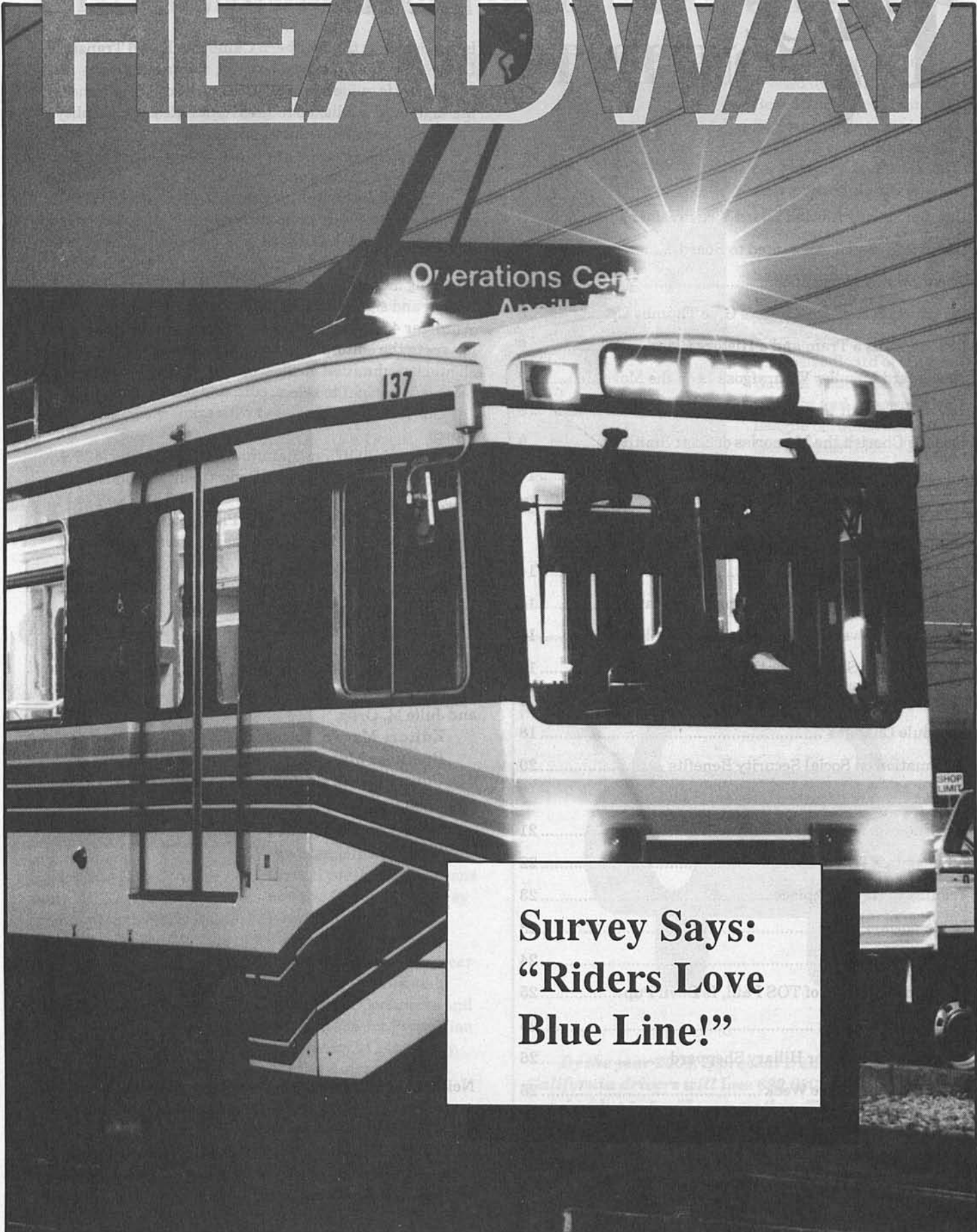


# HEADWAY



**Survey Says:  
"Riders Love  
Blue Line!"**

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## The Headway . . .

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## Charles Storing Elected Board Vice President



Charles Storing was elected June 27 as the RTD Board's new vice president. Storing, who's served on the Board 15 years, has been the mayor of La Puente seven times. He has been a La Puente councilman for 31 years. As an RTD director, he represents the San Gabriel Valley from Pasadena to Pomona. A native of Newport Beach, Storing is a member of the Executive Board of the San Gabriel Valley Association of Cities and director of the League of California Cities, Los Angeles County Division.

## Glendale's Raggio Appointed To Board



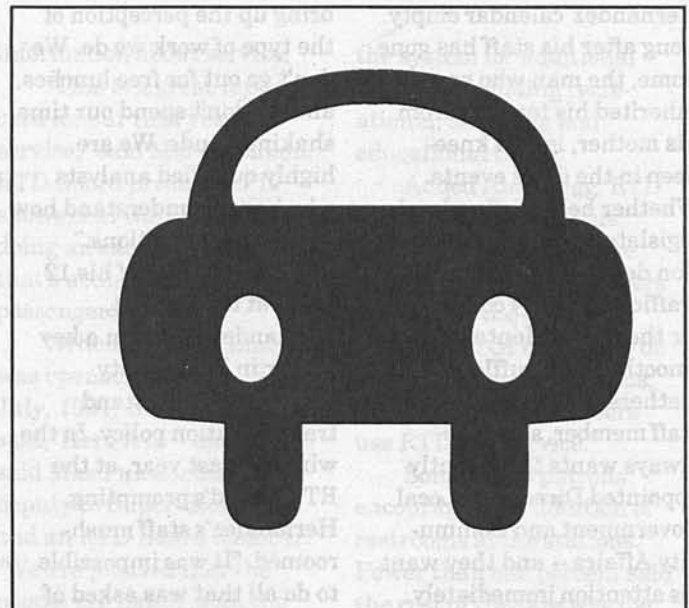
Glendale City Councilman Carl Raggio has been appointed to the RTD Board of Directors by the City Selection Committee. A Glendale resident since 1963, Raggio spent a 40-year career in the aeronautics industry at the Jet Propulsion Laboratory. He retired in 1990 after serving 26 years as Design Section Manager. During his career, he participated in the Pioneer, Ranger, Mariner,

Viking, Voyager and Galileo space programs.

He was elected to the Glendale City Council in 1985, serving one term as mayor in 1988. He is active in numerous community organizations in Glendale, including the Glendale Unified School District, Glendale Community College, the Glendale-Burbank-Pasadena Airport Policy Advisory Committee, the Glendale Symphony, several youth organizations and the Glendale Gateway Kiwanis Club.

Raggio was chosen Glendale's Man of the Year in 1984 by the Glendale Chamber of Commerce and received the Jet Propulsion Laboratory's Community Service Award the same year.

Raggio and his wife, Marilyn have two sons, one daughter and five grandchildren.



***By the year 2000, if present trends continue, California drivers will lose 600,000 to 900,000 hours per day due to traffic congestion. That's an amount equal to 10,000 drivers stuck in gridlock for 14 years!***

# About Manny Hernandez...



*"I love reading political science books," says Manny Hernandez, RTD Director of Local Government and Community Affairs. "I like to read about why people did the things they did while in power."*

Rarely, is Manny Hernandez' calendar empty. Long after his staff has gone home, the man who says he inherited his tenacity from his mother, is still knee-deep in the day's events. Whether he's briefing local legislators on a transportation decision or chairing the traffic and safety committee for the city of Montebello or smoothing the ruffled feathers of a disenchanted staff member, someone always wants the recently appointed Director of Local Government and Community Affairs -- and they want his attention immediately. With a job in which it's sometimes best to promise the moon, he is refreshingly frank.

"I want to be remembered," he says, in between phone calls, "as the

person who was able to bring up the perception of the type of work we do. We don't go out for free lunches, and we don't spend our time shaking hands. We are highly qualified analysts who have to understand how government functions."

During most of his 12 years at the District, Hernandez has been a key player in helping city councils to understand transportation policy. In the winter of last year, at the RTD Board's prompting, Hernandez's staff mushroomed. "It was impossible to do all that was asked of us in previous years. There are 88 cities in the county, and five hundred elected officials running those cities."

Hernandez says that he regrets any distance that's

developed between himself and his department; with a staff whose size has increased three-fold, he must rely now on his managers

---

*"I want to be remembered as the person who was able to bring up the perception of the type of work we do."*

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for the nuts and bolts of the day's activities. He counts among his staff folks with some impressive political credentials: Herb Cranton is the former mayor of

South Gate; Nell Soto is a Pomona city councilwoman; Sylvia Robledo is the president-elect of Comision Feminil de Los Angeles, and Gus Hein was a legislative aide to U.S. Congressman Glenn Anderson. The staffers Hernandez oversees are as diverse as the political make-up of the community. Hernandez characterizes himself as a fair, but very demanding boss.

"Together, my staff acts as a full service type of store -- that's what we are to the Board," he says seriously.

The University of San Francisco graduate doesn't just talk; he practices the policies he encourages city councils to adopt. "In my

*continued on page 16...*

# It's Official: Blue Line Riders Give Thumbs Up



Marvin Holen, RTD board president and Alan Pegg, general manager, cut the congratulatory cake. An estimated 5 million patrons chose to ride the Blue Line in its first year of operation. The loads shattered all ridership estimates.

Nearly 4,000 riders a day leave their cars at home and ride the Blue Line, according to a recently released study.

The study, conducted for the RTD by Facts Consolidated of Los Angeles, showed that more than 90 percent of those patrons using the RTD trains have a "very favorable attitude" toward the service. They told researchers they considered the Blue Line "comfortable and efficient" transportation.

On a scale of one to 10, with 10 the highest rating possible, the survey found that overall patron satisfaction with the Blue Line was excellent, scoring a 9.22.

Specific areas rated "excellent" by the RTD

patrons included:

- Blue Line system is mechanically and operationally safe.

- Patrons feel secure on the train.

- On-time performance and reliability, frequency of service.

- Cleanliness of trains and stations.

- Time required to complete a trip.

- Professionalism of RTD train operators.

Added areas rated "very good" by the patrons included:

- Patrol sense of security at stations.

- Comfort of seating, seating availability.

- Transfer from other services to the trains.

- Availability of

information about service.

"This is a great report card for our first year of service," said Marvin Holen, RTD Board president. "It shows that the District is doing an excellent job -- and that's according to our passengers."

"When the Blue Line was opened to service in July, 1991, Kenny Hahn said, 'Here it is -- use it,'" said Mas Fukai, chief deputy to Supervisor Hahn and an RTD Board member. "We are pleased that the people are happy with the service."

A majority of the weekday riders -- 55.1 percent -- use the trains to commute to and from work. The survey showed that nearly eight of 10 riders use

the system for additional reasons, including recreational, shopping and educational travel.

Added Alan Pegg, RTD general manager, "This survey showed that more than half of our train riders transfer to the Blue Line from a bus. Of those who do transfer from buses trains, 85 percent of those riders use RTD bus service."

Some of the patrons encouraged the addition of restrooms at the stations. Fewer than one percent said the cost of the fare was too high. Also, less than one percent complained about the loudness of the train horns.

# Oswald Runs a Train and a History Class



*"Sometimes the other operators will share with me how their kids are doing in their high school history classes," Harry Oswald, Rail Operator of the Second Quarter, says. "That's okay with me."*

When the school bell signals the end of the day at Mark Keppel High school in Alhambra, the jolly-looking gentleman with the sparkling diamond earring makes a mad dash for the train.

Unlike some students who use the Blue Line to get to and from classes, the man with a knack for geography and a master's degree in education will ride the train for a living.

Instead of going to the head of the class like he does each weekday morning, Harry Oswald is going to the head of the train. A world history teacher by day, Oswald is a Blue Line operator in the evening. Last month, he was awarded RTD's Rail

Operator of the Second Quarter for 1991.

"I'm very honored," the San Gabriel resident told **Headway**, after being honored by the Board of Directors in late July. "My students have the bright idea that teachers go to the opera. Nobody thinks that we could have a down-to-earth type of job, too."

Oswald says that being a train operator is the culmination of a life-long dream. "For 50 years, I've wanted to be an operator."

Silver-haired with a winning sense of humor, Oswald said he held his breath when RTD announced it was going to use a few part-timers to operate the train. He spent his first decade with the District as a

part-time bus operator, twice earning recognition as an Outstanding Operator. Even though he juggles two careers, he has never reported late to work at RTD.

---

*"Kids today will  
tell you that  
Thailand is next to  
Argentina."*

---

The grandfather of seven says his classroom at Mark Keppel is peppered with Blue Line posters. Not only does he make his students aware of the specific communities along the light rail corridor, he stresses the importance of

geography. "Kids today will tell you that Thailand is next to Argentina. Any kid that comes out of my class knows his or her geography."

He says his students are mostly immigrants from southeast Asia. They're hard workers, he says. "Some of them relate some pretty painful stories; a few were in refugee camps in the Phillipines for years and just came over on boats two years ago."

Oswald celebrated 30 years of teaching at his alma mater this past June. He said he was so inspired by one teacher after he got out of the army, that he

*continued on page 25 . . .*

# New Board Member Villaraigosa Is on the Move

**“A**re you nervous?” RTD Instructor Juan Aspurger asked his new student.

“A little bit,” replied the man in the brown suit pants. “I’ve never driven a bus before.”

With that exchange, new Board member Antonio Villaraigosa gunned the engine and hesitantly negotiated a turn around the Division 3 yard. For three hours, accompanied by Aspurger and Assistant General Manager of Operations Art Leahy, Villaraigosa observed up close a slice of Division life. “I want to do this because I have a duty to Los Angeles county residents to be informed and go out in the field. You don’t get that from a chair.”

In the front seat of a bus, the new appointee of Supervisor Gloria Molina braked slowly. “I rode the bus to and from school. Now



*“I see my job as a public advocate of transit, particularly for the RTD,” says newly appointed Board member Antonio Villaraigosa.*

I’m making a point to take the RTD because I want to get an up-front feeling for what service is like and familiarize myself with the demands of the job.”

A life-long resident of Los Angeles County, Villaraigosa said his mother, who passed away this year, rode the bus her entire life. “With respect to my mom, the buses were crowded and inconvenient. My charge is to make sure that folks who are historically dependent on the bus won’t be shortchanged.”

Villaraigosa’s turf includes much of the District’s heavier lines. He said he’ll push for increased funding for public transportation. “You need money to make it work,” he said, seriously. “Poll after polls shows that folks are fed up with the quality of life here. One of the first concerns they point to is crowded freeways.

“But in transportation, as in health-care and

housing, you get what you pay for.”

Villaraigosa, who graduated from UCLA and the Peoples College of Law, thinks highly of RTD employees. “Statistically, the District is the most cost-efficient transit agency in the country. That kind of record should be rewarded.

---

*In transportation, as in health-care and housing, you get what you pay for.*

---

Too often, it’s those who make the system work -- our employees -- who get lost in the shuffle.”

*continued on page 8 . . .*



*Operator of the Hour -- Villaraigosa listens and learns at the Division 3 yard. “I’m not comfortable about driving a bus -- that’s for sure,” he grins.*

# Norwalk Transit Gets Expert Advice from Mike Lensch



Mike Lensch (back row, third from left) with employees from Division 6.

**R**TD is lending a helping hand to Norwalk Transit, with the loan of Division Manager Mike Lensch, who will act as assistant transportation administrator for three to six months.

Lensch, a North Long Beach resident, is on leave from his regular job as transportation and maintenance manager of RTD's Division 6 in Venice. An 18-year District veteran, Lensch, 43, formerly was assistant manager for transportation at South Bay Division 18 in Carson.

"My job while on loan to Norwalk," said Lensch, "will be to keep Norwalk Transit afloat, strengthen the system, and help out where needed."

Norwalk Transit operates 23 buses and three vans. The system's three bus lines operate 90 percent within Norwalk city limits, with connections to Bellflower, Del Amo Boulevard and Rio Hondo College.

During Lensch's tour of duty with Norwalk Transit, his salary will be reimbursed by the City of Norwalk. His office is at the city transit yard.



## Villaraigosa

... continued from page 7

An area representative for the United Teachers Los Angeles (UTLA), Villaraigosa said that he will be closely examining the mandated reorganization of the District and Los Angeles County Transportation Commission (LACTC). Any plan, he declared, must insure that the bus routes are sensitive to the people who rely most on public transportation. "I don't have a crystal ball as to what will actually happen, but I do know historically that it's the inner-city where the buses are the most crowded."

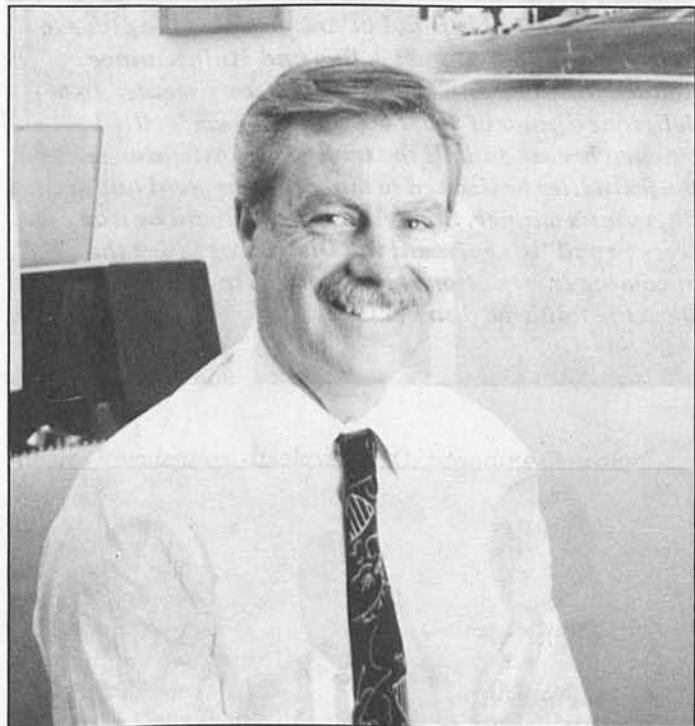
Villaraigosa has held top positions with the American Civil Liberties Union of Southern California, Los Angeles Unified School District Mexican American Education Commission, Latino-Black Roundtable and the Greater Eastside Voter Registration and Education Project. He's presently a labor relations representative with the California State Employees' Association/Service Employees International Union/AFL-CIO.



Art Leahy, assistant general manager of operations, briefs Villaraigosa on the daily doings at Division 3.



## Friends Cherish the Memories of Scott Smith



*The District mourns the passing of Marketing and Communications Representative Scott Smith. "He was so special," says his supervisor, Alice Tolbert-Wiggins.*

Scott Smith, a marketing and communications representative, passed away on July 8 in Los Angeles. He was 44.

Smith, who had worked for the District for nearly 20 years, earned praise from his colleagues for his superb planning and execution of the Red Line groundbreaking ceremony in 1984. The festivities were among the finest and most complex the District has ever staged.

"He approached work as he approached life," his supervisor, RTD Promotions Manager Alice Tolbert-Wiggins remembers fondly. "He loved RTD deeply, and put tremendous effort into everything he did. He was

the easiest person to work alongside and never had a harsh word for anybody."

Smith's professional abilities were showcased in the staging of the groundbreaking ceremonies; entrusted with the festivities, he arranged to have a train brought in from San Francisco, planned the entertainment, worked with numerous vendors, and coordinated the activities of hundreds of volunteers.

Smith also oversaw the District's visual identification program, making sure that the then newly-designed bus stop logos adhered to graphic guidelines. "Whenever you see an RTD bus stop," says Wiggins, "know that Scott

was responsible for it -- he put his personal touch on it."

Smith joined the District in 1971, beginning as a junior stock clerk in the Purchasing Department. He switched departments in 1975, becoming a customer information representative. He worked as a pre-paid sales supervisor in 1978-79 before joining the Marketing Department. Smith had been in his present position for the past nine years. He touched a number of departments with his kindness.

Smith's father, Jerry, was the District's Director of Purchasing in the late 1960s.

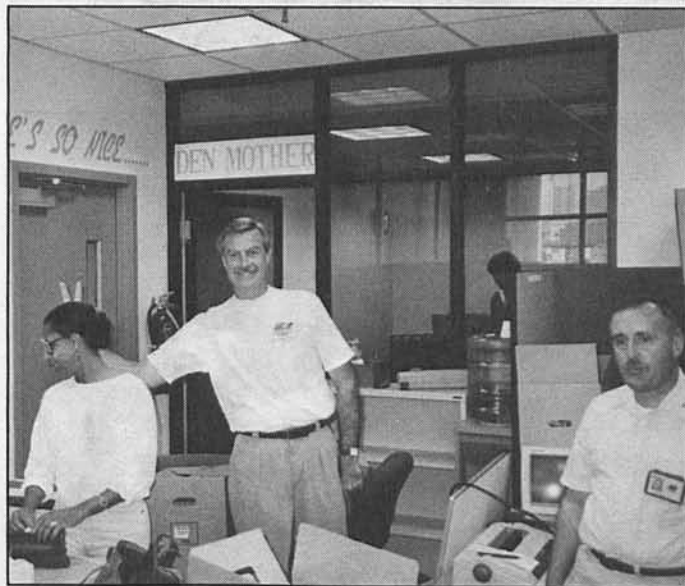
The gentle man with a great sense of humor is survived by his 17--year-old son, Matthew.

## Horowitz to Fight Back with RTD

The District, together with Manulife Real Estate, has developed an innovative program to encourage ridesharing.

Downtown Employee Transportation Coordinators will issue Commuter Discount (CD) cards to ridesharers good for discounts from participating downtown retailers beginning Rideshare Week, September 22-27. In the last week of October, the Corporate Transit Partnership will conduct a downtown shopping tour. David Horowitz, of "Fight Back" fame, will make an appearance.

For information on the Commuter Discount Program, please call Maureen Micheline, (213) 972-4848.



*Scott Smith was a dear part of the Marketing Department family.*

# Roadeo Rendezvous



The Morales': "We've never been to Toronto before."



Congratulations are in order for the man of the night. Sitting to Morales' right is his wife,



Leilia Bailey, director of transportation, had kind words for all of the participants.

The Embassy Suites Hotel in Arcadia was the place to be on the night of August 3. Bus and Maintenance Roadeo finalists and their families were treated to a delicious dinner of roast beef, baked ham, grilled chicken breast and all the trimmings. Attendance at the festivities ballooned to more than several hundred. This year's winner, Samuel Morales, said he was "very proud" to represent the District at the upcoming International Bus Roadeo in Toronto. Dancing followed dinner.



Alan Pegg, general manager; Samuel Morales, Bus Roadeo Champion; Leilia Bailey, director of transportation.



For the three winners of the Maintenance Roadeo, it's on to Chicago. They are flanked by Alan Pegg, general manager; Vince Pelligrin, and Rich Davis, director of the Central Maintenance Facility.



Alberto Rivadeneyra displays his "Outstanding Operator" plaque.

**E**ditor's Note: The following song toasting the 1991 Bus Roadeo was written by Division 10 Operator Alberto Rivadeneyra, who was recently the presented an "Award of Excellence" for his outstanding driving record. Entitled, "Yea, Yea, Let's Try Again," the song is one of several the talented bus operator has written.

*It's time to compete  
on the Bus Roadeo  
again.  
Thanks to our good  
record  
We are competing  
today  
We already know  
That it's going to be  
hard  
Because we know  
each other  
That we are the best  
drivers in town.*

*(Chorus) Yea, Yea, Let's  
try again*

*Going through the  
courses  
That the judges  
Set for us today.*

*Let's try one more  
time  
To show our skills  
And good luck to the  
one  
To the one who's  
going to win today.  
We're going to do our  
best  
To make this competi-  
tion  
The best of L.A.  
And good luck to the  
winning Division.*

*(Chorus) (Same)*

*(Bridge) Congratu-  
lations to the winner  
Who's going to  
represent RTD  
Going to the Nation-  
als And show the  
world  
How good RTD  
drivers can be.  
(Chorus) (same)*

**I**would like to thank Vicki Varga and her volunteer staff for making the annual RTD Bus Roadeo such a pleasant and fun experience. Not only was there a barbecue, Maintenance Roadeo, prizes, and then later a banquet in our honor, about 500 family members and friends cheered us on. To me, it was totally worth my participating.

For operators who have not previously participated in a Bus Roadeo (like myself), it was truly a great experience. The feeling of camaraderie plus the emotional mix of competition united us into wishing the next operator "in the chute," a successful and flawless run through the

course. Although it was my first Roadeo, I'm quite sure it won't be my last. It really surprised me how under-represented the women operators were at the event. I wish more females will compete next year as only one woman made the finals this year.

Finally, congratulations to the winner, Samuel Morales from Division 1. Good Luck in Canada at the Nationals, Sam -- we know you can do it!

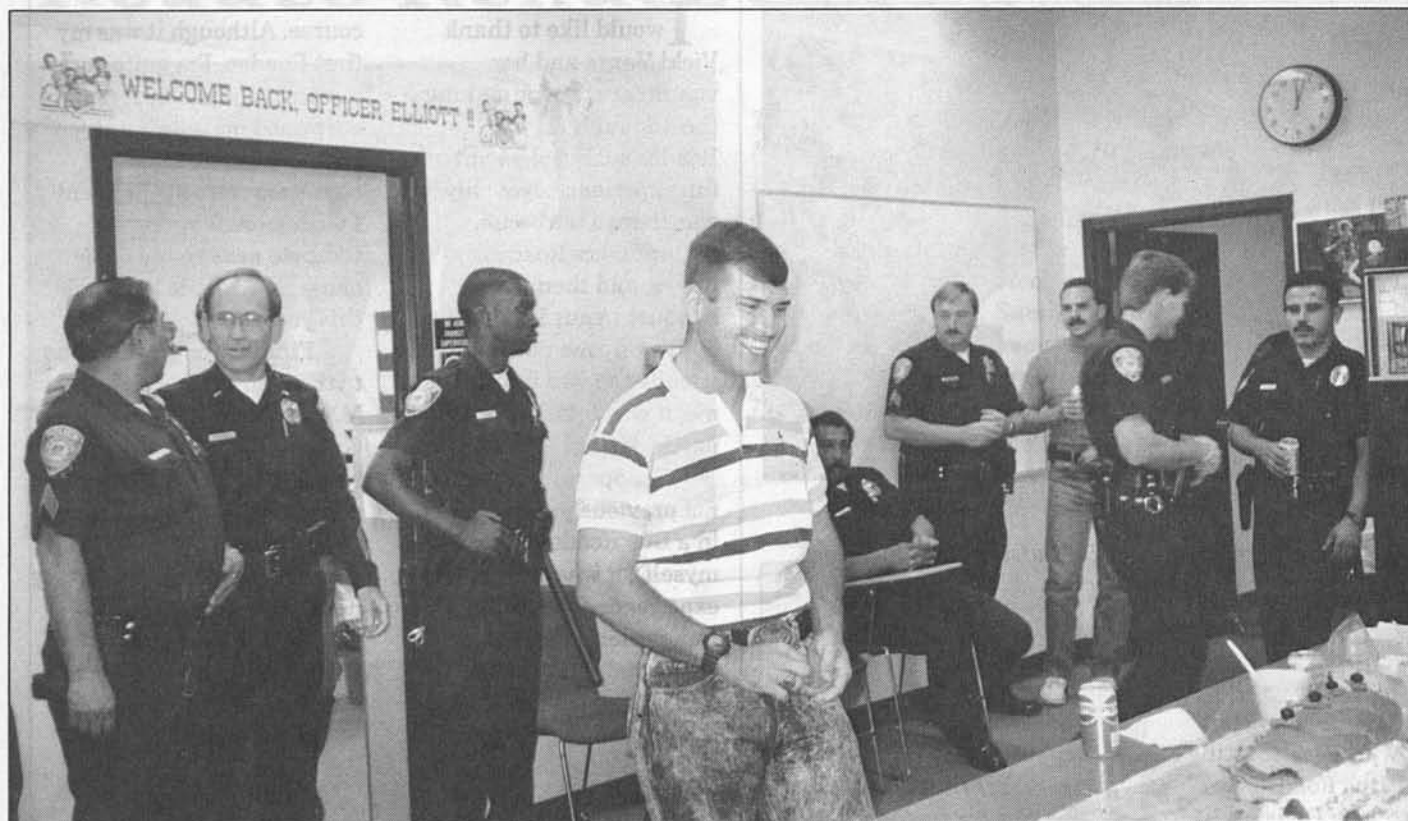
A special congrats to my colleagues from Division 7; next year we're taking it -- guaranteed.

Sincerely,  
Rich Lopez  
Operator, Division 7



Everyone awaits their just desserts at the Roadeo Banquet.

# Into the Eye of the Storm



*"In a war, everyone has a gun," says Mana Elliot, transit police officer and returning Desert Storm Marine. "But on the streets, not everyone has one, and that means things aren't so equal."*

A gigantic submarine sandwich bloated with meats and cheeses decorated the buffet table inside Transit Police headquarters at 15th and San Pedro streets.

For 24-year-old Transit Police Officer Mana Elliot, the eats were most fitting.

Not that he'd arrived by way of submarine but rather had come home, finally, from six months at sea. Stationed aboard the helicopter carrier, the *U.S.S. Tara*, Elliot had spent the first half of the year patrolling the Gulf during Operation Desert Storm, protecting the amphibious task force.

Back at home, his colleagues fastened yellow ribbons to their uniforms and patrol cars and waited for their friend to come

home. But as spring faded into summer and the ribbons began to droop, RTD's police wondered how much longer Elliot would be gone.

---

*"We blew up a communications bunker one day and to our surprise, the soldiers were children"*

---

"It took 42 days to sail home," recounted Elliot to the officers who welcomed him back that hot day in July. In the wake of a

devastating cyclone that had hit Bangladesh, his ship anchored off-shore so that its helicopters could fly in food for the storm victims. Cooped up for days on the 60-foot-wide, 750-foot-long carrier, Elliot said he was "ecstatic" to be home. "When there's 300 other bodies on a ship, there's no such thing as privacy."

The Van Nuys resident, who had dreamed of being a Marine since he was four, hadn't banked on being called up for duty when he signed up for the Reserves six years ago. When the order came, he had been a transit police officer but a year. A month and a half before war broke out, assigned to the 3rd Low Air Defense Battalion, he

traded in his revolver for a rifle and set sail for adventures unknown.

Once in Gulf waters, he spent endless days in drills testing "how fast you could off-load and on-load the ship." Once, Elliot and crew ducked an Iraqi Silkworm missile fired at the Carrier; the British intercepted it.

As Elliot recounted his tale, Transit Police officers listened intently. "Saddam Hussein conducted a heck of a recruiting campaign. Somehow he knew which families had a male child. He sent soldiers to those homes. With a pistol to the father's head, he told the frightened family that 'your son must come and fight against the Americans.' If the father hesitated, the

soldiers shot him, putting the body on public display.”

Elliot continued, “Then the soldiers would tell the horrified family that the bullet cost them five dollars, so they’d better pay up. If they refused, the entire family was executed.”

Elliot’s audience shook their heads. “How do you know this?” one officer asked his colleague. “Because,” said Elliot, we blew up a communications bunker one day, and when the hoards of Iraqi soldiers ran out with their hands up, they were but children, 13 to 16 years old, undernour-

ished with no uniforms. “They told us the story,” Elliot said, glumly, “through our interpreters.”

“Well, we are sure glad to have you back,” said Chief Sharon Papa standing up.

“Thanks,” said Elliot. “I really appreciated the letters you sent me. It made a difference. You got no news on the ship’s TV.”

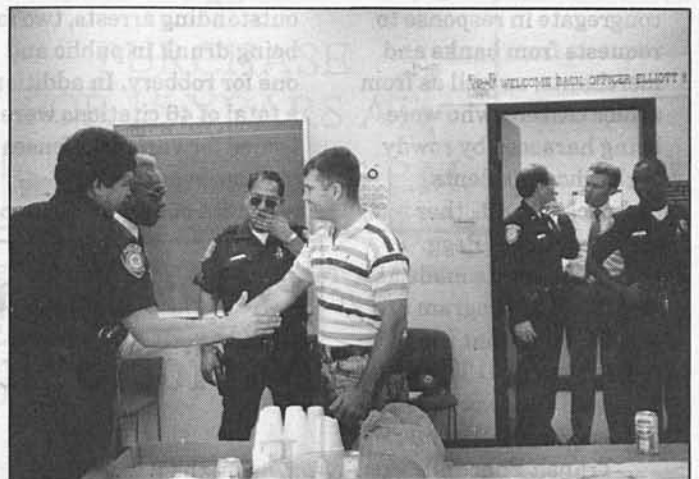
And then, with the officers roaring their approval, Papa presented the department’s hero with the first-ever Distinguished Service Medal. Said an obviously touched Elliot, “I don’t know what to say.”



*Being on the Transit Police force,” says Elliot, “is a Golden E Ticket. It’s very exciting; we’re responsible for a large area out there. You don’t get the chance to get bored.”*



*“I remember the day he told me he had to go to serve,” says Chief Sharon Papa. “I tried to assure him everything would be okay.”*



*Transit Police officers had heard rumblings that Corporal Elliot had been promoted overseas. “Yes,” he confirmed, beaming. “I made Sergeant.”*

**E**ditors note: **Headway** received the following letter of appreciation from Kathleen Kelso, the widow of the late Richard Kelso. Kelso, who retired from the District on January 3, 1983, was the District’s Chief of

Special Agents. He passed away on June 14, 1991.

Dear Friends:

How can I ever thank you for all of your kindness and thoughtful acts that were done for my family and

myself during our great loss of my husband, Dick Kelso.

The flowers and the donations were just beautiful. To the Southern California Rapid Transit Police Department, a special thank

you for your special remembrance of your chief. He would of been so proud of you all, as my family and I were.

Bless you all.

Sincerely,

Kathleen Kelso and family

# Transit Police Foot Patrols in Van Nuys Are Big Success

Foot patrols by uniformed RTD Transit Police officers implemented in March have resulted in the arrest of 179 persons for crimes ranging from drinking in public, possession of narcotics, robbery, vandalism and fare evasion, announced Alan Pegg, RTD General Manager.

"We instituted these police foot patrols at RTD bus stops where large numbers of passengers congregate in response to requests from banks and merchants, as well as from senior citizens who were being harassed by rowdy high school students, pickpockets and other offenders," said Pegg.

"The arrests made as a result of this program are proof enough that the presence of RTD Transit Police officers works and is needed to curtail crime."

Transit Police officers patrolled the main business section of Van Nuys along Van Nuys Boulevard between Oxnard Street and Sherman Way. The officers conducted their patrols in a sporadic and intermittent fashion without prior warning.

"During the past four months, we've deployed officers to patrol bus and passenger zones and make routine contacts with business people up and down both sides of the boulevard," said Transit Police Chief Sharon Papa.

"Our presence has been welcomed by merchants and bus patrons alike and we will continue our highly successful police presence in the San Fernando Valley."

Chief Papa reported that in the four-month period from March through June, officers made 179 arrests, of which 154 were for drinking in public, 14 for narcotic violations, eight for vandalism and/or outstanding arrests, two for being drunk in public and one for robbery. In addition, a total of 46 citations were issued for various offenses such as evading the payment of fares, misuse of

bus passes, tickets or transfers or causing a disturbance.

---

*"Our presence has*

*been welcomed by*

*merchants and bus*

*patrons alike."*

---

The patrols have been so successful, said Papa, that the department implemented a sub-station detail of Transit Police

officers in the Sun Valley area at Division 15 on August 18.

"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," said Papa.

## Officers Lane and Smith Perform Stork Patrol

From the windshield of their patrol car, officers Pam Lane and William Smith could see trouble.

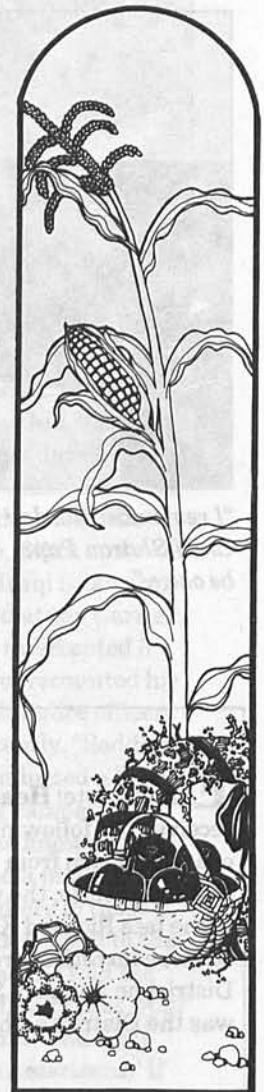
Up ahead, at Venice Blvd. and Figueroa St. a fiery crowd had gathered. Pulling to a stop, they saw a woman sitting on the sidewalk obviously about to give birth. Around her stood a huge group of people watching, but unsure of what to do. The two officers, "being single and not accustomed to delivering babies" radioed for an ambulance.

But Mother Nature was

moving too quickly. Out popped the baby's head, and Officers Lane and Smith, relying on what they'd learned at the police academy, went to work. Within minutes, a baby girl was born and the officers placed her on the mother's stomach.

Just before the ambulance sped toward California Hospital, the new mother whispered to the officers, "*Muchas gracias, por estar aqui* (Thank you very much for being here.)

At last report, mother and daughter were doing fine.



# HOT NEWS



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# Division 1's Alvarado Goes After His Rainbow

Gilbert Alvarado was in no mood to make a special assigned run. The Division 1 operator, who had amassed all sorts of safety commendations and other awards, had worked hard all day that day ten years ago, and just wanted to go home.

But he was told to take a group of visually-impaired passengers to a religious outing at the Shrine Auditorium. And it was what he perceived to happen next that changed his life.

"I was cranky because I had to sit on the bus and wait for the ceremony to end

before taking the passengers back," the recently retired Alvarado recounted. "Finally, they appeared, but when they got on my bus, they were screaming and yelling.

"They said they had been healed; that they could see. They crowded around me and the windshield of the bus just looking at the stars. This was the first time they got a look at the world."

That, said, Alvarado turned his life around.

He formed the Rainbow Ministry, called El Arcoiris, in East Los Angeles. Today, after 31 years of service,

Alvarado has retired, but he wants RTD employees to know that his ministry, a Pentecostal church, is available to them.

"RTD is my family; I worked with the most beautiful people," he said. "I just don't want to lose touch with all those who made this such a wonderful place to work."

The father of five sons, Alvarado said he and his wife, Zoila, hope to travel to Mexico, Central America, Spain, and Europe -- wherever the rainbow takes them.

## Anderson Selected Employee of the Quarter

Jackie Anderson was selected the Risk Management Department's Employee of the Quarter for the quarter ending June 30, 1991. Mrs. Anderson is a Workers' Compensation Specialist whose expertise and dedication has benefited the District both through her excellent performance and the

resultant cost savings. She also displays impressive interpersonal skills which allow her to be an impressive ambassador for the District as well highly efficient and effective with her co-workers. Risk Management Director Barbara Anderson (left) presented her with a special plaque and a check for \$150 at a recent ceremony.



Jackie Anderson

## Hernandez ... continued from page 4

first eight years here, I never considered using my car. I always took the bus."

Hernandez' eyebrows always raise when talk with local policy-makers turn to the needs of the disabled. That hits a chord with him because his Dad, with whom he was so close, spent the later years of his life in a wheelchair. Family means a lot to the sensitive Hernandez. "My son, Eric, is

the most important person in my life," he says, slowly. "I love being a father."

Passionate about history, the 37-year-old says he admires former President Nixon because he "was a fine foreign diplomat." Hernandez sits on the personnel committee of the Montebello Unified School District and is the area coordinator for his Neighborhood Watch Program.

Once in a while, the frenzied pace at which Hernandez so often operates calms, and on that rare night you'll find him running two miles at Montebello's Schurr High School. "That's when I can really be myself," he says wistfully.

## Boyle Heights Shuttle Continues

Service on the Boyle Heights Shuttle, running from Whittier Boulevard to Los Angeles County-USC Medical Center as RTD Line 620, will be extended through June 30, 1992, the RTD announced.

"This new shuttle serviced was established to provide transport for Boyle Heights community residents who need to travel to the County-USC Medical Center for medical treatment or to visit relatives who are in the hospital," said Richard Alatorre, 14th District City Councilman and RTD Board of Director member. "We are happy to be able to provide a one-year extension for this critically needed transportation shuttle."

Service on the Boyle Heights Shuttle started on Wednesday, April 3, Buses run every 12 minutes on a counter clockwise circuit around Boyle Heights from 9 a.m. to 6 p.m. Monday through Friday. The Line 620 fare is 25 cents. No transfers are accepted due to the low fare.

Ridership has been between 700 and 800 persons per day, meeting RTD's expectations.





# PUBLIC COMMENDATIONS

Dear RTD:

I wish to let you know about one of your drivers, Richard Ramirez. This man is one of the finest in his field. He is very courteous, and helpful when people are lost. He has smiles and "Good Mornings" for all. Also, being bilingual helps a great deal.

I understand he is leaving our 486 line. I sure wish you would not let him do so.

He is also a patriotic American, a proud member of our National Guard.

I am a blind person and I truly appreciate his thoughtfulness. Congratulations on having him in your employ.

Always an RTD customer,  
Leo A. Pedraza

Dear RTD:

I was recently in Los Angeles for the National Baptist Convention. During my visit, I encountered a polite young bus driver by the name of Jerome Bowen. I was impressed with his positive attitude and willingness to help me around a city unknown to me. I boarded his bus in front of the Los Angeles Convention Center. As we were riding along, he pointed out various sites along his route that were of significance and characteristic of your great city.

I wanted to take the time to write a short letter to let you know that my trip was a bit more pleasant because of Mr. Bowen on line 56. He was a breath of fresh air.

Thanks for a Job Well Done!

**Division 3201**  
Ricardo Ramirez  
R.W. Schlumph  
Dee Zeller  
Juan Romo

**Division 3203**  
Ricardo Perez

**Division 3205**  
Doris Harris

**Division 3206**  
Raymond Mandujano

**Division 3207**  
Barrion Marsh

**Division 3208**  
Jack Bartman\*

**Division 3210**  
Jerome Bowen

**Division 3218**  
Garry Ngo

(\*Received more than one commendation)

I can appreciate a company and a city that takes pride in the hiring of positive employees who come in close contact with the public.

Sincerely,  
Ve Etta Forney

Dear RTD:

My name is Jenise Banks and I wanted to take time out to commend an employee. I board the 48 line at Manchester/north-bound each weekday morning at 9:00 a.m. I have been riding the RTD now approximately one month. I have a set of twin girls, Jenelle and Jemea, who are

three years old.

This employee with whom we ride represents a positive public figure to my children through his attitude, polite manner and the fact that when they speak, he reciprocates their hellos. He also took the time to learn their names.

It means so much to them to ride that exact bus at that time. We are just regular people riding the public transportation system. It is very important for our children to develop positive role models. My children now hold the bus operator with the same esteem they do with the

fireman and the police officer.

I sincerely hope this letter reaches the employee's file because so many can make the difference, but so few take the time.

Sincerely,  
Ms. Jenise Banks

Dear RTD:

This morning I had the opportunity to ride with an exceptional bus operator.

My trip in the morning is a short one on this line -- Indiana and Olympic to 8th and Soto, where I board line 460 to Downey.

From the moment this young man opened the door for boarding, there was a sense of glee aboard. He welcomed everybody, including myself, with a hearty, "Good Morning," (English and Spanish) and answered each question politely and ending it with a "yes, sir/no sir; yes ma'am/no ma'am." He also displayed a lot of patience while instructing patrons on how to use the automatic fare box. He called out each stop, making it easier for patrons to know where they were.

In closing, it's the little things that make the sun shine. I feel this bus operator should be given a pat on the back for bringing a little warmth to everyone on this cold, overcast morning.

Respectfully yours,  
Eduardo Gaytan  
Director, Patient  
Library Services  
Rancho Los Amigos  
Medical Center

# SCHEDULE CHANGES



**Aguayo, Richard M.**, from Transit Police Officer (trainee) to Transit Police Officer.

**Andico, Leonard S.**, from Bus Operator to Train Operator.

**Andrade, Byron M.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Arredondo, Jesse F.**, from Bus Operator to Train Operator.

**Arteaga, Jose L.**, from Janitor to Mopper Waxer.

**Banaag, Ricardo M.**, from Staff Aide to Administrative Analyst.

**Bauer, Rob**, from Bus Operator to Transit Operations Supervisor.

**Bennett, Marian Ann**, from Cash Clerk/ Mopper Waxer to Cash Clerk.

**Bhardwaj, Shiv R.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Burke, Paul J.**, from Planning Systems Assistant to Planner.

**Canel, Luis F.**, from Bus Operator to Transit Operations Supervisor.

**Chan, Regina**, from Accounts Clerk to Document Control Assistant.

**Christie, Richard**, from Management and Budget Analyst to Transit Operations Supervisor.

**Clark, Donald S.**, from Bus Operator to Train Operator.

**Conner, Charles E.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Cotton, Willie D.**, from Mechanic B to Mechanic A.

**Cruz, Pedro C.**, from Information Clerk to Accounts Payable Clerk.

**Davis, Ronald S.**, from Transit Police Officer (trainee) to Transit Police Officer.

**Dimon, Richard B.**, from Senior Administrative Analyst to Support Services Supervisor.

**Di Pietra, Joe**, from Program Control Analyst to Facilities Maintenance Supervisor.

**Duncan, Scott D.**, from Train Operator to Transit Operations Supervisor.

**Estany, Elizabeth C.**, from Bus Operator to Transit Operations Supervisor.

**Fitzgerald, Claire**, from Ticket/Information Clerk to Information Clerk.

**Galbreath, Lorraine J.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Goldman, Roderick T.**, from Employee Relations Analyst to Planner.

**Gonzales, James C.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Gonzales, Joe**, from Bus Operator to Transit Operations Supervisor.

**Gonzalives, Albert R.**, from Mechanic C to Mechanic B.

**Granados, Edward M.**, from Bus Operator to Transit Operations Supervisor.

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

**Hauer, Barry T.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Heit, Karen Z.**, from Joint Development Specialist to Supervising Planner.

**Hernandez, Jose L.**, from Bus Operator (Part-Time) to Bus Operator (Full-Time).

**Hernandez, Lucas**, from Mechanic B to Mechanic A.

**Hewitt, David F.**, from Senior Planner to Supervising Planner.

**Holguin, Jose**, from Bus Operator to Transit Operations Supervisor.

**Hooper, Leonard C.**, from Bus Operator to Transit Operations Supervisor.

**Howard, Arthur C.**, from Mechanic B to Mechanic A.

**Ibrahim, Kamal A.**, from Bus Operator to Transit Operations Supervisor.

**Jones, Demetrius D.**, from Bus Operator to Transit Operations Supervisor.

**Jones, LaVerne**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Jung, John G.**, from Bus Operator to Transit Operations Supervisor.

**Jurado, Martin C.**, from Bus Operator to Transit Operations Supervisor.

**Latorre, Lourdes**, from Staff Aide to Microcomputer Appls. Asst.

**Lee, Scott, G.**, from Bus Operator to Transit Operations Supervisor.

**Lee, William M.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Lillard, Preston**, from Mechanic C to Mechanic B.

**Long, Leroy**, from Mechanic B to Mechanic A.

**Martinez, Evelyn K.**, from Ticket/Information Clerk to Information Clerk.

**Martinez, Norma L.**, from Senior Secretary to Staff Aide.

**McKenna, Joseph M.**, from Bus Operator to Transit Operations Supervisor.

**Mejia, Othon**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Mendoza, Xavier**, from Mechanic B to Mechanic A.

**Munoz, Ismael**, from Electrician Helper to Electrician.

**Navarro, Oscar R.**, from Mechanic C to Mechanic B.

**Nidetz, Robert A.**, from Bus Operator to Train Operator.

**Norton, Stephen D.**, from Rail Equipment Maintenance Specialist to Rail Equipment Maintenance Supervisor.

**Ornellas, Fernando**, from Mechanic C to Mechanic B.

**Ott, Donald E.**, from Management & Budget Analyst to Senior Management & Budget Analyst.

**Pendergraph, Caroline L.**, from Bus Operator to Transit Operations Supervisor.

**Perez, Jose E.**, from Mechanic B to Mechanic A.

**Peterson, Warren G.**, from Bus Operator to Transit Operations Supervisor.

**Pinkett, Charles**, from Information Clerk to Data Processor Operator I.

**Reitz, Anthony J.**, from Transit Police Officer (trainee) to Transit Police Officer.

**Reynoso, Juan A.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Rios, Johnny M.**, from Bus Operator to Transit Operations Supervisor.

**Rodriguez, Jaime A.**, from Transit Police Officer (trainee) to Transit Police Officer.

**Runyan, Douglas R.**, from Mechanic B to Mechanic A.

**Sanford, Dennis G.**, from Mechanic B to Mechanic A.

**Santana, Jose**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Santiago, Hector L.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Sarabia, Roberto**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Setayesh, Ali**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Serrano, Jose R.**, from Bus Operator to Transit Operations Supervisor.

**Seto, Jim**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Scipio, Frederick H.**, from Mechanic A to Welder.

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

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

**Solomon, Oscar**, from Transit Operations Supervisor to Schedule Checker.

**Sorace, Robert A.**, from Bus Operator to Train Operator.

**Srinivasan, Vasan R.**, from Project Engineer to Supervising Engineer.

**Sutherland, Nadine F.**, from Mechanic B to Mechanic A.

**Storey, Harold E.**, from Project Engineer to Supervising Engineer.

**Swedenhjelm, Leona D.**, from Mechanic B to Mechanic A.

**Tellez, Leonard F.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Ulmer, David A.**, from Property Maintainer A Leader to Facilities Maintenance Supervisor I.

**Varela, Xavier R.**, from Bus Operator to Transit Operations Supervisor.

**Vasquez, Carlos A.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Vasquez, Juan R.**, from Part-Time Bus Operator to Full-Time Bus Operator.

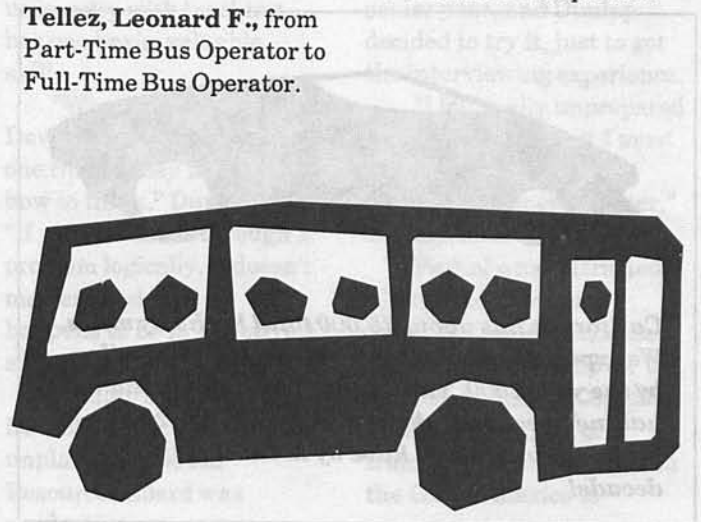
**Walter, Thomas C.**, from Mechanic B to Mechanic A.

**Wells, Donald L.**, from Mechanic B to Mechanic A.

**Wilkison, Billy E.**, from Bus Operator to Transit Operations Supervisor.

**Wilson, James W.**, from Senior Administrative Analyst to Support Services Supervisor.

**Woods, Raymond**, from Part-Time Bus Operator to Full-Time Bus Operator.



# Information on Social Security Benefits

by Ed Paull, Pension & Benefits Manager

"The Social Security fund is bankrupt, and by the time I retire, I will get nothing."

I disagree with the above statement.

Whether you are young or old, by the time you retire, Social Security will be around and will pay you - something. Social Security is NOT like a pension plan which accumulates funds during the working years and pays out those funds when someone retires.

Social Security is basically a "pay-as-you-go" system. That is, the Social Security Administration (SSA) collects TAXES from those individuals currently working, and pays those taxes as benefits to those individuals who are currently retired.

The SSA has made some projections. By the time the "baby boom"

generation retires and is eligible to receive Social Security Benefits, the SSA will NOT be able to collect enough taxes from individuals who are then working. To solve this problem, SSA is collecting more TAXES today than it spends on benefits, and saves this money in a fund for future retirees. This fund is quite large today, but is expected to be depleted significantly by the year 2020. (The fund is invested in U.S. Government securities. This investment has supported the deficit spending of today's federal government.)

Governments have the ability to tax, and as long as they have that ability, there will be Social Security benefits in the year 2000 and beyond. However, benefits WILL NOT be as generous as they were in the past. The level of Social Security benefits hit its peak in the late 1960s with

the passage of President Johnson's Great Society legislation. This provided an income to the AVERAGE individual of about 55 to 60 percent of their pre-retirement income. It was shortly after this that the SSA did some projections and determined the United States could NOT afford this generous level of benefits without seriously affecting

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***Social Security will be around to pay you benefits when you retire, but it will be less than today's standards.***

---

the entire Social Security system, and the U.S. as a whole.

President Carter approved a major change in the Social Security system. "Notch" babies were created. That is, those individuals who retired after this legislation was adopted received LESS benefits than did those who retired before. (This is a simplified explanation of this process, but rest assured, it is much more complicated than this.)

The bottom line? Social Security will be around to pay you benefits when you retire, but it will be less than today's standards. For the AVERAGE worker, you could safely rely on receiving about 25 to 45 percent of your final average pay in Social Security benefits. For

higher paid individuals, this percentage is less.

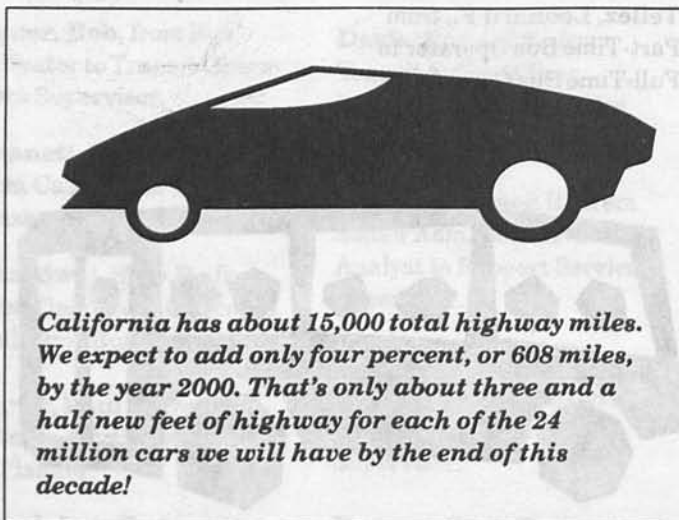
If you can, imagine your retirement income is a "three-legged stool." You get a portion of your income from Social Security, a portion from the District's pension plans, and YOU are responsible for the last portion.

What can you do TODAY about this information? Start saving now for your own retirement. The District offers two GREAT plans for employees to save for their retirement -- the Deferred Compensation Plan and the Thrift Plan. If you are NOT a member, join NOW! If you are a member, increase your contribution to the maximum. Call Mel Marquardt at 213-972-7182 or extension 2-6850 for additional information on these plans.

If you want information about Social Security benefits, call SSA's nationwide toll free number at 1-800-234-5772.

If you would like an estimate of your District's retirement benefits, look at your last employee Benefit Statement. Or, if you are or will be eligible to retire prior to the year 2006, call Carole Smith at 213-972-7182 or extension 2-7182 for a customized estimate of your pension benefit.

The most successful retirements are those which are planned well in advance of retirement. If you need help in retirement planning, call Roger Rose at 213-972-4910 or extension 2-4910.



***California has about 15,000 total highway miles. We expect to add only four percent, or 608 miles, by the year 2000. That's only about three and a half new feet of highway for each of the 24 million cars we will have by the end of this decade!***

# Lauren Dunlap Breathes Life Into New Emissions Testing Facility

by Greg Davy  
Sr. Communications  
Representative

Ever since she was a child, Lauren Dunlap wanted to be a doctor.

Now that she's well into her career, she does get to wear a white coat and perform diagnostics. But not quite in the way she had first envisioned.

As an alternative fuels engineer for RTD, her "patient" has been the new emissions testing facility opened in August of 1991.

She has helped it along from the drawing board to the laboratory, making sure it was installed properly and that it functions as it is supposed to.

The emissions testing facility Dunlap oversees is only the second of its kind in the nation, and is capable of testing not only RTD's fleet of buses but commercial trucks as well. Dunlap understands her role as a pioneer in the field of alternatively fueled bus emissions testing. She and the other members of RTD's alternative fuels team are prepared to share what they discover about ways to clean the air.

Dunlap admits that becoming a mechanical engineer wasn't her top priority when she entered the University of California — Davis as a freshman. But her goals were quickly rearranged for her when confronted with some daunting biology classes.

"Pre-med didn't go too well," reports the 27-year-old Long Beach resident. "I pretty well bombed out of biological science.

But physics and math have always been very good for me. I knew I wanted to study some kind of science, so I went to a career counselor to get some direction."

The counselor suggested engineering, a field Dunlap had never considered. "To me at that time, engineers drove trains," Dunlap says.

---

***"If you can think  
through a  
problem  
logically, you're a  
step ahead."***

---

Following her counselor's advice, she sought a general engineering degree, but the school required her to declare a specific major. "So I entered mechanical engineering on a suggestion," she says. "Becoming a mechanical engineering major was a weird turn of events. Sometimes all it takes is a suggestion."

She became fascinated with mechanical engineering, and received her first exposure to engines, emissions and alternative fuels. She credits the



Lauren Dunlap

university with teaching her one basic, valuable skill.

"What I learned at Davis can be summed up in one thing: They taught me how to think," Dunlap says. "If you can think through a problem logically, it doesn't matter what field it happens to be in — you're a step ahead."

Dunlap's entry into the field of air quality also was unplanned. The Air Resources Board was conducting on-campus interviews with promising job prospects during her

senior year, and Dunlap decided to try it, just to get the interviewing experience.

"I felt really unprepared in the interview, but I must have done okay — they called me six months later," Dunlap said.

Part of what attracted ARB's attention was research Dunlap conducted during an internship for the California Energy Commission on the subject of transporting methanol from the Gulf of Mexico to

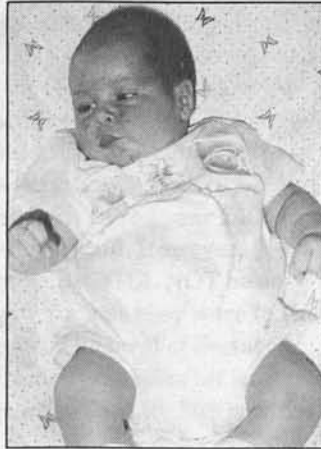
*continued on page 22 . . .*

# BIRTHS



Born to Division 10 Service Attendent John Bowden and his wife, Desiree, a son, Christopher Ryan, on May 20, 1991 at 4:55 a.m. The handsome tot weighed in at an "amazing" nine lbs., nine oz. and was 21 1/2 inches long. Says the excited father, "Mommie is doing just fine." The family makes their home in

Born to Accounts Payable Clerk Melissa Olivo and CMF Stock Clerk Rene Olivo, Jr. a son, Matthew Christopher, on April 19, 1991. Matthew weighed in at a tiny 4 lbs., 11.3 oz. The tiny tot has an older sister, Adrienne, and brother, Rene III. Writes happy mother, Melissa, "We were surprised by his early arrival. He was small but he out-did his sister, Adrienne, who weighed in at 2 lbs.!"



## Lauren Dunlap

... continued from page 21

California. ARB hired Dunlap in December of 1986 following her graduation to work in its vehicle warranty section.

She then transferred to the engineering section to work with alternative fuels.

When RTD began its search for someone to oversee the installation of its emissions testing facility, the trail led to

Dunlap. "I told RTD I had never done bus emissions testing at ARB, but that I could learn."

Dunlap has proven it in the past two years. With the guidance of RTD's alternative fuels staff, she has demonstrated leadership, not only in seizing upon the unusual opportunity of getting the emissions testing facility running, but starting

RTD's voluntary clean-air compliance program as well.

"We have told the ARB and the South Coast Air Quality Management

## Dunlap ... continued

District (AQMD) that RTD will voluntarily conduct smoke meter tests every 6,000 miles on our buses," Dunlap said.

"The idea is to keep our buses running as cleanly as possible, while setting an example for other agencies and companies to follow.

"It's very satisfying to

be involved in a project as important as this so early in my career," says Dunlap, who plans to be married this fall. "When I attended my 10-year high school reunion early in August, I got to say that I run an emissions testing program. That made me feel very good."

## A Letter to RTD Parents

Dear RTD Parents:

On June 21, 1991, the television show, "Prime Time Live," showed undercover footage of children in unsafe child care settings. This show was painful to watch, and extremely frightening to parents. This documentary focused on the negative aspects of a few child care centers, and dramatically increased public awareness about the significance of quality child care services.

Since RTD recognizes their employees need to locate quality child care, we offer you the following suggestions to better assist you in choosing a quality care provider:

### BEFORE ENROLLING YOUR CHILD

Make more than one visit to the child care program. Make an unannounced visit.

Visit at different times of the day. Observe the staff who will care for your child.

Ask for the names of other parents. Speak to them before you decide to enroll.

Ask to see copies of licenses, certificates and staff qualifications.

### AFTER ENROLLING YOUR CHILD

Make an unannounced visit during the day.

Speak with other parents about the program.

Get involved with the program, volunteer for a field trip, or spend time in the classroom.

Communicate regularly with your child's caregiver.

If you have any doubts, questions, or complaints about a family day care home, or a child care center, call the local office of the State Department of Social Services, Community Licensing Division. You may make a complaint regarding a child care facility, even if your child is not enrolled.

Your complaint can be made anonymously.

To register a complaint, contact the office nearest you:

**Los Angeles Metro - (213) 620 3276**

**Orange County - (714) 558-4563**

continued on page 23 ...

# Trauma in the Workplace

by Luanna Urie, Human Resources Analyst

What happens when an employee is severely, even fatally injured, while at work? What happens when a fellow co-worker causes a severe or fatal injury? What happens when a bus operator, through no fault of his or her own, has a fatal or very severe accident involving a pedestrian, a child, an adult?

The District calls upon the Employee Assistance Program. Within a short time, a trained and licensed professional counselor

arrives on the scene to assist people in dealing with all of those difficult and painful feelings that occur after a major tragedy. These counselors have gone to Divisions, to the Administration Building, to hospitals, to the scene of accidents, and even to the homes of those suffering from the emotional pain that is the aftermath of a traumatic event. These highly-skilled, sensitive and caring professionals know what to do, and how to help those who witnessed or were involved in the

event. Managers have learned to call on the Employee Assistance Program to come to divisions where shots have been fired, where a yard accident has occurred, where a fatality has taken place, where an unexpected or tragic death has happened. No matter what the situation, the counselors arrive to do whatever is appropriate; to offer employees a chance to grieve, to discuss the event and their feelings about it, to express pain and anger and fear, to receive help

and comfort. We commend this program for its care and sensitivity to the special needs of District employees. We thank the individual counselors for their efforts to meet these special needs. We hope that all District department heads, managers, and supervisors will call upon the Employee Assistance Program when a traumatic event happens in their department. To contact the program, just dial 7164 and ask for Luanna, or for the Employee Assistance Program coordinator.

## Thank You!

*David Johnson, Frontier  
Hotel Security  
RTD Transit Police and Security*

*-- Al Rice*

## A Letter to RTD Parents

... continued from page 22

San Fernando Valley -  
(818) 908-4500  
San Gabriel Valley -  
(818) 575-6603  
Ventura County - (805)  
682-7647 or (805) 654-3457

If you suspect child abuse, you also may call the Child Abuse Hotline toll free at (800) 540-4000.

For more information on child care, contact: Cheryl Brown, Dependent Care Coordinator at (213) 972-7155.

## IN MEMORIAM

**De la Cruz, Robert**, began with the District as a Accounts Representative on February 20, 1984, passed away on June 24, 1991.

**Happel, Fred W.**, began with the District as a Bus Operator on November 30, 1934, passed away on June 12, 1991.

**Klopfenstein, Ira N.**, began with the District as a Bus Operator on February 1, 1934, passed away on January 22, 1991.

**Large, Charley J.**, began with the District as a Bus Operator on March 14, 1921, passed away on April 16, 1991.

**Onderco, Philip P.**, began with the District as a Bus Operator on November 3,

1962, passed away on June 22, 1991.

**Smith, George A.**, began with the District as a Foreman on May 1, 1926, passed away on June 23, 1991.

**Smith, Scott**, began with the District as a Marketing and Communications Representative on October 6, 1971, passed away on July 8, 1991.

**Thompson, Cuney E.**, began with the District as a Utility A on November 12, 1942, passed away on June 21, 1991.

**Wielandt, Frans J.**, began with the District as a Mechanic A on November 19, 1974, passed away on July 16, 1991.

**Abeyta, Josephine M.**, began with the District on June 27, 1962, retired as a Ticket Office and Rep Clerk on July 1, 1991.

**Alvarado, Gilbert C.**, began with the District on May 25, 1959, retired as a Bus Operator on July 15, 1991.

**Barron, Tony**, began with the District on February 16, 1981, retired as a Service Attendant Leader on June 30, 1991.

**Cartin, Jose J.**, began with the District on October 12, 1975, retired as a Mechanic A on June 30, 1991.

**Cleveland, Donald R.**, began with the District on April 6, 1968, retired as a Bus Operator on June 30, 1991.

**Gutierrez, William R.**, began with the District on April 28, 1986, retired as a Security Guard II on June 30, 1991.

**Haddon, Frank R.**, began with the District on September 21, 1981, retired as a Assistant Director of Facilities Maintenance on July 5, 1991.

# SHIFTING GEAR



**Hope, Norman C.**, began with the District on May 2, 1960, retired as a Traffic Loader on August 2, 1980.

**Howard, Elisha**, began with the District on October 10, 1970, retired as a Field Equipment Technician on June 19, 1991.

**Jackson, Richard E.**, began with the District on August 24, 1963, retired as a Bus Operator on June 17, 1991.

**King, Leo W.**, began with the District on February 22, 1981, retired as a Bus Operator on June 22, 1991.

**Landrau, Louis J.**, began with the District on July 13, 1968, retired as a Bus Operator on July 21, 1991.

**Maya, Ponciano M.**, began with the District on June 26, 1978, retired as a Bus Operator on June 17, 1991.

**Motley, Carl**, began with the District on August 24, 1963, retired as a Bus Operator on June 19, 1991.

**Owen, Donald K.**, began with the District on July 8, 1974, retired as a Bus Operator on December 1, 1990.

**Peralta, Louis A.**, began with the District on July 15, 1968, retired as a Mechanic A on July 31, 1991.

**Perez, Raymond D.**, began with the District on October 6, 1966, retired as a Mechanic A on June 30, 1991.

**Petitt, William H.**, began with the District on October 23, 1973, retired as a Bus Operator on June 24, 1991.

**Puente, A., "Tacho"** began with the District on September 21, 1975, retired as a Security Guard II on June 21, 1991.

**Smith, Calvin**, began with the District on March 23, 1968, retired as a Bus Operator on June 30, 1991.

**Spears, Clyde**, began with the District on July 13, 1968, retired as a Bus Operator on July 17, 1991.

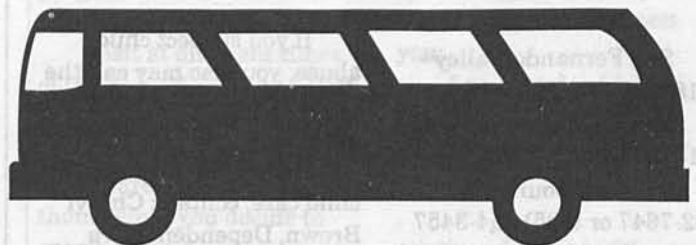
**Sprowls, Jeannette**, began with the District on November 11, 1964, retired as a Information/Schedule Room Clerk on June 30, 1991.

**Thomas, Henry S.**, began with the District on May 29, 1964, retired as a Mechanic A Leader on July 16, 1991.

**Thomas, Homer E.**, began with the District on May 20, 1974, retired as a Bus Operator on July 1, 1991.

**Weaver, Clyde D.**, began with the District on May 31, 1980, retired as a Mechanic A on April 2, 1991.

*Did you know that Los Angeles freeway traffic speeds could drop to as low as 17 mph by the year 2000? Yet, when 57,000 L.A. and Orange County commuters pledged to "Keep California Moving" during Rideshare Week '90, freeway speeds at monitored locations increased 5-8 mph!*





# Doug Feickert, Son of TOS Paul, Is Devil Pup

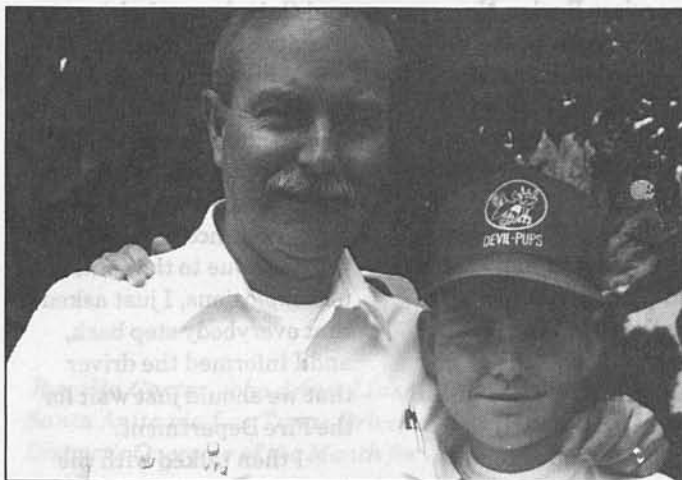
**D**oug Feickert, son of Blue Line Transit Operations Supervisor Paul Feickert, recently completed the Devil Pups Physical Fitness and Citizenship Program at the Marine Corps Base at Camp Pendleton.

Mother Jan writes that the 10-day stay at the base "started with a Marine Corps haircut." The 14 year old spent the rest of the time maneuvering obstacle courses, learning close-order drills, jumping off a

35-foot tower into 15 feet of water, and doing plenty of hiking. He also learned about drug abuse, leadership and discipline.

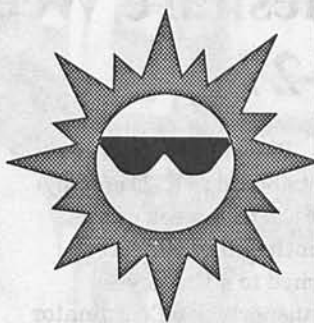
The Devil Pups is a program for boys between the ages of 14 and 17 years old. It was started in 1956. The boys are trained and supervised by Marines stationed at Camp Pendleton. Doug is a ninth grader at Temple City High School in Temple City.

His father Paul has been with RTD for 22 years.



Father and son.

*The average car produces 20 pounds of global-warming carbon dioxide for every gallon of gas it burns -- and cars produce one-fifth of all the carbon dioxide emitted in the U.S. When you rideshare, you win and our environment wins, too.*



## Oswald

... continued from page 6

decided to pursue education.

He also pursued his love of trains. He's been an active member of the Orange Empire Railway Museum since 1958, and has driven the train around the grounds there since 1979. Oswald also is an avid fan of railroad photography, traveling to Japan and England to snap photos of trains and trolleys.

Ironically, he discovered recently that a fellow Blue Line operator is one of his former students.

On the day that Headway completed its

interview, he seemed puzzled. "Aren't you going to ask me about my earring," Oswald asked this writer.

He continued. "I decided to pierce my ear in celebration of meeting my fiance. I was so happy. My students think I went freaky. They say, 'Can you believe it -- Mr. Conservative is sporting an earring.'"

Oswald beams. In a classroom or in a Blue Line cab, life for this gentleman has never been richer.

## The Art of Grinning

by Tom Buchanon,  
Passenger Relations  
Technician

The art of grinning is again under attack from the critics. Long a controversial subject, this gentle art is today more than ever forced to justify its existence.

The Society for the Preservation of Seriousness (SPS) in a recent joint statement with its front group, the Pervasively Terrible Situation Society (PTSS) claims that there is actually no such thing as the art of grinning. "Grinning is simply an unconscious defense against a pervasively terrible situation," claims group spokeswoman Bea Grimsley.

The educational establishment can point to no existing curriculum anywhere from kindergarten through graduate school to support the existence of

such an art. Rumor has it that a committee has been requested to study the matter, but due to State Budget constrictions the date for the next committee meeting has been postponed indefinitely.

A local wise man commented sagely, "Grinning can't be taught. Any fool knows that."

A survey of alternative educational establishments at long last revealed a retired Wu Shu martial artist who dimly remembered a master from the mountains in the old country who taught the Way of Smiling, Grin Do, as it came to be forgotten. Almost nothing is known of the master's life, but writings attributed to him have been

continued on page 26...

# Thank you, Operator Hillary Sheppard

Telephone Information Supervisor Evelyn N. Frazelle received the following letter praising Bus Operator Hillary Sheppard from an officer with the San Marino Police Department:

I am a police officer with the city of San Marino. I am writing you to make sure that one of the RTD drivers receives the proper thanks he deserves. On July 23 at approximately 8:46 a.m., I responded to a

vehicle fire at Huntington and Gainsborough drives in the city of San Marino.

When I arrived on scene, the vehicle was in flames and exploded shortly thereafter. I was met by an RTD bus driver who offered any assistance he could provide. Due to the continued explosions, I just asked that everybody step back, and I informed the driver that we should just wait for the Fire Department.

I then talked with the driver of the vehicle who

told me that the bus driver was beeping his horn and when she pulled over she noticed the fire coming from her engine. She said he had her get out the vehicle and away from the fire and then went to the bus to phone his dispatch. I believe this is how our dispatch received the call.

I am writing because I believe your driver's quick thinking and public service-minded spirit prevented a catastrophe. He not only summoned assistance but

thought to attend to the driver first. I meant to thank the bus operator myself, but he returned to his duty prior to my being able. This bus operator reflects well on your department and shows the usual high regard for public service that I have seen while dealing with RTD in the past.

Sincerely,  
Mark Harvey  
Police Officer  
City of San Marino

## Grinning

*continued from page 25 . . .*

preserved. When questioned further on the point, the retired Wu Shu artist admitted that he had in his possession a poor copy of the writings, but was reluctant to reveal it due to the misty shrouds of mystery associated with Grin Do.

After much exhortation, and repeated visits it was agreed that only the master's first page could be disseminated.

Here is what it said:  
Great is the Way of

Smiling;

Beware those who would have you think otherwise.

The way of smiling in the marketplace is not the true way of smiling.

Unlike the timid modern smile, the ancient masters of "Grin Do" smiled from their heels. Neither earth nor sky could contain the ancient ones.

## California Rideshare Week: September 23-27

Employees who pledge to rideshare on Tuesday, September 24 ("Keep California Moving" Day) not only help clean the air but could also win a vacation trip.

The Southern California grand prize is a trip for two to London. Other prizes include trips to Hawaii and Mexico. Statewide competition includes vacation trips on United Express.

Pledge cards will be distributed to RTD employees the first week of this month and must be returned to a Employee Transportation Coordinator in the division or department by September 17 to be eligible.

Pledge cards will be distributed on RTD buses and the Blue Line during the last week of August for commuters. "Take-one" pledge cards must be received from the public

also by September 17.

These pledge cards request that commuters remember to write down their line number. The Corporate Transit Partnership Program, a pilot project sponsored by the District, will serve a continental breakfast (sweet rolls, fresh fruit, coffee, and juice) to the division which collects and turns in the greatest number of pledge cards filled out by commuters.

### Wanted

Cash offers for Safety Awards and Cap Badges from Los Angeles Transit Lines, Metropolitan Transit Authority, and Pacific Electric Railway. Please call or write: Roy Fizer, 1254 West 36th Street, Los Angeles, CA 90007. (213) 735-9145.

# RIDESHARE

# W E E K



*Keep California Moving*

SEPTEMBER 23-27, 1991

# COMMENDATIONS



*Bacilio Cortez, who drives Line 78 from Los Angeles to Santa Anita via Las Tunas Drive, has been awarded the District's Operator of the Month for June.*

*The 17-year RTD veteran, who loves to play soccer and baseball, has maintained an excellent attendance and safety record since he began with the District in 1974. He has never had an avoidable accident nor has he been charged with a rule violation in the past six years. He has not reported late to work in 10 years, nor been absent due to illness for five years.*

*"Mr. Cortez has been an excellent role model for the junior operators," confirms Division 9 Manager Evelyn Frizelle. He has earned numerous awards and commendations from supervisors and patrons. Among his honors: a 17-year safety award, the Manager's Award (1987), and four Outstanding Operator Awards. In addition, he has accumulated the maximum of 90 merits, and has received letters of commendation from his division managers and patrons every year of his employment.*

*Cortez and his wife, Olga, have been married 20 years. They have four children, two boys and two girls, ranging from six to 19 years of age. A man who loves family outings, Cortez is heavily involved in charitable events and fund-raising activities for Bishop Amat High School, where his eldest children attend.*

# More Commendations

... continued from page 27



**Myrine White**, the office supervisor in Equipment Maintenance, was selected CMF Employee of the Month for June. Her boss, Ken Miller, with whom she's pictured, says that she sets an example for her subordinates to emulate. She's extremely cooperative and ensures that tasks are completed accurately and in a timely manner. Says the Los Angeles resident, "I like dealing with all levels of management -- I enjoy solving problems. Myrine presently supervises five people.



A very surprised and gracious **Pam Nieves** was honored by her peers in the Human Resources Department as their Employee of the Quarter. The Westminster resident processes applications from prospective bus operators. Once those applicants are selected, she is charged further with following them through their training in El Monte. "My best reward," the 20-year RTD veteran says, "is when the applicants come back and thank me. They'll bring pictures of the family to show me." A personnel clerk, Nieves says she really enjoys her job. "The District is part of my family," she says, with a smile. The mother of two, she enjoys swimming, shopping, and seeing movies. Being in the spotlight is nothing new for Mrs. Nieves, who, while residing in New York in the sixties was chosen the Miss Venezuela-American beauty queen. Previous to that in her native county of Venezuela, Mrs. Nieves was crowned queen of the 1st National City Bank and Mardi Gras Queen.



**Louis Butler**, a Utility A in Equipment Maintenance, clinched CMF Employee of the Month honors for June. The Hawthorne resident says he enjoys everything and everybody associated with his job. An RTD man for 22 years, his supervisor, Ken Miller, says he has excellent attendance and superior job skills.

# Have You Seen These Children?

## JACOB ERWIN WETTERLING



DOB: 02/17/78  
 Date Missing: 10/22/80  
 From: St. Joseph, Minnesota  
 Age at time of disappearance:  
 11 years old  
 Race/Sex: White/Male  
 Eyes: Blue  
 Hair: Light Brown  
 Height: 5'  
 Weight: 75 lbs.  
 Identifying Information: Child has a mole on his left cheek, a mole on his neck and a scar on his knee. He was last seen wearing a red hockey jersey, an orange vest, blue sweat pants and Nike high top tennis shoes.  
 Circumstances: Child was last seen at approximately 8:00 p.m. He was with his brother and another friend when they were threatened at gun point by an unknown individual who jumped out of a ditch and demanded that the other two children run into the woods or they would be shot. Child has not been seen since the incident. Suspect described as a male wearing dark clothing, gloves and a mask covering his face.  
 Stearns County Sheriff's Office  
 (Minnesota) Missing Persons Unit  
 1-612-259-3700

## ANDREA MARYDEE HOUGH



DOB: 07/11/72  
 Date Missing: 9/14/88  
 From: Minneapolis, Minnesota  
 Age at time of disappearance:  
 16 years old  
 Race/Sex: White/Female  
 Eyes: Hazel  
 Hair: Brown  
 Height: 5' 5"  
 Weight: 115 lbs.  
 Identifying Information: Child has a slight scar above right eye and on right leg.  
 Circumstances: Child was last seen at home in Minneapolis, Minnesota.  
 Minneapolis Police Department  
 (Minnesota) Missing Persons Unit  
 1-612-348-2921

## KRISTINA JOANNE PORCO



DOB: 6/30/70  
 Date Missing: 11/30/88  
 From: Hilton Head, SC  
 Age at time of disappearance:  
 18 years old  
 Race/Sex: White/Female  
 Eyes: Brown  
 Hair: Brown  
 Height: 5' 8"  
 Weight: 140 lbs.  
 Identifying Information: Child was last seen wearing light blue jeans, an orange sweatshirt and white sneakers.  
 Circumstances: Child was last seen leaving her home on November 29, 1988 and has not been seen or heard from since that time.  
 Beaufort County Sheriff's Office  
 (South Carolina) Missing Persons Unit  
 1-803-785-7200

## CORINNE LAUREL FLEISCH



DOB: 01/15/84  
 Date Missing: 11/24/87  
 From: Montana, California  
 Age at time of disappearance:  
 3 years old  
 Race/Sex: White/Female  
 Eyes: Blue  
 Hair: Blonde  
 Height: 3' 2"  
 Weight: 35 lbs.  
 Circumstances: Child was kidnapped by non-custodial mother.  
 Redwood City District Attorney's  
 Office (California)  
 Missing Persons Unit  
 1-415-363-4656

## KIMBERLY ANN YATES



DOB: 10/15/81  
 Date Missing: 08/26/85  
 From: Warwick, Rhode Island  
 Age at time of disappearance:  
 3 years old  
 Race/Sex: White/Female  
 Eyes: Green  
 Hair: Blonde  
 Height: 3' 2"  
 Weight: 40 lbs.  
 Circumstances: Child was kidnapped by non-custodial mother.  
 Rhode Island State Police  
 Missing Persons Unit  
 1-401-847-3311

## ASHLEY ANNE WEISKOTTEN



DOB: 10/13/76  
 Date Missing: 05/22/82  
 From: Radford, Virginia  
 Age at time of disappearance:  
 5 years old  
 Race/Sex: White/Female  
 Eyes: Hazel  
 Hair: Strawberry Blonde  
 Height: 4' 8"  
 Weight: 54 lbs.  
 Identifying Information: Freckles across nose and upper cheeks.  
 Circumstances: Child was kidnapped by non-custodial father.  
 Radford Police Department  
 (Virginia) Missing Persons Unit  
 1-703-639-2151

The National Center for Missing and Exploited Children has set up a toll-free hotline. If you have any information that could lead to the location and recovery of a missing child, please call this number:

# 1-800-843-5678

In a non-emergency situation, anyone seeking information about the problem of missing and exploited children, or anyone wishing to contribute information can write to the following address:

National Center for Missing and Exploited Children  
 2101 Wilson Blvd, Suite 550  
 Arlington, VA 22201

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- ❖ Wrongful Death

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# RECREATION NEWS

September - October

- 6 through 29 L.A. County Fair Adults \$5.50  
Child \$3.50 (6-12) Ride tickets \$10.50
- 15 Raiders vs Colts \$33.50
- 17 Phantom of the Opera 8:00 P.M. \$50.50
- 18 Dodgers vs Houston \$7.50
- 22 City of Angeles - Shubert Theatre 2:00 P.M. \$50.50
- 22 Shirley Bassey - Universal Amphitheater. \$27.50
- 22 Phantom of the Opera 2:30 P.M. \$50.50
- 22 Dodgers vs Atlanta - Ring Day 1:00 P.M. \$7.50
- 25 Phantom of the Opera \$50.50
- 27 Ballet Folkorico De Mexico 8:00 P.M. Shrine Auditorium \$36.50
- 28 Dodgers vs San Francisco Team Photo Night \$7.50
- 28 Tom Jones - Greek \$24.50
- 29 Dodgers vs San Francisco \$7.50 Fan Appreciation Day
- 29 Raiders vs 49ers \$33.50
  
- 2 Dodgers vs San Diego - Fireworks Night \$7.50
- 6 Raiders vs Chargers \$33.50
- 12 Michael Bolton - Pacific Amphitheater. \$26.00
- 12 UCLA vs Arizona \$11.50
- 15 Michael Bolton - Universal Amphitheater. \$28.00
- 19 Jazz to End Hunger - Greek \$30.50
- 20 Raiders vs Rams \$33.50
- 25 Linda Ronstadt - Universal Amphitheater. \$30.00
- 26 WWF Wrestling - Sports Arena

## Last chance Summer Water Parks

Wild Rivers \$9.50 General (reg. \$15.95) \$7.50 Juniors (3-11) (reg. \$11.95)

Raging Waters \$10.00 Adults (reg. \$15.95), \$8.00 Juniors (4-10)

- Good any day tickets available for: Universal Studios for \$18.50 Adults and \$14.50 Child

- Sea World at \$16.25 Adults and \$12.25 Child
- Magic Mountain \$17.45 General \$13.00 under 4 feet tall

- 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 Artist \$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.

16	7	1	3
17	6	2	CMF
18	5	3	9
19	Maint.	4	16
20	18	7	8
23	4	8	15
24	12	9	7
25	2	10	6
26	11	11	5
27	1	14	Maint.
30	10	15	18
16	4		

RTD Softball League is underway with 7 teams competing this year for honors. Games are played on Sundays at Gunn County Park, 10130 South Gunn Ave., Whittier. Game times 10:00 a.m., 11:45 a.m. and 1:30 p.m. Come out and cheer for your favorites.

Bid Whist players, dust off your talents and your partners. We are gearing up for a Districtwide tournament. Players can be District employees, retirees or spouse/dependent of an employee. The tournament will be round robin, playing preliminary rounds at the following locations.

Division 5 - Wed. Oct. 2 7:00 P.M.

Division 18 - Thurs. Oct. 3 7:00 P.M.

Headquarters - Fri. Oct. 4 7:00 P.M.

Tournament will be held in the transportation train room at the Divisions and the cafeteria at Headquarters. Plan to stay at least 3 hours to complete the preliminaries you need to attend the preliminaries at only one location.

The finals will be late October. Please complete the entry form and return before the deadline.

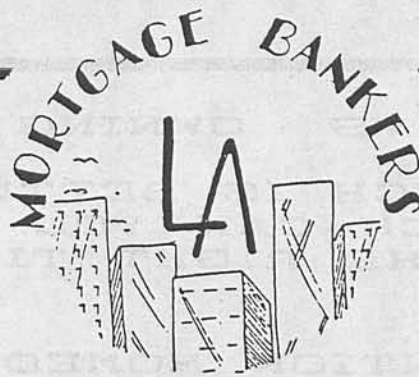
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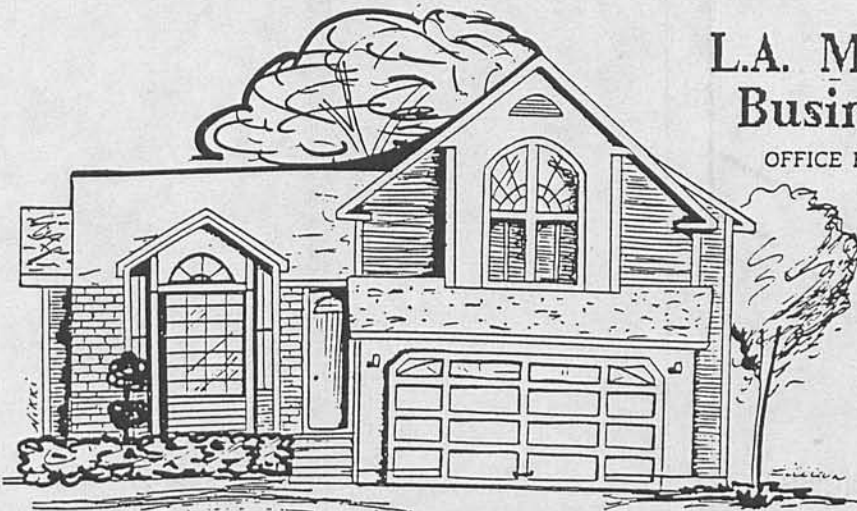
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