unexpected. For

"That operator is our front line salesperson. He or she can sell or sink RTD."

example, one young man, judged to be in his mid-20's, came in to protest that he was over 90 years old and insisted he was entitled to use a senior citizen's pass.

All customers, particularly the unhappy ones, are handled diplomatically and delicately. "It's the single most difficult task to soothe ruffled feathers. It requires patience and tact, especially with elderly persons," Horne said.

Sometimes misunderstandings arise when a bus driver is too busy to explain a specific rule to a passenger and that person seeks an outlet to voice his dissatisfaction.

"To many people, RTD is almost faceless and seemingly indifferent. They don't know that this department exists. It's just the bus and the driver to most of them," he said. "That operator is our front line salesperson. He or she can sell or sink RTD."



Bob Williams (right), Customer Relations Manager, reviews the stack of incoming letters with Horne.

Thus Customer Relations' main purpose is to provide patrons with information and explain District policies. "Can you imagine what would happen if they went to the divisions or Planning or Transportation?" he asked. "We permit employees to continue their work uninterrupted."

"For us to listen and respond is a demonstration of interest," Horne continued. "We assure them that we want to provide the best possible transportation and that we're here only to help them."

Their work has its rewards. Every few weeks someone calls, anxiously inquiring about a lost

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elderly parent or child believed travelling on a bus. "We've been successful in locating quite a few lost parents and children," Caronna stated. By gathering details on the destination, route

and time, they ask the Dispatch Center if an operator has reported a confused or troubled passenger.

The parents of a runaway teenager may appeal to RTD to transport their returning and penniless youngster home from the airport. Customer Relations makes arrangements for both the bus trip and payment of the fare afterwards.

There's also gratification in knowing some individuals are honest. Customer Relations keeps a "conscience fund" for people who anonymously send in money, explaining they had been short on their bus fare.

Humor, anger, gratitude . . . the department deals daily with a full range of human emotions, even loneliness. One woman at a retirement home writes them regularly, vividly detailing her past life history. "We get a lot of letters with no connection to RTD," Caronna said. "They just want someone to write to."

Laughter zone

M. Ortiz



Schedule changes

Welcome aboard

Name	Div./ Dept.	Classification	Hired
Annis, Michael L.	9500	Real Estate Manager	3/13/78
Cade, Cecelia A.	7200	Temp. Key Punch Operator	3/22/78
Duperon, Dwight A.	3303	Mechanic "B"	4/3/78
Dutton, William H.	6200	Personnel Analyst	4/3/78
Eredia, Ernest	3303	Mechanic "B"	3/6/78
Kim, Hai K.	3303	Mechanic "B"	4/3/78
Olmstead, Nancy A.	7200	Inventory Control Analyst	3/20/78
Patterson, Henrietta	7200	Temp. Key Punch Operator	4/3/78
Reed, Linda C.	6200	Secretary II	3/27/78
Rickenbacker, Linda L.	7200	Temp. Key Punch Operator	3/6/78

Moving up

Name	Div./ Dept.	Classification	Date
Albergo, Ross F.	3314	Mechanic "A" to Sheet Metal Worker	3/8/78
Angulo, Rene	3201	Operator to Op. Ex. Supvr. of V.O.	3/24/78
Asuncion, Douglas D.	3500	Schedule Analyst to Schedule Prog./Anal.	1/30/78
Besette, Richard	3315	Mechanic "C" to Mechanic "B"	3/19/78
Boctor, Alfred F.	3202	Operator to Op. Ex. Supvr. of V.O.	3/24/78
Bruton, Yolanda J.	6200	Sr. Personnel Anal. to Supv. Staf. Res. Serv.	1/30/78
Castellanos, Eduardo R.	7300	Stock Clerk to Shipping Clerk	3/20/78
Dahlstrom, Fritz	9100	Comm. Rel. Coord. to Principal Admin. Anal.	1/30/78
Edwards, David C.	3500	Schedule Maker to Schedule Prog./Anal.	1/30/78
Garcia, Raul A.	4400	Asst. Writer to News Bureau Rep.	1/30/78
Greene, John	7100	Payroll Clerk to Jr. Invoice Clerk	3/19/78
Hawkes, James E.	3208	Operator to Op. Ex. Supvr. of V.O.	3/24/78
Hawkins, Gerald M.	3301	Truck Driver Clerk to Stock Shop Clerk	3/19/78
Holzer, Clarence J.	4200	Sr. Surface Planner to Senior Planner	1/30/78
Kelley, Granger C.	3302	Mechanic "A" to Mech. Road Inst.	3/26/78
Loftus, Patricia G.	7300	Typist Clerk to Kardex Clerk	3/20/78
Mabry, Alberta E.	7300	Typist Clerk to General Clerk	3/20/78
McElhatten Jr., James J.	3500	Schedule Maker to Schedule Prog./Anal.	1/30/78
McLaughlin, Cheryl L.	3209	Typist Clerk to Div. Stenographer	3/27/78
Mills, Kendall G.	4400	Billing & Traf. Asst. to Production Coord.	1/30/78
Ness, Donna L.	4400	Administrative Asst. to Staff Asst. I	1/30/78
Ortiz, Audrey J.	3203	Operator to Op. Ex. Supvr. of V.O.	3/24/78
Parry, Stephen T.	4200	Surface Planner to Principal Planner	1/30/78
Pearson, Lee G.	3315	Shipping Clerk to Storekeeper	2/1/78
Peck, Margaret	4200	Secretary II to Serv. Analyst Tech.	1/30/78
Petersen, Russell C.	3308	Equip. Maint. Supv. II to Temp. Maint. Div. Mgr.	2/1/78
Post, Patti	4200	Advance Plann. Anal. to Asst. Planner	1/30/78
Powell, Larry M.	3203	Operator to Op. Ex. Supvr. of V.O.	3/24/78
Rodriguez, Raul F.	3399	Equipment Maint. Supv. II to Rel. Div. Maint. Mgr.	3/19/78
Schetnakarnkul, Surin	9500	Engineering Technician to Architectural Assist.	3/27/78
Shoemaker, Dennis A.	3500	Schedule Maker to Schedule Prog./Anal.	1/30/78
Singerman, William C.	3302	Stock Shop Clerk to Eq. Rec. Spec.	3/12/78
Stasinos, Nick C.	7100	Payroll Clerk to Cash Clerk	3/19/78
Taylor, Peggy J.	4200	Trans. Plan. Anal. II to Assistant Planner	1/30/78
Tegtmeyer, Thomas W.	3308	Maint. Div. Mgr. to Temp. Asst. Sup. Main Div.	2/1/78
Urban, Benedict E.	4200	Surface Planner to Principal Planner	1/30/78
Wick, Robert G.	3399	Supt. of Maint. Divs. to Acting Asst. Supt. of Maint. Equip.	3/10/78

Shifting gears

Name	Dept.	Classification	Hired	Retired
Ensign, Jack M.	3298	Radio Dispatcher	11/7/53	4/1/78
Justen, Thomas M.	3212	Operator-Extra Schedule Checker	3/16/45	4/1/78
Lauchart, Fidelius D.	3308	Mechanic "A"	6/26/56	3/26/78
Olzer, Donald J.	6201	Former Operator Transferred to Ind. Leave 7/14/77	5/14/54	3/2/78
Rojas, Mario R.	6201	Former Utility "B" Transferred to Ind. Leave 6/23/77	10/29/56	4/1/78
Zanotti, Frank	3215	Operator	8/20/66	3/25/78

In memoriam

Name	Div./ Dept.	Classification	Deceased
Dorazio, Alfonso	3305	Former Mechanic "B" Retired 6/1/50	3/23/78
Holman, Burnelle E.	3202	Former Operator Retired 6/1/71	3/26/78
Hoskins, Robert C.	3314	Former Mechanic "A" Retired 9/8/77	3/18/78
Kittinger, Melvin E.	3212	Former Operator Retired 7/24/72	3/3/78
Purnell, Jack C.	3303	Former Utility "A" Retired 4/19/44	3/6/78
Reece, Charles L.	3212	Operator	2/25/78
Steele, Joe	3110	Former Elevator Starter Retired 6/1/71	3/23/78
Strosky, Anton E.	3305	Former Mechanic "B" Retired 6/1/53	3/21/78
Talamantes, Anthony J.	3314	Former Cabinet Maker Transferred to Ind. Leave 3/8/78	3/15/78



Father and son team Sam (left) and Mike Singer inspect new bus.

RTD a 'family affair' for Singers

A century or two ago, it was expected that a young man would follow his father's career footsteps. A carpenter's son grew up to wield a hammer and saw, an attorney's offspring studied law to join his father's firm, and so on.

Nowadays that tradition is largely gone. But not in the case of Sam J. Singer Jr. in RTD's Maintenance Department, whose family tree contains three generations of District employees.

Sam's father, the late Sam J. Singer Sr., began with the Los Angeles Railway on September 14, 1922. He was a streetcar conductor and trainman before becoming a bus operator. After 43 years of service, he retired at Division 10.

When Sam Jr. got out of the Navy shortly after World War Two, he needed a job. His father suggested applying at what was then the Los Angeles Transit Lines. On June 5, 1946, Sam Jr. was hired as a mechanic "C" at the South Park Shops.

During the ensuing years he advanced through the ranks to his present position as equipment maintenance supervisor II. Much of his work today is concerned with specifications and warranties for the new buses being received by RTD.

Following closely in his footsteps is Sam's only son, 25-

year-old Mike Singer, who started with RTD on March 24, 1975. Hired as a mechanic "B" at the same starting spot — the South Park Shops — Mike has since been promoted to mechanic "A."

Working almost like a father and son team, Mike has been assisting his dad in the inspection of the new A M General buses arriving at the District. "We're both in the body line, I guess," Sam Jr. said laughing. Recalling his 31 years' work experience, the equipment maintenance supervisor II noted a major change for the mechanics. "When I started work, there wasn't much concern about the mechanics receiving any further schooling. Today the District offers all sorts of training and incentive programs for them to learn and advance," he said. "I think that's very inspiring for the young people coming into work now."

With three generations recorded in the District's personnel files, the Singers are working on a possible fourth. Mike is already the father of a 4-year-old girl and his wife is expecting another baby any day now. Her doctor thinks she may deliver twins, doubling the chances that another Singer son or daughter will apply for a job at RTD a few years down the road.



A DUCK OR A DUCT? The Customer Relations Department has its share of surprises, but Doris Darby, Secretary II, got a very pleasant one when she walked in the office one Monday morning in April to find a stuffed duck hanging from a new duct in the ceiling. Attached was the note: "Dear Doris, After two years of promises, here is your long-awaited duct." Doris had been patiently waiting for the installation of an air ventilation outlet over the desk by the company maintaining the leased RTD headquarters building. As shown here, Brent Early and Bob Finan finished the job with a friendly touch.

Layover zone:

Operator Chaney's art lets nothing go to waste

Any self-respecting mechanic would be skeptical of a bus constructed largely of a screen door kickplate, drawer handles and knobs, but that's what the "bus" made by Division 5 Operator David Chaney consisted of.

Actually his artistic rendition of a RTD coach — much smaller than the real-life version — was just one example of his hobby of creating what he calls metal collages.

Using a small hammer, metal cutter, shears and a drill, Chaney spends his spare time cutting, bending and hammering a variety of everyday odds and ends such as fountain pens, necktie racks, curtain rods, napkin holders, perfume bottle tops, earrings and parts of adding machines, alarm clocks, transistor radios and typewriters into different shapes and sizes.

Almost like a three-dimensional jigsaw puzzle, these recycled metallic objects are fitted together into colorful, detailed designs of antique cars, train locomotives, vans, sailboats, motorcycles, riverboats, buses, racing cars and stagecoaches. The finished product is then nailed onto a plywood backing covered by crushed velvet and framed.



TIE CLASPS, DOORKEYS, CURTAIN RODS, lipstick tubes, knitting needles and other common household odds and ends are creatively combined and transformed into unusual "metal collages" by Division 5 Operator David Chaney. The subject of his colorful, shiny designs are trains, model T cars, vans, motorcycles, steamboats and even RTD buses. Chaney's eye-catching hobby has gained considerable local acclaim, including a CBS television story last year.

What most other persons would regard as junk, Chaney sees as a wide range of artistic possibilities. For example, a cut lipstick tube makes an ideal auto headlight. An old door key becomes a steering wheel on a model T car. And an old-fashioned metal hair roller is perfect as a motorcycle muffler, he pointed out.

Most of his material is collected from garage sales and neighbors. "People who know me don't throw anything out," Chaney said. Only rarely does he purchase any trinkets new.

The collages' sizes range from 8 x 10 inches to as big as 36 x 48 inches. A small one can be made in about four hours, while the more intricate ones — some with

moving parts, lights or music boxes — require up to a week's work, the bus operator estimated.

Most of his design ideas are borrowed from calendars, matchbook covers and even tobacco pouches. "Cars are my favorite to make," he said, although his past endeavors have included a Cinderella coach and more elaborate scenes like a Rolls Royce in front of a Victorian-style house with a water fountain. Colored beads and other shiny bits and pieces add a brilliant, eye-catching touch.

Many of the collages are made to order. "I never make two alike so each is an original, although the shape may be the same," he explained.

It all started about three years ago at a swap meet when he spied a picture of a ship made from brass and aluminum bars and carpet tacks. His sister-in-law, familiar with his oil painting, furniture-making and other creative talents, urged him to try something similar.

His first three projects — a ship, train and car — were immediately bought by a relative, so Chaney made three more. Someone else asked to purchase those.

Business really picked up after a community newspaper did a story on his unusual hobby. The following week CBS televised a story locally about Chaney's collages.

Over the years he estimated he's made about 300 of them, but none stay on his own walls. They seem to sell as fast as he can create them. His work has been featured at various arts and crafts shows. On Saturday, June 3 he'll have another display at the Del Amo Shopping Plaza.

But his biggest customers are RTD employees. "I bring one in, someone else sees it and wants one, too," he reported.

Most of them are reasonably priced between \$35 and \$45. "I'm not in it for the money," the 30-year bus driver reflected thoughtfully for a few minutes. "I always wanted to make things. I guess it's satisfaction from creating something different that people can appreciate."

Toastmasters mark triumphant first year

Excitement was in the air as the RTD Toastmasters celebrated the completion of a successful year during their first anniversary dinner on Wednesday, April 5.

Some 60 club members and guests from throughout the District gathered at the Castaways Restaurant in Burbank for the event. Byron E. Cook of the RTD Board of Directors and John Wilkens, Manager of Employee Relations, both former Toastmaster members and avid supporters of the group, were given honorary membership certificates for their contributions and inspiration.

Among those speaking to honor Wilkens and Cook and salute the group were Jack Gilstrap, General Manager; surprise guest speaker Richard Kissick, District Secretary; and Maurice La Rose, Area Toastmaster Governor. Louise Davis, Council Member and Mayor Pro-Tem of Monterey Park who is serving as community liaison to RTD, was a special guest of President Judy O'Donnell from Personnel who acted as master of ceremonies.

In addition, members and guests were invited to give impromptu speeches on selected topics while being timed. The exercise, chaired by Max Zollman of Bus Facilities and club Treasurer, helped illustrate one of the group's functions and produced many humorous remarks and stories among those persons participating.

Cook, Wilkens and Gilstrap, also a former Toastmaster, stressed that the organization is an enjoyable and effective training program that sharpens oral communication skills and had aided in their professional development and self-growth.

RTD employees are encouraged to join to learn how to improve speaking, planning and listening techniques; increase self-confidence and ability to lead and persuade others; and project favorably in many different situations. Club meetings are held the first and third Wednesdays of every month inside the headquarters building, 5th floor conference room, starting at 6:30 p.m.

Membership information can be obtained from Betty in the Recreation Department, ext. 6580.



RTD Board Member Cook addresses Toastmasters while John Tincher, the club's Administrative Vice President, keeps tabs on the time.



General Manager Gilstrap discusses the ins and outs of public speaking. To his right are Club President O'Donnell and Wilkens, RTD Employee Relations Manager.

Purchasing Dept. at South Park gets facelift

Before:



During:



After:



Maintenance moves out of 425 South Main ...



... and into Division 2



Division 3 brightened



Recreation news:

Softball season in full swing

Along with warmer weather and longer days, softball season is here. The Recreation Department is now taking sign-ups through May 31 for the divisional teams. The location of the games will be Diamond One at Whittier Narrows in Rosemead. Softball team players, managers, and scorekeepers are needed, so men and women interested in being part of this fun yet highly competitive series should notify their division manager or the Recreation Department immediately.

RTD's basketball games continue, with the Second All-Stars game scheduled for Saturday night, May 13 at 6535 Cedros Avenue in Van Nuys. RTD's top players will go against the Los Angeles Police Department team for the first time. It'll be another action-packed game and all employees and their families are invited to attend at no cost to help cheer their team to victory.

In the meantime, playoffs among the divisional basketball teams begin this month. Besides the divisional trophy for the overall winner, there will be individual trophies awarded the players in both of the top two teams, a Most Valuable Player award, and the Warren Meats trophy for the team manager voted to be the best.

Another type of league will be forming soon. The training period for RTD's Soccer League will begin in September with a session planned with the professional Los Angeles Aztecs. Team players, scorekeepers and other assistants will be needed at Whittier Narrows where the games will take place. Although the action won't start until October, sign-ups begin in July.

Entrants in the Grand Prix at Fountain Valley held last March reported that Division 6 Operator Scott Mercer took first place with a time of 52.51. The second fastest time was achieved by the husband of Joyce Forman, Division 5 Operator.

Citizens fight to preserve 608

Citizen groups have banded together for a variety of special interests, like preserving an old landmark, a housing tract or endangered wildlife. Now there's an association of Westside residents with a unique cause of their own — saving RTD's Line 608.

Organized as "The Committee To Promote The 608 Bus," this group consists of attorneys, bankers, insurance executives and other businesspersons who regularly ride the 608 Freeway Express into downtown Los Angeles from the Malibu and Pacific Palisades areas.

The campaign is being spearheaded by Sam Black, RTD Acting Manager of Operations, who himself takes the 608 bus to work as often as possible. "I told them that without an increase in patronage, the line was a likely candidate for a service cut," he explained.

A Recreational Vehicle Club is now being organized among District employees who enjoy camping in the great outdoors. Sign up through the work location bulletin boards or by telephoning Ted Kea at 714-989-4828 or W. E. Johnson at 714-984-4542.

Besides camping, summer will bring a host of other great activities and trips for employees, retirees and their families. Last year over 1600 persons enjoyed RTD Day at Knott's Berry Farm with reduced prices arranged for admission and unlimited use of most rides, shows and attractions. Included among Knott's "Old Time Adventures" are a Timber Mountain Log Ride, Calico Mountain Ride, Ghost Town and Rio Grande Railroad.

This year the choice in dates is Saturday, June 17 and Sunday, June 18. Keep an eye on the bulletin board for more details on a day in this Old West-type entertainment park.

April's weekend excursion to Las Vegas filled up fast, but another one is planned to leave the El Monte busway terminal parking lot via bus on Friday, July 14, so make note of the date now. The RTD group will again stay at the Fremont Hotel at reduced prices.

The Annual RTD Day at Dodger Stadium this year will be Sunday, July 30. On that day, the home team meets the Pittsburgh Pirates in what promises to be a fast-moving game.

Another very popular summertime event is the Annual Company Picnic. Last year a sell-out crowd enjoyed a generous share of barbecued beef, fishing, swimming, volleyball, lawn games and plenty of other food and activities.

This year the picnic will accommodate 4,000 employees, retirees, their spouses and children. Because of the very low prices of \$3 per adult and \$1.50 for children 5 to 10 years old, only those family members can be admitted.

To prevent that cutback from becoming necessary, the committee had flyers printed promoting the 608 bus service among local residents. It points out the great savings in leisure time, commuting costs and headaches by taking an RTD bus instead of driving. High school students will distribute the literature throughout the surrounding neighborhoods.

The committee has also gained favorable newspaper publicity about the 608, including a recent editorial in the Palisades Post praising the convenient transportation it provides.

A similar campaign in the Malibu region about two years ago brought a dramatic increase in ridership, Black reported. "This type of grassroots activity is exactly the type of support we need more of from community residents," he added.

Whenever there's a problem on a bus,
And passengers are troubled,
The mild-mannered operator draws his curtain,
and a few moments later emerges . . .

Faster than a freeway flyer!
More powerful than the double decker!
Able to leap the El Monte station in a single bound!

Look! Up on the busway,
It's a bird,
It's a plane,
No, it's . . . it's . . .

SUPER DRIVER!



by David Coffey
Telephone Information Department

Last year's Second Annual Summer Olympics produced a few dedicated participants and supporters who competed in a variety of field events such as running and jumping. At stake was athletic pride, a feeling of accomplishment and fitness, and many handsome, Olympic-style gold medals. But if a sufficient amount of interest isn't shown among employees soon, the RTD Summer Olympics may not take place in 1978.

With many personnel bidding their vacation times soon, it's important to bear in mind that a deluxe 15-day Caribbean and Miami vacation package is being offered at a very economical price. Departing September 15, the trip includes seven days of cruising on board the Carnivale and seven days in Miami, Florida.

Classified

● 1973 Pontiac Grand Prix. Power steering, disc brakes, power windows, tilt wheel, cruise control, power door locks. Car runs great. All black, new tires. \$2,300. Phone 714-877-5738.

● 1974 Sedan de Ville Cadillac. A-1 condition. Clean! (One owner.) 4 doors, 4 brand new radial tires, full equipped. 52,000 mi. Only \$5400. Telephone 714-623-2325 after 6 o'clock.

● 1975 Buick Regal. Power steering, power brakes, power windows. Rally wheels, custom interior, tilt wheel. AM-FM stereo. New Goodyear Tiempos, vinyl roof, cherry in and out. Price: \$3950. Blue book: \$4470. Call 213-299-9547 after 6 p.m.

● 1977 Eldorado. 11,000 miles, all equipment except sunroof. \$9,700. Phone 213-774-4973 after 2 p.m.

Besides round trip air fare to and from Miami and both hotel and stateroom accommodations, other highlights include stops in the Lesser Antilles, Virgin Isles and Puerto Rico. The price is just \$699 per person (based on double occupancy).

Call Ext. 6580 for more details on all these activities.

Youth sentenced to bus cleaning

Divison 3 utilities will have an extra pair of hands helping clean the buses one Saturday morning soon when a 17-year-old juvenile complies with an unusual court ruling.

The Los Angeles youth (whose name was withheld because of his age) was sentenced to spend four hours under proper supervision removing graffiti from out-of-service District buses after he was apprehended for inflicting graffiti damage to an RTD coach.

At his March 20 court appearance, Juvenile Court Commissioner Virginia Cernak instructed the 17-year-old to contact RTD and set a date to report to a maintenance yard near his home to serve his time. Union officials have consented to the arrangement.

At the same time, Commissioner Cernak suggested other juvenile court judges and commissioners be encouraged to mete out similar punishment in such cases. Richard Kelso, RTD Chief Special Agent, applauded her decision, saying, "It will not only help deter other would-be offenders and curb malicious damage problems, but it will also instill a sense of responsibility in the wrongdoer."

Fond farewells . . .



WARM SEND-OFF was given by Division 8 Maintenance for Dale Lauchart, Mechanic "A," (right) whose last day of work at RTD was March 24, 1978. Lauchart joined what was then the Metropolitan Coach Lines in 1956 as a Mechanic "B." He spent several years working at Division 3 before transferring to the Van Nuys facility in 1960. Now that his retirement days have arrived, Lauchart plans to move to the Palmdale area. During his farewell celebration, Leadman Vince Content (left) presented him with the division's parting gift — a hunting rifle.



SO MANY FRIENDS from RTD gathered at the April 13 retirement party at Division 1 that they had two huge cakes. Subject of the festivities was Assistant Transportation Manager Leroy G. Homrighausen, who began his public transit career as a conductor for the Los Angeles Railway. With well over three decades of District service behind him, Homrighausen thanked all the operators and other personnel present for their friendship and good wishes. His plans now include pattering around the garden and a trip to the Orient this summer.



ASSURING THEM THAT LIFE'S SECOND HALF is really the better half, Transportation Manager Gus Lopez and other Division 7 personnel bid a reluctant goodbye to two well-liked employees. The dual retirement party held on April 11 honored Division Dispatcher Jason D. Feller and Operator Arthur L. "Robbie" Robinson. Feller, who began as a Pacific Electric conductor in 1946, spent most of his 32 years' service working at Division 7. Operator Robinson, who started with the Los Angeles Transit Lines in 1956, also worked at Divisions 5 and 6 as well as 7. A portable color TV set was presented to Feller by his friends, while Robinson received a power drill press to continue his woodworking activities in the years ahead. From left: Ted Brennen, Superintendent of Divisions; Robinson; Lopez; and Feller.



THE FOUR BABY CHICKS given Division 15 Operator Frank Zanotti on March 23 weren't for Easter. They were part of a retirement gift for the operator, who was preparing to move to Twenty-Nine Palms to do some farming and fishing. The chicks were presented to him inside a new fishing tackle box that his friends at RTD had bought him. As pictured above, Transportation Manager Ernie Giaquinto (on left) congratulates the surprised operator on his last day at work. Zanotti had been a District employee a total of 17 years.



A VIVID LOOK AT HIS PAST was provided Radio Dispatcher Jack M. Ensign (far left) during his March 30 retirement party. As shown here, he was amused to unwrap a blow-up of an old photograph taken of him after he began with RTD. In addition, Ensign's friends at the District gave him citizen band radio equipment as a parting remembrance. He began his career in public transportation as a Division 5 operator on November 7, 1953, was appointed an extra supervisor, supervisor, and then supervisor-extra dispatcher before reaching his final position. Among the many employees and retirees joining him in the celebration were (from left): Jeff Diehl, Superintendent of Transportation Services; Joe Reeves, Chief Radio Dispatcher; and Rocky Stone, Chief Supervisor.



A WELL RESPECTED, VERY FAMILIAR face will no longer be seen daily around the District's maintenance yards, as Division 2 Manager Frank Abrosan retired last month. Numerous maintenance employees and other District personnel attended the party held in his honor on Friday, April 14. Among the gifts presented to the pleased maintenance manager were a gold watch, a beer stein and, as pictured here, a Lowenbrau banner. Abrosan began work on November 22, 1944 as a Mechanic "A" at Division 5 and had steadily advanced himself at the various divisions to which he was assigned. He ended his District career at Division 2, where he had been working since 1965.

RTD **MAKING HEADWAY**

The old saying, "It's a small world," really hit home for Operator John J. Falbo of Division 9 lately. As he was driving a bus, the operator was amazed to learn that the single passenger on board was an out-of-state visitor from his own home town of Moon, Pennsylvania. His name was William Lee, a guidance counselor at the local high school where Falbo had studied and played football. "I knew everybody he knew and he knew everybody I knew," Falbo reported.

To add to the coincidence, it turned out that Falbo's cousin, still residing in Pennsylvania, had set up the itinerary for Lee's trip to the West. Somewhat later, when Falbo was visiting his sister who lives in Las Vegas, he happened to pick up a newspaper from his old home town that she subscribed to and discovered his name printed in the publication with an account of the meeting on board the RTD bus.



A growing list of football honors has made Operator Ronald Weckbacher of Division 15 mighty proud of his son, Ron. The 17-year-old student at John Burroughs High School in Burbank lists among his 1977 sports credits the National Football Foundation and Hall of Fame Scholar-Athlete, Los Angeles Times Prep All-Stars Defensive Back and All League-Foothill League Defensive Back. Operator Weckbacher also reported his son played quarterback in an episode of the CBS series, "The Fitzpatricks."

Operator Richard Pedroza of Division 5 and his wife, Sally, joined the circle of parenthood when their first born arrived on March 5 at Kaiser Hospital. Angela Ann weighed just under 9 lbs. at birth.

The family of Operator Leslie E. Jones Jr. of Division 9 continues to grow. The latest addition, Emily J., was born on February 24. She has two brothers, Michael and Patrick, and two sisters, Leslie and Victoria. Emily weighed 6 lbs. and 15 oz.



The proud-looking dad pictured here with a firm grip on his new son is Eddie J. Sanchez, Division 9 Operator. He and his wife, Peggy, reported that Eric Karl is their fourth child and just missed being part of Santa's nice surprises by arriving the day after Christmas at Kaiser Hospital in Hollywood.

It was an 8-lb., 8-oz. girl for Division 15 Utility "A" Don Youngman and his wife, Jeanne. Alisha Robin was born on February 23 at the Tarzana Medical Center. She has a 4-year-old brother, Devin.

Division 1 Operator Larry Blair is the jubilant father of Jennifer Lea, who was born on March 29, 1978 in Bellflower. Blair reported she weighed just under 7-½ lbs. and "looks just like Dad."

There was a sizeable family gathering at the Shaker Mountain Inn in Glendale last February 4. The occasion was the 43rd wedding anniversary of Glenn J. Powell, Second Shift Foreman at Division 9, and his wife. Sons Jay and Ronnie and their wives Tina and Becky took the couple out to dinner.

Peter Serdienis of the Schedules Department received his Master's Degree in Business Administration from California State University, Los Angeles this past March. Serdienis, who attended CSULA at night during the past two years, was a participant in the District's tuition reimbursement program.



"I DON'T BELIEVE IT!" exclaimed an amazed Debbie Williams, RTD Telephone Information Operator, when she discovered her friends from the Telephone Information Department had arranged a surprise bridal shower for her inside the headquarters' employee cafeteria. Just a few days prior to April 2 when she became Mrs. Casey Pitchford, she received a cookie jar, kitchen towels, serving dishes and other wedding gifts, along with plenty of cake and good wishes. From left are: Virginia Escobar, Deanna Patterson, Diane Bojorquez, Debbie Williams, Rita Cole and Marie Tervalon, all telephone information operators.



A DUAL CELEBRATION took place in the headquarters building on March 16 to honor the birthdays of Jim Oliver (left) and Frank Nelson (right), both in Operations and both born on the same date. The two Pisces shared a carrot cake with their co-workers to commemorate the occasion. Assisting them in the cake-cutting operation is Secretary II Marian Sanders.



THE DATE OF MARCH 18 had double significance for Telephone Information Operator Diane Binkier (left). It not only marked her anniversary date with the District, but it'll also be her wedding anniversary in the years ahead as Diane became Mrs. Fred Bojorquez on March 18, 1978. Her friends in the Telephone Information Department, including Brenda Miley (on right), gave her a nice send-off to Las Vegas the day before the ceremony.

HEADWAY

Published monthly for the employees and retirees of the Southern California Rapid Transit District.

Editorial input and suggestions welcome. Deadline for receipt of editorial copy is the 14th of each month. Send black-and-white photos only, please. Requests for photographic coverage of District events must be preceded by 72 hours' notice.

Mailing address: Headway, 6th Floor, 425 South Main Street, Los Angeles, CA 90013. Telephone: 213-972-6680.

Madeleine Bickert, Editor

Southern California Rapid Transit District
425 So. Main St., 6th Floor, Los Angeles, CA 90013

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