



HEADWAY

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RTD Board getting two new members



Nick Patsouras

Two newly-elected members of the Los Angeles County Board of Supervisors have named their appointees to the 11-member RTD Board of Directors.

Supervisor Deane Dana, whose Fourth Supervisorial District includes the county coastline from Long Beach to north of Santa Monica in addition to portions of the mid-cities section of southeast L.A. County, has appointed Jan Hall, a member of the Long Beach City Council since 1978, to the District's governing body.

From the Fifth District, which includes portions of the San Gabriel and San Fernando valleys and the northeast portion of the county, Supervisor Mike Antonovich has chosen San Fernando Valley businessman Nick Patsouras to serve

on the board.

Both appointments were approved by the full Board of Supervisors. The appointees serve at the pleasure of the supervisors.

Hall's previous experience in public transportation includes serving as an alternate commissioner of the Los Angeles County Transportation Commission and as a member of the Transportation and Utilities Committee of the Southern California Association of Governments since 1978.

Patsouras, 36, is a native of Greece who came to the United States at the age of 17. He established his own engineering consulting firm in 1969 in the San Fernando Valley, where he and his wife and two children now make their home.



Jan Hall

Construction underway on East Valley Division

Construction of the new East San Fernando Valley operating and maintenance division is scheduled to begin later this month at a 20-acre site in Sun Valley.

The prime contractor on the new facility will be Mallcraft, Inc., low bidder on the project at \$9,560,000. The District purchased the vacant land for the new division for \$3,534,000.

According to RTD Civil Engineer Warren Fu, the project manager, the construction schedule calls for completion in 12 months or 260 working days and the facility should be open for business next year at this time.

The new division will be located at 11900 Branford Boulevard in Sun Valley, between San Fernando Road and Glenoaks Boulevard just below the Hansen Dam Recreation Area. The site is about two miles north of the present Division 15.

The design of the new facility

was a joint venture of Albert C. Martin and Associates and Deleuw Cather Company, the acknowledged leader in the field of transit design. The project is highlighted by an 18 per cent Minority Business Enterprise involvement.

In addition to being the newest, the East Valley Division will be the District's largest in terms of space. There will be room for some 250 buses to utilize a new designated single stall parking system that will be angled for easy access and egress.

Adjacent to the 14,000-square-foot Transportation Building, there will be parking available for 300 automobiles. The building will have a stainless steel facade, with earthen berms against the walls designed to reduce heating and cooling costs and make the building more energy efficient.

In addition to standard features such as a TV room, game room and conference room, the Transportation Building will feature an

open lunch court patio for operators to relax and eat their meals in.

The massive, 49,000-square-foot Maintenance Building will be able to accommodate 24 buses for servicing at one time. There will be six pits and 16 hydraulic lifts, including a lift that can handle the articulated buses.

The Maintenance Building will also house a paint booth, and there will be a lift in the steam cleaning area so the underside of the bus can now be cleaned as well.

Rounding out the facility will be a 12,000-square-foot fueling and vacuuming station and a 2,300-square-foot automatic bus washer. There will also be a tire repair shop adjacent to the Maintenance Building.

Meanwhile, the District has signed a new, five-year lease for the present 11.5-acre Division 15.

The division will continue to function as a regular maintenance and operating facility until the new

East Valley Division can be completed. For the remainder of the lease, plans call for using the facility to store an active reserve fleet of between 500 and 700 buses.

Within the next five years, the District hopes to purchase either Division 15 or a suitable site as a permanent home for an active reserve fleet.

Prop. A ruled unconstitutional

Proposition A, the 1/2-cent increase in the county sales tax to fund local transit, has been declared unconstitutional by State Attorney General George Deukmejian.

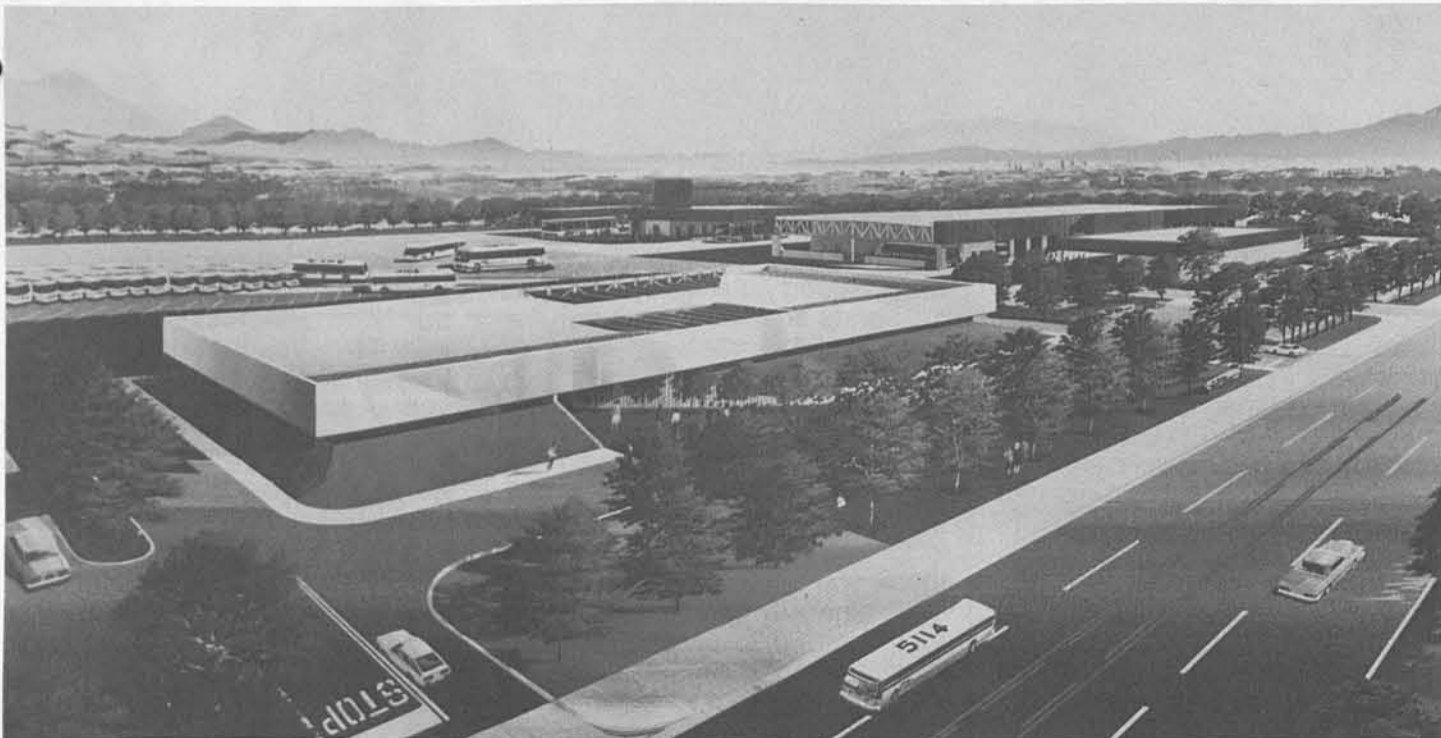
Deukmejian's opinion said that Prop. A was a special tax within the meaning of Article 13 of the state constitution (known as Proposition 13) and thus required a two-thirds vote for passage, rather than the simple majority it received last November.

The attorney general's ruling brought an immediate response from Prop. A's sponsor, the Los Angeles County Transportation Commission. The commission announced it would appeal the decision.

Deukmejian's ruling also stated that the tax must be collected until an appeals court strikes it down. The tax was set to be implemented July 1.

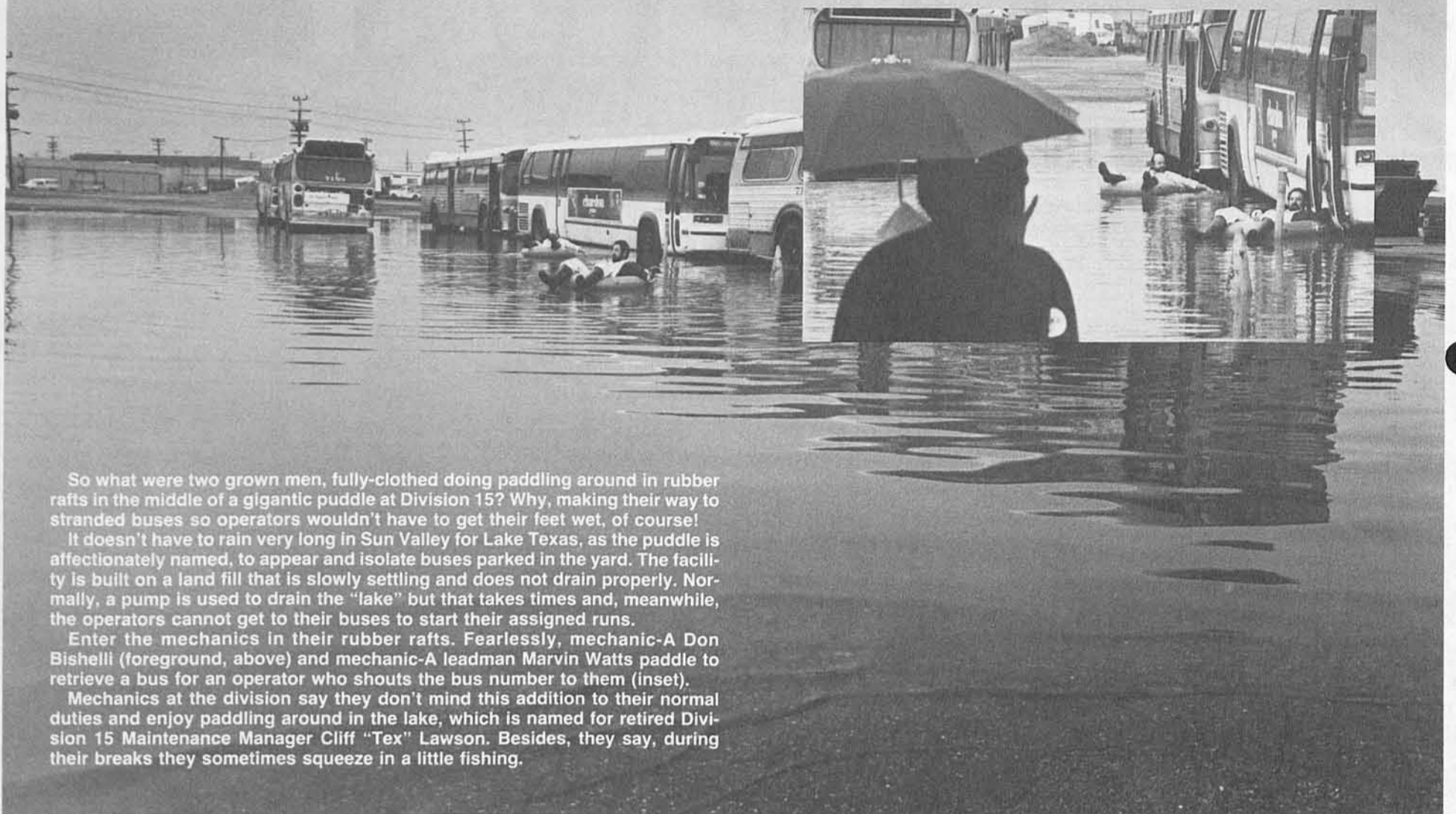
While the courts decide the issue, the District's financial picture remains unclear. One facet of the three-fold Proposition A was to provide funds to the District that would allow for a 23 per cent reduction in fares. The 65-cent basic fare would be rolled back to 50 cents.

However, without Prop. A funds, the basic fare would have to be raised 15 or 20 cents.



DRAWING — Artist's concept shows how East Valley Division will look when it's finished.

When it rains . . .



So what were two grown men, fully-clothed doing paddling around in rubber rafts in the middle of a gigantic puddle at Division 15? Why, making their way to stranded buses so operators wouldn't have to get their feet wet, of course!

It doesn't have to rain very long in Sun Valley for Lake Texas, as the puddle is affectionately named, to appear and isolate buses parked in the yard. The facility is built on a land fill that is slowly settling and does not drain properly. Normally, a pump is used to drain the "lake" but that takes times and, meanwhile, the operators cannot get to their buses to start their assigned runs.

Enter the mechanics in their rubber rafts. Fearlessly, mechanic-A Don Bishelli (foreground, above) and mechanic-A leadman Marvin Watts paddle to retrieve a bus for an operator who shouts the bus number to them (inset).

Mechanics at the division say they don't mind this addition to their normal duties and enjoy paddling around in the lake, which is named for retired Division 15 Maintenance Manager Cliff "Tex" Lawson. Besides, they say, during their breaks they sometimes squeeze in a little fishing.

RTD Headquarters cafeteria under new management

Long Beach-based Servomation Company has been selected to operate the employee cafeteria on the third floor of District headquarters in downtown Los Angeles, General Services Manager Anita Allen has announced.

The professional cafeteria supply firm was selected from among four proposals submitted after the previous operator, Moveable Feast, indicated they did not wish to renew their contract, which expired February 14.

"Servomation was chosen after careful consideration of the proposals received and visits to cafeterias operated by the different vendors," Allen explains. Servomation also operates employee cafeterias for such firms as IBM, Ralphs Grocery Company and at Cal-State Fullerton.

Employees visiting the cafeteria will notice several changes, but Allen says prices should stay approximately the same.

For example, Servomation has remodeled the food ordering and pickup area for a smoother traffic flow to allow employees to move quickly through the tray line, giving them more time to enjoy their meal and their break.

"I think the biggest change peo-

ple will notice will be in the increased variety and better rotation of menus, especially the hot entrees," Allen says. "Also, if demand warrants, the new company has indicated it will offer two hot entrees each day."

Hours of operation will continue to be 7 a.m. to 3 p.m. Monday

through Friday. With the majority of the cooking done on the premises, a wide range of foods will be offered from daily hot breakfast specials to fresh, homemade-style desserts.

There will continue to be a variety of different vending machines, a microwave oven for re-heating

leftovers from home and brown-baggers will be welcome, Allen says.

In addition, Allen mentioned that the Cafeteria Advisory Committee will be back in action, making frequent checks with employees to determine whether or not the new company is meeting their needs.



NEW LOOK — Servomation Corp. has taken charge of the employee cafeteria at District headquarters and Manager John

Winter and dietician Gail Ulrey are proud of the new format, menu and design, which includes an expanded salad bar.

TRIPPERS

Around downtown . . .

There's a new peak-hour shuttle service operating in the downtown area that is ideal for getting headquarters employees to and from commuter buses. Line 603, which operates on about a 10-minute headway during the A.M. and P.M. peaks, stops at five convenient locations to pick-up passengers.

The stops are designed to connect with lines coming from or heading for the main commute corridors into downtown. The one-way fare on Line 603 is 25 cents, but employee passes will be honored. Schedules are available in the Scheduling Department and Customer Relations.

Pass history . . .

By now, everyone should have received their 1981 employee bus pass as well as passes for their dependents and spouse. What you may not realize is that more than 26,500 of the bus passes

were issued to employees, their husbands and wives, children, retirees and their mates.

Better to give . . .

Going under the assumption that it is never too late to acknowledge a worthwhile endeavor, Division 4 and the Maintenance Office in Downey have received a nice thank you letter from the Downey Thrift Shop. It seems the crew at four decided to contribute to the local charitable organization as a way of giving someone something for Christmas. It also seems the idea was appreciated. In her letter

to Division 4, Thrift Shop Supervisor Norma McReynolds said in part: "With your help we were able to assist sixty-nine families this year. A total of 101 adults and 208 children were given food, gifts and a food certificate to purchase the necessary perishable food at a local market. We found this year's families extremely needy and were happy to provide some holiday joy for them. We know that your group will have gained also for having contributed to it."

Next year for Christmas, employees at Division 4 plan to adopt a needy family.

Mechanical problems cripple accessible service

All accessible bus service for persons in wheelchairs was temporarily suspended on January 31 due to an increase in the mechanical problems with wheelchair lifts on the 200 buses being used to provide accessible service.

The AM General buses will remain in regular service, however the lifts will be locked down.

According to Manager of Operations Sam Black, inspections of the AM General lifts, which were manufactured by Transportation Design and Technology (TDT), revealed total fractures in the support plate of the wheelchair lift mechanism.

Black said that an inspection of the lifts in early January had discovered the cracks in about 60 of the lifts, and subsequent inspections revealed the units were failing at a rate of five per week.

On January 16, because of the developing lift problem, it was necessary to reduce the service from 21 lines to 10 lines. Black said the 21 lines had been averaging a total of five daily boardings of wheelchair-bound passengers.

"In order to continue viable accessible operations on those ten lines, at least 125 buses with working lift units are required," Black explained.

By the end of January, the number of available buses fell below

the 125 number and the District was forced to suspend the operation.

To help those passengers affected by the suspension, the District implemented a special information program by which RTD Information Operators provided information on alternative accessible services available in the greater Los Angeles area.

In addition, Black said the District is requesting AM General and TDT to expedite the lift repair process, which we consider to be under warranty.

Meanwhile, the District launched an effort to press the new General Motors RTS-II-04 lift-

equipped buses into service to restore some of the service on the 21 lines previously served by the AM General buses.

"We will be working with the cities in which these routes operate to provide us with longer bus stops, which are needed in order to use the GM buses," Black said, adding the longer bus stops are necessary because the RTS buses have rear door wheelchair lifts which require more room for an operator to pull into a stop and position the rear door close the curb, particularly at near-side bus stops.

Accessible bus service has been mandated by both state and federal legislation.

Survey queries 1300 homes in transit awareness study

Determining the public's awareness of RTD services, how much they use those services and why is the objective of a service awareness and ridership survey currently underway.

According to Jackline Matosian, Manager of Market Research, a representative sampling of 1,320 households throughout the greater Los Angeles area began in late January under the direction of Data Sciences, Inc. of Van Nuys.

"Because the 1981 Service Awareness and Transit Ridership Study is essentially a study to measure changes that have occurred since 1978, much of the questionnaire is similar to the one used in the 1978 Service Awareness Study," explains Matosian.

"Awareness of and use of services provided by the District will be measured by the same questions used in 1978, including questions on monthly passes, timetables and maps, telephone information and special transit services such as Park 'n Ride or

Subscription Service," she says.

The present survey also will contain questions designed to evaluate the effects of the 1979 energy crisis in bringing new riders to public transit, and whether these new riders have continued to use transit.

The questionnaire also will seek to determine why former new riders may have reverted back to their cars after gasoline became easily available. In addition, a new series of questions has been introduced to assess the effect of price and availability of gasoline as factors in choosing public transit, Matosian says.

"Other differences from the 1978 survey include questions to determine attitudes toward fare increases as opposed to service cuts, on public and private funding to encourage use of transit, on exclusive bus lanes and on bus driver courtesy and safe driving," Matosian says.

The results of the survey should be available in early June.



Safety firsts

Transportation and Maintenance departments continued to show steady improvement in reducing traffic and passenger accidents with an eight per cent reduction logged for 1980, a figure which exceeded the goal set for the year. Leading the way was Division 8, which was awarded the annual Safe Performance Award for 1980 at a recent meeting of the Board of Directors. At the same time, Division 3 received the Fourth Quarter Safe Performance Award for having the most improved transportation and maintenance safety records in the area of traffic, passenger and industrial accidents for that quarter.

In presenting the annual award to Division 8 Transportation Manager Leila Bailey and Maintenance Manager Glen Werdon (above), Director Marvin Holen noted the Van Nuys division personnel had achieved a 34 per cent reduction in the industrial accident rate, while maintaining a traffic and passenger accident rate that was 12 per cent better than the system average.

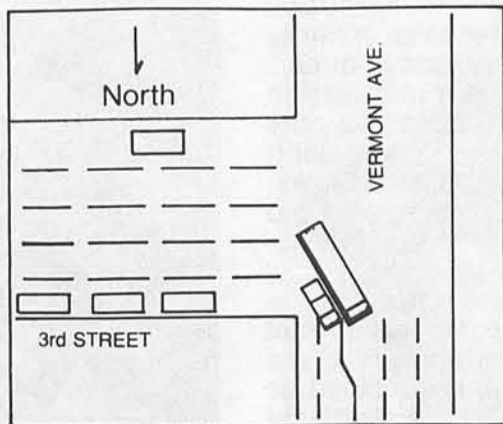
For the fourth quarter, under the direction of Transportation Manager Gerry Woods and Maintenance Manager Frank Denaro, Division 3 was the most improved division, posting an impressive 55 per cent reduction in lost time industrial accidents to the District's lowest rate of six per 100,000 hours worked. Accepting Division 3's award from Holen were (below) Equipment and Maintenance Supervisor Mike Singer and Assistant Manager Jan Janulewicz.

"On behalf of the Board, I congratulate the employees and managers of both divisions," Holen said in presenting the awards. "Your efforts contribute to the safety of our employees and the public we serve."



You be the Judge

Operator's statement: I was making a left hand turn from Vermont to 3rd Street eastbound. I had given the proper signal and positioned my bus close to the center line. When the light turned I proceeded into the turn, and an auto came from behind, crossed into the northbound lane and in attempting to pass on my left, ran into the left side of the bus near the front wheel.



Answer: The fact that the operator gave a left hand turn signal and positioned his bus in the left hand turn lane does not exonerate him from responsibility. If he had practiced defensive driving by being alert and observing his left outside mirror while making his turn he would have noticed the auto approaching from the left thus avoiding this accident. Therefore, this accident is adjudged . . . **Pre-ventable.**

Blazin' Bea gets her act together

They call her Blazin' Bea. Perhaps because of her bushy red hair. Or, perhaps because of the way she drives the relief run on Line 4 from downtown to Santa Monica. Or, perhaps because all entertainers need nicknames.

And Beatrice Gilbert is definitely an entertainer.

"I have a good time on the bus, why not?" asks this 35-year-old mother of two boys. "When people get on that bus in the morning or evening, they are already tense because they are heading for the office or they have just finished a rough day. I find talking to them helps them to relax and loosen up a bit. And, it makes me feel better, too."

In fact, it makes Bea feel so good that she'll often burst into song. You may ask, How good is she? Well, she's so good that there are regular riders on Line 4 who will pass up other operators on less crowded buses to join the standing room only crowd aboard

Blazin' Bea's bus.

Ever since she was a young "country girl" growing up in San Bernardino and singing in the high school chorus, Bea has dreamt of becoming a professional singer. However, the responsibilities of being a single parent got in the way.

Until about a year and a half ago, that is.

That's when Bea decided it was now or never time. She began to take singing lessons and study with Carl Jones, a Hollywood-based voice coach.

"It took me 20 years to get to a voice coach," explains Gilbert, who has spent her six years with the District working out of Division 7, "and now he tells me he thinks I'll be ready for a public recital by June."

She admits that the idea of getting up in front of a crowd of strangers terrifies her. To date, the only audience to ever hear her sing has been the passengers on

her bus.

"I've never really used my voice for anything except yelling at my kids," she says. "I started with a voice coach because I wanted to be able to sing well enough to make myself happy. My confidence is real shaky right now. In the choir I always had someone I could hide behind while singing."

While her musical interests cover a wide range depending mostly on the mood she's in, Bea says her favorite type of song to sing is a love song or soft ballad, "the kinds of song that makes you drool a lot." Her rich, full-bodied voice lends itself perfectly to such low, sensuous rhythms.

Confident that her voice is good, Bea says her biggest hurdle will be overcoming the shyness and embarrassment she has about getting on a stage.

But, if all goes well, Beatrice Gilbert should soon be getting her act together and taking it off the road and onto the stage.



With a song
in her
heart . . .

. . . And a smile on her lips. Bea Gilbert's passengers look forward to seeing her bright smiling face and hearing her cheerful voice every morning and evening. So far, her passengers are about the only ones to experience the other side of Blazin' Bea — the singer. Gilbert would like to be a professional singer someday, but to date the only "audience" she has performed for has been the passengers on her bus. Gilbert does admit the reviews have been good. She says she has never received a complaint about her singing while driving, although a few people have gotten off the bus. But, maybe it was their regular stop.



Division 3 utility keeps things all in the family



Aurora Burnett

It is not unusual for a son to follow in his father's footsteps when it comes to choosing a career. And, times have changed to the point where it is not uncommon for a daughter to follow in her father's career. But, it's not often a daughter follows in her mother's footsteps.

Such is the case with Aurora Burnett, however. A Utility-B at Division 3 in Cypress Park, Aurora is the daughter of Julia Mendoza. Now there are still quite a few people at RTD who remember the diminutive Julia, who was a Utility-B at Division 5 in South Central Los Angeles at the time of her retirement in November, 1973.

Aurora's mother, now 72, began working with the old Pacific Electric Railway back in 1942. For more than 30 years she helped to service the street cars and buses that provided service to Southlanders. She was there when the Metropolitan Transit Authority was formed and when the Southern California Rapid Transit District sprang into existence.

One of four children, Aurora was the only one of Mrs. Mendoza's children to come to work for the District. She started in March of

1973, just prior to her mother's retirement. She recalls that then-General Superintendent of Maintenance and Equipment George Powell told her if she didn't come to work for the District, he would come and get her.

Burnett says she has never regretted the decision to follow in her mother's footsteps. She enjoys the work, the benefits and the people she meets. The company helped her mother raise a family and it has done the same for her.

Born in Arizona, but raised in Santa Monica, Aurora has only one daughter, who is now living and working in Houston, Texas. However, another member of the family has come to work at the District.

Aurora's niece, her sister's daughter, now works in the Print Shop at RTD headquarters. She's Dorothy Lopez and she joined us in 1976. Dorothy's sister also worked here for a brief period last year.

There was another member of the family who worked for the District, too. Aurora's stepfather, Juan Vegas, was the storekeeper at Division 1 for many years.

And that's what is meant by all in the family.



Julia Mendoza

'RTD is in excellent health . . . vigorous . . . beset by a number of problems . . . but taking effective measures to solve them' Acting General Manager Richard Powers reports on . . .

The State of the District

It has become an RTD custom for the General Manager to present to the Board of Directors at the beginning of each year a review of the District's performance during the past 12 months and to identify significant events or trends that may affect future operations.

Coming midway in the fiscal year, this report provides your Board an opportunity for an interim check on progress. At the same time, the act of preparing this report provides Executive Staff members a fresh perspective of their own responsibilities. It is in the spirit of these considerations that I present this report on the State of the District.

I am pleased to report:

— The RTD served 390 million boarding passengers in 1980 — an all-time record and 16 per cent above the 337 million served in 1979, a year in which there was a 23-day work stoppage.

— As the year ended, our weekday boardings were averaging 1,330,000 per day.

— Passenger revenues in 1980 amounted to \$125.9 million, also a record.

— Operating costs, magnified by inflation and burgeoning ridership, likewise reached a new high, amounting to \$313.8 million.

— Our ratio of passenger revenues to operating costs was 40 per cent. Each boarding cost the District an average of 80 cents. Passenger revenues, on average, compensated for 32 cents of each boarding. Forty-eight cents of each boarding was subsidized.

— Pass sales eclipsed all previous performance. Patrons purchased nearly one million passes in 1980, at a total cost of \$35,698,000, a 61 per cent increase over 1979 pass revenue.

— At midpoint in the fiscal year we were performing within a balanced half-billion dollar budget.

— The Transportation Department achieved a pullout record of 99.83 per cent, exceeding its goal of 99.50 percent, and maintaining its exceedingly low cancellation record despite manpower dips.

— Preliminary engineering for the SCRTD Metro Rail Project was begun with receipt of initial grants totalling \$15 million.

— With the arrival of hundreds of new buses we are attaining a long-sought goal of modernizing our fleet.

I am also impelled to report:

— Crime aboard buses, serious flaws in some of our new buses and uncertainty regarding funding all threaten the quality of our operations. Staff is dealing with these problems as matters of the highest priority.

In summary, the District is in excellent health, vigorous, beset by a number of problems and taking effective measures to solve them.

1980 Progress

The measure of our progress in 1980 is contained in statistics such as those quoted above. I consider the ridership figure an especially important accomplishment.

In terms of human activity, our ridership performance means that 390 million times last year our customers wanted to move from point A to point B and the men and women of the RTD enabled them to reach their destinations.

Statistically speaking, each RTD employee was responsible for an average of 51,300 boardings. That doesn't make headlines, but it helps explain why the RTD is one of Los Angeles' most valuable resources.

The year 1980 was especially eventful for the RTD and one in which activities of the District were often the subject of media attention. Attesting to growing dependence of the Los Angeles basin upon District operations, newspapers and electronic media highlighted facets of electric operations on almost a daily basis.

Characteristically, news stories of a negative nature often produced the biggest headlines, but there is a perverse satisfaction in the recognition that if the District wasn't important, it wouldn't be news when service is impaired or threatened.

Some of the major events or trends of 1980 were:

— The District successfully sold \$29.5 million in Equipment Trust Certificates in order to provide local matching funds for the purchase of 940 buses, the largest order for buses ever placed by a single transit agency.

— Our Rapid Transit program made important advances. Preliminary engineering, including subsurface exploration, was begun.

— We introduced our new color scheme and logo for buses. With hundreds of new buses displaying new colors and the new insignia, we have begun to improve our image in the eyes of the public.

— The Board adopted the largest annual budget in the history of the District — \$544 million — to cover operating and capital costs for FY 1981 and revised the fare structure to help raise the necessary

income to finance a balanced budget.

— After lengthy protests and delays, a new basic fare of 65 cents was initiated in July.

— In August the District initiated a policy of no longer accepting dollar bills in payment of fares aboard buses, thereby effecting an annual savings of more than \$400,000 by eliminating the expenses of handling and counting dollar bills.

— Phases I and II of the Sector Improvement Program were implemented.

— In mid-year, Jack R. Gilstrap resigned as General Manager in order to accept a position as Executive Vice President of the American Public Transit Association. I was appointed acting General Manager to fill the vacancy created by Gilstrap's departure while the Board seeks a permanent appointee.

— Locally, mass transit received a major boost in November when Los Angeles County voters cast a 54 per cent majority vote in favor of Proposition A, which would add a half-cent to the state sales tax in order to finance transit improvements. This favorable vote was a political landmark for Los Angeles County, sending a clear message to transit policy

makers everywhere that Los Angeles is committed to the development of an integrated mass transit system.

(Implementation of Proposition A, however, will depend upon the ultimate resolution of whether a simple majority or a two-thirds favorable vote, as specified by Proposition 13, is necessary to enact the measure. Resolution of this question will have a crucial bearing on District finances. Proposition A was sponsored by the Los Angeles County Transportation Commission (LACTC) and was supported to the fullest extent possible by the District).

— In the final weeks of 1980, all 230 of the RTD's new Advance Design Grumman Flexible buses were taken out of service because of cracks that had been detected in the frames of many of the buses. In addition to the RTD, numerous other agencies operating a total of 2,600 of the buses, have been affected. Grumman has publicly acknowledged responsibility for the deficiencies and is proceeding to modify them and restore them to service at its expense. Several months will be required for the modification program. Performance of District operations personnel in returning service to normal in the brief span of four days was an outstanding accomplishment.

— The first 240 of 940 General Motors RTS-II-04 Advance Design buses arrived in the closing weeks of the year and were pressed into service ahead of schedule in order to fill the gap caused by the curbing of the Flexible buses.

— With crime in Los Angeles reaching record proportions, crime aboard buses has accelerated proportionately. Transit District Police recorded 912 criminal incidents in 1980, a 17 per cent increase over 1979. Intensified activity in the last three months of the year of District Transit Police resulted in 681 arrests. Crime statistics for December showed a modest decrease in assaults, and it is the goal of the District police to continue this trend.

Departmentalized activities recorded notable progress in 1980. A condensed inventory of 1980 departmental accomplishments follows:

Inter-government Relations

The District and LACTC continued to cooperate effectively in 1980. Both entities cooperated on a continuing basis in such efforts as the formation and development of a transit coordination program for Los Angeles, as well as the facilitation of the District's federal funds for its preliminary engineering grant for the SCRTD Metro Rail Project.

District staff also continued to work closely with such planning and policy bodies as the Southern California Association of Governments (SCAG), the California Department of Transportation (Caltrans) and the California Transportation Commission (CTC).

In Sacramento the District supported legislation affecting transit funding, workers' compensation payments, safety and charter bus legislation.

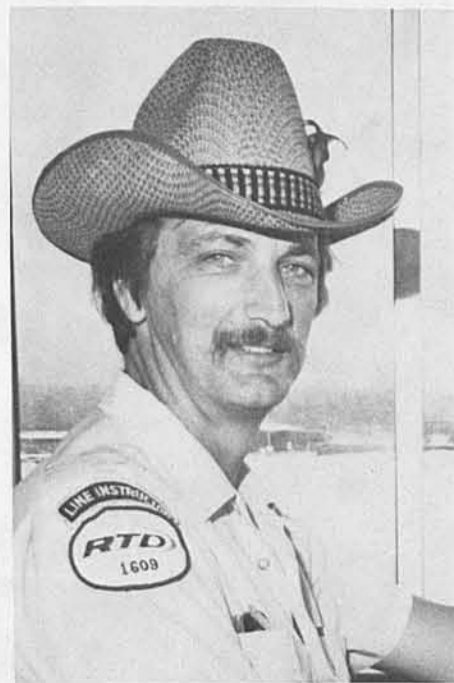
The District's 1981 legislative agenda calls for legislation in such areas as "wrap-up insurance" for the Metro Rail Project, and legislation to permit transit properties in California to purchase or retrofit bus engines acquired after 1979 that meet federal, rather than state, air emission standards.

The outlook for transit financing in Sacramento is, at best, unclear. The state will be facing a deficit that could result in a substantial shortfall in the state's Five Year Transportation Plan.

Transportation Department

As mentioned previously, the Transportation Department achieved an exceedingly high pullout record of 99.83 per cent in 1980.

Despite several spectacular traffic accidents, Transportation successfully re-



'Despite several spectacular traffic accidents, Transportation successfully reduced its accident rate by seven per cent . . . 245 fewer accidents than the previous year'

duced its accident rate by seven per cent, which amounted to 245 fewer accidents than the previous year.

Transportation also effectively reduced absenteeism during the year and exceeded its 10 per cent goal for employees on sick leave. Overall absenteeism was 9.89 per cent.

Part-time operating employees contributed to Transportation's achievements in 1980. Part-timers proved to be highly successful as bus operators, providing a cost-effective option in the filling of many work assignments.

In addition, because of the quality performance of part-timers, we now fill all full-time vacancies with the most qualified of the part-timers who wish to convert to full-time employment.

Maintenance and Equipment

A major achievement was the installation of a computerized Vehicle Maintenance System at Division 3 to provide detailed historical records and preventive maintenance notification on each bus serviced and repaired.

This system was installed through joint efforts in the Data Processing Department and the District's Maintenance Department, assisted by the McDonnell-Douglas Automation Co. The system used is one developed by the Chicago Transit Authority.

The District expects to have at least six maintenance divisions equipped with VMS by the end of 1981 and all maintenance locations served by the system by mid-1982.

The engine overhaul backlog was dramatically reduced by having 150 engines processed by a subcontractor. Union concurrence in this activity was based on 1979 contract negotiations. Subcontracting part of the backlog enabled maintenance personnel to catch up with engine overhaul requirements. No RTD employee lost overtime or income as a result of the engine overhaul contracting program.

Production was also increased at the South Park shops by expanding operations to seven days a week. As a result, we have been able to overcome our backlog in repairable transmissions, which in the past has represented a serious maintenance bottleneck.

All divisions are now consistently passing California Highway Patrol inspections with satisfactory to excellent results. This improvement has been effected while the Maintenance and Equipment Department was occupied with major new equipment and training programs related to the entry into service of the advance design buses.

Bus Facilities Engineering

In the last calendar year, Bus Facilities Engineering made significant progress in the three phases of our facilities program, which includes improvements to existing facilities, development of new operating and support facilities and the development of a new Central Maintenance/Administrative Headquarters facility.

Accomplishments made this past year relating to existing facilities included completion of a new transportation building at Division 1, completion of a new service facility and pavement reconstruction at Division 3, rehabilitation of the maintenance offices and transportation areas at Division 6, construction of new employee parking areas at Division 1 and 5, major improvements to the fourth floor of the Headquarters building providing a new Radio Dispatch area, a new 18,000-square-foot warehouse building at Division 14 and a major expansion of the Cash Counting facility.

Designs were virtually completed for new maintenance and operating facilities in the East and West portions of the San Fernando Valley.

Leases were executed for the following support facilities: Division 4 in Downey,

which is being used for a new bus make-ready facility and office space for maintenance administration; a special facility for the inactive reserve fleet; and various minor leases for activities such as ticket offices and a minibus support facility in Pomona. Significant progress was made on the determination of a site replacement of Division 18.

Work anticipated to be completed during calendar year 1981 includes major rehabilitation of the transportation building at Division 2, a body shop building at Division 14, work is anticipated to start on the construction of both East and West San Fernando Valley divisions, a new facility on the Macy Street property, a new transportation building at Division 3 and structural rehabilitation to buildings at Divisions 2 and 14.

Grants Activities

During calendar year 1980 the District received new UMTA funding for more than \$50 million worth of capital projects. These included approval of grants for \$12 million for the first phase of Rapid Transit preliminary engineering and \$11.6 million of equipment including electronic bus destination signs, electronic data processing equipment, communications equipment including bus radios, and other maintenance support items.

In addition, a grant of \$600,000 was provided for facilities engineering work on the District's new Central Maintenance/Headquarters facility. We expect approval of nearly \$10 million in the near future for acquisition of land for the new facility.

In addition to the new grant approvals, the District received approximately \$30 million in grant amendments to already approved projects bringing the revised project totals to more than \$88 million. These amendments included more than \$13 million for design and construction of two new replacement divisions in the San Fernando Valley, additional funds for the purchase of the 230 Grumman-Flexible buses and \$15 million for funding of the 940 GMC buses currently being delivered.

During 1980, the District received UMTA approval of more than \$75 million for operating assistance and we expect an additional \$56 million to be approved for FY 1981.

Finally, the District received approval of more than \$1 million for planning and technical studies programs during 1980, as well as nearly \$500,000 of Research and Demonstration grants.

The new approvals bring the District's total project funding by UMTA to more than \$1 billion, with approximately one-third of that amount currently in progress and under the management of District staff.

Rapid Transit

The SCRTD Metro Rail Project made important progress in 1980. Achievement highlights included:

— Certification and adoption of the project by the Board.

— Completion, approval and location of the Alternatives Analysis and environmental impact documents.

— Awarding of initial grants totalling \$15 million for preliminary engineering (\$12 million from UMTA, \$2.8 million from CTC, \$750,000 from LACTC).

— Project organization approved by the Board, and hiring of staff begun.

— Feasibility of Joint Development and Value Capture confirmed in study by Economic Research Associates.

— Sub-surface exploration work begun by firm of Converse, Ward, Dixon, Davis.

— Several consulting contracts awarded for key components of preliminary engineering phase.

— Board approved contract with City of Los Angeles for services of their planning, transportation, engineering, fire and po-

lice departments during PE phase.

— Successful negotiation of a Memorandum of Understanding between the District and the Los Angeles County Transportation Commission regarding institutional responsibilities for planning, engineering and construction of the metro rail system.

Telecommunications

The District is steadily extending its use of telecommunications technologies as a cost-effective means of providing improved management information processing, dispatching, security and operations services.

In 1981 the District will acquire a complete microwave data transmission network linking District headquarters and all Divisions. This network will enable the District to achieve substantial savings through elimination of extensive leased telephone line services.

Cost efficiencies demonstrated by Telecommunications personnel in installing radios in Grumman buses enabled the District to obtain a 50 per cent cost reduction in the expense of subcontracting radio installation work for the 940 General Motors RTS-II buses.

A major activity in 1980 was effecting the transfer of complex telecommunications equipment in the relocation of the Dispatch Center, while keeping vital communications channels in continuous operation.

Equipment Engineering

Equipment Engineering is presently administering what is believed to be the na-

tion's most comprehensive bus manufacturing on-site inspection program. A team of eight RTD inspectors assigned to the General Motors bus factory at Pontiac, Michigan, monitors manufacturing processes and makes certain all buses built for the RTD conform to specifications.

General Motors is building 940 RTS-II Advance Design buses for the District. Equipment engineering has inspected and received approximately 300 of the new buses. They are currently engaged in preparing specifications for a new bus procurement of up to 40 articulated buses. Scheduled for arrival later in 1981 is the first prototype of double-deck buses ordered last year from Neoplan of Stuttgart, West Germany, under technical surveillance of Equipment Engineering.

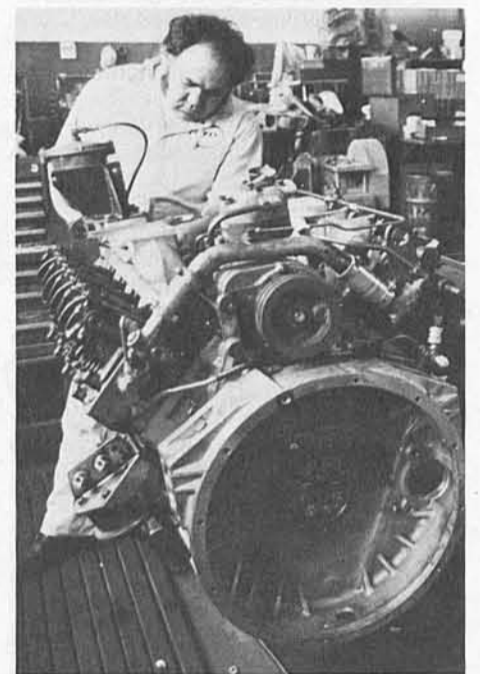
District efforts to upgrade performance and reliability of buses is carried forward by Equipment Engineering personnel through participation in the Bus Technology Committee of APTA.

Scheduling

Scheduling has been engaged in a continuing program of fine-tuning schedules, line-by-line, while carrying forward major route changes contained in Phase I and Phase II of the Sector Improvement Program.

Scheduling adjustments have contributed significantly to the District's ability to serve an increased number of riders while generating a constant level of approximately 106 million service miles annually.

A major project in 1981 will be the preparation of 84 new schedules and 23 re-



'Scheduling adjustments have contributed significantly to the District's ability to serve an increased number of riders'

numbered schedules for the Phase III SIP. The department is aggressively pursuing computerization in conjunction with the District's Long Range Data Processing Plan.

Planning

Planning began the phased implementation of the Sector Improvement Program in 1980. Phase I, implemented in June, provided for improved coordination with municipal carriers and restructured routes on the Eastside, in South Central Los Angeles and in Hollywood.

Phase II, providing improved service in Glendale, Burbank and South Central Los Angeles, was implemented in December.

A public hearing to receive comment on Phase III of the plan was held January 12 and this phase, involving changes on more than 40 lines, is planned for implementation on June 21.

With implementation of Phase III the District will have effectively installed the most important portion of the sector improvement program and will have achieved major goals in simplifying the system and removing archaic routes inherited from railway operations. The Phase III improvements alone will provide improved service for an estimated 290,000 regular riders on regional core lines.

Planning will shortly initiate its second cycle of sector improvements, beginning with the San Fernando Valley. A community review of proposed service adjustments is planned for the valley in the Fall.

Planning is conducting a broad range of

programs related to bus-on-freeway applications, coordination of express operations with the Downtown People Mover and expansion of express services. Other activities include interface with the LACTC, City of Los Angeles and other planning agencies and the updating and modification of the District's short-range and long-range plans.

Customer Relations

Customer requests for passenger information were exceedingly heavy in 1980. The Customer Information switchboard and the Passenger Services Section processed more than 3.5 million information requests in 1980.

More than 20,000 pieces of correspondence, 85,000 separate timetable requests and 16,000 telephone and walk-in information requests were handled.

Passenger Services also received more than 6,200 claims against the District.

The District's pilot program for Computerized Customer Information is entering the final stages of evaluation. A consulting firm will be conducting surveys and an evaluation in February, March and April, and will make a final report in June.

The District has been conducting this program under UMTA sponsorship to determine its feasibility. Future application of this program will be based upon evaluation findings.

New automatic call distribution equipment scheduled for installation in mid-1981 is expected to increase operator and departmental effectiveness.

Human Relations

The District's Human Relations Program has enhanced the District's performance in support of Equal Employment Opportunity, Minority Business Enterprise and Affirmative Action in behalf of minorities, women and handicapped persons.

Significant MBE goal accomplishment has been achieved on major capital projects and on the Rapid Transit Program. The District recorded MBE participation of 31.54 per cent in the fourth quarter of 1980 as a result of this activity.

Important steps in the District's Human Relations Program were represented by the Board's approval of the District's MBE Program and the Transition Plan for compliance with Section 504 regulations pertaining to accessibility to transit for handicapped persons.

The department implemented EEO training for all levels of management and held an MBE workshop in conjunction with UMTA.

The Human Relations Program is credited with reducing significantly the number of formal complaints received from other agencies.

Marketing and Communications

Pass sales climbed substantially in 1980 as a result of new procedures and a special advertising program authorized by the Board, combined with rising costs of gasoline and auto expenses.

Marketing emphasis was directed at servicing an unprecedented demand for monthly passes and in providing added economies by offering discount coupons each month to pass purchasers.

As the year ended, the District was receiving monthly revenues at the rate of \$4 million in pass sales as compared to \$6.5 million in farebox collections, well on the way to establishing the monthly pass as the basic fare mechanism.

A new ticket office was opened on Wilshire Boulevard, in the Miracle Mile area, to serve residents and office workers, and a new permanent location was established to serve residents and workers in the city's most heavily-travelled area. In conjunction with the Bicentennial Committee, an office to serve tourists and provide free literature to the public was opened in the architecturally unique Buckminster Fuller Dome in Pershing Square, at no cost to the District.

Pass Sales outlets climbed to almost 300 with the addition of Lucky Markets, Community Check Cashing and Gemco Stores as commissioned agents.

A significant achievement was the upgrading of all passenger literature including the RTD System Map and eight individual sector maps. Because passenger literature often represents the public's first contact with the District, providing up-to-date RTD service brochures is an important element in meeting the increased need to assist new passengers and to keep regular riders informed.

As a result, in 1980 more than 1.5 million pieces of fare and service literature were distributed to the public. Application of the District's new color scheme and logo was administered by Marketing during the year to establish a new and more modern visual identity for the District.

Media coverage of the RTD was exceptionally heavy in 1980, bringing a high level of activity to the News Bureau.

Data Processing

The District has completed a Long Range Data Processing Plan which identifies District needs for the next five years and recommends proceeding with five major application projects.

In order of priority, the projects are: Vehicle Maintenance and Material Management Systems mentioned elsewhere in this report, Automated Payroll Data Collection, Planning and Scheduling Improvements, Purchasing and Accounts Payable, and Human Resources Manage-

ment Information System.

Projected data processing costs for the next five years are \$13.6 million, of which 80 per cent in UMTA funding is anticipated.

Transit Police

As the result of the District having received authorization to establish its own police agency, the Transit Police Department was engaged in 1980 in a transition stage, from a security force of untrained special agents to its current status as a Transit Police Department, with a complement of 30 sworn officers out of an authorized strength of 69 sworn officers.

The accelerated growth granted to the Transit Police Agency represents Board response to the ever-increasing violence being perpetrated against passengers and employees.

In 1980, 45 additional positions were allocated to the department. Additionally, with funding provided by the L.A. County Board of Supervisors, a part-time work force of 200 sworn police officers was established to assist the District in fighting criminal behavior aboard buses.

Transit Police responded to 9,436 calls for service aboard buses in 1980, effected 798 arrests and made 7,244 random checks aboard buses in its program to combat crime aboard transit vehicles.

Under the leadership of the President of the Board of Directors the District has initiated a series of community meetings with representatives from the judicial system, district attorney's offices and community leaders to discuss ways to reduce crime on buses.

The Board President also was instrumental in arranging for the District and the United Transportation Union to join in supporting We TIP, a state-wide organization insuring anonymity to witnesses of crime. The District also is supporting Project Heavy, a federally-financed anti-crime program aimed at gang leaders.

The department is in the process of establishing a citation format which will allow it to increase its enforcement personnel and effect a better utilization of personnel resources.

The District has engaged in a vigorous recruitment program for new police officers, but its task is a difficult one because the Los Angeles Police Department, the Los Angeles County Sheriff's Department and other regional police agencies also are competing for the same personnel resources.

Transit Police goals for 1981 include: employment of a full complement of sworn officers, expand liaison with local law enforcement, establishment of an investigative enforcement unit for internal crime problems, introduce highly-visible marked Transit Police patrol units, install an emergency response position in the Dispatch Center and integrate communications with the California Law Enforcement Telecommunications System.

Management Services

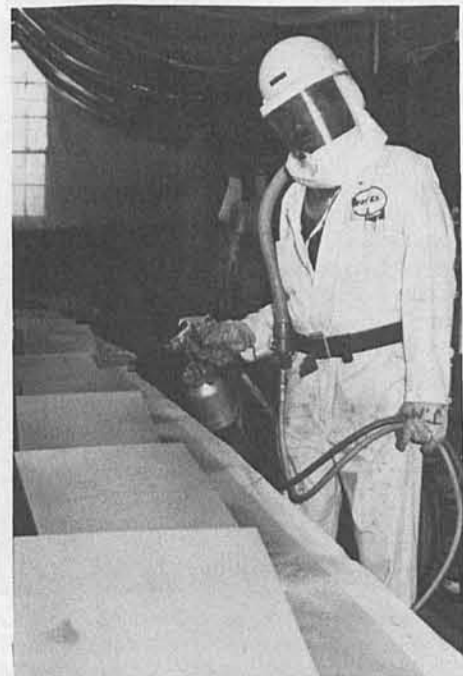
The Management Services Section, the District's in-house performance auditing and policy analysis unit, completed several major studies in 1980 which have resulted in significant improvements and efficiencies in RTD operations.

A total of 23 studies on such varied issues and functions as vehicle supervisors, alternative work schedules, community relations, prepaid sales, radio dispatchers, word processing, operating personnel requirements and others were completed during the past year.

In addition, the section continued to compile the Division Performance Scoreboard and to conduct regular "inspection" or performance audits of the District's transportation and maintenance functions.

Personnel

Major revisions of personnel procedures and policies were accomplished in 1980. Urgent need for certain categories



'I now understand more fully why we are able to deploy more than 2,000 buses and to serve more than 1.3 million passengers every weekday'

of new employees resulted in accelerated hiring programs that enabled the District to recruit 261 mechanics in 90 days and more than 200 part-time peace officers in 30 days.

In order to cope with budgetary pressures applied through inflation, the Personnel Department in 1981 will be emphasizing a critical review of all recommendations for staff increases, reallocations of vacant positions to more critical functions, employment of temporary and part-time staff and use of consultants, and continued focus on the internal development and training of staff — particularly in critically short classifications and for staff assigned to technically advanced equipment.

Employee Development

The District's participation jointly with the University of Southern California in the establishment and operation of the Regional Transit Training Center received wide recognition throughout the industry. Programs based on priority training needs identified by 20 transit properties were offered in Los Angeles, Salt Lake City, San Francisco and Oakland.

Within the RTD, 85 managers were enrolled in the Management Training Program in the first year of its implementation. Seven programs were offered on the premises in response to identified managerial training needs, and 33 managers attended off-site training programs focusing on specific management functions and skills.

The department completed its study to improve operator/passenger relations and to reduce operator stress. Importantly, a new training program focusing on these same objectives was developed and presented to a pilot group of operators.

An in-depth analysis of 12 mechanic procedures was completed and a slide tape training presentation was prepared on "tune-ups" for training newly hired mechanics in this major task area.

A total of 241 training sessions were attended by 2,784 employees.

Accident Prevention

The District achieved an outstanding accident prevention record in 1980. Overall, there was a seven per cent reduction in the frequency rate of traffic and passenger accidents compared to the prior year. This accomplishment continues a downward trend in the accident rate initiated in 1975.

Since 1975 the District has registered an 18 per cent drop in traffic accidents, and a 47 per cent reduction in passenger accidents. This equates to more than 1,000 fewer accident claims filed in 1980, despite an increase of more than four million service miles.

The District has one of the best safety records in the nation.

Major activities programmed for 1981 include: an emergency preparedness area-wide exercise sponsored by the City/County Emergency Preparedness Commission, a defensive driving refresher course for passenger vehicle drivers, and an explosives incident management seminar.

Labor Relations

Labor Relations professionals represented the District in 180 third-level grievance procedures and 26 arbitrations in 1980. Labor Relations also participated in refining and finalizing language of the three labor agreements negotiated in 1979.

An important function of this office is its accessibility to managers for the interpretation of labor agreements. The office responds to an average of seven calls per day regarding contract interpretation.

Purchasing

The Purchasing Department effected several noteworthy improvements in 1980, including:

— Centralization of contract administration in the department and appointment of a full-time contract administrator.

— Minority Business Enterprise participation in the District procurement program increased dramatically.

— A microfilming system for maintaining and storing procurement documents was implemented.

— Coordinated and processed the order for purchase of 940 buses, including purchase of Advanced Design Bus spare parts packages with a value of \$3 million.

— Experienced a 29 per cent increase in procurement activities for the year.

— Computer-based Materials Management system installed.

— Usable storage space increased 60 per cent in Central Store No. 1 through addition of a mezzanine system.

Planning for FY 1981-82

Finance and planning already are at work on planning bus operations for the 1981-1982 fiscal year. It is a most difficult and complex assignment because of the numerous uncertainties and variables involved.

The District has prepared its Short Range Plan in response to direction of the LACTC for funding projections at the 95 per cent, 100 per cent and 105 per cent level. The latter would provide funding for

three per cent more service per year. Without Proposition A funds, financial projections indicate that the most that can be afforded is the 100 per cent plan.

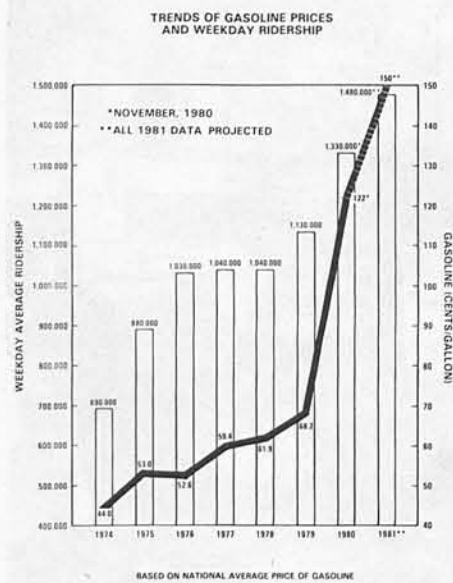
A fourth plan consists of Proposition A funds overlaid on the 100 per cent plan's service and financial projections.

Some idea of the increased demand for ridership we project is provided by the accompanying graph projecting the influence of rising gasoline prices on RTD ridership. The relationship between higher gasoline prices and increased ridership does not seem to be as well defined as, for instance, the influence of the moon on the tides, but there appears to be an obvious cause and effect.

The forecast of at least 1,480,000 weekday boardings if and when gasoline reaches \$1.50 per gallon has been prepared by our own analysts and represents a most conservative approach.

Without Proposition A funding another fare increase appears to be imperative. A fare increase to as much as 80 or 85 cents may be necessary. Another determining factor will be how much federal operating subsidies are reduced.

Fare increases would necessitate a public hearing in the Spring and decisions as to the level of service to be provided in the coming year. The District will be moving ahead to develop two detailed budgets, one covering each of the above-described situations.



1981 Highlights

It is clear that 1981 will be a busy, productive year for the RTD. Major events already in the making include:

— Board decisions on a major fare change. Depending upon resolution of Proposition A, District fares after July 1 may be as low as 50 cents, as required by Proposition A, or as high as 85 cents, if the proposition is declared invalid.

— Continued high priority attack on crime.

— Appointment of a new General Manager.

— Delivery of the last of the GM RTS-II-04 Advance Design buses, which will reduce the average age of the RTD fleet to six years. This is a remarkable accomplishment when it is recalled that approximately one year ago, the average age was 13 years.

— Action to obtain funding for procurement of additional buses to meet mounting ridership requirements.

— Implementation of June sector improvements.

— Significant progress on the SCRTD Metro Rail Project.

— Resolution of the Grumman-Flexible structural problems.

Conclusion

No report of RTD performance in 1980 would be complete without recognition of the important role of the Board of Directors as a body and as individuals in providing direction and policy guidance.

In the year under report I am reminded of significant actions of the Board in supporting District goals in Sacramento and Washington; of your work in behalf of crime control on buses; of your personal involvement in on-site inspections and meetings with bus manufacturers; and of your numerous actions leading to RTD's acquisition and commencement of delivery of the largest single agency order for buses in U.S. transit history.

We of the Executive staff are more aware than most individuals of the long hours that you devote to your directorships. Our District Secretary has estimated that the Board devoted a total of 3,200 individual hours to formal meetings and deliberations in behalf of the RTD in 1980. This does not take into account the many long hours you spent in community meetings, in travel in behalf of the District and in grass roots representation of the RTD with individual citizens.

In our opinion, the citizens of Los Angeles County owe you a unanimous vote of appreciation.

Finally, I would interject a purely personal comment. In appointing me to the position of Acting General Manager, the Board has provided me with a new perception of the capabilities of the men and women who manage the day-to-day operations of the RTD and who constantly prepare the District for the challenges of the future.

I now understand more fully why we are able to deploy more than 2,000 buses and to serve more than 1.3 million boarding passengers every weekday. It is because the RTD is managed by a rare team of professionals who have acquired their skills through years of academic training and transit experience.

Respectfully,

Richard T. Powers

Richard T. Powers
Acting General Manager

SCHEDULE CHANGES

Moving Up

James M. Adams, from div. disp/ex rad. disp. to radio dispatcher.
Russel Ambos, from mechanic C to mechanic B.
LaVona M. Balliet, from mopper/waxer to record clerk.
Jose Becerra, from mechanic C to mechanic B.
George Blackburn, from mechanic C to mechanic B.
Arthur L. Brass, from mopper/waxer to lead mopper/waxer.
Johnny Caldito, from mechanic C to mechanic B.
Eddie F. Caldwell, from mechanic A to mechanic A leadman.
Sung Cho, from mechanic C to mechanic B.
Lucius E. Collier, from community rep. II to Manager of Community relations.
Joyce E. Cooper, from info clk/ex supv. of tele info to passenger service rep.
Tony DeLaRosa, from mechanic C to mechanic B.
Sukhdev Dhillon, from schedule maker to staff assistant II.
Javier Enriquez, from utility A to mechanic C.
Ray Farris, from eq. maint. supv II to act. division maint. manager at 3307.
Thomas N. Fujioka, from mechanic A to mechanic A leadman.
Arnold T. Gainey, from interviewer to interviewer/ex. radio disp.
George R. Gomez, from utility A to mechanic C.
Jose Gonzalez, from Utility A to

mechanic C.
Don C. Grayson, from Division 1 Transportation Manager to Associate Counsel.
Clarence Guy, from mechanic C to mechanic B.
Daniel J. Hobdy, from operator to opr/ex div disp.
Terry Kamakura, from mechanic A leadman to act. eq. maint. supv I.
Freddie Kelley from keypunch operator to data control spec.
Alvin King, from stock shop clerk to eq. rec. spec.
Hyok Chan Kwon, from utility A to mechanic C.
Jackey S. Lee, from mechanic C to mechanic B.
Pedro M. Lujan, from prop. maint. A to prop. maint. A leadman.
Aurelia Macklin, from service attendant to mechanic C.
Rolando A. Marin, from utility A to mechanic C.
Brian Markey, from mechanic A to warranty and equip. mechanic.
Gabriel Martinez, from mechanic C to mechanic B.
Henry Martinez, from service attendant to mechanic C.
Dennis W. Munson, from operator to op/ex radio dispatcher.
William McAvoy, from stock shop clerk to rel. eq. rec. spec.
Martin McGinnis, from eq. maint. supv. I to act. eq. maint. supervisor II.
Ismael Navarro, from mechanic C to mechanic B.
Gilert P. Pinto, from utility A to mechanic C.
Paul B. Podrasky, from service attendant to mechanic C.
Perry Portier, from mechanic C to



Retiree recognition

Receiving commemorative plaques from Director Ruth Richter (center) at last month's retiree recognition ceremony were Operator Henry Morrissey, 41 years and the number one man on the operator's seniority roster; Division 12 Maintenance Manager Floyd Hughes, 40 years; Instructor of Vehicle Operations Charles William Adams, 36 years and Operator Howard W. Bryant, 27 years. Together, these four retirees represent some 144 years of service to the District and its predecessors.

mechanic B.
Elizabeth Preston, from typist clerk to division steno.
Isaac Rodriquez, from mechanic C to mechanic B.
Veena Seth, from division steno to secretary.
Michael Shepard, from mechanic C to mechanic B.
John H. Sinkovic, from eq. maint. instructor to act. senior eq. maint. instructor.
Toummakate Sintoplertdhiayskul, from mechanic C to mechanic B.
Stephen Stairs, from sheet metal worker to eq. maint. supv. I.
Jim Thomason, Jr., from staff assist II to operations analyst.
James Wagner, from mechanic A to warranty and equip. mechanic.
Jonathan Walker, from utility A to mechanic C.
Manuel Zaragosa, from utility A to mechanic C.

company in March, 1951, and retired after 29 years of service in June, 1980.
Roy H. Coburn, former mechanic A at South Park, passed away November 29. Mr. Coburn joined the company in September, 1944, and retired after 20 years of service in June, 1964.
Lee W. Fry, former operator at the old Division 20, passed away December 13. Mr. Fry worked for the company for 41 years, from August of 1919 until his retirement in June of 1960.
Willie H. Goins, former utility A at division 1, passed away January 14. Mr. Goins joined the company in March, 1946, and retired after 26 years of service in June of 1972.
Roy J. Hoffman, former operator at Division 2, passed away on December 9. Mr. Hoffman joined the company in May, 1942 and retired after 22 years of service in June, 1964.
Manuel Larriva, former mechanic B at Division 1, passed away January 6. Mr. Larriva joined the company in October, 1945, and retired after 29 years of service in March, 1974.
Frances M. Moore, former Legal Department clerk, passed away December 29. Moore joined the company in November, 1943, and retired after 19 years of service in November, 1962.
John Morris, mechanic A leadman at Division 12, passed away January 23. Mr. Morris joined the District in September, 1971.
Henry Pederson, former operator at Division 3, passed away January 11. Mr. Pederson joined the company in July, 1947, and retired after 21 years of service in September, 1968.
Guy Puckett, Jr., an operator at Division 15, passed away January 2. Mr. Puckett joined the District in January, 1971.
Mary Margaret Ryan, former Varitype Operator, passed away December 30. Mrs. Ryan joined the company in June, 1945, and retired after 27 years of service in August, 1972.
Isaac T. Schuler, former operator at Division 4, passed away October 6 of last year. Mr. Schuler joined the company in November, 1923, and retired after 27 years of service in September, 1950.
Marvin B. Smith, former operator at Division 12, passed away January 11. Mr. Smith joined the company in April, 1939, and retired after 35 years of service in May, 1974.

Board honors employees

Information Operator Clifford Brown, Mechanic John R. Erickson and Operator Robert E. Conkling were honored last month by the RTD Board of Directors for the outstanding performance of their duties.
 Brown, who has maintained a perfect attendance record, has received numerous commendations from his customers. His knowledge of District routes, fares and schedules makes him a definite asset to the RTD.
 "Sonny" Erickson has worked for the District since 1975 and in that time the Division 15 relief mechanic-A leadman has set high standards for his fellow employees to follow. In addition to leadership ability, Erickson performs all

his mechanical duties in a professional manner, requiring a minimum of supervision.
 He is respected by his supervisors and co-workers alike for his easy going and positive attitude, which makes working with him a pleasure, especially when pressure makes the job hectic.
 Robert Conkling has worked for the company since July of 1947, and is the recipient of a 30-year safety award, an outstanding achievement considering the traffic conditions a bus operator confronts daily.
 Conkling is a Mason and a member of the American Legion. In his leisure time he enjoys bowling and taking short trips out of town with his wife, Marilyn.

Shifting Gears

Emmett R. Bell, an operator at Division 5, is retiring after 34 years of service.
Michael S. Cosentino, an operator at Division 9, is retiring after 29 years.
Lowell Feigenbaun, an operator at Division 9, is retiring after 33 years.
Richard Gladdys, a mechanic A leadman at South Park, is retiring after 17 years.
Delmar G. Gould, an operator at Division 6, is retiring after 28 years.
Floyd Harold Hughes, Division 12's Maintenance Manager, is retiring after 40 years.
Herbert L. Johnson, a property maintainer A leadman in Property Maintenance, is retiring after 31 years.
Rollin R. Johnston, a Superintendent of Maintenance Divisions, is retiring after 36 years.
Daniel Madrigal, a mechanic A at Division 9, is retiring after 39 years.
William O. Young, a Senior Special Agent for the District, is retiring after 17 years.

In Memoriam

James M. Banks, former mechanic A at Division 7, passed away January 2. Mr. Banks joined the District in November, 1970, and retired after 10 years of service in November, 1980.
William S. Chester, former operator at Division 9, passed away January 20. Mr. Chester joined the



CEREMONY — Taking part in the Employee of the Month award program were (from left) Robert Conkling, Director Jay Price, Mrs. Marilyn Conkling, Gerry Woods, John Erickson, Milton Spencer, Clifford Brown and Bob Williams.

COMMENDATIONS

Supervisor Gilbert Weaver: (The following letter is from Division 1 operator Dale McClinton). Yesterday I had the misfortune of having to use my silent alarm signal as a passenger was saying that he was going to do me great bodily harm (my words, not his). I would like to take this opportunity to commend your staff and everyone involved for their professional and quick handling of this matter.

However, I would like to single out Supervisor Weaver, for his actions alone were responsible for this matter ending with an arrest. His response, by watching the man and observing his escape route, allowed our transit police to stop and detain this man. He also witnessed the man striking me and he readily offered himself as a witness.

I feel that he should receive

some type of official recognition for his quick actions and his dedication to duty. He is truly an asset to the District. Again, thank you all for your very quick actions in response to my distress signal.

(Editor's note: Chief Supervisor and Dispatcher George Stone reports that the dispatcher in this incident was William Gardner, the transit policeman was Officer Donald Sanchies).

Operators on Line 42, Division 9: This letter is being written to commend one of your bus drivers for his courteous and careful driving. As an avid bicycle commuter, I deeply appreciate such a fine attitude towards others. I was riding my bike to work one morning on Garvey Avenue. Since I average 15-20 mph, bus traffic and I go from signal to signal at about the same rate. For nearly six miles bus 6027 and I passed and repassed each other from block to block. I realize that this creates problems for the bus driver and you probably know it is hard for the bike rider. Since we both share the same area of the roadway, and each have an equal right to that area, the only solution is for each side to accommodate the other. The driver of 6027 consistently avoided cutting me off when he stopped to pick up passengers. In fact, he did just the opposite, waiting several times for me to pass the bus stop when he could see we would arrive there nearly simultaneously. I really appreciate that.

L.M. Carlson, Division 6: (The following are excerpts from letters of parents whose children commute to school between Malibu and Santa Monica, and from the children). "This message is to convey our deep appreciation for the devoted and thoughtful service rendered by one of your drivers, known as "big Al." My son and his friends have great affection for Big Al for all those small but significant, helpful and generous characteristics of this fine man."

"I heard about Big Al through my son and his many friends who take the RTD between Malibu and Santa Monica. He must be a special man to have so many children tell me what a helpful and kind bus driver he is. . . . It is unusual in these times to find someone so dedicated to serving the public like Al has been doing."

"I am almost 16 years old and have been riding the bus since I was nine years old. In all my bus experiences I have never met a nicer bus driver than Big Al. He is always so helpful when you want to get from place to place. I look forward to riding with him. He is knowledgeable about almost any subject and is an all-around excellent bus driver. His generosity and good attitude are unsurpassed."

"Dear bus people, I am eight years old and my daddy's car got broke. I have to ride the bus to school everyday. I never had to ride the bus before my daddy car got broked and I was scared. I cried and didn't want to go to school. The next day I went and I met Big Al, the bus pilot and am sad when I miss the schoolbus now because I miss Al. He is so nice. I think you should give him a Xmas present, I am! The end, Ben."

J.F. Costello, Division 9: The driver who drove us to McDonalds was very nice. He was very pleasant, curious (sic) and waited nicely for us to get on the bus. He was very friendly. He told us how to pull the string. You should give him a reward for being so nice. (This letter was from the students at Bassett High School for the Orthopedically Handicapped in La Puente).

Jim Shorters, Line 4: He is a very friendly driver and has a greeting for everyone who boards. He is always happy and his effervescence bubbles over to the people on his bus. It is a very pleasant ride after a day at the office with all its pressure. Couldn't you find more like him?

Roland G. McDowell, Line 12: Two men boarded the bus with cigars in their hand. A simple warning by the operator was ignored by the two. The bus driver persisted in enforcing the no-smoking rule and even had to stop the bus before getting cooperation from the two men. Your driver was very professional, firm and tactful in his approach.

In Memoriam,

The District Board of Directors adjourned its Committee of the Whole meeting on February 4 in memory of Miss Bertha Fox, the Fall Ms. RTD, who passed away January 4.

Miss Fox shared the Ms. RTD title with her identical twin sister, Sophie. The two were selected from a field of 200 candidates based on their frequent use of District buses and their enthusiasm for public transit. They shared the title from October through December, 1980.

Miss Fox was born in Philadelphia and moved to Los Angeles with her sister 11 years ago. She was 62.

CLASSIFIED

- For sale. Blue van tent, 9x10 with 30-inch zip-up door, with poles, good condition. \$175. Call evenings, (213) 675-6538.
- For sale. Portable dishwasher with chopping block top. Used only three months. \$55. Call after 3 p.m. (213) 323-4401.
- For sale. Two G.E. refrigerators, one white, the other gold. Also, a 1967 Camero. Call for prices anytime at (213) 768-6429.
- House to share. I would like to share my home with a female between the ages of 25 and 50. Rent would be \$150 per month, utilities included. Located in Covina, convenient bus service across the street to downtown and El Monte Station. Near shopping. Call Connie weekdays after 5 p.m. and anytime on weekends at (213) 919-4790.

See's CANDIES

EASTER 1981

INDIVIDUAL ORDER BLANK

Description	Total No. Boxes	Price Per Box	Total Value
REGULAR PACK BOXES			
1 Lb.		\$ 4.00	
2 Lb. ASSORTED		\$ 8.00	
3 Lb. CHOCOLATES		\$12.00	
5 Lb.		\$20.00	
1 Lb. MILK CHOCOLATES		\$ 4.00	
2 Lb.		\$ 8.00	
1 Lb. DARK CHOCOLATES		\$ 4.00	
2 Lb.		\$ 8.00	
1 Lb. NUTS AND CHEWS		\$ 4.00	
2 Lb.		\$ 8.00	
1 Lb. SOFT CENTERS		\$ 4.00	
2 Lb.		\$ 8.00	
1 Lb. BRIDGE MIX		\$ 4.00	
1 Lb. ALMOND ROYAL (can)		\$ 4.00	
1 Lb. TOFFEE-ETTES (can)		\$ 4.00	
1 Lb. VICTORIA TOFFEE		\$ 4.00	
Regular Pack Boxes PACKED IN MAILING CARTONS			
1 Lb. ASSORTED CHOCOLATES		\$ 4.20	
2 Lb.		\$ 8.20	
1 Lb. MILK CHOCOLATES		\$ 4.20	
2 Lb.		\$ 8.20	
1 Lb. DARK CHOCOLATES		\$ 4.20	
2 Lb.		\$ 8.20	
1 Lb. NUTS AND CHEWS		\$ 4.20	
2 Lb.		\$ 8.20	
1 Lb. SOFT CENTERS		\$ 4.20	
2 Lb.		\$ 8.20	
1 Lb. BRIDGE MIX		\$ 4.20	
1 Lb. ALMOND ROYAL (can)		\$ 4.20	
1 Lb. TOFFEE-ETTES (can)		\$ 4.20	
1 Lb. VICTORIA TOFFEE		\$ 4.20	
SPECIALTY ITEMS			
SEE'S EASTER BASKET - 14 oz.		\$ 6.30	
CHOCOLATE RABBIT - 10 oz.		\$ 3.70	
EASTER ASSORTMENT - 13 oz.		\$ 5.25	
SEE'S EGG QUARTET - 12 oz.		\$ 3.40	
TEN CHOC-MARSHMALLOW EGGS		\$ 3.20	
TEN CHOCOLATE BUTTER EGGS		\$ 3.20	
SEE'S BIG EASTER EGG - 20 oz.		\$ 6.75	
SEE'S ROCKY ROAD EGG - 6 oz.		\$ 2.75	
EASTER FANCY BOX - 1 lb.		\$ 8.25	
PEANUT BRITTLE (No Mailer)		\$ 5.25	
SPECIAL FANCY BOX - 2 lbs.		\$12.45	
GIFT OF ELEGANCE - 4 lbs.		\$24.40	
BOX OF 60 LOLLYPOPS		\$ 9.00	
GIFT CERTIFICATE 1 Lb. ANY ASSORTMENT		\$ 4.30	
2 Lb. ANY ASSORTMENT		\$ 8.60	
			\$

Date _____ Amt. Rec. By _____

Name _____

Department _____ Phone _____

A sweet idea for Easter

Just in time for the Easter Holiday, the RTD Recreation Department is again offering discounted See's Candies to District employees. You can save 90 cents per pound over what the candy would normally cost.

Just fill out the coupon and send it to the Recreation Department before March 20 with a check, payable to RTD, covering the cost of your order.

The orders should be filled by April 3 and you can pick up your order at District Headquarters, 425 S. Main Street, Los Angeles, 90013.

Prizes await winners of RTD coloring contest

Okay kids, this is it. Time to grab your crayons, dust off those colored pencils and wet your

watercolors. The annual RTD coloring contest is back!
If you are 14 or younger and

your parents or grandparents work for the RTD, your artistic skills could earn you one of more than a dozen terrific prizes being offered by the Recreation Department to the contest winners.

category. In addition, a grand prize will be awarded to the best overall entry, taking into account originality, imagination and the artist's age.

Roundball tops calendar

Professional basketball action tops this month's recreation calendar as discount tickets are being made available to District employees and retirees to two Laker Games. You can see the NBA Champion Lakers take on Kansas City on March 13 at 7:30 p.m. or the Denver Nuggets on March 29 at 7 p.m. for only \$5.50 for adults or \$3.50 children.

Speaking of basketball, the RTD Basketball League season is in full tilt. Teams representing the various divisions compete each Wednesday and Thursday evening beginning at 8 p.m. at the gymnasium in John Anson Ford Park in Bell Gardens. Check the Rec Boards at your work location for your division's date, time and opponent and then get out there and support your roundballers.

If you prefer playing with a smaller ball, there are still a few slots left for the Transit Golf Club Tournament on March 14 at Los Alamitos Country Club. Entry fee is \$15 and a lot of prizes are at stake. Tee off time for the Saturday morning tournament is 11:18.

There are still a few tickets available to see the legendary Katharine Hepburn in the world premiere of the "West Side Waltz" at the Ahmanson Theatre on Saturday, March 14. Excellent \$17 orchestra seats for the 8:30 p.m. performance are available for only \$15.

If you thought the comedy "Norman, is that you?" was funny, just wait until you see "Once in a Wifetime" at the Ebony Showcase Theatre. The Recreation Department has center orchestra seats available for the Friday, March 20, 8:30 p.m. performance for only \$9. Don't miss it.

Finally, with summer sneaking up on us fast, this is the time to start getting the old bod in shape for those outdoor days. Nautilus Plus is offering RTD employees a special membership offer that is almost too good to pass up. A one year membership, which normally costs \$350, can be yours for only \$125.

In addition, if you are among the first 50 employees to sign up for the program, Nautilus Plus will extend your membership by an additional three months at no extra charge. That's 15 months for less than \$9 per month.

In addition, as part of its special offer to RTD employees, Nautilus Plus is making available special VIP memberships, good for three years at a total cost of only \$225. That works out to just over \$6 per month.

Your membership is honored at seven convenient locations around the southland. Check the Recreation board at your work location and sign up now!

For more information about any of these programs, contact the Rec Department at 972-6580.

Entering the contest is easy. Here's all you have to do. Color the drawing on this page using whatever artistic materials you like — crayons, watercolors, felt tip pens, chalks, colored pencils, whatever.

Then, get your folks to fill in the entry blank printed here and send it along with your finished drawing to the RTD Recreation Department, 425 S. Main Street, Los Angeles, CA 90013.

Or, have your mom or dad return it via the company mail from their work location to the Recreation Department, Location 32.

All entries must be received by 5 p.m. on Wednesday, April 1, 1981, to be eligible for judging.

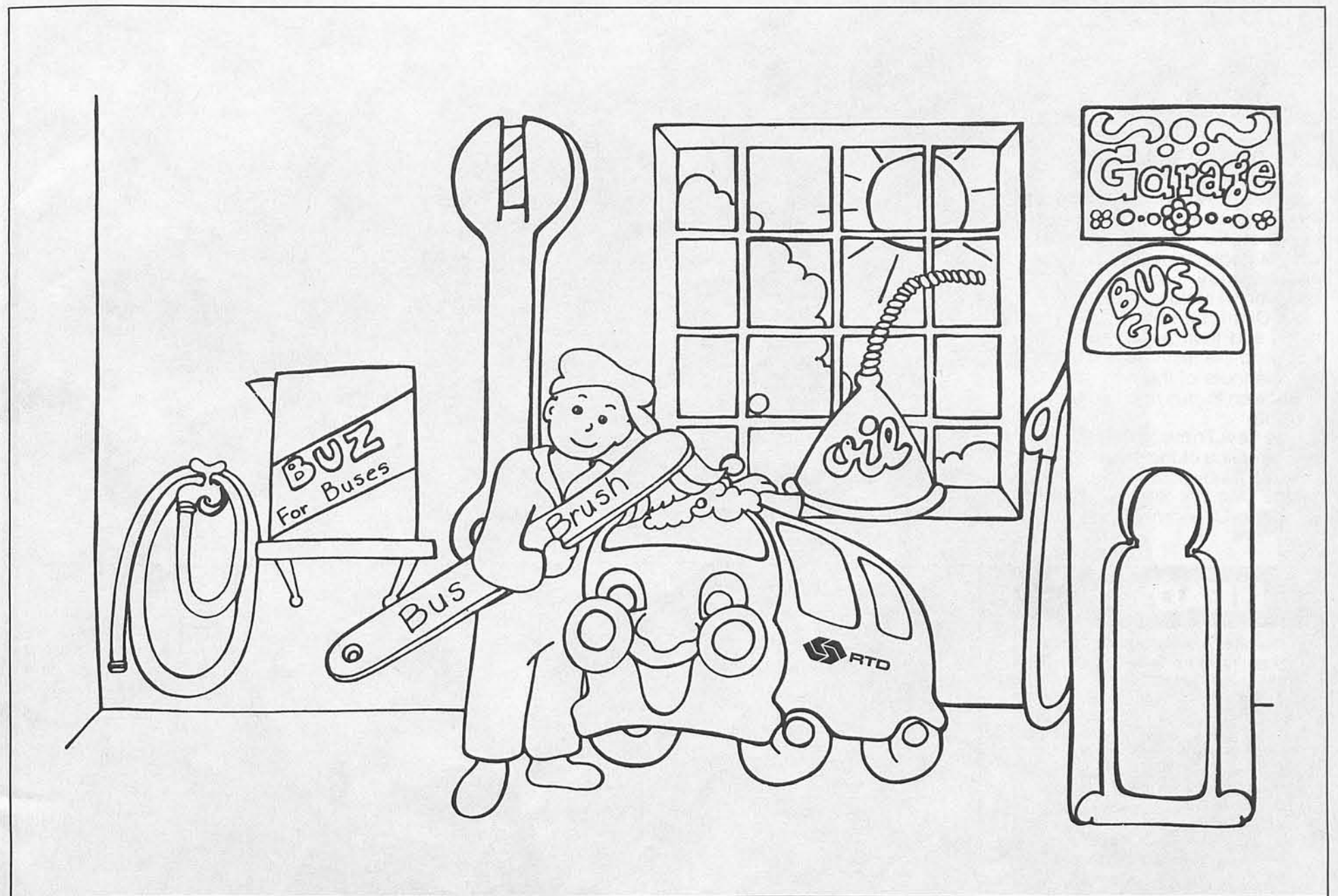
Only the sons, daughters, stepchildren or grandchildren of District employees may enter the contest, and only one entry may be submitted by each child.

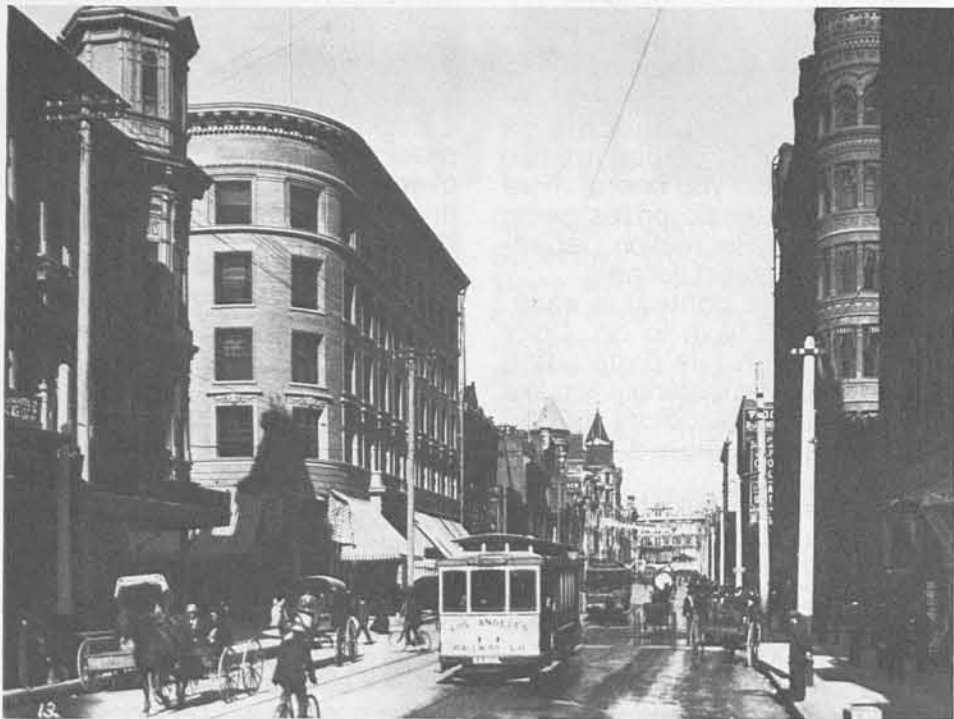
There will be four categories for participants to enter: 6 years old and under, 7-8 years old, 9-11 years old and 12-14 years old.

First, second and third place prizes will be awarded in each

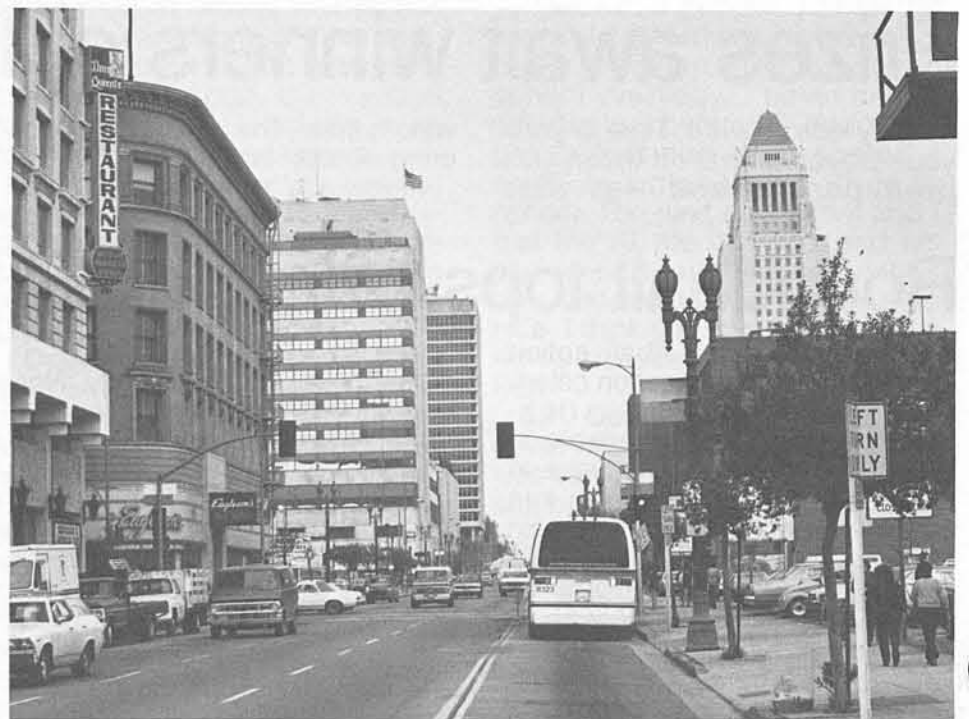
ENTRY BLANK

Child's name _____ Age _____
 Parent/employee name _____
 Badge number _____ Work location _____
 Home address _____
 Home telephone _____ Work telephone _____
 Art material(s) used _____





In the first decade of this century, the horse and buggy was still the main mode of transportation in Los Angeles and the intersection of Third Street and Spring Street (looking north along Spring in the photo at right) was part of a developing financial district. The Los Angeles Railway Company's new electric trolleys were proving popular. In addition to passengers they hauled mail between post offices. The headsign on the car in the foreground says Westlake Park, which is now MacArthur Park.



Now & Then

Today, echoes of the past can still be heard in the neighborhood of Third and Spring. The old building on the northwest corner still stands, now home to Eagleson's clothing store. The famous Bradbury Building, built in 1895, is just one block west on Third. And, while the financial district has moved further west, "new" buildings in the area include (from right) City Hall, the Federal Courthouse and the Los Angeles Times. A major transit artery, Spring Street today sports the five-year-old contra-flow bus lane that feeds into the El Monte Busway.

West Hollywood division wins design award

Division 7, the RTD's West Hollywood operating facility, has received an Award of Merit from the American Institute of Architects, Pasadena and Foothill chapter. Of 45 entries this year, Division 7 was one of 11 to be honored with an Award of Merit.

The regional award is made every three years on the basis of design excellence, sensitivity to human and functional needs and the surrounding environment.

Designed by Ralph M. Parsons Company, the facility was completed in 1977 after nearly two years of site preparation and construction at a cost of \$5.9 million.

The 154,800-square-foot structure houses both transportation and maintenance departments under one roof. The spacious building stretches 82 feet wide, 508 feet long and has two levels of employee parking above the street-level transportation level.

Maintenance is downstairs, on the back side of the building.

In the yard to the south are the parking area for the 240 buses which operate from the division, a fueling and bus cleaning building and an automatic bus washing station.

The transportation department includes the main lobby, community relations room, restroom, operators' assembly area, conference rooms and offices for man-

agers and supervisors.

The operators' assembly area is divided by low partitions into separate areas for reporting, reading, television viewing, table games, ping pong and pool.

The maintenance area houses stalls for 16 coaches, tire and brake repair sections as well as offices, a lunchroom, kitchen, locker room, restrooms and classroom.

The division was officially dedicated on November 20, 1977.

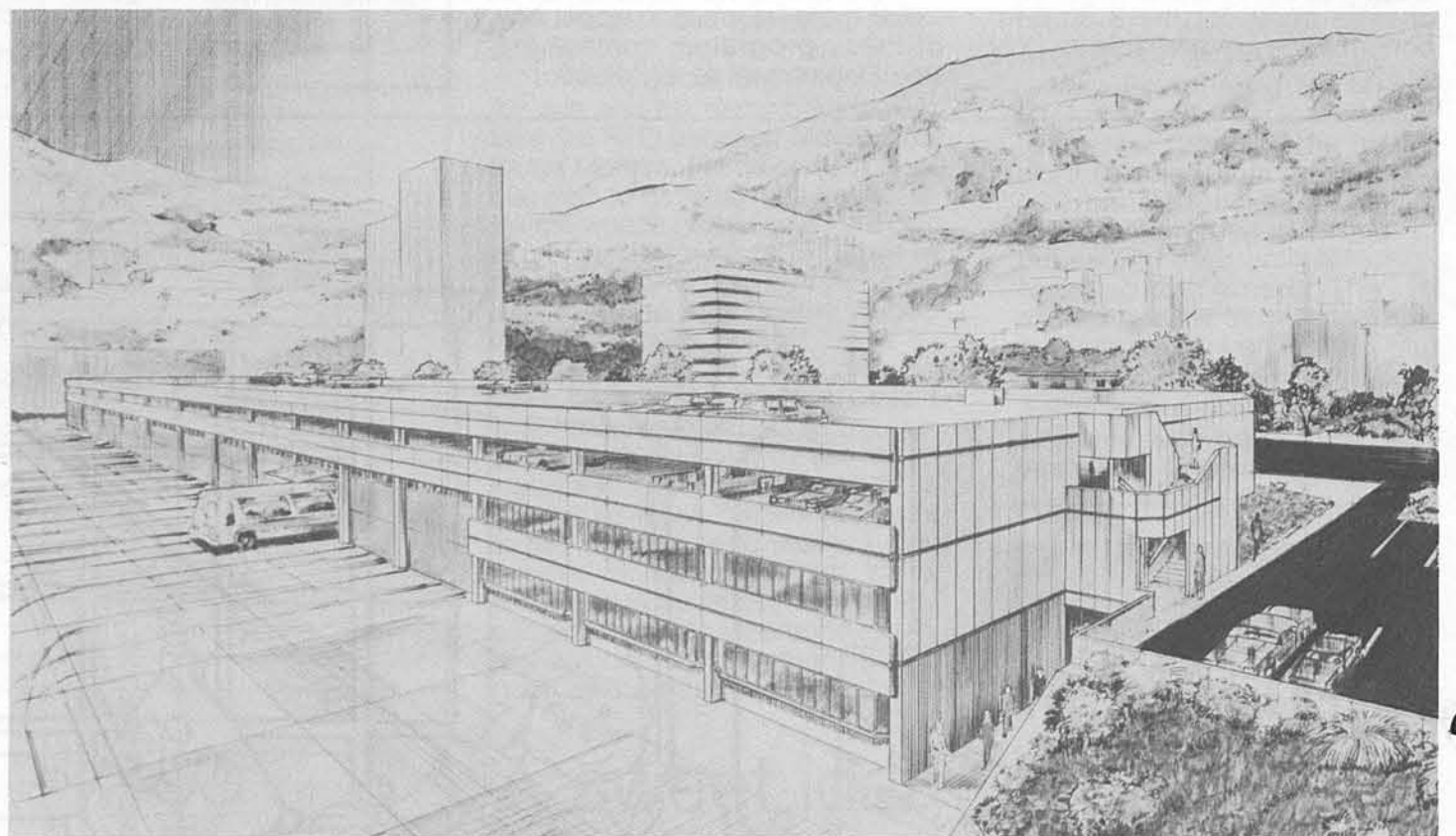
Div. 1 slates open house

A carnival atmosphere will prevail at Division 1, the RTD operating facility located at the intersection of 6th Street and Central Avenue, as the new Transportation Building is officially dedicated on Sunday, March 29.

Between the hours of noon and 4 p.m. there will be free refreshments available to guests, including hot dogs, popcorn, sodas and cotton candy. Free balloons will be given to children of all ages.

All District employees and retirees and their family are invited to attend the festivities, which will include tours of the new structure in addition to bus rides around the division.

The new Transportation Building, a replica of the one built at Division 5, was designed in-house by the District's Bus Facilities Engineering Department.



A WINNER — Division 7 in West Hollywood has won a design award.

RTD HEADWAY

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Editorial input and suggestions welcome. Deadline for receipt of editorial copy is the 14th of each month. Send black-and-white photographs 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.

David Himmel, Editor

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

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