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Finding The Source



Division Reductions and Closures Planned

by Dan Miller, Operations Staff Superintendent

Bus operators are asking questions in the current round of meetings of the Labor-Management committees at each division about possible division closures. After fifteen years of growth in service the District currently faces projections of system-wide reductions in service and buses. The highest number of annual peak hour buses in service occurred in Fiscal Year 85 which was the last year of the three-year Proposition A 50-cent fare program.

In Fiscal Year 85, a maximum of 2200 buses was operated during peak service periods. During Fiscal Year 88 the maximum number of peak hour buses in service has been 2050 buses. This is a reduction of 150 peak hour buses from Fiscal Year 85. An additional reduction in service of 225 buses is projected during the next

three years.

Presently, for the June 1988 Shake-Up, Division 6 in Venice is planned to be downsized from its present peak fleet of 60 buses to about 30 peak buses in service. For the next Shake-Up in December 1988 Division 16 in Pomona is now planned to be closed.

There are several causes for this cutback in the size of the District bus system. Funding to the RTD from the federal, state, and local levels is being reduced. In addition, ridership this year has been less than forecasted resulting in a reduction in farebox revenues from the amount budgeted as part of the District's income. Finally, some District service is being transferred to other agencies to operate. During Fiscal Year 88 a total of 11 small peak hour commuter lines and 6 small local lines were taken

over by the City of Los Angeles and by the County of Los Angeles for operation under contract by private bus companies. One line formerly operated by RTD for Orange County Transit District (OCTD), Line 459 (Huntington Beach-Los Alamitos Express) is now operated by a private company and Line 464 (L.A.- Fullerton Park-Ride) is planned to be operated by a private company, starting July 1988. Additionally, a number of more major lines are planned to be taken over by private bus companies starting in July 88 with two major commuter lines in the San Gabriel Valley, Line 495 (L.A.- Rowland Heights Diamond Bar-Park Ride) and Line 498 (L.A.- Eastland-Glendora-Park Ride).

The combination of reduced tax support funding and high operating costs are forcing the

RTD to cut back in service with relatively little lead time. Director of Transportation Leilia Bailey said: "I know many of our employees are worried about how these service cutbacks may affect them in the near future. I believe it is important that we keep our employees informed on a timely basis."

Assistant General Manager for Operations Robert Korach notes that, the District must reduce its indirect overhead costs when the District is removing a significant number of buses from service. He states, "The closure of Division 6 from a full operating division to a terminal operation with only a small number of management and supervisory staff is one way to reduce overhead costs."

Metro Rail AGM Says It's On Time and Under Budget

by Greg Davy, News Bureau Representative

In response to a front-page article in a March issue of the Los Angeles Times, it was reported to the RTD Board of Directors' Rapid Transit Committee on April 5 that construction work on Metro Rail's first 4.4-mile segment (MOS-1) continues well under budget and on schedule for an

early 1993 opening.

The \$1.25 billion project is \$88.7 million under the originally approved budget after the awarding of 19 contracts, and is on track toward carrying its first paying passengers in January of 1993, said Assistant General Manager for Transit Systems

Development William Rhine.

Several unforeseen circumstances culminated in an eight-month delay in the opening of Metro Rail, announced last January. Since then, Rhine said, the RTD and its contractors have solved the problems and are making excellent

headway.

"I'm very happy with the progress we've made so far," Rhine said. "The tunnel at Wilshire and Alvarado Streets is 3,100 feet long and growing daily, and holes are being dug for underground stations."

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45 Positions Abolished in April

The District abolished 45 positions effective April 8, to save \$500,000 in operating expenses this fiscal year.

General Manager Alan Pegg said it was a measure taken to reduce the \$4.4 million budget shortfall projected in Fiscal Year 1988.

The cutbacks will not affect service, but many departments are affected by the reduction in force.

The 45 positions include 11 non-contract staff positions, 15 clerical positions, 18 maintenance positions, and one security guard position.

The cutback amounted to a one percent

reduction in force, excluding bus operators. It is anticipated that the downscaling will result in an annual savings of \$2 million, or \$500,000 for the three months remaining in the fiscal year.

"It is never easy to announce layoffs," Pegg said. "But the Board of Directors and I have explored all avenues to balance our budget. We are doing this as one necessary step to reduce the deficit." In March, the Board of Directors had ordered that \$2.5 million be cut from the budget before June.

The last wave of layoffs occurred over a

year ago when 32 administrative positions were eliminated to help cure last year's budget deficit.

According to Employment Manager Nikki Barnard, eight or more of the positions abolished

The cutback amounted to a one percent reduction in force, excluding bus operators

were vacant. "Each department was allowed to eliminate positions

that became vacant as of January 1."

For those employees who actually filled the abolished positions, Ms. Barnard said they were given two weeks pay in lieu of notice and severance pay determined by their length of service.

As to future cutbacks, Ms. Barnard replied, "This is all that has been planned as of this time. The one percent across-the-board reduction was ordered by the executive staff, approved by the general manager, and the Personnel Review Committee."

Teamsters Local Signs Accord with District



Signing the labor pact are, around the table clockwise, Teamsters Steward James Henry, Assistant General Manager-Management John Richeson, Transit Police Chief James Burgess, General Manager Alan Pegg, Transit Police Lt. Jerald Morin, Teamsters Steward John Davis, and Teamsters Business Agent Bill Piercy. Standing from left to right, Human Resources Analyst Julie Regnier, Labor Relations Manager Brenda Diederichs, and Employee Relations Director Roger Kundert.

Teamsters Local 911 signed a labor agreement with the District on April 15. The accord was reached on December 17, 1987 after only eight collective bargaining sessions with both the District and the Teamsters indicating the utmost responsiveness to the current political pressures and financial restraints of the District.

The three-year contract which is retroactive to October 1, 1987 and terminates on September 30, 1990, covers the District's 51 security guards. Contract highlights include:

- No wage increase in Year 1.
- Employees Injured On Duty (IOD) pay

increased from 15 days to 30 days.

- Indefinite Leave reduced from 2 years to 1 year.

- Employee must work 40 hours before receiving overtime pay.

- Sick Leave after seventh year reduced from 173 hours and 20 minutes to 120 hours.

- Uniform allowance increased in both Years 2 and 3.

- Probationary period increased from 6 months to 12 months.

The District agreed to a reopener in Year 2 of the agreement to renegotiate any wage increase and increased costs in health care coverage.

Divisions 3303 and 3215 Earn Safe Performance Awards

Maintenance Division 3303 and Transportation Division 3215 won the Safe Performance Award for the fourth quarter of 1987. The awards were presented at the March 24 Board of Directors' Meeting by the Director of Risk Management Barbara Akk.

Accepting on behalf of their divisions, Division 3303 Manager Mike Stange and Division 3215 Manager Ron Reedy were presented plaques and safety bonus checks of \$100 each by RTD President Jan Hall and General Manager Alan Pegg. Both divisions compiled the greatest reduction in fleet and occupational lost time injuries for the fourth quarter.

Division 3303 is especially commended for its concerted efforts that yielded such dramatic results. In the third quarter of 1987, Division 3303 averaged 7.8 lost time injuries per 100 thousand hours. By the end of the fourth quarter, the division had successfully reduced its lost time injury rate to 0.0. During this quarter the division worked 51,904 hours without a lost time injury. These statistics are impressive against the fact that the general manager's goal is 8.5 lost time injuries per 100 thousand hours.

Upon receiving the award, Division 3303



Safe Performance Award Winners receive their recognition at the March 24 Board of Directors' Meeting. Front row, from left to right: Safety Specialist Frank Larson, Division 3215 Manager Ron Reedy, Division 3303 Manager Mike Stange, and Assistant Director of Transportation Leo Bevon. Back row, from left to right: General Manager Alan Pegg and Director of Risk Management Barbara Akk.

Manager Mike Stange said he believes the District's major resource is its employees. "Without them we can't produce our product: sound, safe transportation. At our division we emphasize the use of pit boards, goggles, and face shields. We simply want to protect our resources."

Stange began with the District as a Mechanic in 1975. He assumed responsibility for Division 3303 as its manager in 1986.

Transportation Division 3215 reduced their lost time injuries by 24 percent and their fleet accident rate by 22 percent since the third quarter. The division also won the coveted title for the first quarter as well.

Division 3215 reduced lost time injuries from 7.8 injuries per 100 thousand hours worked to 5.9, a 1.9 decrease. The general manager's goal for lost time injuries is 9.0 per 100,000 hours.

Fleet accidents were reduced from 6.0 per 100 thousand miles to 4.7 while increasing total mileage by 12 percent.

Division 3215 Manager Ron Reedy commented that such performance takes effort on the part of all the employees in the division. "We are very concerned about safety awareness in this division. We post notices everywhere to increase this awareness. And, it is not just geared to safety on the bus. If someone spots an oil slick

in the yard, we want them to not only step over it, but to report it," said Reedy. Division personnel also monitor the scenes of accidents, take photos, and post these photos in the division.

Working closely with the Instruction Department, Reedy ensures that the instructors' exposure on the road is increased. "We get an instructor on the bus with the operator the next day if that operator was involved in an accident. We feel next-day follow-up is critical. If you wait, you lose an opportunity to make an impression of prevention. We do this whether or not the accident is chargeable to the operator. Accidents are expensive, no matter who is at fault," said Reedy.

Division 15 Senior Instructor Andy Soto said instructors ride with each driver three times a year in an effort to sharpen defensive driving techniques. "We ride with them before an accident. We want to keep them aware and avoid complacency. Drivers develop better safety habits and this in turn helps prevent accidents," said Soto.

Reedy emphasized the fact that any safe performance improvement takes team work. "I want to personally congratulate everyone in the division for exceptional performance. I am very proud of all of them. We want to beat our figures in the next

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Metro Rail...

...continued from page 1

A water treatment facility is being built at the Union Station site to neutralize the sulfurous groundwater discovered there. Despite the delay, tunneling and station construction should begin on time this June.

"In any project of this size and scope, occasional problems will crop up that take time to solve," Rhine said. "We don't expect any of them to affect our opening date."

Other items reported to the committee included:

- Since the RTD implemented control procedures last September, changes to contracts requested by contractors take the District an average of less than 15 days to process. As of March 1, RTD had approved 80 of the 277 change orders requested.

- Some contractors are behind their originally planned construction schedules, due largely to the discovery of contaminated materials. This is not expected to affect the opening date.

- Eighty-nine of the 96 parcels of land required for completion of MOS-1 have been acquired. The remaining seven are scheduled for acquisition in time for the planned construction on those sites.

...continued from page 4 quarter."

Reedy has been with the District for 15 years, he has been a division manager for two years.

District Builds First Emissions Test Site in State

by Rick Jager, News Bureau Representative

RTD, with the California Air Resources Board and California Energy Commission, will begin construction in June of the only facility in the state designed to test heavy-duty diesel emissions.

The testing center will be constructed at the Central Maintenance Facility for \$2.3 million. Funding will be provided by the State of California and the Urban Mass Transportation Administration (UMTA).

The project will include special vehicle and engine dynamometers and emissions monitoring equipment to conduct testing on the RTD bus fleet as well as the District's methanol-powered buses, scheduled

to arrive later this year.

"With this emissions test facility, the District will now be able to accurately test both methanol and other types of heavy-duty engines for compliance with emissions standards for 1991 and beyond," said Director of Equipment Maintenance Rich Davis.

"This means that once the facility is operational, the District will take the lead in developing new ways to improve the control of diesel emissions which will greatly contribute to a cleaner environment," said Davis.

The construction phase will begin next month with operation of the center scheduled to

begin mid-1989.

Once completed, the District will begin emissions testing on the entire bus fleet. In addition, the ARB will use the laboratory for research and development of practical enforcement standards for use within the state.

There may be opportunities for private manufacturers and others to use the facility on a contract basis.

The facility will be jointly staffed by ARB and District personnel. The dynamometer may become a revenue generator to help offset the cost of operations, as others contract to use the center's capabilities.

Maintenance Awards Division and Employees Quarter Honors

Equipment Maintenance Director Rich Davis opened the fourth quarterly awards presentation with a sobering, no-nonsense assessment of the financial state of the District and its impact on employees in the months to come (see related story on page 9).

Addressing the employees of Division 3316 who earned the Division of the Quarter award for the fourth quarter of 1987, Davis said, "You don't win awards like this unless you are doing something

right and doing it darn well. You are up against some stiff competition." Davis awarded the plaque and traveling trophy to Division 13 Senior Supervisor Ted Hustava who was filling in for Manager James Findlay.

Along with demonstrating the highest overall percentage of improvement against the other divisions, Division 16 also received a quarterly award for the best wheelchair lifts performance. Mechanic A Dave Payton of the Wheelchair

Reliability Section accepted the award on behalf of the division. Manager Jim Findlay subsequently noted, "Division 16 is by far the best work force in the District. They have won numerous and well-deserved praises for their fleet performance from the District's Quality Assurance Section."

The division's performance during the quarter was judged using the following criteria: absenteeism, miles between road calls,

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Senior Supervisor Ted Hustava receives the Division of the Quarter awards from Equipment Maintenance Director Rich Davis on behalf of the employees at Division 3316 at a ceremony held March 21.

repeat road calls, cleanliness of buses and work locations, occupational injuries, preventive maintenance, late pull-

participate in a raffle with a chance to win prizes of a show, concert, or sporting event, and dinners for two at a good



The Mechanical Units Section won first place honors in the CMF shops competition. Equipment Maintenance Supervisor Norman Boucher and Mechanic A Linford Castor receive a plaque from Equipment Maintenance Director Rich Davis.

- Leroy Brown
- \$50 Velvet Turtle—
- Joseph Rubin
- \$25 Stuart Ander-

Central Maintenance Facility (Shops) Mechanical Units won first place for the



Division 3316 Mechanic A Dave Payton receives the quarterly award for best wheelchair reliability on behalf of the Wheelchair Lifts Section from Equipment Maintenance Director Rich Davis.

outs, cancellations, wheelchair lifts, and VMS log on/off.

Following the award of the trophy and plaques, those employees whose attendance was perfect, had no chargeable vehicular accidents, and no disciplinary action reported were eligible to

restaurant. Those employees drawing the lucky tickets included:

- \$80 Event tickets—Jim Donaghe
- \$80 Event tickets—Alfredo Huizar
- Restaurants:
- \$50 Charley Brown's—Ray Perez
- \$50 Velvet Turtle—



The Engine Line and Parts Crib Section took second place in the CMF shops quarterly contest. Receiving their award from Equipment Maintenance Director Rich Davis were, from left to right: Equipment Maintenance Supervisor Howard Shelter, Mechanic A Arthur Rankin, and Mechanic A Leader Horton A. Thomas.

- son's Black Angus—Lonnie Morrison
- \$25 Stuart Anderson's Black Angus—Jack Chrisinger
- \$25 El Torito—Chung Hsia

quarter in the shops competition. Engine Line and Parts Crib took second place, and Tear Down and Cleaning placed third.

The shops awards
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The Tear Down and Cleaning Section placed third in the CMF shops competition. Equipment Maintenance Supervisor Abraham Barron and Mechanic A Ed McCoy receive their plaque from Equipment Maintenance Director Rich Davis.

were judged on attendance, productivity, occupational injury rate, shop appearance, and overall contributions to

- \$80 Event tickets—Efrain Garcia
- Restaurants
- \$50 Velvet Turtle—Melvin Levine



Division of the Quarter—3316. Front row, from left to right: Gary Phillips, Horace Bashor, Ed Loya, Ben Aguilar, Dave Bricker, Mike Duckworth, and Joe Quintero. Second row, from left to right: Vic Rodriguez, Jack Eich, Rich Davis, Larry Rauch, Don Clark, Al Huizar, Ray Perez, Jack Chrisinger, Danny Colgate, and Ted Hus-tava. Third row, from left to right: Sam Taylor, Dave Payton, Louis Peralta, Don Shields, Dwight Forell, Leroy Brown, Linda Galongo, Jim Yost, and Russell Watts.



Senior Equipment Maintenance Supervisor Johnny H. Howard distributes caps and mugs inscribed with the logo of the Equipment Maintenance Department—"Achieving Superiority Through Quality & Productivity"—to the employees of the winning sections.

the department's maintenance effort.

Of those eligible for the raffle based on performance and attendance, the winners included the following employees:
Mechanical Units

- \$50 Charley Brown's—Manuel Torres
- \$50 Charley Brown's—Gabriel Chagoya
- \$25 Stuart Anderson's Black Angus—Steve Cho



Word Processor Operator I Gloria Ramirez was chosen the CMF Administration Employee of the Quarter.

- \$25 Stuart Anderson's Black Angus—Salvador Aguirre
- \$25 El Torito Restaurant—Stanley Kunisaki

Engine Line and Parts Crib

- \$80 Event Tickets—Gene Kenning
- \$50 Velvet Turtle—Gilbert Gomez

- \$25 Stuart Anderson's Black Angus—Robert Barella
- \$25 Stuart Anderson's Black Angus—Arthur Rankin

Tear Down, Cleaning

- \$50 Charley Brown's—David Ivy
- \$25 El Torito—Thomas Hummel

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Warranty Equipment Mechanic Glen Hull takes the Employee of the Quarter title for the Equipment Engineering Section.

Central Maintenance Administration

Word Processor Operator I Gloria Ramirez was chosen the Central Maintenance Administration's Employee of the Quarter.

plaque and a check for \$150 in reward for his performance.

Farebox Division 3304

Mechanic A John Melendez was recognized as the Employee of the Quarter from Division



Mechanic A John Melendez was chosen the Division 3304 Farebox Employee of the Quarter.

for his extraordinary efforts and level of productivity. Along with the title he received a commemorative plaque and a check for \$150. Hull has been with the District for 15 years.

In a raffle following the administrative awards ceremony, the following employees won prizes:

- \$50 Velvet Turtle—Sylvia Garcia
- \$50 Charley Brown's—Lorraine Melendez
- \$25 Stuart Anderson's Black Angus—Myrine White
- \$25 Stuart Anderson's Black Angus—Jeff Vergel de Dios
- \$25 El Torito—Gloria Ramirez

Individual Awards
Division 3306 took the award for the division logging the most miles between road calls. Division 3301 received top scores for cleanliness, and Division 3303 totaled the lowest number of occupational injuries in the quarter.



Equipment Maintenance Supervisor Miek Marelli was named the Maintenance General Administration Employee of the Quarter.

Valued by her supervisors for work performance and productivity, Gloria received a check for \$150 and a plaque.

Maintenance General

Equipment Maintenance Supervisor Mike Marelli won quarterly honors, particularly for his painstaking work on the electronic farebox testing. He received a

3304 for his high productivity and high standards for quality. He received a check for \$150 and a plaque. John has been with the District for 30 years.

Equipment Engineering

Warranty Equipment Mechanic Glen Hull was chosen the department's Employee of the Quarter

In Search of a GM

Houston Transit General Manager Alan F. Kiepper on March 23 turned down the RTD Board's offer to take over as general manager of the District.

In February, the other candidate, James O'Leary from Boston also withdrew from the competition. The Board renewed its search for suitable candidates and selection may be many months off.

In an interview with the Los Angeles Times, Kiepper admitted the District's budget problems and the rivalry between the RTD and the Los Angeles County Transportation Commission deterred him from accepting the position.

Kiepper was sought after, principally, because of his track record of managing a successful rail mass transit system in Atlanta, and more recently for rescuing the beleaguered Houston transit property and restoring public confidence in the bus system.

Davis Details Political Impacts on Maintenance

At a quarterly awards presentation Equipment Maintenance Director Rich Davis discussed, frankly, current financial and political pressures that are certain to impact the District and employees. Obviously not enjoying his role as messenger, Davis began, "These are the hardest times we've ever been through at the RTD. There is a very strong perception out there that the RTD costs too much...something like the local steel mills in the 70's. I don't know about that, we've kept our costs at the CPI (Consumer Price Index) for the last four years and in general have made productivity improvements in a difficult transition period. I don't know how you could do better than that."

Davis detailed for the employees the matter of the \$4.5 million shortfall

for this fiscal year that effected a recent one percent reduction in force and the cancellation of various department incentive programs. He also commented on the San Gabriel Transportation Zone privatization movement which when fully operational will take over routes now operated by the District, and other political realities that impact the District's operating budget.

"With the threat of the San Gabriel Transportation Zone we are up against a tough challenge; the thrust of which could be to break up the RTD. We have to be competitive and not price ourselves out of the market. I think we can do it, but it won't be easy," he said. For those employees at Division 3316, the news wasn't news nor was it welcome. "Come the first of the year

(1989), we may lose almost all the lines out of Division 16 in which case Division 16 will be closed. We do not anticipate a lay-off, just a movement to other divisions," Davis said.

The shortfall, he added, is a result of fewer federal subsidies and the impasse that exists now between the needs of bus patrons and the substantial amount of Prop A money sitting in bank accounts all over Los Angeles County. "It's the old golden rule here: 'He who has the gold, rules.' The interests in those accounts alone would offset any need for a fare hike. Without funds we are in for massive budget cuts as next year looks much worse than this year," he said.

Addressing the parts shortage, which media reports say resulted in

reduced service on the streets, Davis said, "It is largely behind us now. Your part is to do your job right the first time and to do a quality day's work for a day's pay. Take care with how you record parts used and logging on and off VMS, we've gotten a lot of flack about that (a reference to a recent Inspector General's investigation that confirmed poor recordkeeping made a complete audit of missing parts difficult). You take care of that and we'll fight the battles to try to see that we all get a square break."

Referring to the one percent, across-the-board reduction in force begun in March and culminating in April, Davis said he had been trying to make as many cutbacks as he could before resorting to a work force reduction.

UTU Chairman Addresses Board

UTU General Chairman Earl Clark approached the RTD Board of Directors at their April 14 meeting with an offer of an olive branch of peace. Clark said, "I didn't know we were at war until I read the newspaper this morning (referring to the action taken by the Los Angeles County Transportation Commission requiring District staff to operate 15 percent of service in the event of a strike this year). We

haven't even met at the bargaining table and already they've got a strike planned," he said.

Clark said he believed that a labor contract between District management and the bus operator's union could be settled without a strike. "Our proposal demonstrates our sincerity. We are willing to sit down at the table and negotiate [solutions to] absenteeism. We know the problems the RTD has."

Maintaining that the union's request for a 4 percent increase in wages was met by the District's suggestion of a 10 percent reduction, he concluded that the District's proposal would result in a \$10,000 a year loss in wages and benefits per employee. He promised again to be fair in the 1988 talks, but made it quite clear that the union "won't roll over and play dead."

Clark admonished

the Board "to stand up and fight for what you believe in, fight for public transportation. Everybody knows that there is a supervisor out to destroy the RTD. Don't be dictated to by someone else. We will join you." Clark's loose reference regarding the LACTC concerns recent proposed guidelines issued to all transit operators on the dispersal of Proposition A Discretionary funds. The District receives \$84 million or 17 percent of
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Metro Rail Construction News

Yards & Shops Area (Trackwork, Maintenance, and Control Facilities)

Excavation, foundations, and underground utility work continues for the Main Shop building, as well as renovation of the Maintenance building. Yard and Trackwork contractor continues clearing and demolition work, earthwork, and utility installation.

Civic Center Station Area (First and Hill Streets)

Deck beams will be installed along Hill Street. Pile placement on the east side of the street will also continue.

Fifth/Hill Station Area and Tunnel Work to Seventh/Flower

Pile placement continues on the east side of Hill Street. Crew continues preparation for compaction grouting activities. Complete assembling of mining machine; begin mining activities.

Seventh/Flower Station Area

Possible night utility relocation work to occur south of Seventh Street on Flower. Instrumentation drilling activities will occur throughout the Seventh/Flower area.

Wilshire/Alvarado Station Area and Tunnel Work to Seventh/Flower

Tunneling continues. Station contractor continues utility relocation work at Alvarado (from Seventh Street

intersection to Wilshire) and on Wilshire (east of Alvarado to Westlake). Excavation work and installation of the excavation support system for the Wilshire/Alvarado station continues. Deck beams will be placed on the west side of Westlake.

District Vehicles Get CHP Approval

By the middle of March, four out of the four divisions visited by representatives from the California Highway Patrol as part of their ongoing District-wide vehicle inspection program passed muster, yielding to date, a 100 percent pass rate for the District.

A typical visit was the one made to Division 15 on March 16. The CHP arrived without notice in the early morning hours and called in or held buses returning from their AM assignments. A total of 12 buses were held and all 12 buses were thoroughly inspected by the CHP representatives.

Division Superintendent Sam Singer and Quality Assurance Manager Don Waite met with the CHP inspectors. By 3 p.m. the CHP had found only a few minor items on some of the buses. But, all 12 were deemed approved for service.

Customer Relations Receives Global Acclaim

The RTD Customer Relations Department was recognized as one of three organizations in the world for its innovative use of technology in the field of consumer affairs by the Society of Consumer Relations Professionals in Business (SOCAP) at the society's conference April 20 in Chicago.

SOCAP is the nation's pre-eminent consumer organization. The group is dedicated to the betterment of the customer relations function through education, the establishment of high professional standards, and the exchange of innovative ideas.

Customer Relations Manager Scott Mugford presented a paper outlining the department's use of a microcomputer network as an enhancement to office productivity. The presentation was an entry submitted by

UTU Chairman...

...continued from page 9 its operating budget from this source.

Included among the new guidelines is the requirement that all labor contracts executed after July 1, 1988 with automatic (non-COLA) pay increases that are not linked to employee productivity increases would have their funds reduced by 5 percent per year until contract changes occur.

the department in SOCAP's competition conducted last December entitled "Winds of Change—Technology and Consumer Affairs." The RTD's submission, "Seeing STARS: Enhancing Productivity, Communications, and Credibility," was one of three selected for honors. The other winners in this category were British Telecom and Prudential Insurance. STARS, the acronym for Statistical Tracking and Retrieval System, is the name of the Customer Relations' local area network of microcomputers.

STARS was implemented in July 1985, and Scott Mugford said it (the technology) "has changed the way we do business with the public."

Since Prop A, the department's workload has increased. By use of this system, they achieve more productivity from the staff, send more information to management, yet have not increased staff levels.

The department receives complaints from telephone callers, letter writers, and walk-ins. These are investigated and acknowledged. Complaint data is compiled and distributed to District management for identification and resolution.

When responding to the public, Mugford said the District does not use
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Customer Relations Pays Tribute to Employees

Laurels were handed out to Employees of the Quarter for the fourth quarter at a luncheon ceremony hosted by the Customer Relations Department on March 18.

Prepaid Sales Supervisor Tom Longsden along with Prepaid Sales

Gore has worked effectively in every position in the department

Representative Dale Lanz, Passenger Service Manager Tom Horne, and Manager of Customer Relations Scott Mugford acted as mas-



Ticket Clerk David Gore was chosen Employee of the Quarter of the Customer Relations Department's Prepaid Sales Unit.

ters of ceremonies and presented plaques and certificates to those employees whose performance for the quarter



Customer Relations' Perfect Attendance Awardees. First row, from left to right: Vivian Williams, Olivia Gutierrez, Rachel Carlos, Kim Mitchem, and Gerri Goers. Back row, from left to right: Louis Burns, Billie Garlick, Ana Solis, and Carol McGowin.

was lauded.

Ticket Clerk David Gore was selected Prepaid Sales Employee of the Quarter. Longsden said he considered Gore a "utility player," a person who has worked effectively in every position in

the department and on short notice. Gore is especially esteemed for his cooperative attitude and good interpersonal skills. He is also, recently, a new father, so the award of \$100 ought to come in real handy.

The Stock Room staff was chosen the Section of the Quarter for the fourth quarter. The staff includes Rinda Komora, Billie Garlick, Kim Mitchem, Maria Perez, and Marsha Clark. The group was recognized for its exemplary performance as a team during the earthquake to meet the distributing needs for pass sellers.

Customer Relations Technician Steve Phillips was named the Customer Relations Employee of the Quarter. Phillips is credited with pulling the department together

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Acclaim...

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a form letter. "The public is too sophisticated for form letters. How we use the technology is to store modular paragraphs that are updated. The writer can retrieve these modules to fit the situation. It is like stores of encyclopedic information. Instead of crunching numbers with computers, we are crunching words."

As an interesting side effect, Mugford noted that networking has generated its own particular sociology in the office setting. "A system like this really defines the relationships in an organization. It shows

you where you have to go to get the information. One feels left out of the loop without a computer on his or her desk."

The other innovations include a management reporting mechanism which allows staff to spend its creative energies on solving problems. "We can now get the information out quickly to managers to either confirm or refute a claim," said Mugford.

The department is most proud of the fact that since the program was implemented three years ago, they have achieved a 48 percent increase in productivity without any increase in staffing.



Customer Relations Technician Steve Phillips was awarded the Customer Relations Employee of the Quarter title for the fourth quarter.

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Section of the Quarter honors went to the Prepaid Sales Unit Stock Room staff. Front row, from left to right: Maria Perez, Billie Garlick, and Kim Mitchem. Back row: Dale Lanz.

after the disruption of the earthquake. He assisted with the relocation of the department and facilitated communication by networking the computers of the Prepaid Sales Unit with Customer Relations.

Other honorees for perfect attendance included: Ana Solis, Olivia Gutierrez, Gerri Goers, Louis Burns, Kim Mitchem, Carol

McGowin, Vivian Williams, Billie Garlick, Rachel Carlos, Elvira Hernandez, Lydia Mendoza, and Sandy Sweeney.

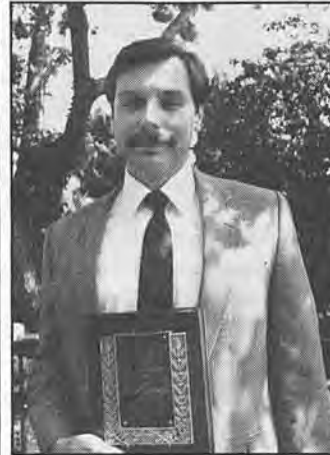
Passenger Service Representative Betty Langley and Word Processor Don Patterson won the Sweepstakes awards for which they were eligible by virtue of perfect attendance and sound work performance.



Sweepstakes award winners for attendance and performance for the fourth quarter were Word Processor Don Patterson, Passenger Service Manager Tom Horne, and Passenger Service Representative Betty Langley.

Transit Police Host Employee of the Year Luncheon

Six Transit Police Department employees were singled out for praise and recognition by Transit Police Chief James



Investigator Phillip Suchowski was selected the Officer of the Year for 1987.

Burgess and General Manager Alan Pegg at a luncheon held for the employees on March 21. Chief Burgess wel-

comed each of the honorees and their spouses in his opening remarks. "We are here today to honor the fine caliber of men and women in our department." General Manager Alan Pegg told the selected employees, "It is a wonderful experience to have lunch with people interested in improving the District. Police work is one of the toughest jobs you can have. I know you will continue to perform in the future."

Chief Burgess commented that the employees were selected for the honors based on a criteria that included educational pursuits, interpersonal relations, appearance, work habits, attendance, and performance evaluations. Investigator Phillip Suchowski was
continued on page 13...



Cordelia Williams was named the Transit Police Department's Civilian Employee of the Year for 1987. She is congratulated by General Manager Alan Pegg on the left and Transit Police Chief James Burgess on the right.

Transit Police...

...continued from page 12

selected as Officer of the Year for 1987. He was commended for his performance as a Field Training Officer and for his efforts to upgrade the department's program.

Suchowski has been employed as a Transit Police Officer for two years and has over ten years of law enforcement experience. A native of Chicago, Suchowski graduated from the Chicago City College with an associates degree in law enforcement. He is a graduate of the University of Illinois' Police Training Institute and the U. S. Treasury's Federal Law Enforcement Training Center.

Suchowski and his wife Grace have two children, Jose, 12, and Sonia, 8. His hobbies include hiking, exploring, and topography.

His professional goals are to be actively involved in field training in future rail operations.

Secretary Cordelia Williams was chosen the Civilian Employee of the Year for 1987. Ms. Williams is known as "Ms. DMV" around the Transit Police Department because she is currently assigned to the Department of Motor Vehicles Section. Ms. Williams was selected chiefly because of her complete commitment to her job.

Ms. Williams was born in Los Angeles and graduated from Skadron College of Business with honors. She began her



Security Guard II Richard Zimmerman was selected Security Guard of the Year for 1987.

career with the District in 1985.

She spends all of her free time with her son, Karl, age 3. Her hobbies include reading, bicycle riding, and collecting record albums.

Security Guard II Richard Zimmerman was chosen Security Guard of the Year for 1987. Zimmerman is characterized as one highly dedicated to his work and is continually praised for his consistent work performance.

He has been working for the District for the last two years and is assigned to the Headquarters' Building. A native Californian, Zimmerman is married and lives in Valinda.

For the last 17 years, Zimmerman has served as a Police Reserve Officer for the City of West Covina. He is a Level 1 Reserve and has obtained the rank of sergeant.

His hobbies include collecting antique cars,



Officers of the Year and the Quarter were honored in a special ceremony held at the Villa Taxco restaurant in Hollywood on March 21. The honorees received plaques from General Manager Alan Pegg and Transit Police Chief James Burgess. From left to right: General Manager Alan Pegg, Investigator Phillip Suchowski, Officer Joseph Schott, Officer Jerald Morin, Jr., and Chief James Burgess.

cooking, camping, and fishing.

Employees of the Quarter

Staff Aide Michelle Berry was named the Civilian Employee of the Quarter for the fourth quarter.

"Police work is one of the toughest jobs you can have. I know you will continue to perform in the future"

—Alan Pegg

Ms. Berry has been with the department for approximately 5-1/2 years. She has literally worked each desk in the Support Services Division and also acted as liaison

between the District and the general public.

Ms. Berry maintains all the crime incidents reported to the department and all the Trouble and Informational reports from bus operators and other District personnel.

She is a valuable asset to the Transit Police Department, inasmuch as she knows all the job functions within the department and can pitch in at a moment's notice.

Ms. Berry has also coordinated many of the activities sponsored by the Transit Police Department, such as the Annual Transit Police Department 5K Fun Walk/Run.

Ms. Berry is married to James Berry, an Operator working out of Division 5. They have two

continued on page 14...

...continued from page 13



Security Guards II of the Quarter and of the Year for 1987 were honored at a luncheon for their splendid and consistent work performance in the past year. They were awarded commemorative plaques by General Manager Alan Pegg and Chief James Burgess. From left to right, General Manager Alan Pegg, Security Guard II Richard Zimmerman, Security Guard II Robert Lee, Security Guard II Alan Ratner, and Chief James Burgess.

children, Bryan and Vincent, who keep them busy with their various activities.

Security Guard II Robert Lee was chosen the Security Guard of the Quarter for the fourth quarter in 1987.

Lee was born in Oregon but has resided in

"We are here today to honor the fine caliber of men and women in our department"

the South Bay for 33 years. He has been working for the District for the past two years. He is certified in emergency medicine and law

enforcement from Harbor College, El Camino College, and the Police Academy.

Prior to his career with the District, Lee worked as an ambulance driver, staff member of the Gardena Police Department, and as a store detective.

Officer Jerald R. Morin, Jr. achieved Officer of the Quarter for the third quarter in 1987.

Morin has been employed with the District as a Transit Police Officer since 1984. Morin grew up in Sacramento and attended Sacramento City College to attain his associate arts degree. He is a graduate of the Rio Hondo Police Academy.

He and his wife Ramona recently purchased their first home in

Monrovia and spend most of their free time fixing it up.

Officer Morin states his major goal is to continue to be a successful police officer.

Security Guard II Alan Ratner was selected the Security Guard of the Quarter for the third quarter in 1987.

Ratner has served with the Transit Police Department since 1974. He served in the U. S. Army from 1955-1957 in

Suchowski was commended for his performance as a Field Training Officer and for his efforts to upgrade the department's program

Korea. In 1956 he was U.S. All-Army pistol champion.

His current interests include collecting antiques, coins, financial investments, fishing, camping, hunting, cooking, going to swap meets, and finding the right woman.

Officer Joseph Schott was chosen Officer of the Quarter for the fourth quarter of 1987.

Schott has been with the Transit Police Department and is currently assigned to the Investigations Special Enforcement Team.

Schott was born in New York and raised in Pico Rivera. He is a 1983 graduate of the Rio Hondo Police Academy.

He and his wife Virginia are busy raising their two children, Andrea, 4, and Daniel, 3. His hobbies include carpentry, horseback riding, and camping.

One of his long-range goals is to eventually obtain his masters degree.

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Free Bus Token Program Hits High Gear

Sample bus tokens were distributed by El Pollo Loco restaurants in Los Angeles County beginning March 14, as part of a two-week campaign to get more people to ride the bus.

Two tokens valued at 85 cents each were given to customers who made a chicken purchase at the restaurants. A similar giveaway was launched at the Boys Markets for one week beginning January 21. Over a quarter of a million tokens were distributed. The RTD Marketing Department, which is

coordinating the campaign, expected a 40 percent redemption rate. Instead, they were happy to report, the redemption rate went as high as 52 percent.

The RTD plans to distribute more than one million free sample tokens through the end of this month to attract

The RTD plans to distribute more than one million free samples

more riders. Sample tokens have appeared in newspaper inserts at various times throughout the program, thus enabling readers to punch out tokens and use them on the bus.

RTD Board Vice-President Carmen Estrada appeared at a press conference at El Pollo Loco in Hollywood to kick off the week-long campaign. "We want people who never ride the bus to discover for themselves how convenient and inexpensive it is to travel by RTD bus," she said.

The District conservatively estimates that it stands to gain some 10,000 to 30,000 new daily riders as a result of the program. An increase of 10,000 authentic new riders purchasing monthly passes at the regular pass price would translate into \$320,000 revenue per month or \$3,840,000 annually.



RTD President Jan Hall and Division 1 Operator Katherine Carlton show the public sample tokens which have appeared in newspaper inserts throughout the program to increase bus ridership. The reading public was able to punch out the tokens and use them on the bus.

Claims Manager Appointed

Nanci Eksterowicz was appointed the Claims Manager for the Department of Risk Management. She brings to the District 14 years of experience in liability, workers' compensation, property and insurance claims expertise. Ms. Eksterowicz is certified in self-insurance workers' compensation administration; she also has held management positions such as branch manager, regional account manager, and national account manager for a third-party claims administrator. She received her bachelor's degree from Penn State University.

Ms. Eksterowicz is responsible for the management of the



Claims Manager Nanci Eksterowicz

workers' compensation, PL/PD and subrogation units of the Department of Risk Management, and handles claims involving excess insurance policies for the District. She is located on the sixth floor of the Headquarters Building and can be reached at extension 6628.



RTD Board Vice-President Carmen Estrada and El Pollo Loco Marketing Representative Laura Barry launch the sample token giveaway program designed to attract new riders to the RTD at Hollywood's El Pollo Loco restaurant on March 14. The program hopes to gain up to 30,000 new riders.

Gaines Named Operator of the Month

Division 5 Operator Gary E. Gaines was selected the Operator of the Month for February. He received a certificate of merit from the Board of Directors at their meeting held March 24.

Gaines has been an operator with the District for more than 13 years and has never missed a day of work or been late to an assignment.

He has received the maximum amount of merits awarded to an operator with an outstanding performance and safety record, as well as numerous letters of commendation from his division manager and the public.

"Gary Gaines is a model employee," said



Division 5 Operator Gary Gaines.

Interim General Manager Alan Pegg. "He sets a standard of excellence for all our operators to follow."

Gaines drives Line 108 which operates between Marina del Rey and Downey via Slauson Avenue. His hobbies include jogging and other outdoor sporting events.

Staff Attend Transit Marketing Conference

Marketing Supervisor Mike Barnes from the Marketing and Communications Department delivered an address on the promotions and press relations during extensive news media coverage at a recent transit marketing conference.

The conference, entitled "Transit Marketing: A Team Effort," was held in Irvine and attracted nearly 150 participants from transit properties and transportation organizations from

as far away as Sacramento and Phoenix.

Barnes pointed out the positive messages the Marketing Department has been generating during the past two years of media coverage, including feature stories on outstanding operators and female mechanics, advances in accessible bus service, Metro Rail articles such as tunnel excavation, and the recent ridership building program using the Huntington tokens.

Delaney-Talton Elected Region VII Director

Employee Activities Coordinator Diane Delaney-Talton, who is a Certified Employee Services and Recreation Administrator (CESRA), was recently elected region VII director of the National Employee Services and Recreation Association (NESRA).



Employee Activities Coordinator Diane Delaney-Talton was recently elected recreation association's region VII director.

A non-profit, professional organization, NESRA is dedicated to the principle that employee services, fitness, and recreation programs are essential to sound business management. NESRA promotes programs which serve to improve relations be-

tween employees and management, increase overall productivity, and boost morale. Some of the NESRA programs include discount services, fitness facilities, hobby clubs, community service projects, child-care programs, social events, travel planning, sports leagues, company stores, etc.

NESRA promotes programs which serve to improve employee relations

Diane has been a NESRA member for 10 years and has served as president and the first vice-president for the Greater Los Angeles Area Industrial Recreation Council.

After earning a B.A. degree in Business Education and a B.S. in Business Administration at California State University, Los Angeles, Diane continued with her education to attain a masters in Public Administration from Pepperdine University. Diane has been with the District for 14 years.

Assistant Director of Transportation Leo Bevon also appeared on a panel examining the role of other departments in relation to marketing

campaigns.

The conference was sponsored in part by the Los Angeles County Transportation Commission.

TOP OPERATORS

for February



The awards for the Operator Recognition Program for the month of February were announced in the latter part of March. The presentations include the Manager's Award and the Sweepstakes Awards for both full-time and part-time operators. 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

- 3201 Lazarus G. Parrish
- 3203 Thomas J. Byrd
- 3205 Norma Acosta
- 3206 Jackie L. Davis
- 3207 Priscilla Jackson
- 3208 Carl B. Benyo
- 3209 Santiago Ulibarri
- 3210 Sheila E. Grover
- 3212 Jack A. Bailey
- 3215 Judy M. Abbey
- 3216 Billie E. Rowe
- 3218 Wallace H. Moore

Sweepstakes Award— Full-time

- 3201 Salvador Marroquin
- Curtis Williams
- Joaquin Navarro
- Miguel Cano
- Shirley Thomas

- Enrique Quezada
- Peter Gerrits
- Amadeo Montoya
- J. B. Alexander
- Joseph Curtis
- Joe Venegas
- 3203 Carlos Bonilla
- Robert De La Fuente
- Michael Esquivel
- Howard Root
- Jose Festejo
- Richard Torres
- Fernando Arce
- Oscar Menjivar
- David Jourdan
- Armando Rivas
- JoAnn Johnson
- 3205 Roy Burton
- Robert Clincy
- Alice Colantonio
- Joyce Forman
- Jose Grande
- Kenneth Kemp
- Richard Lewis
- David McReynolds
- Sisto Mingarelli
- John Mitchell
- Wendy Walker
- 3206 Dolores Niebur
- Maria Pena
- Philip Powers
- Richard Wright
- Lucious Shepherd
- Wayne Scott
- Charles Randolph
- 3207 Ricardo De Jesus
- Lee Peppers
- Michael Walden
- Robin Curtis
- Edmond Mears
- Wesley Price
- Steven Sills
- Nathan Weathersbee
- James Phillips
- Shirley Mills

- Timothy Del Cambre
- 3208 Abraham Fanfashian
- Rolando Filoteo
- Vester Grayson
- Alma Dain
- James Dickey
- Ernesto Trinidad
- Paul Robinson
- Nina Austin
- Lorenzo Ramirez
- Allan Greenberg
- Ronald Thomas
- 3209 Charles Sugarman
- Feodie Powers
- Sam Saunooke
- John Poulos
- Warren Mitchell
- William Ballard
- Kennedy Franklin
- Mervin Hunt
- Deeb Morad
- George Pepper
- Edwin Ziegler
- 3210 Samuel Harper
- Elroy Johnson
- Nelson Bagsby
- Eddie Gonzales
- Alphonso Kaiser
- Syed Kamal
- Robert Holley
- Hector Hernandez
- Cuong Le
- Bruce Geddes
- Encarnacion Cabrera
- 3212 Francisco Cordero
- Adam Gandara
- Albert Johnson
- Thomas Johnson
- Ca Lam
- Tuan Nguyen
- Julio Fontoura
- 3215 Ernest Redmond
- Jack Dedrick
- Arthur Lloyd

- Eugene Johnson
- Michael Turner
- Eduardo Peza
- Marco Conde
- Donald Cullom
- Jesus Diaz
- George Jackson
- Singh Butalia
- 3216 Julio Endara
- W. E. Harrison
- George Zumkley
- Wallace Slaughter
- Billie Rowe
- Allen Harders
- Ray Guerrero
- 3218 Robert Reamer
- James Logan
- David Jones
- Jose Velasquez
- George Lakis
- Juan Cardoza
- Edith Warren
- Don Bradford
- Harold Peace
- Danny Carter
- Johny Vu

Sweepstakes Award— Part-time

- 3201 Patricia Bryant
- John Wong
- 3203 John Johnson
- Harry Fradejas
- 3205 Jorge Baltazar
- Henry Magana
- 3206 Charlette Grimes
- 3207 Willard Johnson
- Harry Downs-Christian
- 3208 Tadeo Vasquez
- Carrol Carmichael
- 3209 Martha Cenicerros
- Irene Rodriguez
- 3210 Irene Newton
- Ernesto Cueva
- 3212 Jorge Gonzalez
- Joel Fradejas
- 3215 Roman Alarcon
- Linda Navarro
- 3216 Carmen Vagenas
- 3218 Sherman Anderson
- David Farrington



PUBLIC COMMENDATIONS

Thanks for a Job Well Done!

Division 3201

Jackson, Douglas
Lemos, Randal G.
Medlock, Joanne M.

Division 3203

Abu-Hajar, Samih I.
Gutierrez, Emma
Hawkins, Raymond
Miles, Garrel W.
Robertson, Leon

Rogers, Alton
Singh, Carol
Soto, Juan E.

Division 3205

Branch, Troi L.
Fisher, Diana
Fitzpatrick, Eddie
Martin, Leon

Moss, Louis M.

Division 3207

Banks, Paul
Nacienceno, Manuel V.
Reed, Larry

Division 3208

Bruno, Ralph A.
Smith, Paul R.

Division 3209

Hubler, Loren
Pepper, George
Perez, Manuel

Division 3210

Hawkins, Rhonda
Lohman, Robert H.
Mims, Gloria

Montes, Tony

Division 3212

Casas, Michael
Croom, Walter C.

Division 3215

Buchanan, Robert C.
Duplessis, Albert B.

Erlenmeyer, Bruce
Hernandez, Juan
McKellar, Lewis K.
Osby, Ronald
Parnell, Harvey

Division 3218

Barrosse, Bertin
Charles, Paul
Dean, Gregory L.
Greene, Jimi
Jones, Grace L.

Neal, Emery C.
Merrida, Jerald B.
Robertson, B.W.

Department 3296

Ivory, Wilbert

Department 4800

Balderrama, Renee
Camacho, Monique
Crawford, Ken

Escareno, Ramona
Exeart, Jacqueline
Martin, Steven

Mendoza, Lydia
Montes, Della
Pierce, Barbara
Pitts, Greg

Smith, Andrea
Smith, Leslie
Spear, Nancy
Stewart, Shirley
Ullrich, David

Department 5500

Swann, Tom

To RTD

Re: Operator Emery Neal

I want to take this time out to commend this bus driver. Mr. Neal is very kind, courteous, and is one bus driver to be depended upon.

My boyfriend and I depend upon this bus in the evenings to get home from the VA Hospital in Long Beach every day. We have no doubt whether he's going to come too early or way too late. This bus driver is always there. He knows all of the other bus transactions and main intersections which are very helpful to us. We use the RTD to go everywhere. Thanks to Mr. Neal we have cut down on traveling time by hours not minutes. Please commend this operator for an outstanding job. Everybody talks about how nice he is, but no one writes anything so I thought I'd do it. Please tell him for all of us—thanks for being there.

Thank you,
Antoinette Patterson,
(a passenger for 5 years)

RTD General Manager
Dear Sir:

On Feb. 12, 1988, I was walking alone on Olive Ave. in Burbank when I fell and was hurt with extensive injuries to my head and face. Because of your very alert and Christian-minded bus driver Paul Smith who immediately called an ambulance, I was taken to the hospital for emergency care. I feel grateful that he was considerate and caring enough to help and I wish to express my very deep gratitude. Please send my thank you to Paul Smith.

Sincerely yours,
Henry F. Clarke

Tom Horne
RTD
425 S. Main St.
Los Angeles, CA 90013

Dear Mr. Horne:

Every morning I catch the same bus to work (425 at White Oak at approximately 8:03) and have the same driver. I believe his number is 9133 (Ralph Bruno). He is the most polite, considerate, and professional driver I've ever encountered and I just wanted to drop this note and say so. If you could leave him on our line until I retire (which is approximately 20 years from now) I really would appreciate it.

Sincerely,
Kathleen Jenkins

RTD
Main St.
Los Angeles, CA

This is a letter of recommendation for the driver Manuel V. Nacienceno. I was traveling home in the evening on February 23, from UCLA to Hollywood at 5:30 p.m. An elderly lady boarded the bus somewhere in the vicinity of the Beverly Hills Hotel on Sunset Blvd. She was having difficulty not only in locating her bus pass/money, but in even knowing where she lived. She said she was 82 years old. The driver was extremely kind and helpful to her, and he finally contacted the RTD security and so far as I know they had agreed to meet the bus downtown
continued on page 19...

...continued from page 18 and take this lady home. I thought that was a wonderful gesture and was really impressed. This is an extremely busy line and the driver has enough to do with just driving the bus and coping with a heavy load.

It is so nice to know that there are still caring people left in large, busy cities.

Sincerely,
Mary Murrell

P. S. I have ridden the RTD since 1976, so I have a lot of experience.

Customer Relations
RTD
425 S. Main St.
Los Angeles, CA 90013

On Tuesday, March 1, 1988 at approximately 3:20 p.m., I was a passenger on Line 90 from 1st Street and Spring to La Crescenta. The bus was on the off-ramp from the Pasadena Freeway getting on to Figueroa. Coming around a blind curve, we came suddenly upon a stalled vehicle which was half way into the traffic lane and half onto the bank. There were four persons standing next to the stalled car; two of them in the traffic lane. It was raining heavily and the off-ramp was slick. I feel that it was only Mr. Bruce Erlenmeyer's swift action and excellent driving maneuver, executed calmly and coolly, that avoided a serious major accident.

I am a retired police officer and am now

working as an investigator with the City Attorney's Office. With my present and past experience, I feel capable to judge a good job

of driving when I see it. I wish to commend Mr. Erlenmeyer for a job well done.

With my appreciation for having an expert

at the wheel at the time of a crisis such as this one, I remain

Sincerely yours,
Louis Guzman

TO YOUR HEALTH



by Elia Hager, R.N.

Q: Is it time for my annual physical exam?

A: Not if you are under 50 and reasonably healthy, says the American Medical Association. For those who have a chronic problem or have a medical health risk, specific examinations will be recommended by your private physician. For those who are healthy and not in an age range requiring annual physicals, the health community recommends a different schedule for physicals and a baseline examination rather than the ole' annual exam.

Exams are now scheduled for specific needs such as a baseline, an annual, a check-up, a screening, etc.

A baseline is a complete and lengthy exam which includes physical, medical, and behavioral history. A baseline is done for comparisons in the future and is done at landmark ages of 25, 40, and at 50

years of age. The baseline exam is done when you (the patient) are in good health. The physician is able to warn you of any condition needing preventive care, alert you to any changes in your health, and treat condition(s) in the earliest stages. Thus the physician is able to record your health history and base decisions on the results of those exams.

Annual exams will continue to be needed for those over 50 or for those receiving on-going treatment. But, for everyone else here is a guide for health care:

1. Men and women need to continue monthly self-exams for testicular or breast cancer after age 18.

2. All should have monthly blood pressure checks and keep a record of the results after age 40.

3. Women need annual pap smears and breast exams after age 18.

4. The first baseline

exam should be done at age 25.

5. Physical exams should be scheduled every 5 years until age 40.

6. The second baseline exam should be done at age 40. This exam will include screening for colorectal cancer as well as a mammogram for women and every two years thereafter.

7. Cholesterol levels as well as blood pressure need to be checked annually (more often if you have either condition in your family).

8. The third baseline exam should be done at age 50 and physical exams should be scheduled annually thereafter.

Postscript

Eat properly; that is, a high-fiber, high-complex carbohydrates, little meat, very little red meat, very little fat, lots of water, no sugar, very little white flour, and lots of exercise—walk, walk, walk, and you too will say "Esto es vivir!"

COMMENDATIONS



RTD Retirees were recognized at the March 10 Board of Directors' Meeting and were presented with plaques by RTD Board Director Kenneth Thomas. Front row, from left to right: Schedule Checker Manager William R. Watson, Division 16 Operator Raymond J. Sindelar, Workers' Compensation Claims Investigator John W. Brewer, and Director of Risk Management Barbara Akk. Back row, from left to right: Assistant General Manager for Operations Robert Korach, Director Thomas, and General Manager Alan Pegg.



RTD Retirees were recognized at the March 10 Board of Directors' Meeting and were presented with plaques by RTD Board Director Kenneth Thomas. Front row, from left to right: Division 9 Operator Gibson L. Deck, Division 16 Operator David B. Galvez, Mechanic A Rafael M. Larrea, and Division 5 Operator Leonardo W. Ventus. Back row, from left to right: Assistant General Manager for Operations Robert Korach, Director Thomas, and General Manager Alan Pegg.



Certificates of Merit were presented to the February Employees of the Month at the March 24 Board of Directors' Meeting by RTD Director Charles H. Storing. Those employees included, front row, from left to right: Information Operator Evelyn Martinez and Division 5 Operator Gary Gaines. Division 5 Transportation Manager A. J. Taylor stands on the far right. Back row, from left to right: Director Storing, General Manager Alan Pegg, and Director of Customer Relations Robert Williams.

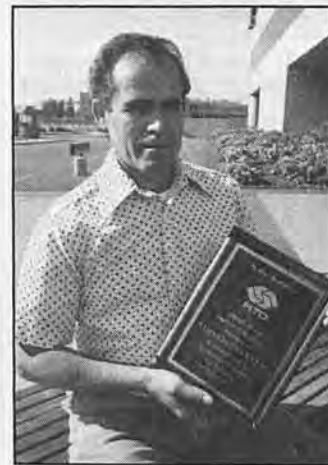
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Mechanic A Joo Ho Kim was selected the Central Maintenance Facility's Employee of the Month for January. Kim has worked for the District for nine years; in that time he has quietly moved from section to section gathering much experience and expertise. He has worked in Running Repair, Engine Line, Transmissions, Electrical, and Mechanical. He maintains a helpful attitude and is always available when something special needs to be done. His workmanship is excellent as is his attendance.



Battalion Chief Donald Bartlett of the Los Angeles City Fire Department was presented a certificate of appreciation for his involvement with the Metro Rail Project as a Fire/Life Safety advisor at the March 24 Board of Directors' Meeting. Bartlett began advising the project in 1979. In 1983, Bartlett became a full-time Fire/Life Safety Committee Representative to the RTD. He assisted in the Fire/Life Safety Committee criteria development, and the resolution of Fire/Life Safety problems encountered by design engineering. Bartlett also coordinated City Fire Department emergency tunnel procedures and training with Metro Rail Project staff and contractors. Bartlett retired from service earlier this year. RTD President Jan Hall presented Bartlett with his certificate.



Lead Mopper/Waxer Aurelio Guerrero was named General Services' Employee of the Quarter for the fourth quarter. Guerrero has been with the District since 1984. In that time he has maintained a perfect attendance record. His supervisors rate him as an employee who performs beyond the call of duty. He also maintains good interpersonal skills with fellow employees.



Robert Hartert was selected the Printing Department's Employee of the Quarter for the fourth quarter. Hartert is a photolithographic process operator who began his service with the District just last year. Hartert consistently demonstrates the skill and ability that allows him to be a standout in his position. Hartert's eye for detail and his work ethic enable Hartert to achieve the highest standards of his profession.

Journey to the Top of the River

Ever wonder what it would be like to see the world as it was 100,000 years ago, or even 100 years ago? No reflection of light, the nights so dark, yet bright with starlight enough to light the way of the Neanderthals. RTD Board Director Marvin Holen came as close as anyone can when he took an exploratory journey to western Tibet in search of the sources of four sacred rivers in September, 1987.

Almost a year ago Holen became interested in undertaking a nineteenth century-style exploration that resembles adventures written by Jules Verne. The idea was to replicate the travels of Swedish explorer Sven Hedin to the sources of the four sacred rivers of Asia: the Indus, the Brahmaputra, the Sutlej, and the



Karnali which rise within a hundred-mile circumference of Mount Kailas, a southwestern peak of the Trans-Himalayan range.

Hedin was successful in finding the sources of three of those rivers, the Indus, the Brahmaputra, and the Sutlej, or, at least he claims he found them. Holen explained that each of these rivers has two sources. "One is the traditional source,

RTD Board Director Marvin Holen recounts his two-and-a-half-month exploration to the source of the river Karnali in Tibet made last year. He replicated the journey of nineteenth century Swedish explorer Sven Hedin, who explored the sources of the Indus, Brahmaputra, and Sutlej rivers. Here, Holen stands in front of his antiquarian collection of books on the exploration of Tibet and Central Asia, he holds Hedin's Trans-Himalaya: Adventures and Discoveries in Tibet.

described as the 'god's-head,' which local tradition says is the source of the river for religious reasons, and the other is the geological source, which a geologist or a geographer would say was the real source of the river in natural terms."

The names of the sources of these rivers, the traditional sources, are known as the Lion-mouth for the Indus, the Peacock-mouth for the

Karnali, the Horse-mouth for the Brahmaputra, and the Elephant-mouth for the Sutlej. In Buddhist and Hindu mythology, these rivers are very sacred because they rise in the vicinity of the most venerated location in both religions: Mount Kailas or as it is known in Asia, Kangrinboqe Feng.

continued on page 23...

...continued from page 21



Printing Production Estimator Hector Amaya was given a send-off party by the Printing Department staff on March 26. Co-workers wished him well and expressed their high esteem for his professionalism as he leaves to assume his duties at Paramount Studios. Amaya worked in the Printing Department for four years. Headway extends its best wishes to Hector for his future and appreciation for his dedication to quality that ensured our readership of a quality magazine. Hector received tokens of appreciation from Printing Manager Al Moore and staff. Form left to right: Acting Printing Production Estimator Mike Kennedy, Hector Amaya, and Al Moore.



Director Marvin Holen at the actual source of the Karnali River in the Trans-Himalayan range. Considered one of four holy rivers, the Karnali flows into the Ganges River in India and eventually joins the Bay of Bengal. Holen holds the flag of the New York Explorer Club, the organization that authorized his expedition.

"I thought, 'shoot, nobody, no westerner, had been back to the sources of these rivers since Hedin in 1907.'" In 1937, an Indian holy man did visit all four rivers. Although he did not get to the geological source of the Karnali, he did get to the traditional source. He described the Peacock-mouth as a spring gushing deep green water from the side of a mountain. "I thought I would see if I could revisit the sources of these rivers; perhaps, the sources Hedin had not got to.... To try the Karnali and see if it could be done."

Holen along with Los Angeles architect, Kurt Meyer, set about getting the necessary consent from the Chinese government. Tibet is ruled by

the People's Republic of China.

The Journey

The two left Los Angeles in early September 1987 with Holen going ahead to oversee the packing of food and equipment in Katmandu, Nepal. He carefully collected the necessary equipment and food. They would be traversing from base camp to base camp in the modern mode: using a truck and a land rover. But, in the less inhabited areas they would use the same methods Hedin used in 1907 (horses and yaks) because there are no roads and no way to get to them. Soon he was joined by Meyer and the two went across the border into Tibet where they met the two other members of their party.

"I had met one of them already in Katmandu. He was a *sherpa* or *sidhat*, an officer from the old army days is what the word means. Tscharing was a skilled and accomplished man, who was himself intrigued with the idea of doing this. He spoke English quite well, a little bit of Tibetan, and, of course, Nepali."

A young Tibetan was the fourth member to join the group. "He had left Tibet with his parents when he was barely more than an infant and grown up in Northern India. Within the last year he returned to Lhasa, the Buddhist holy city and capital of Tibet. He was designated as our liaison officer. He spoke Tibetan, English, and some Chinese so he was able to communicate with the Chinese drivers of our vehicles."

The expedition set off from the border town and began the journey to Mount Kailas. In the village of Tarchan they met an elder who told them he had been told by the Chinese who had sent word by nomads coming through the passes that if two foreigners arrived, they were to be seized and transported two hundred miles away to the nearest Chinese army outpost and from there taken to Lhasa for further disposition. "It turns out that someplace along the line, someone changed their mind about allowing us into the Indus River source basin. I took violent exception to that, but it was to no avail. It appears that the

Chinese authorities thought this was something they wanted the Chinese to do first, before anyone else did it. That's the best rationale we could come up with." A little rebellious, Holen thought about taking a chance despite the prohibition. "But, the Tibetans would not rent us the animals, nor would they come with us. We had to have them and we could not go without the horses, the yaks, and the equipment. You need horsemen to cross the passes into the basin. So, in great frustration, we

They would use the same methods Hedin used in 1907...horses and yaks

ricocheted away from the Indus and headed for the Karnali."

The expedition's dispute was not the only one brewing in Tibet during that time. Tibet, which has been under the control of the People's Republic of China since 1951, experienced anti-Chinese riots in its capital city on October 1. Pro-independence feelings run deep among the religious (Buddhist) Tibetans who regard the exiled Dalai Lama as their leader, but Beijing views advocacy of Tibetan independence as treason. Holen and Meyer managed to avoid the rioting that left 14 people dead in Lhasa.

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"Tibetans have a strong sense of religious reverence. Dark smoke-filled chapels and hallways of the gompas (places of worship) are crowded with pilgrims, women and men carrying their yak-butter lamps. They will lean forward so that their forehead will touch a wall of the revered temple."

It was uncertain whether the decision to bar the explorers from the Indus had come from Beijing or Lhasa, but, importantly, they had not excluded the other rivers. Before they began their ascent to the Karnali they stopped at a village where they were the first westerners ever to visit. Squatting down with three elders of the village, the men talked about the river. Using a stick to draw in the dirt, the elders showed Holen and Meyer the course of the river indicating the various tributaries and

the directions in which they should go. "They got to a point in drawing the river and said that was the end of the river. We said, 'Doesn't it go further than that?' Finally, they acknowledged that yes, there was water that came down the river's course, but this was where the 'Peacock-mouth' was, this was the godshhead of the river, and therefore, its source. Yes, there was what you called a river, but it didn't have a name. It struck Kurt and myself as kind of extraordinary their feelings about the river. That, this was the godshhead of the river, and therefore, the river didn't really exist before that."

Traveling on horseback, they reached the traditional source or godshhead. "The holy man had been right. There was this spring gushing out of the side of the mountain, and it was a very deep green, mostly colored, we believe from a

special kind of moss that was growing right around it."

Continuing on up the river, they crisscrossed it many times; sometimes finding themselves on the wrong side of it in terms of being able to go forward. When the group made camp for the day, the Tibetan horsemen would make a weather break for the party with the pack animals, wooden saddles, and other equipment. Using flints, the Tibetans would start a fire with twigs as kindling. Dried yak dung served as the fuel to heat water for the tea they brought with them. Holen and Meyer employed western devices when encamped: they used a small kerosene burner, pitched tents each night, and slept in their sleeping bags. During the trip, the group bought a couple of sheep which were added to their food supply. Mostly, their staples consisted of canned foods, rice or noodles, and tea. "Believe it or not, we brought eggs. I still haven't figured out how Tscharing managed to bring those eggs along without breaking them. So, sometimes you'd have a fresh egg, a little rice or noodles, and tea. Stuff like that. You don't eat very much; it's the altitude. I found I didn't eat much at all."

In some places along the trek the group was at elevations of near 19,000 feet above sea level. "Human beings that have become acclimatized can live at that altitude. We

became acclimatized, but there were times I'd get carried away, climbing in spurts, and suddenly start heaving deep breaths because I'd run out of oxygen in my system."

The winter came early that year in Tibet. The snows fell at very low altitudes, which made traversing the distance difficult for the expedition.

*"Believe it or not,
we brought eggs. So,
sometimes, you'd
have a fresh egg,
a little rice or noodles,
and tea."*

Riding for a long time in a difficult environment, they noticed the river getting smaller and smaller: It was rimmed with ice all day, covered over with ice in places in the mornings, extremely cold. After weeks of anticipation and hardship, the small group approached the glacier which feeds the river, the natural, geological source of the Karnali. "It was tough going for a long period. When we came to the source, one of my strongest feelings was simply relief. I wouldn't have cared if it was another 10 days, I would have kept on going, but I sure thanked God I got there when I did. Second, of course, was the exhilaration."

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Director Marvin Holen and fellow explorer Kurt Meyer sit at the foot of a glacier and in the opening of an ice cave which feeds the source of the Karnali River.

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ration that... my God! Nobody else has ever been here. I'm sure Tibetans have been there before, but I don't think very many, because the moraine, the area below the glacier where the glacier has moved forward and back, has no earth to support crops. There's nothing but straight granite, boulders as big as houses, and ponds of water, which are frozen. There's no grazing for miles, so there's no reason to go up there."

Bare, moon-like, and eerie, the moraine causes the glacier to appear even more formidable. "We kicked around a bit to find the first trickle, but that's not possible with a glacier." The glacier itself is a broad sheet of ice, snow, and frozen snow with ice caves in it. Holen and Meyer ducked into ice caves to watch the water flow out and become part of the Karnali, which eventually goes into the Ganges

*"I got more pleasure
out of putting up
my (American) flag
than anything
else."*

River in India, and finally empties into the Bay of Bengal. "I was excited. There I was, I

pulled out a small American flag I carried with me. I got more pleasure out of putting up my flag than anything else. I thought, "This is an American expedition and here is the American flag!" You know you go through all the childhood and adolescent feelings ...It's exciting." (Holen is a member of the New York Explorer's Club, which is the American equivalent of the English Royal Geographical Society. The Club had authorized the expedition and had sent him the club flag to carry with him to the source.)

"When I was up there at night, and I looked at the mountains and sky around me, you have got to figure that some place in you there is that sense of the primitive. That tap that leads back to the roots of man."

Emboldened by the thrill of their achievement, the men were ready to meet other challenges. They wanted to continue on to the sources of the Sutlej and the Brahmaputra. Camped at Lake Manasarovar, they tried to get animals and the cooperation of the Tibetans to venture to the geological sources of these rivers which they knew were just across a watershed from each other. The Tibetans, however, insisted there was no food for the horses; that they couldn't get through the snow to the grass underneath, the snow was so deep. "None of the Tibetans would come with us. They didn't

think they would survive the period of time it would take us to get through and get up there. That put an end to the effort to reach those two rivers."

The Long Way Home

*"A railway station,
mobs of people,
nothing in English,
and I'm carrying
90 pounds of gear
on my back."*

Holen and Meyer attempted to leave Tibet, but a heavy snowfall came and they could not get through the passes back into Nepal. In order to reach Katmandu, they had to wend their way through Asia. "We tried to get across the pass in our land rover, but we couldn't make it. So, we turned and went four days back to Lhasa. From there we flew to Chengdu in China and took the train halfway back to Canton."

The two managed to deal with the Chinese railway system speaking no Chinese but fighting their way through with sign language and a phrase book they bought in a book store in Chengdu. "A railway station, mobs of people, nothing in English, and I'm carrying 90 pounds of gear on my back."

Once on the train, both Holen and Meyer got an opportunity to employ American diplomacy and create goodwill among the Chinese

passengers. "Kurt and I shared a compartment with an old man and an Army officer. The old man took out some persimmons and began to peel them and insisted Kurt and I eat them. He smiled, we smiled. I think the officer was a little put off to find these two foreigners in the compartment. We took out some apples we were carrying and the officer took one from us. The ice was broken."

The two traveled a great distance on that train and arrived at a city called Guiyong. "We immersed ourselves in China. It was an exhilarating experience. On the train, you look out and see the villages and the countryside; I was fascinated by what I saw." For them, Guiyong was the end of the line on the train because all the ongoing tickets were sold. "Guiyong is a fascinating city, it's big, a city in transition from the old China to the new China. It's a major city in South China with its stores stuffed with consumer goods. It looked as if the people were hellbound on a capitalist economy. The colors are bright, lots of food everywhere."

Finding seats on an airplane, they left Guiyong headed for Canton. From Canton they took the train to Hong Kong, where they turned right around and flew back across China, south to Bangkok and then up to Katmandu.

In Katmandu, Meyer left Holen to return

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SCHEDULE CHANGES

Aceves, Timoteo, from Operator Trainee to Operator.

Andrian, Elenita A., from Programmer Assistant to Programmer.

Arthur, John H., from Mechanic B to Mechanic A.

Ayala, Carlos, from Operator Trainee to Operator.

Banks, Paul M., from Part-time Operator Trainee to Part-time Operator.

Barr, Robert N., from Operator Trainee to Operator.

Barrosse, Bertin O., from Operator Trainee to Operator.

Bendijo, Lourdes S., from Secretary to Senior Secretary.

Bhular, Amjad N., from Programmer to Programmer Analyst.

Bocanegra, Raymond A., from Relief Stock Clerk to Materiel Man-

agement Systems Support Analyst.

Boyden, Leigh K., from Senior Engineer to Supervising Engineer.

Brown, Joseph P., from Senior Transit Operations Supervisor to Acting Assistant Vehicle Operations Manager.

Burkner, Christopher C., from Part-time Operator Trainee to Part-time Operator.

Carlos Jr., Arturo, from Security Guard II to Transit Police Officer Trainee.

Castillo, Luis H., from Operator Trainee to Operator.

Castro, Rogelio U., from Operator Trainee to Operator.

Chacon, Alfred, from Part-time Operator Trainee to Part-time Operator.

Colmenares, Miguel A., from Part-time Operator Trainee to Part-time Operator.

Craig Jr., Charles C., from Mechanic B to Mechanic A.

Curnutt, Allen F., from Operator Trainee to Operator.

David-Richard, Linda, from Operator Trainee to Operator.

Davis, Richard J., from Management and Budget Analyst to Acting Senior Management and Budget Analyst.

De Paz, Junio E., from Computer Operations Analyst to Acting Data Processing Quality Control Supervisor.

Doscher, Merrill T., from Part-time Operator Trainee to Part-time Operator.

Flores, Ines, from Mechanic B to Mechanic A.

Garcia, Arthur B., from Mechanic B to Mechanic A.

Garcia, Mario D., from Part-time Operator Trainee to Part-time Operator.

Garcia, Salvador, from Operator Trainee to Operator.

Gates, Barton E., from Part-time Operator to

Operator Trainee.

Gifford, Suzanne B., from Acting General Counsel to General Counsel.

Giles, Holly, from Word Processor Operator I to Acting Staff Aide.

Gomez, Jose S., from Mechanic C to Mechanic B.

Greene, Jimi, from Operator Trainee to Operator.

Griffin, Valery D., from Operator Trainee to Operator.

Griffith, Billy M., from Mechanic C to Mechanic B.

Henderson, Edward N., from Operator Trainee to Operator.

Hernandez, Richard R., from Part-time Operator Trainee to Part-time Operator.

Hiatt, Patricia M., from Typist Clerk to Stops and Zones Clerk

Hicks, James B., from Operator Trainee to Operator.

Huerta, Ronnie L., from Part-time Operator to Operator Trainee.

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home. The detour across China had taken more time than he had available. Holen went on to visit the Indian state and former mountain kingdom of Sikkim by jeep as a tourist. Leaving Sikkim ten days later he traveled to the mountain areas of Darjeeling and Kalimpong. From there he headed south to Calcutta where he spent 3 days. "I remember going to bed in this crummy hotel in Calcutta. I woke up at

four o'clock in the morning and said, 'I'm leaving, I've had it.' I must have walked for hours from airline office to office and finally pieced together a two-day trip back to Los Angeles. I had had it, it was enough!"

He did something

no one else has done

Holen returned to Los Angeles at the end of November. From the

perspective of several months distance, Holen looks back on his trip with a great deal of personal satisfaction. He did something that no one else has done. "I tested myself against the odds. I just went and did it. You can't quantify what I got out of it, I can't articulate the emotional feelings that well."

Full with his recent memories of the Lamaist Buddhists worshipping in their cloistered temples

in Tibet, where not much has changed since the eighth century, Holen came back to work as an RTD Board Director. "Obsessive curiosity compelled me out of bed the first morning back and down to the Board Room. I think I sat there watching them (the Board), much as I watched the nomad pilgrims with butter lamps. But, very quickly, the spell fell away and I became a participant instead of an observer."

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Hutson, John L., from Operator Trainee to Operator.
Inocencio III, Paul D., from Part-time Operator to Operator Trainee.
Jackson III, Searcy M., from Operator Trainee to Operator.
Johnson, Harris D., from Part-time Operator Trainee to Part-time Operator.
Jones Jr., Johnnie, from Security Guard II to Transit Police Officer Trainee.
Junyk, Michael J., from Mechanic B to Mechanic A.
Kennedy, Michael D., from Printing Supervisor to Acting Printing Production Estimator.
Knight, Leola E., from Operator Trainee to Operator.
Lawson, Michael H., from Stock Clerk to Storekeeper.
Ledesma, Luana L., from Information Clerk to Ticket Clerk.
Ledesma, Nora E., from Part-time Operator to Operator Trainee.
Lee, Philip M., from Electrician to Electrician Leader.
Lewis, Darryle F., from Security Guard II to Transit Police Officer Trainee.
Lohman, Robert W., from Operator Trainee to Operator.
Lopez, Nestor Del Mar, from Operator Trainee to Operator.
Louis, Samuel K., from Facilities Construction Manager to Acting Director of Construction Management.
Lozano, Michael, from Stock Clerk to Materiel

Management Systems Support Analyst.
Martell, Joe M., from Part-time Operator Trainee to Part-time Operator.
Martinez, Julio C. C., Operator Trainee to Operator.
McKnight, Carl E., from Printer II to Acting Printing Supervisor.
Menashe, Jack, from Security Guard II to Transit Police Officer Trainee.
Mitchell, Monica M., from Typist Clerk to General Clerk II.
Mittasch, Gail A., from Secretary to Acting Senior Secretary.
Montgomery, Brian B., from Operator Trainee to Operator.
Morris, Delwin R., from Operator Trainee to Operator.
Nelson Jr., Arthur J., from Property Maintainer B to Property Maintainer A.
Nguyen, Dan L., from Operator Trainee to Operator.
Nguyen, Thi X., from Mechanic C to Mechanic B.
Norwood, Linda J., from Part-time Operator Trainee to Part-time Operator.
Onopa, Daniel M., from Operator Trainee to Operator.
Pachuca, Gerardo A., from Part-time Operator to Operator Trainee.
Padilla, David R., from Operator Trainee to Operator.
Paialii, Alicia I., from Operator Trainee to Operator.
Parrish, Michael R., from Operator Trainee to Operator.

Parvin, Gregory M., from Control Clerk to Management Systems Support Analyst.
Pollan, Cynthia J., from Acting Senior Management and Budget Analyst to Senior Management and Budget Analyst.
Potter, Roger A., from Relief Stock Clerk to Materiel Management Systems Support Analyst.
Price II, O. Wendell, from Operator Trainee to Operator.
Quesada, Fernando A., from Project Engineer to Acting Facilities Construction Manager.
Ross, Armand M., from Senior Transit Operations Supervisor to Acting Assistant Vehicle Operations Manager.
Rucker, Derick L., from Operator Trainee to Operator.
Rujas, Rosemary, from Mechanic C to Mechanic B.
Saggese, Salvador F., from Mechanic A to Mechanic A Leader.
Samaa, Nabeel N., from Part-time Operator to Operator Trainee.
Santiago, John, from Operator Trainee to Operator.
Silva, Elizabeth, from Senior Secretary to Acting Executive Secretary.
Solis, Anna M., from Ticket Clerk to Schedule Maker I.
Soltero, Jesus B., from Mechanic B to Mechanic A.
Soto, Brian A., from Mail Service Supervisor to Acting General Services Manager.

Stevenson, Merduice A., from Part-time Operator Trainee to Part-time Operator.
Stokes, Warren T., from Mail Carrier to Security Guard II.
Tabares, Robert R., from Part-time Operator to Operator Trainee.
Takemoto, Jacqueline S., from Secretary to Acting Senior Secretary.
Trachter, Ira, from Program Control Analyst to Acting Administrative Services Officer.
Tucker, Jacquelyn, from Operator Trainee to Operator.
Vander-Ploeg, Wilbert, from Operator Trainee to Operator.
Vanlaningham, Darrell, from Part-time Operator Trainee to Part-time Operator.
Varela, Alice M., from Operator Trainee to Operator.
Vargas, Lorraine E., from Mechanic C to Mechanic B.
Ware, Karen A., from Information Clerk to Assistant Service Inspector.
Weatheral, Robert A., from Mechanic B to Mechanic A.
Williams, Opal L., from Part-time Operator Trainee to Part-time Operator.
Wright, Jimmie D., from Mechanic B to Mechanic A.
Zasadil, Robert D., from Security Guard II to Transit Police Officer Trainee.
Zuniga, Antonieta, from Operator Trainee to Operator.

Your Credit Union Is Private

by *Debbie Flores Pollock, Credit Union Marketing Director*

One of the most common misconceptions about credit union accounts is that all fellow employees will know your personal financial situation. This could not be further from the truth.

Like other financial institutions, banks, and savings & loans, your personal information is protected by privacy laws. This includes your address, social security number, and all information regarding your savings and/or loans. One major difference between the credit union and other institutions is we only give out information with your written consent to others requesting credit ratings. The only exception would be court-ordered documents. Your employer has no access to the information. The only individuals that can obtain information are joint owners on the account that you have authorized.

The board of directors that are elected by the members, meet each month to set policy, review reports, and receive information, not to discuss member accounts. Both the credit union staff and volunteers are required to keep all records confidential.

SHIFTING GEARS



Barraza, Loretta E., began with the District on September 28, 1976, retired as a Utility A on December 29, 1987.

Brewer, John W., began with the District on October 20, 1962, retired as a Workers' Compensation Claims Investigator on February 27, 1988.

Brollier, William E., began with the District on June 10, 1967, retired as an Operator on February 29, 1988.

Clancy, F. T., began with the District on September 10, 1957, retired as an Operator on February 29, 1988.

County, Tiny, began with the District on December 16, 1965, retired as a Mopper/Waxer on March 17, 1988.

Dain, Alma DeRees, began with the District on April 29, 1961, retired as an Operator on March 5, 1988.

Fitzpatrick, John, began with the District on May 23, 1975, retired as a Utility A on February 27, 1988.

Galvez, David B., began with the District on October 30, 1958, retired as an Operator on February 28, 1988.

Harvey, Clemard L., began with the District on September 5, 1960, retired as an Operator on February 29, 1988.

Haynes, Lewis C., began with the District on January 18, 1962, retired as an Operator on March 17, 1988.

Hernandez, Theodore, began with the District on January 25, 1957, retired as an Operator on February 29, 1988.

Hisanobu, Sakahara, began with the District on April 25, 1960, retired as an Operator on February 27, 1988.

Hurst, Thomas L., began with the District on May 3, 1971, retired as an Operator on February 29, 1988.

Larrauri, Robert A., began with the District on May 17, 1976, retired as a Mechanic A on January 8, 1988.

Larrea, Rafael M., began with the District on January 19, 1976, retired as a Mechanic A on February 29, 1988.

Lindley, Betty F., began with the District on April 11, 1974, retired as a Transit Operations Supervisor on February 30, 1988.

Mineses, Leonardo S., began with the District on February 20, 1975, retired as an Operator on March 10, 1988.

Monday, Robert L., began with the District on February 19, 1959, retired as an Operator on March 17, 1988.

Pegues, Miciaiah,

began with the District on July 7, 1962, retired as an Operator on February 28, 1988.

Saracione, Joseph J., began with the District on June 12, 1971, retired as an Operator on February 9, 1988.

Smith, Eric H., began with the District on December 9, 1961, retired as a Transit Operations Supervisor-VO on March 11, 1988.

Stevenson, Lenwood A., began with the District on January 13, 1975, retired as an Operator on March 19, 1988.

Teffeteller, James E., began with the District on October 1, 1966, retired as an Operator on February 28, 1988.

Ventus, Leonardo, began with the District on March 2, 1973, retired as an Operator on March 3, 1988.

Walker, Martin, began with the District on July 22, 1974, retired as a Mechanic A on February 26, 1988.

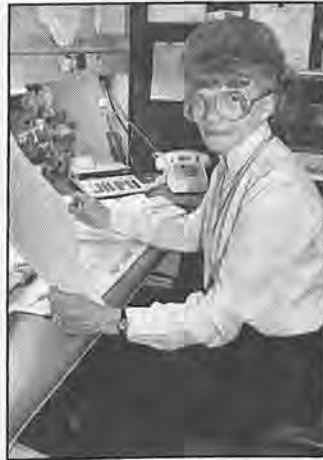
Watson, William R., began with the District on September 23, 1954, retired as a Schedule Checker Manager on March 12, 1988.

York, Orin Wendall, began with the District on August 9, 1971, retired as an Operator on February 29, 1988.

She Leads The Way in a Man's World

Perhaps early one morning on your way for that first cup of coffee in the Headquarters Building cafeteria you've passed a petite, unassuming woman never guessing her to be a pioneer figure in the field of transit.

Schedule Supervisor Shirley McKenzie is just that. Starting with the District 21 years ago as a keypunch operator in the Data Processing Department, Shirley later became the first female



*Scheduling Supervisor
Shirley McKenzie*

schedule maker in the United States.

After bidding out of her department into the Schedules Department, she looked around and decided she would like to try schedule checking. Eventually, she set her sights on a schedule maker position. "Schedule making was a man's job in 1972," Shirley said. "The assistant department head called me in and said I was just an agitator. He made me type for six months. One day he overheard someone ask me what I did. I told them I was a glorified typist. Only then did he let me do something. It was really tough mentally." Shirley believes it wasn't until 1979 that people really started to believe she could do something. "I think my boss used to pray that I wouldn't be able to do my job. All that did was make me more determined not to fail. Not everyone was against me. I had some support from people like Bob Holland."

"I got very good at schedule building, but I wanted to try to learn run-cutting. I was sidelined on that for quite a few years. Around 1981 I finally got my chance and I love it, because it is forever challenging."

Making a schedule, as Shirley will tell you, involves a lot more than just putting a timetable

on paper. A schedule maker first must collect all the passenger data brought in by the schedule checkers. Then they review all complaints received on a particular line to assess how the line is presently operating. They check the headway, and running time of the buses on the line. Equipped with all that information, the schedule maker develops a schedule rotation. From that form she can produce an actual schedule, a timetable that will be used by supervisors on the street and on paddles for operators. Paddles are, essentially, the bus operator's schedule for the day. Each paddle tells an operator what to do from the moment she pulls out to the time she pulls in.

After this initial schedule evolves, a run-cutter will take it and cut it into operator work-run assignments. This information is used for all division shake-ups.

Shirley says run-cutting is the most challenging assignment because she has so many variables that must be juggled. "You find you have to really know the UTU contract in order to make an effective run-cut. It is the run-cut that determines the operator's pay time."

She must balance days off, assign 90

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IN MEMORIAM

Ballans, Isabelle L., began with the District as a Service Inspector on February 8, 1960, passed away on October 19, 1987.

Delmar, Vincent E., began with the District as an Operator on September 10, 1943, passed away on February 8, 1988.

Djurick, Miodrag, began with the District on February 9, 1987 as an Equipment Engineering Technician, passed away on March 10, 1988.

Finley, Samuel P., began with the District as an Operator on February 7, 1946, passed away on February 2, 1988.

Flores, Joe Jr., began with the District on January 20, 1975 as an Operator, passed away on February 21, 1988.

Foreman, Clyde W., began with the District on February 10, 1975 as an Operator, passed away February 24, 1988.

Greene, Thomas, began with the District on October 31, 1977 as a Mechanic A Leadman, passed away on February 21, 1988.

Perez, Frank, began with the District as an Operator on November 6, 1956, passed away on January 25, 1988.

Sprein, Ruth A., began with the District on September 8, 1987 as a Service Attendant, passed away on March 6, 1988.

Steele, Raymond A., began with the District as an Operator on May 24, 1927, passed away on February 15, 1988.

RTD Runs the Los Angeles Marathon

Many District employees either ran or walked the 26.2-mile distance of the Third Los Angeles Marathon held March 6.

The Los Angeles Marathon is the second largest marathon in the United States. This year, a number of runners used the race as a pre-Olympic trial event. Over 13,000 runners finished the race this year. Among those runners was Division 7 Operator Carter Norwood who finished 1,032 with an impressive time of 3 hours and 19 minutes.

Division 12 Operator David Martinez ran the marathon in 4 hours and 29 minutes.

Division 15 Operator Reginald Smith hit the finish at 4 hours, 41 minutes. "I was shooting for 3-1/2 hours," he said. "It was a personal test. Last year I ran it in 5 hours. This year it was a real mental and physical

challenge."

Division 3301 Supervisor Carlos Rojas' wife, Angie, called in to report her husband's first attempt at the marathon. Rojas joined the walking division and out of 208 walkers, Rojas placed 21 with a time of 10 hours. "We, (daughters Melissa

"I did it

without training.

It was painful.

...Start training

now."

and Michelle included) are so proud of him," said Angie. "It was an exciting experience for all of us."

Transit Police Security Guard II Luis Medrano came out of the



Welcome to the Los Angeles Marathon! RTD employees have participated in all three marathons.

race with a time of 5 hours and 57 minutes and placed 9,994. "I did it without training. It was painful. I ran well until the 13-mile mark. My advice is don't try it without proper training. Start training now."

Community Relations Representative Lupe Valdez ran the distance in 6 hours and 47 minutes. Lupe not only ran for the challenge but also to raise money for one of her favorite charities, the YWCA. And, as conscientious as Lupe is, she was probably handing out Metro Rail packets along the route to all the spectators.

Division 15 TOS Gus Dominguez ran his race in 6 hours, 30 minutes. "It was an experience I'll never forget. I met with athletes from other

countries who said the LA fans were the best in the country. It's true they kept us going when we were exhausted. There were times when I wondered what I was doing in the race...My neighbors see me as the athlete of the neighborhood. My wife's grade school students made posters for me."

Division 3 Operator John Williams ran with a time of 6 hours and 41 minutes in his first try. "I had watched the runners on TV before. This year I got myself into a little bit of shape and decided to do it myself. My friends all said, 'oh no, 26 miles!' But you never know what you can do until you get out and try."

Division 4 Mechanic

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Man's World...

...continued from page 29
percent of Sunday's runs as straight and not split, set up the high seniority runs in early morning, and figure in weekends off and rest times, assign part-timers only to trippers pulled out in rush hours, also remember that part-timers can only work 30 hours a week, etc., etc.

"The job is very responsible," she said. "If

you do a bad run cut you can cost the company a lot of money in excessive overtime and premiums."

Despite her earlier struggles, Shirley believes it was all worth it, she loves her job. "Now I'm the only one in my department who can do both run-cutting and schedule making," she said, smiling a bit shyly, but with an evident look of satisfaction.

Personnel Sponsors Rape Prevention

Maric Holt, a noted speaker on the prevention of rape and child molestation, appeared for a seminar in the Headquarters Building on March 29.

Ms. Holt, a former victim, has appeared on television in various

programs speaking to the subject of sexual assault. She will appear this year on the Oprah Winfrey, Phil Donahue, and ABC Good Morning America shows. She represents the group known as Rape Education Crime and Prevention.

Marathon...



First-time marathon runner Division 15 TOS Gus Dominguez.



Marathon runner Lupe Valdez.

...continued from page 30
A Larry Mead walked the route in 6 hours, 12 minutes. Of those in the walking division, Mead finished in ninth place.

Division 4 Mechanic A Alphonso Villanueva ran with a time of 3 hours and 38 minutes. "I felt better in this marathon than the last one. This is the fifth marathon I have run."

The rest of District

personnel participated in the marathon in an indirect way. Up to 73 lines were rerouted at various times throughout the day to accommodate the thousands of runners.

Affected lines were concentrated in the downtown Los Angeles, Hollywood/mid-Wilshire, and Exposition Park and Los Angeles Memorial Coliseum areas.

Ms. Holt prefaced her presentation by telling the audience that the safety tips she would be giving were the result of 160 interviews with rapists presently incarcerated.

"First, I want you to dispel any myths you may have about who gets raped. Only young, sexy women are raped? No. Grandmothers and babies are raped. A rapist will select a victim regardless of age, weight, economic status, or appearance. You will be selected because you are available and vulnerable," she said. According to FBI files the oldest woman on record raped was 107 years old, the youngest was one month old.

She described the four types of rapists that criminologists have identified: a) the angry rapist, b) the power rapist (has low self-esteem and derives a sense of power by controlling his victim), c) the sadist, and d) the opportunist (rape done while in the commission of another crime).

Over half of rapes committed in this country occur in the home. Of the rapists polled, over half revealed that the easiest place to overcome a victim is as she exits a shopping mall.

Crime statistics now report that 1 out of 3 women will either be attacked or an attempt made in her lifetime. And, such an attack happens to a woman somewhere every 7

seconds.

Many women who carry mace or tear gas or some weapon were cautioned by Ms. Holt that an attacker may use it against her. The best method of protection is prevention, she said. She did recommend that women carry a small pocket flashlight so that before they re-enter their cars at night, they may scan the back seat of their car to make sure an attacker is not hiding inside.

She recommended that women who are being attacked yell *Fire!* "Never yell Rape! or Help! People don't respond because they don't want to get involved, but everyone will go to a fire."

Always trust your intuition she warned. "If something doesn't feel right, back off! If you are exiting a supermarket or a mall and there is a suspicious truck or van near your car and something tells you it's bad, stay away. State law in California requires shopkeepers and owners to care for your safety on a parking lot. You can ask for an escort. Assert yourself!"

Ms. Holt distributed prevention booklets for children, women, and the elderly. Those interested can pick up available copies from Wellness Coordinator Luanna Urie in the Personnel Department or request them through the mail. Ms. Urie may be reached at extension 6450.

Long-Termers Retire



Schedule Checker Manager Bill Watson retired after 33 years of service with the District on March 12. He was given a farewell party by the staff of the Scheduling Department and presented with his own layover zone stop by Joe Vicente and Art Leahy. Watson started as a driver and worked his way up in the Scheduling Department. He doesn't have any definite plans except for some travel plans. His parting shot: "I'll come back if they invite me."

BIRTHS



Born to Division 10 Operator Emma Gable and her husband, a son; Rashawn McClendon on November 27, 1987 in Los Angeles. Rashawn was 7 lb., 5 1/2 oz. and 21 inches long at birth.


Metro Rail Transit Facilities Senior Secretary Emily Matias was given a baby shower by her co-workers on March 17. Emily was due April 17.



Workers' Compensation Claims Investigator John Brewer retired on February 27, 1988 after 25 years with the District. Brewer began with the District as a bus operator and worked his way up to Instructor. He then joined the Safety Department and later the Claims Section to become their chief claims investigator. Brewer also involved himself in District activities, notably charitable giving campaigns such as United Way and the Brotherhood Crusade. He also served a term as president of the board of the Transit District Credit Union. Brewer appears at his farewell party in the Headquarters Building with, from left to right: Claims Manager Nanci Eksterowicz, Brewer, Subrogation Claims Assistant Barbara Swaine, and Workers' Compensation Specialist Marlene Allen. Shortly after Brewer retired, Subrogation Claims Assistant Barbara Swaine announced she was retiring after 13 years of service with the District. Barbara, considered by many (especially by those in Risk Management) to be the poet laureate of the RTD because of the clever rhymes she has written for special occasions over the years, retired on April 29. She was given a lovely farewell dinner at the Velvet Turtle restaurant.

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Three Cheers for Working Moms



A sleepy arm reaches for the alarm when it goes off at 6 a.m. In homes across America, women shower and dress for success. And then they help their children get washed, combed, and dressed...feed the cat or walk the dog...fix and eat a healthy breakfast...pack lunches or lunch money...assemble homework...start a load of laundry...figure out what

years ago, but most women still carry the bulk of the burden of working at home AND at the office or worksite ALL DAY LONG.

Work days rarely go smoothly. In households across the continent, common complications can ruin the best laid plans. Every working parent prays for healthy children—or faces a dilemma about who can

spot in the parking lot seem like minor inconveniences compared to the hectic schedule and inevitable complications that arise before mom walks out the door each morning.

With any luck, the day at work will go well until 3 p.m. That's when moms go back "on call." With school out, the children check in by phone for reassurance and instructions from mother. And once mom gets home, her work continues: dinner to cook, laundry to finish, bills to pay, shopping to do, bedtime stories to read.

So when can employed mothers relax leisurely with a cup of coffee and the morning paper? Maybe after 10 p.m. when everyone else has gone to bed! Until then, most moms are on duty.

Most of us already have a soft place in our hearts for our own mothers. So this year let's pause to pay special tribute to the moms who keep our nation's economy humming—those nearly 22 million mothers who wear two hats—paid worker and mother. Give a hand to mothers who collect paychecks—whether your boss, your wife, your employee, your co-worker, or your mother. Hip, Hip, Hooray!!!!!!!!!!!!



to prepare for dinner that evening...jot down some items on the grocery list...find a lost sneaker (or mittens or library book) and handle the tears and mad scramble that are sure to follow...then drive the children to school or child care.

No wonder women arrive at their jobs sometimes harried and already exhausted! They've already been working for 3 or more hours!

Men may be sharing the load a bit more at home than they did a few

afford to stay home.

Women in the labor force dread hearing the phone ring in the morning. What if the family day-care provider is sick or has a sudden emergency? Planned school holidays and early dismissals can be survived with prior planning. But school cancellations for whatever reason can spell disaster for parents who are expected to report to work on time without children in tow. Traffic congestion, broken air conditioners, even walking from the farthest

Ode to Mother

Editor's Note: Ruth Fleischman, the wife of Division 8 Mechanic A Phillip Fleischman, sent in this poem in celebration of Mother's Day, May 8. The poem is dedicated to her mother, Mollie Rosen, who passed away several years ago at age 50, and to all mothers.

Mothers

What is a mother?
She's a treasure of gold
She's tender and kind,
whether young or old

To care for her children,
is her main goal in life
She's a wonderful
mother, and a devoted
wife

Mother is wise, she
knows what is best
Give her your help—she
has earned some rest

We honor our mother on
Mother's Day
Her work lasts a life-
time—she asks for no pay

Give her the love she has
always deserved
Give her a kiss—her life
may be preserved

Not just on Mother's Day,
show that you care
Every day of the week,
let her know that she's
rare

When you need her she's
with you, with her
comforting ways
God Bless and keep her—
for millions of days.

Restaurant Review

by Susan Harvey
Division 3215 Assistant Manager

Looking for a good Sunday brunch? Something different? Someplace with fantastic food and lots of fun? Try the Filmland Center in Culver City. It is located in the old MGM Studio which has been rebuilt to resemble an Aztec pyramid. Every Sunday they turn the lobby of the building into a New Orleans style restaurant complete with a Dixieland Jazz band.

The food is what makes the place special, they serve the usual Sunday brunch dishes, omelets made to order, waffles, fresh fruit, everything you would expect. The difference is they also serve great gumbo with extra oysters, Louisiana sausage, and crawfish that you add yourself. Also on the menu is alligator stew, catfish, hush puppies, and in-season soft-shell crab. Added to the list is a very good crown roast of pork, and without a doubt some of the best shrimp creole this side of New Orleans. They make the creole to order, using jumbo shrimp, a dash of rum, and a great blend of spices.

Now if you still have room (and it would be a crime if you didn't) a visit to the dessert table is in order. Awaiting your selection are Bananas Foster, Cherries Jubilee, pecan pie, and an extravagant assortment of

pies, cakes, puddings, and other items to tempt the most discriminating sweet tooth.

The price is \$22 for adults and \$10.50 for children. The Filmland Center is located at 10000 Washington Blvd. in Culver City. Call 213/280-1200 for reservations.

Any June Graduates?

Are you graduating next month? Your husband? Your wife? Your children?

Send the news of your long-awaited event or that of your loved ones to the *Headway*. We will

**We will publish
your accomplishment
in the June
and July issues**

publish your accomplishment in the June and July issues. Send photos if available, color or black and white. But, please send the material no later than June 6.

Our address is Headway, RTD, 425 S. Main Street, Los Angeles, CA 90013.

RTD MOVIES GOES TO THE MOVIES

by Carolyn Kinhead

Ask anyone around you if they go to the movies, and most people will respond that they go "two or three times a year." Ask the same person how often they rent movies on video, and it's not unusual to be told that they rent at least one movie every weekend, and once or twice a month rent a movie during the week. As the number of VCRs in homes rise, so does the number of videos available for rental.

A little bit of history. I first saw a VCR in the early 70's, when they

became available for home use. Clunky models, with blank tapes costing \$25 each, they retailed at around \$1,200. Definitely a luxury item. It wasn't until some ten years later that I was able to purchase my first VCR, a middle-of-the road model with a price tag of \$800. Then, the tapes seemed to run \$9-14 dollars. A year and half ago, I bought my second VCR, stereo hi-fi with four heads and a bunch of bells and whistles, and

continued on page 35...

For Sale

Manager's Special sale up to 65 percent off for all RTD employees on all aluminum (1", 2", 1/2") and wood (1" and 2") mini-blinds and vertical blinds. Please contact Alan at extension 6262 or leave message at 818/448-7406.

1982 Toyota Tercel. XInt. cond., low mileage (38,000 miles). \$ 3,200 negotiable. Ask for Alan at ext. 6262 or leave message at 818/448-7406.

Corain's Hair and Nails. Two booths open for cosmetologist with

license and manicurist with license. Monday and Tuesday special discounts for senior citizens. Nails from \$7-10. Call 213/639-4321 for an appoint., located at 100 E. Century Blvd.

Looking to form or join a carpool or vanpool from Altadena area to RTD Headquarters Build. Call Sherry at ext. 70361.

Seeking a male Chow for stud service in exchange for pick of the litter. Call Sherry at ext. 70361.

Movies...

...continued from page 34

paid \$700. Hi-fi tapes that Christmas were costing ten dollars each; I now pay \$6. The first VCR is about to die; to replace it with just a basic machine will run about \$200 if we hit a sale.

You can see the difference here. The \$200 machine today does the same thing better than the \$1,200 machine of '72. Is it any wonder that more and more people are turning to videos as a primary source of entertainment? It's cheaper to rent a video than to go to the movies, and you have the convenience of watching it when you want to watch it. You also have a bigger selection, hundreds of old and new releases to choose from.

Videos are changing the way we view the movies (no pun intended). It used to be that only a few movies came out on videotape; now, almost every film released these days finds its way onto video within six months of its theatrical release, sometimes sooner. Nor does it stop there. You can get videos that will teach you how to do almost anything, from golf to cooking to massage. I know of a company that puts out a videotape on how to teach yourself to play the Celtic harp. How's that for esoteric? Television has jumped on the bandwagon, with the premiere episodes of *Moonlighting* and *LA Law*

doing a brisk business on video. Paramount Pictures discovered a goldmine when it began releasing all the episodes of the original *Star Trek*. More and more, videos are grabbing a bigger piece of the entertainment dollar.

This is not to say that the movies are dying. The box-office had a record year in 1987, due partly to rising ticket prices, but also because there were a number of good films that brought people out to the theatre. The bigger the hit, the longer it takes to

*Suddenly,
video rentals
and sales are
no longer a
poor cousin
to theatrical
release*

reach video. If you hear everyone talking about a movie at the office, and the papers and "Entertainment Tonight" are telling you it's a big hit dollar-wise, you're more inclined to go see it at the theatre because you know it's going to be at least a year before it hits video, even longer for cable.

But the big hit only makes up a small percentage of the movies available to the movie-going public at any given time. What about the smaller films, the ones that don't make a splash?

Late last year, I saw a trailer for a film called *Pass the Ammo*. It seemed cute, and a note was made in the back of my mind to catch it when it came out. Well, it came, I had the flu the weekend it opened, and it went. I was going to review this movie for the column you're reading right now, but it was gone in the blink of an eye. I felt a little depressed about this until a voice in my head said, "Take heart. It'll be out on video soon. They'll run ads for it during "Entertainment Tonight," telling you to watch for the comedy smash, and that you should reserve your copy now." Have you seen those ads? There are a lot of them out there these days. Suddenly, video rentals and sales are no longer a poor cousin to theatrical release; now, for many films, they are where the real profit lies. More and more ads are showing up for movies coming out on videotape, and there is a bigger push to get customers to buy copies of movies.

Just as the success of *The Jazz Singer* led to more talking pictures, so does the successful marketing of videotapes lead to more marketing. Next time you're in the video store, take a look at the names of some of the companies that are making the movies you're renting. The biggies are Vestron, CBS/Fox, Paramount, RCA/Columbia, MGM/UA, and Disney. Many of the films you're renting won't be

from the majors, though; they'll have names such as Cannon, EMI, New World, New Century/Vista, and you probably won't remember the movie ever being in the theatres. That's because these films are released for one or two weeks, then pulled, because the small companies don't want to spend the money on advertising or theatre rental if it doesn't catch on immediately. This is what happened with *Pass the Ammo*. Within six months, I'll be able to see it at home, feet up on the couch, another convert to the video age. If I like it, then I just wait another three months, and I can tape it off cable for my library.

In a conversation with Steve Barrows, a representative of Vista, the company responsible for distributing *Pass the Ammo*, he agreed that more and more, video rental is getting a bigger part of the pie. "However," he said, "You should be aware that the titles the video stores really want are the 'A' titles, the ones that did well in theatrical release. As more and more movies are released, the competition for shelf space becomes harder, and the dealers will stock the 'A' titles as opposed to the 'B' or 'C' titles. That's why there's twenty copies of *Rambo II* and no copies of other films. If a film has a good word of mouth, and people ask for it, then the dealer will consider ordering it, because he's assured there's a market."

RECREATION NEWS

May

Renaissance Faire—Weekends through Memorial Day,
Adults \$8.95, Students \$6.45, and Children 6-11 \$3.25

13-14-15

Dodgers vs. Phillies—Helmet Weekend

14-15

Sesame Street Live—Sports Arena
\$12 tickets for \$8

17 Dodgers vs. Montreal—Pin Day #3

22 Dodgers vs. New York—Wristwatch Day

25 Angels vs. New York—Cap Night

29 Kool and the Gang—
Universal Amphitheatre \$18

30 Angels vs. Boston—Bat Day

30 Disneyland, Adults \$12.95, Children 2-11 \$9

June

4 Dodgers vs. Cincinnati—Pin Day #4

4 Shadow Fax—Pacific Amphitheatre \$22.50

8 Dodgers vs. Houston

11 Angels vs. Kansas City—Windshield Shades

11-26

Queen Mary/Spruce Goose Days, Adults \$7,
Children \$5

14 Angels vs. Texas—Flag Day

18-19

Playboy Jazz Festival—Hollywood Bowl \$25

18-19, 25-26

Knott's Berry Farm Weekend, Regular Adults
\$17.95, Children \$13.95, now only \$11

18 Dodgers vs. San Diego—Pin Day #5

Available for year round sales:

Magic Mountain, Adults \$13.95, Children \$9.95

Pacific Drive-In Theaters Discount tickets, \$4

Pacific Walk-In, Mann, General Cinema, and United

Artists Theaters Discount tickets, \$3

See's Candy Gift Certificates \$5.90

HEADWAY

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