

# HEADWAY



**“No. 1 Wants  
Your Company”**

## Letter from the President



### Dear RTD Employee:

One time or another we've all experienced dealing with a company's customer relations department. Maybe you purchased a defective item, or one that didn't quite live up to your expectations. Perhaps an unpleasant encounter with a sales clerk.

So you called the company's customer relations department and complained or wrote a letter.

How does one register a complaint or get help at the RTD? You call Customer Relations, and you get A-1 treatment from a first-class group.

In addition to receiving complaints and suggestions from our riders, Customer Relations, under the direction of Bob Williams and his assistant Scott Mugford, consists of four units: Passenger Services, Telephone Information, Customer Services and Sales, and Technical Services.

When the public wants to complain or offer a suggestion they contact the Passenger Relations unit

managed by Tom Horne. He and his group respond to thousands of phone calls, in-office visits and letters to the District every week. While many telephone and walk-in patrons' inquiries are resolved immediately, written complaints, which frequently involve more complex issues, are carefully investigated by a staff of Passenger Services Technicians before written replies are drafted.

Bus-related complaints and suggestions are categorized and tabulated daily using a custom state-of-the-art, microcomputer-based tracking program called the Customer Complaint System (CCS). This enables the District to monitor all complaints and assists in resolving patron concerns. It allows management to identify and address emerging complaint trends. The Rail Complaint System (RCS) is a spin-off of that system. It tracks complaints for RTD's Metro Blue Line and will be adapted in future years to handle the Metro Red and Green lines now under construction.

The Schedules Room staff distribute over one million timetables, maps, and other brochures by mail annually. Clerical staff distribute and process damage and injury claims. In addition, the unit presides over mitigation hearings, reviewing confiscation of student bus passes as part of the District's Vandalism Abatement Program.

The Telephone Information Center is staffed with 117 persons and managed by Elfriede Becker. This group provides personalized bus-rail itineraries to callers and makes special assistance available to the elderly and disabled community via the Disabled Riders Emergency Hotline and a special telephone number for the hearing impaired.

Operating 10 hours a day, seven days a week, RTD's Telephone Information Center helps some 12,000 people daily.

Advanced computer technology is the key to the Center's ability to respond to requests. Information clerks use the Computerized Customer Information System (CCIS) to quickly determine a patron's most convenient transit routing, based on the patron's starting time, place, and destination. For example, when a bus routing is computed, clerks can switch callers to the new Voice Response System (VRS) which summons a computer-generated voice to "speak" the routing to the caller. This reduces the amount of time a clerk spends on each call and how long callers have to

wait for a clerk.

The Technical Services Group, under the leadership of Doug Anderson, is responsible for the maintenance, instructional support, and accuracy of all bus/rail communications systems used by Customer Relations. This includes CCIS, VRS, as well as Automated Call Distribution, the STARS microcomputer network, and the Geographic Information System, a sophisticated computer mapping system to be implemented later this year.

Tech Services also coordinates the marketing, or brokering, of these transit support services to virtually all municipal transit properties. As a result, the District has emerged as a regional resource center for transit information in Los Angeles County.

The Customer Service and Sales unit, headed by Tom Longsdon, handles the distribution and sale of all bus and rail prepaid fares, including monthly passes, stamps, and discount tickets. In addition to the unit's 10 regional Customer Service Centers, sales are promoted through a network of more than 500 contracted sales outlets like supermarkets and check-cashing stores.

This activity generates approximately \$90 million in annual revenues for the District.

Other responsibilities include the distribution of timetables and transit-related literature to 400 locations including libraries and city halls. They also *continued on page 3 . . .*

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# Letter from the President

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operate the District's Lost and Found Center, furnish support to the District's Corporate Pass Program and administer the discount fare identification card program.

Under the RTD TRAN-SIT RIDERS BILL OF RIGHTS, public access to Customer Relations has increased. A staff of eight District representatives has visited Customer Service Centers to personally contact patrons and respond to their concerns. Recently, a new 800 telephone number for customer service became available to demonstrate the District's commitment

to customer satisfaction.

Although this list of duties and responsibilities is by no means complete, I think you now realize that Customer Relations at the RTD is a top priority and involves much more than just listening to complaints. This department is at the forefront of information and communications technology. Their expertise is one of the contributing factors that makes the District a nationally recognized leader in public transportation.

Sincerely,

Nick Patsouras  
RTD Board President

# The Headway . . .

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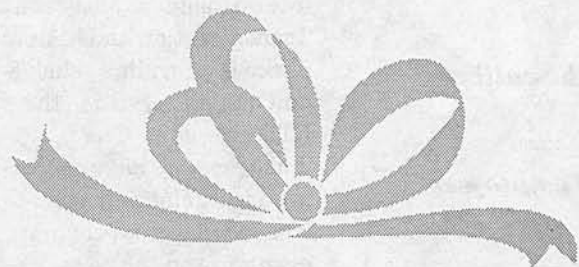
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## Division 18 Selected Division of the Month for December



Division 18 Maintenance employees took their place as the best in the District for the month of December, 1990.

*"RTD  
is rated  
the best  
in the  
nation  
because of  
the caliber  
of employees  
like you."*

Division 18 was chosen the Division of the Month for December, 1990, announced General Manager Alan Pegg in an early morning ceremony held at the division on January 30, 1991.

RTD President Nick Patsouras told the division employees that he was pleased to be in the presence of the best of the best. "RTD is rated the best in the nation because of the caliber of employees like you. The Board of Directors is very proud of you."

Division 18 has distinguished itself among the divisions recognizing the inter-dependency between Transportation and Maintenance in providing reliable and quality service to the RTD ridership. The managements have encouraged joint efforts in problem-solving, cross-communication, and the open exchange of ideas to operating problems confronting both departments.

Patsouras and Pegg presented the service excellence awards both to Trans-

portation Manager A. J. Taylor and Maintenance Manager Emilio Caballero. A flag was unfurled and presented to Maintenance and Transportation employees who gratefully accepted it and proudly displayed it. The outstanding division flag will fly for a month on the division's flagpole below the flag of California.

Selection of the Division of the Month is based on composite scores after a Transportation division comparison of five safety and performance indicators which include: absenteeism, accident frequency, occupational injuries, the number of cancellations and out-lates, and the number of customer complaints. Performance criteria for the Equipment Maintenance Department include: improvement of miles between road call, improvement of accessible service reliability, occupational injuries, improvement in coach cleanliness, absenteeism reduction, the number of maintenance-related complaints, and the number of maintenance-related out-

lates and cancellations.

Based on this criteria, Transportation experienced only 1.34 total days absent per full-time equivalent during the period. Accident frequency per 100,000 hub miles was only 3.20. Workers' Compensation injuries per 100,000 hours of exposure amounted to 5.37. There were 0 cancellations and 6 outlates.

Equipment Maintenance recorded 12,405 miles between roadcalls during the period, which was an improvement of 122 percent over last year. The division maintained a 93 percent accessible service reliability rate. Occupational injuries were rated at a 4.63 frequency per 100,000 hours of exposure. Only 4 customer complaints were received during the month. The division made a 5 percent coach cleanliness improvement. Absenteeism was maintained at a 1.2 days reduction. Out-lates and cancellations improved 34 percent over the same time last year.



Division 18 Bus Operators proudly hold the banner that marks them as the month's best.

## District's 5-Year Expansion Plan

The RTD has prepared a five-year bus service and facilities improvement plan that calls for the deployment of 150 added buses each year and \$380 million in bus service improvements and expanded service to reduce overcrowding, announced RTD Board President Nick Patsouras.

"The voters have sent a clear message by passing Proposition C last year that transportation is a top priority for this region," said Patsouras.

"They want improvements now, and they are willing to pay for them. We believe this plan goes a long way toward meeting that citizen-mandated goal."

Funding for the plan can be met by state, federal, and local funding sources, said Patsouras.

"The condition of transportation in Los Angeles County today makes it imperative that the Los Angeles County Transportation Commission, which administers Proposition C for the voters, dedicate sufficient funding to allow us to move forward with this plan."

Patsouras noted that funding for the plan will come from state, federal, as well as local sources, and from funds from the farebox. At this time, however, the estimated capital shortfall is \$730 million over the next five years, with almost \$266 million of that in programs mandated by other government agencies. The remaining \$460 million includes more than \$80 million for service mainte-

nance projects and, as noted, nearly \$380 million for service expansion.

"Public transit is expected to increase its ridership by five percent annually to meet air quality and mobility regulations," said Patsouras. "Key to that increase is our plan that spells out how the resources should be allocated to carry more people farther, as cost effectively as possible."

The plan calls for:

- the immediate launching of a program to reduce overcrowding
- expanding bus service to serve more people
- acquiring 750 new clean fuel buses
- rehabilitating 200 buses per year
- dedicating funds to meet federal, state, and local environmental mandates
- increasing security.

"These goals will require a substantial commitment of funds," said Patsouras. "When our goals are reached, the District will have relieved overcrowding, reduced wear and tear on buses, and, -- most importantly -- offer better quality service for our patrons."

"The bottom line is: Within five years air quality and traffic movement will improve."

Patsouras emphasized the District will need to expand its fleet by at least 150 new buses yearly to satisfy the expected demand for service. The District also would need to buy 200 new clean fuel buses each year to replace

old ones.

Such an expansion, he said, not only would improve service, but would expand ridership 20 percent, up from 1.4 million boarding passengers daily today to 1.7 million in 1996.

The plan also calls for the District to expand and upgrade existing facilities. Such improvements would cost a projected \$131.1

million.

"This is our blueprint for the RTD to be able to provide quality public transit to as many people as we can," said Patsouras. He urged the policymakers of the community to carefully evaluate the needs and support the District in its quest for expansion and improvements.

## Riders Can Help Battle Insurance Fraud

The District has announced a new campaign in conjunction with "WE-TIP," a crime reporting network, asking its riders to help in the fight against costly insurance fraud.

Placards and informational pamphlets have been placed on buses that request anyone with information about fraudulent acts call a special hotline.

"This is an opportunity for our riders to help us

provide them with quality service," said RTD Board President Nick Patsouras. "Reducing claims and costs resulting from fraudulent claims can help us better live up to the Transit Rider Bill of Rights."

The "WE-TIP" hotline number is (800) 78-CRIME. All callers remain anonymous, and rewards will be paid to callers whose information leads to an arrest and conviction.



Helping to install car cards on buses that carry the message encouraging riders to report instances of insurance fraud they see occurring are, from left: Transit Police Lt. Elston Burnley, RTD Claims Manager Nancy Eksterowicz, Senior Liability Specialist Nita Welch, and Director of Risk Management Barbara Anderson.

## RTD Joins Coalition Calling for Restoration of Transit Funds

by Greg Davy, Press

Relations Representative

RTD announced its support of a reauthorization plan presented to the U.S. Congress January 10, 1991, by the American Public Transit Association (APTA) that asks for slashed federal mass transit aid to be restored.

The legislative plan calls for cutbacks suffered by the mass transit industry in the 1980s to be reinstated, and urges that the "current federal bias toward road-building be altered to give states and cities more flexibility to choose buses, rapid transit, and ride-sharing solutions" to transportation issues nationwide.

"I have seen APTA's recommendation, and I wholeheartedly support it," said RTD Board President Nick Patsaouras. "Our need here in smog-laden

Southern California for federal transit aid is especially dire. I will do what I can to help APTA get this important message to our federal lawmakers."

Key recommendations in APTA's reauthorization plan include:

- An increase in federal funding of transit from \$3.3 billion in fiscal year 1991 to a minimum of \$5.5 billion in FY 1992. With each successive year through 1995, funds would increase by \$1 billion annually. By 1996, the U.S. program would total \$11 billion.

- A federal/local matching ratio of 80-20 percent for transit and highway capital projects to help make federal aid for both modes equally attractive to local officials.

- Further flexibility in the use of federal funds by making some proposed

National Highway System (NHS) funds available for rail projects, bus-only highway lanes, park-and-ride facilities, and other highway travel improvements.

"Changes in the federal program should reflect mass transit's unique ability to encourage economic growth, increase energy conservation, provide clean air, and relieve traffic congestion," said Jack R. Gilstrap, executive vice president of APTA and former general manager of the RTD.

"Washington should take charge now, because cities and states can't afford to. Many are facing huge deficits but must, by law, balance their budgets."

Patsaouras underscored the importance of federal assistance for RTD, which operates the most

cost-efficient, well-used bus system in the nation. "The demand for mass transit services is here. Our crowded buses make that very clear," he said. "We need to put more buses on the street to accommodate everyone who uses mass transit in Los Angeles County."

"Federal assistance has seriously declined in recent years. If RTD is to live up to its Transit Rider Bill of Rights, we need the government's help to keep buses uncrowded and fares low," Patsaouras said.

APTA, a Washington, D.C.-based association of more than 1,000 operators of transit service, suppliers, and manufacturers of transit-related goods, will add more detail to its proposal during testimony before Congress later this year.

## Contingency Plan in Wake of Gulf War Prepared

by Rick Jager, Press

Relations Representative

A special contingency service plan has been prepared that could be implemented within 72 hours.

It calls for the deployment of 50 additional buses to handle ridership increases that may be brought on by the uncertainties of oil prices as a result of the hostilities in the Middle East, announced General Manager Alan F. Pegg.

"The District is ready to meet ridership increases that may result because of higher fuel costs because of the war in the Persian

Gulf," said Pegg.

Additional actions that could be implemented within 72 hours include:

- Double the training rate of bus operators to 30 a week.

- Increase the use of overtime for bus operators and maintenance personnel to allow for the deployment of 50 additional buses.

- Defer the sale of older buses to handle ridership increases.

- Launch a regional search for additional buses to buy or lease.

In addition, RTD has prepared a 30-day action plan in the event of a serious fuel shortage or

major increase in ridership due to sharp increases in fuel prices. It includes:

- Redeployment of operators to provide shorter headways on heavily traveled bus lines.

- Establish new park-and-ride lines throughout the county.

- Seek city and regional approval of additional bus-only lanes.

- Increase Blue Line train frequency from every 10 minutes to 8 minutes.

- Seek additional fuel availability assurances from state and federal officials.

"This comprehensive plan should help ensure the

mobility of people throughout the region should oil prices skyrocket," said RTD Board President Nick Patsaouras.

"RTD is committed to providing the best public transportation at a bargain price during this crisis and we will continue to explore new ways to enhance the system during these trying times," added Patsaouras.

In the event of a prolonged situation, the District will investigate the implementation of improved headways and the establishment of new routes, consistent with available funding.

# Ms. Bailey Goes Back to Basic



To a shocked class of bus operator trainees, Director of Transportation Leilia Bailey reveals her true identity as their boss, not a fellow student.

A class of bus operator rookies reporting to their last class at basic at 6:30 a.m. were in for a big surprise on January 21

Fully expecting to first be told which division they would be assigned to, the operators were a little puzzled when Senior Instructor Tony Malone took over and began describing Director of Transportation Leilia M. Bailey to them. Most probably thought that Malone was giving them a "raise-yourself-up-by-the-bootstraps" pitch by using Ms. Bailey as a model for how far a bus operator can go if she sets her mind to it. Ms. Bailey started with the RTD as an operator 20 years ago.

When Malone con-

cluded with Ms. Bailey's biography, he told the class, "this time I'm not going to say, 'one day you'll meet her at one of your divisions,' because you already know her. You know her as Marie Bailey, badge #19160, a fellow student, we know her as our boss. Ms. Bailey has been undergoing basic training with you for the last 2 weeks. I now introduce to you, Director of Transportation, Ms. Leilia Bailey."

The students looked at each other with amazement. Their faces said it all. They had no idea that for the past 2 weeks they had been going to school with the women who was to be their boss.

"None of us knew she was Ms. Bailey," said

Operator Trainee Isabel Polanco. "I thought that the instructors used to pick on her a lot, but that's all."

Ms. Bailey told the students that the last time she had gone through such rigorous training was 20 years ago. "Your instructor Abel Garcia talked about the value of this job. This is a good job and it can be a difficult job, but it can be simple if you follow the training and treat your patrons well. They will appreciate it and not forget you. Remember you represent the RTD."

She decided to go

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*"None of us  
knew  
she was  
Ms. Bailey."*

---

incognito for two reasons: It has been 16 years since she had driven a bus and she felt out of touch. "Never was this made more clear when I attempted to start up the bus for some officials from the Public Utilities Commission recently. I must confess I sat in the seat and I didn't have a clue. I also attempted to call the Dispatch Center and I couldn't do that either." The role-playing also gave her a chance to investigate the RTD's training, to see how instructors prepare new people to take on the task.

"By going in with a new class and pretending to be a student I got a chance to check out our instructors. I was impressed with the quality of our instructors

and how dedicated they are. They truly try to instill all the physical qualities of safe operation and emphasize courtesy to our passengers."

Out on the streets again in a 13-ton bus after a 16-year hiatus was humbling for Ms. Bailey. "I'd forgotten about defensive driving techniques. An operator has an awesome responsibility watching out for the unexpected."

Ms. Bailey was also impressed with the caliber of new students hired in 1991. "I think they are all very positive. They are bright, interested, very sincere, they all want to go full-time. They are very dedicated. Just from watching them I was impressed with the rate at which they progressed. We have some very good candidates for bus operation."

Line instructors at the training center greeted Ms. Bailey's re-education positively. Most felt it would go a long way to improve morale among the operators.

"The students never caught on," said Ms. Bailey. "The instructors were very discreet in the way they slipped me notes if I had important phone calls from downtown. The one thing I worried about was my mouth getting me in trouble. The students wondered why the instructors picked on me so. After a while the instructors would punctuate a lesson with, 'Marie is that clear to you?'" To make her cover

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## Ms. Bailey Goes Back to Basic . . . continued from page 7

credible, Ms. Bailey would give voice to many of the thoughts the students were thinking but were too timid to ask. "Some things haven't changed much since I'd gone through basic the first time. I once asked an instructor if there was any way I could get a pay advance, since it was hard to work for 3 weeks with no pay."

When out on the streets, Ms. Bailey candidly admits she was relieved to learn that the driving skill came back to her quickly, like riding a bike for an adult who hasn't ridden since childhood. "I did worry that I'd have an accident. That was the downside. I knew that if I hit anything while I was out on the street I'd never live it down. Fortunately, it didn't happen." Students were taken on some of the busiest downtown streets such as Broadway, Spring, and Main.

While many things were familiar to her, there were just as many changes or more to make it challenging. "I have gained a newfound respect for what Maintenance has to go through keeping our buses road worthy. Each operator has to perform a pre-pullout inspection that the State has mandated. It is very thorough."

Their last class before assignment, Ms. Bailey remembers that she and her classmates were discussing their futures. Most were nervous with anticipation and excitement, Ms. Bailey told them, "I'm going to think about

this over the weekend. I'm going to think about whether I really want to do this job. This is a hard job." The students encouraged her to stay. "They told me we're a class, we're going to make it. I remember Johnny Collins told me, 'Oh hang in there, the worst part is over.'"

Ms. Bailey doesn't expect to repeat basic training for another 20 years. "We take the operators and what they have to do for granted. I got a real appreciation for that job. No one wants to be behind a bus in traffic, as a result drivers create a lot of hazards for the operators. The burden is on the operator to be ready for anything."

Her experience, she feels ties in with the District's new Ambassador Corps Program, which involves management teams riding RTD buses and greeting passengers to



Ms. Bailey said good-bye to all her classmates and wished them luck.

gather comments and suggestions on transportation solutions. "I hope the managers that ride the buses gain a greater respect for what operators go through on a daily basis."

In her final remarks to her graduating class, Ms. Bailey gave each of her class members an RTD pin and her business card. "Now you have an advantage over the others," she

said, "you went to school with the Director. You've got my card and this entitles each of you to one phone call for help. I don't think you'll need to use it because I know you'll do well." Ms. Bailey gave each of her classmates a warm farewell hug before she left for the office. And, yes, Ms. Bailey passed the course with flying colors.

## RTD Hosts Career Days for High School Students

In December, 1990, the District instituted Career Days, an opportunity for area high school students to spend the day with RTD executives.

"We welcome the students who will attend RTD Career Day," said RTD Board President Nick Patsaouras. "We match the scholastic and career interests of curious students with transit professionals so that the young people can see a public agency at work and see how hot a career choice transportation has become."

The students for RTD's Career Day will spend the day with executives based on their career aspirations.

"If a student is eyeing a career in law enforcement, we pair him or her with our transit police chief," said Patsaouras. "The student who would like to be an accountant is hosted by our controller-treasurer, and the student who's interested in advertising sticks with our director of marketing."

"What better way for our young people to get a handle on how government

works than by sitting in on high-level meetings between RTD staff and public officials."

The District's first Career Day was held in December with Banning High School of Wilmington. Twenty Monroe High School students from the San Fernando Valley visited the RTD on January 23, 1991.

"The students we host observe first-hand how transportation decisions are made," he said. "Last time around, one student who

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## Director Milner Says Run RTD Like Big Business



*Jerold Milner poses beneath the City of Glendale seal in the council chambers where he has worked for the past 8 years.*

Because the RTD is thrust in the political arena, it is not recognized as the big business that it is. "It is big business. It is important that the staff is aware that it is a big business and that it should be run like one. I am impressed with the good job that the RTD's 9,000 employees do," said RTD Board Director Jerold F. Milner.

Glendale Councilman Milner was appointed to the Board of Directors in April 1989 by the City Selection Committee Corridor C. In the two years he has served on the Board, he has been continually impressed with the breadth of RTD operations and the skill of those who keep it going.

"I want to emphasize the high regard I have for the people who run the RTD. All the operators,

mechanics, schedulers, all of you who make that business operate," said Milner.

Milner was elected to the Glendale City Council in 1982. He has served as Glendale's mayor twice in his tenure. He also was chairman of the Glendale Redevelopment Agency in 1984-1985 and served on both the Public Service Commission and the Civil Service Commission.

One of Milner's goals as a city councilman was to get redevelopment back on track in Glendale. "I realized there was tremendous potential for growth in Glendale, but it needed management so that it would not become unwieldy," he said. It took him seven years, but recently Milner was able to get the last ordinance

passed which will control and manage the ultimate population and housing stock in the city.

"Glendale has the reputation of a small town. It has that small town feeling. We thought that character was positive and needed to be preserved." But like all cities in Southern California during the eighties, Glendale experienced exponential growth. Patterns in Southern California have shown that each year the equivalent of the City of Long Beach is added to the existing population. No wonder the commute gets longer.

"We knew we could only accommodate a growth level up to 250,000 in population. Growth in excess of that would seriously strain our existing facilities. We would have had to make major improvements in our streets, sewage, and pay increased water costs." Milner said the only way to control was to downzone the area, thus limiting the number of multi-family dwellings which could be constructed on available land. Other ordinances he managed to get through included reducing the potential housing stock to no more than 85,000 units, controlling the number of building permits issued each year, imposing a moratorium on hillside development, and greater regulation for offstreet parking.

While managing residential growth, Milner and the council sought to encourage commercial development in order to

increase the city's tax base and bring jobs to the area. "By bringing in more jobs, more people are here to spend their money. The city gets 1 cent for each dollar spent here."

In the eight years Milner has been on the council, 10 more high-rise buildings have been added to the Glendale skyline. While Milner is proud of the commercial development he doesn't want just any business moving in to the city. "I feel this is an attractive community in which to do business and to live. We feel we can be choosy. We try to get the quality employers and businesses to locate here. That way we can control the kind of people who move in and they'll be close to work."

Being close to work is one way Milner sees Angelenos managing the stress of coping with a burgeoning population whose transit needs have long since outstripped the capacity of the region.

"One of the major problems or deficiencies in Southern California has been its lack of mass transit. Getting rid of the Pacific Electric Railway was a real mistake," said Milner. He believes the Blue Line operation and the LACTC's recent purchase of Southern Pacific rights of way are steps in the right direction.

"In order to accommodate the population growth we have to find ways to get people around without cars. Buses can do that, but rail

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## Run RTD Like Big Business . . . *continued from page 9*

can do it most efficiently. We can feed our rail lines with buses." Milner isn't a recent convert to mass transportation, he's been a proponent for years but it wasn't until he was elected to the RTD Board that he was in a position to do anything about it.

"Having been trained as an engineer, I have always been a planner. I enjoy looking into the future and making those decisions that help create a better perception of us [RTD] on the part of Angelenos."

Milner commented that in his opinion, the Board and top management spent too much time with the construction of Metro Rail to the exclusion of building the backbone business of a bus system. "We were so distracted that we never put enough emphasis on the good job we provide in bus service. Now there's always room for improvement, to polish up our service, but you couldn't do that when you are paying too much attention to people digging a hole in the City of Los Angeles. We had to make some decisions about where we would put our emphasis."

Milner, of course, voted to put his emphasis in the operation of the bus system. He pushed forward the Division of the Month Service Award Program. "Typically managers are critical if goals aren't met, then those who really make the business run well are overlooked. For that reason I thought it important to recognize those people who

make the business work-- operators and mechanics. It's not easy to get there early but necessary to show how much we think of their performance."

Milner is pleased with the quality of his contribution to the RTD, but his strongly held beliefs regarding public service preclude him from running for another term on the Glendale City Council, for that reason he must give up his RTD Board seat on April 1, 1991. "I believe strongly that there should be a limit on how long one can serve in elected office. If the president can't serve more than 8 years, I don't see why I should. In light of Prop. 140, it seemed that if I really felt that way I had to act it."

He sees his stepping down as the beginning of his second phase of retirement. Milner recently retired as a manager with Pacific Bell. He was employed by the telephone company for 33 years. "I'd like to work full-time or on a project basis for the next 4 to 5 years to save enough money to travel." His ultimate goal is to go around the world, but do it in a leisurely pace, say 3 to 4 years, living in various places for 6 months at a time. "I think that means I want to be a genteel bum." He's already chosen his future, temporary homes. They include the Cotswolds in England; the east coast of Spain; Lucerne, Switzerland; Greece; Capetown; Bombay; Katmandu; Kyushu, Japan; New Zealand; Australia; Argen-

tina; and Brazil.

"I plan to be back in the U.S. sometime in the year 2000."

Milner is proud of his association with the RTD and its recognition as one of the best transit agencies in the U.S. "I am very pleased to have been a part of an organization that does such a good job."

At the RTD, Milner served as chairman of the Ad Hoc Committee on Accessible Transportation. He was also a member of the Planning, Marketing, and Customer Information, and Equipment and Operations Committees.

In 1981, he was honored by the Glendale Chamber of Commerce as "Man of the Year." He presently sits on the Board

of Directors of One Central Bank and has sat on the Board of Trustees of both the Glendale Adventist Medical Center and Glendale Community Hospital.

As a 28-year resident of Glendale, Milner, 60, belongs to the Glendale Kiwanis Club, the Glendale Symphony Association, and the Glendale Community Foundation.

The Boulder, Colorado native earned his B.S. degree in electrical engineering and business finance from the University of Colorado in 1953. A widower, Milner has one son who resides in Glendale and a daughter in Irvine. He is looking forward with great anticipation to being a new grandfather at the end of this month.



*Milner at work at the City Council table.*

## Wanted

WANTED: Cash offers for Safety Awards and Cap Badges from Los Angeles Transit Lines, Metropolitan Transit Authority, and

Pacific Electric Railway. Please call or write: Roy Fizer, 1254 West 36th Street, Los Angeles, CA 90007. (213)735-9145

# RTD Welcomes New LACTC Commissioner

Judith W. Hathaway-Francis was elected to the Los Angeles County Transportation Commission (LACTC) on January 3, 1991.

Ms. Hathaway-Francis is a member of the City Council of La Habra Heights and is currently president of the California Contract Cities Association.

She was elected to the LACTC to fill the vacancy left by Cristine Reed whose departure followed an election loss. Ms. Hathaway-Francis was elected by the League of California Cities (Los Angeles Division) for the remaining three years of Ms. Reed's term. On completion of the term, Ms. Hathaway-Francis will be eligible to run for two four-year terms. Recently, she was taken on a tour of RTD facilities by General Manager Alan Pegg.



*TOS Fernando Hernandez gives LACTC Commissioner Judith W. Hathaway-Francis and General Manager Alan Pegg a demonstration of his response to operators and supervisors in revenue service at his console in the Dispatch Center.*

## Ambassador Corps Rides Buses for Tips on Improving Service

Starting in December, 1990, with its executive management team, the District put its "SCRTD ambassadors" aboard its buses to listen to passengers' comments and complaints.

The first phase of the program, which began December 10, 1990, will involve the general manager and the six assistant general managers. Later phases will bring in directors, managers, and RTD employees of all levels.

Called the Ambassador Corps, the group, spearheaded by General Manager Alan Pegg, will ride the buses wearing special

badges. While aboard the bus, RTD employees will greet passengers, talk about the District, and gather suggestions on transportation solutions.

"It is our intention to pay closer attention to what our passengers are saying," said RTD Board President Nick Patsaouras. "We will be gathering input on the quality and on-time performance of our buses, as well as the convenience of our service."

Added Patsaouras: "It's critical that RTD management, which makes key decisions affecting millions of riders, take to

the buses and converse with them on a one-on-one basis. It's only when the executives take the bus that they can correct whatever concerns need correcting.

"Let's be clear--many of our executives and employees take the bus regularly, but this program calls for them to identify themselves and question passengers on how we can better our service," said Patsaouras.

Patsaouras noted the Ambassador Program is another element of the District's Transit Rider Bill of Rights, introduced in August, 1990. That Bill pledged to further solidify

RTD's commitment to safety, timely information, quality service, and freedom of choice.

"Our Ambassador Program is part of every element of the Bill of Rights, especially quality service," he added.

The project will focus on bus lines that have been identified as problematic, having a good potential of attracting new ridership and lines that management might highlight as exemplary bus service lines. Each ambassador rides the selected bus line at least one day per week.

## District Offers 'Designer' Commute Plans

by Anthony Greno, Press Relations Representative

Personalized employee transit planning that allows companies to comply with air quality standards is now being offered by the RTD, it was announced on January 29, 1991.

"To enable commuters and their employers to work together to meet trip reduction requirements to promote cleaner air, the RTD is ready to work with companies in their offices with a computer software package," Patsaouras said.

"We now can provide a personalized commuter travel plan, often with options, for every individual who desires one," he said.

Patsaouras displayed a personalized RTD commuter travel plan for a commuter starting each morning from downtown Pasadena and traveling to Sixth and Spring streets in downtown Los Angeles. The trip takes 35 minutes. It saves the commuter \$95.60 a month compared with the cost of driving a car.

"We are entering the age of the designer commute with tailor-made trips now a tangible reality available for any commuter who would like to get out from behind the steering wheel and leave the driving to RTD," Patsaouras said.

In a new phase of aggressive marketing of public bus transit, the RTD has developed a Corporate Transit Partnership Program "to communicate our desire to work hand-in-hand with the business

community to meet its transportation needs," said General Manager Alan F. Pegg.

The RTD Corporate Transit Partnership Program includes the conducting of employee attitude surveys, preparation of personalized bus itineraries, and assistance in preparing trip reduction plans.

Companies pay the District \$150 for a computer disc, where employers list the company location, workers' home addresses, and times they travel to and from work. Within 10 days the commuter receives a schedule, which includes an alternate route, the estimated trip time and the cost. The customized schedules cost 48 cents per employee.

The RTD Corporate Pass Program, established in July, 1986, is also a component. More than 300 companies have signed up for the corporate pass program.

As a first step in the broader Corporate Transit Partnership Program, the RTD conducted a market survey of 60 companies to evaluate the potential market for transit services. An account executive concept was established to work directly with companies on preparing their employee transportation needs in response to requirements of the South Coast Air Quality Management District's Regulation XV.

Among the 60 employers surveyed were: Bear Stearns & Co., Century

City; Biola University, La Mirada; Home Savings of American, Irwindale; Hughes Aircraft Co., El Segundo; IBM Corp., Los Angeles; Northrop Corp., El Segundo; Orion Pictures, Century City; Rand Corp., Santa Monica; UCLA, Westwood; and Vlasic Foods, Inc., La Puente.

"The opportunity to establish positive relations with employers has never been as favorable as it is today," Patsaouras said.

"Employers faced with AQMD regulations, traffic congestion, and oil crises are searching for help to solve these problems."

At the news conference where the transit planning program was disclosed, RTD employees were gathered to help publicize

the program. Some weeks earlier the same employees had posed for a king-size car card advertising the RTD Corporate Transit Partnership Program. The employees posed in a group alongside the car card mounted on the side of an RTD bus providing a photo opportunity for the news media. The car card proclaims: "No. 1 Wants Your Company."

Those employees included Susan Carter, Paul Como, Dan Cowden, Al Griesbach, P. Guajardo, Ruth Moreno, Leila Procopio, Liz Silva, Stacy Tran, E. Trias, Joe Uresti, and A. Washington. These same employees grace this month's cover.



## Career Days at RTD . . .

. . . continued from page 8

aspired to be an engineer went underground to view the track installation on the Red Line subway. Another who was interested in transportation operations donned a headset and spent time monitoring actual calls between bus operators and the District's dispatch

center."

Noted Patsaouras: "Not many people get to see all this and more, and so we're delighted to include in our agency a program for students who will eventually have responsibility for improving the quality of life for the Southland."

## We Care How the District Helps Employees in Serious Accidents

by Barbara Anderson,  
Director of Risk Management

We are very concerned with the treatment of District employees when a traumatic injury or accident occurs. This kind of incident would include serious traffic accidents involving pedestrians, driver and/or employee injuries and/or fatalities. Over the years we have learned that employees who are involved in such events need special assistance. As a result, through the employee's department, and Departments of Human Resources and Risk Management, a program has been established to assist the employee in dealing with the physical, emo-

tional, and operational aspects of such injuries or accidents. This program is called the *Traumatic Injury Program*.

This is how it works. As soon as a major accident or incident occurs:

- Dispatch alerts the Safety Section and accident investigator, to respond to the scene;
- The Safety Specialist on duty immediately contacts the Claims Section on-duty person;
- Human Resources is contacted to obtain support staff from the Employee Assistance Program to be on stand-by to assist the employee and/or the family with the event;
- On arrival at the accident scene, Claims will

evaluate the circumstances along with the on-site supervisor or Division Manager. They will then determine the best approach to assist and care for the needs of the employee and the family.

Some of the help provided includes:

- assisting with transportation,
- notifying family,
- helping to answer questions at the scene,
- obtaining emotional support on scene and at home,
- arranging for mental health counseling,
- and providing next day telephone follow-up support.

In addition to these

more immediate needs, the Claims and Safety staff will assist the employee in meetings with his or her supervisor concerning the accident or incident, as appropriate. And, in those instances where an accident has such a high traumatic impact that it affects the involved employee's co-workers, both Human Resources and Claims staff will assist in getting all necessary psychological counseling.

In summary, the program is designed to help the employee in as many ways as possible to cope and recover from a traumatic injury incident and return to being a productive community member.

## Your Responsibility as a Disaster Service Worker

Jon R. Vandercook,  
Senior Safety Specialist

Did you know that under the California Government Code all District employees automatically become Disaster Service Workers when and if an emergency is declared covering the County of Los Angeles or Southern California as a whole? The important words in the first sentence are "emergency is declared." Who can declare an emergency which would affect District employees? The Los Angeles County Board of Supervisors can. Also, the state governor and the President of the United States.

Section 3100 of the Code states:

"It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, man-made, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby

declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."

Section 3101 of the Code defines disaster service worker as follows:

"For the purpose of this chapter the term "disaster service worker" includes all public employees and all volunteers in any disaster council or emergency organization accredited by the California Emergency Council. The term "public employees" includes all persons employed by the state or any county, city, and county, state agency or public district,

excluding aliens legally employed."

Now you may ask "What does this mean to me?" In case of a declared emergency all District employees automatically become disaster service workers. They are expected to make every effort to report to their regular place of work or designated alternate location. Once there, they become subject to direction from County authorities via District management. This does not mean that they will be doing their normal work, but any type of directed, needed work. This also can mean that the normal eight-hour day is not in effect.

# COMMENDATIONS



*Certificates of Merit were presented to the December Employees of the Month at a Recognition Ceremony held January 24, 1991. They included, front row, from left to right: Division 5 Mechanic Steve Hearn, Jr., Telephone Information Operator Debbie Ulmer, and Division 9 Operator Victor Ortiz. Back row, from left to right: Telephone Information Manager Elfriede Becker, General Manager Alan Pegg, RTD Board Vice-President Don Knabe, RTD Board President Nick Patsouras, RTD Director Jay Price, Division 5 Maintenance Manager Lucious Smith, Division 9 Acting Transportation Manager Renee Frawley, and RTD Director Gordana Swanson.*

At a ceremony held at the headquarters building on January 24, employees were recognized by the RTD Board of Directors for their accomplishments.

Division 9's Victor Ortiz was chosen Operator of the Month for December 1990. His manager describes him as an exceptional employee during his years of service. He has never had an avoidable accident and has earned a 23-year Safety Award. He has not had a missout since 1974, and has had only four absences since 1981. Mr. Ortiz has accumulated the maximum of ninety merits and has not been charged with a minor rule violation during the past 5 years.

He has received a letter of commendation from his division manager every year of his employment, and he has received numerous letters of commendation from patrons of

the District. He received the Manager's Award from the Operator Recognition Program for May of 1989. Mr. Ortiz has earned the distinction of being recognized as one of Division 3209's Outstanding Operators for the past three years and will qualify for 1990.

Mr. Ortiz has been married to his wife, Ramona, for 20 years. They have four children, two boys and two girls, and are soon to be grandparents. He enjoys all sports, camping-out, and family outings. He has a pleasant personality and has been an excellent role model for the junior operators.

Division 5 Mechanic A Steve Hearn, Jr. was named Maintenance Employee of the Month for December 1990. Mr. Hearn joined the District in 1953 as a Utility A. In that time he has maintained an outstanding record of attendance.

Over the years, Mr. Hearn graduated from a Utility A to Mechanic C. Through his hard work, he advanced from a Mechanic C to a Mechanic A. For the past six year, Mr. Hearn has mastered and maintained the Mechanic A Leader position. He arrives early each day in order to plan his daily task, thereby expediting the process at the beginning of the shift. He monitors his mechanics to be certain of their performance and quality of work. He has distinguished himself by his good deeds, trust held in him, and his integrity.

Telephone Information Operator Debbie Ulmer was selected the Operator of the Month for December 1990. Ms. Ulmer has been with the District for 6 years as an Information Clerk. She has been Operator of the Month on two previous occasions. She takes her work very seriously and goes the extra mile for her callers.

This energetic young lady enjoys spending time with her family. She is pleased to work for an organization which recognized the efforts of hard working employees.



In a special ceremony held at the headquarters building on January 24, 1991, RTD Retirees were recognized and presented with plaques by RTD President Nick Patsaouras and General Manager Alan Pegg. Front row, from left to right: Director Jay Price, Division 7 Operator Kenneth L. Farris with 29 years, Division 9 TOS Claude H. McCracken with 30 years, Road Janitor Leadman Curtis Johnson with 39 years, Division 9 Operator Charles Hardway with 23 years, Division 15 Operator Forest N. Churchill with 39 years, Division 12 Operator George F. Border with 34 years, and Division 7 Operator John W. Johnson, Jr. with 23 years. Back row, from left to right: Schedule Checker Duncan Y. Hamilton with 30 years, Division 12 Transportation Manager Eugene Hamilton with 31 years, Director Jerold Milner, Vice-President Don Knabe, CMF Mechanic A James E. Davis with 46 years, President Nick Patsaouras, General Manager Alan Pegg, Director Gordana Swanson, Director Charles Storing, Division 5 Utility A Robert L. Dunbar with 30, Division 5 Operator Buford Bell with 23 years, Division 5 Utility A Garland Walker with 25 years (Mr. Walker started his career at Division 5 and ended it there by choice. He said Division 5 was his pride project.), and OCPM Assistant Director Henry "Mike" Hartpence.



Senior Workers' Compensation Specialist Linda Matassa was selected the Employee of the Quarter for the quarter ending September 30, 1990 by the Risk Management Department. Ms. Matassa was nominated by Claims Manager Nancy Eksterowicz for her dedicated support.



Risk Management Industrial Hygienist Ugbu Kalu presented a certificate of Special Recognition to Bill Beana for a job well done. Mr. Beana is a Safety Specialist with the Safety Section and is responsible for maintaining all industrial safety programs, construction safety, and Cal-OSHA compliance.

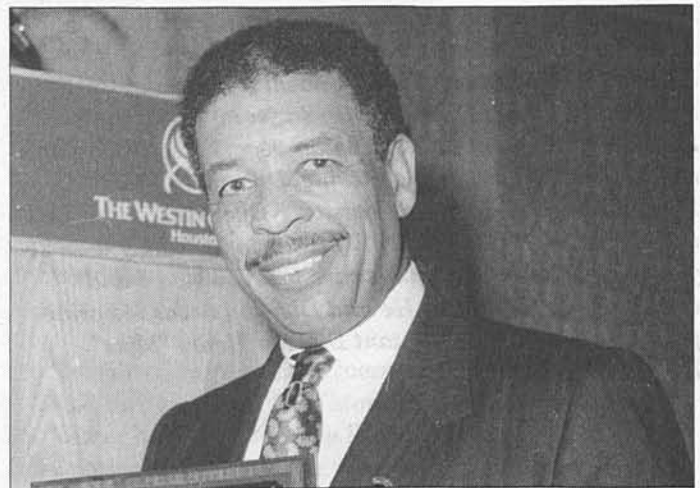
## Commendations . . . continued from page 15



Property Maintainer Ernest Pringle was selected the Facilities Maintenance Employee of the Month for December, 1990. Mr. Pringle has been with the District for 10 years. During his tenure he has been exposed to many varied systems in use on the property. Because of his vast experience, he is able to repair virtually any problem that presents itself. A most remarkable attribute of Ernest Pringle is his dedication to service. He is primarily responsible for repairs and preventive maintenance at Division 8. Over the years he has acquired a reputation for prompt attention to a matter and courteous service. District employees ask for him by name because of his good service-with-a-smile approach. Not only is he representative of departmental ideals, he also embodies the qualities that make for a good public servant: Quick, reliable service with a smile.



PL/PD Specialist Kevin Lappi was named the Employee of the Quarter for the quarter ending December 31, 1990 by the Risk Management Department. Mr. Lappi works in the Claims Section and was nominated by Senior PL/PD Specialist Nita Welch, left, for tireless attention to detail and a job well done.



Assistant General Manager of Equal Opportunity Walter Norwood was presented the Executive of the Year Award at the Conference of Minority Transportation Officials' (COMTO) Annual meeting in Houston, Texas on September 29, 1990. Norwood was recognized for his promotion and development of programs that support opportunities for minorities and Disadvantaged Business Enterprises. Norwood stated in his acceptance speech that he credited the award to the excellent management and staff in the Equal Opportunity Department.



# Commendations . . .

continued from page 16



Human Resources Analyst Jean Nelson was chosen Employee of the Quarter for the Fall Quarter 1990 by the Human Resources Department. Ms. Nelson was chosen for this distinction because of her exemplary work on Pay-for-Performance in 1990. As project manager, Ms. Nelson ordinarily would have had the assistance of 3 to 4 analysts on the project but because of the heavy selection workload she took on most of the job herself. It meant taking boxes of work home at night and giving up many flex days, but knowing how much increases mean to the many deserving RTD employees, Ms. put in many unpaid hours to get the work done on deadline. She coordinated enhancements to the program with the MIS Department in a timely manner. Her exceptional interpersonal skills enabled her to deal with many departments in a very efficient manner. At the same time she took on the Pay-for-Performance project, she also handled selection for Transit Police Officers and Security Guards. The Transit Police Department ranks among her many departmental admirers for her dedication to the task. Even when she was on military leave she made herself available to the department by phone. Her supervisors said that even with her heavy workload when asked to do a special research project, she would balance her other projects and complete the request without complaint. She maintains an excellent rapport with her coworkers and is well respected by them. In addition to her stellar performance, Ms. Nelson also received an award for perfect attendance in 1990.

# C PUBLIC COMMENDATIONS

Thanks for a Job Well Done!

### Division 3201

Harris, Mike C.  
Reeves, Loraine  
Reyes, Roberto  
Thomas, Brenda D.

### Division 3203

Melgar, Rafael  
Taiji, Bryan T.

### Division 3205

Jones, Richard L.  
Zamorano, Miguel A.

### Division 3205

Thomas, Dan\*

### Division 3206

Collins, Mary  
Pitts, Weldon

### Division 3207

Mears, Edmond\*  
Sahler, Joseph D.

### Division 3208

Bartman, Jack L.  
Codina, Blanca L.  
Erazo, Kathryn L.  
Landrau, Louis  
Phillips, Kenneth A.  
Sassano, Al

### Division 3210

Echezona, Chukwadi\*  
Jones, Kenneth E.  
Ramirez, Jose R.  
Saafir, Abdul M.

### Division 3212

Donoso, Carlos E.  
Stewart, Marvin L.

### Division 3215

Benjamin, Barry H.  
Brancato, George J.  
Coleman, Hugh L.  
Hernandez, Juan  
Navarro, Christopher J.  
Rodriguez, Luis A.  
Van Dyke, Donald E.

### Division 3218

Brooks, Darryl D.  
Holmes, Samuel P.  
Lay, Eldora B.  
Neal, Emory L.  
Williams, Prince

### Division 1600

Pedini, Karen

\*Received more than one.

Dear RTD:

I am an elderly woman who has asked her niece to write this letter to you. I would love to commend you on the wonderful and kind bus drivers that you have. I especially want to commend you on the great bilingual bus drivers working on RTD. Although I have lived in Los Angeles for a while now, I still have trouble with the English language. And when I ride the RTD buses my mind becomes at ease. Your bilingual bus drivers are simply angelic human beings and I want to thank them so much for making my life an easier one.

continued on page 18 . . .

## Public Commendations . . . *continued from page 17*

There is one driver in particular that I would like you to acknowledge, Miguel Zamorano. I have ridden on his bus twice, but those two times were enough for me to see what a savior he is to everyone--especially the Hispanic non-English speakers. One of the times that I rode on his bus was Christmas Day when the cost of riding RTD was reduced. He did a wonderful job of informing English speakers and non-English speakers like me of the change in cost. A kind man he truly is.

On one occasion, I had him as a driver on Line 110, but why isn't he there more often? I believe drivers like him are more necessary on lines like 110 where non-English speakers would love to see Mr. Zamorano. I am very thankful for RTD drivers like him. May God bless him and the rest of the RTD family. Thank you.

Sincerely,

Maria Ochoa

Dear RTD:

Samuel P. Holmes has been very friendly, courteous, and helpful to myself and the many others that ride his bus in the evenings.

Even though I realize that Holmes is not the only driver with these qualities, he sticks out in my mind more so than the others because he is so conscientious in his efforts to provide us with a safe, efficient ride home.

His particular run is very busy and crowded, yet

he never loses his sense of humor and manages to leave his patrons with a smile on their faces and looking forward to the next day's ride.

Thank you for your efforts in making our rides home as pleasant as possible and keeping your fares reasonable.

Sincerely,

Jean A. Jones

Dear RTD:

I would like to applaud your customer courtesy policy, specifically your representative driver, Carlos Donoso.

First, I'd like to tell you a bit about myself--as a handicapped individual I normally find the negative aspects of most situation and events, suffice to say, accolades are not issued on a regular basis. However, your programs have accommodated me quite well and you have my gratification.

Now, to further recognize my needs, Mr. Donoso always brings a smile to my painful grimace and his operation abilities are outstanding, no sudden stops, etc.

Also I'm a stickler on time and have found that I may depend on Carlos to be where we should be and when, which is particularly comforting. Actually, I believe he may even at times go out of his way to accommodate his riders. Such dedication to patrons is most pleasing.

My hat is off to you and your employees, and thank

you for another year of fine service!

Please take a moment to thank Carlos in a meaningful way. We believe he deserves an outstanding service award.

Sincerely yours,

Todd Swetman  
A satisfied RTD #444  
Rider

Dear RTD:

From time to time I am tempted to write and tell you how good some of your drivers are, but I usually forget the driver's name by the time I get home.

Many times when I check to see the driver's number I notice from his patch that he is a line instructor or has a patch recognizing him as an outstanding operator for courtesy already.

Yesterday, riding to the San Fernando Valley from downtown, I was impressed with by the professionalism of Kenneth Phillips. An expert in the way he handled his bus in heavy traffic. He was very courteous, gave out bus information when asked.

Coming off the freeway at Lankershim Blvd. the bus was unable to turn left into Lankershim to go under the freeway. The lane was blocked off. Mr. Phillips had to turn to the right and proceed north until he could turn left and circle around back until he could turn right into Lankershim. At which time he phoned his dispatcher and reported the situation

and what the following buses would have to do. I thought that was an action worth reporting.

Sincerely,

Eugene S. Bradford

Dear RTD:

I rode the #320 last Thursday. The driver was Mary Collins. She is the best driver, the most courteous and helpful driver I have ever seen in Los Angeles or anywhere else.

She called all the stops in a clear voice with the number of the line of transfer at the stop and all the streets in between so you would know how many blocks you had to walk from your stop.

If a person asked her about the place where they wanted to get off she always remembered to tell them. She would say, "the gentleman who wanted such and such street, the next stop is yours."

There was an elderly lady that was going to the Social Security Office. She told her the directions to walk and even pointed to tell her where it was.

She made it a real pleasure to ride the bus. Always so pleasant with everyone. I think she should be an example to all other drivers.

I thanked her as I got off and many of the other passengers did too. It is sure refreshing to get a happy, cheerful driver to help the passengers start the day right.

## Public Commendations . . .

. . . continued from page 18

My congratulations to Ms. Collins. I am looking forward to riding her bus again.

Many thanks,  
F. M. Fontaine

Dear RTD:

On December 31, 1990, I was a passenger on route 33 eastbound on Venice Blvd. at 6:15 a.m. Mr. Weldon Pitts greeted me with a pleasant attitude and his appearance is to be commended. He called out every bus on the line. He called out every bus stop by street name, loud and clear, and at streets with connecting bus lines, he gave the numbers of the routes and their destinations. I have been a daily commuter on this line for ten years and Mr. Pitts is one of the first drivers to perform his duties in this manner. As a former professional driver, I also noted the excellent skills he used in the handling of the vehicle. My daily ride to work was made more pleasant and comfortable by Mr. Pitts and I hope this letter of commendation will be placed in his employment file. Thank you for taking the time to read this letter.

Sincerely,  
Sammie Spain

Dear RTD:

Special recognition goes to Operator Chukwadi Echezona from Division 10. Operator Echezona is a

three-month rookie who, on New Year's Day had an assignment on Line 483, BR 84, a special "Rose Bowl" run from Terminal 28 to the Rose Bowl via the Pasadena Freeway. We boarded his bus at Terminal 28. Supervisor Purvis Johnson greeted us with, "oh, good! You two can lead this man over the line. He has never worked the Rose Bowl before. He's never been to Pasadena before."

Wait a minute! This is our day off, we're going to the Bowl game as passengers. Are we getting paid for this?

Let me tell you, this rookie handled the bus, his passengers, and the unfamiliar route like he'd been doing it all his life. He was friendly, courteous, professional. His uniform was clean and sharply pressed. He was a rule-book example of what an operator should be and we were proud of him. Never once did he give away the fact that he was new; that he had any doubts as to what he was doing or where he was going.

Fine job, Operator Echezona. Keep it up. You're going to make it!

Sincerely,

Ruben and Denni  
Gonzalez (TOS-Div. 9 and  
TOS-C #16)

## ESP Awards Over \$6,000 to Inventive Employees



Employee Suggestion Program award winners included, front row, from left to right: Lanny Hoel, Eugene Phillips, Dane Sheldon, Wayne Guidinger, Luis Aguilar, Carlos Lozano, and Ovidio Diaz. Back row, from left to right: Supervisor Ferdinand Her, Supervisor Ruben Goytia, Supervisor Abe Barron, Director Gordana Swanson, Vice-President Don Knabe, General Manager Alan Pegg, Director Jay Price, Robert Kang, Bill Griffith, Supervisor Louis Campos, and President Nick Patsaouras.

In a ceremony held at the headquarters building on January 24, seven employees were presented over \$6,000 in monetary awards for their cost-saving ideas by the RTD Board of Directors.

Division 3 Mechanic A's Luis Aguilar and Carlos Lozano shared an award for \$150 after identifying a problem with the brake component wear on Carpenter coaches. Together they designed a bracket that extends maintenance intervals between relines and eliminates noisy brakes. This new bracket has been installed on four Carpenters already. However, the District is planning to sell these coaches which eliminates the need to modify any others. The savings from

the increased brake life on the modified coaches is approximately \$1,500.

Division 3 Mechanic A Ovidio Diaz was presented \$1,000 for his design of a window-locking tool. Under normal conditions many RTS buses pull into the division with their windows opened. The existing procedure used to close them takes two mechanics. With this new tool, it only takes one resulting in substantial labor savings. The annual cost savings to the District is \$289,000.

Sheet Metal Worker Robert Kang was awarded \$252 for creating a Neoplan template that speeds up the installation of taillight boxes. The normal procedure, without the use of this tool, takes 3 hours.

continued on page 20 . . .

## ESP Rewards Inventiveness. . . *continued from page 20*

The amount of time saved is approximately 15 minutes per coach. This equates to \$2520 saved annually in labor costs.

Mechanic A Dane Sheldon was awarded \$1,000 for the development of a system which removes and replaces RTS II suspension bushings. The old method of removing and replacing bushings was highly labor intensive. Additionally, it resulted in inconsistent quality, a reduced service life, and the danger of industrial accidents. Under the new system, labor hours spent are reduced by 12 hours per coach. Additionally, savings are evident in reduced tool breakage and extended service life. The annual cost savings to the District is \$72,000.

Property Maintainer Eugene Phillips was presented \$1,000 for identifying a problem with broken barrel oil pumps and developing several pressure-sensing devices which turn off the pumps when the oil reaches the bottom of the barrel. Facilities Maintenance had previously accepted repair and/or replacement of the pumps, which cost \$900 each. This idea was subsequently incorporated into a manufactured part which the District has been purchasing from an outside vendor. After an investigation, the ESP committee discovered that it was Mr. Phillips' suggestions and prototypes which led to the development of the manufactured product. Cost savings estimates are based

on a substantially decreased need for repair and replacement of the pump units.

Property Maintainer Robert Morgan was awarded \$180 for his design of a pair of vise grip-locking pliers to assist in the reassembly of disconnected safety severs. The severs are often damaged because of cross-threading of the assembly pin. Previously, the procedure used to make the repair took approximately one hour. With the new plier it now takes 10 minutes. The tool is currently being used at the El Monte division. Additional tools are being manufactured to equip divisions 2, 15, and 18. The annual cost savings to the District is \$1,822.

Property Maintainer Lanny Hoel received \$1,000 for his idea to install a float switch that automatically shuts off the bus washer

soap pumps. Currently, the pumps lose their prime every other day. The float switch has been used at divisions 9, 12, and 16. The amount of downtime eliminated in addition to annual wear and the labor needed to prime the pumps has resulted in annual savings of over \$35,000.

Mechanic A Bill Griffith was presented \$1,000 for recommending a time-saving procedure for replacing RTS II front door bearings. Cutting a 1-inch hole under the #2 front door allows easier access to the bearings. Also, labor is reduced by more than half the time. Once repairs are completed the hole is covered with a 2-inch piece of 14-gauge aluminum. Total cost savings to the District are \$52,236 annually.

Mechanic A Wayne Guidinger was awarded \$1,000 for solving the

problem of replacing RTS rear folding handicapped seats. Previously, to replace the center seat, OCPM purchased the entire assembly which included a right, left, and center seat attached to a frame. Mr. Guidinger's suggestion was to set up stock of each piece separately. With this method stock levels are maintained for only the part that is used which eliminates wasted parts that are not needed. Cost savings are estimated at \$54,080 annually.

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## In Memoriam

**Burnett, Aurora M.**, began with the District as a Utility A on March 5, 1973, passed away on December 21, 1990.

**Kempton, Berney E.**, began with the District as a Administrative Analyst on July 5, 1988, passed away on December 24, 1990.

**Johnson, Willie L.**, began with the District as a Transit Operations Supervisor on November 9, 1968, passed away on January 15, 1991.

**McDonald, Clara A.**, began with the District as a Utility B on April 22, 1940, passed away on December 13, 1990.

**Moore, Monnie**, began with the District as a Schedule Planner on May 30, 1960, passed away on January 10, 1991.

*continued on page 22 . . .*

---

## For Sale

'71 Ford Mustang, 351 (W) engine, C-6 trans., p.s., a.c. Clean has had good maintenance. 20 m.p.g. highway (honest!) \$3100 o.b.o. Rog F. Rose, x 2-4910.


1979 Bronco 4x4 - 351 ci V8, green and black with White top, 147K miles, sliding side windows, top carrier rack, two carriers at rear for spare tire and gas cans, white spoke wheels, good running condition, needs body work. Asking \$2,995 o.b.o. Call x 2-4379

---

## Lorene Yanuzzi Gets Masters Degree

Division 8 Staff Assistant Lorene Yanuzzi was conferred her masters of science degree in Communicative Disorders from Cal State, Northridge on January 3. Lorene has worked for the RTD for 12 years. During her tenure at the District she attended Northridge at night to complete her bachelors, and eventually, her graduate degree. Congratulations Lorene, you've got what it takes!

# SCHEDULE CHANGES



**Aguinaldo, Wilson F.**, from Mechanic C to Mechanic B.

**Arce, Joel I.**, from Transit Police Officer (trainee) to Transit Police Officer.

**Arroyo, Annadean**, from Staff Assistant to Workers' Compensation Coordinator.

**Asuncion, Milagros T.**, from Senior Programmer Analyst to Systems Project Leader.

**Carapia, Ralph**, from Employee Relations Analyst

to Senior Employee Relations Analyst.

**Castillo, Ray**, from Mechanic C to Mechanic B.

**Chan-Wing, Henry S.**, from Mechanic C to Mechanic B.

**Cody, William F.**, from Transit Police Officer (trainee) to Transit Police Officer.

**Cubero, Tadeo B.**, from Mechanic C to Mechanic B.

**De La Torre, Robert N.**,

from Mechanic C to Mechanic B.

**Esquivel, Richard T.**, from Rail Equipment Maintenance Specialist to Rail Equipment Maintenance Supervisor.

**Eutsey, Ronald D.**, from Transit Police Lieutenant to Transit Police Captain.

**Evans, Rodrick A.**, from Transit Police Officer (trainee) to Transit Police Officer.

**Fernandez, Francisco J.**, from Mechanic C to Mechanic B.

**Filimaua, Andrew**, from Mechanic C to Mechanic B.

**Gomez, David W.**, from Mechanic C to Mechanic B.

**Gordillo, Edgar A.**, from Mechanic C to Mechanic B.

**Gramajo, Cynthia E.**, from Information Clerk to Equipment Records Specialist.

**Guevrekian, Simon**, from Programmer Analyst to Senior Programmer Analyst.

**Harrison, Cynthia R.**, from Staff Aide to Staff Assistant.

**Hernandez, Luis M.**, from Transit Police Officer (trainee) to Transit Police Officer.

**Holland, Thomas J.**, from Mechanic C to Mechanic B.

**Holmes, Spencer**, from Data Processor Operator II  
continued on page 22 . . .



## RETIREMENT DECISIONS: It's Your Money, So Know Your Choices

- How can I make my money last for me and my spouse?
- Should I go with the company plan, or take my money in a lump sum distribution?
- What are some safe investment choices for my money?
- How can I guarantee the return on my retirement money?



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Carl Jones, retired operator, with his wife Sarah.

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Roberta Mitchell, Financial Consultant (213) 491-1536/(800) 288-8594

## Schedule Changes . . .

continued from page 21

to Lead Data Processor Operator.

**Jennings, Mark S.**, from Transit Police Officer (trainee) to Transit Police officer.

**Kane, Christopher H.**, from Mechanic C to Mechanic B.

**Loyo, Ted R.**, from Mechanic B to Mechanic A.

**Maceo, Keith A.**, from Mechanic C to Mechanic B.

**Macias, Cesar T.**, from Transit Police Officer (trainee) to Transit Police Officer.

**Monge, Eduardo**, from Mechanic C to Mechanic B.

**Mons, Betty D.**, from Staff Assistant to Workers' Compensation Coordinator.

**Rakisits, Craig A.**, from Mechanic C to Mechanic B.

**Reyes, Romulo S.**, from Programmer Analyst to Senior Programmer Analyst.

**Robison, Robert L.**, from Mechanic C to Mechanic B.

**Saleem, Jamal D.**, from Mechanic B to Mechanic A.

**Scranton, James E.**, from Mechanic C to Mechanic B.

**Scuka, Marcia A.**, from Information Clerk to Equipment Records Specialist.

**Solano, Cesar E.**, from

Mechanic C to Mechanic B.

**Torres, Edward J.**, from Transit Police Officer (trainee) to Transit Police Officer.

**Villarreal, Arturo**, from Mechanic C to Mechanic B.

**Vucinich, Jay P.**, from Transit Police Officer (trainee) to Transit Police Officer.

**Watson, Jimmy H.**, from Mechanic C to Mechanic B.

**Alvarez, Rudy M.**, began with the District on October 10, 1970, retired as a Bus Operator on January 12, 1991.

**Cabrere, Francis X.**, began with the District on May 16, 1960, retired as a Transit Operation Supervisor on January 5, 1991.

**Carter, Robert A.**, began with the District on October 7, 1967, retired as a Bus Operator on January 3, 1991.

**Dickson, Herbert L.**, began with the District on January 6, 1968, retired as a Bus Operator on January 12, 1991.

**Dunbar, Robert L.**, began with the District on October 3, 1960, retired as a Utility A Leader on January 6, 1991.

**Wilson, Jessie L.**, from Bus Operator to Bus Operator/Ex Scheduled Checker.

**Yee, Albert Chee-Chew**, from Mechanic C to Mechanic B.

**Youngman, Don**, from Utility A to Mechanic C.

**Yu, Weil Hsiu-Ying**, from Programmer Analyst to Senior Programmer Analyst.

**Edward, Hubert T.**, began with the District on August 21, 1978, retired as a Bus Operator on December 7, 1990.

**Haines, James C.**, began with the District on May 2, 1974, retired as a Bus Operator on January 4, 1991.

**Hamilton, Eugene R.**, began with the District on June 1, 1959, retired as a Division Transportation Manager on January 9, 1991.

**Jones, Carolyn Faye**, began with the District on April 12, 1979, retired as a Bus Operator on October 13, 1991.

**Kenan, Charlie W.**, began with the District on December 12, 1974, retired as a Bus Operator on January 7, 1991.

## In Memoriam . . .

continued from page 19

**Palma, J.A.**, began with the District as a Senior Equipment Maintenance Supervisor on April 9, 1957, passed away on December 24, 1990.

**Peak, Ople T.**, began with the District as a Bus Operator on January 11, 1924, passed away on November 21, 1990.

**Perez, Francisco**, began with the District on November 2, 1973, retired as a Mechanic A on January 4, 1991.

**Russell, William H.**, began with the District on November 9, 1980, retired as a Bus Operator on January 3, 1991.

**Simon, Daniel T.**, began with the District on October 11, 1969, retired as a Bus Operator on January 2, 1991.

**Wharry, Charles A.**, began with the District on January 7, 1967, retired as a Bus Operator on January 4, 1991.

**Wise, Algernon A.**, began with the District on September 18, 1958, retired as a Bus Operator on January 14, 1991.



# COMTO Awards Scholarships at Annual Luncheon

by Sharon Sterling

The Conference of Minority Transportation Officials (COMTO), Los Angeles Chapter held its Annual Scholarship and Awards Luncheon, October 20, 1990 at the Clarion Hotel in Carson.

The theme of the luncheon was "Moving Toward the Year 2000--A Salute to Education." COMTO-LA Chapter President James L. Jackson, Esq. (retired RTD associate counsel) opened the luncheon with warm words of welcome to the assembled guests. The program was continued by the Assistant General Manager of Equal Opportunity Walter R. Norwood, who served as Master of Ceremonies. An inspiring invocation was delivered by the Rev. Canon Lewis P. Bohler, Jr., rector of Advent Episcopal Church. Father Bohler also administered the oath of office to Cherri Williams, recently elected Western Region President of COMTO. Dean Bell, COMTO member and a consultant from New Orleans introduced the guest speaker, Marvin Williams, vice president of James H. Montgomery Engineering. Williams' message addressed the dearth of minority students in technical fields such as engineering and stressed that the path to success in the year 2000 will be through education.

Sharon Sterling, luncheon coordinator and COMTO Scholarship Chair presented the 1990 scholar-



COMTO Scholarship recipient, Orlando H. Gonzalez (center) with his mother (left) and HIT Co-Chair / FM Superintendent Anita Allen at the COMTO Scholarship Luncheon.

ship recipients. For outstanding scholastic achievement, Orlando H. Gonzalez, a graduate student at Cal State Long Beach received a \$500 scholarship. Gonzalez is studying for a masters degree in engineering. Krystal Terise Edmonds also received \$500. She is a freshman at Chapman College in Orange, majoring in engineering.

The 1990 award honorees were: Appreciation award to Tuan Le, RTD Graphic Artist; Community Leadership awards to Attorney Johnnie L. Cochran and Dr. Lois Hill-Hale, president of the Inglewood Board of Education; Education awards to Dr. J. Wilson Bowman, director of the Honors College at Compton College; Jessie Bryant, director of instruction, LAUSD; Charles G. Jackson, director of instruction at LAUSD and son of James Jackson; Dorothy P. Gray, RTD Librarian; Award for

program in math and science.

Entertainment was provided by noted pianist and musician, Elliott Douglass, son of COMTO Treasurer and Supervising Engineer Elmo Douglass, and a trio of gospel singers called "The Anointed."

COMTO members Charlotte Richardson and Shirley Jackson served as luncheon hostesses. The beautiful balloon arrangements and decorations were designed by Leslie Elliott, Marketing and Communications Representative and her husband, Ian Elliott.

COMTO invites any minority or women stu-

Special Program in Education to Linda Anderson and Barbara Wilson for the Education 2000 tutoring

*continued on page 24 . . .*



RTD Librarian Dorothy P. Gray was presented an Education award by COMTO at its Annual Scholarship Luncheon by Sharon Sterling (left). Ms. Gray was honored for her contribution as a librarian in encouraging the learning and education for young people and adults. Her work in developing an archival collection of historical documents in the SCRTD Library will preserve transit history. The displays in the Library window have ranged from environmental concerns to highlights of the various cultures and ethnic backgrounds represented at the RTD. Prior to coming to the District, Ms. Gray served as a Research Librarian at the New York Schomburg Center for Research in Black Culture.

## Credit Union Moves to New Office

The Transit District Employees Federal Credit Union relocated their office facilities to the RTD Headquarters Building at 425 S. Main Street on January 22, 1991.

A grand opening of the new facilities was held at 9:00 a.m. on January 22 with Credit Union Manager Leonor Lustado and General Manager Alan Pegg cutting the ceremonial ribbon. The new offices of the Credit Union are located on the 6th floor, Annex E.

The Credit Union's new address is:

124 West 4th Street  
6th Floor, Annex E  
Los Angeles, CA 90013  
Telephone: (213) 972-6183

Office hours are Monday through Friday, from 9 a.m. to 3:30 p.m. Please note that on the last workday of each month, the office hours will be from 9 a.m. to 1 p.m.

Departmental telephone numbers include:

QUE Automated Telephone Teller  
24-hour Account Access  
(213)972-6185

Share Withdrawal Teller  
(213) 972-6196

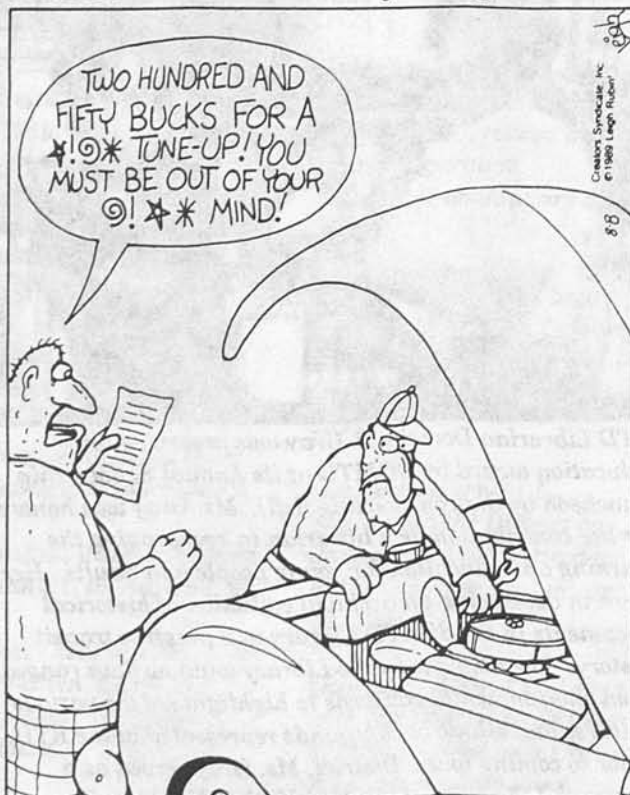
Teller Department: (213) 972-6183  
Loan Department: (213) 972-7969  
Collections: (213) 972-6184



As Credit Union Manager Leonor Lustado and General Manager Alan Pegg (center) cut the grand opening ribbon, District staff and Credit Union officers cheer them on. Clockwise around the ribbon cutters are: Assistant General Manager for Operations Art Leahy, District Secretary and Credit Union Treasurer / Secretary Helen Bolen, Robie Varcados, Paul Pitts, Mary Hirth, Board Director JoAnn Smith, Stacy Miura, Katie McCoy, Board Director Kathi Harper, and Board President Albert Reyes.

Rubes®

By Leigh Rubin



Frank always swears by his mechanic.

## Comto Scholarships . . .

. . . continued from page 23

dents interested in receiving future scholarship information to contact

Sharon Sterling, at P.O. Box 13427, Los Angeles, CA 90013-0427.



RTD Graphic Artist Tuan Le was presented an Appreciation Award by COMTO. Mr. Le was honored for willingly sharing his artistic talents and time in the preparation and presentation of the exhibits "RTD and Its Predecessor Companies" and "A Salute of Minorities and Women in Transportation" presented by COMTO in cooperation with the SCRTD Library and Press Relations Department.



## Division 7 Bids Farewell to 6 Retirees

Division 7 hosted a pot-luck luncheon January 25 to celebrate both a happy and sad time. Happy for the five operators and one TOS who were retiring, but sad for those who remain behind who will miss them and their rich experience.

The six retired in late January and February. They were Willie Brown, Kenneth Farris, Thomas Fulton, Percy Gilbert, John Johnson, and Robert Oliver. Division Manager Bill Griffin said that while it was a bittersweet occasion

“we must remember that everyone else just moved up 5 spots on the seniority list.”

As the operators left, so went 153 years of experience out with them. Assistant General Manager for Operations Art Leahy, Director of Transportation Leilia Bailey, Assistant Directors of Transportation Ralph Wilson and Leo Bevon attended the luncheon and wished each of the retirees a happy retirement that was well deserved.



The happy-go-lucky retirees were honored with a luncheon prepared by their peers at Division 7. The retirees and their friends included, front row, from left to right: Division 7 Transportation Manager Bill Griffin, UTU Local Chairman Charlie Square, Kenneth Farris, Thomas Fulton, TOS Bob Oliver, and Director of Transportation Leilia Bailey. Back row, from left to right: John Johnson, Willie Brown, and Percy Gilbert.

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## Division 12's Hamilton Retires After 31 Years

Looking back on his 31-year career with the RTD and its predecessors, Division 12 Transportation Manager Gene Hamilton, said he started off as a bus driver on June 1, 1959. "God, I loved it! I worked out of the old Division 11, ran the Red Cars out of there," he said.

Just 4 months shy of racking up 32 years of service, Hamilton officially retired on January 19, 1991. He was honored by staff, family, and friends at a dinner-dance held at the Ramada Inn in Compton.

After a couple of years as a driver, Hamilton knew that he had management potential and his ambition propelled him through the ranks. He started clerking, then became a division dispatcher. At Division 5 he rose to an assistant manager. By the time he was assigned to Division 7 he was named manager. "I never thought I would stay here for 31 years," he said. "I was looking for a steady job for a while." Prior to working for the RTD, Hamilton worked for the U.S. Postal Service. Previous to that he was in the Navy during the Korean war.

Director of Transportation Leilia Bailey commended the retiree recognition portion of the dinner. "The Gene Hamilton I know..., I could not find a more positive person, more open to constructive criticism. He is a fun person, sometimes we had to curb his enthusiasm and exuberance," said Ms. Bailey to the gathered division managers, retirees,

and maintenance employees. Invited retirees included Gilbert Weaver, Larry Johnson, Wes McCarns, Bill Beal, and Jerry Woods.

Assistant General Manager for Operations Art



*Division 12 Transportation Manager Gene Hamilton with his daughter, Loree, and his son, Michael.*

Leahy told Hamilton, "the public owes you a lot. It was a tough job but you hung in there. I've always known Gene Hamilton to be a pleasant man, a hard-working man. The man did his job and he did it properly. He's a good man and we'll miss him."

Assistant Director of Transportation Leo Bevon mentioned some of the highlights of Hamilton's long distinguished career with the RTD. "Hamilton is the only Transportation Manager who ever received a plaque from the Maintenance Department for his cooperation. He was a very calming influence at Division 6 when the residents were up in arms against us. Congratulations Gene, you have a lot to be proud of."

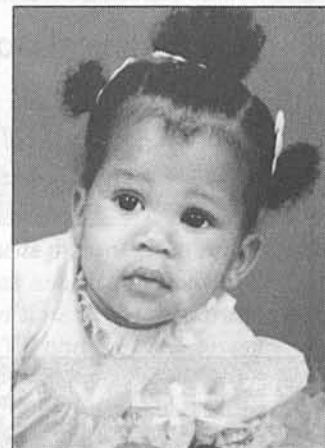
Hamilton's Assistant Manager Jim Lukens praised his boss. "Gene taught me some things I don't ever want to forget. I've seen him go the distance for a lot of people. He's given us some great

"I love what's happening to me and I hope it can all happen to you. I love you, you made my day. God bless you."

In his new life, Hamilton plans to do a little boating, sailing, volunteer work if he can get to it, and relax and enjoy his children and grandchildren.



Born to Division 5 Operator Veradean Harper, a daughter, Ebony, on February 23, 1990 in West Los Angeles. Ebony was 5 lbs., 12 oz. at birth. Operator Harper has been with the RTD for 15 years. She stated that Ebony is her seventh child and her only girl, "so we are spoiling her rotten. My oldest son is 18 and she is my last baby."



memories."

UTU's Ben Cooper and James Williams reminded those in attendance that there were a lot of employees still on the property because of Hamilton's willingness to stick his neck out and let it get chewed off by his superiors.

Hamilton's son, Michael, flew in from Sacramento for the dinner. In homage to his father he said: "I just wanted to say thank you. You provided me with a high quality life and instilled me with great values and a great work ethic. I am proud to be your son. You've been a great role model for me, I only hope I can be as good a role model for my own son."

Finally, Ms. Bailey invited Hamilton to say a few words to the assembly.

## District Members Attend COMTO in Houston



*RTD employees who are also members of the Conference of Minority Transportation Officials (COMTO) attended the COMTO Annual Meeting and Training Seminar held in Houston, Texas in September, 1990. Representatives of the Western Region included, from left to right: Roy Starks, local chapter executive vice president, who also served as a member of the COMTO National Nominating Committee; James L. Jackson, Esq., local chapter president representing the Los Angeles chapter at the Conference President's workshop; AGM-EO Walter Norwood, after receiving the Executive of the Year award; Cherri Williams, elected to office of Region VI President, and, who is responsible for establishing chapters and coordinating COMTO activities in Washington, Oregon, California, Arizona, Nevada, and Hawaii; and Paul Tollivar, transit director of Seattle Metro, past Region VI President, former COMTO National President, member of the COMTO Puget Sound chapter.*

## Recent Retiree



*Mechanic A Jim Davis (center) says good-bye to work and Assistant Director Mike Leahy (left) and CMF Superintendent Ken Miller.*

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**American Heart Association**

### Potatoes O'Brien

St. Patrick would be proud of this delicious and healthful variation of Irish potatoes!

5 medium potatoes, unpeeled	2 tbsp. acceptable* vegetable oil
2 medium onions, chopped	1/8 tsp. freshly ground black pepper
1 small green bell pepper, chopped	1/8 tsp. paprika

Boil potatoes in water 20 to 25 minutes, or until tender. Remove from heat and add cold water until potatoes are cooled slightly. Peel and cut into 1-inch cubes.

In a large non-stick skillet, sauté onions and green pepper in oil until tender. Add potatoes and sprinkle with black pepper and paprika. Cook over medium heat 10 minutes or until potatoes are browned, stirring frequently. Serve hot.

Makes 5 servings.

\* Corn, soybean, safflower, sunflower, canola or olive oils.

This Help Your Heart Recipe is from the American Heart Association Low-Salt Cookbook. Copyright 1990 by the American Heart Association Inc. Published by Times Books (a division of Random House Inc.), New York.

### Potatoes O'Brien

Nutritional Analysis per Serving

146	Calories	0 mg	Cholesterol
2 g	Protein	22 g	Carbohydrates
6 g	Total Fat	19 mg	Calcium
1 g	Saturated Fat	393 mg	Potassium
3 g	Polyunsaturated Fat	6 mg	Sodium
1 g	Monounsaturated Fat		

CMF Mechanic A Leadman Jim Davis retired on January 16, 1991 after 46+ years service with the District and its predecessors. In a ceremony held in the CMF cafeteria, Davis was presented with a fishing pole and tackle box by his co-workers. Joining Mr. Davis were his wife, Loretta, his mother, Grace McClarey, and his daughter, Kathleen. His daughter, Eileen, a schoolteacher, was unable to attend.

Mr. Davis was hired on June 28, 1944 as a Rail Car Repairman assigned to

Division 7, and earned 96 cents per hour then.

Later he became an Electrician working at various location. By 1960, he became a Mechanic A and was assigned to South Park in March of 1963.

In over 46 years of service, Mr. Davis had an outstanding record. He was never cited for poor attendance or substandard performance.

His entire service with the District has been outstanding. He was selected as Employee of the

*continued on page 28 . . .*

## Division 5 Operator's Son Picked Up By Loyola

Division 5 Operator Veradean Harper will tell you that she's proud of all seven of her children, but it's hard to ignore the child that appears in a big write-up in the *Los Angeles Times*.

Her son, Wyking Jones, a senior at St. Bernard High School has been picked to join the Loyola Marymount Lions basketball team in the 1991 season. Jones is an All-CIF forward with the Vikings team and has been described by his coaches as having tremendous stamina and the ability to run forever. In a 32-minute game he averages 31 minutes floor time. His abilities include being able to shoot, rebound, and play defense.

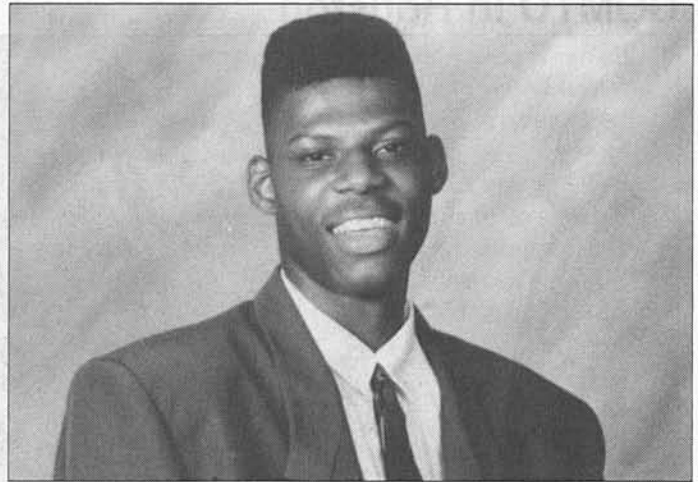
Jones is averaging about 21 points and eight rebounds a game and his

high school is expected to be a contender for the Southern Section Division III championship.

Likely, the 6-foot-7, 192-pound Jones will play forward at Loyola. Jones said he intends to increase his weight training and try to beef up after the season, but that he doesn't think that Loyola wants him to look like a football lineman, either.

He said that Loyola wants him to play either power or small forward and that he prefers the latter position. Jones said that he is willing to do what is necessary to improve his game and that he never tires of basketball, although he has been playing it since he was in the fourth grade.

"The practices are what I get tired of," he said. "I almost always have a good time at the games."



Wyking Jones, son of Veradean Harper, is off to play with the Loyola Marymount Lions in the 1991 season.

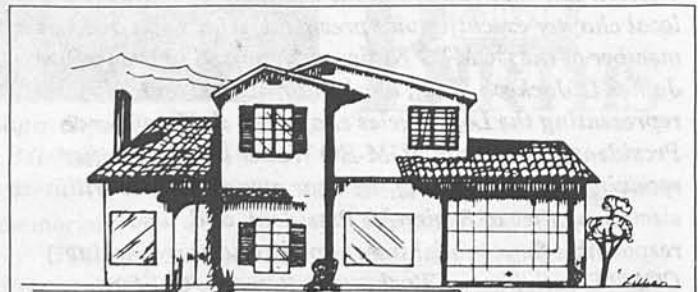
## Recent Retiree . . . *continued from page 27*

Month on several occasions and has received many favorable comments and commendations entered into his file.

Mrs. Davis commented that since she and her husband had a fishing trip already planned the fishing

pole was going to come in handy.

As to his future plans, Mr. Davis said, "Tomorrow I'll sleep late. I'll go watch my wife bowl and get that 200 she wants and take her to lunch. Then I'll take it easy the rest of the day."



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## RTD's People in Saudi Arabia

Last month the Headway was dedicated to our servicewomen and servicemen in Saudi Arabia and the Persian Gulf. At presstime (which was weeks before the United Nations deadline for a pullout from Kuwait: January 15) wishful thinking was that there would be no conflict and our loved ones serving would be home soon. Unfortunately that was not to be.

When we published the December 1990 issue we printed addresses to Any Servicemember for our readers who wanted to support our troops in the Mid-East. Since then there are more of us who have some very special family members stationed in the region. Those serving now have a familiar face that we love and, of course, worry about.

For some of us, those faces include some of our co-workers. Below follows a list of those RTD employees who are reservists but since August, 1990, have been deployed to active duty in support of Operation Desert Storm.

Division 18 Mechanic A  
Wesley Tyvog  
Division 15 Operator David Rojas  
Transit Police Officer Mana Elliott  
Division 5 Mechanic A  
Rodolfo Goytia  
Division 3 Operator Miguel Gutierrez  
Division 10 Operator Rigoberto Zamora  
Division 5 Operator Froylan Sandoval  
Division 18 Operator Eddie Mitchell



*This photo of Senior Airwoman Tanya Dewalt of Ontario receiving an injection during processing appeared on the cover of the Daily Bulletin on December 16, 1990, the morning her unit shipped out to the Middle East. Tanya, 20, is the daughter of Division 16 Service Attendant Elsie Barnum-Hill. Tanya joined the Air Force Reserves and was a nursing major at Chaffey College prior to her deployment.*

Division 1 Operator Alfredo Goytia  
Division 5 Operator Curtis Shelby  
Division 18 Operator Bertrand Ball  
Division 10 Operator Jose Solano

For others, those faces of family members and thoughts of them are forever with us. Anyone with a member of their family in Saudi Arabia likely does not pass a day without thinking about them often. Support from sensitive coworkers who are aware of the anxiety that the war produces is always appreciated, as are the flurry of yellow ribbons. For this reason, the *Headway* invites our readers to send in, or call in, the

names of their loved ones serving in Saudi Arabia. We will publish their names in our April issue. You may call the *Headway* office at (213) 972-7165. Please give us your name, your relation to the servicemember, the name of your family member serving in Saudi Arabia, their age, branch of the service, and address.

Rather than writing blind to any servicemember, RTD employees can write to their coworkers' sons, daughters, sisters, brothers, fathers, or mothers and give support to those people we know and care about.

The first few addresses of RTD family members appear below.

PFC Kristopher Karbowski, son of CMF

Equipment Maintenance Supervisor George Karbowski. Kris is 21 years old and is attached to the 1st Armored Division positioned on the border of Saudi Arabia and Kuwait.

**PFC Kristopher Karbowski**

548-59-4987  
L-Troop 3/3 ACR  
APO New York 09209.

**Lt. Col. Troy Reyna**, brother of *Headway* Editor Mary Reyna. Troy is 40 and assigned as a surgeon to the 410th Evac Hospital near the Kuwaiti border.

Lt. Col. Troy Reyna  
457-94-5084  
410th Evac. Hosp.  
(SMBL)  
7th Support Group  
Operation Desert Storm  
APO New York 09648.

## Transportation Takes Softball Title From Maintenance



*Transportation takes the bragging rights trophy in 1991 for fast-pitch softball.*

by Emmitt Pippin

Transportation faced Maintenance again on January 26 in a softball grudge match after its

humiliating defeat last year.

The games were played at Victory Park in Pasadena. Maintenance won the first slow-pitch softball

game 4-3. Ray Wilson made the winning hit with the bases loaded in the last inning. Dave Lane, Pitcher Vincent Pellegrin, Cathy Kaminski, Bill Hernandez, and Elton Ford all played major roles in the victory.

The fast-pitch game pitted last year's winning Maintenance team against Transportation's finest pitcher Paul Inocencia, an operator out of Division 9. Paul took control of the game and struck out 14 batters leading to a 4-1 victory. Ruben Ramirez, Division 1 operator, won the hitting and fielding star of the game. But all would have been for naught without Division 6 Melvin coaching them on to victory.

Elton Ford, Maintenance softball manager and coordinator, was elated to present the bragging rights trophy to Director of Transportation Leilia Bailey who found victory so sweet.

The rivalry began last year when Maintenance trounced Transportation in both softball and bowling. But in 1991, Transportation started off by claiming the first victory. The next challenge is golf!

## We are What We Believe

Life's showers and thunderstorms buffet all of us. But who weathers them best? People who are optimistic keep on sailing. Gloom and doom, on the other hand, lead to depression and almost sure failure.

When lightning strikes, at work or in your personal life, concentrate on what you can learn from the experience. Make changes for the better.

View new challenges as exciting tasks. Expect to do well, and it's likely you will. Set yourself up for success--with optimism!

## Lady Bowler Scores

Division 18 TOS Alice Gates has not only distinguished herself at her division but throughout the District as its best woman's bowler. Her true test came on December 9, 1990 when the Maintenance and Transportation departments met at the Little Tokyo Bowl to finally sort out who were the better bowlers. Maintenance beat Transportation by a narrow margin, 20,092 pins to 19,982.

Ms. Gates helped Transportation take the sting out of their loss by racking up 535 total pins to become the highest scoring female at the tournament.

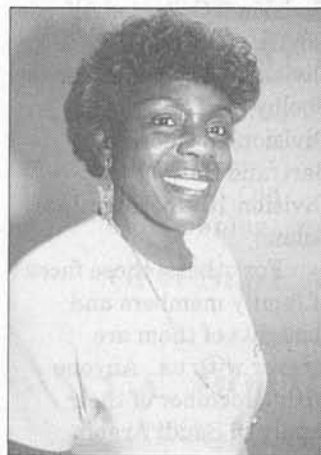
A bowler for the last 20 years, Ms. Gates once bowled with the Western

Women Professional Bowlers from 1975 to 1979. She managed a tournament a month. "It's a challenge," said Ms. Gates, "and I love challenges of that sort."

She started her bowling career early working in a bowling center to put herself through college. "It keeps you physically fit, which is one reason why I stay with it." She is now in a league, bowling at least once a week.

She maintains a bowling average of 178, although her high average is 189, with 275 being her highest average. In a series for a three-game total her all-time highest was 697.

Ms. Gates has been with the District for 11 years. She lives in Los



*Alice Gates, lady bowler.*

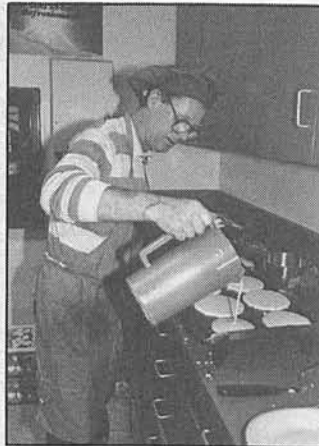
Angeles with her two children. In addition to bowling she loves to watch football, basketball, and horse racing, but plays tennis competitively.



# Goood Morninggg Division 8!

Division 8 held its first joint Maintenance and Transportation Breakfast for all operators, maintenance employees, service attendants, and mechanics on January 25.

The Division 8 staff wanted to start the year off right and bring Transportation and Maintenance employees together and a breakfast was born. Division 8 Transportation Manager Ron Reedy organized the breakfast and collected donations from the Maintenance and Transportation staff. Reedy managed to gather \$400 in donations from the staff. He even cooked the pancakes and fried eggs. Instructor Connie Lussier cooked the homestyle potatoes, and they were delicious. Staff Assistant Lorene Yanuzzi, with the assistance of Operator Scott Manco, made the scrambled eggs. Lorene also made some killer grits! Instructor Mel Carnival cooked up 40 pounds of bacon and made coffee. Instructor



*Division 8 Transportation Manager Ron Reedy takes his flapjacks seriously.*

Gordon Hines cooked 20 pounds of sausage. Assistant Manager Dan Frawley helped organize all tables and chairs, and everything else that needed to be done; he even went shopping to pick up more bacon!

Senior Instructor Jim La Patka served the scrambled eggs. Instructor Charlie Colbert served the sausage, bacon, and potatoes. Maintenance crew included Richard Herpers who poured the orange juice, and Mainte-

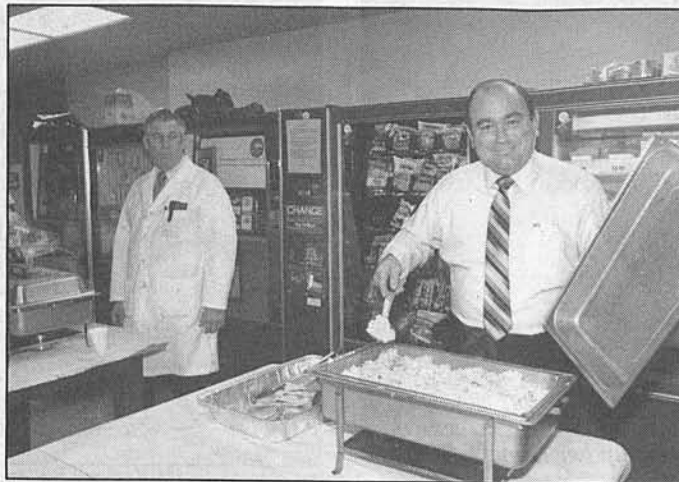
nance Manager Larry Mansker and Richard Reams who helped serve.

Dan Frawley, Mel Carnival, Charlie Colbert, and Lorene Yanuzzi helped with clean-up.

The Breakfast Club started serving around 4:00 a.m. just before the morning roll-out and continued till 10:00 a.m. Gathering in the train room at about 2:00 a.m., the staff came armed with 6 electric fry pans. They lost power early in the morning, but recovered and were able to cook up the meal and serve on schedule. Division 8 Maintenance staff held the breakfast to show their appreciation for bus operators and the maintenance crew.

Everyone seemed to enjoy themselves and commented that the food was great. Assistant General Manager for Operations Art Leahy, Director of Transportation Leilia Bailey, and Assistant Director Leo Bevon came by

*continued on page 32 . . .*



*Instructor Jim LaPatka was happy to serve up a generous portion of hot scrambled eggs.*



*Lorene Yanuzzi and Scott Manco know you've got to break a few eggs to make an omelet, or maybe 20 dozen to make scrambled eggs for 300.*

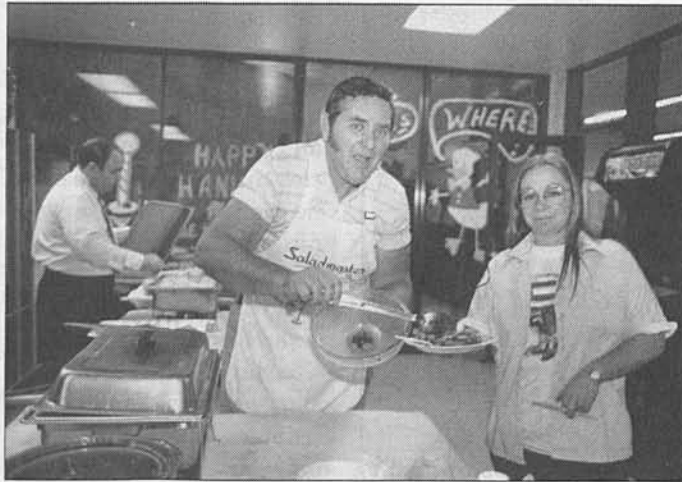


*Leo Bevon insists he is a grits connoisseur and helps the Breakfast Club out.*

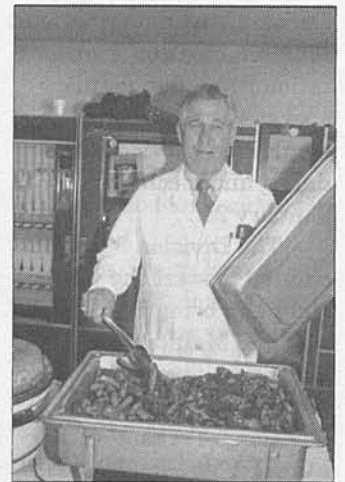
# Breakfast at Division 8 . . . . . continued from page 31

for a taste. Leo Bevon especially loved the grits.

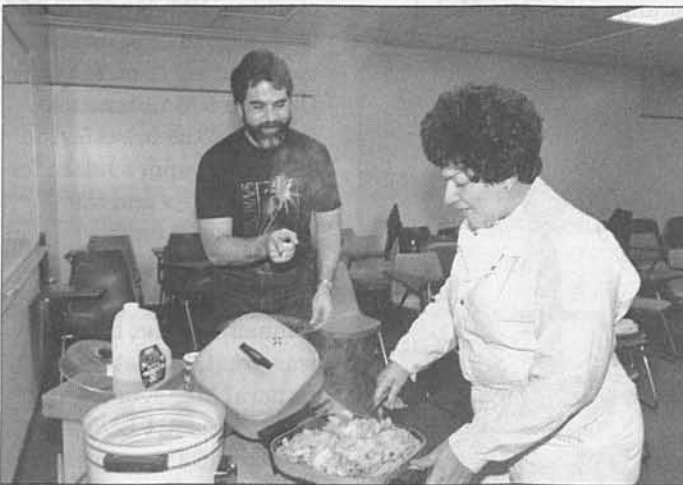
The Breakfast Club members included Ron Reedy, Gordon Hines, Lorene Yanuzzi, Norman Solomon, Dan Frawley, Ken Wilson, Tony Amoroso, Jim LaPatka, Mel Carnival, Charlie Colbert, Ralph Gray, Connie Lussier, Larry Mansker, Richard Reams, Richard Herpers, Ed Flynn, Joe Wyatt, Jim Pilon, Virgie Owens, and Alex Dinuzzo.



*TOS Charlie Colbert with a happy customer.*



*Richard Reams does his duty as the bacon and sausage man.*



*Connie Lussier stays busy whipping up her homefried potatoes with onions, chorizos, cilantro, and other good wake-up! tastes while Dan Frawley gives her tips for improvement which she ignores.*



*Happy, content, and at the toothpick phase of breakfast, clockwise around the table: Service Attendant Van Ly, Mechanic Don Youngman, and Mechanic Jim Galle.*



*From the Maintenance side to give the breakfast the ultimate test were, from right to left: Typist-Clerk Lisa Rowell, Service Attendant Frances Insell, and Equipment Records Specialist Jewel Junior.*



*Very impressed with management's ability to cook are, clockwise around the table: Jane Ulmer, Jay Herpers, Rich Herpers, and Glenda Hawkins, who says: "It was great, really good."*



# RECREATION NEWS

- Year round tickets also available for Sea World at \$16.25 Adults and \$12.25 Child

- Tickets for movie theatres are as follows: Edwards \$4.25; AVCO General Cinema \$4.50, Manns \$4.00, AMC \$4.00, Pacific Walk-In \$4.00, Pacific Drive-In \$4.50.

## March

- 17 Lakers vs. San Antonio \$12.00
- 17 B.B. King, Bobby Blue Bland and Albert King - Universal Amphitheater \$24.00
- 24 Wrestlemania - Coliseum 4:00 p.m. \$50.50 and \$25.50 seats
- 26 Kings vs. Edmonton \$16.50
- 29 Lakers vs. Portland 7:30 p.m. \$12.00

## April

- 5 Dodgers vs. Angels at Dodger Stadium Calendar Day/Freeway Series \$7.50
- 11 Lakers vs. Utah \$12.00
- 12 Dodgers vs. San Diego - 1:05 p.m. Opening Day \$7.50
- 14 Dodgers vs. San Diego - Pin Day #1 \$7.50
- 19 Mother's Day Jewelry Show Cafeteria 9a.m. - 2p.m.
- 21 Lakers vs. Seattle \$12.50
- 22 Dodgers vs. Atlanta - Sports Bag Night - \$7.50
- 24 Dodgers vs. Atlanta - Bat and Batting Game Night \$7.50
- 27 Dodgers vs. San Francisco - Baseball Card Night \$7.50
- 28 Dodgers vs. San Francisco - Pin Day #2 \$7.50

- Entertainment '91 books for West L.A., Long Beach/South Bay, and San Fernando. Discounts for restaurants, hotels, movies, special events and more \$35.00

- 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.

- Year round tickets available for Universal Studios for \$18.50 Adults and \$14.50 Child

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.

Mar.	Location
1	3
4	9
5	16
6	8
7	15
8	7
11	6
12	5
13	18
14	4
15	12
18	2
19	11
20	1
21	10
22	CMF
25	Maint. Day
26	9
27	16
28	8

SPRING  
BEGINS MARCH 20

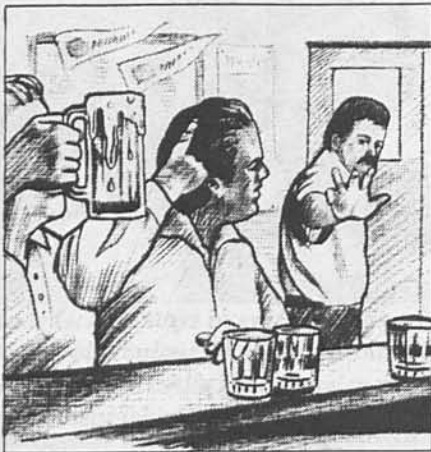


# MEN, DRINKING & DRUGS

Drug or alcohol use can cause problems for anyone. Men face some special dangers, including strong social pressure to use alcohol or other drugs, and certain health hazards. Knowing about these issues can help you to make wise choices about your own health and contribute to a happy family and social life.

## Peer Pressure

Your decisions about whether or not to drink or to take drugs probably have a lot to do with the attitudes and opinions of your friends



and co-workers. How much you take, and when, may also be affected by their ways of doing things.

Why are men particularly encouraged to drink or take drugs? Some people think that drinking or drug use proves how much of a man one is. Men are often brought up to be tough and unemotional. Drug use lets some men relax from this pressure. Drinking in order to "lighten up" business luncheons, to help them socialize comfortably or to let out pent-up emotions in a

socially acceptable way is often encouraged.

## Effects Of Abuse

Drug abuse has many harmful effects. Health risks increase for heart disease, cancer, and mental illness, and even death or coma from overdose. Drug use may decrease the levels of **testosterone** in a man's body, which affects sexual desire and performance. Because drugs often lower a man's inhibitions and dull his thinking, he may not notice this at first. Some drugs also cause a man to produce fewer sperm (or abnormal sperm), making it more difficult to conceive healthy children.

One's work life can also be affected by heavy drug or alcohol use. You might have work-related accidents, be less productive or get called on the carpet for being late from too many Monday-morning hangovers.

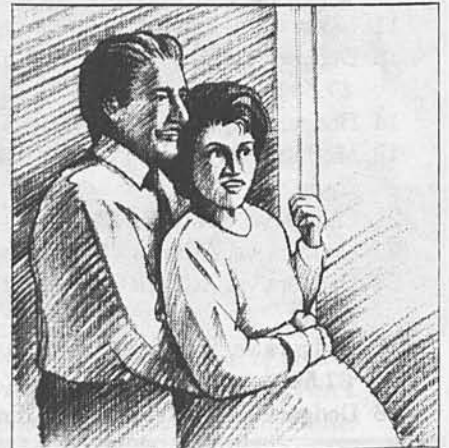
If you have a family, their love, trust and respect are probably very important to you. Drug use can interfere with this if it causes you to act in ways that embarrass or hurt your family. Hurts can be physical as well as emotional. Some men become violent when they are "under the influence," while others may cause auto crashes that can

injure or even kill people.

## Steps You Can Take

As a man, you can make choices about drug use that will improve your life and the lives of your loved ones and friends. Here are some suggestions:

- Don't let yourself be pushed into taking drinks or drugs that you don't want.
- If you plan to become a father, don't use drugs.
- If you host a party, don't push your guests to drink. Make sure that, if you serve alcohol, you also



offer soft drinks and food. Help conversations along by making introductions, giving compliments, telling a joke or two. Don't just tend bar. And if someone does get loaded, don't let them drive. Instead, call a cab or offer them a bed or a ride home.

- If you have a hard time controlling your drug use, seek help from 12-step programs or health professionals who are knowledgeable about chemical dependencies. Ask your employee assistance program for a referral.

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## District FAX Machine Numbers

For the convenience of our readers below is a list of all current facsimile machines operating throughout the District. Please cut out this page and use it as a convenient reference. This comprehensive list was furnished courtesy of John M. Almeida of the Facilities Maintenance Department.

Location	Number
Division 1 Transportation .....	972-6036
Division 2 Fac Maint Telecom .....	972-7778
Division 3 Transportation .....	972-6037
Division 4 Transportation .....	972-7998
Division 5 Transportation .....	972-6034
Division 6 Transportation .....	972-6038
Division 7 Transportation .....	972-6039
Division 8 Transportation .....	972-6040
Division 9 Transportation .....	972-6659
Division 10 Transportation .....	972-6035
Division 11 Maintenance .....	816-5546
Division 11 Operations .....	816-5544
Division 11 Rail Maintenance .....	816-5576
Division 11 Stores .....	816-5518
Division 12 Transportation .....	972-6051
Loc. 14 Fac. Maint. Elec. ....	972-7088
Loc. 14 Fac. Maint. Office .....	972-7059
Loc. 14 Stores .....	972-6050
Division 15 Fac. Maint. Telecom .....	(818) 768-6097
Division 15 Transportation .....	972-6033
Division 16 Transportation .....	(714) 623-7756
Division 18 Fac. Maint. Telecom .....	538-5362
Division 18 Transportation .....	329-2964
CMF Administration .....	972-5724
CMF Production Control .....	972-5883
CMF Quality Assurance .....	972-5152
Loc. 30 Fac. Maint. Telecom .....	972-5992
Loc. 30 OCPM Administration .....	972-5053
Loc. 30 OCPM Materiel Mgmt. ....	972-5177
Loc. 30 OCPM Procurement .....	972-5745
Loc. 30 OCPM Receiving .....	972-5019
<b>Headquarters</b>	
First Floor, Mailroom .....	972-6997
Second Floor, Dist. Sec. ....	972-4594
Second Floor, Insp. Gen. ....	972-7902
Second Floor, Human Res. ....	972-7190
Third Floor, Accounting/Fiscal .....	972-6837
Third Floor, Customer Relations .....	972-6988
Third Floor, Transportation Gen. ....	972-4401
Fourth Floor, Dispatch Center .....	972-4762
Fourth Floor, Employee Relations ....	972-6054
Fourth Floor, Facilities Telecom .....	972-4751
Fourth Floor, Marketing .....	972-4669
Fifth Floor, Bus Facilities Engr. ....	972-4732
Fifth Floor, Gen. Services .....	972-4788
Fifth Floor, Planning .....	972-4824

Fifth Floor, Public Affairs .....	972-4628
Fifth Floor, Risk Mgmt. ....	972-4949
Fifth Floor, Sched. & Ops. ....	972-6927
Fifth Floor, Scheduling .....	972-6987
Sixth Floor, DBE .....	972-4359
Sixth Floor, Executive Offices .....	972-4325
Sixth Floor, Govt. & Press Rel. ....	972-4348
Sixth Floor, Legal .....	972-4341
Sixth Floor, OMB .....	972-4355
Sixth Floor, PDCD Claims .....	972-3931
Sixth Floor, TSD .....	972-3882
Sixth Floor, OCPM Contracts .....	972-6873
Loc. 34 Vernon Transit Police .....	972-7993
Loc. 35 Fac. Maint. Dir./Eng. ....	972-6622
Loc. 35 Fac. Maint. Telecom. ....	972-6633
Loc. 51 Transit Police .....	972-7733
CCF L.A. County Sheriff .....	563-5067
CCF LACTC .....	563-5024
CCF Test Control .....	563-5068
MOW PDCD Claims .....	617-9180
MOW Rail Fac. Maint. ....	972-3887



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**NEXT RTD RETIREMENT PLANNING SEMINAR**

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**Time:** 7:00 p.m.

**Length of Seminar:** One hour

**Place:** Ketchum Downtown YMCA

401 S. Hope St.

Boardroom

Downtown Los Angeles

Refreshments will be served

Parking Validation Available

To Reserve a space or for more Information

Call Roberta Mitchell, Financial Consultant  
(213) 491-1536 or (800) 288-8594

Seminars are one hour in length, are held every second Monday of the month, and cover the important decisions you will 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.

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