

# HEADWAY



Merry Christmas

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## Letters to the Editor

Dear Editor:

We would appreciate receiving extra copies of the September issue. Harold W. Miller retired after being with the company since December 12, 1948 and No. 2 in seniority of all the operators. I had hoped that it would have been mentioned that Miller also received the 25-year Safety Performance Award for over a million miles of safe driving in Los Angeles.

As you can tell by this note, his time in transportation is something to be proud of. The two gold watches are nice but the record is the reward.

I am doing this on the QT—my husband is quiet and modest, but I think he would be pleased to see more in the *Headway*.

Thanks,  
Marian Elaine Miller  
Spouse!

Dear Editor:

What I have enjoyed most during my two years of service at RTD is the people. They've been a pleasure to work with. And my supervisor, Jim Smart, and my colleagues in the News Bureau and Marketing are among the best I've shared typewriters and word processors with in my 15-year career in public communications.

However, I resigned from the District in late October and thought you might like to know why. Though I left to accept greater salary, responsibilities, and opportunities for professional growth in my chosen field, I would not have sought employment elsewhere had I not been dissatisfied with the move back to Main Street headquarters. We had been located at CMF since the October 1 earthquake last year.

The move back represented an unacceptable choice: an effective cut in pay—parking was free at CMF—or, by taking the bus to avoid the cut, a longer commute and reduced mobility.

Further, the return to an older building with few windows and dim interior lighting in the heart of Skid Row, which many feel has become more dangerous, meant a significant sacrifice in comfort and safety.

With four years remaining on the current lease, perhaps the District can invest in its people by providing a working environment that better assures employee safety and maintains and builds morale and productivity. That can only contribute to better transportation service to the public, your reason for being. A few modest ideas: make windows,

*continued on page 3...*

# Service Cuts Unless Funding Is Restored

At the time *Headway* went to press, the District was anticipating having to reduce service by 50 percent next month because Proposition A funds had not been released by the Los Angeles County Transportation Commission (LACTC).

The RTD filed suit against LACTC November 21, accusing them of withholding funds to undermine RTD service in

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## *LACTC withheld*

*\$9 million*

*a month in*

*Proposition A*

*half-cent*

*sales tax dollars*

*from RTD*

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order to promote privatization in the county.

LACTC has withheld \$9 million a month in Proposition A half-cent sales tax dollars from RTD since July citing non-compliance with its labor guidelines as the reason for holding back the funds.

"The contracts with our three unions were ratified June 29, 1988, before the July 1 deadline," said Pegg. "The timely agreements prevented a costly service disruption which could have included a walkout. Many

considered these agreements among the best, money-saving contracts in the District's history.

"LACTC issued its guidelines for our labor agreements in September of this year, but applied them retroactively after we ratified the contracts on June 30, 1988. The September guidelines are changed from those adopted in April with regard to effective dates," Pegg said.

If the LACTC continues to withhold the funds for the duration of the fiscal year, the RTD can lose up to \$107.8 million in funding.

Outraged by the commission's conduct, RTD Board President Gordana Swanson told members of the press at a briefing held in the latter part of October that the public's tax dollars were being collected, held, but not spent for the purpose for which they were collected.

"Senior citizens, students, and people who depend on public transportation every day are being held hostage by a circumstance over which they have no control," said Mrs. Swanson.

"I personally am appalled by this turn of events. We recently, because of reduced funding from the LACTC, were forced to raise our fares higher than we would have wished to. Yet we did so in good faith, believing that we would establish a sound fiscal foundation that would allow us to maintain those fares

and our current service levels for at least two years." But, barely four months after the fare hike the Board found themselves faced with new financial problems.

She pledged to do everything in her power to see that funding was restored. "The public must no longer be shortchanged by tactics that are insensitive to its needs and that do not acknowledge the positive steps taken by RTD," she said.

The District will continue to operate until the funding is restored by borrowing funds from its insurance reserves. The Prop A money dispensed by the commission comprises 22 percent of the District's overall operating budget. Pegg explained the reason

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## *Gordana Swanson*

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for a 50 percent service cut when faced with a 22 percent cut in revenues. "We are required to have a balanced budget at the end

of the year, and the effect of a 22 percent budget cut in mid-year represents nearly a 45 percent cut in our budget on an annualized basis. That means we must cut nearly half of our service to have a balanced budget by the end of the fiscal year."

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## **...Letters to Editor**

*...continued from page 3*

upgrade ceiling lighting, add office plants, decorate walls and open up work spaces.

Consider building a rooftop garden cafe or other refuge; it could be funded by a concession operator in exchange for a sublease.

Encourage redevelopment and more police patrols in the neighborhood.

Many employees have constructive suggestions, I'm sure.

In the process of improving the working environment, the District communicates its interest in the comfort and well-being of employees, who are necessary for its success.

Again, I've gained much satisfaction during my tenure, especially in working with so many fine people. And, I thank the District for allowing me to serve it and the public.

Sincerely,  
John Hyde  
(Former) Senior  
Communications  
Representative

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## RTD Labor Contracts— Sign of Growth and Improved Service

The new labor contracts RTD signed with its major unions this past summer enable it to compete against other bus companies and win contracts to expand bus service.

Effective since June 30, the contracts (with bus operators, mechanics, and clerks, specifically) establish a separate wage and benefit structure designed to make the District more competitive on the transportation market.

"RTD is embarking on a new, aggressive path. We will compete for and deliver the best bus service in the region," said General Manager Alan Pegg.

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*RTD  
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on a  
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aggressive  
path*

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The Business Development Operating Facility (BDOF), which was formed as part of the new labor agreements, will provide service from separate bus facilities and purchase new buses and feature new, individual trademarks, Pegg said.

Part-time operators,

who earn less than full-time operators, will be used extensively in these new agreements. Thus, the operating costs from salary savings alone are expected to be at least 25 percent less than the RTD regular fleet's, he said.

For example, the starting hourly pay rate for a bus operator in the BDOF is \$8, with a maximum rate of \$12. The top rate paid to full-time operators is \$16.

"No regular RTD operator, mechanic, or clerk will take a cut in pay, as they aren't affected by the change. These new labor provisions simply allow RTD to win bus service contracts and give more jobs to workers who want to drive buses, fix them, and support them," Pegg said.

"As we win more business, the public wins. And job opportunities will expand. At the same time, these provisions protect present bus operators' jobs by keeping RTD competitive with other agencies.

"The whole issue is competitiveness," Pegg said. "This is a win-win situation. We are looking for still more ways to compete. We will maximize the taxpayers' investment in equipment, facilities, and people."

The salary structure for BDOF mechanics and clerks provides similar savings to the public while providing new employment opportunities, Pegg said.

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## Sen. Pete Wilson Presents \$96 Million For MOS-1

Sen. Pete Wilson (R-Calif.) presented a check for \$96 million in federal funds on October 16 to the RTD Board to be put toward the

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*The check  
represents the  
final  
installment of the  
\$700 million  
federal  
commitment*

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construction of Metro Rail. The check, accepted by RTD Board President Gordana

Swanson, represents the final installment of the federal commitment of nearly \$700 million to help pay for the project's \$1.24-billion first phase.

The first phase of Metro Rail now under construction will have five stations serving the downtown Los Angeles area on a 4.4-mile route from Union Station at the east to Wilshire Boulevard and Alvarado Street near MacArthur Park at the west, where the presentation took place.

Plans were finalized in July, 1988, for the second phase of Metro Rail which will reach into the San Fernando Valley. When a full funding contract is signed, construction can begin on the next 13.3 miles.

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## Single Manager Concept Comes to Division 6

The Equipment Maintenance and Transportation Departments are working together to manage Division 6 with one manager and a Senior EMS. The employees selected for this innovation are Jim Lukens from the Transportation Department and John Fischer from Equipment Maintenance.

Known as the *Single Manager Concept*, the pilot

project is designed to improve the coordination of operations between Maintenance and Transportation. Director of Transportation Leilia Bailey and Assistant Director of Equipment Maintenance Tony Chavira have endorsed the measure and pledge to provide the necessary resources to ensure its success.

# Gonzalez Appointed by Mayor to RTD Board

Larry Gonzalez, 32, director of news and public affairs at KMEX- Channel 34 in Los Angeles, was appointed to the RTD Board of Directors and sworn in at their regular meeting on October 27, 1988.

Appointed to the RTD Board by Mayor Tom Bradley, Gonzalez is perhaps best remembered as the former vice president of the Los Angeles School Board, where he also served as chairman of the building committee from 1983 to 1987 working to relieve overcrowding in the schools.

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Los Angeles  
School Board*

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Prior to his tenure at the school board, Gonzalez served as staff administrative assistant to State Senator Art Torres.

On his most recent civic assignment, Gonzalez said: "I am grateful to the Mayor for the confidence he has placed in me by this appointment."

The new director said he comes to the board with four major goals: 1) to improve the service we render to our ridership, particularly the Latino population, which relies

heavily on public transportation; 2) to ensure that all District employees have a safe environment in which to work; 3) to see to it that the Hispanic community is not left behind in the construction contracts available to let through the Metro Rail Project; and, 4) to see that affirmative action goals are met Districtwide. "I feel that procurement and affirmative action go hand in hand. It appears that minorities, particularly Latinos, are left out of this process," Gonzalez said.

His commitment to upgrade bus service stems from his boyhood experience with the RTD. "I grew up in Estrada Courts in East Los Angeles and as a youth I depended on the RTD to get to and from school and work...the 47 line was the life blood of our family because we had no other means of transportation. I sympathize with our riders that depend on us. I am very sensitive to this issue," he said.

Expanding on his goal regarding affirmative action, Gonzalez asserted that he was interested in improving the status of women, especially Latinas, in management levels at the District. "While at the school board, I worked to see that women were empowered. My concern for women comes from my relationship with my mother and grandmother—two of the most important people in my life—they brought me



*District Secretary Helen Bolen swears in the newest member of the RTD Board of Directors, Larry Gonzalez.*

up. I am also concerned about what will be available for my own daughters at the turn of the century." At the school board Gonzalez was instrumental in the hiring of the first two Latina school

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*"As a youth  
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the RTD to get  
to and from  
school and  
work..."*

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superintendents in the history of LAUSD. "They were two very brilliant women; all they needed was for the door to be opened. I have always been on the frontline for women and will

continue to do so at the RTD," he pledged.

As to other aspects of policymaking at the District, Gonzalez said he looks forward to the challenges ahead and plans to add a fresh dimension to the board. "I think if we can leave our egos at home and make decisions in the best interest of our riders, we can't go wrong." Gonzalez fills the vacancy created as a result of Board Director Carmen Estrada's appointment by Mayor Bradley to the City Planning Commission.

The former student body president of Roosevelt High School, Gonzalez studied at East Los Angeles College and later majored in public administration at Pepperdine University. He is married and has two daughters, Aileen, 7, and Annette, 5. He and his family reside in Highland Park.

# Community Day at Division 18

RTD President Gordana Swanson convened the Corridor "B" Community Day Forum held October 26 at Division 18 for cities in the Southbay area. Corridor B cities are a division within the League of Cities structure and include cities from Palos Verdes to West Hollywood.

Close to 20 cities attended the meeting held to acquaint the Southbay cities with RTD services and to enable the District to collect recommendations from them. The general manager and members of RTD staff were on hand to facilitate the informal "cracker-barrel discussions" initiated among the city groups.

"This kind of meeting is an important tool to keep my hand on the pulse of the community and to see how we are doing," said Presi-

dent Swanson. "It is a way we can assess the effectiveness of our policies and receive suggestions for improvement from the community."

*It is a way we can assess the effectiveness of our policies*

The roundtable discussions covered a range of topics that included graffiti removal, the computerized customer information system project (CCIS), privatization, commuter transportation implementation plan (CTIP), and transportation zone status.



RTD President Gordana Swanson opens Community Day for Southbay cities at Division 18.

# Neoplans Pulled Off Due to Cracks

Ninety buses manufactured by Neoplan USA of Lamar, Colorado, were temporarily removed from service in October due to cracks found in the suspension system of the third axle on some of the buses.

The cracks were found in the 1100 series Neoplan buses during normal preventive maintenance and safety inspections, said General Manager Alan Pegg. The problem did not pose any danger to passengers, nor did it affect bus service.

The action was taken strictly as a precaution. While the cracks found do not present a danger, multiple cracks could pose a future problem. The buses are being repaired to meet RTD's rigorous safety standards.

New buses received from other manufacturers are being used on lines served by the buses removed from service.

The 90 Neoplan buses, purchased at a cost of \$17.2 million, went into service in June of 1987. Mileage on the buses ranges from 10,000 to


40,000, with the problems occurring in the buses with highest mileage figures.

Since November 1987, the District has experienced failures of the tag-axle tube assembly on the 1100 series. By April 1988, other problems were encountered with the series involving the axle trailing arm assembly. By October a third type of failure developed when the axle retaining bolt broke. Until comprehensive engineering analysis is completed and the buses repaired, the buses will be parked at various storage lots throughout the District.

As a result of the grounding of these buses, the District did not cancel any service the following day. New TMC and Flibble buses were pressed into service with fareboxes, but no radios, to backfill the service provided by the Neoplans.

The buses will be out of service indefinitely to allow Neoplan to design a repair program, Pegg said. Costs for the repairs are expected to be covered by warranty.

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# NEW COACHES ASSIGNED TO LOCAL SERVICE

by Barbara Olson,  
Operations General Adm. Analyst

The purchase of 297 TMC coaches and 155 Flxible coaches in FY '89 is providing a shot in the arm for lines serving central Los Angeles. The new TMC looks and acts very much like its older sibling, the General Motors RTS - (RTD series 8200 coach). These buses run well in local service, with strong acceleration at low speeds. These

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at  
low speeds*

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coaches are going to Division 1, 6, and 7, and are being used on all local service lines and are numbered as RTD series 2000.

The new Flxible coaches



*Los Angeles City Councilman Nate Holden, right, and RTD Board Director Kenneth Thomas inspect a new RTD bus at the Los Angeles Coliseum. This bus is one of 155 set to arrive from Flxible of Ohio. It comes with air conditioning, large headsigns, wheelchair lifts, vandalism-resistant seats and paint, and more room for standing passengers.*

look similar to their cousin, the Grumman Flxible coach (RTD series 7500 coach). This model has a new engine (Cummins L-10) and Voith transmission. This engine package provides enhanced fuel efficiency and runs cleaner. The Flxible coaches are assigned to local service on selected lines at Division 5 and 9 and are numbered as RTD series 2500.

Both these new models provide changes based on the District's experience with technological improvements: we have returned to openable windows, and the rear doors will swing out rather than roll out.

The Flxible model has another new feature: 2 by 1 seating. This means there are two standard seats on the street side of the coach, but on the curb side each row has only one forward-facing seat until the rear door. This design results in the loss of only one seat compared to the standard seating configuration (42 seats compared to 43 seats on the 8200 series RTS buses). The wider aisle from the single row of forward-facing seats helps speed the boarding and alighting of passengers by providing more space for passengers to circulate and stand, as well as exit via the rear door.

This is most important on local lines which experience heavy passenger loads.

Thirty of the new TMC, and two of the Flxible coaches, will be equipped with methanol engines as a demonstration of new technology aimed at meeting the clean fuel requirements projected for future years. Three of the Flxible coaches will be powered by compressed natural gas (CNG). Two lines will be selected to run this equipment, and the buses will be closely monitored. At Division 1, all the methanol buses will be assigned to Line 16. The five buses at Division 5 will be assigned to partially equip one of the bus lines operating from this division. The methanol coaches will not be delivered until after all the diesel coaches have been manufactured.

What happens to the coaches displaced by the new buses? With all divisions reaching capacity for parking, old coaches must be moved out to make way for the new. Most divisions receiving the new buses will retire their older coach types.

# Mending RTS Midlife Crisis at the CMF

by Ken Miller and Brenda Hicks

The District purchased 940 1981 model RTS II-type buses designed for inner-city service which have been the backbone of our daily service for the last seven years.

They have been exposed to continuous over-loading, vandalism, and graffiti. As a result of operating in this environment, their condition has deteriorated significantly. Such has been the case nationwide in all major cities such as New York, Philadelphia, and others.

In 1986, it was determined that action had to be taken by the RTD if our RTS coaches were to last the 12 years expected by UMTA. A directive was issued to accomplish an "as-needed" type refurbish of two coaches so their true condition could be determined, thereby establishing reasonable cost estimates for their repair. From this data evolved the 'RTS II' Midlife Update Project."

The project's objectives are to improve overall appearance and condition, guarantee 12 years life, and increase reliability.

The production rate for this project is 100 coaches during FY 1989, starting with .25 per week and building to 4.0 per week by the end of the year. The scope of work being done requires 681 service hours per coach, and includes: rebuilding of suspension and

axles, steering and brakes, wheelchair lift and doors, rear floor and supports, body/window/seats, air conditioning, operator's compartment, the power plant (as required), and repainting.

This work is being accomplished at the CMF by a group of 67 men and women. We are extremely proud of this team of professionals. They have the best interest of the District

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*The project's objectives are to improve overall appearance and condition, guarantee 12 years life, and increase reliability*

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in mind, and the pride they take in their work is reflected in every coach they complete. Their dedicated efforts will benefit not only the Maintenance Department but the entire District. We salute the members of the RTS II Midlife Project team.

# It's Open Enrollment Season Again

Open Enrollment season is fast approaching. Although this is probably one of the most important decisions made by employees and eligible retirees each year, Open Enrollment can sometimes get lost in the Holiday Season, but it should not be overlooked by anyone.

## What is Open Enrollment?

This is your opportunity to change your enrollment in the medical and dental plans for Calendar Year 1989. This opportunity comes only once each year, and you owe it to yourself and your family to find out as much information about these plans as possible before you make any final decisions. Many of the plans currently offered will have some changes. Remember, it's difficult to make a wise decision without making an informed decision.

## Non-Contract Employees and Transit Police

Enrollment is open for the month of December, and closes on December 29, 1988 with no exceptions, so mark your calendars.

Open Enrollment meetings with representatives of the various medical and dental plans are scheduled in the Board Room, Headquarters Building, on the following dates and times:

December 7 9:30 A.M.  
December 7 1:30 P.M.

December 13 9:30 A.M.  
December 13 1:30 P.M.  
Further Information can be obtained by calling Anne Craver at (213) 972-6300 or extension 6300.

## United Transportation Union Health & Insurance Benefit Trust Fund

Enrollment is open the entire month of December. Individual counseling begins at all Operating Divisions as early as December 5, 1988, or by mail. Further information can be obtained by calling the Trust Fund Office at (818) 584-0680 or (213) 624-6487.

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*This opportunity comes only once a year*

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## Transit Communications Union Health & Welfare Trust Fund

Enrollment is open the entire month of December. All information will be mailed to eligible employees and retirees in early December. Please be sure the Trust Fund has your current address. Further Information can be obtained by calling Ann Sillifant at (714) 739- 8476.

## Amalgamated Transit Union Health & Welfare Trust Fund

Open Enrollment is held in September and October of each year.



# Marshall Appointed Real Estate Director

Velma C. Marshall, 41, was appointed Director of Real Estate and Development, effective September 1, 1988.

Before her promotion, she served as assistant director of the department for 5-1/2 years.

Ms. Marshall brings 15 years of experience in public right-of-way acquisition, relocation, and other real estate management activities to her new position. In a recent interview with the *Headway*, Ms. Marshall talked about her plans for the department and the scope of the department's responsibility.

The Real Estate and Development Department's primary purpose is to acquire real property or rights of way for Metro Rail. "This isn't the same as thing as purchasing a house on the general market," said Ms. Marshall. In fact the specialists that do the actual footwork don't require licenses as other real estate agents do. "We are right-of-way agents," she said.

What also distinguishes them from commercial real estate agents is the involved process they must complete before the property is actually the RTD's. There are about thirteen steps involved beginning with certification, which is a determination by engineers as to how much land is needed. This is followed by board authorization, community hearings, title report, appraisal, appraisal review and approval, negotiations, closing,

relocation, and finally, clearance to possession by the RTD. The whole spectrum makes a title search and escrow experience for residential property seem tame by comparison.

Concurrent with the planning and construction of the first phase (MOS-1) of the Metro Rail Project, Real Estate purchased 94 parcels valued at \$75.2 million. Of those acquisitions, Ms. Marshall said no parcel process is identical. "Each purchase has its own problems. We have relocated low-income, non-English speaking tenants, restaurants, McDonald's, shoe stores, juice bars, clothing stores, grocery stores...many of these acquisitions have been very challenging, non-routine, with so many variations."

Following acquisition the department is charged with the management of the property, and the development of joint venture projects for Metro Rail and the bus system, as well. "We tend to put Metro Rail before everything else, but there are other elements to our scope of responsibility. These include leasing customer service centers, Park n' Ride lots, employee parking lots, and managing property like location 24 in Van Nuys, Division 6, Vernon Yard, and others." Real Estate interacts in some way with most every RTD department. "I'd like to think that we've provided these services in a professional manner, because we

are a professional group."

The department looks forward to the challenges that MOS-2 will present. "We have gotten our system down, and should be able to do our jobs quicker because we've walked through the minefields already. Now, we can look forward to the development aspect."



*Director of Real Estate and Development Velma Marshall.*

Development of commercial businesses in the Metro Rail stations are seen as a method to bring revenue to the RTD said Ms. Marshall. "Structurally, we are talking about something as simple as a mini-mall or on a grander scale, a high-rise office building. These sorts of developments will mean a long-term, steady income for the RTD as owners of the property."

Ms. Marshall talks about the steps involved in acquisition with the ease of a pro, she makes it look so easy, as if she wrote the

book on it, and in fact, she has. She actually came to the RTD in 1982 as a consultant and wrote the department's policies and procedures.

Back then only two people in Bus Facilities functioned as right-of-way agents. "You need to know all the federal regulations to do this job right, but I like the bureaucratic aspect. I like paper, I'm organized, I know how to keep things moving."

But before you begin to form the impression that she's talking only about wielding a pen behind the desk, she confides, "In this job I get to meet with people and negotiate. I like to debate, to argue my point with someone—and win (she laughs). It suits me, after 15 years I've evolved with it."

Before joining the RTD, she worked with the Los Angeles Downtown People Mover Project and spent seven years with the Metropolitan Atlanta Rapid Transit Authority (MARTA).

She was born in West Point, Georgia and later attended Clark College and the Atlanta Law School in Atlanta. She is a member of the Georgia Bar Association and the Mass Transit Subcommittee of the International Right-of-Way Association. She is also an active member of the Alpha Kappa Alpha Sorority, Inc., the Conference of Minority Transportation Officials, and the Southern California Advisory Board to the United Negro College Fund.

# Who Will Make These Critical Decisions?

by Debbie Flores-Pollock, Credit Union Marketing Director

Whether to keep or sell your house? How much of your money your family may spend each month? What investments are made with your savings? Whether to sell your personal property at auction?

## You or The State?

Most people wouldn't dream of allowing the State to make such fundamentally personal decisions for them. Yet, in fact, many people do allow the State to intrude in just this way in the lives of their family members...by failing to make out a will and keep it up to date.

Every year decisions like these are made for hundreds of thousands of Americans by probate courts. These courts decide how to disburse and manage the estates of people who died without leaving a will. Just the expenses connected with a probate court deciding what to do with your estate would consume a good part of what you left for your family. And then there's the frustration your family would feel when a faceless bureaucracy begins to "administer" the details of your estate - your home, your savings, your personal property.

## Your Family Matters

It doesn't have to be this way. A carefully prepared will, reviewed by your attorney and updated

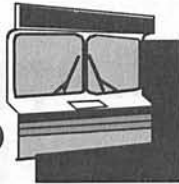
as needed, changes the function of the probate court; from making your decisions for you, to seeing that your decisions are carried out. This not only reduces the expenses associated with the probate process, but, more importantly, ensures that these family matters remain in the hands of the family.

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*Many people  
do allow the state  
to intrude in the  
lives of  
their family  
members by  
failing to make out  
a will*

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For most people, preparing a will is not complicated or expensive. The hard part is deciding how you want your estate divided and administered. Once you've done that, your attorney can help you prepare the actual document very quickly. So as you make out your list of resolutions for the New Year, put this at the top: "Prepare a Will." There are few things more important you can do for your family.



# TOP OPERATORS

for September

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The awards for the Operator Recognition Program for the month of September were announced in early November. The presentations this month only include the Manager's Award. The monthly Sweepstake Awards will be suspended until further notice.

The monthly Manager's Award will continue without a cash award. The monthly awards are being reevaluated in order to reward all operators who attain eligibility. The Transportation Department aims to implement a more equitable program in the future.

Presently, 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 succeeding in their pursuit are listed below.

## Managers Award

3201	Charles Cousin
3203	Braxton Shankle
3205	Dora McAfee
3206	Ronald Murphy
3207	Columbus Burnette
3208	Lillian Ford
3209	Luis Endara
3210	Melvin Garrett
3212	Jose Aguirre
3215	Elizabeth Anderson
3216	John Dinwiddie
3218	Joseph Delaine Francis

To All RTD Employees:  
*Merry Christmas and  
Happy New Year*



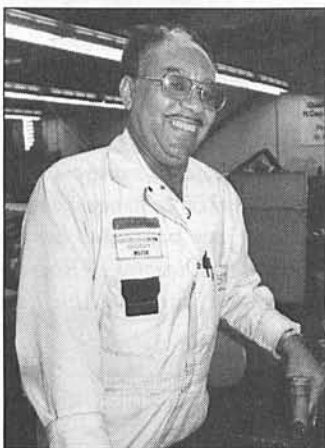
*From Your Friends at  
Mutual of Omaha*

The new association group—"Salary Protector"—is now available from Mutual of Omaha. This program protects your income during a disability. For more information call Chuck McCracken at (213) 391-8226.

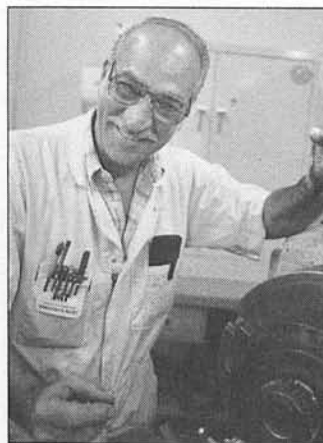
# COMMENDATIONS



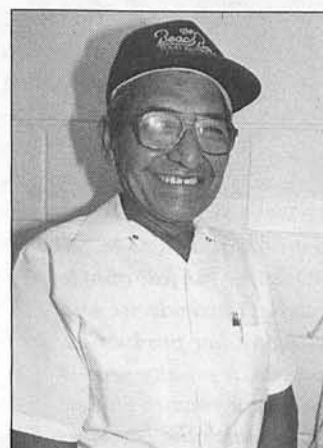
Certificates of Merit were presented to the September Employees of the Month at the October 27, 1988 Board of Directors' Meeting by RTD Director Kenneth Thomas. Those employees included, front row, from left to right: Division 5 Operator Thurmon Green, Telephone Information Operator Nancy Spear, Locksmith Leader Joe Salazar, and Division 3205 Manager B. J. Harris. Back row, from left to right: General Manager Alan Pegg, Director Thomas, Building and Grounds Supervisor Gil Ochoa, and Director of Customer Relations Robert Williams.



Mechanic A Fred Washington was chosen the CMF Employee of the Month for August. Mr. Washington works in the Upholstery Shop where he consistently produces work of high quality in an expeditious manner, displays a pleasant disposition, and maintains an outstanding attendance record. His experience of 34 years is demonstrated in the high caliber with which he performs his duties.



Mechanic A Tony Owens was selected the CMF Employee of the Month for July. Mr. Owens works in the Machine Shop and has served the District loyally for 18 years. He has performed his duties expertly. His experience and knowledge have been a great asset to the Machine Shop.



Mopper-Waxer Daniel Ramos was chosen Employee of the Quarter for the fall quarter by the General Services Department. Mr. Ramos has been employed by the District since 1982. In that time, he has proven to be an asset to the General Services Department. Mr. Ramos has been instrumental in the training of several mopper-waxers and serves as "unofficial counselor" to others in work-related matters pertaining to cleaning techniques and procedures.



Metro Rail Configuration Control Analyst Vera Dorsey was chosen the Program Control Department's Employee of the Quarter for the fall quarter. During this quarter of recognition, Vera was also passing her probationary period. She exceeded expectations while working in an understaffed area at a senior level and performed with high productivity under constant deadline pressure. Vera's responsibilities include tracking contract changes and updating them for the Metro Rail Project.

continued on page 12...

# COMMENDATIONS



Photocopy Machine Operator Mary Lou Algallar was selected the Print Shop's Employee of the Quarter for the fall quarter. Mary Lou was commended for her excellent attendance and her outstanding performance in meeting all her production deadlines. She is always willing to cooperate on any project and takes the necessary steps to make minor repairs on her equipment as needed. Mary Lou has been with the District for five years. She was presented a check and plaque by Printing Manager Al Moore, left, Supervisor Michael Benninghoven, middle, and Acting Director of Schedules Bob Holland, right.



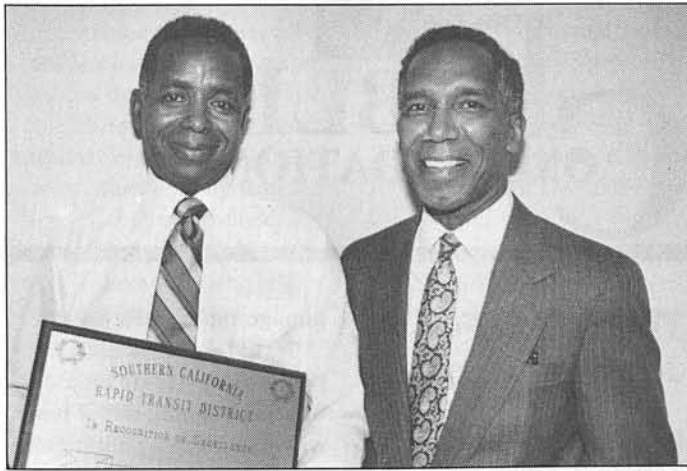
PL/PD Specialist Nita Welch was given special recognition by the Department of Risk Management for her performance in the Subrogation Unit when it was severely understaffed by doing the work of two to three staff people. Nita formerly worked with the RTD's claim administrators and comes to the District with a wealth of information on the latest settlement trends.



PL/PD Specialist Jackie R. Hill was named the Department of Risk Management's Employee of the Quarter. Jackie was selected because she served as the acting Senior PL/PD Specialist and kept the Subrogation Unit going without staff to continue bringing in revenue. She was responsible for the collection of at least \$60,000 in one month. She is also credited with streamlining subrogation procedures to improve the collection process. She was presented a check for \$100 (which was contributed by the Director of Risk Management Barbara Akk from her pay-for-performance increase) by Claims Manager Nancy Eksterowicz, right.



Risk Management's Senior Secretary Lydia Garcia received a Certificate of Appreciation for her energetic approach to her position and her ability to stabilize the work flow and the work environment for clerical staff. Her supervisors value her courage in continuing to make recommendations for improvement. She was presented her certificate by Director of Risk Management Barbara Akk, right.



*D. Jerome Patterson, left, was selected Customer Relations Employee of the Quarter for the last quarter of FY 1988. Jerome was awarded this honor for his outstanding and unique ability to address the needs of customers, especially walk-in clients, his unselfish contribution to all phases of the department, and his perfect attendance. At the right is his supervisor Tom Horne.*



*The Prepaid Sales Employee of the Quarter for the first quarter of FY 1989 is Martha Butler, left. She was awarded for her superior upkeep of timetable delivery route, cheerful attitude, and willingness to do miscellaneous duties when required. At center, Tom Longsden, prepaid sales supervisor. At right, Olivia Gutierrez accepts the Employee of the Quarter award for the last quarter of FY 1988. She was recognized for cheerful and efficient customer service in our Headquarters Customer Center and her perfect attendance.*



*Dale Lanz was chosen the Customer Relations Employee of the Quarter for the fall quarter. Dale was singled out for coordinating the transformation of the sub-basement into usable quarters and relocating the bus pass stockroom there. On right is Tom Longsden, prepaid sales supervisor.*



*The staff of the El Monte Customer Center were chosen as Prepaid Sales Section of the Quarter for the last quarter of FY 1988. (Front row, from left to right: Prepaid Sales Supervisor Tom Longsden, Evie Hernandez and Lydia Mendoza. In back: David Gore and Rose Fletcher.) This team was rewarded for continuing to provide a high level of customer service under adverse conditions experienced during construction work at the El Monte Busway.*

*continued on page 14...*

## ...Commendations

...continued from page 13



The Lost and Found Department of the Prepaid Sales Unit was chosen Section of the Quarter for the first quarter of FY 1989. The members were recognized for providing a high degree of customer service by quickly and efficiently processing lost articles. From left to right: Vivian Williams, Tom Longsdon, and Johnnie Amos.



Aida Lagrimas, Senior Human Resources Analyst, was chosen the Personnel Department's Employee of the Quarter. She had perfect attendance during the quarter and received this award for meeting numerous "above-and-beyond" demands, including filling in for almost a month as Employment Manager, training several staff members new to the department or section to help cover work of vacant positions, and contributing extra time and imagination to counsel and assist many members of the staff through this very busy quarter.

# C PUBLIC COMMENDATIONS

## Thank You For A Job Well Done!

### Division 3201

Rodriguez, Frank R.

### Division 3203

Lizaola, George A.

Tarango, Miguel

Villagomez, Mary H.

### Division 3205

Richardson, Elbert

Shelby, Curtis

Watkins, Theron L.

Young, Nathan C.

### Division 3206

Winston, Patricia

Wright, Richard L.

### Division 3207

Reguero, Jose

### Division 3208

Bumgarner, Paul

### Division 3210

Aemmer, Jeffrey

Hill, Samuel

Pierce, Ronald J.

Shorters, Jimmie

Sullivan, Percy

### Division 3215

Botello, Ricardo A.

Carter, Odell

Graham, Camille

### Division 3218

Johnson, Ulysses

Mr. Tom Horne

Manager

Customer Services

RTD

Dear Mr. Horne:

I would like to take this time to write regarding Mr. Miguel Tarango. This gentleman drives the evening run on line 26. I usually catch his bus at 6:45

p.m. going to Hollywood.

This driver is always polite to the riders on the line, often going out of his way to ensure a passenger arrives at his destination safely.

Last week during his layover at Boyle and Olympic, there was a Japanese tourist on his bus. This gentleman was lost and spoke very little English. Your driver used his breaktime to help the tourist find the way to his destination through patience and perseverance. He tried to interpret a Japanese

---

Your driver

used his

breaktime

to help

the tourist

find his

way...

---

language map of Los Angeles for this man. He then called the hotel where the man was staying to get directions, he called his division to make sure his bus directions were correct. All of this took about twenty-five minutes of his breaktime. He gave of himself in a very unselfish manner—that is indeed

continued on page 15...

...continued from page 14  
dedication to his job as well  
as the image of the RTD.

Since I ride this line  
almost every night I have  
seen other acts by this  
driver that are indeed  
noteworthy.

I have seen one of the  
regular passengers fall  
asleep one night and when  
the bus arrived at the stop  
this driver stopped the bus  
and woke the passenger.  
Many others would have  
just passed the stop by.

Riding with this driver  
you are given a sense of  
security and well being.  
And, speaking for the  
ridership, it is appreciated.

This driver gives a  
positive image of the RTD  
and I am sure you are proud  
of his everyday actions.

As you well know it is  
not the special events and  
occasions that measure our  
standards, but it is how we  
act on a daily basis that  
measures us. It is our  
actions when we think no  
one notices that sets our  
standards in life.

I congratulate Miguel  
Tarango and you for the  
image he projects.

Sincerely,  
Sam C. Houston  
Zellerbach  
Customer Services  
Manager

Attn: Ethics Section

On May 27, 1988, late  
at night I was ready to hop  
off the bus when I noticed a  
bus ahead I could transfer  
to, but not knowing it ran  
then, I hadn't bought a  
transfer. The operator gave  
me the transfer which was  
covered initially when I got  
on the bus and as I ran for  
the other bus he honked to  
the other operator to let him

know I was coming. I caught  
the bus and got a ride home  
instead of having to walk  
home in a creepy old  
neighborhood late at night.  
Thanks a lot Curtis Shelby!

Your help was very  
much appreciated and you  
definitely set a good ex-  
ample for others to follow  
that keeps the show on the  
road!

This is true,  
David E. Adams

To whom it may concern:

A letter of praise goes to  
Mr. Sam Hill on line 328.  
He was very courteous,  
especially to the elderly, it  
was so refreshing to see a

*You definitely  
set a good  
example  
for others to  
follow  
that keeps  
the show  
on the road!*

bus operator such as Mr.  
Hill. It makes him look  
super-classy and you can  
tell he has had good breed-  
ing, he goes out of his way to  
treat people right. And it  
will come back to him  
threefold!!

Don't lose him, he is one  
in a million!!

If Mr. Hill were running  
for president, he'd be my  
first choice.

God Bless him and his  
family richly!!

A customer who rides  
your buses often,  
Ruth E. Welk

# SCHEDULE CHANGES



**Adrian, Larry E.**, from  
Planner to Schedule  
Systems Analyst.

**Alfaro, Yolanda**, from  
Clerk to General Clerk II.

**Allen-Wilson, Brenda**,  
from Mechanic C to Me-  
chanic B.

**Baum, Sally**, from Typist  
Clerk to General Clerk.

**Bawa, Daljit S.**, from  
Mechanic A to Mechanic A  
Leader.

**Belcher, Michael C.**, from  
Supervising Project Engi-  
neer to Systems Engineer-  
ing Manager.

**Billingsley, Joseph**, from  
Operator Part-time to  
Operator Trainee Full-time.

**Brar, Bhupinder S.**, from  
Operator Part-time to  
Operator Trainee Full-time.

**Bruce, Maurice**, from  
Operator Trainee Part-time  
to Operator Part-time.

**Capoccia, Janina A.**, from  
Office Supervisor to Human  
Resources Assistant.

**Chandler, Earl B.**, from  
Operator Part-time to  
Operator Trainee Full-time.

**Daniel, Robert St. Rose**,  
from Operator Trainee Full-  
time to Operator Full-time.

**Davenport, Ronald M.**,  
from Operator Part-time to  
Operator Trainee Full-time.

**Delira, Carlos R.**, from  
Operator Trainee Part-time  
to Operator Part-time.

**Dexter, Alexander**, from  
Operator Trainee Full-time  
to Operator Full-time.

**Di Nuzzo, Alessandro L.**,  
from Equipment Mainte-  
nance Supervisor to Senior  
Equipment Maintenance

Supervisor.

**Dorame, Richard**, from  
Relief Stock Clerk to  
Storekeeper.

**Elzey, Daniel D.**, from  
Operator Trainee Full-time  
to Operator Full-time.

**England, Edmond**, from  
Operator Trainee Full-time  
to Operator Full-time.

**Fernandez, Ernie Gomez**,  
from Operator Trainee Part-  
time to Operator Part-time.

**Figuroa, Javier**, from  
Operator Trainee Full-time  
to Operator Full-time.

**Fletcher, John D.**, from  
Operator Part-time to  
Operator Trainee Full-time.

**Fradejas, Joel F.**, from  
Operator Part-time to  
Operator Trainee Full-time.

**Gonzalez, Joe M.**, from  
Operator Trainee Full-time  
to Operator Full-time.

**Gordy, Randolph H.**, from  
Systems Electronics Com-  
munications Technician to  
Electronic Maintenance  
Supervisor I.

**Hermann, Karl V.**, from  
Operator Part-time to  
Operator Trainee Full-time.

**Hernandez, Arturo E.**,  
from Operator Trainee Full-  
time to Operator Full-time.

**Ibarra, Dora I.**, from  
Operator Trainee Part-time  
to Operator Part-time.

**Kelley-Yanuzzi, Lorene**,  
from Senior Secretary to  
Staff Assistant.

**Kerslake, Condred**, from  
Operator Trainee Part-time  
to Operator Part-time.

*continued on page 16...*

## ...Schedule Changes

...continued from page 15

**Kirsch, Linda L.**, from Operator Trainee Part-time to Operator Part-time.

**Lee, Tat Y.**, from Operator Trainee Full-time to Operator Full-time.

**Lin, Roland Q.C.**, from Operator Trainee Full-time to Operator Full-time.

**Martell, Joe M.**, from Operator Trainee Full-time to Operator Full-time.

**Martinez, Peter Anthony**, from Operator Trainee Part-time to Operator Part-time.

**Merrifield, David L.**, from Operator Trainee Part-time to Operator Part-time.

**Moraga, Albert J.**, from Operator Trainee Full-time to Operator Full-time.

**Orduna, Israel**, from Operator Trainee Part-time to Operator Part-time.

**Park, Douglas Y.D.**, from Operator Part-time to Operator Trainee Full-time.

**Perez, Sergio J.**, from Service Attendant to Service Attendant Leader.

**Powell, David W.**, from Stock Clerk to Truck Driver/Clerk.

**Price, Michael L.**, from Stock Clerk to Equipment Records Specialist.

**Richardson, Terence T.**, from Operator Trainee Part-time to Operator Part-time.

**Rodriguez, Javier G.**, from Operator Trainee Part-time to Operator Part-time.

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

**Rutherford, Mary E.**, from Operator Trainee Full-time to Operator Full-time.

**Sanchez, Marco A.**, from Locksmith to Building & Grounds Maintenance Supervisor I.

**Sandfrey, Dale J.**, from Operator Trainee Full-time to Operator Full-time.

**Soto-Perez, Julio E.**, from Operator Trainee Full-time to Operator Full-time.

**Stone, Eleanor A.**, from Operator Trainee Full-time to Operator Full-time.

**Thomas, John R.**, from Operator Trainee Full-time to Operator Full-time.

**Torres, Lucille G.**, from Typist Clerk to General Clerk II.

**Tran, Dinh T.**, from Operator Trainee Full-time to Operator Full-time.

**Tubbs, Lawrence G.**, from Operator Trainee Full-time to Operator Full-time.

**Uvals, Eduardo A.**, from Operator Trainee Full-time to Operator Full-time.

**Vanier, Anthony D.**, from Operator Trainee Full-time to Operator Full-time.

**Williams, Cornelius E.**, from Operator Trainee Full-time to Operator Full-time.

**Williamson, Carl S.**, from Operator Trainee Full-time to Operator Full-time.

# SHIFTING GEAR



**Coleman, Oscar L.**, began with the District on September 28, 1963, retired as an Operator on September 29, 1988.

**Dorsey, Tommie**, began with the District on October 10, 1964, retired as an Operator on October 11, 1988.

**Fisher, Robert L.**, began with the District on October

## About the Cover

This month's cover was designed by Metro Rail Graphic Artist Joyce Holmes. Joyce is a graduate of Cal State-LA art school and the UCLA School of Interior Design. Technically, she has been an artist for the last 20 years, "but in reality I've been an artist all my life," she said. Previously, Joyce, 42, was an art teacher in the Los Angeles schools, and a graphic and interior designer for Hughes Aircraft. Needing a change, she decided to free lance and did so extensively before coming to work for the RTD. A native Californian, Joyce lives in the View Park section of Los Angeles.



Joyce Holmes

## IN MEMORIAM

**Banuelos, Jaime R.**, began with the District on January 18, 1987, passed away on October 7, 1988.

**McDaniel, Curtis A.**, began with the District on September 18, 1946, passed away on September 15, 1988.

**Mesch, Thomas R.**, began with the District on May 21, 1979, passed away on October 1, 1988.

**Smith, Alvin**, began with the District on November 20, 1958, passed away on October 2, 1988.

**Venoit, John F.**, began with the District on November 9, 1980, passed away on July 12, 1988.

2, 1965, retired as an Operator on October 9, 1988.

**Warth, J.D.**, began with the District on September 24, 1957, retired as an Equipment Maintenance Supervisor on September 30, 1988.

**Wilson, A.S.**, began with the District on July 7, 1972, retired as an Operator on October 17, 1988.



# TO YOUR HEALTH

An Update

## On the Twentieth Anniversary of The Pill

Since the first year it was approved for general use by the Food and Drug Administration, "The Pill" has been the favorite method of birth control in the United States. Many women using this form of contraception have forgotten that "The Pill" is medication. It's medicine, and it's a hormone powerful enough to fool your body into thinking it's either having a normal menstruation cycle or that the taker, you, is pregnant when you aren't.

As inconsequential as it sounds, all who are taking "The Pill" (oral contraceptives) should review the side-effects of this hormone. Because the side-effects are not inconsequential and for some women, what are warnings to others, could be lethal for them.

### Contraindications

The following is a list of conditions that would forbid a woman from taking oral contraceptives: past heart attack, stroke, coronary heart disease, phlebitis, breast cancer, and liver dysfunction.

Women who have the following are at risk and should find other form(s) of contraception: severe hypertension, or diabetes.

Any woman found healthy and able to take

oral contraceptives should be aware of the risks of taking this type of medication and contact her physician if she gets ACHES the acronym for the serious side-effects caused by birth control pills. The letters A-C-H-E-S are an easy way to remember the warning signs linked to the use of oral contraceptives: Abdomen, Chest, Head, Eye, Severe leg pain.

These are warning signs of potentially serious medical emergencies. Sudden severe stomach or abdominal pain may indicate gallbladder disease, a blood clot, or something wrong with the liver or pancreas. Chest pain or shortness of breath may indicate a blood clot in the lungs or a heart attack. Headaches may be one of the symptoms of hypertension or a stroke. Severe leg pain is the prime symptom of a blood clot in the leg. Each of these symptoms are serious enough to be evaluated by your personal physician on an immediate basis.

### Birth Control Pills Affect Other Medicines, Too!

Oral contraceptives not only affect the taker, you, but they also affect the other medications you may be taking. The following

drugs decrease the effect of oral contraceptives (making them less reliable): ampicillin, penicillin V, barbiturates, neomycin, Dilantin, Bactrim, and Septra.

Oral contraceptives decrease the effects of the following medications: insulin, oral hypoglycemics, and oral anticoagulants.

Oral contraceptives increase the body's need for various vitamins, most importantly vitamins B2, B6, B12, C, and Folic Acid. These vitamins are needed for normal production of red blood cells and proper nerve conduction. A deficiency of any one of these vitamins will be shown as: Vitamin B2 - inflamed tongue or deep ridges on its edges; Vitamin B6 - bloating, tingling of arms and legs; Vitamin B12 - fatigue, sore throat; Vitamin C - bleeding gums, poor wound healing; and Folic Acid - anemia, fatigue.

It is an important decision to have or not to have children and the related ways to prevent unwanted children. Induced abortion is not the mode of

choice for preventing the birth of children so each woman must decide and take primary responsibility for her "planned parenthood."

I've only covered "The Pill" because it is the most popular form of contraception, probably because it is easy, neat, and clean. But don't kid yourself, any woman taking the pill needs to be very careful with her health care and stay in close contact with her gynecologist. Make yourself aware of the danger signals and be willing to try other forms of birth control that are successful but require a little more care or fitting; such as, the diaphragm (3%), vaginal foams, creams, and suppositories (1-3%), Rhythm (7%), or IUD's (1-3%). The numbers in parenthesis represent the overall annual pregnancy rate when the procedure was used properly. The percent for those using the pill and using it right is 0%; which is another reason why this form of contraception is so popular.

## "Ho-Ho-Ho and a Merry Christmas!"

Santa and Mrs. Claus answer calls from children who've reached them via the Hillhaven Corporation's Ho Ho Hotline, a national phone-in program now in its eighth year. Harlan Hayes, 84, and Fannie Hicks, 96, of the Queen Anne Care Center in Seattle, are among the more than 1,000 elderly long-term care residents across the nation who are participating in this year's Hotline.



Children can call the 1988 Ho Ho Hotline from December 15th through the 27th, from 1 to 5 p.m. in each time zone, and speak directly with Santa or Mrs. Claus. The toll-free number: 1-800-77-SANTA.

# Credit Union Celebrates 50th Anniversary

Over one hundred credit union members and staff gathered at the Quiet Cannon in Montebello for dinner and dancing on the evening of October 21 to celebrate their 50th anniversary.

Jim Findlay, president of the Transit District Employees Federal Credit Union, opened the festivities by raising a toast to the assembly gathered to honor the half century of service.

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*Strategic  
plans include  
opening new  
facilities  
in 1990*

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Findlay, in a "state of the union" report, told the group that the credit union has grown to \$9 million in assets. "Our strategic plans include opening new facilities in 1990, expanding our hours of operation to a half-day on Saturday, activating a mobile unit to go to the divisions, and to offer financial planning," said Findlay. He added that at the credit union's current growth rate he did not think it would be difficult to achieve \$20 million in assets.

Findlay introduced members of the credit union board: James Duke, Denise

Findlay, Milo Victoria, Carl Jones, Harold Hollis, Lou Collier, and Bill Dooley; and members of the staff. RTD General Manager Alan Pegg told the members and staff, "This is quite an achievement for a business. In the first year most businesses fail, so this is most impressive. The people who make it work deserve a lot of credit. We hope the RTD and the credit union go for another 50 years."

Credit Union Manager Hyla Howard and James Findlay were then presented commemorative plaques by George Poitou from the California Credit Union League.

Hyla Howard recounted the credit union's past. Chartered in 1938, the original name was LARY M & E Federal Credit Union. "Our field of membership was LA Railway Corp. At the end of our first year, we had total assets of less than \$2,000," she said. She took the opportunity to

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*At the current  
growth rate it won't  
be difficult  
to achieve  
\$20 million in assets*

---

explain the primary purpose of the institution. "...To promote thrift among its members. By affording them



*Findlay and Division 9310 members toast the Credit Union on its 50th anniversary.*



*James Findlay and Hyla Howard receive commemorative plaques from George Poitou of the California Credit Union League honoring the achievement of the Transit District Employees Federal Credit Union.*

an opportunity for accumulating their savings. And to create for them a source of credit for loans for provident or productive purposes."

She explained that credit unions are different in the manner in which they are organized from other

financial institutions.

"Credit unions are owned and organized by the members. It's nice to know that people are willing to give as well as to take from society. I want to thank each and everyone of you for your support because



Time to cut the cake and let the party begin! says Hyla Howard and her staff.



Milo Victoria helps out the band by singing "La Bamba."

...And more dancing by the Peggs, joined by Rick Carron and Gayel Pitchford.

without you there would be no credit union," she said.

A drawing for door prizes was held that included giveaways from small gifts to a grand prize of a weekend trip for two aboard a sailing boat won by Division 9318 Manager Max



There was dancing by Alan Pegg and his wife, Betsy.



Martinez.

Following the presentation, Hyla cut the cake and the dancing began. Live entertainment was provided by Gazelle, a noted Disneyland band and continued until 1:00 a.m.

## Happy Birthday Lei!

Transportation helped Director Leilia Bailey usher in her 49th year (they'd love you in San Francisco) on October 18. Among her gifts, Ms. Bailey received a gold-plated mirror just to remind her she's still looking great.



## Headway Deadline

People are always asking us how you go about getting stories, ads, or information in the *Headway*. We cannot emphasize enough how much we welcome contributions from the RTD community; they are the bread and butter of this magazine. Letters to the editor, activity reports, articles, and editorials are needed. If

signed by the author. Each will be verified by phone call. The editor reserves the right to select, edit, and position all copy. If you have ideas on how to make the *Headway* a more informed and involved RTD publication, call or write *Headway*, 425 S. Main St., Los Angeles, CA 90013, ext. 6319.

Our deadline schedule for receipt of editorial copy is the first day of the month for the next month. It works this way, if you want something printed in the: January 1989 issue—send it in by December 1, 1988  
February—January 1, 1989  
March—February 1, 1989  
April—March 1, 1989  
May—April 1, 1989  
June—May 1, 1989  
July—June 1, 1989  
August—July 1, 1989  
September—August 1, 1989  
October—September 1, 1989  
November—October 1, 1989  
December—November 1, 1989  
January 1990—December 1, 1989

Contributions

are the

bread and butter

of the

Headway

you know someone who would make a good subject for a human interest article, give us a call.

Letters and editorials should be either typed or printed, double spaced, and

# Dispatchers Play Many Roles In RTD's Nerve Center

by Greg Davy, News Bureau Representative

To the majority of RTD's 5,000 bus operators, the radio dispatcher is only a voice attached to a number.

But the voices and numbers belonging to RTD's 50 radio dispatchers can mean the difference between a right turn and a wrong one, how an operator handles a tense situation aboard a bus, or whether a little girl ever retrieves the purse she left on the seat of a bus.

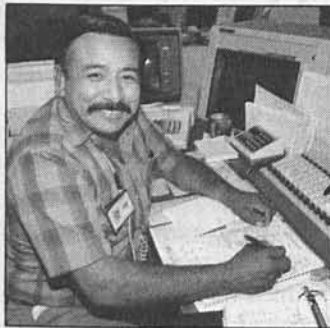
"Quick response time to an accident, regardless of whether an RTD bus is involved, is a dispatcher's responsibility," says Operations Control and Services Superintendent Bill Bennett. "And that's not all they do. For instance, if a wheelchair rider needs a bus with special equipment, the dispatcher sees to it that one arrives."

The dispatchers sit at consoles that wrap around them on three sides. There are computer monitors, keyboards, schedules, and stacks of incident reports. Each wears a radio/telephone headset, the instrument that serves as the operator's lifeline.

The voice the operator hears can be instructive, calming, reassuring. It is often the key to getting a sick passenger an ambulance or telling other buses about road obstacles. They also track detours and special events, rerouting buses when necessary—a task demanding attention to

detail.

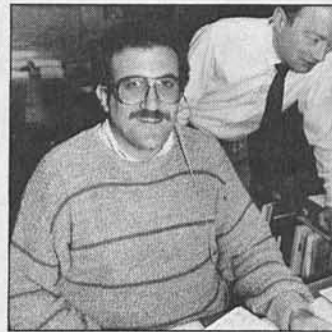
Each dispatcher has a number, based on how long he or she has been with the District. The lower the number, the longer the service. Dispatcher No. 1, Daniel Ortiz, 52, has talked bus operators through many a problem in his 17 years at the console.



Daniel Ortiz

"We handle all sorts of problems," says Ortiz. "And it's not just from bus drivers. Lots of District employees and the public call us with questions. You can't say, 'Let me take it under advisement.' You have to have an immediate answer."

Even though there is an RTD lost and found department, dispatchers routinely get calls from riders asking if items left on buses have been turned in. Ortiz took one such call from a little girl, a regular rider who left her purse on a bus. Ortiz radioed the operator, who found the purse and said he would keep it for her and return it the following morning.



Mark Solomon

"We got lucky on that one," Ortiz said. "Usually we refer calls like that to the lost and found number, but we try to help out when we can."

Dispatcher No. 31 Mark Solomon, recalls when a mental patient wandered away from home and boarded a bus. Concerned family members called trying to find him.

"Usually there's not a lot we can do in situations like that," says Solomon. "But in that case we were able to find him and bring him home. The family called me to thank me for my help."

"That's kind of nice. You don't expect to get a pat on the back for what you do every day on the job."

Dispatchers must expect the unexpected. Denni Gonzalez, known as No. 21 to the operators, once got a call from a perplexed driver during the Christmas season.

At about 3 a.m., a guy got on in the Westwood area with a Christmas tree," Gonzalez says. "Not just an ordinary tree, mind you, but a big tree—10 feet tall and

big and bushy. The guy was dragging it down the aisle. People were ducking.

"Several of us were listening to this situation unfold, and I had to keep from laughing right into my headset," she recalls. "Finally, the operator tells me the man would not pay the fare. I said to him, 'For himself, or the tree?' I couldn't help it—I thought it was so funny."

The strangest call for Ortiz?

"An operator saw a flock of sheep grazing on a hill near Walnut," says Ortiz. "He radioed us to report that he saw a coyote hiding behind a bush getting ready to jump them. I told him I would notify security."



Denni Gonzalez

Solomon tells about the time he spent 15 minutes late at night trying to reach an animal expert to find out how to get two amorous dogs out from the middle of the road. The animals were blocking the bus.

*continued on page 21...*

...continued from page 20

"I finally got somebody at the animal shelter. He suggested we throw a bucket of water on them," says Solomon.

It is the more serious incidents, however, that bring the RTD dispatchers the most respect and the most job satisfaction. Through their efforts, potentially dangerous situations can be brought to a safe conclusion.

Gonzalez received high praise from her fellow dispatchers for her handling of a recent freak occurrence in which a flying car tire crashed through a bus's front window, killing the operator. She spoke with passengers on the bus to help them bring the bus to a stop.

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*The strangest  
call for Ortiz?*

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"In every job, there's always one thing that happens that will stick with you the rest of your life," says Gonzalez. "That one will be the one for me."

Ortiz, Solomon, and Gonzalez all agree that it is especially rewarding when operators seek them out to thank them for their help.

"That makes my job worthwhile when that happens," Ortiz says.

For Gonzalez, it's an added pleasure in a job she already enjoys.

"When I first took this job, I told myself that I was going to be here for the operators. I try to be really gentle with them. It has worked out well for everybody."

## Breakfast at 7

The staff at Division 3207 got up early on October 28. They broke open the chuck wagon and by 4 a.m. were serving up their annual breakfast in appreciation of their operators.

late sign-ons," she said.

Ms. Goens said the staff felt compelled to express their gratitude to the operators for pulling together when the division was short-handed. "We've



*Division 7's breakfast crew included, clockwise, kneeling: Ken Wilson, Stacey Rosann Wilson, David Alleyne, Joe Putt, Earl Rollins, Patsy Goens, Steve Crawford, Jose Romo, Bob Oliver, Diane Frazier, J. I. Green, and John Hale.*

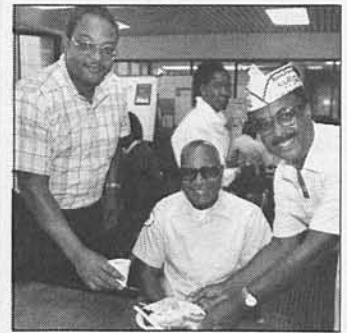
The train room smelled like home cooking with pancakes, scrambled eggs, sausages, and bacon hot off the griddle. "This is our way of showing our appreciation to the operators for cooperating with us," said Division Manager Earl Rollins. "I want to thank my staff for the beautiful job they've done here, putting in extra hours and working on their days off. And, thanks to Employee Activities for giving us the funds," he said.

TOS Patsy Goens declared the annual breakfast a great morale booster. "They (the operators) are very pleased. The operators see us serve them and they don't have a thing to do. We start at 4 a.m. and every operator gets to eat, even

got the best operators in the system. We can ask them to come in and work back-to-back a second shift, if it's short we can piece together an 11-hour run. It is wonderful to be able to tell them 'thank you.'"

Senior Instructor Jose Romo said he was proud to be cooking for such a great group. "This is a good crew. Our operators go through lots of adversity in a day's work—thick traffic, long hours, but they manage to keep their spirits up. I'm proud of my instructors, the dispatchers, the operators, the whole group."

The staff has more events planned. In fact following quickly behind the breakfast, came a gala black tie dinner at the Hyatt Wilshire Hotel. But more



*It's not breakfast in bed, but who's complaining says Operator William Weary, center, at Division 7's Annual Operator Appreciation Breakfast. It was service with a smile from Division Manager Earl Rollins, left, and TOS Bob Oliver.*

about that and the Christmas party in upcoming issues.

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## Ms. U-Neeks



The Personnel Department has always had unique personalities serving the human resources needs of the District. It is only on Halloween though, when we can really let our hair down and our ghoulish spirits run wild. Shades of Shirley MacLaine! If it isn't Luanna Urie in her former gypsy dancer life, Elia Hager as Broomhilda, Kathy Harper as Samantha, and Diane Talton as Cleo, or is it Liz?

# WAR HERO DRIVES THE BUS

by John Hyde, News Bureau Representative

**R**udy Alvarez is no phony Rambo. He's the real thing. He's also part Gary Cooper and Jimmy Stewart. Married, kids, house in the suburbs. Steady, skilled, loyal, and courageous, lots of heart...the kind of guy you'd like beside you in war—or as a neighbor.

Alvarez hesitates before sharing his war experiences. He was a paratrooper and member of the elite Special Forces, or Green Berets, over a 21-year Army career. That was before becoming a bus operator for RTD, where he's worked the past 18 years and acquired a perfect, accident-free record.

In 1966, Alvarez was attached to an infantry unit battling to keep a hill in the northern part of South Vietnam. It was night and "the enemy had more than 1,000 troops to our 200," he said. Alvarez' position was about to be overrun.

While mortar shells exploded around him, he sprinted to keep his unit's two machine gun posts from falling. He dashed between

the two guns, firing, loading, and again firing.

When the smoke cleared, Alvarez was alive, one of 21 survivors out of the original 200. The enemy had shrunk back to the thick foliage from which they came.

His platoon commander called it a miracle. The hill, whose name Alvarez cannot recall, was saved. He was awarded the silver star for bravery. It filled out seven rows of medals on his uniform that include two bronze stars, Presidential unit commendations, and purple hearts, for being wounded twice, in Korea and Vietnam.

"I did my duty," says Alvarez, who was born and raised in East L.A.

He enlisted in the army in 1947 out of high school. "Defending my country is in my blood. My brothers fought in World War II. One of them was shot down in the Philippines by the Japanese, but he came out OK. My dad was a World War I vet," he says, behind



Former paratrooper and Green Beret Rudy Alvarez now drives for the RTD.

penetrating eyes tempered by a smile.

Now he lives in Diamond Bar, just four miles from Division 3216, from which he drives an express line to downtown L.A.

But the military connection runs deep, to his Hispanic heritage, of which he is proud. The five-foot-

nine-inch retired master sergeant speaks seven dialects of Spanish. He is descended from Spaniards who settled in California generations ago and from Mexicans who migrated from Texas when it was still part of Mexico.

"I've got an ancestor who fought with (Mexican)

General Santa Ana against the American Texans, though I don't know if he saw action at the Alamo," he says.

The burly Alvarez nearly whispers as he talks about his marriage in 1967 to Loretta, a reddish-blonde. He met her through an army buddy three years earlier while stationed at Special Forces headquarters in Fort Bragg, North Carolina during a break from six tours of Vietnam.

"It was hard proposing to her because," he mumbles, "I had trouble saying 'I love you.' I was glad she said yes."

Alvarez was "blessed" with a son, now 34, and daughter, 28, from Loretta's previous marriage. He quickly grew close to the two children and says, "I knew they had accepted me when they called me Dad."

The next year, at Loretta's urging, he retired from the Army. "She was worried about my going to Nam again, and it did take me a few years to get

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readjusted." They had a daughter, Lisa, in 1971, "about a year after my neighbor, an RTD bus driver, suggested I apply and RTD hired me. Lisa's a senior in high school now," he smiles.

When Alvarez and his wife aren't enjoying the three children and seven

grandchildren, they restore antiques and tend the rose garden in their backyard. And most Saturday nights he and Loretta dance to country music at the local Moose lodge.

Before he acquired enough seniority a year ago to go on Line 480 near home, Alvarez worked bus routes from RTD bus divisions downtown, in East L.A., El Monte, and Glendale.

"I like serving the public. It's kind of like serving your country," says Alvarez.

"Most people are good, too, and I like working with them. Just last week, a blind passenger got on my bus by mistake—his friend put him aboard. I got to the end of my run and the guy was still there. I talked to him, and walked him across the street to make sure he got on the right bus.

"Yeah, a lot's happened to me and the people close to me," Alvarez says. "But no matter what, I love my family, my country, and my job."

## Ski Free!

Here's a pick-me-up to look forward to after the holidays are history—"Learn to Ski" Day—January 20.

Hundreds of ski areas offer free classes, lift tickets, and rental equipment to first-time skiers.

More than 50,000 beginners took advantage of the day last year, so register early at the area of your choice.

Information on "Learn to Ski" Day is available through local participating ski shops, which also will offer reduced-price coupons for beginners, January 21 through February 17.

## Quote of the Month

"You can't use television as a substitute for parenting. You have to spend time with your child."

—Bob Keeshan,  
TV's Captain Kangaroo

### One Size Fits All

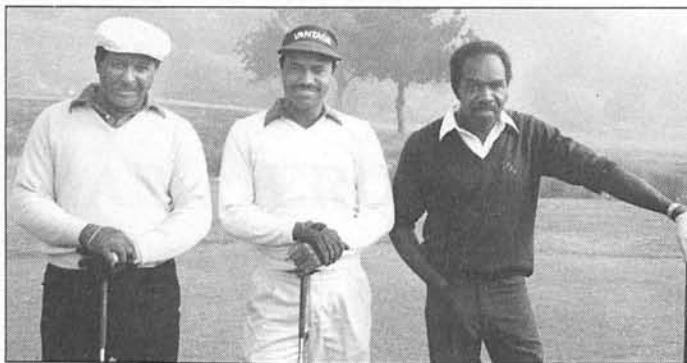


U.S. SAVINGS BONDS  
Buy Something For The Future

# Transit Golf News

by Jim Falcon

Well, another year of golf for the Transit Golf Club is coming to an end and this means honoring club champions, our year-end awards banquet, and the recruitment of new members for the 1989 season are now under way.



*Finalists for the A-Flight Championship, left to right: Fred De Cater, Duane Johnson, and Ray Campbell.*

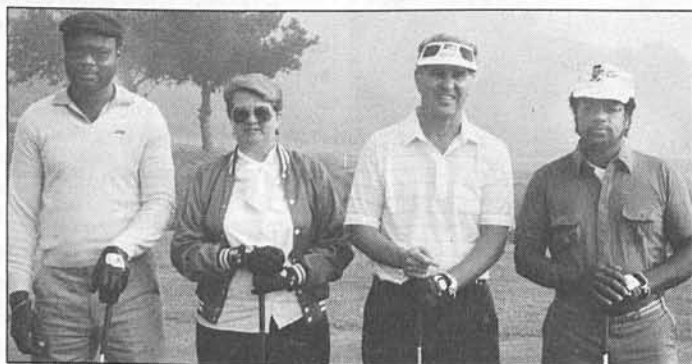
be only \$30 per year with an unlimited amount of benefits to receive. Some of the golf courses that will be played next year include Brookside, Camarillo Springs, Montebello, San Dimas, and La Mirada. We are also planning weekend trips to Palm Springs, San Diego, and maybe Las Vegas. So, don't be left out, become a member. Membership forms will be available in the Employee Activities



*Finalists for the B-Flight Championship, left to right: Manuel Zaragosa, Fred Tunstall, Jesse Weathersbee, and Leigh Boyden.*

This year's finalists for A-Flight championships are Duane Johnson, Fred De Cater, Ray Campbell, and Leroy Strand. In B-Flight the final four are Manuel Zaragosa, Leigh Boyden, Fred Tunstall, and Jesse Weathersbee. Finally, in C-Flight, the top four are Roger Kundert, Larry Houston, Charlene Schmidt, and Joe Coleman. TGC wishes all finalists the best of luck and will report the winners in the January issue.

Trophy presentations and other prizes were given out at our annual dinner banquet on November 19 at the Velvet Turtle Restaurant in Chinatown. It was a



*Finalists for the C-Flight Championship, left to right: Joe Coleman, Charlene Schmidt, Roger Kundert, and Larry Houston.*

joyous occasion featuring awards, raffles, dinner, and the election of new officers for 1989. But, more about that in January.

Finally, it's that time of the year where any prospective golfer is cordially invited to join the Transit Golf Club. Membership will

Department. For those people interested who don't have access to an application form, just write your name, address, and phone number on a sheet of paper and mail it to the Employee Activities Dept., 425 S. Main St., Los Angeles, CA 90013 c/o Transit Golf Club. We hope to see many new faces in the upcoming year. Remember, keep your head down and drive through the ball!

## For Sale

Spacious 3 bedroom, 1-bath, tri-level home. Exterior recently restuccoed. Remodeled kitchen (new stove) and bathroom. Formal dining room with oak floor and a view. Patio features rose bushes and fruit trees. Double car garage w/ automatic door opener. 4418 Hayes St., located near Monterey Park, Alhambra, and downtown LA. Asking \$145,000. Call or leave message at (213) 222-8666 or (714) 493-3579. Ask for Alvin Rivera.

Unique conversational art on your clothing for parties, festivals, fun, and play. Great personalized gifts for family, lovers, friends, and self. Contact Ferrol at (213) 698-8863 after 5 p.m. or Shelley at (213) 693-6532 between 9 a.m. to 6 p.m. Specializing in airbrush, hand brush, and press-ons.

## The Classifieds

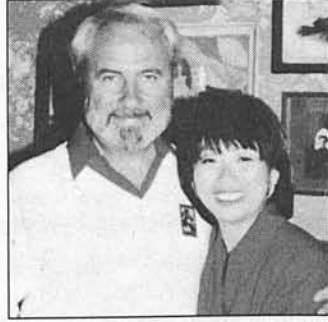
Classified ads sent by non-employees are accepted at a cost of \$3.75 per line per month. Display ads are \$20 per inch per month. Please send payment with your camera-ready ad and make checks payable to the RTD. The price for ads is subject to change without notice. Send ads the first week of the month for printing in the following month's issue to *Headway*, RTD, 425 S. Main St., Los Angeles, CA 90013. RTD employees' and retirees' ads will continue to run free.



## Weddings



RTD Human Resources Assistant **Susan DeSantis**, 42, was married to **Jerry Hillman**, 52, on October 22 in the Christ Church Unity in Anaheim. The couple's reception was held at the Anaheim Marriott. Following the reception, Jerry and



RTD Director of Risk Management **Barbara Akk** married **Andrew Anderson** on November 6 aboard the Queen Mary in the Royal Wedding Chapel in Long Beach. The site of the ship was chosen because it is where the couple shared their first date. "It's a very romantic spot for us," said Barbara.

During a recent interview, Barbara happily talked about her husband-to-be. "I've found that very special person," she said. "I needed someone I could relax and play with. Andy has given me home and hearth. We come home to each other from fighting the dungeons and dragons of a day's work."

"Barbara and I can talk and be interesting to each other," said Andy. "Our secret as a working couple is that we can separate our work life from our home life."

The reception followed immediately at Ports O' Call in San Pedro. The couple honeymooned on the island of Kauai in Hawaii. Barbara's new husband, 50, is a contract administrator for the Los Angeles Unified School District. The couple now makes their home in Long Beach.

Susan flew to Maui for their honeymoon. The groom is employed by the Los Angeles County Sheriff's Department as a deputy sheriff in the Crime Prevention Unit. Susan supervises the indefinite leave desk in the Special Projects Section of the Personnel Department. She has been with the District for 5-1/2 years. The couple makes their home in Lakewood.

*I needed  
someone I could relax  
and play with.  
We come home  
to each other  
from fighting the  
dungeons and  
dragons of a day's work*

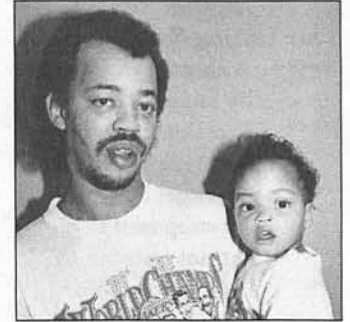
## BIRTHS

Born to Division 9310 Mechanic **Chris Cabrinha** and his wife, **Julie**; a son, **Scott Michael**, on October 13, 1988 in Fontana. Scott weighed 8 lbs. at birth. Chris and Julie prayed for a son and are quite happy their prayers were answered.

Born to Digital Technician **Robert Dodd** and his wife, **Nancy**, a daughter, **Kyle Janet**, on October 26, 1988 in Anaheim at 5:40 a.m. Kyle weighed 7 lbs., 1 oz. and was 19-1/4 inches at birth.

Born to Division 8 Operator **David Olney** and his wife, **Cecilia**, a son, **Frank David**, on October 24, 1988 in Canoga Park at 1:10 p.m. Frank weighed 7 lbs., 12 oz. and was 20 inches long at birth. Said his proud papa: "He looks like he'll play for the Dodgers." Frank is the Olney's third child.

Born to Division 12 Operator **Michael Jones** and his wife, **Carolyn**, also an operator from 3218, a son, **Christian William**, on



*Michael Jones and Christian*

September 4, 1987, at 8:44 p.m. in Gardena. Christian weighed 7 lbs., 8 oz. and was 21-1/2 inches at birth.

Born to Division 9307 Mechanic **Tom Lovasco** and his wife, **Lynn**, a daughter, **Shannon Lynn**, on June 7, 1988. Shannon Lynn weighed 10 lbs., 2 oz. at birth.

Born to Radio Dispatcher **David Castillo** and his wife, **Helen**, a son, **Andrew Gilbert**, on October 5 in Pasadena. Andrew was 5 lbs, 13 oz. and 18 inches long at birth. Papa has been with the District for 15 years. The family resides in Alhambra.

## REAL ESTATE LOANS



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# RTD GOES TO THE MOVIES

## Our Rating System

- \*\*\*\* - A classic; *Cinderella* by Disney
- \*\*\*\* - Excellent; worth waiting in line for
- \*\*\* - Average; does what it's supposed to do, but not outstanding
- \*\* - Fair; a good effort, but flawed
- \* - Poor; a waste of time
- BOMB - *Santa Claus Versus the Martians*, a Christmas classic

Happy holidays to all of you who are reading this in December. Christmas is going to be upon us sooner than we realize, and with it comes the year's final rush of movies. Once summer ends, things quiet down until Thanksgiving, and the films released here have "Oscar" written all over them. The advantage to such a late release date is that your film stands a better chance of being remembered when the Oscar balloting starts in late January, early February. The subject matter turns weighty, dealing with serious social issues in a manner worthy of "adult" attention.

The reason I put "adult" in quotation marks is that I personally feel that Hollywood gets a little pretentious at this time of year, patting itself on the back and saying, "See, we have a social conscience; we can deal with heavy issues." When I take a break from holiday shopping, I don't

exactly want to see gloom and doom at the theater; too many films released around this time suffer from IMS (Important Movie Syndrome).

There are, however, always a few bright lights. For fans of Kathleen Turner and William Hurt, there's *The Accidental Traveler*, based on the book by the same name. Hurt plays a travel writer who despises travel, Turner is his wife, who leaves him because she just can't take it anymore, and Geena Davis is the girl he meets after his son dies, and who helps him put his life back together. I'm not giving this one a rating because the preview that I saw was a rough cut, and there are a number of edges that need smoothing out (That's why they have previews). I enjoyed myself, but the film dragged in places, and I'd have to look at the finished project before making a final judgment. I will predict that this is going to be one of the big hits of the season, though, and a serious contender for the Oscar.

For children, Disney is bringing out a cartoon entitled *Oliver and Company*, an animated retelling of *Oliver Twist*, updated to modern times and using cats and dogs in the big city. The nice thing about Disney cartoons is that you know that you can take your small children to them and not have to worry; they're

always entertaining and they're always suitable for a family audience. Usually, the adults manage to enjoy themselves, too.

If the lines seem too long at the theaters, or it's too expensive (prices have gone up on some of the movie tickets Employee Activities sells — would you believe some theaters in New York now charge \$7.00 a ticket? Los Angeles will follow, no doubt), there's always the video store. Frankly, this is more and more becoming a viable alternative for families

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*The films  
released here  
have "Oscar" written  
all over them*

---

because of the cost of renting a movie (99 cents at some places) versus admission costs, refreshments, parking, gas, etc. It's quick, it's easy, and you don't have to get dressed up. There are always new releases, and old classics that you'd like to see again. For this season, I'd like to recommend the following:

*A Christmas Story* - a childhood memory of Christmas back in the olden days when a BB gun was the best thing a kid could have, but his mother was worried that he'd put his eye out with it.

*Cinderella* - now out on video, I would recommend that you buy this one if you have small children — they'll love it. It's the first film I ever saw, and the years have not dimmed my viewing pleasure.

*E.T.* - yes, I know

there's been a big media blitz, but if you're thinking about buying it, do so. It's a limited release, and all copies remaining in stores are supposed to be pulled after Christmas Eve. This is a film to treasure and watch again.

*It's a Wonderful Life* - Frank Capra's enduring classic, starring James Stewart. We can always turn a little sentimental at Christmas, and I think it's a toss-up between this and *White Christmas*, starring Bing Crosby, for most popular Christmas film. *Wonderful Life* wins by a nose for me, though. I recommend the original black-and-white, not the colorized version.

Now, turning from Christmas videos to videos in general, I have a little hint for all of you who might want to own a particular film, but balk at paying \$89.95. Keep a close eye on the racks near the checkout counter at your local video stores; they are often filled with films that the store wants to get rid of, and is selling at a reduced price. These tapes are sold as is, so caveat emptor, and check the tape quality before you buy.

First, if they have a machine that's playing videos, see if they'll put the tape on. This is the best way to check. If they won't (and many won't), take the tape out of the sleeve or box. There is a little button on the side. Very gently, depress the button and flip back the tape cover. Do not, under any circumstances, touch the tape surface. If you do, it dies. Look at the tape to do a visual quality

*continued on page 27...*

...continued from page 26  
 check. If the surface is dull or wrinkled, think twice, or check another tape of the same title. If the surface is shiny, make certain the edges haven't curled up. The tape should lie nice and flat. If all looks well, you may have found a bargain.

The reasoning behind this is that many stores overestimate the number of copies they'll need of a film to rent. As a result, copies are only rented once or twice, then are weeded out to make room for other new titles. I just purchased a "slightly used" copy of *The Princess Bride* for \$14.95. It lists for \$89.95. That's a \$75

savings. If you can buy a new copy of the tape for \$20, it really isn't worth it to go through this, but it can help stretch your budget for those more expensive films you might want to own. Best holiday wishes, everyone, and be seeing you  
 — Carolyn Kinhead

### Thank You Note

Aloha! ATU

Thank you for that lovely trip to Hawaii it was beautiful. We really enjoyed it thanks to all of you. We also hung loose Hawaiian style.

Albert and Arlee  
 McKnight

# RECREATION NEWS

### December

- 17 Moscow Circus 4:00 p.m.  
 The Forum \$17.50 tkts for \$12.50
- 31 Magic Kingdom on Ice - Sports Arena 12:00 noon \$10.50

### January

- 2 Rose Parade - Grandstand seats  
 1650 East Colorado Blvd. \$28.00
- 29 Harlem Globetrotters - Forum \$13.00 for \$11.00

### Lakers \$11.50 Colonnade seats

- December
- 28 - Philadelphia
- January
- 6 - Miami
- 8 - San Antonio
- 13 - Cleveland
- 16 - Houston

### Clippers

- Dec. 10 - Utah
- Jan. 30 - Atlanta

### Kings Hockey \$40 includes parking and program

- December
- 20 - Calgary
- 21 - Minnesota
- 27 - Montreal
- 29 - Vancouver
- January
- 12 - St. Louis
- 14 - Hartford

### Lazers Soccer \$20.00 tickets for \$6.00 includes parking and program

- December
- 22 - San Diego
- 26 - Wichita
- January
- 5 - San Diego
- 7 - Baltimore
- 15 - Wichita
- 17 - Kansas City



And to all at the RTD a very Merry Christmas from the Personnel Department's Employee Activities Section and the staff you have come to know and love over the years. From left to right: Renee Crawford, Cathy Chang, Betty Mons, Olivia Acuna, Edith Williams, and Diane Talton.

Dear RTD Employee and member,

Your dental insurance is accepted in our office.

**Lydia Hakim-Zadeh, D.D.S.**  
 General Dentistry  
 16550 Ventura Blvd., Suite 320  
 Encino, CA 91436  
 (818) 784-2414

Christmas items on sale in the Employee Activities office. See's candy, fruit cakes, stockings, stuffed toys and decorations. All at tremendous savings.

Need an extra special gift. Why not a Bulova dress watch, 40% to 60% of retail cost.

Come by the Employee Activities Office, 2nd Floor, Headquarters Building, Hours 10:00 a.m. until 3:00 p.m. Monday through Friday.



## HEADWAY

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Editorial input and suggestions are welcome. Deadline for receipt of editorial copy is the first day of each month. Send black-and-white photographs only. Requests for photographic coverage of District events must be preceded by 72 hours notice.

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