

## Four Operators Commended for Accessible Service



Accessible Service Award Winners for the Summer Quarter were also presented with commendations by County Supervisor Edmund Edelman at the October 9 Board of Directors' Meeting. First row, from left to right: RTD Director John F. Day, Division 9 Operator Jowett Mason, Division 18 Operator Steve Goldberg, and Division 7 Operator Tyrone Craig. Back row, from left to right: General Manager John A. Dyer, Division 5 Manager Bill Griffin, Supervisor Edmund Edelman, and UTU General Chairman Earl Clark. Not shown is Division 5 Operator Rhonda McLemore.

Three RTD operators were presented with Accessible Service Awards by RTD Director and Chairman of the Ad-Hoc Committee on Accessible Service John F. Day along with special commendations offered by County Supervisor Edmund Edelman at the October 9 Board of Directors' Meeting.

Division 7 Manager Roy Starks

had the enviable task of presenting two of his operators for honors. Awarded for their outstanding performance to those disabled and senior citizen riders of the RTD, were Jowett Mason and Tyrone Craig. Mason has been with the District for seven years. He drives the 28 line and truly enjoys his "many nice" passengers. He is

gers. He is married with two daughters. His hobby is photography and he has pursued formal training in the art at Los Angeles Trade Tech.

Craig drives the 2 line. He prefers it for the multi-ethnicity of patrons carried which enables him to pursue one of his hobbies, foreign languages. He is fluent in Spanish and knows enough Chinese, Filipino, French, Japanese, and Korean to give directions. His other hobbies are tennis and horse-back riding. He is married with three children and has been with the District for 15 years.

Division 18 Operator Steve Goldberg, also recognized for his stellar record, has been with the District for 11 years. Goldberg is originally from Salt Lake City, Utah. He is married with four children. Driving the 120 line, he has had no avoidable accidents since 1977 and his record indicates 90 merits. He likes all sports and his hobbies include racquetball, tennis, and water-skiing.

Division 5's honoree, Rhonda McLemore was unable to make the ceremony because of illness. She has been with the District for over a year and drives the 204 line. Recently, McLemore was commended by a patron who witnessed the operator, while on layover at Vermont and Hollywood, rescue an elderly lady who had fallen down in the street.

The Accessible Service Awards are given on a quarterly basis to those operators who have gone that extra

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## ATU Local Leader Retires

ATU Local 1277 President Jerry Long will retire on January 2, for health reasons, from the union post he has held for 16 years.

Long, stricken for the last 11 years with multiple sclerosis, a disease attacking the central nervous system, found the stress of his labor position aggravated his condition. Upon retirement he plans to volunteer his time to the Multiple Sclerosis Society. Earlier this year he made a video film for the society with San Diego Padre Steve Garvey as a fund-raising tool. He will accept speaking engagements on behalf of the society.

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ATU Local 1277 President Jerry Long to retire effective January 2.

## Dyer Holds Talks with Non-Contract Employees

General Manager John A. Dyer met with the District's Non-Contract employees in a series of four, one-hour meetings beginning on October 21 for some "straight talk" about the direction in which the District is headed.

The meetings were staggered over a two-day period so that Dyer could meet face-to-face with the majority of the 1,280 Non-Contract employees. The general manager recaptured for his audience the last 90 tumultuous days in which the District had taken quite a bruising in the press. Dyer was quick to add that he was pleased with how the employees were "bearing up under fire."

"The press won't go away tomorrow. We've all been criticized in the press. Some of it is errant nonsense, some of it has merit," he said.

Dyer said he had conferred with a journalist friend who, from his perspective, identified five problem areas of the RTD, both external and internal based on events occurring within the last three months that were also publicized. These included: 1) a perceived drug problem; 2) a safety problem on the street; 3) a management that has

not got control of the District; it responds to crisis after crisis; 4) enormous discord among RTD Board members; and 5) that the District is too costly (this criticism was heard before the absenteeism issue was raised).

Dyer felt the five-point assessment reflected the opinion in the community. "I don't want to anger you, but I want to get you to think. Deserved or not, we will continue to get bad press." Contradicting newspapers accounts, Dyer enlarged on the issues for which the District has been most criticized in an effort to set the record straight.

### PRESSURE POINTS

**Drug and Alcohol Abuse.** Dyer said the District has had a major drug and alcohol policy in place since 1985. "And, despite what the press says, it has been enormously effective. Of those people tested on incident-based criteria, only six percent test positive for drugs. We will be able to say we are drug-free in the future, but we can't say that now." On November 1, the newly expanded drug policy was posted for the public notice of District employees. Implementation of the

policy takes effect December 15. (See related story on page 5.)

**Metro Rail Project.** Funds that were blocked by a court suit have since been released and construction has literally begun. "The approval for the subway system to begin represents the 10 years' hard work of the people in this room," said Dyer. As the project begins, he said it will not only bring an

increased demand to perform but new career opportunities for those employees who want to get involved in different types of jobs.

**Safety Issues.** Regarding operators, Dyer said the total number driving with invalid credentials was closer to one percent, not 12 percent as cited by the press. "That story turned out to be

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General Manager John A. Dyer pitches "straight talk" to RTD Non-Contract employees.

# Telephone Information Brings Pride Back

These days the RTD Telephone Information Department employees act like they work for Chrysler and Lee Iacocca's had a chance to get them all stirred up.

"The Pride is Back." That's what they call it, and it made its comeback this summer when the department's supervisors got together and devised a method that would first boost morale so that they could begin to increase productivity.

"In the past Telephone Information operators were perceived as being on the bottom of the totem pole. They weren't meeting their goals and objectives and as a consequence, individual self-esteem was suffering," said Administrative Supervisor Genelle McOwen.

McOwen recalled for this reporter the Hewlett-Packard television commercial in which a woman struck with an idea goes running into her supervisor's office blurting out, "What if . . .?" Taking that image and using that same approach, McOwen and her officemate, Staff Assistant Rhonda Garcia, opened up discussion among the six supervisors who manage the 100 telephone information operators. The supervisors were given carte blanche by their managers Elfrieda Becker and Robert Williams so long as anything they implemented didn't violate the union (BRAC) contract.

The supervisors came up with the idea of forming work teams. Work team members were selected through a drafting process similar to professional baseball or football teams. "With a draft everyone had an equal chance to get efficient employees as well as those who weren't as productive. Everyone was well spread out among the different teams," said McOwen.

Each of the six teams began to compete against each other using three key indicators as a way of measuring progress: 1) increased productivity, which breaks down into more calls and decreased talk time, 2) a reduced absenteeism rate, and 3) a decreased number of telephone information complaints. Each team leader met with his or her team members to plan strategies, incentives, and to name themselves. The teams emerged as the *Doo Dah Gang*, under John Cohen's supervision, *Chosen Few* headed by Vikie Young, the *Klique* led by David Coffey, the *Smooth Operators*, closely watched over by Nadine Triche, *Info-Maniacs*, guided by Rose Mays, and the *Whispers* supported by Wil Beard.

The team members responded positively and immediately to the individual attention, the sense of belonging, and the thrill of innovation. "We can measure our progress," said McOwen, "and we do!" she continued. Graphs and pie charts are placed on the group bulletin board that displays a computerized banner with the motto *We are here to get you there* printed on it. These visual aids help individual members of a given team to check their progress and compare themselves against other members. Inspirational achievement posters are strategically placed around the department to reinforce the positive attitudes and motivation the team leaders initiated and which is still very much evident among the members.



The Telephone Information Department's Info-Maniacs, From left to right: Charles Early, Gregg Pitts, Margo Mercado, Alicia Vasquez, Regina Sells, Supervisor Rose Mays, Barbara Pierce, and Theresa Espinoza.

The department's call activity at the end of July totalled 226,679. Their goal for calls taken for FY '87 was 265,500. By the end of October they had increased activity by 12 percent. Clearly, the goal is within their sights and will more than likely be surpassed. Meeting the goal for 1987 required an individual rate of 2,950 calls a month and 44,250 calls per group per month.

For the payroll period ending October 18, out of 100 operators 74 scored perfect attendance. In congratulating the operators, Staff Assistant Rhonda Garcia said, "This is an all-time record. I dare the *Herald-Examiner* to take a look at our records." Meeting the production quota was achieved in large part by the supervisors' efforts to reduce employee talk time. This was achieved through pep talks, memos, daily encouragement, performance awards established by each group, and weekly award certificates made through the department's IBM certificate computer program.

Each team has their own stationery which helps further their sense of group identity and pride. Team leaders or supervisors use their own letterhead to report the group's weekly statistics and to pass out the compliments. When certificates and performance awards are given (these consist of gift certificates, dinners, or concert or theater tickets) they are given in the work area so that the recognized employee is also acknowledged by his or her peers and not only by the supervisor. Rallying messages to employees from supervisors take various forms such as:

"Continue doing your best. Remember, you are a DOO DAH, and that means you're #1 regardless of the stats!"

or

"Smooth Operators — do it with style,  
—do it with finesse,  
—do it with ease,  
—speed, and complete accuracy.  
Smooth Operators do it all!"

or

"Not only did I choose you for your good looks and personal charm but for your expertise and knowledge in telephone information. Remember, you don't

have to be crazy to be a maniac. Put in a little more effort and I know we can be tops!"

Some groups like the Info-Maniacs have had their own t-shirts made to add to the esprit de corps.

The operators report that since initiation of the program the work environment has become more positive. "In the three and a half years that I've been with the District, I have never seen the attitude in the Information Department as positive and energetic as it now appears. Things are getting better!" said Operator John Aviles. John was named Operator of the Month for September.

"We are having fun with this," said McOwen. "The supervisors are jazzed because they are seeing immediate results. People are making an honest commitment to excellence and inspiring each other. It's infectious!"

Telephone Information is proud of itself. Indeed, the "pride is back" and they shared some of that good feeling by hosting an open house on November 12. Family, friends and other District employees were invited. Details will follow in the January issue of *Headway*.

McOwen uses no fast-track buzzwords to explain the success Telephone Information has had. For her it wasn't a matter of mapping out a critical path or even being on one, "It's letting them know you are there and that you care," she said, simply and persuasively.



Those dedicated "We are here to get you there" folks.

## Top Operators for September

The awards for the Operator Recognition Program for the month of September were announced in the latter part of October. The presentations include the Manager's Award and Sweepstakes Award. The program has as its purpose to recognize and reward the many bus operators who consistently perform in an outstanding manner.

The theme of the program is "In Pursuit of Excellence." Those operators excelling in their pursuit are listed below:

### MANAGER'S AWARD

Division	Recipient
3201	Patricia Dixon
3203	Charles Walker, Jr.
3205	Lewis C. Robinson
3206	Leelen D. Porter
3207	Handy A. Weathersbee
3208	Candelario Gomez
3209	Ignacio M. Remus
3210	Donald H. Lee
3212	Rogelio G. Chacon
3215	Donald L. Johnson
3216	Francis T. Davie
3218	Wallace H. Moore

### SWEEPSTAKES AWARD

Division	Winner
3201	Joe G. Benard Robert J. Zeldon Keith A. Linton
3203	Joseph E. Wise Jerome J. Smith Preston H. Hicks
3205	Veradean Harper Richard R. Gallardo Robert C. Miller
3206	Edward Jones Willis A. Caffery
3207	Cerell Wells Matthew D. Matterer Garland J. Claybourne
3208	Eddie L. Gustin Craig M. Bothwell
3209	Donald J. Frazio Rosalia R. Lanzano Richard A. Vester
3210	George C. Wiley Gregory Lawson Gilbert L. Parrish
3212	Elton E. Hoffman Joe A. Rodriguez
3215	Alfred Celentano Antoon Lindic William T. Liddell
3216	Tommie Dorsey Charles J. Warde
3218	Eddie L. Mitchell Robert M. Maitino Robert L. Reamer



## Accessible Service

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mile to help our elderly and/or disabled patrons. The criteria for an Accessible Service Award requires an operator to comply with the following during the quarter for which the award is made:

- Documented commendation by an elderly and/or disabled person and the recommendation by his or her division manager.
- Accumulation of no more than three instances of sick time, missouts, and unexcused absences, not to exceed a combined total of seven.
- No suspensions.
- No chargeable accidents.
- No chargeable passenger complaints.
- No rule violations.
- No indefinite leave.

## Open Enrollment Held This Month

Open Enrollment is the time when you can change your medical and dental insurance carrier and add or drop eligible dependents to your plans. Open enrollment is held during the month of December for Non-Contract, Teamster, and PORAC employees. Open Enrollment meetings are scheduled to be held in the Board Room on December 10, 12, 16, and 18 at 9:00 a.m. and 1:00 p.m. on each day. During the meetings, the major provisions of all of the plans will be discussed and questions will be answered. Non-Contract, Teamsters, and PORAC employees are urged to attend one of those meetings.

Open Enrollment is also held during the month of December for UTU and BRAC members. Bob Schneider, Administrator of the UTU-SCRTD Health and Insurance Benefit Trust Fund will be scheduling times to be in each division to assist members who wish to change carriers.

Ann Sillifant will be in the Headquarters Building cafeteria to assist BRAC members who wish to change carriers.

ATU's Open Enrollment was held from September 15 to October 15 with the effective date of November 1.

## OCS Hosts Bowl-A-Thon

The Operators, Control and Services Gators are sponsoring a Bowl-A-Thon to raise funds for the Children's Hospital of Los Angeles on Saturday, December 13, from 10:00 a.m. to 12:00 a.m. We are requesting all bowlers and their families to join us in supporting this worthwhile charity.

There will be prizes for any five strikes bowled in a row, *High Series* and *High Game* awarded to Juniors (Male-Female) and Adults (Male-Female).

We need your support. Please contact John Dover, Mark Solomon or Mike Turk at ext. 3426, Headquarters Building. — Emmitt Pippen

## Dyer Addresses Non-Contract Employees

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a farce. Through the coordinated efforts of several departments, we've gotten on top of this driver's license problem. This puts us on notice to continue to stay on top of such an issue."

**Safety Review Panel:** Dyer was confident that the RTD would be issued a favorable report by this panel of independent safety experts. "Essentially, they will review the overall quality of service and furnish us with recommendations to improve our safety record."

**Funding of Mass Transportation.** The good news is that Congress has not cut mass transit funding, said Dyer. "Had they had to enforce cuts, the shortfall would have required the RTD to lay off 1,000 to 2,000 people." As it is, no cuts were made in capital improvement expenditures and the District was funded the \$170 million start-up cost for Metro rail MOS-1 construction. "It's not over. We've got a big struggle coming up next year," he warned.

In order to meet that struggle and overcome the other challenges confronting the District, Dyer presented his agenda of expectations for Non-Contract employees.

First, Dyer emphasized the need for all employees to become more aware of District operations, goals, and objectives so that they can become better advocates for the RTD as well as improve their personal performance. "We've got to know our goals, accomplishments, what we do well." He also addressed the need for employees to work in a more cooperative, cohesive manner. "People are more worried about protecting their turf than they are about achieving a common goal." Dyer impressed upon the group his hope that they can become team players and "let go of internal disputes. It's such a waste of time. We've got to get into a can-do

versus can-fail mode." Dyer mentioned that one of his pet peeves is employees who read novels or newspapers at their desks when both the employee and the District could be better served by reading the District's *Short-Range Transit Plan* or the *Annual Budget*.

The document that charts the course of the RTD's direction is the *Annual Budget*, Dyer said. "You've got to get familiar with the direction we are moving in. It is incumbent on all employees to become more knowledgeable. We've got to get our mindsets out of first gear and into fourth gear. . . . We need teamwork, cooperation. We need to ask, how can I add to the solution and not to the problem." As to areas fertile for improvement Dyer used as indicators the following two examples: passing only 63 percent of the District-wide objectives for FY 86-87 while failing in 27 percent; and the urgency to cut the absenteeism rate by 50 percent. Statistics show an average of 81 days absent per 1,000 operators per year. The 81 days indicate time off exclusive of vacation and sick leave. Among clerks, absenteeism exclusive of vacation and sick leave averages 25 to 30 days.

"Our rates are outrageous!" said Dyer. "If we don't get these under control the state legislature may move to dismember the District."

Seeing the District at a crossroads, Dyer admonished employees to cooperate in the effort to restore the public's confidence in the RTD. "It's going to take intense work in the next nine months." Noting that if the District's image for competence suffers much more the RTD faces the possibility of extinction. "We have an equally critical image-building task in Washington. We have to show them that we can do a lot better with the same amount of money."

### REBUILDING AN IMAGE

To combat the image problem as well as shoring up internal difficulties, Dyer's strategy included:

1) Offering contracts to Non-Contract employees as protection against the passage of Proposition 61 which was up for consideration by voters in the November 4 election. The Board of Directors authorized the drafting of the document in order to protect employees' current compensation, promotions, and pay increases. The contracts were voided when Proposition 61 failed to pass in the general election.

2) Evaluating employees based on budget objectives.

3) Mobilizing efforts on Metro Rail MOS-1 construction so that delivery is on time and on budget. "Our reputation is at stake here," he said. Settling the MOS-2 alignments (routes through methane gas areas) in a timely manner. "This involves a major effort in the community. It will represent a most significant decision in the next 25 years."

4) Raising the quality of discussion and debate about transportation. "This ensures that a rational decision-making process can begin in the community. We will need to work with the Board in order to enhance this situation. We have a professional obligation to provide the Board with accurate information."

Dyer concluded by interpreting the District's hard times as enormous opportunities. "I would like you all to take the long view of this. It is a great opportunity — let's capitalize on it. We need to get motivated, shift into high gear, get positive about resolving our problems. We can do it — one day at a time."

## City of Paramount and RTD Join Forces for Accessibility



Beginning October 1, the City of Paramount's Neighborhood Shuttle dial-a-ride interfaced with RTD service within the city proper in a joint effort to assist the disabled and senior citizens who plan travel beyond the city's boundaries. The cost is 10¢ or the price of a transfer which can be obtained on exiting the bus. In the photo above, RTD Director Jay Price and Paramount Vice Mayor Henry Harkema discuss the enhanced transportation endeavor.

## Jerry Long Retires

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Long started his labor career in the early 1960's while he was employed as a mechanic of the RTD. In 1968, he ran for the local's vice-presidency and won. In 1970 he ran for the presidency.

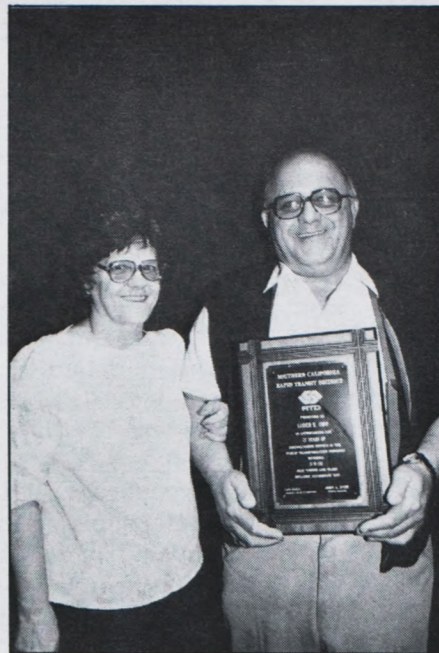
Under his leadership, the ATU instituted a medical plan for the members in 1972 and has kept wages and the pension plan consistently competitive. "My whole career and all the wonderful people I've met have made it rewarding. It's really had its moments in my life. I've been instrumental in getting legislation passed as well as killed. It's been exciting. But, you have got to move on. I hope the next phase in my life will be as productive," said Long.

A popular president, Long was re-elected to the post five times. In 1982, he was appointed to the International Executive Board of the ATU which entitled him to a vote on all issues that affected the entire membership. This past May he was elected to the vice-presidency of the Los Angeles Federation of Labor, AFL-CIO.

# COMMENDATIONS



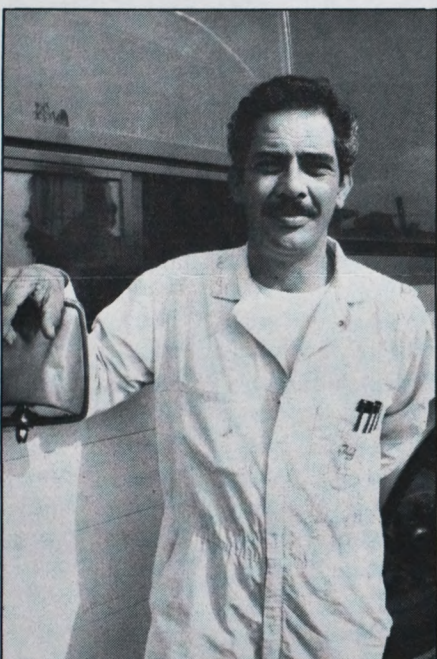
Certificates of Merit were presented to the September Employees of the Month at the October 23 Board of Directors' meeting by RTD Director Nikolas Patsouras. Front row, from left to right: General Manager John A. Dyer, Telephone Information Operator John Aviles, Division 3309 Clerk Typist Norma Hinrichson, and Division I Operator Joe Benard. Back row, from left to right: RTD Vice-President Carmen A. Estrada, Director Patsouras, Maintenance Division 9 Manager Ray Kunkle, Director of Customer Relations Robert Williams, and Division 1 Manager Chris Coleman.



Division 8 Operator Luden K. Omo was presented with a plaque in recognition of his retirement from the District at the October 9 Board of Directors' Meeting. Omo served the District for 17 years. He is accompanied by his wife Edna Ruth.

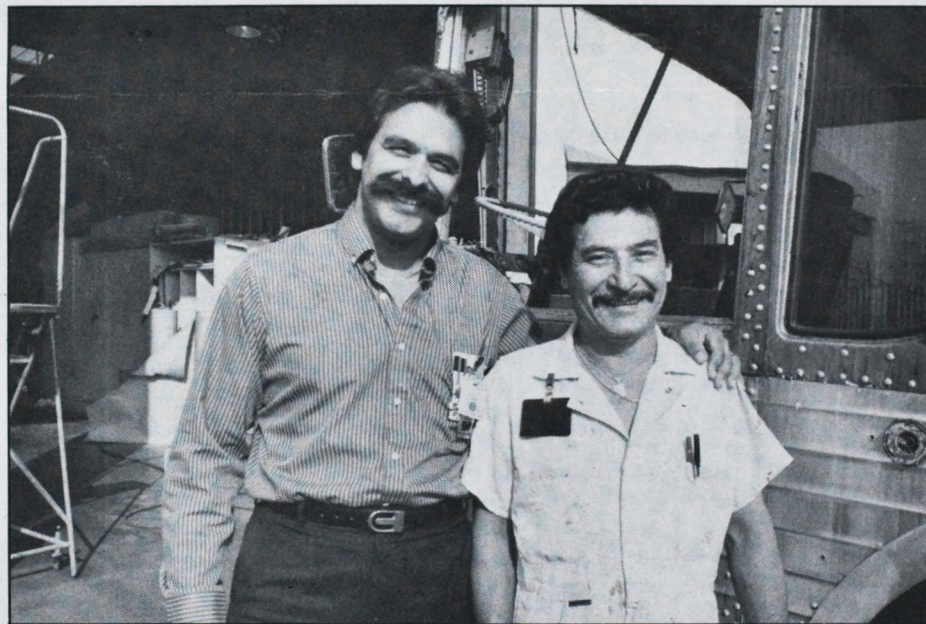


Mechanic A Leader Albert Toussant was chosen the Employee of the Month from South Park Shops for August. Toussant works in the Electrical Section, where during the period mentioned he was appointed acting supervisor. Under his leadership the section was run like a very tight ship and no production was lost. Today, the shop, under his authority as leadperson, is meeting production goals. Toussant has been with the District for 30 years, 13 of those years have been served at South Park. Toussant received a \$50 U.S. Savings Bond.



South Park's Employee of the Month for September was Mechanic A Carlos Fernandez. Assigned to the Body Shop, Fernandez has been at South Park for four years. His supervisor John McBryan commends his performance as "superior, regardless of the obstacles placed before him." Further, he takes great pride in completing all the tasks assigned him. His selection for September was based on his outstanding attitude, performance, and his ability in carrying out his assigned duties. Fernandez was awarded a \$50 U.S. Savings Bond.

## South Park Collects for October Earthquake Victims in El Salvador



South Park Supervisor I Rudy Melendez praises Mechanic A Mario Miranda for his response to the El Salvador earthquake disaster in October.

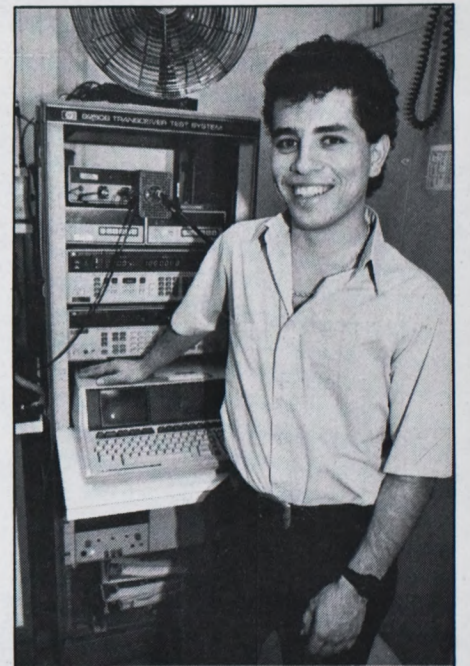
Mechanics at South Park responded to the plight of the victims of the October earthquake in El Salvador by raising over \$225 in relief funds.

Mechanic A Mario Miranda, an emigre from El Salvador, heard an emergency appeal broadcast on radio station KSKQ. Miranda and a few of his friends very quickly began collecting funds that were, in turn, donated to the Red Cross to purchase critically needed medicines to treat the injured.

Miranda and his family moved to the United States in 1968, but many members of his family still remain in El Salvador. "My brother lived close to

the epicenter," said Miranda. "There was some property damage but everyone is ok. Because of my family, I really appreciate what the employees of South Park have done," he said. Miranda lives in Whittier with his wife Maria and their two children.

Over 53 employees donated funds toward the relief effort. Supervisor Rudy Melendez felt proud of his employees. "It is gratifying to see the people respond this way. Listening to the reports from El Salvador, you realized that just about everything was urgently needed by those people. I'm glad we could help in some way," he said.



Electronic Communications Technician Joe Giba was selected the Facilities Maintenance Employee of the Month for September. Joe is assigned to El Monte where he is responsible for the training of new employees. His supervisors feel he helps trainees "get off on the right foot." His supervisors were quick to recognize the willingness with which Joe accepts any job from programming highly complex automatic test equipment to installing mobile radios, his skill and efficiency, and the initiative he displays. Giba received a \$50 cash prize along with a plaque of recognition.

## Storing Speaks to Blind Council

RTD Board Director Charles Storing spoke at the California Council of the Blind convention on November 7 regarding the District's accessible service program for the disabled.

The convention was held at the Los Angeles Airport Hilton, from November 6 through the 9.

Director Storing's speaking engagement was followed by a question-and-answer period.

Director Storing, a La Puente City Councilman, represents the San Gabriel Valley on the RTD Board and spoke on the District's past, present, and future accomplishments in terms of providing public transportation to the disabled community.

## RTD Joins in Smokeless Event

The Great American Smoke-out Day was celebrated by the RTD on November 20 along with thousands of other companies, schools, and millions of other Americans. The RTD celebrated with survival stations located at each division and at the Headquarters Building. These stations dispensed

survival kits and certificates allowing non-smokers to adopt a smoker for the day. The adopting non-smoker encouraged and supported the smoker's effort to do without a cigarette for 24 hours. This was RTD's second year to participate in this nation-wide event.



### YULETIDE GREETINGS

The first Christmas Card was printed in 1843 by Jobbins and Warwick Court, London, at the request of Sir Henry Cole. The card, designed by John Horsley and hand colored by a professional colourer named Mason, was issued in a quantity numbering about 1,000 and sold for one shilling (\$1) each.

## Continuation of Coverage Effective Under COBRA

On April 7, 1986, President Reagan signed the Consolidated Omnibus Budget Reconciliation Act of 1986 (H.R. 3128 - COBRA) into law. One of its provisions requires employers maintaining group health plans to offer continuation of group insurance coverage to certain individuals past the date that employers typically provided such coverage. Employees and dependents who elect to have continued coverage will have to pay the full premium. The offer must be made in writing to all affected beneficiaries.

Non-negotiated plans must be in compliance with COBRA on the first day of the plan year starting after July 1, 1986. Therefore, Non-Contract medical and dental plans (including PORAC and Teamster employees) must be in compliance on January 1, 1987. UTU, BRAC, and ATU plans must be in compliance on July 1, 1988.

Individuals eligible for continued coverage under COBRA and the maximum period of time they can continue coverage under the plan are listed below:

INDIVIDUALS ELIGIBLE FOR CONTINUED COVERAGE	MAXIMUM COVERAGE PERIOD
Employees and their dependents whose coverage has been terminated because of employment termination (except for gross misconduct)	18 months
Employees and their dependents whose coverage has been terminated because of a reduction in work hours	18 months
Any dependent whose coverage has been terminated because of the death of a covered employee	36 months
Any spouse whose coverage has been terminated because of divorce or legal separation	36 months
Any dependent whose coverage has been terminated because of the employee's eligibility for Medicare (dependents of retirees whose coverage terminates when the retiree turns 65 for Non-Contract, ATU, BRAC, Teamster, and PORAC retirees, and 66 for UTU retirees)	36 months
Any dependent child whose coverage has been terminated because the child ceased being a "dependent" under the terms of the plan	36 months

Employees, retirees, or dependents who have questions about their rights to have continued coverage should call their plan administrators. The numbers are listed below:

Bargaining Group	Administrator	Contact Person	Phone Number
Non-Contract Teamsters and PORAC	SCRTD Personnel Department	Sue Thorne	213-972-6020
United Transportation Union	UTU-SCRTD Health and Insurance Benefit Trust Fund Office	Bob Schneider	818-584-0680
Amalgamated Transit Union	ATU	Pat Urrea	213-484-1950
Brotherhood of Railway and Airline Clerks	BRAC-SCRTD Health Fund	Ann Sillifant	714-739-8476

## OCPM Develops Reporting System

The Office of Contracts, Procurement and Materiel will replace their manual system of reporting contract administration information with an automated system in mid-December, said Richard Carron, contract administration manager. The new system was conceived by Carron, who helped develop a similar system when he was employed by the University of Southern California.

The new contract administration system will fulfill District requirements for reporting contract-related data to project managers, OMB analysts, and District accountants.

The system will run on the District's large IBM computer and, therefore, will be accessible to authorized personnel at any District location

where a hook-up to the main computer is available.

Paul Chapman, financial systems project leader, heads up a team of District Technical staff who designed, developed, and will soon implement the new system.

Carron is confident that once the new system has been "de-bugged," users will have immediate access to data input by his staff. These data include description of work, terms and conditions of the contract, accounting and fiscal data, and information about the contractor.

Carron added, "This is a fairly complex system. We are pleased that the entire project from start to finish will have been accomplished entirely by District staff members."

## New Drug & Alcohol Policy in Place by December 15

Gearing up for round two of its war against alcohol and drug abuse in the work place, District employees may expect a December 15th implementation of the Comprehensive Alcohol and Drug Abuse Policy. This new policy will emphasize deterrence, detection, rehabilitation, and enforcement. Efforts are already underway to educate employees about the harmful effects of substance abuse and train first-line supervisors in the area of drug detection and policy enforcement.

This time last year, roughly 20 percent of all bus operators drug screened tested positive for substances such as barbiturates, cocaine, and marijuana. Over the last few months, these figures have declined and have remained between four to six percent, respectively. It can be inferred that existing policies and the availability of the Employee Assistance Program (EAP) may have had a positive impact on reducing the occurrences of alcohol and drug abuse at the District. Maintenance or ATU-represented employees, testing at 13 percent positive last year, are now down to between six and seven percent.

The new comprehensive policy includes additional incident-based testing, state-of-the-art test confirmation methods, and a more stringent stance with regard to disciplinary action. In addition to the events, altercations, or accidents listed in the 1985 policy that require testing, under the new policy, drug testing will occur after an employee is involved in the following:

- accidents which exceed \$1,000 in damage
- when an employee is tardy five times within a floating 90-day period; or an operator or any other UTU-represented employee has five missouts.
- when an employee is absent five times within a floating 180-day period; or two or more instances of absences with a total work time lost of 80 hours or more in a floating six-month period; or when an operator or other UTU-represented employee has a seventh instance of absence within a floating 180-day period.
- employees will also be subject to drug testing when patterns of absenteeism exist.

In an effort to obtain the highest quality and reliability of drug testing methods and procedures, the District has set forth guidelines for laboratory and medical facility adherence. Following is a brief summary of the testing process and the chain of custody utilized by the District.

### Testing Process

The District has seven authorized facilities — five medical clinics, the laboratory itself, and the Transit Police Department which are designated to collect urine and blood specimens. The laboratory provides daily courier service to each clinic to pick up the specimens and transport them back to the laboratory.

Each specimen undergoes a presumptive drug screen by the Thin Layer Chromatography (TLC) method and if positive, is confirmed by an alternate method — Radio Immunoas-

say (RIA) or Enzyme-Multiplied Immunoassay Test (EMIT). Both the presumptive and the confirmation test must register positive in order for the final report to indicate positive. All marijuana tests are analyzed by the Enzyme-Multiplied Immunoassay Test (EMIT) method and confirmed with the Thin Layer Chromatography (TLC) or Radio Immunoassay (RIA) methods. The District has adopted a positive cut-off standard of 50 nanograms/milliliters (ng/ml) for marijuana. A second confirmation test has been added to ensure even greater accuracy. A Gas Chromatography Mass Spectrometry will be performed on all positive test results for current employees. These are the most sophisticated testing methods available and, used in combination, they are 99.99 percent accurate. The District's testing program was implemented following lengthy consultations with the noted, Los Angeles-based toxicologist Dr. Peter Greaney. All test results are communicated to the District usually within 24-48 hours after analysis.

### Chain of Custody

In order to ensure proper labeling and handling, and to prevent employee tampering, the District has established a chain of custody to which all District medical facilities must adhere during urine specimen collection for alcohol or drug tests. Additionally, employees tested post-incident or as a result of reasonable suspicion, undergo direct observation in order to verify that the specimen collected is that of the said employee.

The chain of custody requires that the employee handle and label his or her own specimen with nurse or medical staff assistance. Each specimen is sealed with evidence tape and promptly refrigerated until laboratory courier service transports it for analysis. The laboratory itself takes added precautions and assigns each specimen an accession number. These accession numbers are never repeated.

### New Conditions

The new policy has been strengthened to reflect the following conditions:

1. When an employee is on duty and tests positive for marijuana while involved in any of the following, (s)he will be terminated.
  - an "on street" accident;
  - a moving or "yard" accident;
  - physical altercations; and
  - a history of using controlled substances
2. If rehabilitation proceedings are initiated, they must be agreed to by the employee within 24 hours after the test results are known and started within 72 hours.
3. The employee will be subject to mandatory random drug and alcohol testing for a period of two years following a return to duty from rehabilitation.

Over the past year, well over 60 employees from various job classes have been terminated for positive drug screens stemming from on-duty and off-duty occurrences. While the Employee Assistance Program (EAP) is available, all employees are encouraged to seek assistance **before** problems arise. The toll-free EAP number is 1-800-221-0942.

# To Your Health

## Dental Care

You have two sets — the first went to the tooth fairy, the other set you need all the rest of your days.

There is nothing magical about a good healthy smile — all you have to do is brush 2-3 times a day, and floss well at those times. You need to eat well, visit your dentist every six (6) months, and don't get punched in the mouth.

Stand in front of a mirror that has good lighting and give yourself a big smile. Do you have any of the following warning signs of bad care?

1. Swollen red gums that bleed easily when you brush
2. White plaque build-up on teeth and gums
3. Darkened portions visible on the sides of teeth
4. Chronic bad breath
5. Gums that are receding from your normal tooth line.

If your gums are swollen and red this is an indication of poor circulation, poor nutrition, and that your body may be absorbing valuable calcium from the bone holding your teeth. White patches, plaque, and bad breath may be caused by poor brushing and flossing. Ideally, we all should floss and brush after eating and rinse with clear water after drinking any beverage (you can get away with floss-



by Elia Hager  
Visiting Nurse

ing and brushing twice daily). Frequent brushing and flossing exercise the gums, circulation is increased to gums and bone, and food is removed from gum crevices which, if not removed decay, giving you buffalo breath.

Everything should be done to preserve your own teeth. If you suffer from any of the above symptoms make an appointment with a dentist immediately because you may have periodontal disease and your teeth are in danger!

## Make it Home for the Holidays Designate a Driver!

*'Twas the day before Christmas  
And all through the town,  
Office parties were swinging,  
Folks guzzled booze down.*

*When the party was over,  
They had scarcely a care,  
They knew their designated driver  
Soon would be there!*

This holiday season, play it smart—plan ahead. You've heard it before, but it's so important: The ideal solution is DON'T DRINK AND DRIVE.

The National Safety Council recommends the Designated Driver plan for holiday (and anytime) parties. It's simple: One person refrains from drinking alcohol to make sure everyone gets home safely. At the next gathering, another volunteer assumes the responsibility on a rotating basis.

Even when the driver is sober, the Safety Council warns that you must be on the lookout for other drivers who may be impaired. Watch for these warning signs:

- Very wide turns
  - Driving close to the center line
  - Driving with the window down or even with a head out of the window in very cold weather
  - Weaving or swerving
  - Following too closely
  - Driving without headlights at night
  - Stopping for no apparent reason
  - Abrupt or illegal turns
- How do you protect yourself if you see any of these signs? The Safety

Council recommends these precautions:

- If the driver is ahead of you, keep your distance. Don't try to pass, because the other driver may swerve into your car.
- If the driver is behind you, turn right at the next intersection. Let the car pass and then return to the roadway.
- If the car is coming toward you, slow down and move to the right. Sound your horn and flash your lights.
- Slow down at intersections.
- Keep your safety belt fastened and make sure passengers in your car fasten theirs.
- Report erratic drivers to the police by phone or citizen's band radio. If possible, describe the vehicle, give the license number, and report the location and the direction the car is headed.



## High Blood Pressure Screening Offered to District Employees

A two-year high blood pressure screening, education, referral, and follow-up program will be offered to all 8,500 RTD employees beginning in early 1987.

Joining forces for the RTD High Blood Pressure Screening Program are the American Heart Association—Greater Los Angeles Affiliate, the Martin Luther King/Charles Drew Medical Center, and the RTD.

The American Heart Association received a grant from the United Way to conduct the screenings in a community effort to allow RTD operators, mechanics, and other employees to detect if they suffer from high blood pressure, and then seek medical treatment.

"This is a voluntary effort based on health awareness and the desire of individual RTD operators, mechanics, staff and management employees to detect if they have high blood pressure," said Elia Hager, RN/RTD visiting nurse.

Early detection of high blood pressure allows an individual to seek medical treatment that can prolong a person's life span by avoiding kidney disease, heart attack, or stroke, which are common consequences of high blood pressure.

"This is nothing more than a blood pressure screening, education, monitoring, and counseling program for RTD employees," Hager said. "High blood pressure often affects persons in the prime of life and in their most productive years."

According to a recent California Department of Health Services survey, 34% of the black population and 24% of the white population have abnormally high blood pressure levels, Hager said. Overall, approxi-

mately 20% of the country's population over 21 years of age is estimated to show consistently elevated blood pressures, she said.

All RTD employees will have the opportunity to have their blood pressure checked during the RTD high blood pressure screenings, which will be conducted at eight RTD divisions to be announced.

As outlined by the American Heart Association and in conjunction with the Martin Luther King/Charles Drew Medical Center, events will begin with the promotion and advertisement of the program at the workplace, followed by an educational campaign to encourage participation in the screenings.

Employees with elevated blood pressure, confirmed in two readings a week apart that are greater than the high normal of 140/90, will be referred to their health care provider for further evaluation.

RTD employees who are diagnosed as having high blood pressure will be monitored on a quarterly basis, for the duration of the project.

The major objectives of the RTD High Blood Pressure Program, to begin in February, 1987, include:

- Focus upon a high-risk population to increase the control of high blood pressure.
- Follow-up contact with employees to encourage the use of a prescribed medical or non-medical regimen in an employee's lifestyle.
- Establishment of capability within the RTD organization to continue the program beyond its initial two-year demonstration period.

## Be the Perfect Host in 1986

Spread a little holiday cheer if you want, but while the party's on, remember that you have a moral responsibility to your guests.

Gone are the days when the success of a party was gauged by how much your guests drank. Now, sensible drinking is the responsibility (and in California, the legal duty) of the host or hostess.

Marshall B. Stearn, author of *Drinking and Driving. Know Your Limits and Liabilities*, says that people learn only through experience how much liquor they can hold. Party givers should remember that how alcohol affects drinkers is highly variable. "For some people, one drink may be too many," he notes. Generally, one drink per hour is all the body can safely absorb.

Stearn devotes a chapter in his book to "How to Send Your Guests Home Sober." He gives this advice:

- Don't press drinks on your guests. Limit "open bars." Hold the after-dinner drinks.
- Cut off drinks at least one hour before the party ends. If a guest does become impaired, assume responsibility for his safety. Call a taxi, let him stay overnight, or take him home yourself, whichever is most reasonable.

## Ten Commandments For the patient with high blood pressure

1. Know your blood pressure. Have it checked regularly.
2. Know what your weight should be. Keep it at that level or below.
3. Don't use excessive salt in cooking or at meals; avoid salty foods.
4. Eat a low fat diet according to American Heart Association recommendations.
5. Don't smoke cigarettes.
6. Take your medicine exactly as prescribed; don't run out of pills even for a single day.
7. Keep your appointments with the doctor.
8. Follow your doctor's advice about exercise.
9. Live a normal life in every other way.
10. Make certain your parents, brothers, sisters and children have their pressures checked regularly.

American Heart Association

# Storing — An Ally to the Man on the Street

It took some persuasion to get RTD Director Charles H. ("Charlie") Storing to agree to an interview with the *Headway*. Generally speaking, he thinks interviews given by politicians are self-serving and self-aggrandizing.

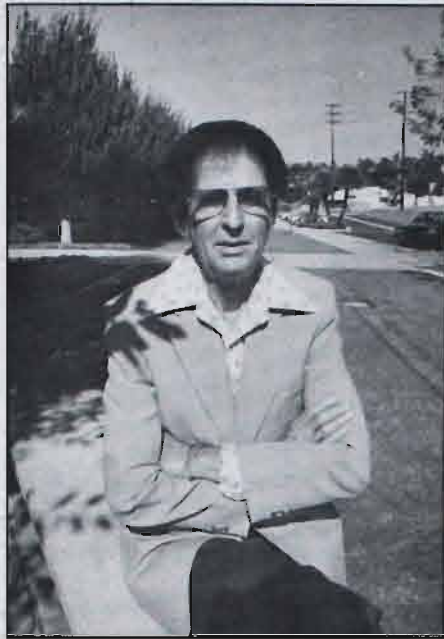
The lanky councilman from La Puente finally agreed to an interview because he felt it was time he broke ranks and his silence to say what he really thinks. "I'm the pragmatist on the Board. I always call a spade a spade," said Storing. "I've always said what I think and I don't play games. Usually, I only alienate other politicians. The man in the street understands what I'm saying. And, that's fine. I'm here to serve the rider and the taxpayer."

Storing's candid manner has apparently always been a hallmark of his public style and did not begin with his career in politics. "When I was a student at Whittier College I was preparing to go into the ministry. In my senior year I was enrolled in my practice-preaching program which required me to go to different churches to preach. I never got asked back a second time because people didn't like what they heard and I never told them what they wanted to hear."

Storing represents the San Gabriel Valley from Pasadena to Pomona. He maintains that he cultivates personal relationships with the people he represents. "I shop where they shop, get my hair cut in the same place. . . I'm the only city councilman who can walk through the Barrio and feel safe. They all know me. They know I've helped them." He keeps an open-door policy with his constituents. With great emphasis he pointed to the door and said, "That door's always open and they don't have to make appointments." He has served seven times as La Puente's mayor since first being elected as councilman in 1960.

Taking into consideration all the flap the RTD has been getting in the press, Storing felt good and ready to speak. "We have problems, no doubt about it. We've had them for a long time, but I don't find much comfort getting my information about problems I knew nothing about from the newspapers." He resents the RTD's current high visibility, feeling it puts us at a disadvantage, requiring us to rectify situations hastily, "when the heat is on us."

Storing sees the primary cause for the RTD blues stemming from the UTU contract, complaining that management "gives the store away." "I never support the contracts because they are so overly generous. Now the public is finding out about it. How can you correct problems like absenteeism when it is allowed by the contract and approved by the majority of the Board? We need Board members with the intestinal fortitude to say enough is enough! And, let the politicians stay out of union bargaining. We don't need the mayor or various members of the Board of Supervisors sticking their noses in negotiations. That would solve a lot of our problems, then we could get down to considering the welfare of the riders and the taxpayers at contract time," he said with a gruffness he affects to underscore his point.



Storing believes absenteeism at the RTD is one of our most crippling problems. He said, initially, he is not interested in correcting the problem by throwing money at it to hire more operators. "Why hire more operators when the ones we have don't come to work? That's what is causing the driver shortage. [UTU General Chairman] Earl Clark talks about his drivers being so stressed out, if they all would come to work the others wouldn't be so stressed! . . . I shouldn't be saying this; I know I've stepped on some toes."

His solution to operator absenteeism is to convert part-time operators to full-time and hire more part-timers. "I think we could reduce our overtime expenses, which are costing us millions. And, nobody would be worked to death and everyone could get their 40 hours in."

Storing asserts that he has a long history of supporting a decent wage for employees in union negotiations accompanied by adequate security without giving the store away. "That's why I've had to vote against the latest contract. I think my position has been proven out by all the problems that are now surfacing."

He has his own ideas when it comes to Metro Rail as well. While a supporter of the system in principle, Storing does not think Metro Rail should be composed totally of subway or underground alignments. "Other systems are doing great with a combination of monorail and subway. That's going to cost us three times as much — it's just politics." Here, he lays the responsibility at the feet of the Board, stating that the problem is fundamental, caused by the faulty constitution of the Board. "It is a poor set-up when the elected officials make up the minority. You take the really critical issues like drug abuse. Outside politicians interject themselves and have a profound effect on the way the Board votes. There just comes a time when things have to be said. Somebody has to relay what the man in the street is thinking, otherwise he'll never be heard." He contends he is influenced only by his constituents from the San Gabriel Valley who sent him to the Board and to whom he is responsible.

On the operations of the RTD, Storing also has his own opinions about which he is more than willing to share. "That whole organization is such a huge bureaucracy that unless you're down there everyday it's impossible to keep track of what's

going on. We have to depend on staff and they don't let us know everything. Their information is accepted on blind faith." In light of the District's poor image in the press, Storing believes there is a critical need for a public relations person who can advise the general manager as to the best way to deal with the press, government agencies, and politicians; thus preventing "our administration from putting their foot in their mouth."

He is hopeful that the hiring of the newly created position of Inspector General will bring about beneficial results. "If this inspector general is completely independent with his audits of the different departments and if he reports directly to the Board this will help. It will keep the Board apprised of what's going on internally. Then we won't have to go on the defensive all the time. Without it the public will never get any satisfaction. We've got to get the public's confidence back, because we sure don't have it now."

He is particularly bothered by funding shortfalls that lead directly to service cuts affecting the transit dependent. "We say we have no money and have to shut down a line. But we sure can come up with money for the darnest things. Like \$100,000 for groundbreaking when people are asking why their lines are being cut. And the Board can come up with money to go on these junkets to Europe or Asia to see other rail systems. It isn't necessary to see London's, Paris', Tokyo's or Hong Kong's. If you've seen one, you've seen them all. They must have films they can show us at the Board of Directors' meetings. That would save us a bundle."

It isn't that Storing wants to be seen as critical or difficult when he raises the Board or the District up for scrutiny, he insists he is merely voicing the opinions of the little guy who is seldom heard. With these populist leanings, Storing says he can sit on the Board and listen to a man rant and rave. "I let him because everyone has a right to be heard. When you go into this business it goes with the territory. No matter what is said or what they call you, you don't take it personally."

Of his Board involvement, Storing is most proud to have served as vice-chairman on the Ad-Hoc Committee on Accessible Service. "I think the District's accessible service is the best in the country. I know that [Director] John Day has really put a lot of time and effort into this in the last two years."

Being the active politician he is, Storing has very little leisure time. But, when he can get the time he goes disco dancing. "It keeps me loose. I've tried to tell those guys on the Board. My day usually winds up at about 11:30 and before I go home, I'll hit a couple of bars — to see what's going on. I know people don't like to hear this but you learn a lot in places like that. You've got to go where the man on the street is. And, that's where they are sometimes. It's a part of life."

Storing has never taken a vacation. He does not like to be away from town. "What if someone has a problem? Where do they go if I'm not

here?" he asks.

His goals and how he wants to be remembered are modest. He is content to serve the public as a councilman and has no aspirations for higher office. His only request: "When I'm gone I want four words put on my tombstone — *He Gave a Damn.*"

## 31 Bus Lines Get Rerouted

Beginning November 23, thirty-one RTD bus lines in downtown Los Angeles affecting more than 43,000 passenger boardings daily were rerouted to ease congestion during construction work on downtown Metro Rail stations and to accommodate traffic on new one-way streets, along with other major downtown construction projects.

Most of the changes affected buses that normally travel on Hill Street, which the City of Los Angeles has converted to a one-way southbound corridor from Temple to 12th Streets. Virtually all of the route shifts entailed moving bus lines only one or two city blocks, thus minimizing inconvenience for our passengers. A total of 44 stops were affected.

The 31 lines, providing service from Hollywood, Pasadena, Burbank, Glendale, Eagle Rock, Highland Park, the San Fernando Valley, West Los Angeles, East Los Angeles, and South Los Angeles, are used by 20,000 passengers during peak hours alone.

Downtown Metro Rail stations will be built at Union Station, the Civic Center at 1st and Hill, 5th and Hill, and 7th and Flower. During construction, motorists can expect traffic restrictions near these sites.

As many buses as possible will be diverted from Hill Street to alternate streets in an effort to make travel as smooth as possible for our passengers.

During certain phases of the subway construction, the intersections of Hill and First Streets and Hill and Fifth Streets will be closed at night and on weekends. Bus lines operating affected routes during those hours also will be rerouted.

Downtown traffic also will be affected by the construction of the above-ground station entrances. Tunnel-boring machines will be used between stations to dig out the subway passages underground and will not interfere with surface traffic. Metro Rail construction is expected to take about four years to complete.



# Peace, Good Will, Good Health, and

We all view the holidays with a sense of anticipation and expectation. No matter how much we all may say "Ah, Christmas is just for kids," the season brings its perpetual magic and makes us all children again. Expecting the inevitable bristling of anticipation as the holidays get closer, the *Headway* took to the streets to ask RTD employees what they want for Christmas and what they will do on Christmas. Here's what some of them said:



**Charlotte Richardson**  
District Secretary's Office

**My Wish:**

Good health and employment.

**What I will do:**

I'll celebrate with my family.



**Carolyn Kinkead**  
Personnel Department

**My Wish:**

I would like to have a best-selling novel for Christmas!

**What I will do:**

During Christmas I intend to buy a new VCR.



**Nina Capoccia**  
Personnel Department

**My Wish:**

A telephone answering machine and somebody to answer it.

**What I will do:**

My folks will come over for Christmas dinner and we will open presents.



**Warnie Seals**  
Data Processing Department:

**My Wish:**

I want a Kitchener computer program for knitting.

**What I will do:**

I will spend Christmas with my family, that is, all the kids, grandkids, and my parents.



**Mary Ellen Miranda**  
District Secretary's Office

**My Wish:**

That we would all be more concerned with reality than image or illusion.

**What I will do:**

I'll spend a traditional Christmas with my family which includes stockings, camping out and hiding gifts, a big, open-house dinner at my mother's with the whole extended family of about 100 people.



**Joe Miller**  
Microfilm Room

**My Wish:**

I would like a lead dog. That's a competitive sled dog. I am a dog sledder.

**What I will do:**

On Christmas, I hope to be competing in the dog sled races in Brian Head, Utah.



**Rita Vega**  
Office of Management and Budget

**My Wish:**

I want to go to Europe in 1987.

**What I will do:**

I'll spend Christmas with my family in New Mexico.



**Mel Marquardt**  
Treasurer's Office

**My Wish:**

I honestly don't know. My wife always asks me and I can never give her an answer. I guess I'm a last-minute wisher.

**What I will do:**

I will be with my family.



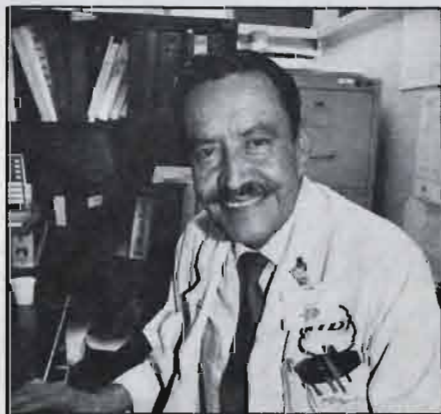
**Lenore Damiani**  
Transit Systems Development

**My Wish:**

As a Jew, I wish for a new year — peace in the world and I know all else will follow.

**What I will do:**

I celebrate Hanukkah — the festival of lights — with a latke party. Latkes are potato pancakes. At the party we talk about the significance of Hanukkah. It marks the first battle the Maccabees [165 B.C.] fought for religious freedom.



**R.C. Gonzalez**  
South Park

**My Wish:**

Health for my wife and two sons. Material gifts don't make any difference.

**What I will do:**

I'll be with my family — my 7 brothers and sisters.



**Albert Medina**  
Division 1

**My Wish:**

Happiness!

**What I will do:**

I'll stay off the streets and spend Christmas with my wife and kids.



**Kirk Rascoe**  
Equal Opportunity

**My Wish:**

I'd like 5 minutes of John Dyer's time.

**What I will do:**

Maybe I'll spend Christmas back east.



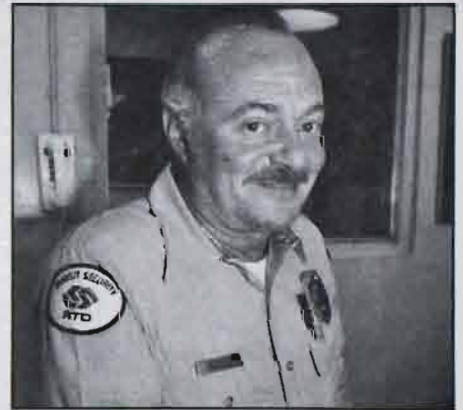
**Daniel Threat**  
General Services Department

**My Wish:**

I want a trip back east to Connecticut.

**What I will do:**

Hopefully, my son Sear. and I will go back to Connecticut.



**Al Ratner**  
Transit Police

**My Wish:**

I wish for health, happiness . . . I have just about everything so I don't need anything. Thank goodness I've been so fortunate.

**What I will do:**

I will be with my family and relatives.



**Maggie Cook**  
Telephone Information Department

**My Wish:**

Peace on earth.

**What I will do:**

I'll be with my family and friends.



**Angelica Martinez**  
DBE/WBE Manager

**My Wish:**

I wish that I and my employees would always register blue [calm] on the ARCO Stress-Calm Biofeedback Card.

**What I will do:**

I will spend Christmas with my family — I have a large extended family. We get together for the kids' sakes. It's wonderful to see that joy on a kid's face.



# Food Make for RTD Christmas Wishes



**Virginia Adams**

Division 1

**My Wish:**

A happier company.

**What I will do:**

I'll go to church.



**Rene Olivo**

Operations, Control and Services Department

**My Wish:**

I wish for a 25-year retirement.

**What I will do:**

I'm off this Christmas, so I'll be spending it with my family.



**Gwen Keene**

Legal Department

**My Wish:**

Peace on earth and good will to all men.

**What I will do:**

My husband and I will have dinner and exchange gifts.



**Ted Desy**

South Park

**My Wish:**

Serenity.

**What I will do:**

I'll be with my kids all day, I'm even cooking the turkey.



**Luanna Huffman**

Division 1

**My Wish:**

A microwave oven.

**What I will do:**

I'll be having dinner with my family in Hacienda Heights.



**John McBryan**

South Park

**My Wish:**

World peace.

**What I will do:**

On Christmas morning we exchange presents at home in Ontario. Later we go see Grandma in Visalia.



**Raymond Smith**

Vernon Yard

**My Wish:**

The ability to wake up in the morning and just thank the Lord for letting me see another Christmas. I wish all my family could get together for Christmas. We haven't done it in years.

**What I will do:**

Most likely, I'll visit my grandfather in Brooksville, Mississippi.



**Ken Miller**

South Park

**My Wish:**

A new home.

**What I will do:**

I'll be with my family.



**Gail Sanders**

South Park

**My Wish:**

A nice, 2-story house with a fireplace and all that good stuff. One of these days I'll get one.

**What I will do:**

I plan to cook and exchange gifts.



**Pat Saenz**

South Park

**My Wish:**

Good health.

**What I will do:**

I'll be with my brothers and sisters.



**James Grandy**

South Park

**My Wish:**

A VCR camera would be sufficient.

**What I will do:**

I'll do whatever the family wants to do. I have a wife and 2 children and I'm at their disposal. I'll spend time being grateful to God for them and to the RTD for my job.



**Marlene Taylor**

South Park

**My Wish:**

Continue to have my health and strength.

**What I will do:**

I'll have a little family gathering with my sisters and brothers.



**James Mayes**

Vernon Yard

**My Wish:**

Peace on earth.

**What I will do:**

I'll be with all my 10 grandchildren. I'll be praying till its over. Seriously, they only come once a year and I'm always glad to see them. I just got a new one too — six months old now.



**Cecelia Haney**

Vernon Yard

**My Wish:**

I want enough money to buy everything I want and I'm going to spend the rest in the fast lane.

**What I will do:**

I'll be spending it at home and enjoying it.



**Bill Heffler**

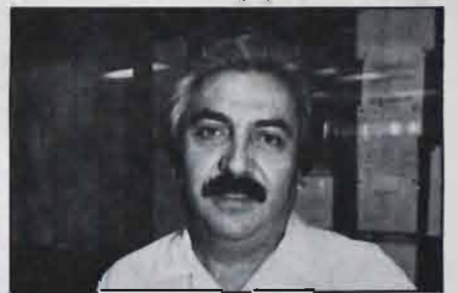
Vernon Yard

**My Wish:**

I want the RTD to be a good, pleasant place to work and for everyone to believe it. I think it's one of the best.

**What I will do:**

I'll be with my family.



**John Alvarez**

Division 1

**My Wish:**

I want my parents to come visit. They live in Chicago.

**What I will do:**

I'll be working.



**Bill Crise**

South Park

**My Wish:**

Continued good health.

**What I will do:**

We'll have a family get-together.



**Rafael Rojas**

Division 1

**My Wish:**

Health, get closer to my family, and enough to get my kids special gifts.

**What I will do:**

Hopefully, I'll get off early to spend it with my family and can miss the rush.

# Brotherhood Crusade Campaign Exceeds Goal

The 1986-87 RTD-Brotherhood Crusade campaign was launched October 8 in the Headquarters Board Room with appearances by special guests Whitman Mayo, the actor who played Grady on TV's *Sanford & Son* and the Olympic gold medalist in basketball Pam McGee. The celebrities generated enthusiasm among the campaign coordinators for the task before them. McGee and Mayo toured Divisions 1 and 3 signing autographs while talking of the merits of the Brotherhood Crusade.



Photo by Elmer Briscoe

Basketball Olympic gold medalist Pam McGee visits Division 3 to stump for the Brotherhood Crusade.

The Brotherhood Crusade was founded in 1968 to deal with the needs of struggling community organizations. It is a community-based philanthropic institution that provides support to community-based organizations. This need became more acute in the seventies as federal funding began to dwindle. They provide seed money to assist new and existing agencies in need of funds to survive; emergency funding to victims of catastrophes; technical assistance in financial and fiscal management; supportive assistance to agencies in need of office space and equipment; and an ongoing economic development program that invests in the community for the purpose of providing quality but affordable housing and office space while creating jobs. Some of the organizations the Crusade assists include the Avalon-Carver Community Center, ANC Mothers, Chinatown Senior Citizens Center, East Los Angeles Shelter for Battered Women, Korean Center, YMCA Early Parenting Center, Latino Center, and the Minority AIDS Project.

Campaign Chairman David D. Dominguez said this year's goal was \$100,000 or a 30 percent increase over last year's yield. "The results of this campaign will be seen immediately in the community. No one takes any profit out of this," said Dominguez.

Campaign Coordinator Sam Harper believes the success of the campaign was assured on two counts.

"We had some very skilled, experienced coordinators who had the pride of knowing they were doing something good for their communities."

Division 3 Operator Theartis Blue was only too happy to help the cause of the Brotherhood Crusade. "This is the positive that came out of the negativity of the Watts Riot. The kids in communities can look to the Brotherhood Crusade. The uniqueness of it has spread out to all ethnic communities now."

Special donor pins commemorating the campaign were created as premiums for all contributors. As part of the campaign, the first District-wide Talent Show was held on October 11.

Members of the campaign steering committee included David D. Dominguez, Liz Silva, Sue Bailey, Frank Larson, Sam Harper, Mike Bujosa, Tom Wynn, and Howard Crawford.

The campaign ended October 24 with a 137 percent increase over last year's collection of \$60,000. District employees gave pledges totalling over \$140,000. "This was an extremely successful campaign," said David Dominguez. "This year's increase is marked by major efforts of the ATU, they weren't involved last year, the high-energy and creative approach of our coordinators in soliciting funds, and, of course, the continuing charitable attitude of our employees."

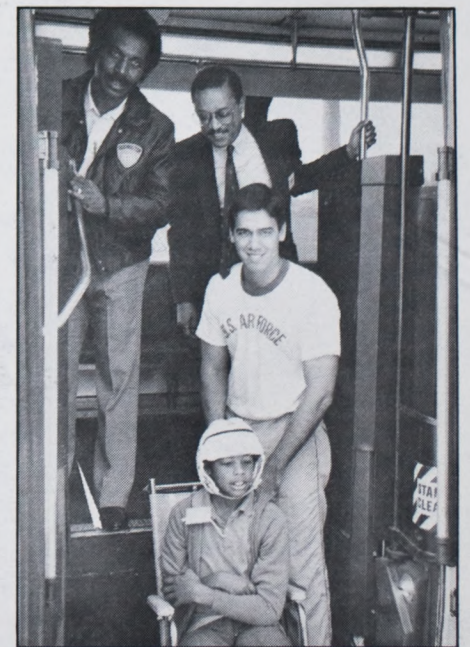


Whitman Mayo, star of the TV series *Sanford and Son*, signs autographs for Brotherhood Crusade at the October 8 kick-off rally.

## RTD Takes Special Kids to Disneyland

When 100 children from the Cerebral Palsy-Spastic Children's Foundation went to Disneyland on October 17 the RTD was there pitching in, ensuring that those kids got where they wanted to go.

The District was contacted by the Jewish War Veterans, Corporal David Allen Auxiliary 667 in Culver City, which has sponsored the "Day in the Sun" every year for the last 25 years. Volunteer personnel from the Air Force Station in El Segundo accompanied each one of the children, assisting them with their wheelchairs and other personal needs. The Air Force also provided transport. The entire party — kids and volunteers numbered more than 270 people. The auxiliary pays the entrance fees, buys lunch, and with the help of the volunteers takes the children on all the rides. "This is always a special day for them" said Bea Cohen, chairwoman of the auxiliary event. RTD Instructor Luke Scott transported the children to the amusement park.



RTD Instructor Luke Scott, RTD Community Relations Representative Tom Swann, and a member of the Air Force help transport children of the Cerebral Palsy Spastic Children's Foundation on their annual outing to Disneyland sponsored by the Jewish War Veterans.

# Brotherhood Crusade Talent Show Brings Out District Stars

On October 11, the District's Brotherhood Crusade Campaign took its act on the road and showcased a unique group of very talented employees. A field of 22 entrants participated in categories of Music, Creative Talent, and Comedy.

Over 200 people came out and supported the show which ran from 8:00 a.m. until 7:30 p.m. Assistant to the General Manager Dave Dominguez was master of ceremonies and enthusiastically introduced and welcomed each participant to the center stage. (Move over Ed McMahon of *Star Search!*)

Working especially hard in setting up the talent show and organizing the campaign itself were



Division 5 Operator Doug Madison walked away as the king of comedy at the Talent Show.

committee members: Sue Bailey, Transit Police; Mike Bujosa, ATU and South Park; Howard Crawford, Payroll; Dave Dominguez, General Manager's Office; Sam Harper, UTU and Division 10; Frank Larson, Safety; and Tom Wynn, Payroll.

Day-long entertainment by the band *Caliente* and *Shake and Bake Disco* kept the spirits high and the program moving. *Caliente* toco muy bien. By the end of the competition the top-place finishers peaked making it very difficult on the judges. Each participant was evaluated based on the following criteria:

- Appearance
- Originality
- Presentation

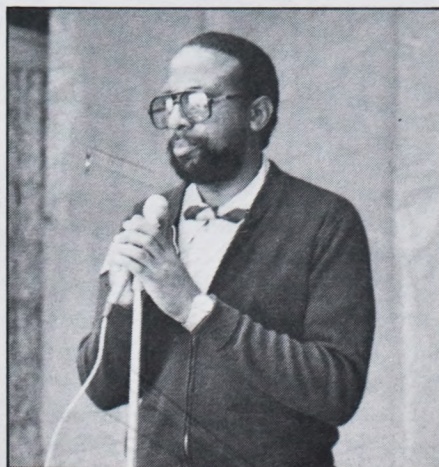
The judging was done by Leo Gray of the Brotherhood Crusade, Robin Tucker of Tabu Records, and Vida Sparks of MCA Records.

And now, the moment you've all been waiting for — the winners of the Talent Show:

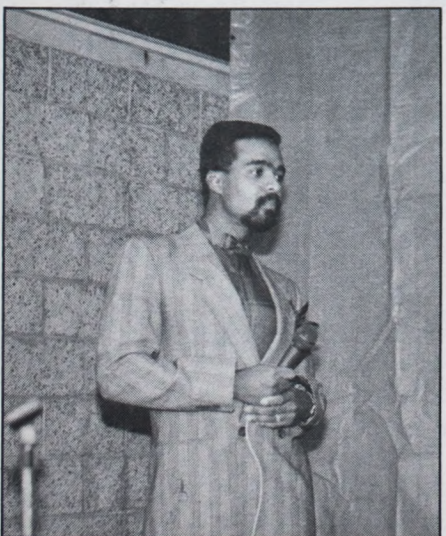
Music Category — Jesse Zimmerman, Division 10; Creative Talent — Hubert Watson, Division 10; Comedy — Doug Madison, Division 5.

The Brotherhood Crusade congratulates all participants in the talent show, declaring them all winners for donating their time and energy to further the cause.

A luncheon at the Dorothy Chandler Pavilion was held November 19 where Jesse, Hubert, and Doug not only received their trophies, but once again stepped into the spotlight.



Division 10 Operator Hubert Watson took first-place honors in the Creative Talent category.



Division 10 Operator Jesse Zimmerman won first place in the District's first Talent Show music category.

# Riverside Retirees Take Over Orange Empire

Leaving Riverside for the tranquility of the Perris Valley, the RTD Riverside Retirees Social Club held their October meeting at the Orange Empire Railway Museum in Perris.

Club President Dick Kelso said the members were excited to be surrounded by all the equipment they used to work with once again. The club had exclusive use of the museum as it was closed to the general public.

The nostalgic trek back for the members included a chance to operate the trolleys and trains they used to drive for the Pacific Electric Company or the Los Angeles Railway.

When old-timer Andy Norris, 87, started with the Pacific Electric Company as a motorman he made 41 cents an hour. "Those were good wages back then," said Norris. He motored streetcars for 22 years, then operated buses for another 22 years.

Maxine Gentry, 65, sitting at a picnic table under the cool shade of a poplar grove, reminisced about her days as one of the first female conductors for the LA Railway. "I worked from 1943 to 1945. It was hectic then because everyone rode the system. The war was on and gas was being rationed. I worked the V-Line out of Division 5. I got good hours as a conductor and I made 76 cents an hour," she said.



The Riverside Retirees Social Club members line up for their nostalgic ride on one of the Pacific Electric Red Cars at the Orange Empire Trolley Museum.

Dean Caldwell, 74, a senior instructor out of Division 4, remembers the first women who came through his classes in the early 1940's. "I took those women through their roughedge class. They all performed above average. They seemed to have a better feel for the air brakes than the men did," he said. Caldwell began his career in transportation at age 18 in 1930 in his hometown of Gary, Indiana. Laid off at the beginning of the Depression, he migrated west to Cali-

fornia and got hired by the LA Railway. "In those days they had only five divisions. And, the only bus division, then, was at 16th and San Pedro Streets."

As an instructor Caldwell certified drivers for buses as well as motormen for trolleys and streetcars. "Rule Number One in those days was that you never left a car unattended. I do remember one motorman/conductor team on the Eagle Rock line. They had changed ends, but they didn't set the

air brake properly before they went off for a cup of coffee. That car began rolling down the grade from Colorado Boulevard. It picked up considerable speed coming down from Townsend. The motorman and conductor just watched with horror from the coffee shop as their car went by. That streetcar demolished eight to ten cars as it careened down onto Eagle Rock Boulevard. There was one female passenger in the car . . . it was a miracle that she didn't get hurt. I can tell you that was the last time those two worked."

The retirees met at the museum at mid-morning to ride the different rail cars operated by the museum staff. After enjoying a picnic lunch at noon, the group resumed the day's activities, throwing a switch on the staff by driving the equipment themselves. The incoming president of the club, Bob Miller, said the special get-together was such a success that the group will consider holding their regular monthly meetings at the Orange Empire.

## Golf Club News

Tired of hearing that green fees and cart prices have increased again, or that all the early start times are never available, or that you can't qualify for various amateur golf tournaments because you don't have a recognized handicap card such as the Southern California Public Links Golf Association or California Golf Association? Well, your troubles are over.

The Transit Golf Club officers are now starting their initial membership drive for 1987 by offering a total golf package. For a small fee of \$25 you can become an official T.G.C. member.

Included in this membership package, each golfer receives a Southern California Public Links Golf Association Handicap card sanctioned by the U.S.G.A. It is recognized and accepted at all Open, City, County, State, and National tournaments.

Other benefits that will be associated with the membership are an awards banquet with a free dinner at the end of our 1987 golf year (a member must participate in 50 percent of tournaments throughout the year to be eligible). This ceremony will not only honor the golfers for that particular tournament but special awards will be given to the Most Improved, Lowest Gross, Lowest Net, and Most Honest Golfer for the year of 1987.

All of these benefits, and more, are yours for "only" \$25. Don't delay, send your check (payable to Transit Golf Club) to Jim Falcon, 425 S. Main Street, Los Angeles, CA 90013, Scheduling Department.

For those golfers who already have a sanctioned handicap card we can adjust the membership dues plus register your number.

With the holidays coming up and the membership drive starting, there will be no golf tournament for the month of January, 1987. Instead, our first tournament for the new year will be February 1, at El Rancho Verde. More information on the new tournament schedule and a women's flight in the January edition of *Headway*.

— J. Falcon.

## Smoking Policy in Effect Districtwide Since GAS Day

The most visible sign of the District's new smoking policy, which went into effect on the Great American Smoke-Out, November 20, 1986, at all District locations, was just that — signs.

The Facilities Maintenance Department has posted signs in designated smoking and non-smoking areas.

Areas at the Headquarters Building where smoking is prohibited include all workplaces and all open areas such as elevators, stairwells, lobbies, waiting rooms, hallways, copier rooms, mail rooms, reception areas, customer service areas, restrooms, and the cafeteria which is open to either employees or the public. Smoking is also prohibited in designated areas such as the no-smoking sections of the cafeteria and specified conference rooms and restrooms.

Areas at the Transportation and Maintenance Divisions where smoking is prohibited include all workplaces such as lunch rooms, locker rooms, office areas, reception areas, and restrooms. Smoking is also prohibited in designated portions of the train room and Maintenance yards.

Smoking is prohibited at all District satellite locations, private offices, and District vehicles.

Employees with private offices may petition the Safety Department. After a thorough evaluation of the office area, the Safety Department will approve or reject the request. All rejections may be appealed to the general manager.

Smoking-permitted areas include designated portions of the cafeteria and specified conference rooms at the Headquarters Building; designated portions of train rooms at the

Transportation divisions, the Maintenance yards at the Maintenance divisions, and one restroom facility at each location only if there are two male restrooms and two female restrooms available.

Efforts will be made to reasonably accommodate the desires of both smokers and non-smokers in the resolution process.

In conjunction with implementation of the policy, the District is offering "Freedom from Smoking" clinics for interested employees to encourage and assist them to stop smoking. The fee for the eight-week course is \$15. If you wish to enroll in the "Freedom from Smoking" clinic, please contact the Personnel Department, extension 6450.

As with all District policies, employees who fail to observe the no-smoking prohibitions may be subject to disciplinary action.

## —For Sale—

### MOVING SALE

Console TV 25 in.	\$250
Singer sewing-machine with cabinet	\$400
Rocking chair	\$50
Bedroom chair	\$35
Plaid sofa-bed	\$250
Lamps Table	\$10
Vanity	\$5
Portable typewriter	\$30
Coffee table books	from \$5 to \$25
Landscape picture	\$100
Various small pictures	?
Various knick-knacks	from \$1
Decorator pillows	\$5
Afternoons ONLY	(213)682-1012
Prefer Cash	

## Hot Links Fund-Raiser Held at Div. 3

Division 3 held another of their now-famous culinary fund-raisers. This time the entrees included both hot and mild links complimented with beans, three kinds of salads, and mixed vegetables all for \$2.50.

Approximately 200 people attended the scrumptious feed hosted by Division Committee members Joe White, Cynthia Ransom, Janice Mustin, and Nellie Bernal. "We have some very good cooks at this division who do not mind cooking for others," said Manager A.J. Taylor.

The purpose of the hot link dinner was to raise money for the division's annual Christmas party. "We buy a lot of toys and give them away at our party," said Taylor.



# Mechanic's Been in Training over 25 Years

Freeman Crutchfield is the master of all he surveys. His universe includes large holdings of land, at least two railroads, and an impressive amount of real estate.

No, Crutchfield is not the Daddy Warbucks for the 80's nor is he the winner in a high stakes monopoly game. But, he is the master of all the landscape within his sight, that is, the 22 x 20 square foot area of his garage. You see, Crutchfield is the owner of probably one of the most extensive and elaborate model railroad systems on the west coast. His two-car garage is completely taken over by the 4,600 feet of tracks, the 400 or more pieces of rolling stock, the yards of landscape, scenery, and the close to 100 miniature buildings or structures that include a Pacific Electric power sub-station, an icehouse, a woodworking plant, a lumber mill, a petroleum plant, a cattle-holding pen, a roundhouse, a meat-packing house, and a hotel. Raised to waist-level by underpinning platforms, the panoramic display takes one by complete surprise when entering Crutchfield's garage on his pleasant, tree-lined street in Granada Hills.

Crutchfield, a Mechanic A from Division 15, built all the track, switches, wiring and circuitry, turn-outs, and all the buildings necessary for such an operation. His present garage railway systems that display Pacific Electric and Southern Pacific prototypes took him 25 years to complete, but Crutchfield said, "The thing about this [hobby] is that it is never really done. You're always working on it."

Crutchfield's interest in model railroading began 30 years ago during the Christmas season when he bought an electric train set for his son. "When I was wrapping his present I got hooked and by Christmas I was into it. So, this (pointing to his self-built system) is just a continuation of that." Crutchfield's son, for whom he set up the train set, is now age 31.

He asserts that anyone's interest in the hobby can be maintained over the long term because of the many facets of miniature collecting. "You can get busy collecting the brass fixtures or doing the wiring, circuitry, or building the model. If you get tired or lose interest in one area there are so many others that continually renew your interest."

His attention is currently focused on adding Pacific Electric traction equipment, that is, all the engines, passenger cars, and combines. He bends down to turn on the power to a miniature PE power sub-station. He explains in his friendly, open style reminiscent of Don Herbert from the old *Watch Mr. Wizard* television series, "These sub-stations were located five to ten miles apart on the track. They took the alternating current and transformed it to direct current to run the trolley cars." He invites this reporter to examine the sub-station after he throws on the switch.

Once illuminated it is easier to see that the building houses finely detailed, miniaturized components: all the machinery necessary to generate power, and living quarters inhabited by Lilliputian-size people. "It takes about 40 hours to build one of the miniature buildings. A lot of painstaking, work goes into it," he said.



Division 15 Mechanic A Freeman Crutchfield surveys his elaborate system of model railroads and display of miniatures which have taken over his 2-car garage in Granada Hills.

The automobiles Crutchfield has placed near the depot buildings, many of which are no longer than an inch in length, were made from model kits. The scenery was made by first starting with a screen wire base then coating it with a plastic or plaster of Paris. After drying, the hills, slopes, pastures, or meadows were colored with water-based tints to achieve realism.

"At night when I turn out the lights and throw on the switch to light this up . . . it's like a little city," he said enchanted by his own creation.

Crutchfield has found that his absorption in his hobby helps him maintain his perspective on life. "It's how I keep my sanity. I can isolate myself from the pressures of life and create a world that I can control. I get great satisfaction from working with my hands and accomplishing something that's tangible." Added to that, the pastime still attracts him because of the sense of nostalgia it evokes for him. "It reminds me of the time when the railroad was important, a viable force in our time."

Despite all the time and work evident in Crutchfield's system, he contends he does not pursue his hobby compulsively. "I don't watch TV much because I would much rather be tinkering than watching some sitcom. Months can go by and I won't come out here, and at other times I might get involved in a project and stay at it until 1:00 a.m."

About this time a friend of Crutchfield's, Malcolm Soberel, drops by. Soberel is a retired mechanical engineer and, like Crutchfield, a model railroader. Soberel joins in, telling this

reporter about Crutchfield's display of a miniature ice station on the SP line. "You see these box cars on the tracks? They are prototypes of the cars that were filled with perishables like lettuce or beans, any kind of produce. When the cars were going cross-country, in order to preserve the perishables, the lines had ice houses that manufactured the ice. When the train stopped at these stations they opened the hatches of these cars and put blocks of ice in for refrigeration."

Crutchfield and Soberel chat for a bit about his latest PE acquisition. Soon they are joined by a third neighbor and the conversation takes on the relaxed tone of a group gathered 'round the crackerbarrel and wood stove of some mythical general store. They look like a scene from a Norman Rockwell painting. Crutchfield tells this reporter, "It's like this almost every week. Some friends come over to run trains, talk politics, or make jokes, just chew the fat."

The big attraction for his friends is that they can try their models on his tracks. This is especially enjoyable for his apartment-dweller friends who simply don't have as much room as Crutchfield. "This hobby has its social involvement. You meet model railroaders from all walks of life, all different professions. It is the common interest that cements our friendships."

As this reporter prepared to leave, the men were still chatting. Leaving Crutchfield's world, a seemingly more peaceful place and simpler time, and slipping back into real time, you couldn't help but wish today's

complex universe was as easy to control as flipping the nearest master switch.



Freeman Crutchfield, a man and his models.



## Hanukkah

Celebrating  
"The Feast of Lights"  
December 27, 1986 —  
January 3, 1987

A miracle that occurred more than 2,000 years ago is the focus of world Jewry's eight-day celebration of Hanukkah, "The Feast of Lights" and "Festival of Dedication."

The Hanukkah story began with tragedy, the three-year subjugation of the Jews in Jerusalem by invading Syrians and desecration and destruction of their Holy Temple. At the end of the war when the Jews, led by the Maccabees, returned to the temple and searched for oil to relight the holy lamp, they found only one small cruse, just enough for one day of light. Yet, some miracle kept the light constant for eight full days, the exact time required for the preparation of fresh oil.

To celebrate this miracle, Judah Maccabee proclaimed a festival to be observed by Jews. Through history for 2,000 years now, they have lighted an eight-branched memorial candelabra, called a menorah. One candle gets lit each day of the holiday from a central or ninth candle until all eight are aglow.

Other symbols of Hanukkah recall events of that war: contributing to the poor; giving gifts of gold or gold coins; cooking potato pancakes; and spinning dreidls or tops. The ceremonial spinning goes back to the time when Jews, forced to worship in secret, turned to play every time a soldier came by to check on them.

Folks of all religious persuasions can find importance in Hanukkah, for it marks the first fight for religious freedom ever to occur, anywhere in the world.



Crutchfield examines the interior of a miniature Pacific Electric power sub-station he built.

# Former Board Member Takei Gets His Star



Photo by Sachi Yamamoto

George "Sulu" Takei of *Star Trek* and formerly of the RTD Board is surrounded by his fellow starship *Enterprise* crew members: (producer) Gene Roddenberry, "Lt. Uhura," "Chekhov" "Doc," hundreds of Trekkies, and the Hollywood Chamber of Commerce President Bill Welsh at the unveiling of his star on Hollywood Blvd.

George Takei, former RTD Board Director, better known as "Sulu" from the ever-popular *Star Trek* television and movie series, got his very own star on the "Walk of Stars" (or Hollywood Boulevard) on October 30.

Takei was joined by his *Star Trek* buddies Gene Roddenberry (creator), Leonard Nimoy (Spock), DeForest Kelley, (Dr. "Bones" McCoy), Nichelle Nichols (Lt. Uhura) and other cast members, fans, and RTD friends as his star was unveiled to the world. "There it is," he said, "my good name for everyone to walk all over." A special dinner commemorating the event was held later in the evening at the Hollywood Roosevelt Hotel with Nichelle Nichols as the headlining entertainer.

At this writing, Takei said he was still floating on cloud nine. "I have to admit I've been back for a second look. The next day I was getting ready for a Halloween party and had to go buy a wig in Hollywood. . .well, I figured I was close enough, why not go check it out. As I approached it, someone recognized me and started asking me where my star was. It seemed so immodest of me to be searching out

my own star," he laughed.

Takei's star is located near the Vogue Theater on the north side of Hollywood Boulevard near Las Palmas Street. For a more animated view of the star, (the man, not the symbol,) he is now appearing in *Star Trek IV: The Voyage Home* at theaters everywhere.

Takei was appointed to the RTD Board of Directors in 1973 and served until 1984. He was elected RTD vice-president in 1978-79. From 1978 to 1980 he served as Vice-President of Human Resources of the American Public Transit Association.

Takei holds B.A. and M.A. degrees from UCLA. He has taken additional course work in Japan, England, and UC Berkeley.

His political activities include serving as a member of the Democratic State Central Committee, as a delegate to the 1972 Democratic Convention, and assisting in Mayor Bradley's 1973 and 1977 election campaigns. He is active in a variety of community activities and is an inveterate runner. He competed in LA's first marathon in 1985. He resides in Los Angeles.

## RTD Goes to the Movies



those fateful days, and has the chance to change her destiny.

This film has been called a "grown-up *Back to the Future*," but it's far more than that. What's so wonderful is the pure pleasure you experience while watching it. Did your mother ever really look that young; how would it feel to see your grandmother again? The family's excitement at the new car your father bought, but you know that the Edsel is going to be a big joke. The feelings, the emotions Peggy Sue experiences in her journey are at the center of it all, the love and loyalties, and how lives can so easily get sidetracked from the bright ambitions of youth. "But we've planned to all get married, live on the same street, and have barbecues every Sunday," one of Peggy Sue's friends says at one point, the line all the more poignant because you *know* it isn't going to happen.


Kathleen Turner is, without a doubt, one of the hottest actresses in Hollywood today. Aside from that, she's also one of the most *talented*. As Peggy Sue, she makes us believe the situation she finds herself in, a 43-year-old woman caught in the body of an 18-year-old. She pulls us in, gets us caught up in the wonder of all that's happening to her. Opposite Turner is Nicolas Cage as Charlie, the boy who was once voted "Most Popular" and is now selling TVs and stereos with commercials along the lines of Fred Rated. Charlie and Peggy Sue are the central characters, but the entire film is filled with wonderful performances, finely detailed and defined. Francis Ford Coppola directs with a firm hand and steady eye, wrapping us in nostalgia, but never letting it get too sentimental or soggy. There are a few loose ends here and there, but, without a doubt, this is one of the best films of the year, and if you haven't seen it, go!  
—Carolyn Kinkead

### Our Rating System

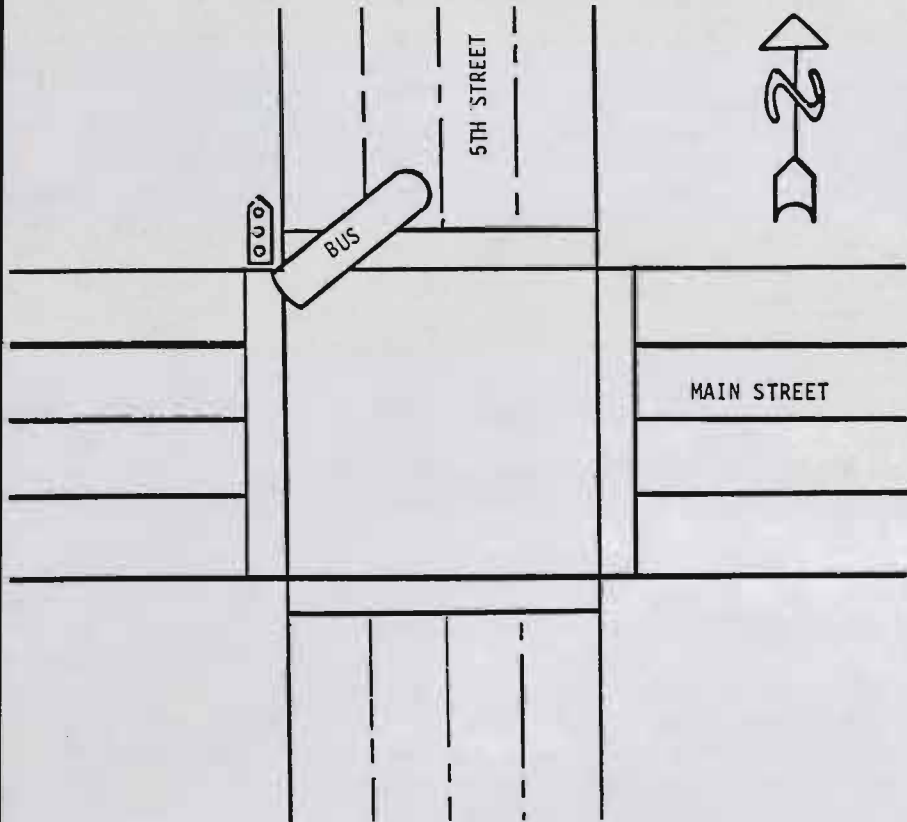
- \*\*\*\*\* —Unique and rare; a once in a lifetime film
- \*\*\*\* —Excellent; worth paying full price for
- \*\*\* —Average; a good bet for discount tickets
- \*\* —Okay, has flaws; get someone else to pay for it
- \* —See it when it comes on cable if nothing else is on and you have insomnia — maybe
- BOMB—*Glen or Glenda* (You have to see it to believe how bad it is)

### Peggy Sue Got Married—\*\*\*\*

Peggy Sue is a woman who once knew what she wanted: she would marry her boyfriend Charlie and live happily ever after. Only, they had to get married sooner than they expected, and Charlie has proved to be a less than faithful husband. Now separated, she isn't looking forward to her 25th high school reunion, and the inevitable questions that everyone will ask. This brings an underlying level of tension to the party, a tension which reaches the breaking point for Peggy Sue when they crown the King and Queen of the Reunion, just as she was once crowned Prom Queen. She faints dead away, then wakes up in the school gym, transported back across the years to the last days of high school. At first she doesn't believe what's going on, but she slowly comes to realize that she really is reliving



## You Be the Judge



**Operator's Statement:**  
I was on Main Street proceeding to make my left turn onto Fifth Street when I noticed that the street maintenance department had two westbound lanes blocked. The police officer noticed I was having a problem making the turn and attempted to guide me around the corner. While following his directions the left rear corner of the bus collided with the traffic signal, damaging the left rear corner marker light of the bus.

**Answer:**  
Due to the police officer also being a professional in the field of traffic control, he should have been knowledgeable of the length of the bus and its capabilities of turning, and the operator should have had the confidence in the police officer so as to follow his instructions. Therefore this accident is judged non-preventable.

# COMMENDATIONS, SCHEDULE

## COMMENDATIONS

### Division 1

Cabada, Manuel  
Lugo, Esteban G.  
Todd, Carlos  
Zamora, Frank R.

### Division 3

Blue, Theartis E.  
Briscoe, Elmer  
Cardone, Arturo  
Coleman, Oscar L.  
Davis, Diane M.  
Figueroa, Maria D.  
Mercer, Scott D.  
Ornelas, Umberto  
Potts, Raymond L.  
Randle, Willie R.  
Torres, Richard

### Division 5

Dawson, William M.  
Hale, Larry D.  
Hampton, Ellen F.  
Washington, Fred

### Division 6

Gilbert, Gary S.  
Mortvedt, Robert L.  
Sidney, Meredith C.  
Tortuya, Larry T.

### Division 7

Anderson, Jack B.  
Cervantes, Georgina C.  
Cooper, Eddie L.  
Fox, Alphonso, E.  
Goldstein, Norman  
Martinez, N.S.  
Niggel, Cynthia M.  
Parry, David S.  
Reddick, William D.  
Samuel, Trevor J.  
Sharp, Anthony D.  
Weddaburne, Dudley

### Division 8

Dorais, Dollard A.  
Eskiewicz, Joseph  
Gaitanis, Ruth L.  
Iglesias, David S.  
Watson, Ronald A.

### Division 9

Granado, Richard  
Huante, Felipe  
Leal, Jesus  
Pepper, George  
Perez, Richard J.

### Division 10

Allen, Huie L.  
Camacho, Jose A.  
Guerrero, Ray  
Kaiser, Alphonso N.  
Lyons-Nelson, Tommie M.  
Orange, Herbert D.  
Philcox, Nigel S.  
Robinson, Frank E.  
Spencer, Laverne

### Division 12

Gibson, Darrell R.  
Myers, Belethia L.  
Sinkovic, John H.

### Division 15

Blancarte, Edward B.  
Bolden, Charlie M.  
Borokoff, Ronald  
Caronna, Paul J.  
Clautier, Rudolfo L.  
Crowe, Robert  
Hall, Bobby L.  
Korling, Peter F.  
Roessner, George  
Rycraw, Cornell E.  
Williams, Lester E.

### Division 16

Howell, Leonard H.

### Division 18

Cunningham, Michael  
Davis, Henry  
Greenhill, Richard  
Jackson, Guy  
Pentard, Alvin  
Scott, K.V.

### Department 3296

Leaver, Donald  
Payne, Yvonne  
Wilson, E.L.

## SCHEDULE

**Adger, Joseph J.**, from Operator Trainee to Operator.

**Algarin, Miguel A.**, from Operator Trainee Part-time to Operator Part-time.

**Ambert, Van P.**, from Ticket Clerk to Schedule Maker I.

**Araiza, Carlos**, from Operator Trainee Part-time to Operator Part-time.

**Arnold, Dennis H.**, from Information Clerk to Stock Clerk.

**Bailey, Susan H.**, from Transit Police Officer to Transit Police Investigator.

**Bair, Robert E.**, from Operator Trainee Part-time to Operator Part-time.

**Banuelos, Sammy**, from Laborer A to Power Yard Sweeper.

**Barron, Jeffrey R.**, from Storekeeper to Equipment Records Specialist.

**Bhular, Amjad N.**, from Programmer Assistant to Programmer.

**Bolano, Jose P.**, from Operator Trainee to Operator.

**Brewer, Michael A.**, from Planner to Schedule Planner.

**Carter, Moonela E.**, from Data Entry Operator to Word Processor Operator I.

**Castaneda, Henry**, from Transit Operations Supervisor to Acting Transit Operations Supervisor.

**Chhor, Chheng T.**, from Operator Trainee Part-time to Operator Part-time.

**Chester, Nancy E.**, from Staff Aide to Staff Assistant.

**Chriss, Marie A.**, from Operator Trainee Part-time to Operator Part-time.

**Chu, Wilson W.**, from Programmer Assistant to Acting Assistant Maintenance System Support Analyst.

**Clark, Leonard W.**, from Stock Clerk to Storekeeper.

**Coleman, Andy R.**, from Mechanic A to Mechanic A Leader.

**Conte, Deborah A.**, from Operator Trainee Part-time to Operator Part-time.

**Damian, Nicolae**, from Operator Trainee Part-time to Operator Part-time.

**Davis, Jeanine L.**, from Operator Trainee to Operator.

**De Anda, Sara A.**, from Data Control Specialist to Data Processing Operator I.

**Dorling, Robert S.**, from Operator Trainee to Operator.

**Elderkin, Linda R.**, from Operator Trainee Part-time to Operator Part-time.

**Fletcher-Miles, Rose**, from Typist Clerk to Ticket Clerk.

**Gladney, Rosalyn R.**, from Senior Programmer Analyst to Systems Project Leader (CICS).

**Glenn, Edgar D.**, from Mechanic A to Mechanic A Leader.

**Gomez, Raymond F.**, from Relief Stock Clerk to Storekeeper.

**Graves, Charles J.**, from Operator Trainee Part-time to Operator Part-time.

**Hakola, Marvin E.**, from Mechanic A to Field Equipment Technician.

**Herras, Salvador H.**, from Accountant to Acting Senior Accountant.

**Hobson, Carl**, from Operator Trainee to Operator.

**Huynh, Dang N.**, from Operator Trainee Part-time to Operator Part-time.

**Jativa, Jorge A.**, from Operator Trainee Part-time to Operator Part-time.

**Jeffries, Steven E.**, from Operator Trainee Part-time to Operator Part-time.

**Land, Kelvin G.**, from Operator Trainee Part-time to Operator Part-time.

**Le, Cuong D.**, from Operator Trainee Part-time to Operator Part-time.

**Le, Hung X.**, from Operator Trainee Part-time to Operator Part-time.

**Leavitt, Richard L.**, from Mechanic A to Mechanic A Leader.

**Lopez, Louise H.**, from Operator Trainee Part-time to Operator Part-time.

**Martinez, Jesus C.**, from Operator Trainee Part-time to Operator Part-time.

**Maximo, Paul M.**, from Mechanic B to Mechanic A.

**Matthews, Phillipa A.**, from Typist Clerk to Division Stenographer.

**McDonald, Brenda F.**, from Operator Trainee Part-time to Operator Part-time.

**Melicor, Marcelo T.**, from Acting Supervisor Central Cash Counting Office to Acting Supervisor Control Cash Counting Office.

**Montes, Agustin**, from Relief Stock Clerk to Equipment Records Specialist.

**Muranyi, Sandor J.**, from Mechanic A to Field Equipment Technician.

**Nguyen, Tung X.**, from Operator Trainee Part-time to Operator Part-time.

**Ortiz, Richard O.**, from Mechanic A to Field Equipment Technician.

**Perez, Francisco J.**, from Operator Trainee Part-time to Operator Part-time.

**Ponce, Armando J.**, from Stock Clerk to Equipment Records Specialist.

**Quesada, Joe A.**, from Mechanic B to Mechanic A.

**Radu, Liviu**, from Operator Trainee Part-time to Operator Part-time.

**Reedy, Ron A.**, from Acting Division Transportation Manager to Division Transportation Manager.

**Reyes, Merlita P.**, from Maintenance System Support Analyst to Assistant Equipment Maintenance Supervisor.

**Richard, Edward L.**, from Mechanic A to Mechanic A Leader.

**Richards, Allen R.**, from Service Attendant to Equipment Service Supervisor.

**Rodriguez, Francisco**, from Operator Trainee Part-time to Operator Part-time.

**Rodriguez, Tino X.**, from Operator Trainee Part-time to Operator Part-time.

**Rose, Russell K.**, from Mechanic A to Mechanic A Leader.

**Ruffin, George L.**, from Electrician to Electrician Leader.

**Ruiz, Lorenzo G.**, from Operator Trainee Part-time to Operator Part-time.

**Sang, Hun**, from Operator Trainee Part-time to Operator Part-time.

## IN MEMORIAM

*Sympathy is expressed to the families and friends of employees or retirees who passed away.*

**Avery, Peter** began with the District November 8, 1944, retired as an Operator, passed away October 17, 1986.

**Barron, Oscar**, began with the District December 11, 1946, retired as an Operator, passed away August 27, 1986.

**Coulter, Robert F.**, began with the District July 14, 1947, retired as an Operator, passed away November 10, 1986.

**Maver, Nicholas**, began with the District April 2, 1951, retired as an Operator, passed away January 6, 1985.

**Morentin, Theresa D.**, wife of retired Operator Arthur Morentin, passed away November 1, 1986.

**Muller, Fred W.**, began with the District as an Operator on October 19, 1942, passed away October 22, 1986.

**Ross, Avery**, began with the District November 29, 1935, retired as an Operator, passed away September 15, 1986.

**Saavedra, Emmanuel M.**, began with the District April 3, 1963 as a Mechanic, passed away August 23, 1986.

**Schluneger, Jack E.**, began with the District as an Operator August 30, 1953, passed away October 18, 1986.

**Smith, Albert J.**, began with the District September 26, 1946, passed away July 3, 1986.

**Waldon, Raymond C.**, began with the District on November 2, 1951 as an Operator, passed away September 23, 1986.

**Wood, Marvin W.**, began with the District June 6, 1936, as an Operator, passed away July 25, 1986.

**Wynn, Linurte A.**, began with the District May 12, 1985 as an Operator, passed away September 8, 1986.

# CHANGES, and SHIFTING GEARS

## CHANGES

**Sherman, James D.**, from Mechanic A to Field Equipment Technician.

**Sermino, Jesse**, from Mechanic B to Mechanic A.

**Tran, Chanh M.**, from Operator Trainee Part-time to Operator Part-time.

**Tran, Tony**, from Operator Trainee Part-time to Operator Part-time.

**Uehara, Juan**, from Operator Trainee Part-time to Operator Part-time.

**Valdez, Carlos V.**, from Typist Clerk to Schedule Maker I.

**Valle, Penny L.**, from Operator Trainee Part-time to Operator Part-time.

**Vigil, Francisco M.**, from Operator Trainee Part-time to Operator Part-time.

**Walker, Cedric J.**, from Stock Clerk to Truck Driver Clerk.

**Walker, Phillip A.**, from Mechanic A to Field Equipment Technician.

**Wells, Harold W.**, from Stock Clerk to Truck Driver Clerk.

**Winfrey, Carl B.**, from Mechanic B to Field Equipment Technician.

**Woodson, Reginald**, from Service Attendant to Roving Janitor.

**Young, Laureen**, from Operator Trainee Part-time to Operator Part-time.

**Zarakowski, Z.J.**, from Mechanic to Mechanic A Leader.

## SHIFTING GEARS

**Arrey, Henry J.**, began with the District March 3, 1975, retired as an Equipment Maintenance Supervisor September 30, 1986.

**Braun, Arthur**, a Part-time Operator since August 4, 1986, returned to retirement October 5, 1986.

**Gray, Julie**, an Operator since April 28, 1975, retired August 6, 1986.

**Hayes, Franklin**, began with the District January 8, 1962, retired as a Traffic Loader January 16, 1985.

**Kamens, Murray**, an Operator since September 2, 1975, retired June 27, 1986.

**Little, Bobby**, an Operator since June 29, 1968, retired October 10, 1986.

**Lymuel, Leon, Jr.**, began with the District September 13, 1957, retired as a Mechanic A September 26, 1986.

**Rendon, Leopoldo**, an Operator since January 14, 1972, retired October 20, 1986.

**Ruff, Johnnie**, began with the District June 8, 1963, retired as a Traffic Loader/Extra Schedule Checker October 1, 1986.

**Stoute, Gordon**, an Operator since September 17, 1953, retired September 30, 1986.

**Swaro, Donald**, an Operator since July 22, 1974, retired October 24, 1986.

**Yates, William**, an Operator since July 8, 1974, retired October 24, 1986.

**Zeledon, Cesar**, an Operator since April 11, 1974, retired August 1, 1986.

## Letter from the Editor

Dear Readers:

Well, we asked for it, but much to our surprise, the survey results of the *Headway* readership poll proved to be gratifying, confirming as well as affirming our suspicions that we are a hit and not a miss.

Sifting through the readership survey returns gave us an idea of who you are, your tastes, and what it is you like to read.

We appreciate the efforts of those of you who took the time to complete and return the survey. Those who returned the surveys were eligible for a drawing with a chance to win \$25. The contest winners included retired Operator Joseph J. Lafond, retired Telephone Information Operator Bette Goodard, Division 7 Operator Jesse J. Davis, and Transit Facilities Project Architect Nathan Streitman.

Based on your returns, we arranged a list of the sections that appear on a regular basis in the order of their popularity. The top ten according to you, our readers, is:

1. Schedule Changes
2. News briefs — Births, Weddings, etc.
3. Employees of the Month
4. Department profiles (how they do what they do)
5. The cover story
6. Feature (personalities) articles
7. Employee Activities News
8. Metro Rail Updates
9. Safety Department programs (luncheons, awards)
10. And a tie for the tenth spot: You Be the Judge and To Your Health

The least favorite and least read is the poetry section. So much for culture.

Most everyone who returned the survey reads the *Headway* each month. And of that number, most all

find the *Headway* attractive, interesting, and easy to read. Thanks folks, we needed that.

Those polled offered suggestions for new subject areas to be added to the *Headway*. These included:

1. More information about buses — what's new or different about a particular series.
2. A Reader Editorial and Rebuttal column. *Yeah! Controversy.*
3. Metro Rail - current developments, the people, why they do certain things. *What are you doing folks? Let us know.*
4. More about retirees — what they are doing, where and how they are now.
5. Articles on the Maintenance Department, spotlighting a different division each month.
6. Drivers' comments about their jobs and ideas.
7. Union news.
8. Color photos. *(That would be nice — let's take up a collection!)*
9. Introduce Safety slogans for the month with a dollar incentive program. *(Pull out your wallets Joe and Barbara!)*
10. Add a section for each transportation division. *(Ok, divisions — get those cards and letters coming in!)*
11. Run job openings.
12. Investment programs.
13. RTD Board actions regarding new policies.
14. More writing contests.

We are still adding suggestions to this list. Feel free to call extension 6319 to add yours.

Now, a little about you, the readers we surveyed. Besides you, more than half the time your spouses also read *Headway*. In addition to the *Head-*

*way*, you also read the *US News & World Report*, *Time*, *People*, *Newsweek*, *Ebony*, *Psychology Today*, *Science News*, *Discover*, *Essence*, *National Geographic*, and *Natural History* to name a few.

Most of you polled seemed to cluster around the 40-49 years of age range. And most of you who returned the surveys were either operators or retirees.

Over the next year we will incorporate your suggestions and try to make every effort to give you what you want. We welcome your input and ideas, in fact, we need them to survive. They are the life-blood of this periodical. If you don't like what you see or read, you'll have to let us know. *Headway* reporters may be able to leap tall buildings in a single bound, change clothes in a telephone booth, fly like a speeding bullet, and drive like racers, but they still haven't learned to read your mind. So, continue calling us to let us know what you think, like, want, and read.

## Personnel Dept. Employee of the Quarter



Photo by Albert Perdon

The Personnel Department named *Headway* Editor Mary E. Reyna as their Employee of the Quarter for Summer 1986. Mary, who not only edits the *Headway* each month, but also writes several articles and does most of the photography, received a plaque and a \$75 Savings Bond. "Producing the *Headway* takes the cooperation of many people. I'd like to thank my producers (Mutti y Papi), my director (Gayel A. Pitchford), the generous people who contribute their time and talent each month: Carolyn Kinkead, Kathi Harper, Stephanie Keyes, Luanna Urie, Elia Hager, Diane Delaney, Mary Louise Rowsell, Sara De Anda, and Betty and Rachel. And, of course, I am very grateful to all those who have allowed me into their lives to get the raw material and to all our loyal readers," said Reyna.

## BIRTHS

Born to Division 3312 Service Attendant Terry Owens twin daughters Charmaine 5 lbs. 15 oz., 20 inches, and Charmise 5 lbs. 15 oz., 19 inches; at Torrance Memorial Hospital on August 25.



Mom Terry Owens with daughters Charmaine and Charmise or is it Charmise and Charmaine?

## SHOWER



Division 10 Steno Barbara Shepherd showered with baby gifts by her co-workers. She has been with the District seven years and this is her fourth child. Barbara's husband, Harold, also works for the District.

# HEADWAY

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## A Holiday Happening!

### DECEMBER

- 12 Christmas Dinner Dance - Proud Bird Restaurant \$22.00
- 14 The Glory of Christmas - Crystal Cathedral \$14.00 6:30 pm
- 18 Original art - Oil Painting Sale, Headquarters Cafeteria, wholesale prices 9:30 am - 2:30 pm
- 18 Lakers vs Portland \$9.50
- 20 Clippers vs Washington \$10.00
- 21 Gallager - Beverly Theatre \$16.75
- 22 Andy Williams Christmas Show - Universal Amphitheatre \$23.50
- 26 Lakers vs Houston \$9.50
- 27 Clippers vs Boston \$10.00
- 27 Anita Baker - Beverly Theatre \$20.00
- 27 The Nutcracker Suite - Music Center 2:00 pm \$25.00 tickets for \$22.50
- 28 Al Jarreau - Universal Amphitheatre \$26.00
- 30 Clippers vs Houston \$10.00

### JANUARY

- 1 Rose Parade - Grand Stand seating \$24.00
- 2 Lakers vs Phoenix \$9.50
- 3 Magic Kingdom on Ice - Sports Arena 3:30 pm \$10.50 tickets for \$8.00
- 4 Lakers vs Utah \$9.50
- 11 Lakers vs San Antonio \$9.50
- 17 Torvill and Dean - Ice Dancers - The Forum \$17.50 tickets for \$15.00
- 18 Harlem Globetrotters - The Forum \$12.00 tickets for \$10.00

EXTRA ADDED ATTRACTION FOR JAN. 18 GAME—THE RTD ALL-STAR BASKETBALL TEAM WILL PLAY THE ALL STARS FROM THE LA POSTAL DEPARTMENT AFTER THE GLOBETROTTER GAME. SEE BOTH GAMES FOR THE PRICE OF ONE.



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## HEADWAY

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