

District to receive funds for 1200 new buses

RTD officials were notified April 11 by Urban Mass Transportation Administration (UMTA) Administrator Richard Page that the District's request for funding for 1,200 new buses has been approved.

Page said that UMTA, which provides 80 per cent of the cost for new equipment such as buses, had approved expenditure of approximately \$140 million in additional funding for the RTD to buy 940 standard 40-foot buses, a total of 260 others including double deck, articulated, and intermediate

(30/35-foot) coaches as well as to build operating facilities to support the buses.

"The Los Angeles transit rider is the big winner," said Marvin L. Holen, RTD Board of Directors president. "No longer will he have to ride the oldest buses in the country as he does at present on our hundreds of 12 to 25-year old vehicles."

Holen said that with this go-ahead from the federal government, "Both those who use the RTD now and the new riders we will get as the energy crisis deepens will travel in comfort and style."

Jack R. Gilstrap, RTD general manager, said the District will seek bids as soon as possible on the full order of 1,200 buses.

"At present it takes up to two years to receive new equipment," Gilstrap said, noting that there are currently only two manufacturers of buses in the entire country. "We're hopeful, however, that due to the size of this purchase, which may be the largest single order ever placed for buses, that we'll be able to get quicker delivery."

President Holen added that the agreement with federal officials

to fund the purchases was the culmination of a united effort involving elected and appointed officials launched by the RTD more than a year ago.

"Because of the dollar amount of our purchase, UMTA was reluctant for many months to support us," Holen continued. "But concerted efforts by leading California elected officials in the past several weeks turned the situation around."

Holen said that Rep. Harold "Bizz" Johnson (D-Roseville), the

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Southern California Rapid Transit District



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RTD approves plan to double capacity in face of developing energy shortage

In scenes reminiscent of the 1973-74 Arab oil embargo and the resulting energy shortage in this country, lines of cars are again forming in front of gasoline stations throughout the nation. Service stations are curtailing their hours of operation and talk of gasoline rationing fills the air. Fuel prices are skyrocketing with many experts predicting gasoline prices in excess of \$1 per gallon by mid-summer.

In his recent energy address to the nation, President Carter told America that when it comes to gasoline, we will have to use less and expect to pay more for it.

All of this has put increasing pressure on the automobile user, especially in automobile-dominated Southern California. Just as they did in the 1973-74 energy crunch, harried commuters are turning to the more energy efficient public transportation systems as they are forced to leave the car at home.

The question now would seem to be, Can public transportation handle this increased demand?

The Southern California Rapid Transit District, which handles 90 per cent of public transit in Los Angeles County, is already feeling the impact of the current situation. There was a ridership increase of nearly 30,000 boardings per day in March over the previous month. Ridership figures are running six to seven per cent ahead of this same period last year . . . which is quite a lot of people when you are talking about more than one million passenger boardings a day.

But the SCRTD and the nation's other transit agencies are not immune from the effects of the energy shortage. Statistics in *Passenger Transport*, the weekly newspaper of the transit industry, reveal that several systems are already running short of fuel and

all systems are having to pay higher prices for what they can get.

Diesel fuel prices have risen seven per cent in the past three months and, if the trend continues, that would represent a 30 per cent increase in the course of a year.

While some transit agencies are contemplating service cutbacks because they either cannot get fuel or cannot afford to buy the amount of fuel they need to run their buses, RTD has developed an emergency plan — the first of its kind in the nation —

with the ultimate goal of doubling the District's ability to accommodate bus trips and establish the capacity for this expansion within two years (that would boost weekday ridership to more than two million boardings).

The Energy Shortage Contingency Plan, a 102-page report prepared by the Planning Department and approved in part by the Board of Directors at their April 10 meeting, outlines the District's ability to respond to an energy shortage and recommends measures to take to improve this capability.

"Since a crisis may occur at any time, it is important that the District begin crisis preparatory measures now so that we may be ready if and when a crisis occurs," General Manager Jack Gilstrap told the Directors in presenting the plan to them.

Manager of Planning and Marketing George McDonald, in outlining the plan for the Board, said, "Two of the major problems the District may face in a crisis are the short-term availability of sufficient fuel to maintain or in-

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ON THE RISE — A combination of seasonal highs and the increasing cost of gasoline is pushing RTD ridership figures to record highs and straining some already overburdened lines.

Spring Ms. RTD turns a few heads — with golf clubs

You can carry several different kinds of athletic equipment onto a bus — footballs, baseballs, basketballs, tennis rackets, even bats and gloves — and not create much of a stir. However, Ada Bey has discovered that a set of golf clubs carried on a bus definitely turns a few heads.

The 29-year-old South Central Los Angeles resident, recently selected to reign as the Spring Ms. RTD, is a fulltime communications student at Southwest College and an aspiring professional golfer. To fulfill that second objective, Ada's training program takes her to golf courses throughout Los Angeles County. Despite the fact that she once owned a car, she now prefers to leave the driving to RTD.

"It may mean I have to leave the house an hour earlier, to get to some places on time, than I would if I drove a car, but taking a bus means I can relax, chat with other people on the bus, study school assignments or whatever and still arrive at the golf course refreshed and ready to go. I certainly don't miss freeway jitters or bumper to bumper traffic," she says.

But she has noticed that her clubs raise a few eyebrows when she hauls them aboard. "Most people ask me if I am carrying them for my protection," says this mother of a two-year-old son.

Of course, Ada utilizes District services for much more than simply getting from fairway to fairway. She travels by bus to everything from family gatherings, to school, to social events. When it comes to knowing what bus to take to get from here to there and how often they run, Ada, a native of Los Angeles, is as knowledgeable as a District information operator. She is particularly familiar with bus routes and schedules in the Central City area and takes four to six buses a day when she is traveling between home, school, golf courses and other daily activities.

As the second winner of the Ms. RTD competition, Ada Bey will receive a bus pass good for free transportation on all District buses during the three months of her reign. She will also receive a copy of the professional portrait that was taken of her and which will be displayed on most District buses.

Ada was chosen by a panel of District employees from more than 200 applicants (nearly double the number who applied for Winter Ms. RTD). The competition is the first of its kind, designed solely for RTD patrons. District employees and their family are not eligible to participate.



ADA BEY

Trends in transit

By JOHN WILKENS

Manager of Employee Relations

One of the most pressing problems that faces our transit industry as well as our country's entire economy is how to improve productivity. This is particularly important when you consider the "tax revolt" that Proposition 13 represents and the effect it has had on all public services — library service, street repair, surcharges for trash collection, sanitation services, ad infinitum.

Our transit industry, of necessity, has one problem that has to be recognized. Our patrons do not want to travel at the same level all 24 hours of the day. Instead, they ride much more during the morning and evening peak periods as they travel to and from work. Also, customers call for more telephone information during certain periods of the day. And, our buses must be serviced primarily during a relatively short period of time right after the evening peak.

SCRTD is no different from any other transit property when it comes to peak demands. Some properties have more peak demand, and some have less. However, it is a common ailment of our industry.

We have recently commenced labor negotiations with our three unions, the United Transportation Union (UTU), the Amalgamated Transit Union (ATU) and the Brotherhood of Railway and Airline Clerks (BRAC). One of our proposals to each union is for part-time employees. This is to confront the peaks and valleys of our service demands.

This is not an original idea of RTD's, but one that is becoming more and more prevalent in our industry. Some of the properties who have negotiated the use of part-time employees with their unions include Seattle, Washington; Baltimore, Maryland; Washington, D.C.; Minneapolis-St. Paul, Minnesota; Orange County Transit District; New York City Transit Authority; Chicago Transit Authority; San Diego Transit Corporation; San Mateo Transit District as well as several others.

The District's proposals would prohibit the lay-off of any full-time employees in our service at time of reaching agreement. Instead, the part-time operators would take the place of employees who leave our service through attrition (retirement, death, resignation or discharge). Or, as in the case of Information Clerks and Service Attendants, these would be additions to the work force with no adverse effect on the existing employees.

Another distinct advantage to our employees is that it will cut down on the long 12 and 13 hour days some of our extra-operators currently have to work. Many have complained about being away from their families for too long a period.

Career conference goals relayed to Toastmasters

Administrative Secretary Paula Salido recently attended a women's career conference in Los Angeles and reported on the insights she received to the RTD Toastmasters Club, which meets the first and third Wednesday of each month in the fifth floor conference room at District headquarters.

Excerpts from her address are printed below.

As more and more women become discontent with standard "women's work" type jobs and begin reaching for and achieving executive levels, it may be timely for us to review our own career goals. March was Ladies' Month, marked by two major career workshops in Los Angeles, attended by more than 12,000 going-after-it women. From the two-and-a-half day conference I attended, here are 15 points I would like to share with other RTD women.

1. Women need to develop self-confident attitudes. Take pride in your work and don't be afraid to assume a task higher than your job level. We must instill in others that we have confidence in our ability to handle responsibilities and challenges.

2. Men know they will work all their lives. This helps them focus. We, too, need vision, or long-range goals. We must develop a managerial viewpoint by taking administration or management courses. Ask yourself, "How can I become more valuable to my employer?"

3. We need mentors, role models who can open doors and from whose experiences we can all benefit.

4. Women need power. That is, the ability to mobilize their resources. We get it by doing something that's a first in our company, by getting visibility or if

the activity is related to the company's needs.

5. Network. Men have the "good old boy" network. Share your knowledge about job vacancies or helpful classes with other women.

6. Create a reputation for yourself as a "doer." Get that visibility.

7. When you write your resume, approach it from what you want to do, not just what you've done. Tell how you hope to function in the company.

8. Once you've chosen your field, learn the top companies in that field, their policies, financial status, and so on.

9. Up is not the only way. Move laterally if that means growth or the development of new skills. Most executives have many-faceted backgrounds.

10. Take risks. Be willing to fight for what you believe in. Be willing to admit a mistake. Remember, careers are made, not found.

11. Set your goals high and be consumed 24 hours a day by what you want — whether it's a job, a house or a degree. Feed your subconscious with it. Develop your own personal five-year plan and consider where you must be in 18 months to meet your goal and stay on schedule.

- 12-15. Don't procrastinate, that's surely the death of your career. Keep your skills tuned up, obsolescence occurs quickly. Know your product so well nobody can turn you down, and know your proponents as well as your opponents. Be positive and tell yourself you can do anything you wish — we are limited only by our own laziness.

You can achieve what you want. Tell yourself that, regularly and often. You are your own most valuable asset and you can become that which you desire.



THOMAS E. MICHAEL

LEGISLATORS INSTRUMENTAL

RTD request for bus funds OK'd by UMTA

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Chairman of the House Public Works and Transportation Committee, and Rep. Glenn Anderson (D-San Pedro), a member of the committee, were directly responsible for the new buses for Los Angeles.

"Without the leadership of congressmen Johnson and Anderson this development would not have occurred," Holen said. "The RTD advised them of our deteriorating fleet condition and they led the effort to convince UMTA that Los Angeles' needs were real and pressing."

Holen said special recognition was also due other members of the California congressional delegation, including Rep. Ed Roybal (D-East Los Angeles), Rep. Norman Mineta (D-San Jose), Rep. Don Clausen (R-Santa Rosa), and Senator Alan Cranston (D).

"Representative Roybal was very forceful in describing the condition of the buses many of his constituents must ride in each day," Holen said. "Congressmen Mineta and Clausen, both

members of the public works committee and northern California representatives, as well as Senator Cranston emphasized the fact that it was a united California state delegation calling on UMTA to consider Los Angeles transit needs."

Instrumental in stating the RTD's needs before Washington officials was Caltrans Director Adriana Gianturco, Holen said.

Letters requesting UMTA support of the RTD's bus needs came from Reps. Anthony Beilenson (D-West Los Angeles), James Corman (D-Van Nuys), George Danielson (D-Rosemead), Julian Dixon (D-Los Angeles), Robert Dornan (R-West Los Angeles), Wayne Grisham (R-La Mirada), Jim Lloyd (D-West Covina), and Charles Wilson (D-Hawthorne).

"Support from the Los Angeles County Transportation Commission and the leadership of the labor unions who represent the RTD's contract employees played major parts in this achievement," Holen continued.

"With the price and availability of gasoline fluctuating on a day-

Personnel Department gets new director

Thomas E. Michael has been named Director of Personnel for the Southern California Rapid Transit District. The soft-spoken father of five children ranging in age from six to 17 comes to the District from Phoenix, Arizona, where he worked the past 15 years in the Maricopa County government, the last seven as the county's Director of Personnel.

Not only is Michael being welcomed aboard the RTD, he is being welcomed to L.A. A native of Arizona, educated at Arizona State University, the new department head will relocate his wife and family to the Southern California area during the school summer break.

As the new Director of Personnel, Michael will direct the development, implementation and operation of personnel programs including: benefit administration; recruitment, selection and employment; test validation; manpower planning; classification and salary administration; unemployment insurance; counseling; grievance procedures; and performance evaluations for non-contract employees.

In addition, the position calls for Michael to prepare and present reports on new or revised programs to members of the Executive Staff or the Board of Directors, prepare department budget and monitor the District's compliance with state and federal laws.

The position is under the general administrative direction of Manager of Employee Relations John Wilkens.

to-day basis, it's encouraging to see Washington give this encouragement to transit in Los Angeles," Gilstrap said. "Washington realizes that a public transit investment in Los Angeles is worthwhile — just last month we recorded our highest level of ridership ever, with an average of one and one-quarter million passengers per day."

"Our next goal is to convince Washington to let us move forward on a rail rapid transit project in our most densely populated area," Holen concluded. "The approval of our bus request shows Washington is beginning to recognize our need. Now we must move on to developing a truly balanced transportation system."

Credit union caps record year with officer elections

Announcement of a record-setting year of loaning money and the election of officers highlighted the 41st annual meeting of the Transit District Employees Federal Credit Union.

John Brewer, chairman of the Credit Committee and President of the Credit Union Board of Directors, told the gathering that 1978 had been a banner year for the organization. The Credit Committee approved loans totaling more than \$7 million. Brewer added that the only category in

which the credit union underachieved was in urging members to save money.

With 57 credit union members in attendance, voting saw Brewer re-elected to the board for a three-year term along with Wes McCarns, Division 3 Transportation Manager; Carl Carlson, retired Head Dispatcher; and Henry Beier of the Planning Department. Carl Johnson, Superintendent of Property Maintenance, was elected to the board for a two-year term.

Board of Directors honor outstanding employees



TOPS — Director Charles Storing (left) presents Employee of the Month awards to (front row, left to right) Rita Cole, James Stevens and Frank Sanchez as (back row) Manager of Customer Relations Bob Williams, Division 8 Transportation Manager Gerry Woods and Division 3 Maintenance Manager Jack Eich watch.

Employment specifications and job descriptions can outline the basic qualifications for a position, but they cannot cover other equally essential qualities like enthusiasm, loyalty and dedication. Each month, as they have for the past several years, the RTD Board of Directors and Executive Staff honor three District employees who embody these traits.

Selected as the February Information Operator of the Month was Rita Cole. Rita has been with the District for 12 years and, throughout that time she has maintained an excellent attendance record and received numerous commendations from her customers. She presently operates the Centrex Business Switchboard and is qualified to work the Porta-Printer, enabling her to give information to the deaf.

James Wilburn Stevens was chosen as the Operator of the Month for February. The Division 8 employee is the type of man the District could use several thousand of. Stevens has worked for the District and its predecessor agencies for 22 years, and in that time has had only four missouts and reported sick only four times since he hired out. He currently holds a 14-year safety award and has received 126 letters of commendation from passengers he has served since 1956. Steve, as he is known at the division, has been married for 39 years and is a member of the Masonic Lodge.

The February Maintenance Employee of the Month is another longterm employee. Division 3's Frank Perez Sanchez has worked for the District and its predecessors since February 2, 1944. Now a Mechanic-A, Frank is a versatile mechanic who is capable of handling any type of job. His 35 years of experience mean the division can — and does — rely on him to train new mechanics.

325 MILLION RIDERS

Sorry, Philly — RTD is now number three

The Southern California Rapid Transit District has become the third largest public transportation agency in the nation, moving ahead of Philadelphia, according to recent figures compiled by the American Public Transit Association.

RTD ridership last year was 6.25 million more than Philadelphia's, with only New York and Chicago carrying more passengers annually on their combined rail-bus operations.

The District remains this country's largest all-bus operation, with its 2,400 vehicles carrying 325 million boarding passengers last year on more than 200 routes.

A new ridership record was set during the first week of last month as weekday ridership from Monday, April 2 through Friday, April 6, averaged 1,250,000 boardings. In making the announcement, Manager of Planning and Marketing George McDonald cited the recent addition of 168 buses (pressed into service to reduce overcrowding on major lines) as well as Spring seasonal highs for the increased ridership figure.

The number of weekday riders during the previous record-high ridership month of October, as compared to the heaviest traveled month in fiscal year 1978, equals an additional 1,500 busloads or as many people as are moved daily by the entire bus system in cities such as Hartford, Connecticut, or Columbus, Ohio. Every weekday RTD logs more than one million passenger boardings.

According to the most recently released figures, RTD's five most heavily patronized lines in the Wilshire corridor carry more than 188,000 passengers a day and account for more riders than the entire BART system in San Francisco.

Statistics show that 46 per cent of the District's operating costs were paid by fare revenue, the highest percentage of any major property on the west coast. Fare revenue for the fiscal year ending June 30 is projected at \$94 million, as compared to last year's \$82.6 million. The higher revenue received in the fall of 1978 resulted in an 8.3 per cent reduction in subsidy per ride despite inflationary pressures, when compared to subsidy levels in the fall of 1977.

District's Energy Shortage Contingency Plan would guarantee fuel delivery, stagger work hours

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crease services, and the lack of proper equipment and facilities to respond to a crisis."

To help alleviate these problems, the Board approved immediate action on motions to call on the Department of Energy and all other federal and state agencies to ensure the District is able to receive the diesel fuel it needs and to call on the federal government to cut the lengthy approval cycle in approving District requests for capital and operating grants now pending before the Urban Mass Transportation Administration (UMTA).

Other aspects of the plan approved by the Board included:

- Requesting UMTA funds for the refurbishing of 31 old-look and 171 new-look District buses that, when combined with the 230 Advanced Design Buses currently on order, will enable the District to establish a 300-bus standby fleet.

- Calling upon county and city

Board calls for Congress to create emergency fund

After setting in motion the machinery to implement the District's Energy Shortage Contingency Plan, the RTD Board of Directors in a related action approved a motion by Board President Marvin Holen that the District request the President and the United States Congress establish a fund to cover the expense of such plans to the nation's public transit operators.

Holen was recently invited to testify in Washington before the House Appropriations Subcommittee on Transportation, and he explained to them some of Los Angeles' problems in terms of increased public transit demand coupled with the oldest bus fleet in the nation. Holen called for a crash program to improve public transit nationwide in light of the current energy situation.

In part, Holen told the subcommittee, "Our country is in the midst of a national energy crisis requiring reduction in petroleum use . . . We call on the federal government — the President and the Congress — for a crash program to expand public transportation. It is a direct way to attack and in large part solve our energy problem. It would be one of the most effective ways to dilute the pain of inflation (caused by the huge balance of payment deficits resulting from foreign oil purchases). It would help relieve us of the massive cost and consequences of polluted air. It is the wise course of action and should be of first priority."

government and all employers in the regional core to initiate a program of voluntary staggering of work hours.

The voluntary implementation of staggered work hours, particularly along the Wilshire corridor from downtown Los Angeles to Fairfax, is critical to the overall effectiveness of the plan, according to McDonald.

"Staggered work hours would increase the number of trips carried by RTD from the present 3.3 per cent of all trips to a maximum of 6.2 per cent, and from the present 5.6 per cent of all work trips to a maximum of 10.5 per cent," explained McDonald.

"Sixty-one per cent of our 220 bus lines, including most that operate along the Wilshire corridor, currently operate at near capacity during peak travel periods," said Gilstrap. "Staggered work hours along the Wilshire corridor would allow us to carry more people on our present fleet. If a crisis occurs, we could carry thousands more people by activating a standby fleet."

Gilstrap pointed out that, by careful scheduling, the present system can handle 43 per cent more riders.

Other aspects of the plan still being considered by the Board included hiring 45 additional telephone operators to handle the anticipated increase in information requests, establishing 500 bus information outlets and calling upon all interested agencies to help locate funds necessary to finance the emergency program.

The plan, prepared by Project Manager Patricia Van Matre under the direction of Principal Planner Ben Urban and with the assistance of Planning Analysts Fred Ybarra and Martha Curtis, is based on several assumptions.

The plan assumes that initially there will be a moderate crisis (similar to the one experienced in 1973-74). If an oil shortage continues, this moderate crisis would lead to a severe crisis situation similar to the one experienced (for different reasons) during World War II.

Assuming that the 300 additional buses are pressed into



ENOUGH? — In the event of a serious energy crisis the District might not have enough buses to go

around. Plans call for a refurbishing program to help create a 300-bus standby fleet.

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Schedule changes

Welcome aboard

Name	Div./ Dept.	Classification	Hired
Adamson, Warren S.	5050	Info. Clerk	3-12-79
Anderson, Rodney R.	3302	Mechanic "C"	3-26-79
Baca, Maxine G.	5050	Info. Clerk	3-12-79
Bell, Jeannette M.	9100	Secretary II	3-21-79
Bevon, Loretta G.	6200	Personnel Analyst	3-05-79
Bey, Moonela E.	7200	Rel. Key. Opr.	3-26-79
Bletz, Allen B.	5050	Info. Clerk	3-12-79
Boyle, Majorie A.	7200	Rel. Key. Opr. (Temp.)	3-26-79
Brame, Milton J.	5050	Info. Clerk	3-12-79
Brown, Norene H.	3309	Typist-Clerk (Temp.)	3-05-79
Brown, Ronald C.	3399	Service Attendant	3-05-79
Carlborg, Carolyn	6200	Personnel Analyst	3-05-79
Chaffino, Elizabeth	3399	Service Attendant	3-05-79
Clark, Michael S.	5050	Info. Clerk	3-12-79
Clarkson, Ralph J.	3301	Mechanic "C"	3-05-79
Dancy, Nora E.	5050	Info. Clerk	3-12-79
Delgado, Pedro (NMN)	3301	Mechanic "C"	3-05-79
Fleishman, David E.	3302	Elec. Maint. Supv.	3-12-79
Gold, Samuel R.	3302	Elec. Maint. Supv.	3-12-79
Hanberry, Denis P.	3399	Service Attendant	3-05-79
Hernandez, Maria E.	6300	Secretary II	3-07-79
Hunt, Richard L.	3302	Elec. Maint. Supv.	3-12-79
Hunter M. Jr.	3399	Service Attendant	3-05-79
Kano, Uni Y.	3301	Mechanic "C"	3-19-79
Leavitt, Richard L.	3307	Mechanic "B"	3-19-79
McConnell, Earl L.	3302	Service Attendant	3-19-79
McJunkins, Joyce	3302	Service Attendant	3-26-79
McKenzie, Desiree	3399	Service Attendant	3-05-79
Michael, Thomas E.	620	Director of Personnel	3-19-79
Mugford, Scott Y.	5050	Info. Clerk	3-12-79
Muranyi, Sandor J.	3302	Mechanic "B"	3-26-79
Najera, Henry K.	3302	Mechanic "B"	3-26-79
Nelson, Elaine L.	3297	Stenographer	2-26-79
Padgett, Terry L.	7200	Inv. Control Anal.	3-12-79
Robinson, Dwain K.	3302	Electrician	3-05-79
Rothenberg, David	7099	Internal Auditor	3-12-79
Stepner, S. Denise	7100	Typist-Clerk	3-19-79
Taplet, Paulette	3301	Stk. Shp. Clerk	3-26-79
Walker, Kristine L.	9300	Secretary II	3-19-79
Wheatley, John K.	3303	Mechanic "C"	3-26-79
White, Mary E.	6200	Secretary II	3-05-79
Wilks, Robert W.	3397	Stk. Shop. Clerk	3-24-79

Moving up

Name	Div./ Dept.	Classification	Date
Adams, Clarence	3205	Operator to Op. X. Supv. V.O.	3-04-79
Aguilar, Frank J.	3314	Mechanic "B" to Mechanic "A"	3-01-79
Brewer, John W.	2260	Safety Spec. (Temp) to Director of Safety (Acting)	3-21-79
Byrd, Veronica	5050	Info. Clk. to Info. Tkt. Clk.	3-25-79
D'Agostino, Jose	3314	Mechanic "C" to Mechanic "B"	3-01-79
Farris, Carroll W.	3315	Stk. Shp. Clk. to Storekeeper	2-11-79
Gupta, Anand K.	7200	Supv. Sys. Anal. (Acting) to Supv. Sys. Anal.	3-15-79
Harper, Gerald L.	3209	Operator to Op. X. Supv. V.O.	3-04-79
Harris, Michael B.	3207	Operator to Op. X. Supv. V.O.	3-04-79
Hayden, Glen	3302	Storekeeper to Equip. Rec. Spec.	2-11-79
Jackson, Thomas	3209	Operator to Op. X. Supv. V.O.	3-04-79
Kerr, Betty	7100	Info. Clk. to Cash Clk. (Temp.)	3-18-79
Larrauri, Robert A.	3314	Mechanic "B" to Mechanic "A"	3-01-79
Mead, Lawrence R.	3314	Mechanic "B" to Mechanic "A"	3-01-79
Miller, Gary L.	9100	Staff Asst. I to Staff Asst. II	2-27-79
O'Neill, Richard F.	3201	Operator to Op. X. Supv. V.O.	3-04-79
Steenbock, Orville	3302	Utility "A" to Mechanic "C"	1-26-79
Villalon, Teresa	3150	Info. Clk. to Print Shop Clk.	2-25-79
Volpe, Carl L.	3308	Info. Clk. to Stk. Shp. Clk.	3-18-79
Woolley, Bertha R.	3150	Janitor to Print Shop Clk.	2-25-79

Shifting gears

Name	Div./ Dept.	Classification	Hired	Retired
Frazelle, Russell D.	3209	Operator	1-29-59	3-22-79
Greenberg, Lawrence	3202	Operator	8-21-46	2-24-79
Loveday, George R.	4600	Sched. Material Control Analyst	1-20-54	3-16-79
Martin, Edward H.	3205	Operator	1-29-46	3-09-79
Mauldin, Frank L.	3209	Operator	4-11-51	3-04-79
Nelson, La Vonne M.	4416	Ticket Clerk	5-10-43	3-19-79
Pasternak, Barney	3202	Operator	9-28-51	3-22-79
Paul, Cleave	3305	Utility "A"	8-01-47	2-18-79
Ray, Cecil	3201	Operator	12-04-50	3-15-79
Thompson, Ruth M.	5000	Mail & Duplication Clerk	11-17-59	3-13-79
Webster, Kenneth W.	4600	Superintendent of Schedules		

In memoriam

Name	Div./ Dept.	Classification	Deceased
Milo, Charles	3205	Operator	3-12-79
Rojas, Mario R.	3301	Former Utility "B" Retired	3-09-79
Samaniego, Robert B.	3209	Former Operator Retired 6-1-71	3-25-79

Commendations

Each and every day of the week, the Rapid Transit District's Customer Relations Department receives letters praising the District's operators for everything from the simplest common courtesy to acts going far above and beyond the call of duty.

Quoted below are excerpts from some of these letters along with the drivers they were directed to and the division out of which they work. All such commendation letters are reported to the operator by his division manager and are entered in the operator's personnel file.

R.C. Patterson, Division 3—"At about 10:30 a.m. we approached an accident (not involving the bus). The driver immediately got out of the traffic lane so as not to cause a traffic problem, he stopped the bus and called the paramedics and police via the phone on the bus. He then informed the injured man and bystanders that help was coming. With all the excitement he was still close to being on schedule so as not to keep his passengers waiting."

Chuck Porter, Division 18—"He is the most courteous, careful, friendly, helpful and patient driver that I have ever had the good fortune to ride with. Inasmuch as his route is to and from Marineland, many out of town and out of country people ride with him and he goes out of his way to direct them correctly. I have witnessed out of towners offer him tips for his good service, but he has refused them stating that is part of his job. He also has a very nice relationship with school kids who ride the bus, thus making them behave as they should."

Warren J. March, Division 1—"On two different days I was lucky enough to have this young man reach out and assist me up the steps when he noticed my difficulty. On one occasion he not only repeated his assistance to me, but helped another senior citizen."

Herbert S. Daniels, Division 5—"Another bus driver has gone beyond the call of duty and called all the stops on my route. I heard of streets I had never heard of before! The bus was quite crowded and there were a lot of people getting on and off."

Jorge G. Real, Division 9—"I am a rider of buses and street cars for about 50 years in Los Angeles . . . He is a real gentleman, kind and considerate toward others. I have never seen him answer people in a rude manner when they ask questions. It very enjoyable to ride with him."

Elliot S. Ribeiro, Division 12—"He was the most courteous operator we have ever seen. After each stop he cautioned newly boarded passengers to hold on as he started up, he wished each departing passenger 'good day' or 'have a nice day' and watch your step. In Santa Monica he picked up a deaf and dumb mute and the patience and interest he showed this man in finding where he was going and then helping him off the bus at his destination was truly amazing . . . There are many courteous drivers, but never have I seen a stranger so

interested and involved with perfect strangers beyond his duty, all in spite of the tiresome job of driving and fighting traffic.

James W. Svanda, Division 15—"In darkness I stumbled and fell over a concrete stump in a supermarket parking lot as I ran to catch a bus. The driver waited for me to board and when I sat down I noticed I was bleeding profusely from my right foot. A passenger applied a tourniquet with my kerchief and the driver drove to the depot and called paramedics, who came and gave me first aid and took me to the hospital. Your driver should be commended for his thoughtfulness."

O.G. Hatfield, Division 3—"Waited for me to cross the street with the traffic signal so I could catch his bus, although I am sure it took a little time away from his turn-around rest. He made my day."

Ronald H. Johnson, Division 3—"For three years I relied on the RTD for transportation. One driver stands out in my mind for his pleasant greeting on boarding and leaving, his operating expertise, his firm but polite requests to passengers violating bus regulations, his patience in trying situations and his willingness to give information to bewildered riders. Thanks for three pleasant years of commuting."

Francis R. Walsh, Division 15—"This man is a jewel. Always alert, nobody could trip or stumble on his bus without his going to the rescue if such should be needed. He always smiles and calls my street for me."

Albert J. Terrasas, Division 1—"I have been riding on the bus for 40 years and this morning I discovered a driver who I hope will be Driver of the Month soon. I asked him if he stopped at Westmoreland, he said yes, I said thank you and he came back with you're welcome—the first and only time a driver ever answered me thus."

Mazie J. Gray, Division 2—"I had the most pleasurable ride I had ever experienced. I was not the only one, as I heard other passengers commenting favorably about the operator, her personality and her good driving. She showed concern for all passengers, greeting them with 'How are you today' and invited them to 'Have a nice day' as they departed. It's operators like this who make it a pleasure to ride the RTD."

Other operators receiving letters of appreciation from their passengers in recent weeks (and brief excerpts from those letters) included: Patricia I. Thomas, Division 3 (kind, considerate, helpful to the elderly and ailing and careful in her driving), Frank Hackman, Division 1 (kind, courteous and polite to all his passengers), John W. Ebberts, Division 15 (went out of his way to mail six important letters I had accidentally left on his bus).

(Editor's note: Many more commendation letters were received by the District's Customer Relations Department, but space simply does not allow for printing excerpts from all of them. Most dealt with customer appreciation of simple courtesy extended by the operators.)



PAX: Peaceful it's not

Pax. Etymologists will recognize this word as the ancient Latin word for peace and the root of such words as pacifist, pacific and pacify.

But, Pax, to most District employees, refers to the Telephone Information Center. Pax is the first thing you see when you step from the elevators on the fourth floor of the RTD headquarters building downtown Los Angeles. Behind a large, sound-proofed glass wall sit more than three dozen information operators who daily answer the thousands of requests for bus route and scheduling information that RTD receives. From the foyer it is a tranquil scene . . . silent . . . efficient . . . peaceful.

But, looks can be deceiving. Behind the glass enclosure there is a bustle of activity taking place that rivals a district-wide

shake up or a bus trying to weave its way through rush hour traffic. There is a kaleidoscope of flashing lights, the incessant click of switches interlocking and the quiet hum of conversations.

department handles from 10,000 to 12,000 requests for information," explains Hagen. "During peak periods, when the maximum 43 answering positions are operational, the service handles

Pax is actually something of a misnomer, left over from the days when the District was headquartered at 1060 Broadway and used the old central switchboard system.

The service now uses an Automatic Call Distributor System that utilizes 83 incoming trunk lines to provide toll free service to all segments of the District's service area. Direct lines are also provided from the RTD-Greyhound Terminal, the ARCO Plaza Service Center, the Hollywood Ticket Office, the El Monte Station, Busway stations and the District's main ticket office. The service also operates the information desk at the RTD-Greyhound Terminal and the Centrex Business Switchboard.

"When all answering positions are busy, calls are courteously

'During peak periods, the service handles more than 800 information requests an hour. That averages out to one information request every six seconds'

RTD's Telephone Information Center operates 24 hours a day, 365 days a year, according to Barbara Hagen, Chief of Telephone Operations.

"On an average weekday, the

more than 800 information requests an hour. That averages out to one information request every six seconds!"

Hagen points out that the name

(Please turn to page 7)

Computer may hold answer to faster information

Just as advances in telephone technology have done away with the old-style switchboards, the application of computer technology may soon do away with the racks of map books and schedules that presently line each operator's station in the Telephone Information Center.

The Computerized Customer Information System (CCIS), a one-year Pilot project aimed at the District's San Fernando Valley service area, was put into operation last month. The pilot project, programmed by Systems Development Corporation, is intended to provide computer-assisted answers to questions posed by customers concerning service in the San Fernando Valley.

Eight stations in the Telephone Information Center have been equipped with television-like screens, called Cathode Ray Tubes (CRT), which are connected to the District's large Univac computer. These eight stations will receive all of the calls from the special San Fernando Valley telephone numbers.

Under the CCIS program, instead of using maps and summaries, the specially-trained information operators will enter the question directly into the computer and the computer will provide answers based upon the routes, schedules and geography of the San Fernando Valley — all of which have been programmed into the computer.

For example, a customer calls the information center from the San Fernando Valley and asks the operator, "How do I get to Topanga Canyon and Sherman Way from San Fernando Road and Oxnard?" The operator types key information into the computer, which calculates and displays (on the CRT) the route numbers and times of the bus or buses that will take the customer to his destination. The operator then simply relates this information to the customer over the telephone.

Founded by a \$150,000 grant from the Urban Mass Transportation Administration, the pilot project will be evaluated on several

levels during its year of service. These include determining if a large data base can operate in a timely fashion, if the best answer can be provided every time and if it reduces training time for new information clerks. If the results of the evaluation are favorable, a similar system may be installed for the entire RTD service area.



TALK TO ME — Information Operator Karen Lea relays answer provided by computer to patron as part of a year-long study to determine usefulness of computer for such a system.



Telephone Information Operator Liz Miller (above, left) answers a customer's query while Gina Ontiveros listens in as part of a familiarization tour for the Foundation for the Junior Blind. At right, Frank Larson (back to camera) of the Safety Department guides young people on a tour of District equipment that may be new to them.

Pax tour ranks high with junior blind

The self-proclaimed goal of the Foundation for the Junior Blind is to integrate its students into the mainstream of life. The non-profit organization has received considerable help in achieving that goal from the RTD, not just in the free fare afforded to the blind, but in guided tours and orientation sessions outlining District services.

The tours, arranged through the help of Community Representative Mary Lou Echternach, familiarize the blind with District operations and equipment. As part of their most recent tour, for example, the Foundation's members spent more than an hour learning how the Telephone Information Center operates.

"Many of the complaints I heard in my first meeting with the Foundation dealt with their problems in getting bus information over the telephone," says Echternach. With the help of Manager of Customer Relations Bob Williams and Chief of Telephone Operations Barbara Hagan, and the cooperation of the information operators, the young people were allowed to listen in at information stations.

"Listening in to how people ask for information and how the operator provides the answers led to a new understanding," Echternach explained, adding that the young people also learned that they should not be shy about admitting they are blind when asking for direction over the telephone.

The remainder of the day-long tour was spent at operating division 7 and 9, where the young people got a chance to "see" some of the District's newer equipment, including the accessible "kneeling" buses, an articulated bus, a double decker and a minibus.

"Expansion of the District's services and the procurement of new equipment can present some confusing configurations to these people," explains Echternach. "The height of a bus, the type of windows, the location of buzzer cords, location of stairwells, the width of bus doors and the location of seats all make quite a difference when you can't see them."

Familiarizing the blind with RTD services is "the most rewarding and worthwhile project I have worked on," says Echternach. Obviously, the feeling is mutual. The Foundation takes its students on tours all over Southern California. Once a year they vote on the tour they liked best and the District usually tops the list.



Porta-Printer puts deaf in touch with RTD

(Continued from page 6)

acknowledged by recording, held in rotation and answered in the order received," Hagen says, explaining the distributor system.

While the job of Telephone Information Operator is considered an entry-level position because the District trains each applicant, it is by no means an easy position to fill. The job requires special mental and emotional qualities that cannot be taught. A measure of how tough the job is can be seen in the fact that for every 200 applicants tested, 30 pass the test and only five of that number may pass the interview. Of those who start the training class, 80 per cent are able to complete the eight-week course.

"Each information clerk must learn the routings, schedules and fares for RTD buses which serve an area extending 90 miles east and west, and 50 miles north and south," explains Manager of Customer Relations Bob Williams, who oversees telephone operations.

"Clerks must keep abreast of a complex set of schedules which

vary seasonally, as well as variations between weekday, Saturday and Sunday and holiday schedules," Williams says. "They must have a complete understanding of all District services, routes, schedules and fares, as well as the demonstrated ability to keep constantly updated on

operations, procedures and policies."

The District is currently developing a computer-assisted information program to aid clerks in their job, but for the moment it takes eight weeks of classroom instruction in the above operations and other techniques to provide patrons with the where,

when and how much to them from where they are to where they want to go, quickly and conveniently, Williams adds.

"On an average, it takes each new employee about six months to be fully qualified," Williams says of the operators.

As part of its commitment to

and hearing impaired, information is typed and transmitted from one terminal to another via telephone.

"The District presently employs more than 14 intensively trained telephone information clerks who answer requests concerning our service from the deaf and hearing impaired through the Porta-Printer operation," says Hagen. "At the present time, the department handles an average of 60 calls per month, but this is a relatively new service and public awareness is growing daily."

(According to recent statistics, there are approximately 3,000 teleprinter devices owned by persons in the Los Angeles County area. District reports list 951 reduced fare cardholders as hearing impaired. It is unknown what percentage of these persons own teleprinter devices, however).

Despite its tranquil facade, with some 150 information operators answering questions from tens of thousands of customers about RTD's wide-ranging, ever changing services, Pax is rarely a peaceful place.

Completely understanding RTD services, routes, schedules, fares and alterations in operations can take an employee six months to become fully qualified.

provide full service to handicapped patrons, the District provides a Porta-Printer Information Service. RTD was one of the first transit agencies in the nation to install this type of system.

In the Porta-Printer system, a unique development in the telephone communications field, designed expressly for the deaf

District retirees feted with parties, plaques



FAMILY AFFAIRS — Members of the family got into the act as (below) Schedule Material Control Analyst Bob Loveday prepares to cut into cake presented to him by co-workers in Scheduling. Bob's wife, children, grandchildren attended the party. Above, at the monthly Retiree Recognition program in the District's Board Room, Director Mike Lewis did the honors. From left to right are Lewis, Wells, Manager of Operations Sam Black, Ruth Wells, Ruth Thompson (retired Mail and Duplication Clerk), Manager of Customer Relations Bob Williams and Mr. Thompson.



Friends of George Wells (above) got together to honor the General Superintendent of Maintenance and Equipment on the day of his retirement after more than 33 years with the RTD and its predecessor agencies. Wells, who started as an automobile mechanic with the Pacific Electric Railway in 1945, was toasted and roasted by co-workers, members of the executive staff and even George Powell (below), Wells' predecessor as General Superintendent. Powell presented Wells with some old nuts and bolts to fiddle with in his spare time and Wells also received a new fishing pole and tackle box to enable him to pursue his favorite pastime.



RECREATION NEWS

Summer means trips, Dominos, Disneyland

Since many employees will be bidding on their vacations soon, here is a list of Recreation Department trips that are scheduled between now and December that you may want to plan on taking.

July 13-15: Sequoia National Park, \$59 per person. August 24-26: Lake Tahoe, \$106 per person. August 31-September 2: Guadalajara, Mexico, approximately \$299 per person. September 2-16: Caribbean-Miami Cruise, \$759. October 12-14: Las Vegas, approximately \$69 per person. November 12-19: Golf Tournament in Hawaii, approximately \$400 per person. December 7-9: Las Vegas, approximately \$69 per person.

Aside from the planned RTD night at Disneyland (see notice on this page), the Recreation Department is offering an opportunity to see "Evolution of the Blues," a musical history of American music. You have a choice of two dates, May 11 (\$14 tickets for \$12.60), or May 13 (\$12 tickets for \$10.80).

Domino aficionados will want to mark Saturday, May 12, on their calendars for that is the day

of the one-day Domino Tournament, beginning at 9 a.m. at District headquarters and concluding whenever a championship team emerges. Trophies will be awarded to the first, second and third place teams. If you wish to participate in the single elimination, doubles tourney, remember the entry deadline is May 4.

During a break in the action at the Dominos Tournament, winners of the Second Annual RTD Coloring Contest will be awarded their prizes. Winners have been previously notified and the winning entries are on display in the Headquarter's cafeteria.

There are still a few places left for the Memorial Weekend Las Vegas trip. Act now if you want to get in on this exciting trip.

For those of you who enjoy a bit of Wild West action, the Recreation Department is offering a special rate to the Championship Rodeo at the Fabulous Forum on Friday, May 25. Adults \$5.50, Juniors (14 and under) \$3.75. That's a \$2 saving or more per ticket. Tickets must be purchased by May 11 so get your

orders in early.

Along with warmer weather and longer days, Softball season is once again upon us. The games will be played at Whittier Narrows in Rosemead and Van Ness Park in Los Angeles behind Division 5. The season is set to begin May 20. All are welcome to come out and be a part of this fun, but competitive series.

Playoffs between the divisional basketball teams begin this month. Beside the team trophy for the overall District champion, there will be individual trophies presented to each player on the top two teams. Also, a Most Valuable Player trophy will be awarded. The Championship Final is set for Thursday, May 10, at 8 p.m. in the Fremont High School gymnasium. Plan to attend this action-packed event.

A new supply of the ever-popular RTD tee-shirts have just arrived to keep pace with the continual demand. We can now offer the yellow tee-shirt in adult as well as children's sizes. At the same low price of \$2 each, you can outfit the entire family in the silk-screened shirts with the

familiar brown RTD logo. They can be purchased by calling, writing or stopping by the Recreation Department at 425 S. Main Street. Please be sure to specify small, medium, large, or extra large and whether shirts are for an adult or child.

Play ball!

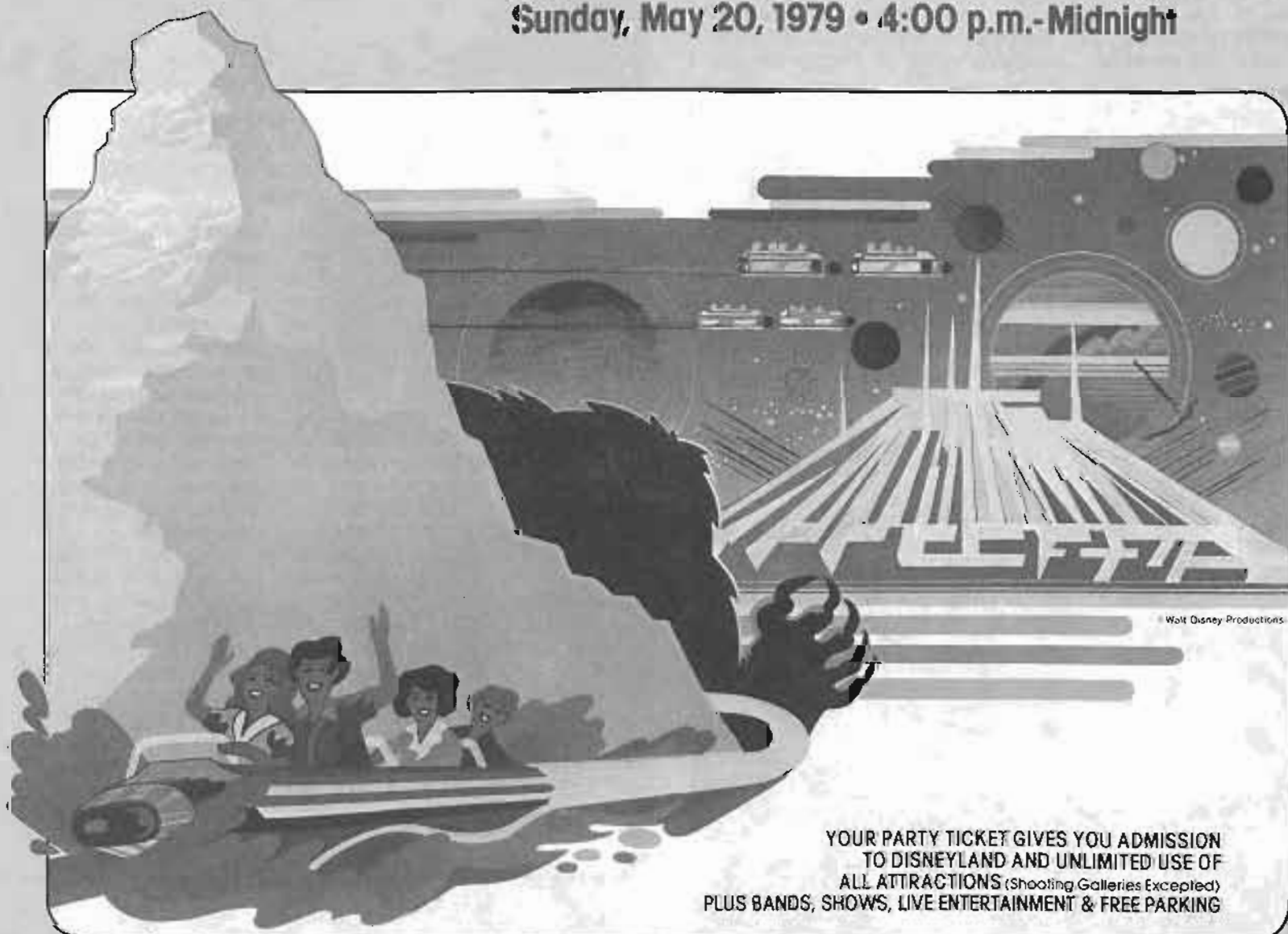
Cries of "Play ball!" again ring out across the land and that can mean only one thing... the Dodger Stadium Special is back in business.

The start of the 1979 baseball season means that RTD's Line 177 will again provide service from downtown Los Angeles to Dodger Stadium for all home games.

RTD bus service will start approximately two hours before game time and pick up passengers along Olympic Boulevard, Main Street, Spring Street, Sunset Boulevard and Elysian Park Avenue. Return service will leave the Stadium approximately 20 minutes after the game.

Family Fun Party

Sunday, May 20, 1979 • 4:00 p.m.-Midnight



YOUR PARTY TICKET GIVES YOU ADMISSION TO DISNEYLAND AND UNLIMITED USE OF ALL ATTRACTIONS (Shooting Galleries Excepted) PLUS BANDS, SHOWS, LIVE ENTERTAINMENT & FREE PARKING

ALL FOR JUST ONE PRICE

\$5.50

Children 2 years and under free!

Disneyland

Tickets are limited first come, first served

No tickets on sale for this event at Disneyland

FOR TICKETS CONTACT: RTD RECREATION DEPARTMENT - EXT. 6580

WOODWORK WONDERS

Instructor learns to take time and do it right

As far as Frank Izbinski is concerned, there is no such thing as scrap lumber. Whether he is looking at a discarded piece of two-by-twelve on a construction site scrapheap or an interesting piece of driftwood found along a lake shore, this Instructor of Vehicle Operations for the RTD sees a possible wall clock, or a plant holder, or a weather gauge, or any number of useful or decorative items.

But Izbinski, a former cabinet-maker turned bus operator turned bus operator instructor, admits that his favorite medium is redwood. Particularly redwood burls, those flat, hard outgrowths common to redwood trees but increasingly hard to come by.

His vocation turned avocation has resulted in Frank's El Monte home taking on the look of a gift shop. Redwood burl tables, driftwood lamps and coatracks and literally dozens of clocks adorn every room. And those are just the items he has not given away as gifts, sold or traded.

The proliferation of items in Izbinski's home belies the fact that artistic woodworking is a time consuming — and costly — hobby. It also belies the fact that he did not become interested in the hobby until just three years ago.

At that time, Izbinski, who joined the District in February of 1975, was operating lines out of Division 3 in Highland Park. A fellow operator — appropriately named Woody Prescott — was spending some of his layover time placing clock movements into unusual and ornamental

pieces of wood. Frank liked the idea and quickly expanded on the theme.

"Woody got me started, but once I got into it I began experimenting with different finishes and you might say I've carried it farther along," Izbinski recalls.

Once he has found a piece of wood — whether it is a redwood burl purchased on a trip to Northern California, a piece of driftwood found on a fishing trip to San Gabriel Canyon or just some rounds gathered from city work crews trimming trees — Frank says it is a matter of having the time and finding the inspiration to work something out of the wood.

Once he begins, however, he can end up with anything from a coatrack to a set of dishes. Some of the items Frank has designed include coffee tables, end tables, candle holders, dishes (using very thin, round pieces of redwood), desk pensets, lamps, belt buckles and clocks of every kind . . . table clocks, wall clocks, clocks for the mantle, you name it.

Time is the big factor, according to Izbinski. After obtaining the wood, he lets it dry, often for as long as a year. Then, in the case of a log, he cuts it into two-inch thick rounds and lets these dry for another month or so. Once he is ready to begin, the actual work takes a week at the very least.

"I have tried to rush the process in the past and found it creates a lot of problems and I



NUMERO UNO — Frank Izbinski proudly displays old number one, the first redwood burl clock he ever made, next to one of his more recent timepieces and a redwood end table. Below, Frank works on the face of a future timepiece with power sander.



am just not happy with the way things turn out," Frank confesses.

In the process of making a clock, for example, Frank drills a hole in the center of the round and then uses a router to mill out a place for the clock movement in the back of the piece. Then he begins to sand the face, using progressively finer grades of sandpaper. Once the surface is to his liking, he applies as many as 15 coats of clear, fast-drying lacquer, sanding lightly between each coat. Then it is simply a matter of selecting clock hands and numbers that match the look of the wood.

Frank estimates he currently has some \$1,000 tied up in wood that is drying in his garage. The clock movements can cost as much as \$12 each. Despite the fact that a good six-foot redwood burl coffee table can bring as much as \$2,000 in a retail outlet, Izbinski prefers not to sell his

works on consignment through established stores.

"I think they are asking too much money for these items in the stores," he explains, "and I prefer to sell to people I know, give them away as presents or trade them for things I need."

Frank is a staunch supporter of the barter system and has traded finished pieces for bicycle repairs, automobile repairs, lamps, clocks and even a battery for his motorcycle.

But, like the true artisans and craftsmen of the past, one of the main reasons Frank works his particular wonder on wood is for the joy it brings to others.

"I really think it means a lot to someone to buy an item like this directly from the man who actually made it," he says. "and it makes me feel good to know that someone would want to buy and put in their home something that I had made with my own hands."

What's happening!

What's happening in your corner of the company? Are you or your fellow employees engaged in some activity that would be of interest to others? District employees with an unusual or interesting hobby or skill—whether it is raising snakes or collecting stamps—are invited to fill out the card below and return it to Headway, Location 32, via company mail for possible future feature story coverage.

Name: _____
 Badge No.: _____ Work location: _____
 Home phone: _____ Work phone: _____
 My hobby is: _____

MAKING HEADWAY

As the saying goes, the squeaky wheel gets the grease. As a result, we usually hear about people who are displeased with the District's service, but rarely hear about those who really like and depend on bus travel. Jeanette Birnbaum, a Sherman Oaks resident who describes herself as a "confirmed bus rider," is so pleased with the services RTD provides that she has been moved to pen the following poem about the advantages of bus travel:

AN ODE TO RTD

No more traffic hassles when you ride with us,
 no more fear of accidents when you ride the bus.
 No more sudden crashes on dark and dismal days,
 when that extra drink or two turns vision into haze.
 No more endless payments on that small second car,
 when you ride a spacious bus that takes you near or far.
 No more adding to the smog and poisoning the air,
 no more fuming or failures when you pay your fare.
 Read your book or paper or watch the scenery,
 or just relax and catnap all for the same small fee.
 Step aboard, ride in style to your destination,
 we promise you a pleasant ride with no hesitation.

It's nice to know there are people out there who care.

Debra Smith Durkee, wife of Division 15 Utility A Thomas Durkee and the daughter of L.C. Smith, who drove for the District and its predecessor agencies for some 27 years, would like to publicly thank the employees at the Sun Valley operating division for their help and support at the time of her father's death. L.C. retired in June of last year and passed away in December. Operators took up a collection to help cover Mr. Smith's funeral expenses.

Debra would also like to announce the birth of her and Thomas' second son, named Richard Todd Durkee or RTD for short. "The company name will always be a part of our family," she says.

Division 1 operator Thomas R. Ybarra recently announced a new addition to his family. Joining Thomas, his wife Rosa and son Bobby was a 7 pound, 10 ounce baby boy promptly named Victor A. Ybarra. All are reported very happy over the new arrival.

Instructor Lee Roy Criss was presented with his first child, a 6 pound, 12 ounce boy named Nathaniel Josiah, by his wife Marion. Nathaniel was born March 21 at 8:05 in the morning.

Division 18 operator Hamilton Lynum has become a grandfather for the first time. His son (Hamilton, Jr.) and daughter-in-law (Jeanette Diane) had a 7 pound, 8 ounce baby girl and they have named her Nikisha Dwan Lynum.

Division 3 operator Ernesto Correa knows just how Hamilton, Sr., feels because he, too, has become a grandfather for the first time. His daughter, Denise Perez, has given birth to a baby girl, Shanae.



CONTRIBUTION — The Southside YMCA current support campaign got a good start on its goal of raising \$55,000 for youth and adult programs when RTD employees in the area donated \$2,000. Presented with the Y's Patrons Award for their efforts were (from left) attorney Eddie Harris, Southside Board of Managers member and Campaign Division Leader Fuller Glover of the Bus Drivers' League, RTD Special Agent Ray Thomas of Beau Brumell Enterprises, Division 7 Assistant Transportation Manager Walter Bables and Campaign Manager George McGee.

Legislative Representative Ray Harris got to play the part of the proud father recently as his 13-year-old son Jeff was a member of the Pythons youth soccer team that captured the Division Three State Championship. The Pythons, an American Youth Soccer

Organization squad for 13 and 14 year olds, won the state diadem by blanking Claremont 1-0 on Saturday, March 24. Based in La Mirada, the Pythons had only 11 points scored on them all season while they put a total of 112 points on the board against their opponents.



JEFF HARRIS

Blow your own horn!

Employee Name: _____
 Badge No.: _____ Work Location: _____
 Home phone: _____ Work phone: _____
 Event: _____
 Date Occurred: _____ Place: _____
 Other Facts: _____

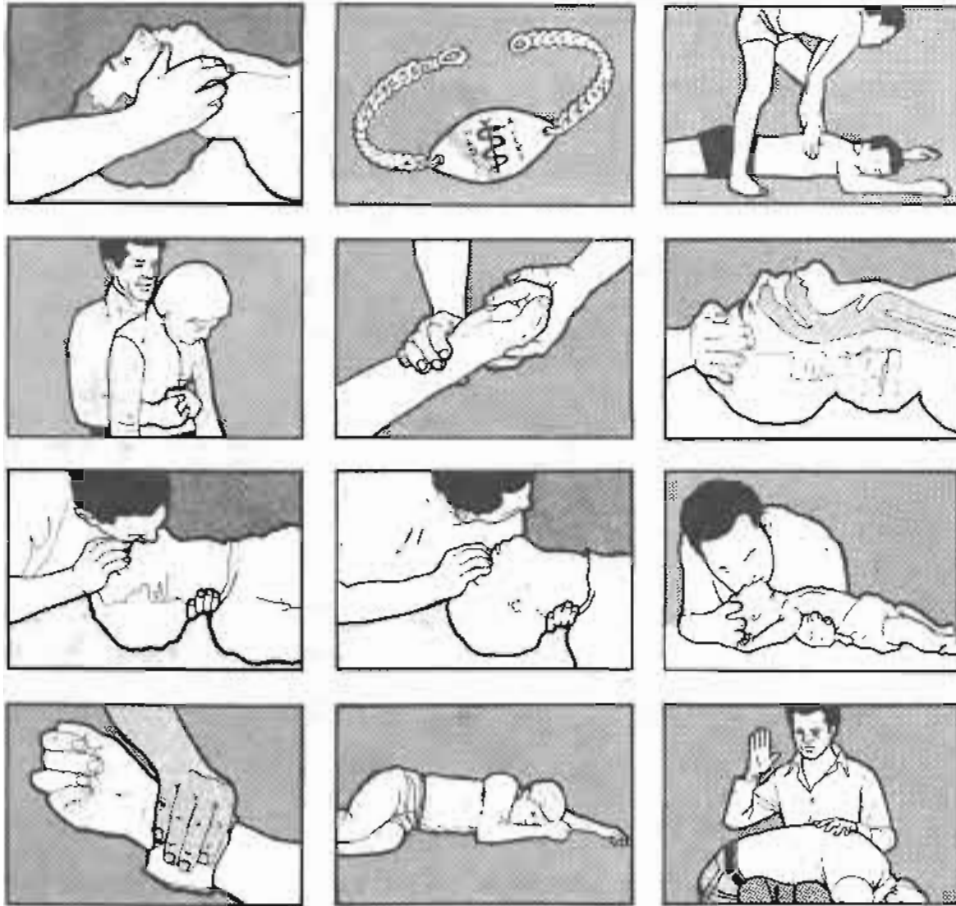
"Making Headway" is designed to publicize news about your personal achievements and those of your family, whether it concerns births, graduations, anniversaries, retirements, special awards or other such accomplishments. Please use this card to forward such news to David Himmel, Editor, Headway, 6th Floor, 425 S. Main Street, Los Angeles, CA 90013. Or, simply return it via company mail to Headway Editor, Location 32. Black-and-white photographs (only) are welcome.



ROLLING ALONG — History skipped a beat briefly during the recent RTD Day at the Orange Empire Railway Museum in Perris, California. RTD 1014, a General Motors bus built in 1972, met Los Angeles Railway 665, a Huntington Standard Streetcar that took to the tracks in 1911. The friendly operators are Larry Powell of the District's instruction department in the 1014 and Allan Styffe of Operations General at the controls of the 665.



PAMPERED EMPLOYEE — Members of the employment office got together recently to shower expectant mother Pamela Nieves (third from the left next to the stack of disposable diapers) with gifts. Partaking in the cake and punch were (from left) Employment Supervisor Nate Lavelle, Dorothy Langlois, Pamela, Joy Kennedy, Rachel Suarez, Janet Wentz, LaRue Palmer and Arnold Gainey. By the way, since the photo was taken Pam gave birth to a nine-pound baby girl.



Safety Dept. provides free 'Survival Guide'

Summer is approaching at a steadfast pace and, along with it, come vacation plans. Whether you are looking forward to an extended holiday or just a simple family outing, now is the time to begin preparing for those summertime activities — including those unexpected one.

The RTD Safety Department, through the courtesy of Pacific Telephone, is offering a free Survival Guide, designed to help you know what to do in an emergency until medical help is available.

"The guide offers easy to follow instructions on such unexpected encounters as poisonings, electrical shocks, heart attacks and earthquake procedures," explained Joe Reyes, the District's Director of Safety.

Many District employees may have already been introduced to the information in the guide when you received your new home telephone directory. For convenience, however, the information has been reproduced in handy booklet form.

"Remember, the time to prepare for the handling of emergencies is before they happen," said Reyes.

Copies of the Survival Guide will be distributed throughout the Divisions on Friday. Additional copies, as well as versions written in Spanish and Chinese, will be available upon request in the Safety Department, 425 S. Main Street, on the sixth floor. For more information, call 972-6545.

'AN OUNCE OF PREVENTION'

Plan designed to lessen impact of a crisis

(Continued from page 4)

peak service, the plan discusses the problem of adding operators to drive those buses. If the peak travel period is extended three hours by the staggering of work hours, the District could need as many as 450 additional operators to drive the additional buses. The Training Department now has the capacity to turn out 52 drivers a week. The plan recommends expanding that capability.

However, the availability of mechanics will be one of the biggest problems facing the District in the case of a crisis, the plan points out. With additional operation of all vehicles, the District will have more buses in for repair.

The District currently has 742 mechanics, but the build-up of mechanics is extremely slow since it takes two years to fully train a diesel mechanic into bus operation.

Given the age and condition of the current fleet, if bus repair capability cannot be expanded in a crisis, equipment will not be available. If equipment is not available for operators to drive, expansion of the operator training department would be futile.

A shortage of qualified mechanics could also toss a monkey wrench into plans for rehabilitating some 200 older District buses. As Manager of Operations Sam Black told the Board in answer to their questions. "RTD does not have adequate maintenance staff to perform ongoing routine fleet maintenance and also take on a bus rehabilitation program."

Black said that the plan calls

for 31 old-look buses (ranging in age from 19 to 25 years old) and 171 new-look buses (10 to 19 years old) to be refurbished in six phases with about 30 buses done at a time. The cost per bus could run up to \$50,000, Black said, depending on the degree of work required.

The plan also explored the possible use of school buses to augment the District's fleet in a crisis, but concluded that the buses are not designed for adults, that most (53 per cent) only carry a maximum of 16 passengers and they are generally in use by schools during the same peak travel periods that the District would need them. However, school buses may be considered for use in a severe crisis.

As for fuel storage, the plan ruled out leasing extra storage facility since, once the District's facility improvements currently in the design or construction stage are completed, RTD will have an overall average storage capacity of nearly 10 days fuel usage.

The plan also details actions to be taken by every department within the District from operations to marketing to customer relations.

Among these actions, operations will develop a plan for the use of extra supervisors or radio control to prevent bunching of buses along heavily-used lines in a crisis and they would investigate the use of private charter and commuter vehicles to augment the fleet.

Government Affairs would have to keep in contact with all necessary agencies on the national and state level to ensure

the District has high priority for fuel and fund allocations.

But, possibly, one of the most important functions would fall on the Scheduling Department

which, in conjunction with operations, would have to investigate how operators are supposed to get to work in the event of a severe gasoline shortage.

Informal safety visits yield encouraging results

You may have noticed that members of the RTD Safety Department have been spending more time at the divisions lately. If you haven't seen them yet, your chances are still pretty good of running into them.

The reason is a new program begun in January and designed to complement the traditional safety inspection. As part of the new program, the Safety Department is conducting a continuing series of informal safety visits.

The bi-monthly visits give division management an opportunity to provide direct input to the development of District safety programs. The visits allow for a free exchange of information and ideas with members of the safety staff, who are responsible for administering the District's safety programs. During each visit, all operational departments are contacted — transportation, maintenance and instruction.

"So far the results have been encouraging," reports Joe Reyes, Director of Safety. "During the first three months of this year, more than 50 visits have been conducted. Through these contacts, managers and employees alike have provided valuable insights for promoting safer work conditions."

As an example Reyes cited the Maintenance Department, which has identified and improved more than 100 conditions which have a potential for causing accidents.

Other positive outgrowths of the program include changes in safety equipment, updating of procedural guidelines and improvements in general housekeeping. All of these actions reflect in improved employee safety.

Reyes points out that the program of visits also provides an additional channel for employees to suggest system improvements. "Many times the managers relay employee suggestions to the safety staff that would otherwise not have been voiced," he said.

The program will be conducted throughout the year and monitored for effectiveness.

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