

HEADWAY



**Leading the
Way to Cleaner
Air in L.A.**

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The Headway . . .

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Printing Services Section Staff: Photo Lithographic Operators—Rob Hartert and Ferrol Yeakle; Pressmen II—Pat Bates, Eliud Castellanos, Oscar Arzadon, Roberto Arrivillaga; and Bindery Operators II—Manny Alvarez, Walt Billingsley, and Luis Melendez.

Typesetting, design, and make-up: Scheduling and Operations Planning's Typesetting & Layout Section—Typesetting Supervisor Susan Chapman, Typesetting & Layout Operators Jean Williams, Michael Laichareonsup, Julie Ortiz, and Mark R. Haddon.

Editor: Mary E. Reyna

Business Manager: Stacy Tran

Contributing Editors: Sue Harvey, Cheryl Brown, Mary Conforti and Luanna Urie.

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A Message from the General Manager



Meeting Air Quality Standards Means Changes for All of Us

As District employees, we've been proud of the RTD's role in helping Southern California reduce air pollution. Not only do we provide the buses and trains for some 1.3 million passengers each day, we also are experimenting with methanol-powered buses and other alternative fuels.

While all of that is commendable, it's not nearly enough to solve the problem. We're going to have to do more to meet the Air Quality Management District (AQMD) goals for clean air. I mean that we as District employees—individually—must change our lifestyles to some extent to help bring the District into compliance with AQMD standards for commuting by automobile.

A survey earlier this year showed that of the District's 9,000 employees, only about 500 ride the bus to work each day. And that

400 of those work at Headquarters. Since all of us have free bus passes, that's not a very good record.

A survey at a typical division one day last spring showed that 319 employees arrived at work between 6 a.m. and 10 a.m., the AQMD's critical commuter hours. Of the 319 employees, 75 drove alone, only 11 car-pooled, seven rode the bus, three bicycled, and one walked to work.

According to the AQMD, the District should average 1.5 commuters for every employee vehicle. To meet AQMD standards, we must reduce the number of employee vehicles arriving at each District location by roughly 30 per day. We're a long way from reaching that goal.

It is true, of course, that the RTD is in a unique situation when it comes to commuting, because about 70 percent of the employees at divisions are operators, many of whom report to work at 4 a.m. in order to get the buses rolling. Car-pooling, taking the bus or riding the train is difficult for these operators.

At the same time, many other operators work later hours, and about 30 percent of the employees at a division are maintenance, clerical, and administrative people who have an opportunity to find other ways to get to work.

This fall the District will submit an updated air quality compliance plan to

the AQMD. The plan will outline the steps that the RTD is taking to meet AQMD commuter standards. These steps include emphasizing van- and car-pooling, using a commuter match-up program, increasing use of flex-time scheduling, personalized bus itineraries and other ideas to encourage use of mass transit by our employees.

Our goal is to get all RTD employees to participate in these programs. This requires everyone's help, especially managers who can develop new and creative ways to reduce the number of daily trips to District locations. Managers must determine the best candidates for car-pooling and working flex-time. Managers must also propose changes that would discourage auto use.

Employees need to cooperate in this important effort by giving the District's various rideshare incentives, flex-time options and commuter programs a chance. Changing your daily routine may seem like an effort, but the District will do everything possible to make it easy for you.

For example: If you've been reluctant to participate in a car-pool because you sometimes work late and might miss your ride, the Guaranteed Ride Home Program provides no-cost taxi service to van- and car-pool participants. Remember, every division has a Rideshare information booth and a specially

trained Employee Transportation Coordinator, who can help plan your commute.

Our efforts to comply with AQMD regulations are worthwhile not only from the standpoint of improving air quality in Southern California. But if we fail to meet our goals in reducing the number of commuter trips each day, the AQMD could impose harsh restrictions on the District which could complicate your daily commute and adversely affect your quality of life.

Alan F. Pegg
General Manager



COLUMBUS DAY

(Traditional) October 12
(Observed) October 14

A Farewell Message from Ms. Bailey



I am both happy and saddened to inform you that my career with the District came to a close on September 20, 1991.

Embarking on a new adventure, I accepted the position of Assistant General Manager for the Regional Transit District of Cleveland, Ohio, where I am responsible for the Bus and Light Rail Transportation Division's operations, Maintenance Department, Facilities Maintenance, Maintenance Right of Way, and Management Information Systems Department.

I take this opportunity to thank each of my many friends and associates for their support and cooperation during my twenty years at the District. Together we have shared the rewards as well as the trials and tribulations associated with our industry. Through your dedicated efforts and teamwork, we have achieved our common goals and objectives by providing safe, quality service to our bus and rail patrons. Indeed, our progress in these areas

has helped to establish new standards in the field of transportation and achievements we should be proud of.

Working my way up through the ranks has afforded me a unique perspective of the transportation industry. Throughout my career I have never lost sight of, contact with, nor empathy for bus operators, the main "staple" of the District, for it is they who execute and deliver the final service package to the public. I salute them and will be eternally grateful for their dedication and hard work.

To Transportation General and all of Transportation staff, both management and clerical in the divisions, control centers, the training center and out in the supervisory districts, your ability, dedication and accomplishments are unsurpassed.

I extend a special note of thanks to the many departments and individuals who have provided their cooperation and team spirit in support of the Transportation Department.

I leave knowing that the transportation needs of Metropolitan Los Angeles and its surrounding communities will be amply met through the expansion of the District's bus and rail operations. I am confident that you will continue to provide the vision necessary to fulfill these needs into the twenty-first century.

In the years to come, I will remember the fun and

successes we have shared. In closing this chapter of my life, I wish you good health and happiness and

bid you all a fond farewell.

Leilia Bailey
Director of Transportation

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Division 10 Selected as Division of the Month

Division 10 received the Division of the Month award for the month of July 1991. The announcement was made by General Manager Alan Pegg and RTD Board President Marvin Holen at a ceremony held at the division on August 28.

Holen and Pegg presented an award of service excellence to Transportation Manager Earl Rollins and Equipment Maintenance Manager John McBryan and the employees they represent.

A flag was unfurled by the employees which, underscoring their accomplishment, proclaimed them as the outstanding division. The 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 District-wide performance comparisons of criteria applicable to Transportation and Maintenance. For the Transportation Department, the scores were ranked by comparing existing measures from June of fiscal year 1990 against totals from June of fiscal year 1991. The indicators included absenteeism, traffic accident frequency rate per 100,000 hub miles for June 1991, occupational injuries per 100,000 hours of exposure for June 1991, the number of canceled



Getting their own flag made the day at Division 10 as Transportation and Maintenance employees proudly hold up the symbol of their hard work.

buses and out-late assignments for June 1991, and the number of bus-related customer complaints for June 1991 as compared

from June of fiscal year 1990 against figures compiled in June of fiscal year 1991. The indicators included improvement of

"These are no small achievements when you consider the inner-city lines served by Division 10."

against June 1990.

Performance criteria for the Equipment Maintenance Department were based on performance comparisons between existing measures

miles between road calls, improvement of accessible service reliability, occupational injuries per 100,000 hours of exposure, improvement of coach cleanliness,

First On Board



absenteeism, the number of maintenance-related complaints, and the number of maintenance-related out-lates and cancellations.

Division 10's nomination for July was based on its overall improvements for both the Transportation and Equipment Maintenance Departments' criteria. Transportation's significant improvements were for reducing absenteeism, reduction in trip cancellations, and customer complaints. Equipment Maintenance improvements were for significant reduction in miles between road calls, occupational injuries, customer complaints, and late and canceled maintenance. "These are no small achievements when you consider the high patronage, inner-city lines that are served by Division 10. Division 10's accomplishments are to be commended," said General Manager Alan Pegg.

John Byrd, rail division manager, at far right, gives a welcoming handshake to Russ Gasser, third from right, as the first five Red Line rail transit operations supervisors reported for training in mid-August at Division 20 on Santa Fe Avenue at Fourth Street. Pictured from left to right are: Nigel Philcox, Gerald Harper, Scott D. Duncan, Gasser, Arnold Gainey, and Byrd. The five rail TOS candidates are entering training well in advance of startup of service of the Red Line, scheduled for 1993.

Service Uninterrupted Despite Toxic Spill



Everyday heroes after the Toxic Spill incident. From left to right: TOS-VO Jeff Middleman, Senior TOS-VO Luis Alcantar, and TOS-VO Robert Alexander. Not pictured is TOS-VO Mary Wells.

A call came in to the Dispatch Center at 9:00 p.m. on July 9, 1991 that a tanker-trailer truck had jack-knifed, and spilled its store of acetone at the corner of Chester Place and Loma Vista in Long Beach, quite near Division 12.

TOS-VO Robert Alexander called it in. As soon as the alert was sounded, Operations Control Services personnel realized the implications of such a disaster. It could prove fatal to the community residents and Division 12 personnel, as well as cause interminable delay to service and traffic. Immediately, OCS staff members Ed Blakely, Larry Blair, David Seelig, John J. Hale, and George Laun jumped in to assist. With these 5 dispatchers devoted to the Long Beach situation, only 6 dispatchers were left to handle the needs of the whole RTD service area. Those dispatchers handling their own area and covering for the others included: Larry Cosner, Peter W.

Martin, W.R. Davis, Tom F. Swann, Sandra Martinez, B. Roseli, and B. Bennett.

Meanwhile back at the site, the Long Beach Police Department and Fire Department set up a command post at nearby Drake Park. The Fire Department directed all RTD personnel from Division 12 and residents in the Chester Place area to be evacuated to Washington Jr. High School. Division 18 was on emergency standby to accept pull-in buses that could not enter Division 12. The TOS's at the site were Robert Alexander, Luis Alcantar, Jeff Middleman, and Mary Wells. Alexander actually entered Division 12 to bring a bus out to help evacuate the residents, while Alcantar handled communications at the command post. Wells remained on site at Division 12 redirecting RTD personnel away from the division when the shift change occurred and Middleman handled the needs of the evacuees at the

school.

"We had to notify the Blue Line operations of the situation," said Senior TOS-Comm. Cosner. "Had the wind shifted we may have had to shut down Blue Line service."

Transit Police units were sent to Division 12 to maintain security and to Division 18 to control traffic.

An all-clear was finally given at 12:19 a.m. with many RTD personnel working past their shift. Despite the spill and the extraordinary measures taken to preserve life and property, only one bus for

tant the job is. It takes a lot of effort to coordinate all the relief needed."

Senior TOS-Comm. Cosner said it was good to see the tight team work. "I didn't have to worry about the rest of the District. We had to take one radio channel out, but everybody else had to mind the store. I guess these are the moments you live for. We had a shift change in the middle of this thing and it all went like clockwork."

Senior Owl TOS-VO Luis Alcantar went to the Command Post at Drake Park and had offered RTD services for evacuation



Sounding the alert and coordinating personnel to command the situation, OCS personnel were thrilled to announce an "all clear" after midnight. Clockwise around the table: TOS-Comm. John J. Hale, Senior TOS-Comm. Larry Cosner, and TOS-Comm. Edwin L. Blakely.

the next day roll-out departed late (18 minutes behind).

Said TOS Blakely at the Dispatch Center, "That was the first time I've dealt with an emergency of such magnitude. I learned a lot by watching my supervisor handle it. It gave me another idea of how impor-

poses to the City of Long Beach. "The Long Beach Police Department jumped at the idea and we evacuated a 4-block area. Later we heard that an apartment had not been evacuated so Robert Alexander

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Emissions Testing Facility Opens



Alternate Fuels Engineer Lauren Dunlap briefs reporters on the dynamometer's capability. The \$2.7 million dynamometer is able to simulate actual on-road conditions for any heavy-duty commercial vehicle or bus, giving valuable emissions test data to fuel technicians experimenting with alternative fuels.

by Greg Davy, Press Relations Representative

Elected officials gathered with alternative fuel specialists from around the state August 28 to mark the official opening of RTD's new Emissions Testing Facility, ushering in a new era of clean-air technology in the southwestern United States.

The facility, which features state-of-the-art emissions testing equipment including a chassis dynamometer and gas analyzers, is only the second of its kind in the nation. It will be available to serve not only the District's fleet of 2,500 buses, but all other buses and large commercial vehicles operating in the country's southwestern region.

"With the introduction of this new facility, we are sending a message to

everyone who operates large commercial vehicles, especially in Southern California," said RTD Board President Marvin Holen.

"The message is that we are serious about taking the necessary steps to help clean up the air we and future generations will breathe. The opening of this facility is another huge step RTD is taking in its continuing role as a leader in that effort," Holen said.

The facility was installed in the shop at the CMF at a cost of \$2.7 million. The primary purpose of the facility is to test the emissions of large commercial heavy-duty vehicles and buses to determine if they are within emissions standards set by regulatory agencies such as the South Coast Air Quality Management District (AQMD) and the State of California Air Resources Board (ARB).

"This facility will assist RTD's alternative fuels research in more ways than one," said General Manager Alan Pegg. "Not only will it help us to keep our own vehicles within state emissions regulations, but it also will assist RTD's alternative fuels section to find the most cost-effective and efficient use of other alternative fuels we are testing."

The chassis dynamometer, designed by Schenck Pegasus Corporation of Troy, Michigan, is built specifically for the testing of single- and dual-axle heavy-duty trucks and buses. A 600-horsepower electric motor provides the power to simulate various driving conditions with varying loads.

The driving cycle of the vehicle can be programmed into the dynamometer's computer memory. Length and speed of the trip, acceleration rate, deceleration, and cruising speed can

be "personalized" for any vehicle to simulate its actual road conditions as accurately as possible.

A typical emissions test can last from 20 minutes up to two hours, depending on the cycle programmed for the vehicle. Tests are usually repeated three to five times to ensure that test data is valid. A complete evaluation is normally done in three to five days.

The dynamometer's computer provides comparison graphs and charts of multiple test measuring such indicators as fuel temperature and consumption rate, as well as vehicle operating parameters such as road speed and power requirements.

The Emissions Testing Facility is available for contract services starting this month, Pegg said.

The District also has

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Warranty Equipment Mechanic Harvey Porter begins the multi-step task of hooking up an RTD bus to a chassis dynamometer, part of the new Emissions Testing Facility.

On the Transit Police Beat

by Sharon Papa, Transit Police Chief



I'd like to take a moment to update you, my co-workers, on the activities of the Transit Police Department. Since being appointed Transit Police Chief in January, 1990, many exciting new programs have been implemented. The Department has grown to almost 200 officers. Our police cars have been painted black and white to allow quick identification among other vehicles on the street. Employee crime prevention programs have been implemented.

A high visibility uniformed task force also has been riding buses in targeted service areas. Rap sessions have been conducted at all operating divisions to assist us in identifying those bus lines which should receive extra attention. This program is ongoing with follow-up meetings scheduled through the year.

Teams of officers also have been assigned to foot patrols in downtown Los Angeles, the San Fernando Valley and East Los Angeles. These officers target illegal activity

occurring at bus stops. Our graffiti task force has been expanded and continues to work in an undercover capacity. Numerous arrests of vandals occur on a weekly basis, thanks to the cooperation of our bus operators who continually keep us informed of the "hot spots."

For example, foot patrols by uniformed Transit Police Officers in the San Fernando Valley, implemented last March, have resulted in the arrest of 179 individuals for crimes ranging from drinking in public, narcotic violations and robbery, to vandalism and fare evasion. Transit Police Officers patrolled an area along Van Nuys Boulevard in a stretch between Oxnard Street and Sherman Way in the main business section of Van Nuys. The officers conducted their patrols in a sporadic and intermittent fashion without prior warning.

Our presence in the valley and elsewhere has been welcomed by merchants and bus patrons alike and we will continue our highly successful transit police presence. In fact, in August we implemented a sub-station detail of transit police officers in the Sun Valley area at Division 15. The purpose of the unit is to maintain a high visibility, create and establish a better rapport with the bus operators and provide a safer journey for the passengers who depend greatly upon our buses for transporting them to and from work.

The most common

question I am often asked is why we don't have more officers, considering the large number of buses on the streets. I am happy to report that the RTD Board of Directors recently authorized an additional 50 positions to be filled during the upcoming year. Those of you who have friends or relatives interested in a law enforcement career should encourage them to apply.

My staff will also be

developing a survey to gather RTD employee input and identify areas of concern to you. Our department's mission is to protect employees, passengers and properties owned or operated by the District. We take that responsibility seriously and we are committing all of our available resources to fulfill our mission.

Toxic Spill ... continued from page 6

volunteered to go into Division 12 and pull out a bus to drive the evacuees to the holding site. We were lucky that there were no major health mishaps. I think it was largely due to the close relationship between Communications and Vehicle Operations," he said.

TOS-VO Mary Wells admitted the situation was alarming. "It was devastating. You could smell the chemicals in the air. Had the wind shifted we would have all been in real trouble. I got there at 9:30

and stayed until midnight." It was Wells' scheduled off day and her shift had started at 3:00 p.m. the day before.

"I worked at the back gate to Division 12," said Wells, "redirecting operators and maintenance employees telling them the area was off limits. I think the real recognition goes to Robert Alexander. He was just going off duty went it happened. Then he risked his own life going into the division to bring out a bus that would carry others to safety."

Emissions Testing ... continued from page 7

ordered an engine dynamometer, to be installed in late 1992, that will complement the chassis dynamometer. Whereas the chassis dynamometer performs tests on an engine installed on a vehicle in "real-world" conditions, the engine dynamometer performs the tests on a stand-alone engine only, in accordance with federal regulations.

"When an engine is built, it must meet certain federal emissions regula-

tions," Pegg explained. "But the conditions under which the engine is actually used differ greatly from user to user.

"That is why data from both kinds of tests are very useful to our engineers. The goal is to compare test results from the chassis dynamometer and the engine dynamometer to ensure that emissions from in-service buses are within federal guidelines."

Attendance Outlook at the District

This past summer the departmental report cards on attendance for fiscal year 1991 came out in a tabular printout entitled the "Departmental Manpower Availability Performance Report."

According to John Richeson, Assistant General Manager - Equipment and Facilities also, chair of the District's Attendance Committee, while the scores show a healthy improvement, some department's rates have stabilized with no movement either up or down. For that reason, among others, the Attendance Committee has reconvened to learn what some departments have done to achieve success and whether the strategies used can be applied to other departments.

Those departments with the greatest improvement included the Office of Management & Budget which showed a 52 percent decrease in absenteeism, the District Secretary's office with a 46 percent reduction, the Transit Police Department with a 27 percent reduction, Planning with 26 percent, OCPM with 24 percent, Human Resources with 19 percent, Accounting and Fiscal with 18 percent, Marketing and Communications with 17 percent, Facilities Maintenance with 13 percent, Facilities Engineering with 13 percent, and Transit Systems Development with 9 percent.

Because the District's labor costs amount to approximately 55 percent of

its operating budget, it is critical that the District manage its personnel in the most efficient, cost-effective manner. Indeed, such was the goal stated in the District's 246-page FY 1991 Annual Budget report.

In 1986, the Attendance Committee was first set up to resolve any problems outstanding from implementation of the HRMIS reporting system. "Some departments didn't



Assistant General Manager-Equipment & Facilities John Richeson presented to Chief Sharon Papa and the Transit Police Department a plaque commending the Transit Police Officers for the most improved attendance rate for a large department.

feel it was good data, others had some difficulties with it regarding union contract stipulations. The data wasn't interpreted so the committee went through a major exercise to insure that the data would be an accurate reflection of unavailability of employees," said Richeson.

During 1990, the District showed great improvement with absenteeism reduction and the committee disbanded. "But now we are seeing a plateau," said Richeson, "and in some areas there is

some regression." Some departments reported a 3-day unavailability rate which Richeson stated was a terrific rate because the County considered a 6-day unavailability rate to be a reasonable rate. The rate means that the average employee is unavailable for work only 3 days a year, or at the County only 6 days a year. "Getting below 6 and as low as 3 was a good target," said Richeson.

Paramount, said Richeson, is the direct dollar correlation associated with every day that an employee is missing from work. "You need more people to cover for that absent employee, you need more money for overtime with any unscheduled leave. Simply lowering the unavailability or absenteeism rate from 6 days to 5 days a year results in a quarter million dollars difference," he said.

Fares have not been raised since 1988 and with the current inflation rate

the \$1.10 fare has the buying power of only 98 cents. "Federal dollars haven't increased either. We are in a condition now of absorbing more rail operations without additional funding earmarked for rail operation in 1993. Clearly, the way to proceed in these hard years is to try to keep ourselves competitive and cost-effective in a tough financial time."

Richeson identified the 3-day unavailability rate as the goal to meet in order to save money and, ultimately, jobs.

"We want to know what we can do in terms of incentives to get off the plateau. Continuing on with reductions requires new innovations, perhaps rewards, or an employee's attendance record becoming an integral part of a supervisor's performance evaluation. We are definitely looking for some new standards and measures," he said.

Because the Transit Police Department experienced the greatest attendance improvement in a large department, Chief Sharon Papa was invited to the August 27 Attendance Committee meeting where she and the officers she represents were recognized for her department's achievement and invited to share with the committee their strategy. "This committee was infamous for taking people behind the woodshed when attendance was a problem," said

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High Tech Hologram Monthly Bus Pass Unveiled

by Rick Jager, Press Relations Representative

New state-of-the-art, anti-counterfeit monthly bus passes were introduced to RTD patrons last month utilizing holographic technology so advanced that it makes duplication impossible and counterfeiting extremely difficult, announced RTD General Manager Alan F. Pegg.

"Holographic technology has advanced to the stage where high quantities of large format holograms can now be produced at relatively low cost," said Pegg.

The new monthly passes feature the entire face of the pass as a holographic image. Last month's version featured a large RTD logo, the pass month and fare value floating in front of numerous small RTD logos.

Once agreements are finalized, future monthly passes may feature images of high quality commercial products or services, local landmarks or amusement attractions.

"RTD stands to gain from the association with high quality name brand products, services, personalities and attractions," said Pegg. "The District will also benefit from this tie-in partner in helping defray the costs of producing the monthly pass."

For the past two years, RTD monthly passes featured a smaller holo-

graphic image bonded to the surface of a regular pass card. The distinctive hologram made counterfeiting difficult. However, despite District efforts, counterfeiter finally succeeded in fashioning copies sophisticated enough to occasionally fool operators.

A committee was formed consisting of representatives from Transportation, Transit Police, Customer Relations and OCPM to investigate various alternative designs. Their efforts lead to the development of a full-faced hologram pass in conjunction with the District's vendor, Chroma Concepts.

"What is unique and exciting about this new monthly pass is that the face of the pass can change every month, yet still remain distinctive," said Pegg. "We believe passengers will enjoy the various holograms planned for future passes and that counterfeit efforts can be substantially reduced."

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Operator and GHOST Keep the Peace

by Lorene Yanuzzi, Division 3208

Danny Garcia, an RTD bus operator for 16 years, helped to alleviate major problems encountered on his bus with over 40 high school students from two different schools on his Line 420 trip.

"Since the summer session began, it seemed the kids were getting more and more rowdy," he said. "They were lighting fire-crackers on the bus, spitting on passengers, using profanity and writing on the bus with markers," Danny said.

"It was getting to be too much for my regular riders. The passengers kept asking me to do something because they just couldn't take it anymore."

So one morning he decided to write a miscellaneous report and gave it to the TOS on duty at 5:00 a.m. That same morning, his miscellaneous report was faxed to the Transit Police Department and that afternoon he had an undercover "GHOST Team" (Graffiti Habitual Offenders Suppression Team) riding his bus. There was also an unmarked unit following the bus. At Lankershim and Vineland, the Radio Dispatch contacted him and told him there would be an undercover officer boarding his bus, but not to acknowledge him.

He proceeded enroute on time. The high school students continued to behave in an unruly

fashion. When Danny reached his stop at Van Nuys and Hamlin, the officer said, "We're arresting 4 kids from your bus and 2 from your follower." Everyone on the bus applauded and thanked the operator for following through to the end.

Thanks also goes to Division Manager Ron Reedy, Assistant Manager Dan Frawley, TOS Dave Collins, Senior Instructor Jim LaPatka, the dispatcher involved, and especially our Transit Police assigned to the "GHOST Team" in the San Fernando Valley. Danny said, "The Transit Police GHOST Team was just super! They really had their act together. They were very professional, organized, thorough and it was a pleasure having them around. They caught these kids red-handed vandalizing the bus. Now, this puts other kids on notice that something is going to be done and that the buses are safe to ride again. I have received a million 'Thank You's' from my regular passengers for this action taken and I would like to pass them on to everyone who took part in this."



Maintenance General Walks Away as Rodeo Champ

The 1991 Annual Transportation and Maintenance Bus Rodeo was held July 13 and a 3-man team from the Quality Assurance/Alternate Fuels Shops of Maintenance took first place with a score of 695 points.

The first place winners were Brian Markey of Quality Assurance, Harvey Porter of Alternate Fuels, and Dale Sutherland of Alternate Fuels. Each team member won \$1000 and had the opportunity to represent the District at the International Bus Rodeo in Chicago held August 16-18.

On August 3 the District held a banquet at the Velvet Turtle restaurant in Arcadia to recognize the rodeo participants and winners.

The second-place winners included Salvatore Bottancino from the CMF, Javier Castro from the CMF, and Charles Judson from Quality Assurance. Each team member won \$750.

Division 18 mechanics took the third-place prize. The team was composed of Richard Leavitt, Luke Logan, and Manuel Rojas. Each team member won \$500.



The proud first-place winners show off their plaques knowing they beat the best. From left to right: Quality Assurance Manager Michael Stange, General Manager Alan Pegg, Brian Markey, Dale Sutherland, Harvey Porter, and Director of Equipment Maintenance Rich Davis.



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Reception for New Board Officers

A late afternoon reception was held August 15 at the CMF to introduce government officials to RTD's new Board President Marvin Holen and Vice President Charles Storing.

Federal and local government officials, officers, and their representatives came to meet or pay their respects to the new RTD officers. Some of the guests included the Deputy Secretary of Housing and Transportation Jan Hall, representing Governor Pete Wilson; President of the Los Angeles City Council John Ferraro; Assemblywoman Teresa Hughes; former Speaker Pro Tem of the Assembly Mike Roos; Cathy Salazar, vice mayor of Montebello, Neil Peterson, and representatives of U.S. Congressman Glenn Anderson, State Senator Diane Watson, Assemblyman Xavier Becerra, and County Supervisor Edmund Edelman.

Following remarks by Holen and Storing, the attendees were invited to a tour of the CMF.



Board President Marvin Holen, City Council President John Ferraro, Transit Police Lt. Elston Burnley, Facilities Maintenance Supervisor Armando Carrillo, and Materials Manager Ted Montoya relax at the reception.

Senior Community Relations Representative Nell Soto (left) and Local Government and Community Relations Director Manny Hernandez (right) listen to former Speaker Pro Tem of the Assembly Mike Roos as he explains why he didn't take the bus to the reception.



Board President Marvin Holen (left) chats with President of the Los Angeles City Council John Ferraro and former Director of Transportation Leilia Bailey





Assemblywoman Teresa Hughes (left) meets Deputy Secretary of Housing and Transportation Jan Hall (former RTD Board President) and RTD Board President Marvin Holen.



Ready to guide the throngs of government officials on CMF tours were RTD's hosts, from left to right: EMS Larry Bates, Equipment Maintenance Director Rich Davis, Senior EMS John Peters, Senior EMS Hal Stuben, Production Manager Dave Lane, and Senior EMS Ruben Goytia.

Attendance ... continued from page 9

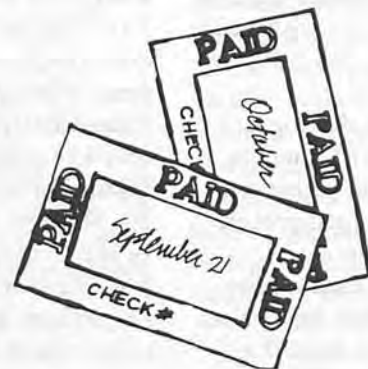
Richeson. "Now that we have enjoyed some success and are looking to be better it is important to recognize the efforts of departments like the Transit Police."

Chief Papa attributed the Transit Police Department's improvement to tying attendance in to Pay-for-Performance, peer pressure, and calling

employees back when they call in sick. "Because the officers work virtually without supervision we set goals such as walking through 5,000 buses a month. If met, it meant a one percent increase. It worked and worked well because the officers policed themselves," said Papa.

**CONSUMER CREDIT
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The Conscience of the RTD Board

When Jan Hall, then a City Councilwoman from Long Beach and now Governor Pete Wilson's Deputy Secretary of Housing and Transportation, presided over the RTD Board she declared RTD Board Director Charles Storing, 62, to be the "conscience of the Board." Storing, the plain-speaking and flinty new RTD Board vice-president who believes the nastiest name you can call anyone is a politician, rather liked that description.

"I liked that because I tell them exactly what I think in no uncertain terms and they know where I'm coming from," said the 15-year Board veteran.

Storing, a resident of the city of La Puente and one of its city councilmen for the last 28 years is now serving his ninth term as mayor of his city.

A long-time survivor of the political life, Storing still does not like to consider himself a politician. "Maybe I'm a citizen-politician. I believe that if you are elected to represent people you should certainly be available to the people you represent. You shouldn't be inaccessible or beyond their reach which is the case with most elected officials—you can never find them."

Although Storing is officially retired from his former position as general manager of an automotive parts manufacturing company, his civic involvement keeps him busier than ever. "I try to make it a point to be here [Office of



President of the Los Angeles City Council John Ferraro attended a special reception to meet the RTD Board Officers. As the new vice president of the Board, Storing had the opportunity to chat with Ferraro.

the Mayor] every afternoon so that I'm available to people. So between this and the RTD...why it doesn't leave much spare time," said Storing.

When it comes to his constituents, Storing wants them to remember him as a man that could get it done for them. He is also sensitive to the variety of problems and concerns they may have reason to bring to him. "These people may not know where to go or what to do, so I'm available. I'll call up my assemblyman, congressman, or state senator and get action for these people, otherwise they'd be drowned in a sea of bureaucracy."

Storing tells the people he serves they've got to stand up on their hind feet and scream, then they'll get taken care of, but only because they are a nuisance.

It is a manner that matches Storing's own style of operating. "The first time I deal with a bureaucracy I try to be a gentleman, but I know it isn't going to work. So, the second time I get mean and nasty. I have no patience with bullies. These people just don't get it. They would not have jobs if it weren't for the public. They act like almighty God and I can't stand that."

RTD Service

"On the whole I think most RTD drivers treat our customers right, but we've got some real dogs out there," said Storing.

When judging the RTD, Storing concedes the District has a lot of the elements of the typical bureaucracy. "This is true of any large organization,

you are always going to have a lot of bad apples in the barrel. You've got drivers that treat people like dogs. I've been out on the buses and seen it. And we have people in Customer Relations that get very salty with people." Storing rides the bus lines in the San Gabriel Valley intermittently to check the quality of RTD service. When he experiences something or someone he feels is not up to his standards he will call up Assistant General Manager of Operations Art Leahy and give him line and badge numbers. "I don't know why it is public employees can't understand that they serve the people. Sure, folks come in here and jump all over me but I don't start screaming back at them because that goes with the territory."

Storing feels that members of the public merely want someone to listen to them, to give them a sympathetic ear. "They may be 100 percent wrong but you don't tell them that. You're hired to serve them,



Storing addresses a group of federal and local government officials at the CMF.

no matter how obnoxious they get. I think the secret to my longevity in office is due to the fact that I don't browbeat people." He credits his experience at Whittier College where as an undergraduate he learned the virtues of patience and perseverance when studying for the ministry.

He changed his mind about becoming a cleric when he discovered that liberals in theology were popular. "I always had the philosophy that when people came to church, you told them what they needed



"I rather like to believe that I am the conscience of the RTD Board of Directors."

to hear, not what they wanted to hear and that didn't go over too well."

On Reorganization

Without hesitation Storing will tell you that he does not favor a single organization consolidating the Los Angeles County Transportation Commission and the RTD. "I personally don't believe in consolidating the two organizations into one monolithic beast."

"If you go back and look

at the legislation that created the RTD and the LACTC the duties are pretty well spelled out. The LACTC, however, has seriously imposed on the RTD responsibilities. They're supposed to be a planning agency and a conduit for funding, that's their primary obligation. The duties of each have to be set in cement so there is no doubt about who is in charge of what and that the turf wars stop."

"To me there's nothing worse than having an agency that controls the funding handle every other operation that is dependent on that funding. In other words they would be policing themselves and that simply doesn't work."

His worst fear, Storing said, would be the formation of a single agency because of the concentration of power that would accrue to one person. "You are going to have an all-powerful transportation czar. We don't need czars in any field because then you have one man calling all the shots."

By consolidating the agencies into a single institution, Storing fears that the cities now claiming six seats on the joint LACTC-RTD Board would lose their representation. "Cities would probably wind up with three seats at the most and everybody knows that one of the seats would be from Long Beach and one would be from Los Angeles, what's that give the other 86 cities in the county?"

"I think we have a good system now, we just need

some clarification. But politics always gets in the way. The Mayor of Los Angeles and the Board of Supervisors have been guilty of meddling constantly. Critical issues come before this Board and the Mayor twists the arms of his appointees and the Board of Supervisors does the same thing and there goes the ball game. They outnumber us on both boards, that's how the Transit Police lost out on providing security for the Blue Line."

RTD Transit Police

An ardent and vocal supporter of the RTD Transit Police, Storing has long favored that the District's Finest be allowed to carry weapons when off duty and that they should be enforcement personnel providing security for all District operations including rail.

"Of course they should provide security for our rail lines that's what we have them for, to take care of our operational obligations.



Charles Storing at work in his office at the City Hall in La Puente.

And then we turn around and give it to the Sheriff's Department," he said with unconcealed frustration.

"That's how politics keeps coming into this and the Mayor constantly talks about independent commissions regarding the Rodney King thing and the Police Commission. He doesn't believe that anymore than that there are men in the moon because if he did he wouldn't be twisting the arms of his appointees on the RTD Board as often as he does."

Transportation in the San Gabriel Valley

Storing complains that very little of transportation planning for the next three decades benefits the San Gabriel Valley in any substantial way.

"Everything seems to go to the San Fernando Valley. It's political clout. San Fernando has Katz and Robbins, who have we got out here that has any clout in Sacramento that anyone listens to? We've got routes out here. Good God! Southern Pacific runs right down through here parallel to Valley Blvd. Why they couldn't run a commuter from Los Angeles to Pomona is beyond me. We've got Union Pacific further south that runs parallel to the Pomona Freeway. It could be used as a commuter line too. We only talk about commuter lines to the San Fernando Valley, to Pasadena, or to San Bernardino via way

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The Conscience of the Board

...continued from page 15

north of here to the 210 Freeway. What good does that do for the San Gabriel Valley?"

Foothill Transit

Foothill Transit has recently acquired the 480 line and will acquire the 482, and 486 lines sometime towards the end of this year. The District will only offer service on the 484 line running down Valley Blvd. in the San Gabriel Valley following these acquisitions by Foothill Transit. Foothill Transit is a privatized demonstration project operating within the San Gabriel Valley Transit Zone.

Storing has long been perplexed by the Zone's definition of privatization. "I can't accept this business that transit zones are privatization. All the buses out here were purchased with a federal grant, their operating costs are paid from Proposition A money. Where in hell is privatization? Because they they happen to contract with a private bus company, does that make it privatization when the money to pay for that contract comes from taxpayers' dollars? Old Pete Schabarum sure sold a

bunch of people on that."

RTD as the Model Operator

Storing's vision of the model operator is a service organization that can do more for the elderly, disabled, and students. "It would be nice if we could go back to the 50-cent fare. Most people don't realize how many people there are that have no transportation other than public transportation. If you are trying to struggle by on a minimum wage income you can't even afford public transportation. It would be nice if we could offer our patrons what the city of Commerce is able to offer its citizens. Because they own their own system every resident can ride free."

"We could do that, the whole country could do that if we pumped the money back into our own economy that we are shipping overseas. We could take care of the homeless and offer transportation at a cost next to nothing. There's so many things we could do. I'm one of those guys that believes charity begins at home."



Charles H. Storing, RTD Board of Directors vice president; and Evy Hernandez, tickets and reports clerk, issue a public reminder that the RTD Customer Service Center in El Monte Terminal provides an excellent place for San Gabriel Valley and nearby residents to purchase monthly passes, ticket books and obtain schedules and brochures. Ms. Hernandez, an 18-year RTD employee, has worked at El Monte for the past five years.

Shifting Gears

Tsuji, John Y, began with the District on April 23, 1976, retired as a Mechanic "A" on June 18, 1991.

Blake, Robert D, began with the District on July 28, 1966, retired as a Bus Operator on August 1, 1991.

Washington, A V, began with the District on June 17, 1967, retired as a Bus Operator on July 31, 1991.

Evanston, Willard, began with the District on February 2, 1967, retired as a Mechanic "A" on August 3, 1991.

Frank, John N, began with the District on August 10, 1968, retired as a Bus Operator on August 17, 1991.

Sidney, Meredith C, began with the District on August 3, 1968, retired as a Bus Operator on August 5, 1991.





PUBLIC COMMENDATIONS

Thanks for a Job Well Done!

Division 3201
Andrews, Derald L.
Reeves, Loraine

Division 3203
Luna, David H.
Martin, Dwight M.

Division 3205
Bledsoe, Charlene
Dorn, Wilbert K.

Division 3207
Garcia, Manuel R.
Gonzales, Kari L.
Lanoix, Alfreda E.
Martell, Joe M.
Reguero, Jose
Wright, James C.

Division 3208
Burton, W. H.
Parker, Pamela E.

Division 3210
Kelly, Willie J.
Kendricks, Shirley L.
Motley, Carl L.

Division 3212
Carter, Lavern
Selsky, Richard B.

Division 3215
Flores, Lucy A.
Milton, Timothy
Robinson, Frank E.

Division 3216
Blackston, James L.

Division 3218
Creer, Ronald
Evangelista, Octavio
Lee, Elberta
Melgar, Rafael Antonio
Peterson, John A.
Stepes, Charles L.

Department 1600
(Telephone Information)
Raines, Aleta



Dear RTD:

I would be remiss and derelict in my responsibilities as a caring citizen if I did not make special note of Derald Andrews. Not only does this young man display unique and intelligent insight in his ability to call out every street and all the numerous connecting lines, but his kindness to the bus patrons defies the fact that he has been with your company now for some 10 years! There should be no heights that this young gentleman cannot attain within your organization—or for that matter, anywhere else! Thank you and thank him also.

Respectfully,

Stephen L. Liddell

Dear RTD:

Today on August 5th I was traveling west on Ventura Boulevard by bus.

The driver, Pamela Parker, was the most considerate person I have seen in a long time. She didn't start her bus until the senior citizens had a seat. She requested that "a younger person please offer a senior citizen a seat." Also, she called out every street where she would be stopping. Also, she would not stop when some recognized "gang busters" wanted to ride her bus. Perhaps this is not RTD regulations, but she was experienced in this type of unruly passenger and considered her other riders. Many of us (passengers) remarked about her consideration. She deserves recognition.

Sincerely,

Anne Kane
P. S. I ride the RTD every day

Dear RTD:

Due to unforeseen circumstances, I had to take a trip from West LA to Good Samaritan Hospital. I am disabled, so I sat near the front of the bus.

As I listened to the driver answer questions, he was so patient, and so kind (answering my questions too as the system has changed since I last rode.) I could not but help remark that I had never run across such a courteous driver. He is James C. Wright.

The ride is terribly long and tedious, but nothing fazed him. I just had to write and mention this to you. He is deserving of praise. Thanks for listening.

Sincerely,

Sallie I. Albert
P.S. Please excuse the

errors. I have cataracts and can barely see.

Dear RTD:

While visiting the West Coast this summer, my cousin and I arrived in Los Angeles June 15. We loved all the places we visited there and after a couple of days we wanted to visit the walk of fame and some of the hot spots that people from other states and countries dream about.

Everything was fine, looking for the names of our movie stars, window shopping, etc., then we took a wrong turn and we were lost and ended up on a very scary street. We didn't know where we were or how to get back to the avenue of the stars and because we are two ladies in our late fifties, we were a little apprehensive to ask for directions and decided to look for a taxi, which we were unable to get.

Finally, after walking a couple of blocks we saw a city bus coming our way (RTD Line 180). We were confused and asked the driver for directions explaining to her that we were lost. She, Lucy A. Flores, was nice and polite and told us not to worry, that one of her stops crossed a bus line that was going to take us very close to our hotel, and sure enough she was right.

The girl was everything a stranger in town needed. She told us nice places to visit, buses to take, etc. We enjoyed the bus ride and the help she gave us. I asked for her name and badge number to send her a card from here [Fajardo, Puerto

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Public Commendations

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from here [Fajardo, Puerto Rico].

We just wanted to congratulate your company for the service and employees like Ms. Flores who help strangers feel welcome and eager to visit L.A. again.

Please thank Ms. Flores in our name because we forgot to get her address to thank her for her kindness. We appreciate so much this type of help. Because I also work for a city as an accountant and my cousin is a teacher, sometimes we aren't aware of the service we provide to people seeking help. Once more thank you, RTD, and thank you, Ms. Flores.

Sincerely,

Mrs. Carmen Torres

Dear RTD:

I would like to send the greatest of praise to one of your drivers, Frank E. Robinson. Let me explain. On July 15, I was traveling south on Sunset on the 560 at about 6:30 p.m. I have epilepsy and felt a seizure coming on. I informed the driver and I couldn't have asked for a better driver. He asked me what I was going to do and what he should do. He told me a friend of his had seizures and offered me his friend's solution (sucking on a piece of candy.) I told him that didn't work for me. He didn't push it like many able-bodied people do. He was very reassuring. He saw that I was salivating a lot and gave me a paper

towel. Another passenger on the bus, who's son has seizures, offered help. She helped me off the bus at my stop.

I take the 560 regularly and the next day the woman who helped me told me that the driver stopped the bus for the few minutes that I was convulsing so that I wouldn't hurt myself. That was the right thing to do. I just can't say enough about Mr. Robinson. That driver was smart, compassionate, a quick thinker with good judgment, and good natured about it all. Please let him know how much he is appreciated.

The attitude of your bus drivers has improved greatly over the past few years, but there are still enough with bad attitudes that I treasure the good-natured ones.

With thanks,

Renee Rubinstein

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Transit Police Rookies

The District welcomes the Transit Police Department's newest incoming class of Police Academy graduates. The majority of these officers were graduated from Rio Hondo.

Field training for these recruits began this summer. The public and RTD employees can rest assured that their bus and workplace are safe with these capable young men and women ready to protect and preserve.



James Latta, 27, is a graduate of San Gabriel High School and the Rio Hondo Police Academy. He and his wife reside in La Habra.



Adam Brenner, 21, is a graduate of Calabasas High School, Pierce College, and the Rio Hondo Police Academy. He is single, "but spoken-for," he says. He resides in Woodland Hills.



Jose Fernandez, 22, is a graduate of North Hollywood High School and the Rio Hondo Police Academy. He is single with one daughter and resides in Van Nuys.



Belinda Byrd, 35, is a graduate of Compton High School, El Camino College, and the Rio Hondo Police Academy. She is single and resides in Compton.



Hector Figueroa, 23, is a graduate of the Mountain View High School in El Monte, and of the Rio Hondo Police Academy. Hector has also served in the U.S. Marine Corps. He is single and resides in El Monte.



Robert Cook, 33, is a graduate of Brooklyn Tech, the Academy of Aeronautics, and the Rio Hondo Police Academy. Formerly, Cook was an officer with the California Highway Patrol. He and his wife and their two children reside in Ontario.



Larry Wedemeyer, 34, is a graduate of Ben Franklin High School, Pasadena City College, and the Rio Hondo Police Academy. He is married and he and his wife have a 2-1/2 year old daughter. He resides with his family in San Pedro.

In Memoriam



Craig Miller, 31, is a graduate of Santa Monica College and the Rio Hondo Police Academy. He is married and resides in Santa Monica.

Blackrock, Kee T, began with the District on May 12, 1980, retired as a Service Attendant and passed away on July 28, 1991.

Breckbill, Lloyd A, began with the District on May 16, 1939, retired as a Bus Operator and passed away on May 27, 1991.

Brown, Norman L, began with the District on July 20, 1971, retired as a Vault Truck Driver and passed away on June 25, 1991.

Harden, George R, began with the District on August 19, 1984, retired as a Bus Operator and passed away on August 5, 1991.

Houston, Ida M, began with the District on July 7, 1975, retired as a Mechanic "A" and passed away on July 10, 1991.

Lello, Louis, began with the District on May 23, 1944, retired as a Maintenance Worker and passed away on July 19, 1991.

Marquardt, Robert, began with the District on August 27, 1966, retired as a Bus Operator and passed away on July 25, 1991.

Nelson, Elmer A, began with the District on July 18, 1945, retired as a Bus Operator and passed away on July 11, 1991.

O'Donnell, James J, began with the District on June 10, 1936, retired as a Bus Operator and passed away on July 1, 1991.

Steele, Ronald L, began with the District on November 3, 1972, retired as a Bus Operator and passed away on July 2, 1991.

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**Your Employee
Assistance Program**

Finding a Few Good People Pays Off

Since the Human Resources Department announced last year it would reward those employees who recruit new applicants for hard-to-fill positions, more than a dozen RTD employees have received \$500 in finder's fees.

Recently, Human Resources Department Director Gayel Pitchford

presented checks valued at \$500 to three District employees who encouraged friends who were qualified to apply to the RTD Transit Police. Those employees included Schedule Maker II Darrance Curry, Division 4 Mechanic A Robert Pine, and Stock Clerk Cedric Walker.



Human Resources Director Gayel Pitchford presented Mechanic A Robert Pine with a check for \$500. Mr. Pine helped recruit a Security Guard. He is married with two children.



Human Resources Director Gayel Pitchford (right) presents to Stock Clerk Cedric Walker a \$500 check for encouraging Isaac Hill to apply to the Transit Police Department. Cedric has been with the District for eight years and says its the best job he's ever had. He plans to buy new tires for his jeep with his finder's fee check. And, for any interested women reading this, Cedric wants you to know he is single and looking.



Human Resources Director Gayel Pitchford presented Schedule Maker II Darrance Curry with a \$500 check for recruiting an applicant for the Transit Police Department. Mr. Curry has been with the RTD for 16 years. A graduate of Dorsey High School and the University of California at San Diego, Curry would like all interested women to know that he's single.

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Seek the assistance of state-licensed counselors dedicated to any and all people-related problems.

Employee Educational Opportunities

More than 300 employees enrolled in college and technical training courses this fall are taking advantage of the District's Tuition Reimbursement Program.

Robert Castanon for one. The 27-year old Metro Rail TOS is a part-time college student majoring in marketing management. RTD reimbursements paid about 80 percent of his junior college tuition and will pay for courses at Cal State Los Angeles.

"The Tuition Reimbursement Program can definitely make a difference, especially now that fees have gone up at the four-year colleges," Castanon says.

Mory Bonakdar for another. A Mechanic A at Division 12, Bonakdar lacks only 10 units for his degree in industrial engineering at Cal State Long Beach. He credits his advanced education and nine years' experience for his recent promotion to mechanic leader.

"My next goal is mechanic supervisor," Bonakdar, 35, says. Full-time and part-time contract and non-contract employees may participate in the Tuition Reimbursement Program. A student pays tuition, registration and books fees. When he or she completes the course, the District provides reimbursement of up to \$175 for each undergraduate course and \$325 for each graduate course.

Courses should generally apply to the work of the District and should

strengthen an employee's current job skills or enhance career and promotional opportunities. Students may enroll at any school accredited by the Western Association of Schools and Colleges. Information and forms are available from Employee Development at Extension 27111.

Tuition Reimbursement is only one of many career educational programs offered by Employee Development.

"Our goal is to provide the District a training curriculum for all levels of management," says Frank Penty, training manager. It's a building block approach that takes employees up through the levels as his or her experience increases."

Supervisor Skill Training

Some of the first courses many employees take is the Pre-Supervisory Series, free programs employees attend on their own time. The series consists of Introduction to Supervision, Interpersonal Relations, Basic Writing Skills and Fundamentals of Administrative Analysis. Each has eight two-and-a-half hour sessions.

"Most employees who enroll in this series are bus operators or mechanics who want advancement," says David Savage, senior training coordinator. "The courses are suitable for employees with any educational level. There's a lot of participation and discussion about what makes a good supervisor."

Supervisory Series classes are held from 9 until 11:30 a.m. and from 5:30 until 8 p.m. on weekdays. Most classes are conducted at the RTD Administration Building but, if there is enough demand, classes can be scheduled at a division. Each course is limited to 20 participants on a first-come, first-served basis.

"There are five types of courses employees always request," says Penty. "They are writing skills, time management, supervisory skills, interpersonal skills, and conflict management. We offer courses in all these areas."

Courses available to supervisory personnel also include Risk and Safety Management, EEO Awareness, Preparing and Conducting Performance Appraisals, Drug Abuse Awareness/Employee Assistance Program and Cultural Diversity.

RTD Learning Center

A major training resource for employees is the RTD Learning Center, located in the Employee Development Department on the 2nd floor of the Administration Building.

The Learning Center has seven IBM computers for employee use. Computer software is available to help students learn Disk Operating System (DOS), database management with dBase II, III and IV, and Lotus 1-2-3 spreadsheet, graphics and charts. Students interested in word processing can learn WordPerfect, Multimate, DisplayWrite, Microsoft

Word and PC Wordstar.

The Center also has an interactive video disc system students can use for self-instruction in math and algebra. Many employees use the system to prepare for job promotion exams. The Center provides videotapes on topics ranging from presentation techniques and managing difficult customers to sexual harassment.

Great American Smoke-Out Day, Once Again

NOVEMBER 21, is the traditional day for smokers to give up smoking for 24 hours to prove to themselves that it is possible to kick the habit. For those hardy souls who test themselves against the demands of their cigarettes, it is recommended that someone adopt them to help them survive the 24 hours of abstinence. The adopters should provide moral support, snacks of fresh fruit and vegetables, chewing gum, crying towels, encouragement and congratulations. Lunch and or dinner are lovely rewards too, for the smoker who abstains for a day. Everyone is encouraged to get into the act and either participate or encourage someone else to get along without a smoke for the 24 hours beginning at midnight on November 20 to midnight November 21. This year we are particularly encouraging women to not smoke on Great American Smoke-out Day or GAS Day.

On the Rail All the Livelong Day (and Weekends)

by Anthony Greno, Press
Relations Representative

Ed Vandeventer never had it so good.

He oversees the operation of the Blue Line for the RTD.

On weekends and major holidays, when not engaged in the District's rail operation, he runs the rail excursion lines of the Orange Empire Railway Museum in Perris, Riverside County.

Vandeventer's interest in public transportation—bus and rail—goes back to his earliest days in Long Beach, where he was reared. So it was with a great deal of relevance that Vandeventer was named rail operations superintendent for the RTD last July 14.

Vandeventer is now superintendent for all RTD rail operations, be they Blue Line or Red Line. The Red Line is scheduled to open to the public in 1993.

That's soon for Vandeventer, who is responsible for overseeing the training of Red Line operators, an activity scheduled to begin in June, 1992.

"I just grew up with trains," said Vandeventer. "In Long Beach, a person grew up with the Red Cars. We used to go play along the PE tracks as small children. I'd just go crazy now if kids did that along the Blue Line."

The Long Beach-Los Angeles light rail has a fenced right-of-way plus



A man for all rail—Ed Vandeventer

numerous safety devices in place to keep people and animals off the tracks.

"The sheriff's deputies would arrest me if I were to do the same things today along the Blue Line as we did as kids along the Pacific Electric tracks," Vandeventer noted.

A native of Denver, Vandeventer arrived in Long Beach at the age of one and grew up on the west side of the city, attending John Muir Elementary School, Stevens Junior High School, and Millikan High School. At Millikan High, from which he graduated in 1959, Vandeventer was a member of the first three-year class at the brand-new high school building still in use

today.

"I was into buses in Long Beach at an early age, and used to ride around the whole city," Vandeventer said while recalling an anecdote from his early childhood.

"Things have changed between then and now. When I went to kindergarten at John Muir, our mothers would take us children to the bus stop on Santa Fe Avenue and put us on the city bus line. When the bus got to Spring Street near the school, the driver would see that the children got off and would point them in the direction of the school.

"In the afternoon when school was out, the same children would all wander

back to the bus stop on the other side of the street for the return trip.

"Can you imagine that happening now? While Long Beach wasn't much smaller then that it is today, it was an isolated city."

After high school, Vandeventer enrolled at the University of Southern California on a partial scholarship. He graduated with a bachelor's degree in civil engineering in 1964.

"It took me five years because I took a half-time job in 1962 with the California Division of Highways, which became California Department of Transportation, or CalTrans," Vandeventer said. Continuing his studies at USC, he earned a master's degree in civil engineering in 1966.

Vandeventer joined the District on July 7, 1975 or "seven, seven, seventy-five," as he puts it. His first assignment was as advance planner. He later received a promotion as principal planner before his unit was transferred to the scheduling department. While in scheduling, Vandeventer put together the freeway fare increment system in use today for RTD buses on the series 400 and 500 lines.

Vandeventer served as superintendent of instruction from August, 1987 to July, 1991 on Santa Anita Avenue in El Monte, adjacent to Division 9. In the nearly four years he was at El Monte, Vandeventer estimates he

oversaw the training of somewhere between 1,500 and 2,000 bus operators.

When he was head of instruction, Vandeventer was responsible for training of the first Blue Line supervisors and train operators, more than a year ago. He conducted some of the training himself.

Although Vandeventer no longer teaches classes for bus or rail operators, he does participate in certification rides for new rail operators for the Blue Line.

One distinction in his new position in the Transportation Department as

rail operations superintendent is that Vandeventer took the rail training function with him when he left his former position.

When not working on a railroad, Vandeventer, 49, raises a family in Hacienda Heights with his wife, Phyllis. They have three sons: Robert, 20, a student at Cerritos College; Peter, 12, who just entered the seventh grade; and Michael, 5, who is in the first grade.

Wife Phyllis joins Ed in good spirits in his irreplaceable weekend hobby at the railway museum.

And Ed? He's outside in

a Pacific Electric uniform running the circuit that carries passengers on restored PE Red Cars and Yellow Cars from the narrow-gauge Los Angeles Railway plus a stretch of track for a steam engine and some cabooses and flat cars. His titles at the Orange Empire Railway Museum: Superintendent of railway operations, vice president of museum services, and board of directors member. How does Ed Vandeventer juxtapose running a real rail line and the excursion rail lines in Perris on

weekends?

"The Blue Line is not for amusement," he said. "People ride it to go about their daily chores, to travel to and from work.

"People go to the museum because they like trains and want to ride on some rail equipment from the past. There's a great similarity in that the principles of operation are the same—one has to exercise the same precautions in operating the older trains as those of the Blue Line, except that the technology is from an earlier day."

Bicycles on Buses

by Frank Barbagallo,
Equipment Maintenance
Admin. Analyst

This summer the District expanded its transit services by implementing a "Bicycle-on-Bus" demonstration project. This test program, based out of Division 18, will continue through January 2, 1992.

The program expanded the current bike-on-rail option by providing riders with the ability to transport their bicycles on specially designed racks on buses. Tested on Line 130 on 8 buses in peak service hours, to date the program has received a favorable response from riders who now are requesting extended service, particularly in the beach communities.

By creating a new collapsible, streamlined front bumper-mounted bike rack, Equipment Maintenance



Front-loaded bicycle racks on the bus allow cyclists expanded transit options.

nance Engineer Mark Beauchamp has reduced the maintenance problems associated with the previous rear-mounted bike racks. The more bulky rear-mounted bike racks were tested at the District in the early 1980s but taken out of service as a result of the damage that they caused to bus washing equipment and their lack of visibility to bus operators.

"Putting bike racks on buses is something that the District has done in the past," said Beauchamp, "and this new front bumper system should safeguard against the lessons learned from that past experience."

Beauchamp said that he looks forward to using the new service himself, "If I could put my bike on a Park-and-Ride to Downtown Los Angeles, I'd do it

everyday this summer." Unfortunately, Beauchamp and other Downtown cyclists will have to wait.

For the time being the limited demonstration services are only run on Line 130, which serves the Fullerton Park-and-Ride lot and the Blue Line Artesia Station (bikes are currently allowed inside Blue Line rail cars), Cal State Dominguez Hills, and Hermosa and Redondo beach communities. Line 130 also intersects numerous "Bike Lane" designated streets.

The "Bicycle-on-Bus" Demonstration Program is a classic example of the Equipment Maintenance Department's quick reaction time to requests for new services. "From the selection of an outside contractor

...continued on page 24

On the Line with Jess Diaz



"If you treat people like you yourself like to be treated, then you'll have results," Division 11 Manager Jess Diaz says. "Everyone wants to be important; hearing positive feedback makes for overwhelming results."

The man with the crop of silver hair is a favorite among his Division 11 peers. When Transportation Department bosses recently paid a visit to Long Beach, they were praised for their selection of Jess Diaz as division manager.

"He's cool under fire," they concurred. "He takes great pain in doing his job and doing it well."

Jess Diaz, who hails from Philadelphia, has seen ridership on the Blue Line jumped to nearly 30,000 a day. His operators collected 5,000 additional patrons with the opening last February of the Seventh and Metro Center station. Perhaps his biggest challenge to date was the opening of that last station.

"The big rats looked at you eye to eye down in that tunnel," he says, with a hearty laugh. "They should have had on hard hats down in the tunnel."

Diaz says that six weeks prior to the station's opening, the workers

somehow didn't believe the trains would run. They were in their own world, he says now, and when the District first sent a train barreling down the tracks on a test run, they were in shock. "Yes," he says, remembering, "the contractors and Diaz had their moments."

A career transit man, Diaz made his debut as a bus operator with SEPTA. "When it gets in your blood, you can't give up," he says, seriously. In 1972, after nine years in Pennsylvania, he came west. After operating buses out of RTD's Divisions 2 and 9, Diaz put in 14 years as a vehicle operations instructor. He wound up as the acting superintendent of instruction. He recalls that he was one of a few who was tapped to drive guests around in a huge, articulated RTD bus that looked more like a semi-tractor rig. ("It was a far-out piece of equipment; it even had a television in the cab.")

Feeling as though he was "due for a change," Diaz eventually switched to the rail side. He was one of 10 supervisors sent to Calgary, Canada to train on one of that country's most modern light rail systems. When the Blue Line opened, Diaz was assigned to CCF as controller; a year later he was Transportation's man in charge.

"I feel that our train operators go above and

beyond. They do a tremendous job and they handle situations as they come down. They take their jobs seriously."

Diaz, who likes to camp and fish in his free time, has five children. He and his family live in Glendora.

"My neighbors keep me posted and honest on what's happening on the Line," he jokes. "They love to tell me who did what and when they did it."

Bikes on Buses

continued from page 23...

to program implementation, this project has been an excellent example of a cooperative effort," said Beauchamp.

"A new ride-share option to RTD patrons"

Responding to input from Transportation, Customer Relations, Risk Management, and the Executive Staff, Mark Beauchamp has delivered a new ride-share option to RTD patrons. It is now up to those patrons to determine the future of this new bicycle/bus marriage. The coupling seems to have interested outside agencies; many are calling for more information about the mechanics of the program.



A new collapsible, streamlined front bumper-mounted bike rack has reduced maintenance problems that plagued a similar bike rack program started in the early 1980s. The designer of the racks, RTD Engineer Mark Beauchamp tests the straps that stabilize the bikes.



SCHEDULE CHANGES



Ahumada, Marcelo R., from Bus Operator (P/T) to Bus Operator (F/T).

Bourlakis, Laura, from Bus Operator (P/T) to Bus Operator (F/T).

Burnett, Milton C., from Bus Operator (P/T) to Bus Operator (F/T).

Calvillo, Patricia A., from Bus Operator (P/T) to Bus Operator (F/T).

Chan, Edwin K., from Bus Operator (P/T) to Bus Operator (F/T).

Cowden, Daniel R., from Management & Budget Analyst to Public Affairs Representative.

Davis, Samuel, from Bus Operator (P/T) to Bus Operator (F/T).

Donaghe, Jim L., from Mechanic "A" to Mechanic "A" Leader.

Edwards, Sonya D., from Bus Operator (P/T) to Bus Operator (F/T).

Flowers, Dennis., from Transit Police Sergeant to Transit Police Lieutenant.

Gamboa, Alexander L., from Bus Operator (P/T) to Bus Operator (F/T).

Garcia, Francisco J., from Property Maintainer A

to Property Maintainer A Leader.

Garcia, Margaret A., from Bus Operator (P/T) to Bus Operator (F/T).

Harden, Craig G., from Mechanic "B" to Mechanic "A".

Hardison, John W., from Transit Police Officer (Trn) to Transit Police Officer.

Hogans, Laurin M., from Transit Police Officer to Transit Police Investigator.

Holland, Frank R., from Buyer Assistant to Buyer.

Landa, Ignacio, from Bus Operator (P/T) to Bus Operator (F/T).

Le, Timmy M., from Bus Operator (P/T) to Bus Operator (F/T).

Lee, Calvin, from Bus Operator (P/T) to Bus Operator (F/T).

Martinez, Phillip, from Bus Operator (P/T) to Bus Operator (F/T).

Mejia-Portillo, Marcos A., from Bus Operator (P/T) to Bus Operator (F/T).

Newjahr, Dennis J., from Senior Management & Budget Analyst to Grants Manager.

Nunez, Francisco, from

Bus Operator (P/T) to Bus Operator (F/T).

Parvin, Gregory M., from Materials Management Systems Support Analyst to Materiel Supervisor.

Rhodes, Terry L., from Bus Operator (P/T) to Bus Operator (F/T).

Rivas, Jesus A., from Bus Operator (P/T) to Bus Operator (F/T).

Roberts, John W., from Equipment Maintenance Supervisor to Equipment Maintenance Manager.

Roots-Faulk, Lizzie B., from Bus Operator (P/T) to Bus Operator (F/T).

Rosales, Joel F., from Bus Operator (P/T) to Bus Operator (F/T).

Sanchez, Vivian, from Bus Operator (P/T) to Bus Operator (F/T).

Sieckert, Michael R., from Planner to Senior Planner.

Silva, Maria D., from Ticket Clerk to Ticket Officer & Representative Clerk.

Silver, Carol Ann Y., from Scheduling Systems Analyst to Senior Planner.

Simental, Debra Ann., from Bus Operator (P/T) to Bus Operator (F/T).

Singleton, John A., from Bus Operator (P/T) to Bus Operator (F/T).

Sistrunk, Maurice Kenneth, from Bus Operator (P/T) to Bus Operator (F/T).

Smith, William S., from Transit Police Officer (Trn) to Transit Police Officer.

Soto, Jose A., from Mechanic "B" to Mechanic "A".

Tellez, Constantino., from Bus Operator (P/T) to Bus Operator (F/T).

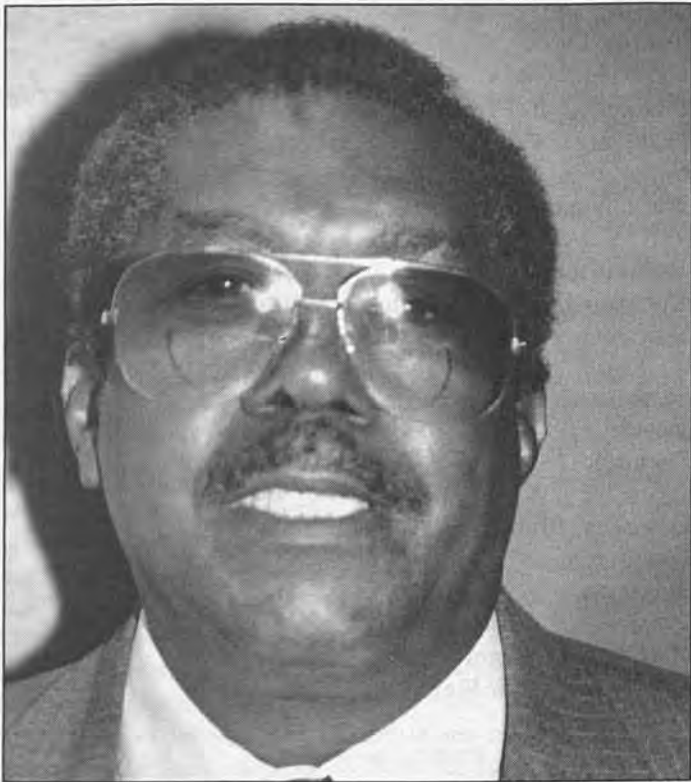
Thorpe, Robert., from Bus Operator (P/T) to Bus Operator (F/T).

Valles, Martin., from Bus Operator (P/T) to Bus Operator (F/T).

Willis, Nathaniel., from Electronic Communications Technician to Electronic Communications Technician Leader.



COMMENDATIONS



Teddie E. Cheaves was selected the Operator of the Month for July 1991. Out of Division 5, Mr. Cheaves has been with the District for 19 years. He has maintained an excellent attendance record and has never been late for work. He has accumulated the maximum number of merits and has received numerous letters of commendation from the public and his managers. In addition he has been honored with the Accessible Service Award, the Manager's Award, the Meritorious Operator's Award, numerous Safety Awards, and four Outstanding Operator Awards. Mr. Cheaves currently drives Line 111, which travels along Florence Avenue to Los Angeles International Airport. He says he has worked this line for many years and has developed a good relationship with most of his passengers. He adds that they are very friendly and treat him well. Originally from Oklahoma City, Mr. Cheaves now resides in Los Angeles with his wife of 36 years, Mary. They have four children, three of whom work for the District. In his leisure time he enjoys all types of sports and helping the elderly. He is also a member of the Victory Baptist Church. Operator Cheaves says that he is very happy with his career at the District and is honored to be selected as the Operator of the Month. He adds that he enjoys meeting and serving the different people of Los Angeles. His attitude toward his passengers, his love for people, and his defensive driving skills make him a true professional.



Mechanic A Adam Grubb was chosen the Maintenance Employee of the Month for July. Mr. Grubb has been with the District since 1981 and works at Division 5. Over the past two years he has been a relief leader and become very efficient in all phases of mechanical as well as administrative duties. He is an expert on the MMAS and bus-tracking methods on the computer system. His recordkeeping, documentation, and reports are the product of a professional. He never hesitates to report any unsuitable finding that will cause the Division or its equipment to be cited for unsafe operations. Mr. Grubb is conscientious employee that believes in being a role model for his counterparts. He is never late to work, in fact, he usually starts 30 minutes early to set his goals for task completion. He strives to make every piece of equipment ready and available for the complicated P.M. rollout. He monitors the entire shop and yard each day to troubleshoot and prioritize. Mr. Grubb is an RTD employee to be proud of!



Ruby Beam was chosen Telephone Information Operator of the Month for July. Ms. Beam's supervisors appreciate her pleasant manner and willingness to go that extra mile for her callers.

Ms. Beam has been with the District since March 1990. Her work ethic and commitment to excellence have served her well. This honor places her in the running for Operator of the Year. The Telephone Information Unit wishes her all the best.



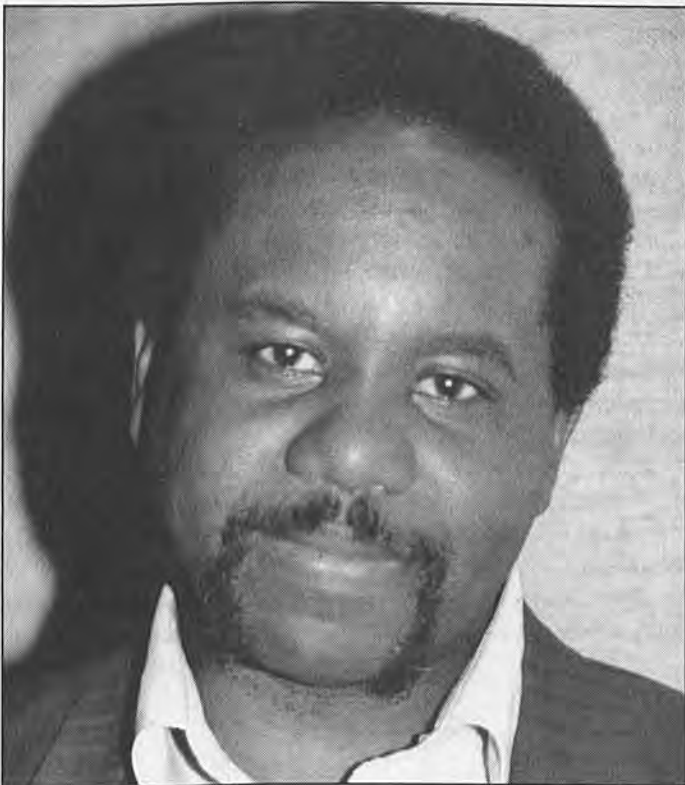
RTD employees who are veterans of the Gulf War were given special commendation medals by their respective department directors at the August 22, 1991 Board of Directors meeting. RTD Board President Marvin Holen encouraged the audience to rise in a standing ovation for the honored men. Appearing for a photo they included, front row, from right to left: Transit Police Officer **Mana Elliot**, Operator **Rudolfo Goytia**, **Douglas Runyan**, **Peter Bueros**, **Jose Godinez**, **Rosendo Reyes**, and **Granville Rafael**. Back row, from left to right: General Manager **Alan Pegg**, Board President **Marvin Holen**, **Bertrand Ball**, **David Rojas**, and **Rigoberto Zamora**. Not shown are: **Jose Solano**, **Darnell Turner**, **Wesley Tyvog**, **Robert Young**, **Curtis Shelby**, **Froylan Sandoval**, **Miguel Gutierrez**, **Eddie Mitchell**, and **Douglas Park**.



*RTD Retirees were honored by General Manager Alan Pegg and the RTD Board of Directors on July 25, 1991. Those retirees were presented with a special commemorative plaque. They included, front row, from left to right: Division 5 Operator **Richard Jackson**, Division 16 Mechanic A Leadman **Henry S. Thomas**, Ticket & Reports Clerk **Josephine M. Abeyta**, Division 6 Operator **Lucious Shepherd**, and Division 16 Operator **Calvin Smith**. Back row, from left to right: Division 7 Operator **Meredith C. Sidney**, RTD Director **Antonio Villaraigosa**, General Manager **Alan Pegg**, and Division 16 Operator **Robert D. Blake**.*



***Alvaro Coronel**, a Mechanic A, was chosen CMF Employee of the Month for May. He works in the Transmission Section. His supervisor says he wrapped up the title because he is "a diligent, conscientious and resourceful mechanic who produces quality work." Coronel was presented with a U.S. Savings Bond by CMF Superintendent Ken Miller.*



***Gregory Pitts** was chosen Telephone Information Operator of the Month for June. Mr. Pitts is a veteran Information Operator with more than 15 years of loyal service to the District. He prides himself in a job well done and he has received numerous commendations over the years. In his off time he pursues the arts. He is well known in the Los Angeles area and has sponsored a number of art shows locally. Another of his pursuits is music, more specifically, the original American art form of jazz. He can hold his own with any audiophile and his collection of music is envied by many. On a European excursion some years ago, Mr. Pitts was pleased to find that jazz was very popular and jazz musicians were revered.*



*Completing the July Seminar for Success led by Equipment Maintenance Supervisor Larry Bates were Transportation and Maintenance graduates who included, front row from left to right: **Dan Frawley, Keith Jackson, Russell Watts, Alan Williamson, and Manfred Aistrich.** Back row, from left to right: **Jim Lukens, Ted Desy, and Eva Hines.***



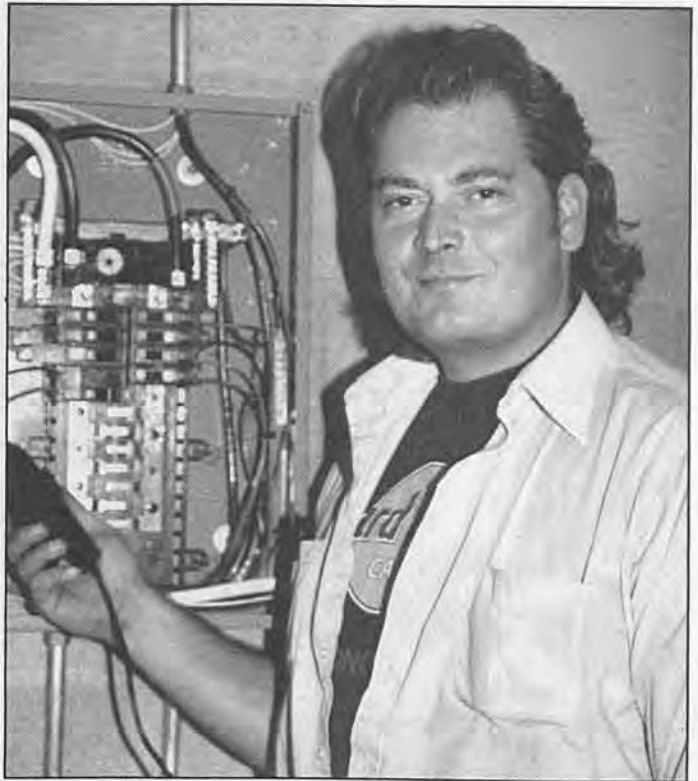
*Completing the July Seminar for Success led by Equipment Maintenance Supervisor Larry Bates were Maintenance personnel who included, from left to right: **Larry Bates, Brent Devol, Terri Thornton, Rich Herpers, and Felipe Perez.***



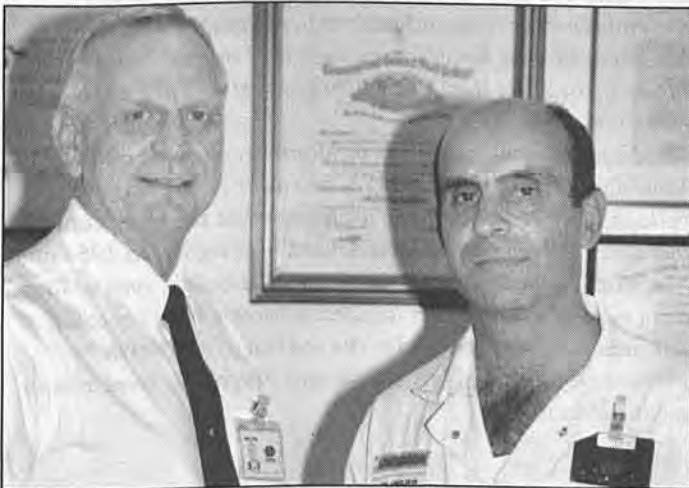
*Systems Electronic Communications Technician Leader **Charles Urasaki** was named Facilities Maintenance Department Employee of the Month for July. His supervisors praise his leadership. His technical expertise is well respected, especially his performance during July when he directed his crew in the relocation and moving of electronic equipment in the Dispatch Center for TRS computer installation. During the installation, Mr. Urasaki made his crew safety-aware in a potentially dangerous work environment.*



*Mechanic A **Eusebio Diaz** was presented with a check for \$1000 by Employee Suggestion Program Coordinator Denice Findlay for his redesign of the towing and air supply door on the Neoplan coach. Currently, when a coach is being towed, the air supply door is removed which allows the mechanic access to the coaches air system. Unfortunately, the door does not always get put back on the coach and consequently many of them are left on the street. Mr. Diaz' suggestion has a projected annual savings of \$38,178.*



*Electrician **Eric Freyre** was chosen the Facilities Maintenance Department's Employee of the Month for June 1991. Mr. Freyre was commended for his excellent trouble shooting and repairs made while doing preventive maintenance. This prevents equipment breakdown at critical operating times and mitigates the amount of damage due to equipment failure. His knowledge of the electrical trade and code enable him to identify and repair deficiencies in electrical installations that have been overlooked by others. His performance is beyond what is normally expected of a journeyman electrician and is appreciated by his supervisor and other maintenance and operating personnel. His characteristic initiative assures that the task at hand will always be performed in a timely and professional manner.*



*Mechanic A **Samir Aboulhosn** is employed in the CMF Mechanical Shop. He was chosen Employee of the Month for July because through his efforts, a decrease in accidents was obtained in the Engine Blower Module Section. His job performance is outstanding. He is very cooperative and is extremely helpful in training others.*



*Electronic Communications Technician **Fausto Saavedra** was selected the Facilities Maintenance Department's Employee of the Month for May 1991. Mr. Saavedra performs field service on revenue vehicles out of the Division 2 satellite. He was commended by his supervisors for the initiative he showed in solving the internal speaker problems on the 2500 series coaches and his efforts to share this information with other technicians. His enterprise is an example to other RTD employees. He saw something that needed to be done, and he did it. Mr. Saavedra is proof that there are those employees for whom excellence and integrity still exist.*



*CMF Mechanic **A Thi Nguyen** was chosen the Mid-Life Section's Employee of the Month for June. Mr. Nguyen has been with the RTD for 5 years. He was chosen for his uncommon diligence and superb performance on the job. Mr. Nguyen said he was surprised they named him for the honor because he thought he worked just as hard as anyone else in Mid-Life.*

Mr. Nguyen, now a resident of Monterey Park, is a native of Vietnam which he left in 1975, two days before Saigon collapsed. "We left because we knew what the Communists were like. When the Geneva Accord was signed in 1954 and Vietnam divided into the North and the South, even at that time a lot of my relatives wanted to escape but they could not because they were under the control of the North." Fortunately for Mr. Nguyen, he and his family were able to escape Hanoi.



Completing the August Seminar for Success led by Equipment Maintenance Supervisor Larry Bates were Rail Transportation and Maintenance personnel who included, front row, from left to right: **Bruce Crum, Jim Jensen James Henry, Ernest Waters, Virgil Owens, and Jack Landrum.** Back row, from left to right: Assistant Director of Maintenance **Tony Chavira, EMS Larry Bates, Division 11 Transportation Manager Jess Diaz, Roger Priest, John Adams, Jim Jimenez, Robert Torres, and Shelley Fisher.**



Jennet Guerrero, a Word Processor, in the CMF Equipment Maintenance Administration Office, was chosen Employee of the Month for July. Ms. Guerrero is efficient, cooperative, and performs her job in an outstanding manner. She has good rapport with her fellow co-workers and management staff. She displays initiative and is willing to assist in all areas of the department.





*Mechanic A **Ralph Fletcher**, a spray painter in the CMF Paint Shop, was chosen Employee of the Month for July because of his creative ideas in improving his job and production. Some of the projects he has been involved in include the Refurbish Program, Children's Museum bus module, and the Light Rail Monument. His work performance is excellent and he works well with his co-workers and management staff.*



*Mechanic A **Jose Covarrubias** from the CMF Running Repair Section was chosen Employee of the Month for July. Mr. Covarrubias was commended because of his superior work performance and job knowledge; all his jobs are completed in a timely manner.*



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- 5) Loans that are assumable if you decide to sell later on.
- 6) All credit situations considered.
- 7) Never leave your home for approval or processing.

Many people are unaware of the home loan process and are taken advantage of. We offer a complete service that is backed up in writing. We understand those who have been victims of the economy or circumstances. If you currently have a deferred interest/negative amortization loan or a high interest/hard money loan with a balloon payment you may want to consider applying for a new Home Loan. Our programs are explained to you by our qualified loan agents. We may be able to reduce your monthly mortgage payments with better terms, (no prepayment penalties). Your mortgage savings can be only a phone call away. Call us today for a free pre-qualification from our qualified loan agents.

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Busing Tables Now



"Sometimes I think I should have stayed at RTD," Nathaniel Anderson, restauranteur and former RTD bus operator says. "Owning one's own business is hard for the little man."

Rumor has it that with his chipper personality he used to make the meanest of his passengers smile. These days he makes a mean fried chicken.

After 23 years of operating a bus, Nathaniel Anderson has checked out of the transportation business and into the restaurant business. For Anderson, whose Line 607 passengers once threw him a birthday party, the pleasure of driving a bus has faded into the headache of operating a bustling restaurant.

Specializing in soul food, the kitchen he runs on Vernon in Los Angeles hosts many of his former patrons. "You still have complaints," he says, chuckling. "People want free food, just like they wanted a free ride. People come in here, eat, and walk out, just like they did on my bus."

Anderson, who named his restaurant the "Friendly Cafe," has had a challenging couple of years. "They say it takes from two to five

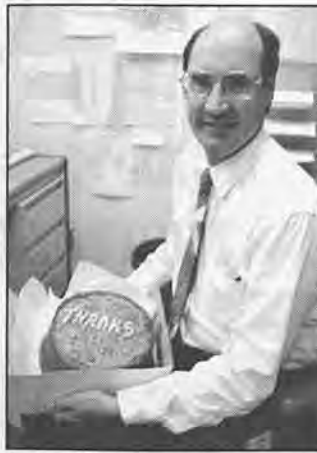
years to get a restaurant rolling," he says. "It has been a lot of work and has earned me but a little money."

He says that the leg work involved in opening his dream venture was almost too much. "The plans with the City," he says, shaking his head in disbelief, "were ridiculous."

"They send you from one place to another before they approve the plans, and then you get the plans back and notice the architect has left out the hot water heater."

Anderson, whose service to the bus patron earned him numerous operator commendations, says his food seems to appeal to his hungry customers. With his brother wearing the chef's hat and his wife working the cash register, the enthusiastic Rialto resident says he's determined to make his business work. "I get satisfaction from pleasing someone else," he says, grinning. "Just like I did when I drove the bus."

Just for Being You



Stewart Lieberman

As-Needed Customer Relations Representative Stewart L. Lieberman received tangible evidence of an RTD patron's gratitude.

In a department

equipped to deal with customer's complaints, a simple thank-you would be appreciated, but for passenger Antonio Johnson it appears that a demonstrative act of gratitude would do. Lieberman helped Mr. Johnson after he complained about being passed-up at his stop on the 158 Line. Lieberman investigated the situation and a satisfactory solution was found. Mr. Johnson now gets to work on time and is a happy customer. So happy in fact he decided to show Lieberman just how much by baking a home-made German chocolate cake for him. Success is sweet!

Rules Apply to All

Originally printed in the Stars and Stripes newspaper

During World War II, a young and cocky MP was given specific orders, handed down from General Patton, that all tanks passing the MP's checkpoint were to have their hatches closed and secured. Absolutely no exceptions!

One foggy night, the tank division began to move through the checkpoint one-by-one. Now and then, the MP would signal a tank to stop, and order the top hatch to be closed. Everyone complied, except for one: "Hey, you up there," the MP shouted. "Button down that hatch!"

A moment of silence passed before the shadowy figure, obscured by the veil of fog, called down to the

young MP in a low and gruff voice, "Soldier, do you know who I am?"

Fully confident of his orders and the general who issued them, the soldier placed his hands on his hips and replied back in a sarcastic voice, "I don't care if you're General Patton himself, **BUTTON DOWN THAT HATCH!**"

The figure on top of the tank did not move and the confidence of the MP was slowly beginning to deteriorate. Who was this person to challenge his orders? He let out a deep sigh of relief as the shadowy figure began to disappear into the tank and the hatch closed.

General Patton secured the hatch and turned to his aide, "Find out who that soldier is and give him a medal. The boy has guts! I like that!"

Turkey Raffle on GAS Day

Once again the District will participate in the Great American Smoke Out Day (GAS DAY) at all Divisions. This year there will be a cold turkey raffle. Smokers who wish to participate will agree to refrain from smoking during the 24 hours beginning at one minute after midnight on Thursday, November 21 and ending at Midnight the same day. Those who do not smoke during this 24 hour period are eligible to participate in the drawing. (This raffle is only for smokers who stop smoking during the 24 hours of November 21, 1990. Non-smokers may not partici-

pate in the raffle). However non-smokers are invited to participate in the day by offering to adopt a smoker and giving them encouragement, and tender loving care, as well as chewing gum, gummy bears, carrot sticks, and other delightful ways to keep their minds off smoking, helping them stay smoke-free during this day. Do adopt a smoker and support and encourage them to participate in GAS day, if you are a non-smoker. If you are a smoker, do refrain from smoking for 24 hours; take a chance to win a free turkey, and have fun at the same time. Enjoy.

Just Married!



Susan and Kevin Tate

Telephone Information Supervisor Susan Carter married RTD Accounts Representative Kevin Tate, August 13, 1991, on the island of Maui, Hawaii atop a romantic cliff on the road to Hana. Mr. Tate said the wind-swept cliff has a 180-degree view of the ocean and a 180-degree view of the valley. Mr. Tate has been with the RTD for 10 years. He too, started as a Telephone Information Clerk. Mrs. Tate, with the RTD for 5 years, said the marriage was probably meant to be because when she began working as a novice clerk in Telephone Information she was given his operator number. The couple resides in Pomona.



AMERICAN
CANCER
SOCIETY

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Births



Born to RTD Pension & Insurance Clerk Rudy Chairez and his wife, Grace, a son, Rudy Junior on March 17, 1991. Little Rudy weighed in at 6 lbs., 15 oz. and was 19 inches long. Little Rudy is the couple's second child. Rudy and his family live in Ontario. "I am very happy with Rudy Jr. This little boy is bringing my family together. I just love him."

How Does Smoking Affect Your Heart?

by Luanna Urie, Human Resources Analyst

At last, some hard facts on smoking and its affect upon your heart. Doctors have known there was a link between smoking and the cardiovascular system, but somehow the facts did not get to the general public so smokers could make intelligent, informed decisions about whether or not to smoke. The statistics are frightening, that one out of every six deaths will be caused by smoking, half of all smokers will die prematurely as a direct result of smoking. Now let us take a look at what a puff of nicotine does to the heart.

Within seconds after taking a puff, the cardiovascular system becomes highly stressed. Nicotine in the blood stream causes several things to happen. The pulse rate increases 15 to 25 beats a minute. The blood pressure rises about 10 to 20 points on both the systolic and the diastolic. AND these results last as long as two to four hours after a cigarette is smoked. This, for a smoker, is like being on a treadmill all day long. But that is not all. The carbon monoxide in the smoke robs the red blood cells of their necessary oxygen. The nicotine constricts the arteries by 50 per cent. This 50 per cent reduction in the size of the arteries causes the blood flow to the heart to

decrease by 25 per cent. A person with a partial block in an artery leading to the heart will die from this. So the heart has to work MUCH harder when a person smokes. Blood pressure, heart rate, and the force of each heart beat increases. When your heart is already overworked by the smoke, the blood supply, which the heart needs in order to work, is reduced. Powerful hormones are released in the blood stream which cause severe spasms in arteries of the heart and other blood vessels in the body. This causes irregular rhythms in the heart. Then because the red blood cells are carrying less oxygen, the red blood cell concentration increases causing a thickening of the blood which in turn makes pumping the blood through restricted or blocked arteries and other blood cells even more difficult. In addition the blood platelets become more sticky and tend to clump and even to form large clots which float along in the blood stream. The clots can completely close off a narrowed section of an important blood vessel. If the clot shuts off the flow of blood to the heart muscle through a coronary artery, a heart attack occurs. The smoke of burning tobacco which produces carbon monoxide and blocks the transmission of oxygen, causes the heart to beat faster and harder to pump the thickened blood through the vessels that are already constricted. This causes damage to the coronary artery walls and

helps form more atherosclerotic plaque. The body is so impacted by cigarettes and the cigarette smoke, that the skin even ages and wrinkles at an accelerated rate due to the constriction of the tiny blood vessels near the surface of the skin, and the reduction of oxygen and other healthy nutrients carried to the skin through the blood. **NOW THE GOOD NEWS:** in about 120 days, after the person stops smoking, the nicotine is washed from the cardiovascular system which results in a slower pulse, lower blood pressure and reduced coronary artery spasms. Red

blood cells carrying carbon monoxide are replaced by those carrying oxygen. After 120 days it is like getting a 16 per cent boost in energy and strength and endurance. After two years of being a non-smoker, the risk of premature death due to a cardiac cause approaches that of someone who has never smoked. Non-smoking is the way to care for ourselves.

WOMEN AND MINORITY GROUPS AT MUCH HIGHER RISK OF DEATH FROM SMOKING THAN WHITE MEN...SEE THE NEXT ISSUE OF THE HEADWAY!



Letters to the Editor



Dear Editor:

This is to clarify and correct an article written by Mr. George Pepper concerning my career as an aficionado practico (practicing bull-fight fan or amateur bullfighter in the August 1991 issue of *Headway*.) Mr. Pepper was slightly confused and carried away with embellishments in the *Headway* article.

1. I do not wear Mickey Mouse ears. That headwear is called a montera and is worn exclusively by professionals. In other words, by people who have paid their dues, often in blood.

2. I have never faced a 2,000-pound bull. Neither has anyone else, for they don't even grow that big. Mature ones reach around 1,000 pounds and those, of course, are faced by professionals.

3. I do not need a "tall, blond, blue-eyed torero to inspire me," just one with the right technique or style. El Cordobes was a blond Spaniard, but I was also impressed by Manuel Capetillo, a Mexican.

I feel comfortable around people of all ethnic backgrounds—otherwise I wouldn't be a bus operator.

Please print because there are probably employees out there who are or have been aficionados and I am not about to be embarrassed as a blowhard.

Sincerely,
Robert Blocker
Division 9 Operator.

Employees Raise Orphanage Funds



Retired Security Guard **II Anastacio (Tacho) Puente** and Cash Room Clerk **Jose Fuentes** traveled to Tijuana, Mexico on June 27, 1991 to deliver funds raised by District co-workers to benefit the orphan children housed at the Portillo de Gorriones Orphanage. Puente (second from the left) and Fuentes made a presentation to the orphanage directors, Dean and Alba Tinney.

The funds collected for the orphans were raised by the same RTD employees who planned Puente's retirement dinner held May 31 at Los Galleros restaurant.

Now retired, Puente would like to thank all of his co-workers for their kindnesses to him while serving 16 years as an RTD Security Guard and for their prayers when he had surgery a few years ago.

Rubes® By Leigh Rubin



Restaurant and Getaway Review

by Susan Harvey, Div. 3215
Asst. Manager

Several operators have asked me about barbecue restaurants. Well, Senior Instructor Dorothy Fluker and her husband, Fred, have found an excellent restaurant—Gath's Smokehouse BBQ and Soul Food. This is a family owned and operated restaurant. They do all their own meat smoking on the premises. They've invested in a large smoker that will smoke up to 1,000 pounds of meat. The Gathrights use hard woods such as oak, hickory, or apple. The smoke is circulated around the inside of the smoker, not into the atmosphere.

I can highly recommend the ribs, both beef and pork. These are large, meaty ribs. The meat just melts in your mouth. The hot links are made with chicken instead of pork, but you would never know.

You might like to try some of the soul food entrees such as Gumbo-smothered pork chops, or, my favorite, smothered steak. Be sure to leave room for the home-made peach cobbler or the best sweet potato pie in town.

Gath's Smokehouse BBQ, 8300 S. Western Avenue, (213) 750-7776

Operator Roger Flack and his girlfriend, Pam, really enjoy the Versailles Cuban restaurant. The food is inexpensive and good. Try the 1/2 roasted chicken or the Cuban style roast pork.

All dinners come with black beans, rice, and platanos (fried bananas), and lots of garlic and onions.

Versailles at two locations: 10319 Venice Boulevard, (213) 558-3168 or the corner of Pico and La Cienega.

Sometimes it's nice to run away from home, even if it's just for the weekend. One of the great places to run to is Newport Beach. We stayed at the Le Meridian Hotel in Newport Beach. The hotel offers, among their many services, shuttle buses to Balboa Island, Fashion Island, South Coast Plaza, and several other areas.

During the summer months from July through the end of August, there is the Laguna Art Festival and the Pageant of the Masters. The hotel offers special packages that include tickets to the pageant and transportation to the festival and back.

This hotel has three restaurants: the Calypso, which is outdoors by the pool, and is a very nice, casual restaurant. On Saturday nights they offer a lobster cookout by the pool with a jazz accompaniment. It takes three weeks to get reservations for the cookout.

There is the general hotel restaurant, Cafe Feuri. This is NOT a coffee shop but a first-class restaurant. The food is excellent. We tried the roast rack of lamb and the breast of duck. Both were cooked perfectly and served

elegantly. On Sunday morning they serve one of the best brunches in town—jumbo shrimp, oysters on the half shell, crab legs, salmon, and a variety of hot dishes such as pork loin in wine sauce, poached baby salmon, boneless game hen, and beef carved to order. The desserts are too numerous to mention, but to end your meal they do make crepes to order. We tried a selection of berries in Chambourg in our crepes—outstanding!

Without a doubt, the best restaurant there is Antone's. This is a five-star French restaurant. The restaurant is a small, richly decorated, cozy place. There are many pictures on the walls, fresh flowers on the table, and service without parallel. A complimentary canape was served. Ours was crawdads in a pepper sauce. Our meal started with a cream of lentil soup with pheasant confit followed by a perfectly cooked and beautifully prepared monkfish layered with onion confit. This was followed by a warm langostino and spinach salad. The main course was lamb for my husband, and I had the sliced sirloin. All the dishes were so beautifully presented that it was almost a shame to disturb them. For dessert we had the trois sorbets. This was home-made lemon, passion fruit, and black current sorbets. Then they serve a complimentary dish of small pastries such as chocolate truffle and fruit tarts.

The service at all the

restaurants and at the hotel is very European. Their whole object is to help you to relax and to pamper you. I, for one, could get very used to being pampered. So, if you're looking for a place to run away to, try the La Meridian Hotel in Newport Beach, 4500 MacArthur Boulevard.

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RECREATION NEWS



Tickets for movie theatres are as follows: Edwards \$4.25; AVCO General Cinema \$4.50, AMC \$4.00, Pacific Walk-In or Pacific Drive-In \$4.50. United Artists \$4.00 and Cineplex Odeon \$4.75.

Mobile Unit Schedule

The mobile center will operate Monday through Friday from 9:30 A.M. until 2:00 P.M.

Oct.

- 19 Linda Ronstadt - Pacific Amphitheatre \$17.00
- 20 Phantom of the Opera 2:00 P.M. \$50.50
- 22 Phantom of the Opera 8:00 P.M. \$50.50
- 23 Phantom of the Opera 8:00 P.M. \$50.50
- 25 Linda Ronstadt - Universal Amphitheatre \$30.00
- 26 WWF Wrestling - Sports Arena \$17.50
- 26 Phantom of the Opera 2:00 P.M. \$50.50

Oct.	Loc.	Nov.	Loc.
17	12	1	7
18	2	4	6
21	11	5	5
22	1	6	18
23	10	7	4
24	3	8	12
25	CMF	11	2
28	9	12	11
29	16	13	1
30	8	14	10
31	15	15	3



November

- 2 Ice Capades - Forum 3:30 p.m. \$16.00
Tickets for Adults \$13.50 Children 12 and under \$12.50
- 2 UCLA - Washington State \$11.50
- 8&9 Juan Gabriel - Universal Amphitheatre \$36.00
- 1 Rams vs Kansas City \$30.50
- 17 Raiders vs Sea Hawks \$33.50
- 23 USC - UCLA - Rose Bowl \$27.50
- 25 Rams vs 49'ers \$30.50
- 29 Phantom of the Opera Special 2:00 P.M. \$45.00

- Good any day tickets available for:
- Universal Studios for \$19.00 Adults and \$15.00 Child
- Sea World at \$16.55 Adults and \$12.35 Child
- Magic Mountain \$17.45 General \$13.00 under 4'tall

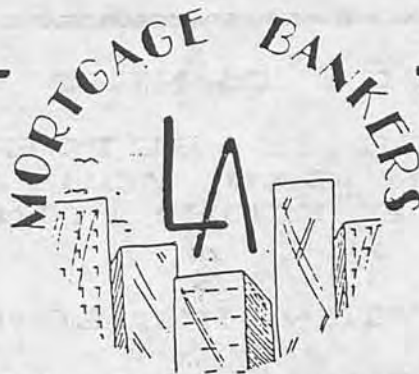
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Watch for Laker and Clipper games in October and November. Schedules not available at this time.



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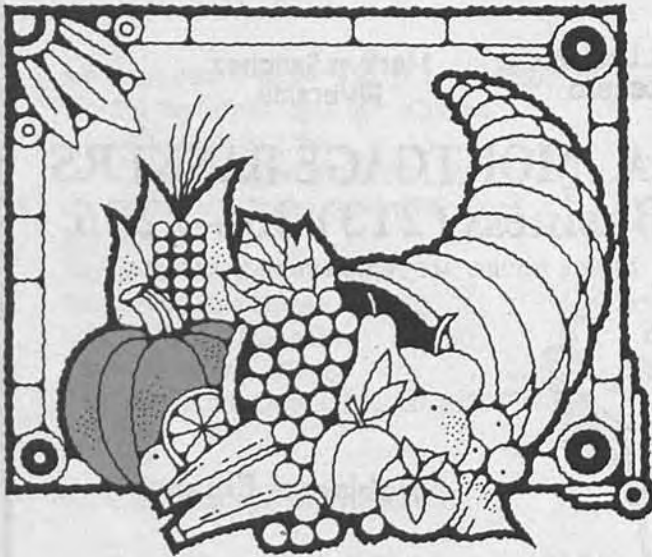
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