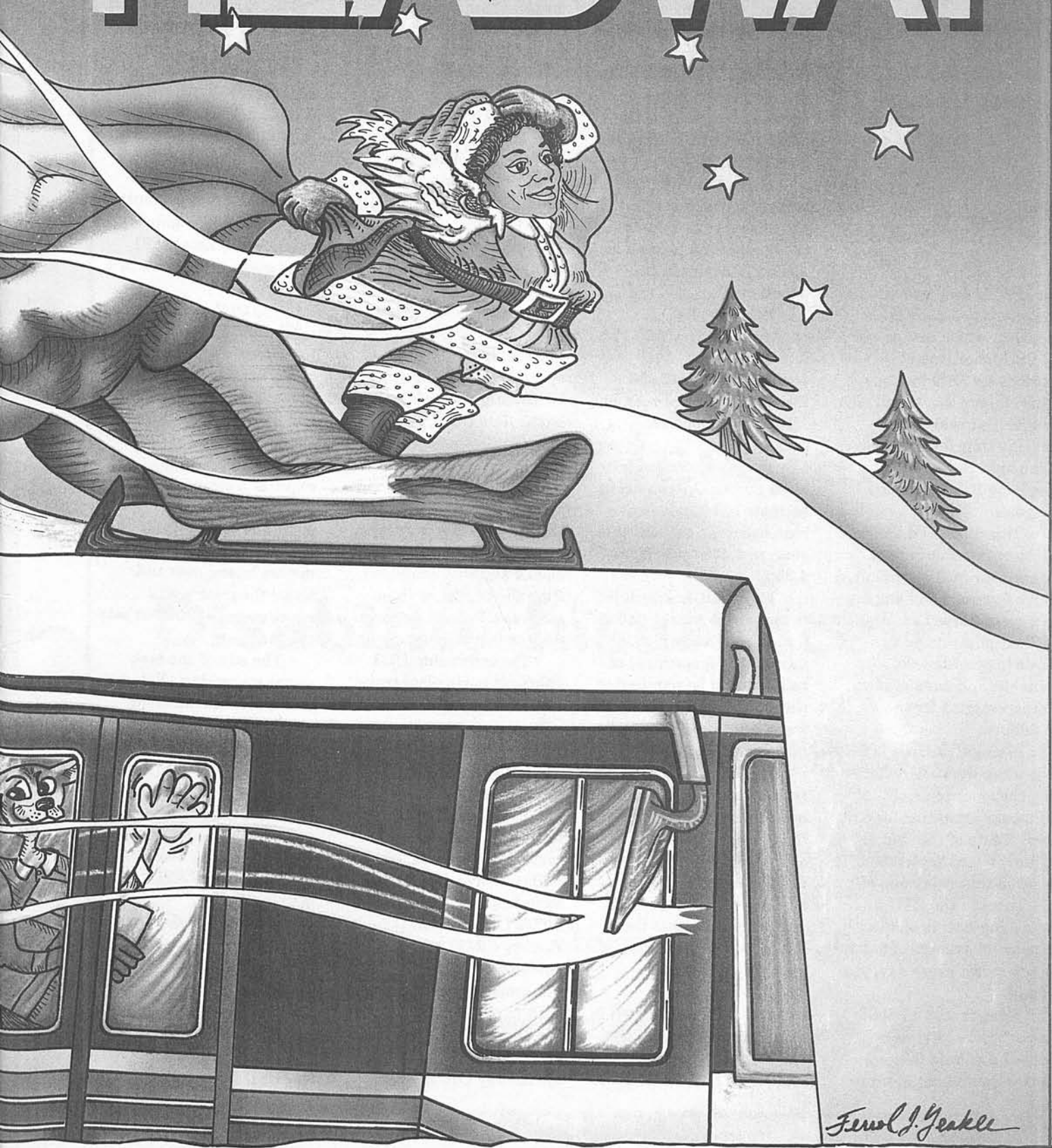


# HEADWAY



Ferris J. Yeakle

## Letter from the President



Dear RTD Employees:

The holiday season is nearing, which means one of the higher ridership periods for RTD buses is almost upon us. It will also be the first year-end holiday time for the Blue Line light rail now connecting Long Beach and Los Angeles.

This month I'd like to focus on our Equipment Maintenance Department, a work force of 1,974 employees spread over Los Angeles County at strategic locations to provide safe, reliable, and more efficient transportation for the public.

A single statistic stood out when we were reviewing the mountains of numbers submitted for our first "State of the District" report in late September. It showed that every one of the buses in the RTD operating fleet is on the streets an average of 9-1/4 hours a day, every day, year round.

Now, that is a tribute to our mechanics. It is indeed a tribute to the entire Equipment Maintenance

Department, for it means our buses are among the best-maintained in the nation. Only Chicago claims more hours per year per bus--3,507 against RTD's 3,372 hours per year.

To give employees outside the maintenance area an idea of the size of the task, I'd like to go over some of the maintenance goals and objectives for the 1991 fiscal year, because they provide an indication of the dimension of the effort.

This year RTD is operating at a 104,000,000 hub-miles rate. That equates to some 17,350 inspections for the year, or 1,450 inspections per month.

There's also a commitment by Bus Operations to increase miles between road calls by 5 percent this year, to 4,400 miles from 4,200.

Light rail, is scheduled to operate at nearly 40,000 miles per week, which means that inspections of rail cars will be required at the rate of eight cars per week, assuming 5,000-mile inspection intervals.

In terms of graffiti removal and bus cleanliness, I particularly applaud the efforts of the service attendants within the maintenance department for their continued efforts in making sure that the buses are clean and free of unsightly graffiti.

I have noticed a remarkable improvement in the cleanliness of our bus fleet and have heard first hand from patrons who

have come up to me over the last few months to express their appreciation for providing them with cleaner buses.

In clean emissions, RTD is the leader in the nation. All of us can be proud of the fact that by next June, the RTD is committed to have in operation a fleet of 74 low-emission buses. The total includes 30 methanol buses, 12 methanol/Avocet buses, and 11 compressed natural gas buses.

In addition, another five-year-old project concerning diesel bus operation is the District's continuing research into particulate traps, or exhaust filters. A metal-clad ceramic filter is bolted onto the diesel engine in place of the muffler and has shown in testing to remove some 80 percent of the smoke and soot emissions from the engine, with no adverse effects on performance or increase in noise.

The continuing RTD efforts in particulate traps will include testing of as many as 21 buses in cooperation with the California Air Resources Board and the LACTC.

Bringing all the clean air research together is the construction of a \$2.3 million heavy-duty emissions testing facility at the RTD's Central Maintenance Facility (CMF) near downtown Los Angeles. The emissions lab, being built in cooperation with the California Air Resources Board and California Energy Commission,

will be only the second of its kind in the country. Its use won't be restricted to RTD buses: various private and public bus and trucking operations are expected to contract with the District to assure their fleets are in compliance with the latest legal and community clean air standards.

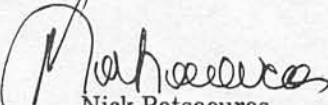
The Central Maintenance Facility is committed to produce 600 engine overhauls in fiscal 1991. That means 12 overhauls a week.

The CMF also is committed to produce four mid-life bus renovations per week, for a total of 200 mid-life completions that include window replacements. And the window change-out program requires a commitment to complete a minimum of eight bus sets of windows installed per month in non-midlife buses, over and above the prior year's requirement of 200 bus sets of windows.

The size of the task seems staggering. Yet year after year, the men and women who make up the RTD Equipment Maintenance Department have demonstrated they are equal to the task. I congratulate them on behalf of the Board of Directors and their fellow RTD employees.

A happy holiday season to all RTD employees.

Sincerely,

  
Nick Patsouras  
RTD President

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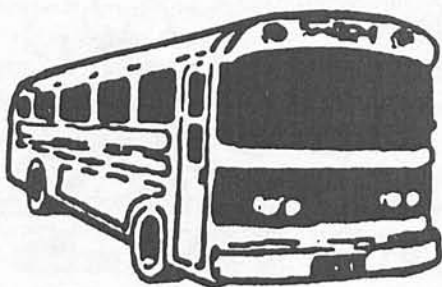
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## The Headway . . .

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**Editor:** Mary E. Reyna

**Business Manager:** Stacy Tran

**Contributing Editors:** Paul Lonquich, M.D., Sue Harvey, Axel Heller, Carolyn Kinkead, and Luanna Urie.

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## Division 7 Selected First Division of the Month

At the inauguration of the Division of the Month Awards Program held October 31, 1990 at 5:30 a.m., Division 7 was the first of all the divisions to capture the award, and was named the Division of the Month for September.

Board President Nick Patsouras, Directors Jerald Milner and James Tolbert, and the entire RTD Executive Staff were present when General Manager Alan Pegg announced Division 7 as the winner. "It's a great pleasure to be with a winner. On an overall basis, this division has performed best in the District," said Pegg.

Patsouras praised the Division 7 employees. "This is an exciting day for me. You had some stiff competition and I am here to thank you. You make the organization work. Our agency depends on you. You can make it or break it. When I first introduced the 15-minute, on-time program many of you said I was crazy. Now some of you are its biggest proponents. It is instilling pride by showing you that you are the best. Let's keep it up. There's no reason why we can't be the best in the nation," he said.

Patsouras presented the service excellence awards both to Transportation Manager Bill Griffin and Maintenance Manager Tedd Brewin. A flag was unfurled and presented to both Maintenance and Transportation employees



*Division 7 takes the Division of the Month honor for September 1990. Board President Nick Patsouras and General Manager Alan Pegg presented plaques and the special division flag--a badge of honor.*

who accepted it proudly and wore it like a banner.

Selection of the Division of the Month is based on composite scores after a division comparison of four safety and performance indicators which include: absenteeism, traffic accident frequency per 100,000 hub miles, occupational injuries per 100,000 hours of exposure, and the number of cancellations and out-lates. An additional variable that is factored includes any special program initiated by division management that bolstered morale and contributed to performance.

Based on this criteria Division 7 experienced only 2.33 total days absent per full-time equivalent during July and August, Fiscal Year 1991.

For July and August, their traffic accident frequency rate per 100,000 hub miles was only 4.43

Occupational injuries per 100,000 hours of

exposure for July and August totaled only 3.13.

The number of cancellations were 0 and out-lates only reached .11 for July and August.

In addition, Division 7 has supported an ongoing program called "Unity at 7" specifically geared to boost morale and promote camaraderie.

## Transit Police Foot Patrols Rated a Success

Foot patrols of uniformed Transit Police officers at bus stops and zones along Broadway in downtown Los Angeles and aboard buses were termed "a great success" by Board President Nick Patsouras on October 28.

"We began foot patrols along Broadway in downtown in August and the reception from the public and from merchants has been very positive--the program has been a great success," Patsouras said in a news conference held Sunday afternoon in Grand

Central Public Market.

Between 15 and 30 Transit Police officers are permanently assigned to duty aboard RTD buses around the county on a rotating basis.

From mid-August through mid-October, Transit Police officers on foot patrols along Broadway logged 26 felony arrest, including 12 for narcotics violations, 9 for robbery, and 3 for pickpocketing.

Misdemeanor arrests totaled 127, including 73 for

*continued on page 7...*

# RTD and LACTC Join Forces on Electric Trolleybus Study



Los Angeles Transit Lines' #6271 Trackless Trolley Bus at 6th and Hill Streets in 1948.

by Anthony Greno, Press Relations

An implementation study on conversion to the use of electric trolleybuses in Los Angeles County will be conducted by the RTD for the Los Angeles County Transportation Commission (LACTC), both agencies announced jointly.

The study, to be funded by the LACTC with an allocation of \$750,000, is motivated by a recent South Coast Air Quality Management District plan that mandates conversion of all buses with internal combustion engines to electric propulsion on all bus routes operating on a service frequency of 15 minutes or less by 1998, and the remaining routes by 2010.

"This is a positive response by the RTD to the plan put forth recently by the Air Quality Management District," said RTD Board President Nick Patsouras. "We want to know the costs involved for the proposed conversion to

trolleybuses and the accompanying trolley wires and electric plants."

Patsouras added: "This will be another opportunity to investigate an alternative to diesel-powered bus service. At the outset, it appears that trolleybuses could provide an environmentally clean and efficient bus service, as well as improve on quickness and reliability."

LACTC Executive Director Neil Peterson said: "The study is directed to assess the most advanced and efficient electric bus technology as well as to explore the financial and operating impacts of countywide implementation of electric bus service."

The RTD, as part of its short-range transit plan for fiscal years 1991 through 1995, has adopted goals for conversion to clean air vehicles, to further the region's air quality goals.

"We are pleased that the RTD has been called upon by the LACTC to conduct the study,"

Patsouras said. "The RTD will put to work its considerable in-house expertise and experience in planning, engineering, and operation of bus transit systems."

Also to be included in the study is development of the urban design and aesthetics of implementation as well as a program for developing and generating community support for trolleybus routes.

Long-range plans and strategies for countywide use of electric bus technology to meet air quality goals also are to be deployed.

"Bus electrification seems to be the right answer to meet the AQMD mandate," said Bob Hattoy,

Sierra Club regional director for Southern California. "Trolleybuses have the lowest energy consumption per passenger mile and are the least-polluting technology."

The largest trolleybus operator in the United States or Canada is San Francisco Municipal Railway, which has 345 coaches, followed by British Columbia Transit, in Vancouver, with 244.

Others are Toronto Transit Commission, Toronto, 139 trolleybuses; Seattle Metro, 117; South-eastern Pennsylvania Transit Authority, Philadelphia, 110; and Edmonton Transit, Alberta, Canada, 100.

## History of Trolleybus Use in Los Angeles

**1910--Trackless Trolley line,** billed as the "first in America," operated in conjunction with Pacific Electric up Laurel Canyon Boulevard to Bungalow Town for Laurel Canyon Utilities Company, providing a passenger connection from Hollywood to the real estate subdivision. The line used two Oldsmobile units seating 16 passengers each. Fare was 10 cents.

**1915--Bungalow Town line service suspended,** ending a five-year experiment in trackless trolley technology.

**1947, August 3--Los Angeles Transit Lines,**

owned by American City Lines, the successor to the Los Angeles Railway, inaugurates service on the nine-mile West Sixth Street-Central Avenue line, the first modern trolley coach operation in Los Angeles. The 40 trolley coaches on the route displaced street cars on the D and U routes. Ridership was heavy. Peak hour headway was every two minutes.

**1948, December 5--** Second modern trolleybus line in Los Angeles established when rail line B became trolley coach line No. 2, City Terrace-Hooper *continued on page 7 . . .*

## Disabled Ride Free When Delayed by Lift Failure

In an expansion of the Transit Rider Bill of Rights, the RTD Board of Directors on October 25 voted to grant free rides to disabled passengers who are delayed by wheelchair lift malfunction on RTD buses.

"This represents an expansion of benefits under the RTD Transit Rider Bill of Rights to cover inconveniences caused to our disabled riders," said Board President Nick Patsouras. "Under the 'right to' access to transit stops and vehicles, our commitment is to make the RTD fleet 100 percent accessible to seniors and wheelchair passengers, and all wheelchair lifts are to be operational upon demand anytime."

About 400 passengers use wheelchair lifts daily to ride buses in Los Angeles County. The fleet of 2,500 buses is 98 percent equipped with wheelchair lifts.

The RTD Transit Rider Bill of Rights was first announced by Patsouras last July 19. The document is designed to solidify the agency's commitment to safety, courtesy, convenience, access, timely information, quality service, and freedom of choice.

"What this means is that if a disabled passenger wishing to board a bus is prevented from doing so by a wheelchair lift failure and has to wait for the next bus, then that passenger will ride free," Patsouras said.

## History of Trolleybus Use in Los Angeles

...continued from page 6

Avenue. The line was 10.5 miles long and required 36 vehicles. The line ran along City Terrace Drive to Eastern Avenue, along Brooklyn Avenue and Macy Street to Main Street to 12th Street to Hooper Street and as far south as Ascot Avenue and 51st Street.

**1950, September 10--** West Sixth Street-Central Avenue line extended 3.1 miles up Wilton Place and west on Third Street to Fairfax Avenue, replacing part of rail line S. The line ran as far south on Central

Avenue as 58th Street.

**1958, March 3--**Los Angeles Transit Lines and former Pacific Electric passenger lines unified under the Los Angeles Metropolitan Transit Authority, a public agency created by the Legislature in 1951.

**1963, March 31--** Postwar electric trolleybus service in Los Angeles ends with elimination by MTA of the five streetcar and two trolley coach routes, which were replaced by diesel buses.

## Transit Police Foot Patrols

... continued from page 5

drinking alcoholic beverages from an open container, 25 for sales of stolen RTD transfer coupons, 15 for three-card monte games, and 14 miscellaneous offenses.

"At the same time, our officers conducted bus checks on 2,430 buses and conducted 274 field interviews," Patsouras noted.

"On Broadway, our uniformed RTD Police foot patrols at bus stops will continue to complement the excellent police work being maintained downtown by the Los Angeles Police Department," Patsouras said. "In fact, we have been notified that LAPD is beefing up its foot patrols downtown for the holiday shopping season."

Trick-or-treat bags with safety rules from the

National Safety Council were handed out to children by Transit Police from a booth set up at Grand Central Public Market on Sunday afternoon.

"Our officers make a yearly project of distributing trick-or-treat bags with safety rules," said RTD Police Chief Sharon Papa. "The safety rules are combined with a parent checklist and more tips on a printed sheet inside the bags which we hope parents and children alike will heed."

Children were on hand in large numbers at the Market for the event coordinated by Miracle on Broadway to attend a free pumpkin-carving session with pumpkins donated by produce sellers.



Courtesy of Anthony E. Greno Collection

*The Trackless Trolley (first in America) --Postcard published between 1910 and 1915 with Pacific Electric Advertising Stating: "Take Hollywood Laurel Canyon cars at P.E. Station, 429 S. Hill St., connecting with Trackless Trolley in Laurel Canyon."*

## RTD Promotes Conservation at Clean Air Conference



Equipment Maintenance Director Rich Davis informs a reporter about the RTD's refrigerant reclaiming system.

In a salute to "Transportation Day" amid a backdrop of clean-air vehicles, RTD Board President Nick Patsouras on October 17 pledged his ongoing commitment to improving environmental quality in Southern California.

"I'm firmly convinced that alternative fuel technology is the practical, non-polluting answer to the changing needs of a city where public transportation means the difference between prosperity and economic stagnation."



Alternate Fuels Engineer Ray Wilson proudly shows off the RTD's display of a diesel engine with a particulate trap.

"RTD is implementing an aggressive alternative fuels program in 1990," said Patsouras in opening remarks at a morning press conference at the CMF.

Patsouras said governmental regulations require that the District be proactive in the transition to a fleet powered by alternative fuels.

"RTD is already the nation's leader in clean emissions buses using internal combustion engines," he said.

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*"I'm firmly convinced that alternative fuel technology is the practical, non-polluting answer to the changing needs for a city where public transportation means the difference between prosperity and economic stagnation."*

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"By July, 1991, the District is committed to have in operation a fleet of 74 low-emission buses. The fleet consists of 30 methanol buses, 12 methanol/Avocet buses, 11 compressed natural gas buses, and 21 particulate trap vehicles."

The press conference was held the final day of the Air Quality Management District's Clean Air and New Technologies Conference.

Among the alternative fuel vehicles on display at the CMF were Southern California Edison Company's ultra-low emission electric van, compressed natural gas vehicles and buses, methanol heavy-duty trucks, methanol light-duty trucks, methanol transit buses, the CSUN solar car, and the Riverside Community College's hydrogen fueled truck.



Equipment Maintenance Supervisors John Petres, Ruben Goytia, and Norm Bouchet check out the CSUN solar-powered car.



# On-Time Warranty First-Month Results Show 99.8 Success Rate

by Greg Davy, Press Relations

"We carried more people on RTD buses in September than the number of people who live in California, and only a tiny fraction of them were able to ask for a free ride," reported RTD Board President Nick Patsouras on October 24. "And, all this is due to the people behind me," he said as he turned to indicate RTD employees from Transportation, Information, and Transit Police.

Nearly 34 million passengers rode RTD buses in September, with an estimated 59,000 free rides given under RTD's on-time warranty program begun September 1, amounting to .18 of one percent of the total. The warranty guarantees a free ride to any passenger whose bus arrives 15 or more minutes late.

The total cost of the warranty program in September was an estimated \$61,000. Before the program began, the estimate was as high as \$600,000 a month.

"Once again, we can point to cold, hard facts to prove how good RTD's service is," said Patsouras. "What these numbers show is that RTD buses are on time for the vast majority of our riders who step aboard.

"It is also important to remember that the guarantee is extended to any passenger whose bus is late for any reason," Patsouras noted. "It could be traffic



RTD Board President Nick Patsouras and General Manager Alan Pegg meet the press to discuss the first-month results of the on-time warranty program. They are flanked by RTD employees, from left to right: Telephone Information Operator Cynthia Gramajo, Division 1 Operator Cliff Quintero, Division 1 Mechanic Elgin Mosby, Division 11 Train Operator Gerald Bromwich, Division 8 Operator Candelario Gomez, Transit Police Officer Tom Cody, and Transit Police Officer Carlos Diaz.

congestion, an accident, or construction that causes the delay. It doesn't matter where the fault lies--we will make good on our promise."

Monthly pass holders mailed in 690 warranty cards thus far, resulting in refunds of \$2,926.95. An estimated 56,000 free rides were given to potential cash fare payers.

"The facts don't lie. We promised on-time service as part of the Transit Rider Bill of Rights, and that's what we're giving," Patsouras said.

The on-time warranty program is a test program that will continue through December 31, 1990.

## IN MEMORIAM

**Adams, Charles W.**, began with the District as Instructor of Vehicle Operations on March 5, 1945, passed away on August 7, 1990.

**Brugmann, Lloyd H.**, began with the District as an Operator on October 31, 1935, passed away on August 29, 1990.

**Canning, Stewart**, began with the District as Ticket Clerk on December 1, 1933, passed away on October 3, 1990.

**Credito, Richard**, began with the District as a Mechanic B on March 18, 1952, passed away on September 7, 1990.

continued on page 10 . . .



**Merrill Lynch**

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Interested in your Retirement Plan Options with the RTD?

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Length of Seminar: One hour

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Refreshments will be served  
Parking Validation Available

To Reserve a space or for more Information

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Seminars are one hour in length, are held every second Monday of the month, and cover the important decisions you have to face regarding your retirement from the RTD. We strongly recommend that both you and your spouse attend. Please call ahead to reserve a space at the Seminar and for directions. The Seminar is free, there is no obligation.



# C PUBLIC COMMENDATIONS

**Thanks for a Job Well Done!**

**Division 3201**

Gentry, Gary M.  
Haines, James C.  
Meraz, Raymond  
Moreno, Steve A.

**Division 3203**

Mauliola, Francis S.  
Tongrai, Anna M.

**Division 3205**

Brown, Michelle  
Hurston, Donald C.  
Jacobs, Tamela T.  
Thorne, Sheila R.

**Division 3207**

Fray, Elethia  
Lizaola, Oscar A.

**Division 3208**

Blaz, Edward

**Division 3209**

Jennings, Lloyd A.

**Division 3210**

Takahara, Eldon Y.

**Division 3212**

La Cour, Elijah A.

**Division 3215**

Martinez, Jesus C.  
Nails, Floyd

**Division 3216**

Haley, Edward L.  
Mumford, Rose L.

**Division 3218**

White, James T.\*

\* Received more than one commendation

Dear RTD:

Several weeks ago I boarded the Crenshaw bus and I have to say if we had more good drivers like Sheila Thorne everyone would like to ride the bus and not use their auto.

She's a very good driver, gets you to your destination on time and safely. Wish we had more like her.

One of your happy riders.

Mary Hutcherson

Dear RTD:

Michelle Brown is a driver so outstanding she really deserves praise. While the other passengers and myself wait for her bus, we often talk about how she is always kind, and courteous, and cheerful. Also she is a very good driver.

It's a real pleasure to rider on her bus.

Yours sincerely,

Rosella Gordon

**EAP**  
**It Works**  
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## IN MEMORIAM

... continued from page 9

**Hudson, Nathan**, began with the District as a Red Cap on June 6, 1940, passed away on September 14, 1990.

**Hunten, Harry C.**, began with the District as an Operator on August 24, 1928, passed away September 8, 1990.

**Keast, William R.**, began with the District as a Bus Operator on July 26, 1955, passed away on September 20, 1990.

**Mueller, Lester F.**, began with the District as a Motorman on February 2, 1944, passed away on July 25, 1990.

**Smith, Jerome J.**, began with the District as Bus Operator on April 24, 1971, passed away on May 27, 1990.

**Zanotti, Frank**, began with the District as a Bus Operator on August 20, 1966, passed away on September 23, 1990.



**Browne, Robbie L.**, began with the District on September 25, 1978, retired as a Bus Operator on September 29, 1990.

**Butler, Sampson**, began with the District on February 21, 1970, retired as a Bus Operator on August 15, 1990.

**Correa, Ernesto**, began with the District on September 29, 1975, retired as a Bus Operator on July 2, 1990.

**Fernandez, Lorenzo**, began with the District on September 5, 1964, retired as a Bus Operator on September 30, 1990.

**Jernigan, James M.**, began with the District on September 24, 1960, retired as a Transit Operations Supervisor on October 1, 1990.

**Johnson, Dale R.**, began with the District on February 10, 1956, retired as an Operator on February 18, 1990.

**Pedemonte, Felipe**, began with the District on September 25, 1980, retired as a Mechanic "A" on September 29, 1990.

continued on page 13 ...

## Mas Fukai Appointed to RTD Board

Mas Fukai, chief deputy to Second District County Supervisor Kenneth Hahn was appointed to the RTD Board of Directors and to the Los Angeles County Transportation Commission on August 21, 1990 by the supervisor, replacing former appointee Kenneth Thomas.

Fukai has served as Hahn's deputy since 1974. The Gardena native, 63, began his working career as a body and fender repairman. He teamed up with his brother, a mechanic, and they opened a shop which they ran for 14 years. He next ventured into the insurance field and worked as an agent for the Wada, Asato Agency for 13 years.

He caught the eye of Supervisor Hahn through his work with youth in Gardena. He had formed a youth club dedicated to sports which encouraged-children to "get high on life not drugs," served on the board of the YMCA, and was member of the Gardena Parks and Recreation Commission. He was soon appointed to the Narcotics and Dangerous Drugs Commission in Los Angeles by Hahn.

"Hahn had no Japanese-Americans on his staff and he represented the largest number of Japanese-Americans in Los Angeles. He was looking for a deputy and asked me for recommendations. I gave him some names but he wasn't satisfied with those. He asked me to do it part-time. Within a year he asked me to let go of my insurance business and



*RTD and LACTC Board Director/Commissioner Mas Fukai.*

work full time with him," said Fukai.

Fukai said he never regretted making the career change. "The education I received from Hahn is worth any degree I would have gotten had I gone to college," he said.

"Hahn really believes in people. He has strong convictions, he's a rarity to work for. He's treated me well and he's taught me well," said Fukai.

As chief deputy he has served as liaison with all previous RTD Board appointees of Hahn's and thus sees himself as no novice to the field of public transportation. "I don't think I have to be an expert in transportation to serve on these boards. I simply have to use good logic and common sense as I've been taught by Mr. Hahn," said Fukai. "I think the questions we need to ask ourselves are how would we want to be treated as a bus rider or a rider of the Blue Line? First you have to ride the lines and talk to the passengers. The input to better the RTD should come

from the ridership."

He feels methods and implementation must be left to the expertise of the RTD and the LACTC directors and staff. "The job of the board members is to set policy and see that policies are enforced justly and fairly."

Because more people per capita in the Second District use the bus than any other District, Fukai feels his responsibility will be greater. "These are people who can't afford to buy a car, pay for insurance, buy gas, but must get to work on time, get to the doctor, or whatever need. My primary interest is that those people are serviced correctly."

If passengers are found waiting a long time or if too many are standing on the bus, Fukai said more buses should be supplied. "If fears of violence are prevalent in certain areas, we must do something to correct it. The buses must be safe, we must provide security. Our District has already given our Prop A funds to provide more security."

As far as rating the RTD's performance, Fukai believes the District has done well under its budgetary constraints. "I don't think the state or the federal governments have done enough. They jawbone about clean air and reduction of congestion but they can't or won't give us the funds to do anything about it," he said.

Fukai is a graduate of Butte High School, Gila Relocation Center in Gila,

Arizona. When asked about his experience as a Japanese-American during the early days of World War II on the west coast, Fukai said simply, "My family and I were sent to a concentration camp in 1942. My father lost everything he had. They told us we weren't loyal, however when I turned 18 I was drafted in the U.S. Army, you figure it out."

He is not bitter about the experience. "No, I am not. Hopefully it won't happen to any other nationality--that they would be locked up behind barbed wire and denied the equal protection guarantees of the fourteenth amendment. I want the story to be told in high school history texts."

Fukai rose to the rank of corporal in the Army and was stationed in Korea. On his return to Los Angeles in 1948, he attended Los Angeles Trade Tech. Later he completed courses at the California School of Insurance.

Currently serving as a councilman on the Gardena City Council in his fourth consecutive term, Fukai also serves on numerous other civic boards including the Asian American Drug Abuse Plan, Los Angeles County Community Services, Los Angeles County Summer Sports and Drug Education Program, Board of Counselors--USC, and the Los Angeles County District Attorney Advisory Committee. He is also a member of the Gardena Valley Kiwanis Club, VFW Post 1961, and Gardena Valley JACL.

# SCHEDULE CHANGES



**Adams, Renaldo R.**, from Information Clerk to Closed Circuit TV Observer.

**Allen, Steve O.**, from Bus Operator to Train Operator.

**Alvarado, Floyd Q.**, from Transit Police Officer Trainee to Transit Police Officer.

**Ancheta, Benigno A.**, from Mechanic C to Mechanic B.

**Barnett, Robert**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Belcher, Marlene M.**, from Lead Data Processor Operator to Computer Operations Supervisor.

**Blair, Tim L.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Bonville, Gwendolyn**, from Bus Operator to Bus Operator/Extra Schedule Checker.

**Brown, Audrey**, from Bus Operator Part-Time to Bus Operator Full-Time.

**But, Cheuk W.**, from Mechanic C to Mechanic B.

**Calbo, Herbert**, from Lead Data Processor Operator to Data Processor Operator II.

**Carter, James L.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Carter, Roderick D.**, from Bus Operator to Train Operator.

**Chan, Peter**, from Mechanic C to Mechanic B.

**Completo, Jeff-Angelo G.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Coronado, Frank M.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Diaz, Jose L.**, from Mechanic B to Mechanic A.

**Dunmore, Curtis L.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Edwards, Ernest R.**, from Bus Operator to Train Operator.

**Ellis, Joe S.**, from Bus Operator to Train Operator.

**Ellis, Julie L.**, from Materiel Management Systems Supply Analyst to Materiel Supervisor.

**Frost, Major L.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Garcia, Jose R.**, from Electrician to Electrician Leader.

**Go, Fred L.**, from Information Clerk to Cash Clerk.

**Hurtado, Glafiro R.**, from Property Maintainer B to Property Maintainer A

**Lee, Byron K.**, from Supervising Planner to Equipment & Facilities Projects Manager.

**Leftwich, Horace G.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Lyle, Jon D.**, from Materiel Management System Supply Analyst to Materiel Supervisor.

**Mangram, Shirley J.**, from Bus Operator to Train Operator.

**Mont, Nery R.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Moore, Michael J.**, from Bus Operator to Train Operator.

**Morales, Lucy M.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Mouakkad, Honein**, from Mechanic C to Mechanic B.

**Mynatt, Christopher I.**, from Mechanic C to Mechanic B.

**Norton, Stephen T.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Panneck, John M.**, from Bus Operator to Train Operator.

**Parker, Jackie L.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Pohlman, John R.**, from Mechanic B to Mechanic A.

**Pollack, Irvin E.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Rivers, Steven L.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Sanchez, Isabel C.**, from Electronic Communications Technician to Electronic Communications Technician Leader.

**Sandoval, Froylan**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Shaihor, Kia**, from Mechanic C to Mechanic B.

**Sharrieff, Ameera N.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Simmons, Larry**, from Bus Operator Part-Time to Bus Operator Full-Time.

*continued on page 13 . . .*

## Schedule Changes

... continued from page 12

**Singh, Devinder P.**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Steiner, Max**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Takamiyashiro, Brian S.**, from Mechanic A to Mechanic A Leader.

**Taruc, Henry G.**, from Closed Circuit TV Observer to Assistant Service Inspector.

**Thaigarunwongs, Somjate**, from Bus Operator Part-Time to Bus Operator Full-Time.

**Tice, Walter J.**, from Bus Operator to Train Operator.

**Tokuno-Franks, Teresa K.**, from Schedule Maker II to Planner.

**Trucinski, Thomas N.**, from Transit Police Officer Trainee to Transit Police Officer.

**Urban, Benedict E.**, from Senior Engineer to Supervising Engineer.

**Vargas, Lorraine E.**, from Mechanic B to Mechanic A.

**Walker, Charles M.**, from Bus Operator to Train Operator.

**Walter, Thomas C.**, from Mechanic C to Mechanic B.

**Washington, Arnell H.**, from Transit Police Officer Trainee to Transit Police Officer.

**West, Bette A.**, from Bus Operator Part-Time to Bus Operator Full-Time.

## Shifting Gears

... continued from page 10

**Ramirez, Raymond M.**, began with the District on March 13, 1975, retired as a Bus Operator on February 16, 1988.

**Rauch, Bruce E.**, began with the District on September 12, 1958, retired as a Mechanic A Leader on September 30, 1990.

**Sarak, Steve E.**, began with the District on March 22, 1974, retired as a Bus Operator on March 23, 1990.

**Williams, Curtis**, began with the District on November 9, 1973, retired as a Bus Operator on April 20, 1990.

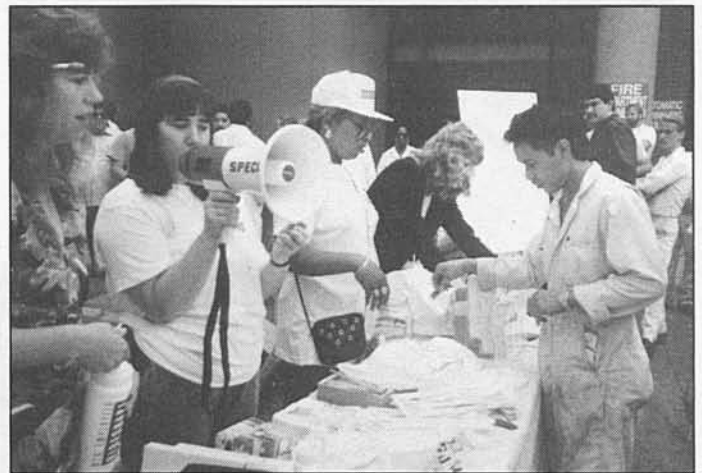
### EAP

Help Yourself  
Help a Loved One

Call (800) 221-0942

Your Employee  
Assistance Program

## Rideshare Week



At the CMF, Rideshare Coordinators got on the horn and dispensed information and promotional reminders of the benefits of ridesharing. From left to right, Anne Zavala, Teresa Moren, Shirley Bryant, and Maureen Micheline.

October 1-5 was promoted throughout the state by ridesharing agencies as California Rideshare Week. The District hosted a series of fairs for employees at various sites distributing gifts, food, and information on the RTD Employees Rideshare Program.

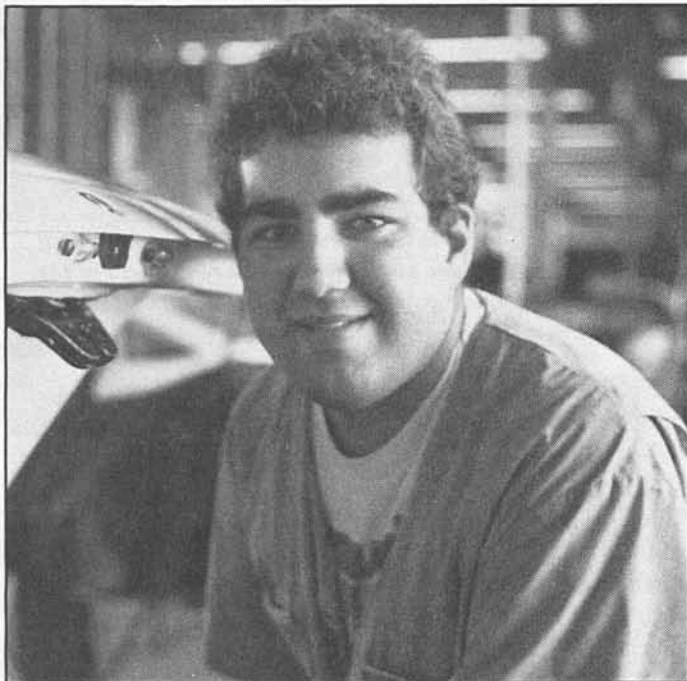
The Planning, Customer Relations, Marketing, and Community Relations departments also participated at 32 rideshare events

at private companies and other government agencies. Ridesharing is not limited to one week a year, employees are encouraged to make the big move to less frazzled nerves and cleaner air by leaving the driving to someone else. For more information call the Employee Transportation Coordinator in your division or the Rideshare Coordinator at the Headquarters Building.



At Division 1 Shirley Bryant and Maureen are hard at work convincing division staff to do the ride thing!

# COMMENDATIONS



*The Facilities Maintenance Department's Employee of the Month for September was Division 4's Electronic Communication Technician Richard Day. Recently Day served as acting leader responsible for the removal of electronic equipment from older vehicles and the installation of radios in the new road supervisor and Maintenance Department vehicles. He is a skilled craftsman capable of fabricating special brackets and assembling all hardware necessary for prototype and custom installations. Traditionally, electronics technicians are not trained in mechanical engineering, Day has a talent for it and his performance is excellent. He has demonstrated he is receptive to new ideas and learning new techniques. His supervisor considers him an asset to his department.*

*Division 3's Walter Bell was selected as the Operator of the Month for September. He began with the District in 1984 and is currently assigned to the extra board. "Walter Bell works the extra board because of the excitement of driving on different lines and meeting new and different people on a daily basis," said Director of Transportation Leilia Bailey. "We are proud to present him with the honor of being operator of the month."*

*A resident of Fontana, Bell lives with his wife, Kathy and their two children--Tahir, 7; and Rashida, 6. They also care for two foster children--Billy, 4; and Tomeke, 16 months. Bell is a member of Vine Life Christian Fellowship Church in Riverside. The Alabama native and his family enjoy traveling on vacation to mountain recreational areas such as Lake Arrowhead, Mammoth, and Mt. Wilson.*



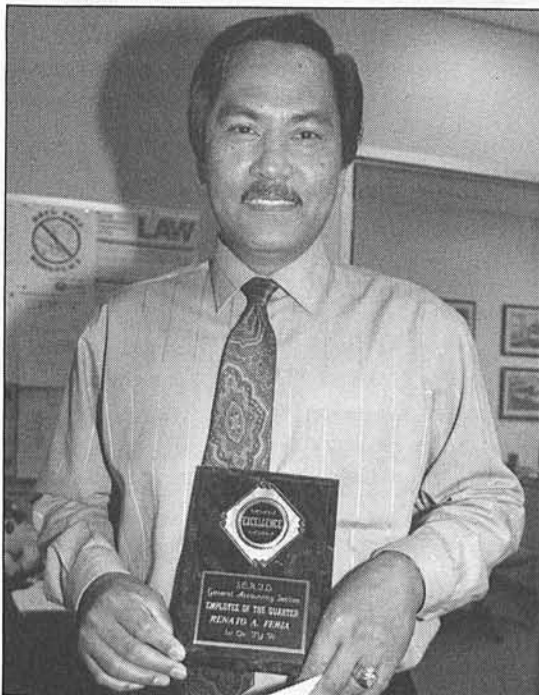
# Commendations

... continued from page 14

*Carmen Barocio was chosen the Telephone Information Operator of the Month for September. Carmen has been with the District for three years, the last of which in Telephone Information. She takes her work very seriously and goes the extra mile for her customers. This energetic mother of two enjoys art and decorating. She is pleased to work for an organization which recognizes the efforts of hard working employees.*



*Senior Human Resources Analyst Leila Procopio, right, was selected as an outstanding "Woman at Work" at the RTD by Women at Work, a career and job resource center in Pasadena at their 10th Anniversary luncheon at the Pasadena Hilton on October 26. She was chosen because of her many contributions to make the District more effective, her inspiration of others, and her creative problem-solving ability. Her directed efforts, whether in the MIS department, Government Affairs, or the Human Resources Department have always achieved significant bottom-line rewards for the RTD. Ms. Procopio was presented with a Medal of Excellence by Women at Work President Cynthia Morris.*



*Supervisory Accountant Rene Feria was chosen the General Accounting Section's Employee of the Quarter for the first quarter of 1991. Rene was heavily involved with the preparation of the FY'91 Transportation Development Act (TDA) claim and other grant and capital-related areas. For his outstanding work in these and other areas he is recognized. Mr. Feria joined the District in 1980.*

## Commendations

... continued from page 15



*RTD received the 1990 APTA Management Innovation Award at the APTA Conference awards presentation held October 2, 1990 in Houston, Texas. The award is given to an operating transit system which has designed and implemented specific program to demonstrate innovative concepts and effective problem-solving techniques. The RTD received the award for its program in Clean Emissions Testing and Automated Materials Planning. The RTD is currently testing the largest and most varied fleet of clean emission transit vehicles in the United States. It's automated inventory and materials handling system located at the CMF is the first of its kind for the transit industry. Glenna Watson, assistant general manager of the Central Ohio Transit Authority presented the Management Innovation Award to General Manager Alan Pegg.*



*RTD received the 1990 American Public Transit Association (APTA) Minority and Women Advancement Award for meritorious accomplishments in the employment, promotion, and training of minorities and women in management positions within its transit system. At the RTD minorities comprise 74 percent of the workforce, and minorities hold 40 percent of the management positions. Robert Dietz, president of Gannett Fleming, Corddry and Carpenter Inc., presented the award to Director of Transportation Leilia Bailey on October 2, 1990 at the awards presentation held at the George Brown Convention Center in Houston, Texas.*

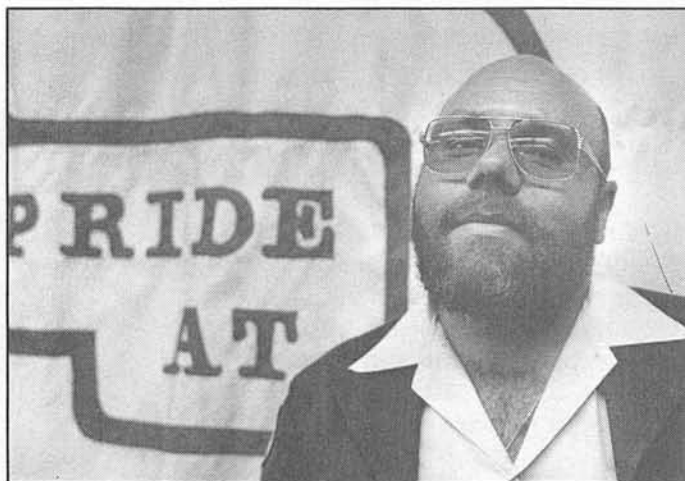


## Operator Saves Man's Life

Division 5 Operator Stephen Earl said that when he was a child he told all his friends that he wanted to drive a bus. Perhaps even as a child, Earl had some sense that he would have important work to do and that the bus would play a significant part in it. An eight year veteran of driving, Earl works the OWL shift.

On that fateful morning in September, Earl was driving northbound on Broadway headed downtown. It was approximately 4:30 a.m. At the corner of Broadway and Jefferson he saw two men running across the street. His senses were alerted, things just didn't look right. As he approached 31st Street he noticed an elderly man stumble out on the street. The man was covered with blood. Earl set down his bus and immediately called the Dispatch Center asking for an ambulance.

"When I got to him I worked first to calm him down," said Earl. He gently wiped the blood from the man's wounds. The victim was bleeding from three different blows to the head. Earl said there appeared to be an inch-and-half deep gash to the front of his head and two wounds at the back of the head. "The wounds looked like they had been inflicted with a pipe. The man was so agitated that every time his heart beat the blood would gush profusely from his wounds. After I calmed him down his heart rate slowed and so did the bleeding. Then I



*Stephen Earl's quick thinking and knowledge helped save a man's life.*

applied pressure to slow the bleeding."

Earl applied pressure to the man's temples, fontanel, and to the base of his neck. He learned a form of acupressure at the Fine Arts Institute of Kyoto in Japan. He was invited to

come to Japan years earlier by a fellow student of his at Cal State Dominguez Hills. "She was a transfer student from Japan who was having trouble with English. I helped her out. After graduation I received a call from her and was

invited to go to school there." The victim, who was robbed for a mere \$10, today is undoubtedly grateful that Earl accepted that invitation. A beneficiary of Earl's expertise, the victim's condition was kept in check until the ambulance arrived 25 minutes later. Paramedics commented that had Earl not intervened the man would have bled to death.

When asked about the paramedics' conclusion, Earl merely shrugged and said: "I do this all the time, it's nothing extra. I felt it was my job."

In his spare time Earl coaches the "B" football team at Dorsey High School and Pop Warner Little League. He resides in Baldwin Hills with his wife and three children.

## About the Cover

The creator of the October and this month's cover is Ferrol Yeakle. Ferrol has worked in the RTD Printing Service Section as a Printing Lithograph Operator since 1987. Born in Long Beach, Ferrol grew up in the tidewater area of Virginia. Returning to California in the '60s, Ferrol attended Cal State Long Beach for a semester, then enlisted in the U.S. Marine Corps. While in the service she began her career in graphic arts. After her discharge in 1969, she decided to raise her daughter, Barbara, in Orlando, Florida. Ferrol

earned an AA degree in business management and a BA in graphic design from the University of Central Florida.

Returning again to California, Ferrol settled in Whittier. Along with being a volunteer artist for the RTD *Headway* she generously donates her free time as an instructor in airbrush art to the staff of "LA's Best," a volunteer force set up by Mayor Tom Bradley's office. She is also a member of the Nature Conservancy, Friends of Art at USC, the Los Angeles County Museum of Art, and the Whittier YMCA. She

has painted the California landscape for the past 5 years.

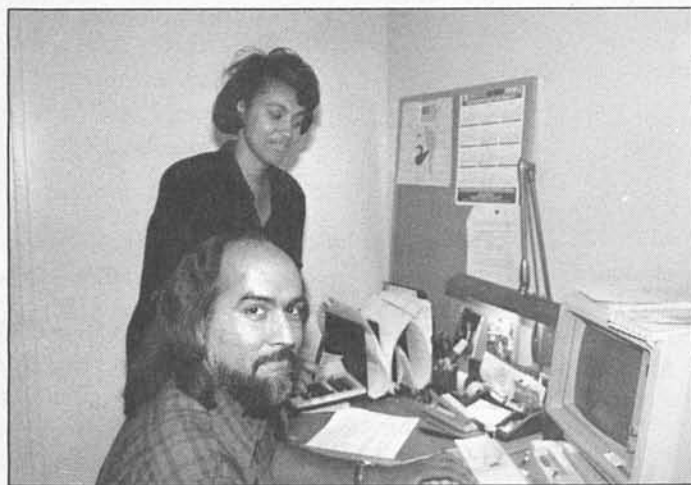


*Cover artist Ferrol Yeakle.*

# Keeping the Buses Rolling

If you think getting parts or material to those who need it is an elementary task, then it's a good bet that your idea of light reading must be something on the level of Einstein's *Theory of Relativity*. Materiel Manager Ted Montoya said, "There's a whole complex process we go through and lots of people are involved." It's no exaggeration.

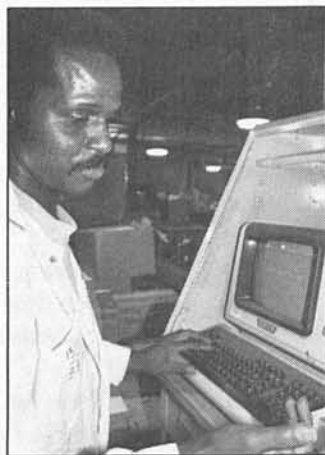
its a part we don't have," said Montoya. "The first thing the mechanic does is to identify the needed part in the parts catalog. He then gets a description and part number." This identifying information goes to the storekeeper, who consults the parts master cross-reference system. "If we don't have the part, the storekeeper initiates the



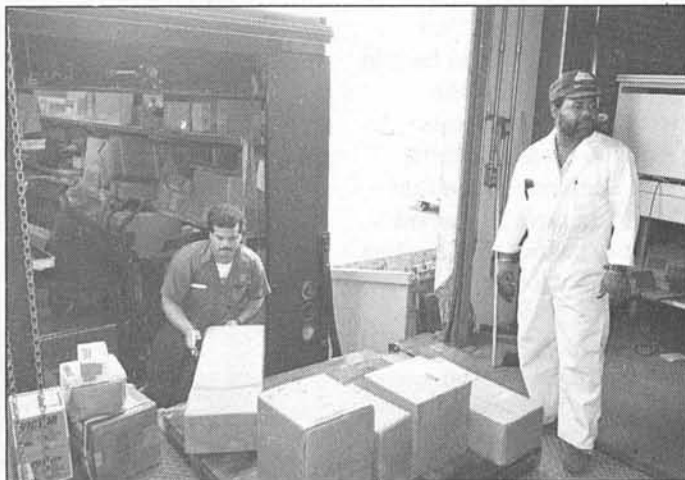
*Inside the Material Control Center, inventory set-up begins. Lists of critical material are also monitored by Materiel Supervisor Julie Ellis and Materials Control Clerk Oscar Rodriguez.*

Montoya, an RTD veteran of 13 years, started as an operator and then transferred to the Office of Contracts, Procurement & Materiel (OCPM). He quickly rose through the supervisory ranks to become Materiel Manager. He obtained his bachelors degree from Cal State-LA and is presently pursuing his masters in business administration.

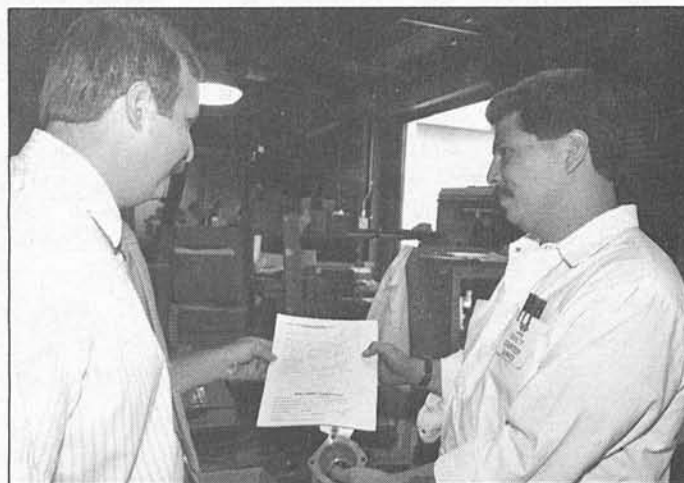
The process says Montoya, begins at the division where the storekeeper is asked for a part by a mechanic. "Let's say



*At a computer station at the receiving dock, Stock Clerk Edward Marshall enters the "expected receipt number." Its identification number tells the system what it is.*



*Stock Clerk Bob Edwa receives a delivery at the receiving dock at the CMF.*



*Senior Supervisor Bill Kovach and Stock Clerk Joe Montoya discuss the subject of an "exception report"--when a discrepancy occurs between the order and the delivery.*



*Stock Clerk Paul Metoyer loading unserviceable components returned from Maintenance for rebuilding.*

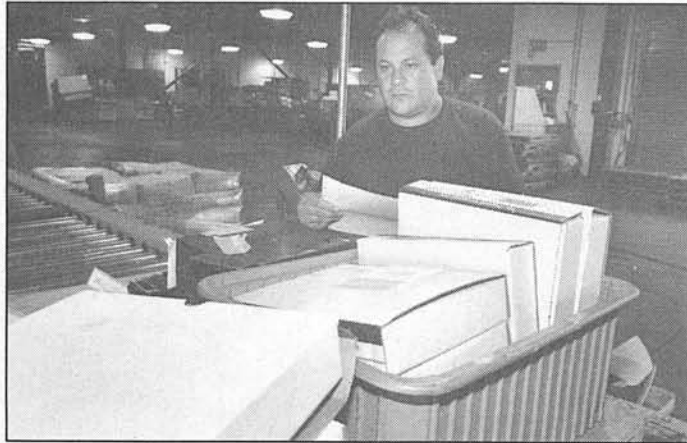
## and the Organization Going

material set-up through the OCPM-8 ordering form and sends this to the Inventory Planning Group," said Montoya. This group is comprised of a production planner, inventory control supervisor, two materiel management systems analysts, materiel supervisor, and materiel control clerks.

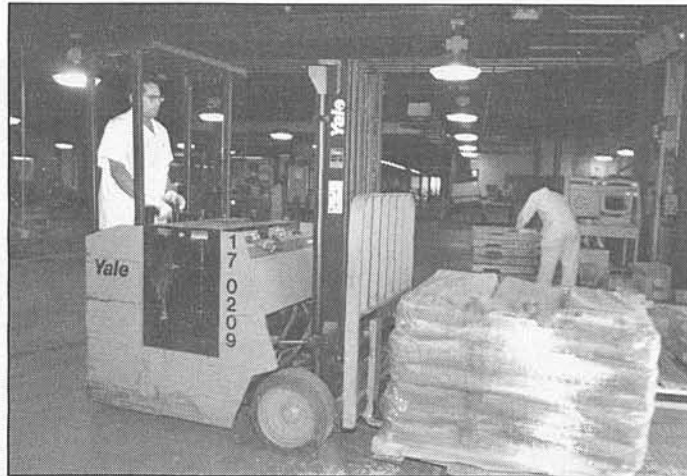
The Inventory Planning Group goes into action and sets up a master record for the part. Thus begins the first step of the long journey that an incipient purchasing record must make before the mechanic gets the part.

The Group forwards a reorder notice along with a history of the parts' consumption which helps determine what quantity of the particular part the District needs to purchase. In this case, since it's a new parts set-up, historical data has not yet been created, but other important data has been built into the reorder notice. The reorder notice journeys to OCPM and alights on the desk of a buyer. The buyer identifies sources for the part, evaluates the price, calls a vendor and makes the order. A purchase order record is then logged into the computer system. A copy of the order is sent to the vendor and the vendor ships the material to the District.

The material enters the District property first through the receiving dock at the CMF. On the dock stock clerks verify the bill of lading and inspect the



*Stock Clerk Sergio Villicana uses his "pick list" as a guide to culling out the needed material.*

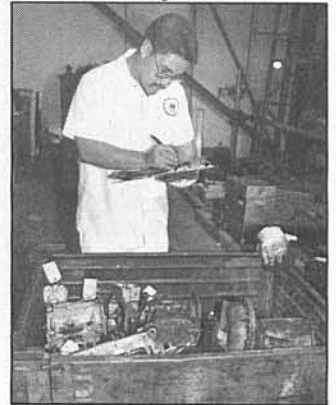


*Truck Driver / Clerk Willie Ruiz loads pallet of material destined for two divisions.*

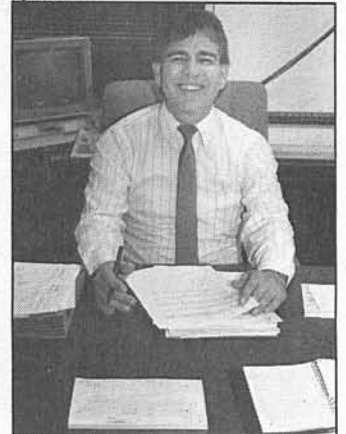


*Staff Assistant Fern Rose, Senior Materials Supervisor Jim Montoya, and Materials Supervisor Clincy Harris determine manpower deployment at the divisions.*

material for conformance. The shipment's contents are then posted to the Materiel Management System (MMS). This computer system interfaces with the financial management system and automatically updates the purchasing order file and also interfaces with the ASRS system. If there is any discrepancy between the original order and the delivered shipment it is at this juncture that it will be identified and flagged to the match audit cross-check system.



*Stock Clerk Joaquin Rosas writes down ticket numbers of unserviceable components that are rebuildable. He will record them in the system.*



*Materials Manager Ted Montoya. continued on page 20 . . .*

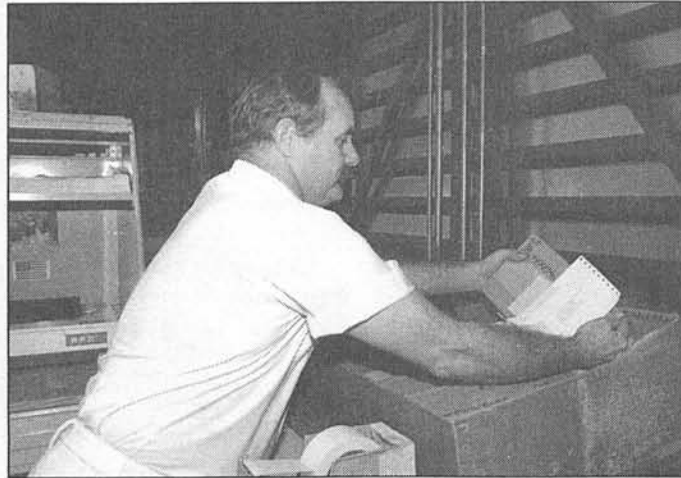
## Keeping the Buses Rolling . . . *continued from page 19*

"If we have received the right material," says Montoya, "we attach an ASRS expected receipt ticket to the goods. Next it is placed on a pallet and put on a conveyer." The part receives a unique pallet identification ticket. All "expected receipt" tickets are assigned to the pallet identification number. Following the scrutiny, if all numbers match, the parts are ready for storage. One of the CMF's robots--the Automatic Guided Vehicles or AGV's, picks up the pallet for delivery to either the mini-load or unit load storage system.

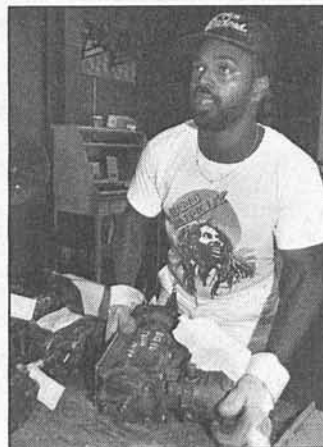
If the material is directed to the mini-load storage system, then the stock clerk calls down the appropriate bin size (i.e., 6", 9", 12", or 15") in which the parts will fit. After placing the part in the bin, the clerk uses an Automatic Storage and Retrieval (ASRS) computer system terminal to communicate the status of the parts. First, the clerk tells the system where the material is located. At this juncture, the ASRS and MMS interface updating inventory records, and the material is stored.

The ASRS system was recently recognized as a major management innovation by the American Public Transit Association (APTA) at its convention in October in Houston, Texas. The RTD received the Management Innovation Award for designing and implementing programs to demonstrate innovative concepts

### Mini-Load



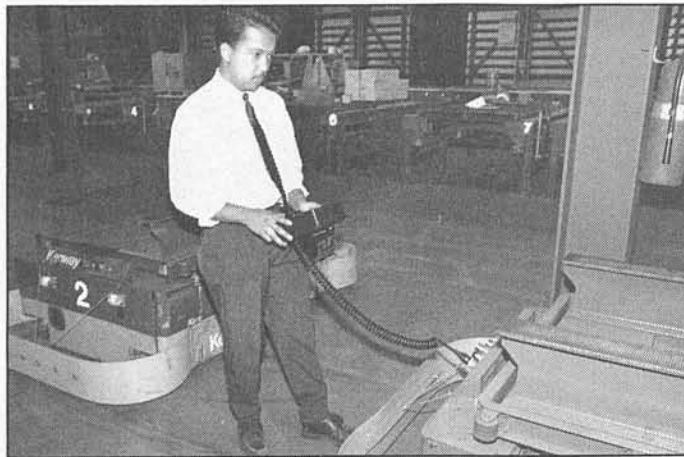
*Stock Clerk Cedric Walker stores material so that it is available to pick orders at a needed date.*



*Stock Clerk Rick Mounts picks an order for delivery.*



*Storekeeper Pat Saenz creates an order for a department.*



*Materials Management System Support Analyst Joe Reyes monitors the AGV's to ensure their continuing performance.*



*Storekeeper Bonnie Williamson does a random sampling for inventory verification, another auditing approach to ensure the system's accuracy. All the inventory is recorded in the system. The computer tells Bonnie what is supposed to be in the bin. She pulls the bin down to verify its contents.*

and effective problem-solving techniques. APTA noted that the ASRS system is the first of its kind for the transit industry. The system has been praised not only within the transit industry, but has become a popular touring location and the focus of widespread media coverage.

### Calling Up the Part

During the initial set-up, the inventory planner sets up the division reorder points to avoid "stock outs." A regular order is automatically generated for the division when this reorder point is reached. This assures the parts' availability when the mechanic needs them. Under this automatic order system, when an order for material

is placed, it is transmitted to the source store (ASRS) and released for picking, a "pick ticket" is then generated. This ticket states who ordered what, and gives a description of the part. The clerk reads the pick ticket, picks the part delivered to him by the ASRS system, and puts the part on a pallet. An AGV is dispatched to deliver the part to the shipping dock.

At the shipping dock, the clerk verifies the order against the pick list. The drivers pick up the loads and deliver them to the divisions.

... continued on page 22



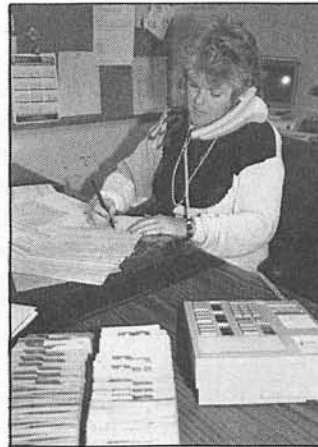
*Variance analysis and property tracking is done by Analysts Mary Wilson and Jeff Vergel de Dios.*



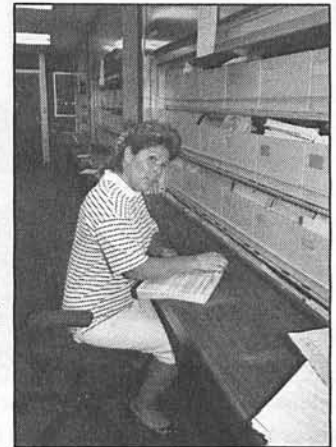
*OCPM Director Paul Como and Assistant Director / Materiels Henry Koerv.*



*Assistant Buyer Suzanne Berger gets on the phone with a vendor to expedite the delivery.*



*OCPM Senior Buyer Joanne Cummings joins the paper trail by approving and verifying the reorder notice.*



*A hard copy of the purchase order is filed for contract purposes in the storage area by OCPM Clerk Cecilia Alonzo.*



*Inventory set-ups which includes issuing reorder notices and preparing the inventory balance sheets are done by (clockwise around the room) Margaret James, Mike Lozano, and Calvin Touchstone.*



*OCPM Clerk Arlene Garrett enters all the orders that the OCPM buyers forward to her.*

## Keeping the Buses Rolling

... continued from page 21

The division clerk then verifies the material and records the receipt in the Material Requisition System. The part is then stored on the shelf for a brief rest. That day the stock clerk calls the mechanic who is told that the part has arrived. The mechanic happily picks up the part, and it is installed on the bus.

The same system supports the CMF. Whether it's delivering the necessary material to complete a transmission rebuild order or delivering seats to the upholstery shop for shop for installation on a coach, the order is loaded on a pallet aboard an AGV and sent to the requesting maintenance production shop.



Division 18 Storekeeper Michael McGlothan, left, receives a delivery of a "banjo." A banjo is a mechanical part that supports the differential and is the rear axle of the bus. Mechanic A Steve Grossman, right, had ordered it so that he could complete his repair.



Meanwhile back at the counter, Grossman gets a few more necessary parts. And, that's the happy ending to the material distribution system. From this point the part will be installed on a bus and the bus restored to service.

## Human Resources Dept. Picnic

The Human Resources Department held its annual picnic at Huntington State Beach on September 29. Despite the sun's insistence at playing peek-a-boo with the clouds all day, the department made a good showing. At least 50 employees and their families came out to enjoy the good company and excellent food.

Committee members Gwen Keene and Denice Findlay with the help of Linda Huffer coordinated the entire event. The menu

included scrumptious beach fare: hamburgers, hot dogs, baked beans, green salad, fresh vegetables, potato chips, punch, and cookies.

JoAnn Smith and her niece brought a cake baked by P. G. Smith. Jim Findlay donated an ice cream cart from the City of Garden Grove which kept the ice cream good and frozen.

Between swimming and volleyball, staffers and their kids managed to work off the generous portions of picnic stuffing.



Linda Huffer buries her son Haden. We told you should have done the dishes Haden!



Leila Procopio and her daughter Lisette were discovered after their third trip to the ice cream cart.

## Letters to Saudi Arabia

Linda Metoyer, an employee in the Telephone Information Department, recently took it on herself to encourage fellow employees to correspond with service men and women in Saudi Arabia. Beyond the fact that she is a thoughtful and caring person is the reality that the Middle East crisis has touched her in a very personal way. Her son, James Siebert, 23, a corporal in the Marine Corps, is stationed there. She sends him a package every week that includes personal items along with the latest copy of the weekly sports magazine, *The National*.

"There are some troops that are so isolated that they don't get anything. We want to turn that around. So far, Telephone Information is really coming through," said Ms. Metoyer. You don't have to have a friend or a loved one stationed there in order to correspond. All letters and cards can be designated to any service member in any branch.

The Military Postal Agency has established several addresses for the general public to send mail to U.S. service members. Mail for members of the Army, Air Force, and Marine Corps in Saudi Arabia can be directed to:

**Any Servicemember  
Operation  
Desert Shield  
APO New York  
09848-0006**



*Division 10 Mechanics sent stationery to isolated troops in Saudi Arabia. The Mechanics collected enough money to purchase tablets, envelopes, and pens for 84 soldiers to write at least 10 letters. Secretary Lynn Adams donated \$200 worth of stamps. "I'm an ex-navy brat," said Ms. Adams, "so I know what it is like to be away from home." Ms. Adams and Watna Nark-orn on November 6 sent the package in care of the son of Mechanic Ed Sanders, Scott, who is currently serving in Saudi Arabia.*

Mail for Navy and Marine Corps members onboard ships in the Saudi region:

**Any Servicemember  
Operation  
Desert Shield  
FPO New York  
09866-0006**

The addresses above require only a 25 cent stamp for letters.

Ms. Metoyer is presently sending care packages and anyone interested in making donations is encouraged to do so (see list below). All Care Package items can be given to Linda Metoyer or Vikie Louis in the Telephone Information Department, 4th floor, in the Headquarters Building. For further information reach Linda Metoyer at

(818)564-8085.

Acceptable Items for Donations in Support of Operation Desert Shield

### GAMES

Board/Table Games:  
Cards, Darts, Dominos,  
Chess, Cribbage,  
Checkers, Bingo, Risk,  
Uno, Battleship,  
Pictionary, Bumper  
Pool, Scrabble, Air  
Hockey, Mini Ping  
Pong,  
Trivial Pursuit,  
Skittles, Abalone,  
Backgammon,  
Monopoly

### MUSIC & AUDIO

Music Videos and  
Cassettes  
Sports Video Tapes  
Batteries  
Radios

Arab Language Tapes

### READING

Comics  
USA Today  
Books\*  
Current Magazines\*

\*Beware of severe restrictions on display of human anatomy and sex.

### WRITING

Stationery  
Pens  
Christmas/Holiday  
Cards

### HOBBIES

Model Kits  
Remote Control Model  
Kits  
Paint/Drawing Supplies  
String Art  
Macrame  
Needlecraft Kits  
Disposable Cameras  
(35mm)  
Film

### SPORTS

Baseballs, Gloves, Bats  
Portable Basketball  
Goals  
Softball Equipment  
Soccer Balls  
Rubber Footballs  
Volleyballs (regular and  
mini)  
Horseshoes/stakes

### FOOD

**SUPPLEMENTS**  
Hot Sauce  
Canned Fruit/Juices

### COMFORT ITEMS

Candy/chewing gum  
Cigarettes  
Chewing Tobacco  
Matches/Lighters

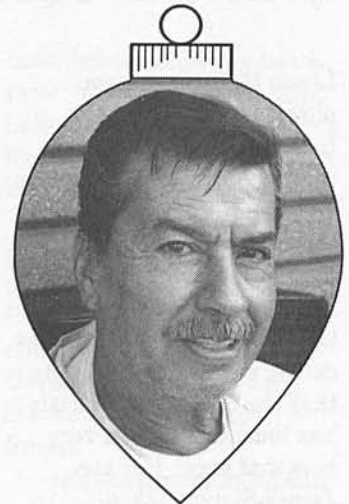
## A Christmas

*During the holidays a few RTD employees paused and reflected on what Christmas means to them. They share their thoughts here.*

*“What Christmas Means to Me”*



*Human Resources Analyst Luanna Urie: Christmas means sharing with people. It's a special time to tell people what they mean to you and picking out presents that are just right to give to them. It's taking time out to express the warm feelings you feel for others*



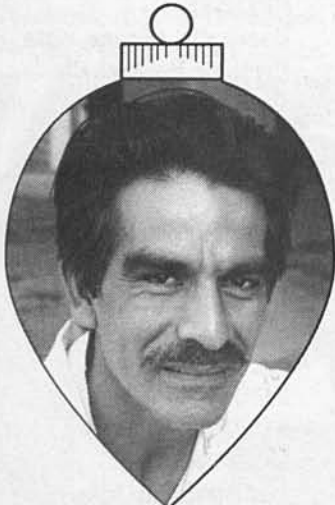
*Mechanic A Jose Estrada: Christmas is a time to be together with family and enjoy it. It's a time to pray, a time to remember the good old days when you were a child, and a time to give of yourself.*



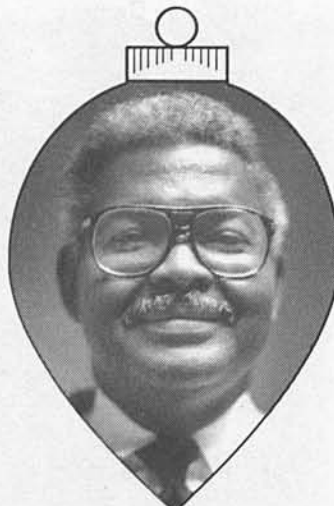
*Human Resources Assistant Denice Findlay: Mostly it means family.*



*Mechanic A Rolando Marin: It's a big day when the family has to get together with the children--a very special day!*



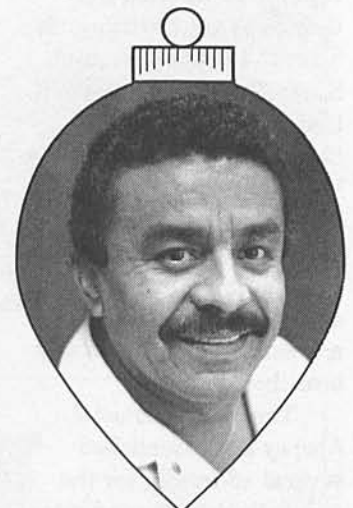
*Mechanic A Jose Villa: It's a time for family to get together, exchange gifts, and receive warmth and enjoy the holiday.*



*Facilities Maintenance Supervisor John Manning: It's a time of giving, caring, and sharing.*



*District Secretary Helen Bolen: Family, friends, sharing. Smells of baking, Christmas trees. Most of all a time to stop and be thankful for the quality of life we enjoy.*



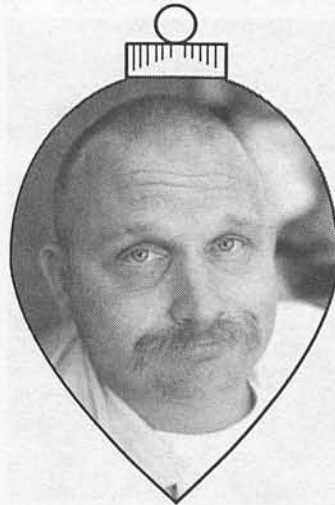
*Mechanic A Leader Henry Tiscareno: It's my birthday! December 25, 1945. It means joy, a happy occasion. Seems like the world is happier then. It seems like most people forget all their problems those weeks before Christmas.*



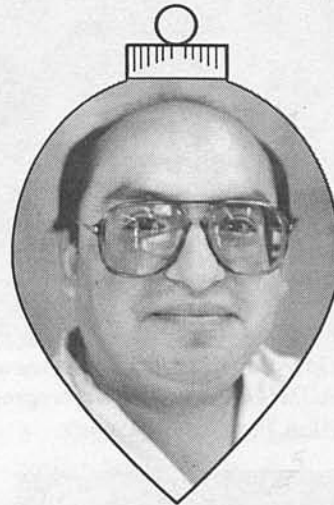
# Memory



*Mechanic A Gunther Kirstenpfad: Over here it is big business. After Thanksgiving you see all the Christmas stuff already. For me it is a family time. I go to church on Christmas Day and visit with the family.*



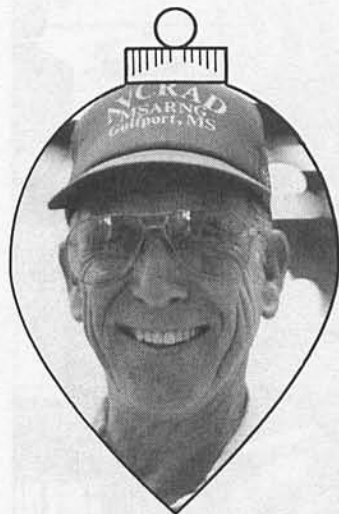
*Operator Frank Rodriguez: Being with the family; the family getting together.*



*Operator Ruben Salazar: A time of rejoicing, happiness. Time to be with the family, a time of unity, a time to be religious; but also a time for tamales, burritos, and pozole!*



*RTD Board President Nick Patsouras: It's a time to forgive and forget. A time to heal the mind and the soul, a time of hope for a kinder and better world as we look to God for inspiration to help us solve the social ills of our planet.*



*Facilities Maintenance Property Maintainer A Leader Phil Godwin: It's a time for families. I hope for peace, especially since I'm in the military reserves; I am hopeful of a lessening of world tensions. I look forward to the closeness of loved ones.*



*Division 5 Staff Assistant Juanita Wright: A special time for everyone to come together to celebrate the birth of Jesus Christ. A time to exchange presents and good feelings and to rejoice in the coming new year. I wish this feeling would last all year round.*



*Division 5 Asst. Manager Dan Dryden: A time to share good fortune with others, to get together with family, friends, and enjoy loving each other and have fun!*



*Supervising Engineer Shaker Sawires: Christmas really means the revitalization of human relationships. You see friends and family members you haven't seen for a while. I just look forward to seeing people--friends, relatives, and family.*

## Division 7 Annual BBQ

It was lip-smackin' good at Division 7 on October 5. You had to have been there for a steaming plate loaded with chicken, two kinds of ribs, links, baked beans, potato salad, macaroni and cheese. Homebaked desserts really topped it off. An added attraction was an extra dessert of Dreyer's ice cream provided by the profits earned from the Division popcorn sales.

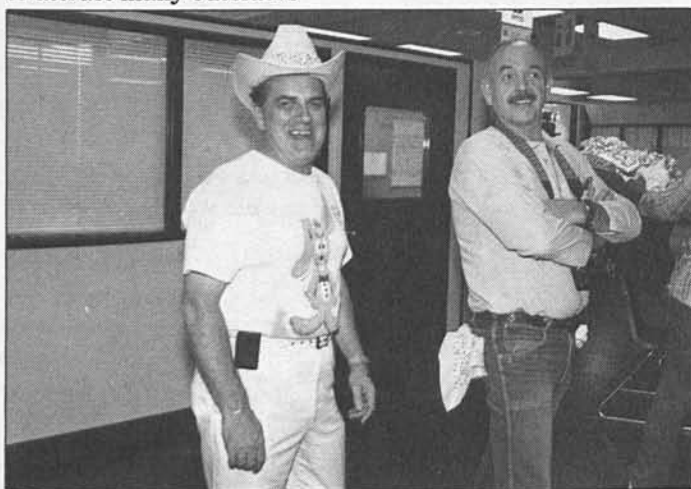
Division 7 enjoys a well-earned reputation as a hard-working but party-hearty group and manages to attract many outsiders



*Operator Rose Graves serves a generous portion to both AGM Art Leahy (right foreground) and General Manager Alan Pegg (background).*

who are working today are either on their day off or using a floating holiday--that's dedication to me."

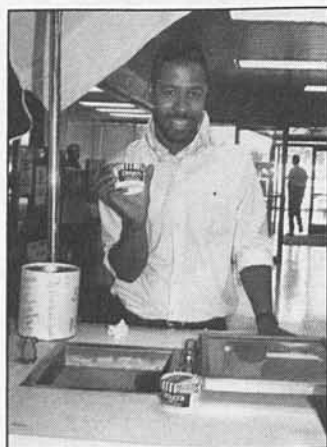
The Unity at Seven Committee was the group that made it all happen. The committee members included: Sheryl Anderson, Wayne Anderson, David Alleyne, Fannie Landry, David Doakes, Elethia Fray, Rose Graves, Larry Hale, Rondy Harris, Demetrius Jones, Leticia Rivera, Nate Weathersbee, Adrienne Williams, Betty Williams, Estrellita Wilson, and Stacy Wilson.



*Division 7 Managers Bill Griffin (left) and Tedd Brewin (right) were sort of shy and hung back until they were told they should go to the table and get their plates, and boy did they make up for lost time!*

when the invitations go out. Guests included General Manager Alan Pegg, AGM Art Leahy, Director of Transportation Leilia Bailey, and Assistant Directors Ralph Wilson and Leo Bevon.

Transportation Division Manager Bill Griffin said: "Division 7 loves to party and we have a major party planned every month. This party was planned in conjunction with Maintenance. All the operators



*Demetrius Jones was the friendly ice cream man.*



*Up for 12 hours already preparing the meat and the barbecue grills, the chefs were still willing to go for another 12 until everyone was fed. From left to right: Rondy Harris, Wayne Anderson, David Doakes, and Nathan Weathersbee.*



*It was always service with a smile and a gentle spirit from (left to right): Betty Williams, her daughter Adrienne Williams, and Fannie Landry.*

## Fund-Raising for the Old Folks Back Home

Each year Mechanic A Rigoberto Banuelos counts his many blessings and demonstrates his gratitude by giving a Christmas present to the community that helped get him where he is today.

For the last five years, Banuelos has organized some fund-raising event to benefit the senior citizens of his native Apozol in the state of Zacatecas, Mexico. In recent years he and his wife, Raquel, have coordinated two dances a year to raise money in order to buy foodstuffs and other gifts that are given to Apozol's seniors as Christmas presents.

The most recent benefit was a dinner-dance held October 19, 1990 at the Casa Latina dinner club in



*Rigo Banuelos sings at a fund-raiser to benefit the senior citizens of Apozol, Mexico.*

Rosemead. Over 200 attended the affair which included entertainment by singer Lupe Galarza, El Alma de Mexico Mariachis, and Eco Tropical. Banuelos entertained the audience by singing a few of his favorite corridas.

The fund-raisers are truly a family affair. Banuelos gets help not only from his wife, but his daughter Lucia, and his mother who still resides in Zacatecas. Mrs. Banuelos informs Banuelos as to what is most needed by the

seniors. Following the benefits, Banuelos begins purchasing the mainstays. He drives down to Zacatecas where he meets his mother. She organizes the final dispensation of the goods by identifying the neediest in the town.

On the state-side, Banuelos said he is grateful for all the help he had received from RTD employees. "I'd like to give a special thanks to my Division Manager Milo Victoria and Shop Steward Armando Urena who helped me organize this."

Banuelos raised over \$2,000 at the most recent fund-raiser. He left December 15 to begin his yearly trip to Apozol and spread the Christmas spirit internationally.

# HOT NEWS

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RATES SUBJECT TO CHANGE

# My Dad

My father, Pete Romero, was honorably discharged from the Army in 1945 after serving almost three of his four years in Europe. When he returned home, he took on work as a trucker. He transported fruit and vegetables from the fields of Central California to the markets in Los Angeles. However, the job was seasonal with seasonal pay. Not very dependable.

In 1948 my father married my mother, Lillian G. Pasos in Los Angeles. Now married my father was determined to find a better job to support his new bride. By chance, while in downtown LA, he became aware that the street cars kept moving all the time. They weren't tied to the seasonal changes or the weather currents. He waited for a street car to come by and climbed aboard. He went to the driver and asked where he could apply for work with LATL. The driver told him he would have to go back to Ninth Street and apply there. So my father did. My father had also applied for a postal position prior to this. Naturally, both offers came at the same time; after talking it over with my mother, he decided to climb aboard LATL.

From 1948 to the late 50's my father was a P-car driver. As a child, I would travel with my dad on days when I had no school. In those days the driver had a coin changer to dispense change. I would watch my dad cut transfers, zone tickets, and make change

with ease. Of course, like most children, I was going to grow up and become a street car driver too. However, my father's drive for education put me on another line.

My brother and I didn't see a whole lot of my dad as we grew up. He had quite a work schedule. He would work his regular round and then do a tripper, an extra four hours. So 12 to 13 hours a day was normal work for him. He was always gone before we woke up for school and would come home late in the evening. He has always been proud working for the bus company no matter what they called themselves. From LATL to MTA to RTD the company changed its image and my father kept his. He has always had, as all who know him, a quick wit. He is one of the few, in my opinion, who has always treated the customer like a close friend. He always has a quick joke, corny as a field, but always leaving a person feeling warm and remembered.

My dad has two sons and four grandchildren, with one more possibly on the way. My brother Raymond is a successful administrator of a board and care facility in the South Bay. He also has a consulting company dealing with such facilities. He has four children and his wife, Christine, is quite a motivator with the children. My name is Peter and my wife's name is Desiree. We are the ones expecting a child.



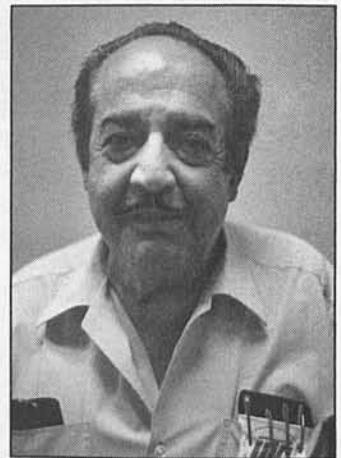
Conductor Pete Romero on the P-car in 1950.

We are in the process of adoption and looking forward to it. I am an 8th grade teacher and vice principal at Annunciation School in Arcadia. My wife is also a teacher with the El Monte Adult Program. As you can see, my dad's people influence and motivation for further education put my brother and me in fields dealing with people too.

Over the years, my dad was awarded on a yearly basis his safe driving awards and patches. In the beginning, it was easy to display the LATL pin awards on the puncher holster. Soon the LATL started to add a gem to the award and my father's puncher holster got to be too small. It was a matter of time before his awards were almost around his belt. When LATL changed to MTA, my dad started to remove the LATL awards to make way for his new MTA awards. Soon again as his awards mounted there was no more room. The same results repeated with RTD.

I used to kid him about being the "Patton" of Division 3 with all his awards displayed about him.

In 1980 my father retired. But, he missed the people and the driving. In 1982 he returned, in good health and with a few "new" corny jokes, as a Part-Time



Operator Pete Romero in 1990.

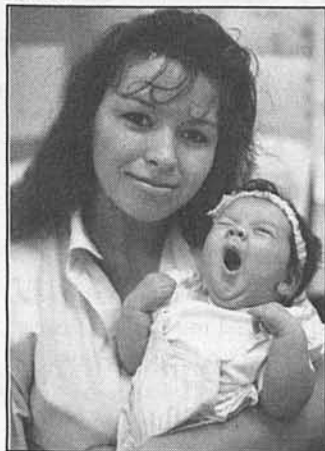
Operator at Division 9. My dad has always reiterated the call for defensive driving. His concern for his passengers has also equaled his concern for the other drivers in the street. His *continued on page 29 . . .*

# BIRTHS



Born to Personnel Department Typist-Clerk Melissa Pedraza-Cazares, a daughter, Jasmine, on August 20, 1990 at 6:32 p.m. in Los Angeles. Jasmine was 6 lbs., 11 oz. and 18-1/2 inches at birth.

Born to Operator Alice Varela and Div. 18 Asst. Manager Rich Van der Geugten, a daughter, Marissa Christina, on September 19, 1990 in Bellflower. Marissa was 8 lbs., 9 oz. and 21 inches long at birth.



## My Dad

... continued from page 28

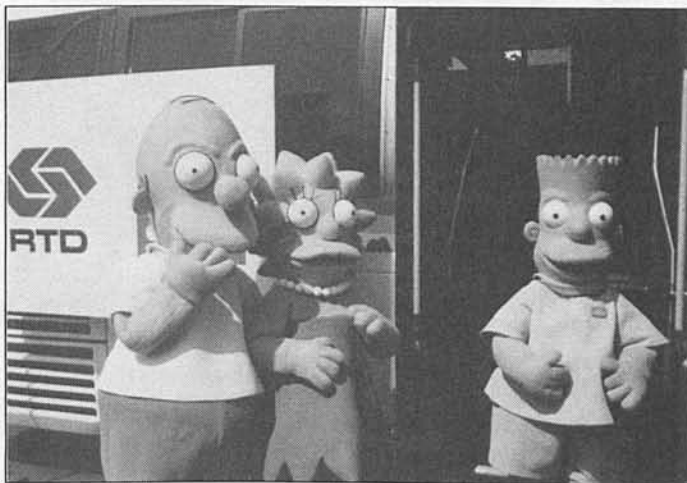
teachers, master drivers when he started, always stressed the need for defensive driving. His awards are a testimony to this philosophy. Recently, he received a gold wrist bracelet commemorating a

five-year safe driving record.

Over the years, my dad was nominated several times for Operator of the Month, but was always short-changed by a few votes. I am proud and honored that my dad is getting the type of recognition that he deserves. LATL, MTA, and RTD have always been good to my dad. It is a fact that when drivers, like my dad, retire officially an era of drivers who initiated the pride in their job and safety for their customer will be turned over to the new drivers of LA's best transportation lines.

*When my dad  
retires he'll turn  
it over to the  
new drivers of  
LA's best  
transportation  
lines.*

## Rideshare Update



The most talked-about American family, the Simpsons, has decided to do the "Ride Thing" and make ridesharing a part of their lifestyle. A "radical" departure for the family but they are going places with the RTD.

The Simpsons TM © 1990, 20th Century Fox Film Corporation, All rights reserved.

### HISPANICS IN TRANSIT Design a Logo Pin Contest

First Prize: \$50 and 1-year membership  
Second & Third Prize: Commemorative Plaque  
Deadline: Friday, February 1, 1991

#### Judging Criteria

Meaning  
Beauty  
Creativity  
Simplicity

*Hispanics in Transit* is a coalition of employees in the Transportation Industry dedicated to serving the Hispanic community and the public. HIT is an association which encourages and supports the education and promotion of its members within the field of transportation. HIT's motto is dedication, pride, unity, success. For entry information contact

**Hispanics in Transit**  
Anita Allen  
P.O. Box 13397,  
Los Angeles, California 90013

# Byrd Still Flying in Formation

by Greg Davy, Press Relations

It was 1968, and it was one of those muggy, buggy evenings in the Vietnam rain forest.

The climate was oppressive, and so was the darkness. Even soldiers' flashlight beams seemed to have difficulty slicing through it.

First Lieutenant John Byrd and his Army buddies in the air surveillance company were sweating and swatting a lot, but aside from a card game or two, nothing much else was happening. Byrd boarded his Mohawk, a turboprop aircraft used by the Army for surveillance, for another routine mission.

The doldrums quickly vanished, however, when the horrified Byrd saw spots of bright red light hurtling toward his plane. Then he felt the plane list sharply. Byrd soon realized that enemy ground fire had struck his left wing, knocking out the use of several hydraulic flaps and the plane's landing gear.

Fighting to keep the plane aloft, Byrd flew it another 50 miles and landed it safely on hand-lowered landing gear.

And how does John Byrd feel about his two separate tours in Vietnam? "I'm one of the few guys I know who actually enjoyed his time over there," Byrd says. "I had fun there--we flew and we played games. That's all we did."

That's John Byrd for you. The 44-year-old San Diego native always has



John Byrd at the controls of a Blue Line Train.

managed to go with the flow of a life that has thrown its share of obstacles in his path. It's a desirable quality, especially if you are assigned to oversee the day-to-day operations of the first rail operating division in Los Angeles.

But as a boy growing up in San Diego, Byrd's dreams were lofty in more ways than one. Armed with an old steering wheel and an assortment of soda bottle caps, he and a friend would climb to the top of a nearby fig tree, nail the caps to the branches to serve as "buttons," and take off in their self-styled "plane" to anyplace their imagination dared take them.

In the late '60s, Byrd was drafted into the Army where he hoped to attend flight school. His commanding officer, however, ordered him to go through three years' worth of officers training first. Byrd was crestfallen initially, but

resolved to finish officers training then go to flight school.

"I'm very glad now that he ordered me to do officers training first," Byrd says. "It was excellent experience, and I still got to fly planes later."

Following his two tours of duty in Vietnam, Byrd entered college, hoping to parlay his aptitude for writing into a job in San Francisco. He earned a degree in journalism at Cal State University in Hayward, and rode Bay Area Rapid Transit (BART) trains frequently to class.

The more he rode the trains, the more interested he became in how they worked. Eventually, a career in transportation had begun, sidetracking journalism for the time being.

Byrd spent the next 13 years at BART, learning everything he could about how rail systems operate. He worked his way up to control center manager, then to "yard" manager, where he oversaw the daily  
*continued on page 31 . . .*



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Carl Jones, retired operator, with his wife Sarah.

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## Flying in Formation

... continued from page 30

operation of an entire section of the BART system.

When Byrd received his new assignment from RTD as project leader for start-up operations at Division 11, he faced a new challenge.

Calling on all his experiences as an Army officer and a manager at BART, Byrd patiently and methodically trained 30 rail operators, ran countless tests, and prepared Blue Line trains to carry passengers on opening day.

"Being sensitive to others' needs is the most rewarding part of this job," says Byrd. "Each comes with a different 'song and dance' and each has a different road he needs to travel. It's my job to make

sure all the roads lead to one place: a safe, well-run rail system."

With Blue Line ridership on the rise after 4-1/2 months of operation, Byrd says he is finally able to step back from the daily rigors of running the Blue Line and feel a bit of personnel satisfaction.

"Service quality appears to be about nine on a scale of one to 10," Byrd estimates. "That's in all areas--safety, on-time arrivals and departures, and friendly service.

Everyone who works at this division has done an outstanding job."

But there is always room for improvement, Byrd acknowledges, saying that "I want to increase the

service quality percentages quite another to maintain even more. It's one thing to attain excellence, but it's

### Visit the SCR TD Library and inquire about the following services:

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## Do The Right Thing

Meg Greenfield writes a column for *Newsweek*. A few years ago she wrote on the subject, "Why Nothing Is Wrong Anymore."

She argues that in our age of situational ethics, we've chosen not to change our ways, but to come up with alternative names for wrong.

What's wrong is really not wrong, but "stupid."

What's wrong is really not wrong, but "within legal bounds."

What's wrong is is not really wrong, but "sick."

Wrong deeds are done, not because they're intentionally wrong, but because the person who does them isn't well. What's more, society has to take its share of the blame for bruising that person's self-esteem and tearing down his or her moral barriers.

What's wrong is really not wrong, but "only to be expected." That is, an act can be justified because of mitigating circumstances.

Finally, what's wrong is not wrong, but "complex." No issue can be painted in

black and white anymore. The world has grown far too complicated and far too clever--for there to be moral absolutes.

Meg Greenfield concludes, "I become ever more persuaded that our real problem is this: the still small voice of conscience has become far too small--and utterly still."

Three wrong views of ethics: Ethics is not merely what's enforceable....Ethics is not always what's expedient...And, ethics is not ever what's excusable.

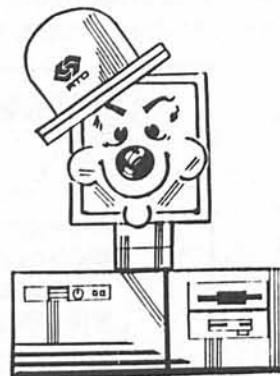
Ethics is the moral strength to do what we know is right, and not to do what we know is wrong.

Granted, there are times when you and I may act in humble ignorance. Further, we may disagree on the finer points of ethics.

But that "still small voice" in all of us sings in harmony on the vast majority of moral issues.

--C.D. Silas, Chairman,  
CEO,  
Phillips Petroleum in  
QUOTE.

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# RECREATION NEWS



December 15 - January 15

## Events

### December

- 21 Clippers vs. Portland \$18.00 tickets for \$13.50
- 22 Whispers - Universal Amphitheatre  
\$24.50 tickets for \$20.00
- 28 & 30 Kenny G. and Michael Bolton  
Universal Amphitheatre \$27.50
- 30 Lakers vs. Philadelphia \$12.00

### January

- 1 Rose Parade - bench seats at 1650 E. Colorado Blvd.  
\$30.50
- 5 Walt Disney on Ice - L.A. Sports Arena - 12 noon  
\$12.50 tickets for \$11.00
- 13 Lakers vs. Houston - \$12.00
- 19 Walt Disney on Ice - Long Beach - 12 noon \$12.50 tickets  
for \$11.00

Shopping for Christmas !! Special values available from Employee Activities,

- Entertainment '91 books for West L.A., San Gabriel, San Fernando and Orange County areas. Discounts for restaurants, hotels, movies, special events and more \$30.00

- See's and Ethel M. candies always a seasonal favorite from \$2.50 to \$20.00.

- Grandma's fruit cakes #1, 2, 3, and 5 lb. specials.

- A wide assortment of Bulova and Seiko dress watches at 40% off retail.

- Gold earrings and chains in a limited supply.

- Stuffed animals of all types 40 to 50% off retail prices (This includes Disney stuffed animals)

- And of course all the RTD and Metro Rail logo merchandise.

Upcoming events that would make excellent Christmas gifts are:

*The Phantom of the Opera* February 9 and 10 matinees \$50.50

Jerome Robbins' *Broadway* at the Shubert Theatre closing day - February 23 \$50.50

Take advantage of the discounted events and tickets available through Employee Activities, specially during the holiday season.

The Employee Activities office is open from 10:00 A.M. until 3:00 P.M. Monday through Friday. Second floor of the Headquarters building, telephone 972-4740.

### Mobile Unit Schedule

Due to popular demand the mobile center has expanded its days of services and operating hours. The center will operate Monday through Friday from 9:30 A.M. until 2:00 P.M.

These new hours will provide more employees the opportunity to use the services of Employees Activities.

Dec.	Location
17	CMF
18	Div. 9
19	16
20	8
21	3
24	off
25	off
26	15
27	6
28	7
31	Maintenance Day

Jan.	Location
1	off
2	Div. 5
3	18
4	4
7	12
8	2
9	11
10	1
11	10
14	CMF
15	9
16	16
17	8
18	3

# Your EAP at Work

by Luanna Urie, Human Resources Analyst

On October 31, Bruce Steele, Employee Assistance Program manager and counselor, for Employee Support Systems Company, brought a new and useful stress program to the operators at Division 5. Luanna Urie of the Human Resources Department commenced the presentation with some physical relaxation exercises. Then she introduced Bruce Steele. Operators exchanged tips and ideas for handling the pressures of their jobs, while Mr. Steele helped explain some of that behavior which operators experience from the public "out there." He also presented some ideas to help operators avoid feeling agitated by some of the more upsetting behavior and attitudes of the general public. Sometimes understanding why something is happening, helps one cope with what is happening. As Mr. Steele says, "Understanding gives perspective."

If you too would like to participate in a program with a fresh look at stress and how it relates to your job, tell your Assistant Division Manager, or call or write Luanna Urie in Human Resources, or call (800) 221-0942, your Employee Assistance Program toll-free number, and request this program for your Division.

## HOLIDAY STRESS

Holidays can be times of stress. Just ask someone who has lost an immediate

family member. The thought of planning holiday fun can seem an impossible task for a bereaved parent or child. Yet everyone must have a happy holiday. It is expected of everyone. It can happen that the person who feels least like planning and participating in the fun, feels the most responsible to plan and provide a good time for everyone else. So if someone in your family or a friend, has lost a loved one, be sensitive to their needs and feelings this holiday season. Some will want to ignore the festivities. Others will want to be distracted by having many tasks and events to attend.

For others, holidays can seem an extra burden of expense, yet they feel it is expected the money be found and the fun provided. As bills mount, so do feelings of pressure and depression. Be aware that many gifts can cost very little and mean a great deal. For example photos of a typical day in the life of the family can mean a great deal to a grandparent who is far away, or offering to do someone else's most disliked chore a number of times during the year can be a major winner in the gift exchange.

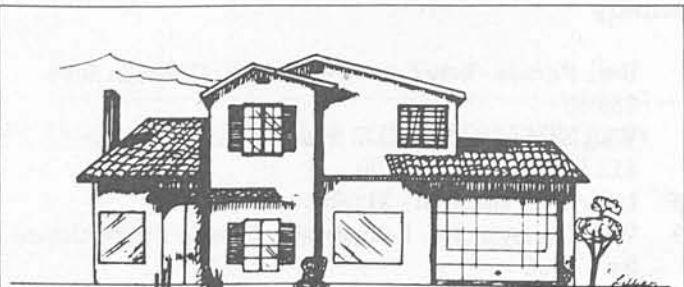
Wishing to include new family members and make the holidays a happy time can also be stressful as their likes and dislikes may not be known, or worse, may be known and not match with the family's wishes as a whole. The problem compounds if one is not fond of a new in-law or has just had a major disagreement with another

family member. Peacemakers may need to intervene and help both parties deal with their feelings.

Last is that old bug-a-boo, perfectionism. We have all been there or known someone who has, where the idea that everything must be perfect is so overwhelming, the person can hardly function at all. For those folk, just remember, everyone else is so grateful that someone else is bearing the burden of pulling it all together, that they are unlikely to be critical, and if they are, why maybe it could be their turn next year! In fact that could

be a new tradition, whoever registers a complaint is given that particular task to set right next year, i.e. if Mary doesn't think the gravy is perfect, she gets to make it next year.

Anyway to all of you, allow yourself to relax and realize that holidays should also include rest and relaxation so plan some of that for yourself while planning all the rest of the holiday activities. Remember Santa Claus says to RELAX and ENJOY with a MERRY CHRISTMAS TO ALL AND TO ALL A GOOD NIGHT.



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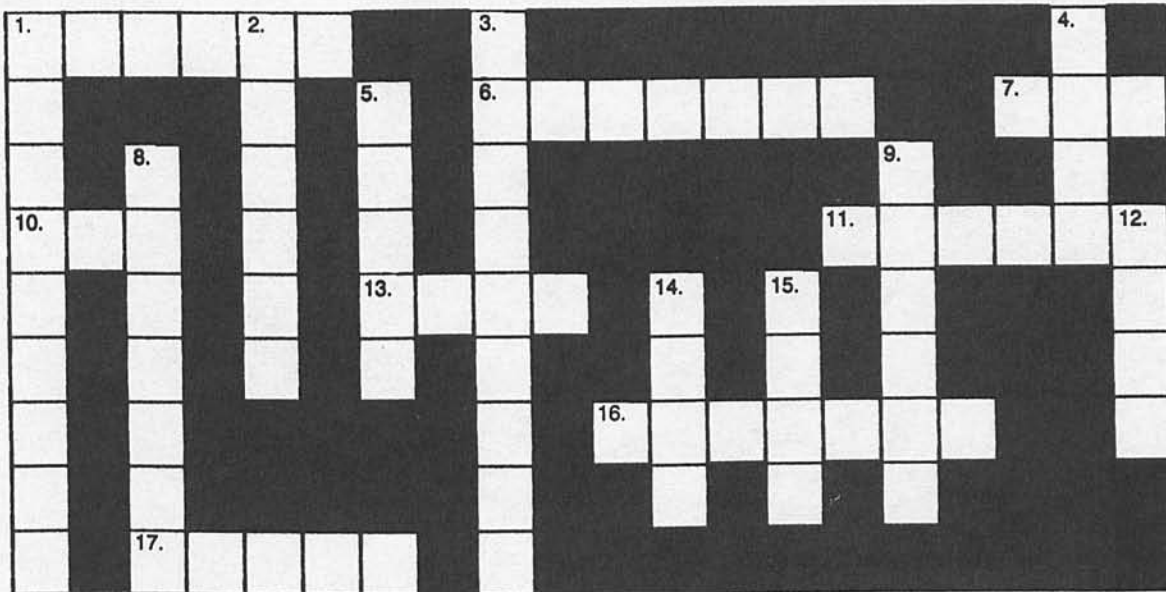
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# Christmas Crossword

By TOS David Moore



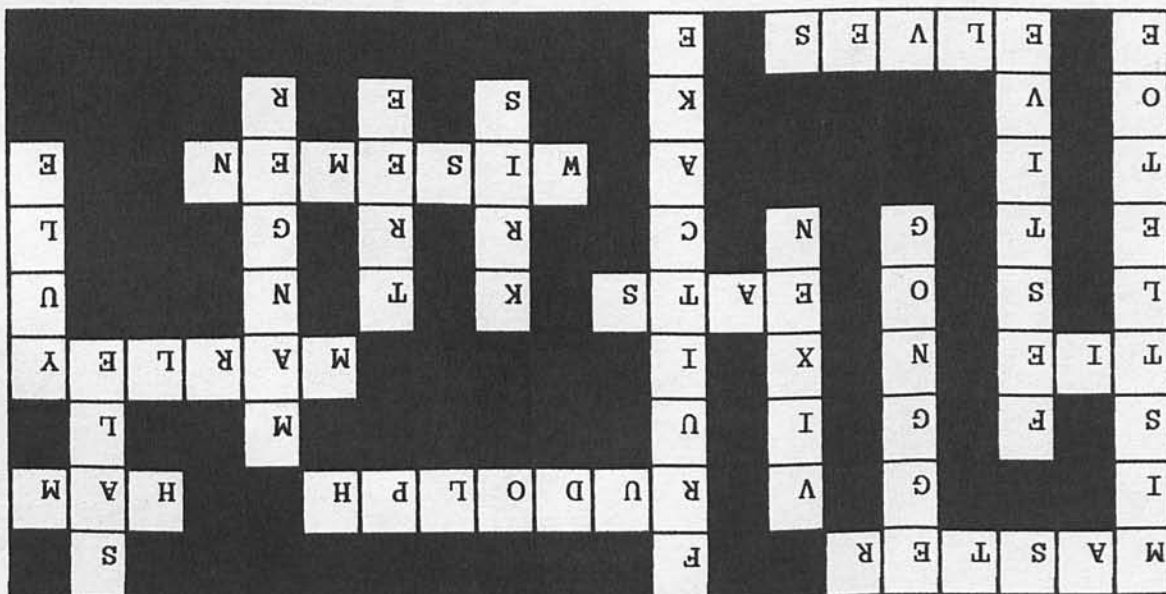
## ACROSS

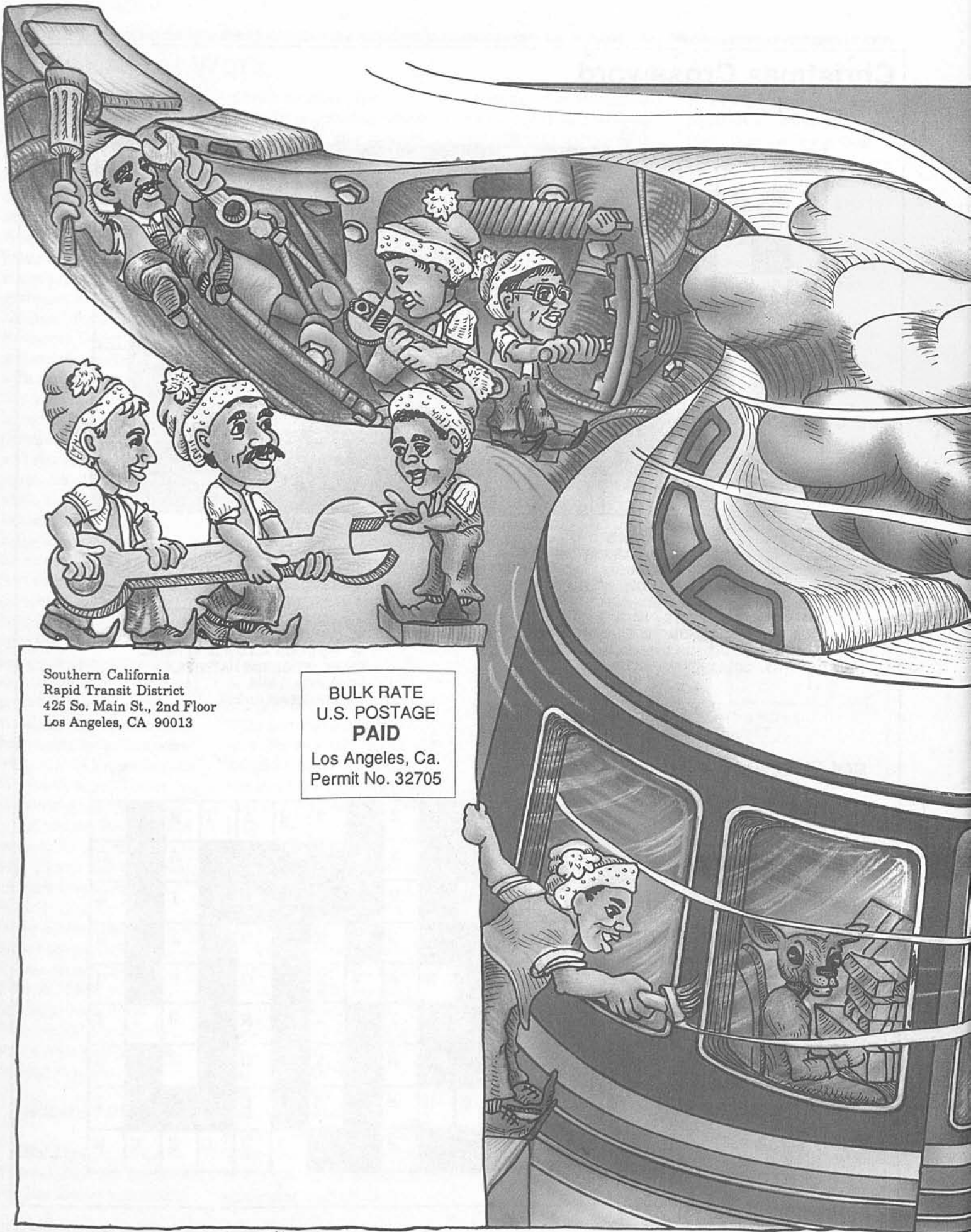
1. A WELL KNOWN CARD AT CHRISTMAS.
6. NEW TO THE GROUP.
7. SHARES SPOTLIGHT WITH A TURKEY.
10. MOM'S MOTHER'S GIFT TO DAD.
11. ASSOCIATE OF SCROOGE.
13. KNOWN FOR THE SEASON.
16. BEGAN MULTI-BILLION DOLLAR EVENT.
17. COULDN'T DO WITHOUT.

## DOWN

1. A KISSING PARASITE.
2. DELICIOUS TRADITION.
3. HAVE NEVER SEEN ONE EATEN.
4. AFTER CHRISTMAS \_\_\_\_\_.
5. BEHIND PRANCER.
8. A TIME TO BE \_\_\_\_\_.
9. NO DOGS ALLOWED IN HERE.
12. FEAST OF THE NATIVITY.
14. SANTA'S AKA
15. UNDER AN ANGEL.

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