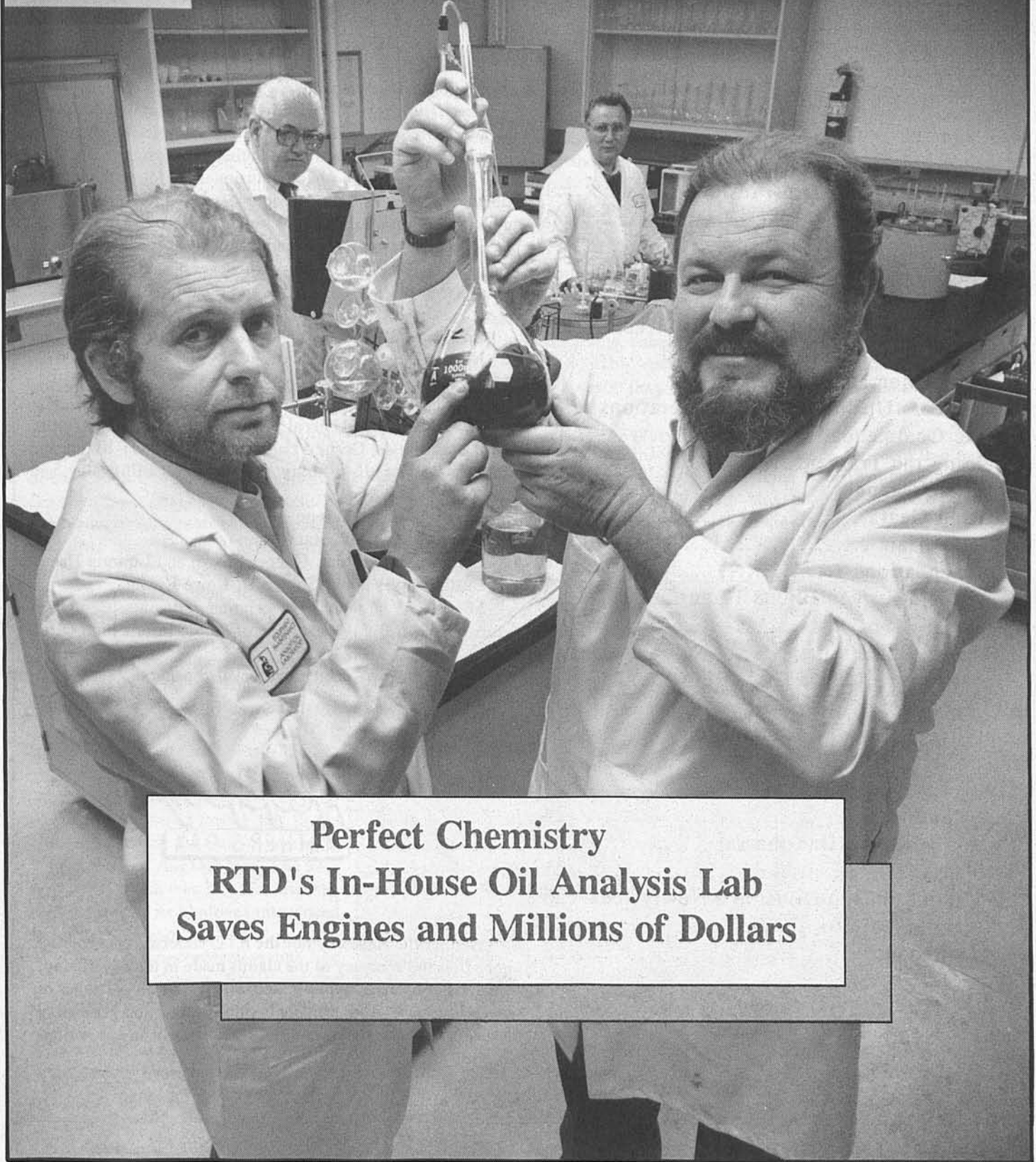


HEADWAY



Perfect Chemistry
RTD's In-House Oil Analysis Lab
Saves Engines and Millions of Dollars

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The Headway . . .

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Views and opinions contained herein do not necessarily reflect official District policy.

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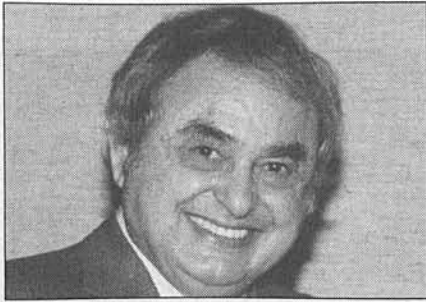


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A Message from Board President Marvin Holen



The words "electric trolley bus" have been floating around the District and in the news lately. Not everyone in the District has been as close to the topic as I have in the last few weeks, so I thought I would take this opportunity as an occasional columnist for Headway to tell you a little more about the ETB program.

Part of the daily business of providing public transportation to 1.3 million riders every day is seeing to it that we do so with as little impact on the environment as possible. In recent years, the South Coast Air Quality Management District (AQMD) has successfully backed legislation that requires vehicle operators such as the RTD to work harder to clean our polluted air.

The AQMD's goal for the year 2010 is to have public transportation fleets powered completely with alternative fuels such as methanol, compressed natural gas -- and electricity. That's where electric trolley buses enter the picture.

Let me give you a little history about electric trolley buses. You may be surprised to learn, as I was, that the first electrically-powered trolley bus in the United States was put into service right here in the Los Angeles area. The year was 1910, which was 28 years after the first vehicle of its kind was introduced in Berlin, Germany, in 1882.

The Los Angeles trolley bus line served Laurel Canyon Boulevard for five years before being taken out of service. In 1947, two more ETB lines were put into service in central and east Los Angeles. They stayed around for 16 years, but were scrubbed again in 1963

when the difficulties of providing power to the buses were deemed unworkable.

But technology has come a long way. Now, in the 1990s, the ETB once again presents itself as an option -- but with a very desirable side effect that didn't occur to anyone in the '40s or '50s.

The best part about electric trolley buses is that they are emissions-free. Today's ETBs are sleek, much quieter than a conventional bus, and use a very small amount of electricity to run them.

If you have ever seen them in cities like San Francisco or Seattle, you know how they work. Twin power poles on top of the bus gather electricity supplied by a pair of power lines suspended above from poles. The same principle is used to power Blue Line trains, except the buses will have considerably more maneuverability on the street than a train does.

The Transit Systems Development staff, under the direction of Al Perdon, is responsible for studying the options for bringing back ETBs to Los Angeles. Last September, the Los Angeles County Transportation Commission provided \$8 million for us to complete preliminary

engineering and vehicle specifications, and select routes for possible conversion to electric operation.

The TSD staff just completed a series of public meetings to educate citizens and get their input on the project. The public's opinion of this project is extremely important to us, and will help us decide where the lines should go.

I, along with Mayor Tom Bradley and the RTD and LACTC boards, support the concept of this project. I am in favor of any program that would help us to improve our environment, and I think electric trolley buses have that potential. It is true that we would erect power lines along the street for any ETB lines we settle on. To help offset the visual impact of the wires, however, the plan is to plant 30,000 big, mature trees next to the poles to help camouflage the wires and beautify the streetscape.

I encourage you to learn more about the electric trolley bus project. Tell others about it, too, and find out what they think. Our final decision will rest on how people feel about this latest clean-air effort.

Electric Trolleybus Lines Selected

Based on input gathered at a series of RTD-sponsored community meetings (see March issue of Headway), the District's board of directors has formally approved 12 RTD and municipal bus lines to be the first to receive electric trolleybuses. Those RTD lines, which will be studied further, are:

- Line 16 (West Third Street)
- Line 18 (West 6th Street-Whittier Boulevard)
- Lines 30/31 (West Pico Blvd.-East 1st Street)
- Line 40 (South Bay Galleria-Hawthorne-Inglewood-Union Station-L.A. County Jail)
- Line 45 (Broadway)
- Lines 66/67 (West 8th Street-East Olympic Blvd.)

- Line 70 (Garvey Avenue)
- Lines 180/181 (Hollywood-Glendale-Pasadena)
- Line 204 (Vermont Avenue)
- Line 560 (Van Nuys Boulevard)

Also, Montebello Bus Line 10 and Long Beach Transit Lines 40, 50, 60, and 90 have been selected.

RTD staff will hold public hearings and additional discussions with community leaders and interested residents. By August 1992, RTD hopes to identify the three to four routes to receive the first set of electric trolley buses. Service could begin on those lines as early as 1995.

The District's trolleybus program is under the direction of Albert Perdon, director of transit systems development.

Heart of Gold

For years, they had run with gangs. Ditching school every day, Marcos Luna had roamed the streets in search of trouble. In fact, he told this writer in an interview two years ago, he was trouble. Then one day, quite by accident, he and his friend, David Sanchez, ran into Bus Operator Louis Trammel at the Cypress Park Parks and Recreation Center. A master of jujitsu, the then 48-year-old Trammel captured their attention, and that of other latch-key kids, with his class in weaponless fighting.

He's made heroes out of 63 of them.

In early April, the City of Los Angeles made a hero out of him.

In a ceremony at Los Angeles City Hall, the veteran 19-year operator was presented with the Heart of Los Angeles Award, for his service and dedication to the youth in this city.

"I'm kind of honored, but really I never thought about it," the humbled man said, as he was honored by City Councilman Mike Hernandez. "The award caught me off-guard -- I wasn't looking for it. That's not the biggest thing, the biggest thing is the upcoming Olympic games."

And some of his jujitsu students are rocketing to the top.

Seventeen-year-old David Sanchez, who used to mix with the bad kids on the block, picked up a gold medal in world competition in Canada last year. The Franklin High School student has been invited to practice his ancient Japanese sport at the Olympic training center in Colorado during late August. He'll be joined by Christine Carerra, the daughter of Division 16 Operator Rene Carerra. Christine has already won a place on the U.S. Women's Judo Team and is a shoo-in for the '96 Olympics, according to Trammel.

As for Trammel, he continues to drive the 200 line and, during his off hours, to search for corporate sponsors so that his kids can compete in tournaments. He estimates he spends about \$3,000 of his own money so that his



Surrounded by 12 of his judo students, Division 3 Bus Operator Louis Trammel receives the Heart of Los Angeles Award from City Councilman Mike Hernandez. Said Roy Starks, Division 3 manager and Trammel's boss, "I feel like he is an absolute credit to the District and to the community. He feels proud to have been able to make a difference."

students may enter the various competitions. The weekend after he was saluted by the city council, he took 16 kids to the Nevada State Championships -- half of them returned with medals.

For three years, Trammel's gang has stuck with him -- and matured. All except one. He went back to the streets, and broke Trammel's heart.

His older brother was in a gang. "I tried and tried," said the man who has given so much of himself to the youth of

Los Angeles.

"I hated to lose that kid."

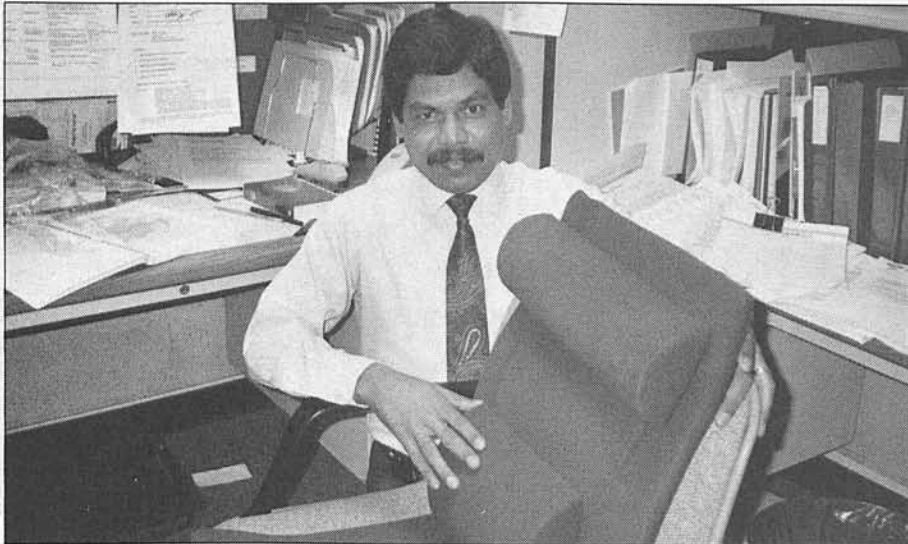
Editor's note: Marcos Luna, mentioned at the top of this article, was forced by an injury to drop out of Trammel's class. But Trammel the man, rather than Trammel the athlete, must have inspired him. Luna graduated from high school and married. He has a little girl, and is now the assistant manager of a supermarket. He visits the recreation center often.

"The price of greatness is responsibility."

—Winston Churchill

Operators Get Chance to Test Foam Back Support

Pilot Program Developed by Transportation and Risk Management Departments is Designed to Make Driving More Comfortable for Operators



"We will evaluate the program on a scientific basis," says Rufus Francis, assistant safety engineer, as he shows off his Accu-Back device. Francis, a five-year RTD veteran, was instrumental in developing the program. If you are a bus operator at either Division 10 or 18 and are interested in being a part of the program, talk to your manager.

Armando Jimenez was driving his bus on the freeway several years ago when a car suddenly hit a guard rail and slammed head-on into his bus. Trying to avoid injury to his passengers and further damage to his bus, he veered right and hit a second guard rail.

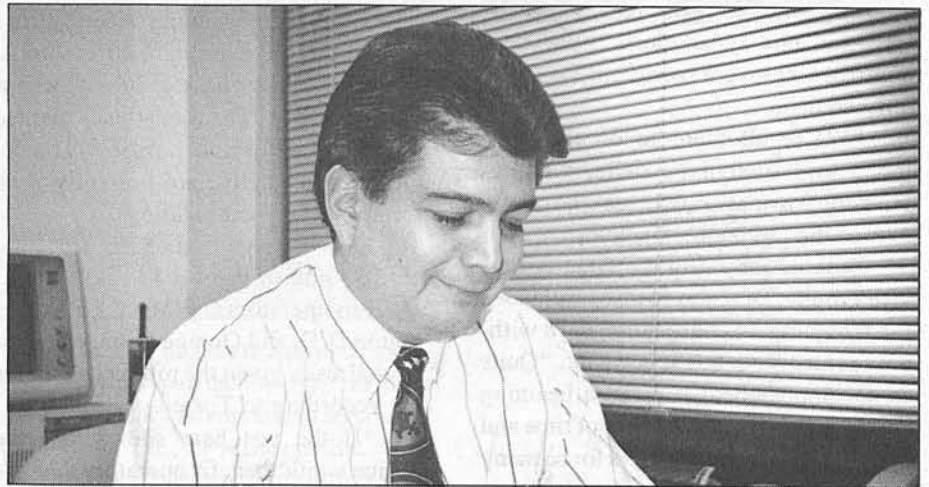
"I felt like my whole body whiplashed," said the 17-year RTD veteran. "I couldn't drive for six months."

His physician diagnosed muscular tissue damage and the Hacienda Heights resident was assigned to the District's light duty program (Special Assistant Program). He found himself in the District's Risk Management Department where Safety Manager Robert Torres and Assistant Safety Engineer Rufus Francis, in conjunction with the Transportation Department, had been busy searching for a way in which operators could feel more comfortable behind the wheel.

"Rufus asked me if I would like to try a large foam back support when I

returned to driving last June," recalls Jimenez. "It helped a lot. It prevented me from crouching and kept my back straight."

What Jimenez brought aboard his bus, courtesy of RTD's Francis, was a



"We are trying to create the best working environment for our staff as we can," says Robert Torres, RTD safety manager. "We believe that this portable back support will improve sitting posture, absorb shock and reduce fatigue and back injuries."

low-cost portable foam back support -- a soothing solution to the months he had spent in excruciating pain.

Beginning July 1, in a six-month pilot program conducted by both the Risk Management and Transportation Departments, 800 operators at Divisions 10 and 18 will be evaluated to see if this device is, indeed, successful in lessening operator stress and fatigue and reducing the number and severity of back injuries.

This is your chance to participate!

Half of the operators who volunteer for the program will be provided with the fold-up type of cushions; the other 400 operators will serve as a comparison group.

Each group will be sent questionnaires before and after the test. The Risk Management Department will keep tabs on both of the groups and the Transportation Department will coordinate the distribution and collection of the survey and evaluation forms.

Torres says the back support devices to be tested by the operators are

continued on page 6 . . .

Division 16 Takes the Prize!

Pomona Crew Places First in New Quality Service Program

Posting a 100 percent pull-out rate for the month of January, Division 16 pulled in the first ever Quality Service Trophy for the month of January.

During a morning ceremony April 1 at the Pomona division (which has become, incidentally, a satellite division of El Monte's Division 9), both Transportation and Equipment Maintenance were applauded for achieving 1,590 consecutive pull-outs without one late pull-out or cancellation.

"That's outstanding," said Assistant Director of Maintenance Ken Miller, who dreamed up the novel idea for the competition last November. Miller, an 11-year RTD veteran, says the program sparks incentive among all District staffers who are dedicated to providing the best service possible to the public.

"We've never before applied the emphasis over lates and cancellations as we have over the last five or six months," he says. The net result of the increased focus, according to Miller, is that, overall, the District's pull-out performance stands at an admirable 99.12 percent.

Steve Conlee, senior equipment maintenance specialist in Pomona, says the small size of the division has a lot to do with its admirable performance. There are 23 mechanics, eight service attendants, five equipment records specialists, and one typist-clerk. Four non-contract employees round out the maintenance team.

"We're all there to do the same job," says Evelyn Frizelle, who, as Division 9 manager, oversees the operation of the Division 16 satellite.

Besides capturing the Quality Service Trophy, Division 16 also was lauded for achieving 34 consecutive days without a passenger or traffic accident. "Quite an accomplishment," noted a beaming Frizelle. "Going that length of time and carrying so many passengers for so many miles without having an accident is a rarity in public transportation."



Division 16 is the winner of the first-ever Quality Service Trophy.

Back Support

... continued from page 5

manufactured by Accu-Back Inc. of Carson. They feature a NASA space-age innovation called Memory Foam, which, by conforming to body contours and holding that shape, distributes body pressure evenly over the entire area of body contact. When its not being used, the cushion resumes its original shape. The back support fits readily into any type of chair or operator's seat. It has two adjustable fire-retardant cushions, one for the lower back and the other for the upper back. The user adjusts them to the most comfortable position. The devices, incidentally, are presently used for spacecraft seat padding.

Each support costs \$30. The total cost for 450 of them is \$13,500.

Bus operators at WMATA in Washington D.C. and Orange County Transit have already given the product a thumbs up, according to Torres.

"If the test here shows that the device would benefit operators and has no significant negative effects, we will consider it for use on a wider basis. Whatever the results are, we can use the

statistics we've obtained from the operators to determine where we go from here."

Torres says Divisions 10 and 18 were chosen as the test divisions because of their high frequency of occupational back injuries. He says that between fiscal years '87 to '90, 738 back injury claims were filed, costing the District some eight million dollars.

Bus Operator Jimenez, meanwhile, is pleased the RTD continues to look for ways to improve operator comfort. He says that another colleague took one look at his back support, and asked to try it out. Laughingly, Jimenez says, "and I haven't seen it since. I had to get another one."



New Clean-Air Diesel Buses Hit Street This Month

RTD, along with Mayor Tom Bradley, Unveils the First of 33 Particulate Trap Buses

A milestone in clean-emissions public transportation was reached Tuesday, March 19 as RTD unveiled the first 15 of 33 brand-new particulate trap buses scheduled to go into revenue service in April.

Designated "Clean-Air Diesel," the Flixbus buses will increase the RTD's low-emissions fleet by 50 percent. Manufactured in Ohio, the buses cost \$218,695 each, including \$21,200 for the particulate trap system. The trap is used to filter carbon particles from engine exhaust.

"This is a great day for the RTD and for public transit in Los Angeles County," said Marvin Holen, RTD board of directors president. "It means that we are further expanding our clean-air fleet in yet another new direction of technology diversification."

Since, May, 1989 with the entry into passenger service of 30 methanol-powered buses, the RTD has operated the largest clean-emissions bus fleet in the world.

Until today's announcement, the RTD had used particulate traps on 15 converted diesel buses on an experimental basis.

The RTD also operates 10 buses fueled by compressed natural gas and 12 buses converted to methanol by use of the additive Avocet.

The particulate trap system, manufactured in Minneapolis, contains 16 "candles" inside a steel case. The "candles are wound with ceramic fiber which acts as a filtering medium for carbon particles. When particulate buildup is at the maximum allowable level, a regeneration device burns off the collected matter to carbon dioxide and water.

"The particulate trap/oxidizer used by the RTD is 80 percent efficient at removing carbon particulate from diesel exhaust," said Alan Pegg, general manager. "Extensive testing since 1986 indicates that the device will enable diesel engines to meet or exceed the 1991-

1994 Environmental Protection Agency standard," Pegg said.

Buses in the order for 33 new particulate-trap coaches are still coming off the assembly lines in the Delaware, Ohio plant of The Flixbus Corp., Pegg

Alternative Fuels Program Saluted

RTD's Alternate Fuels Program, long hailed as the premier alternative fuels public transportation project in the nation, has been named the 1992 "Tranny" Transit Management Project of the Year. Sponsored by the California Transportation Foundation, the honor recognizes individuals and agencies statewide who have excelled in the public transportation arena. The award, to be accepted by Alan Pegg, general manager, and L. Rich Davis, director of equipment maintenance, will be presented May 14 during the 1992 California Transportation and Public Works Conference, sponsored by the University of California, Berkeley.

The California Transportation Foundation, in its fourth year, is a non-profit organization staffed by retired Cal Trans employees, according to its executive director, Heinz Heckerth.

Other people and projects honored include Congressman Norman Mineta from San Jose, the University of California, Santa Cruz for its travel demand management program, and the City of Bakersfield for its Muni Airport Runway project.

said. The new buses are equipped at the factory with particulate trap exhaust aftertreatment systems manufactured by Donaldson Co., of Minneapolis.

The new buses will go into service in different parts of Los Angeles, Pegg said. The buses, with serial numbers running from 2900 to 2932, are pow-

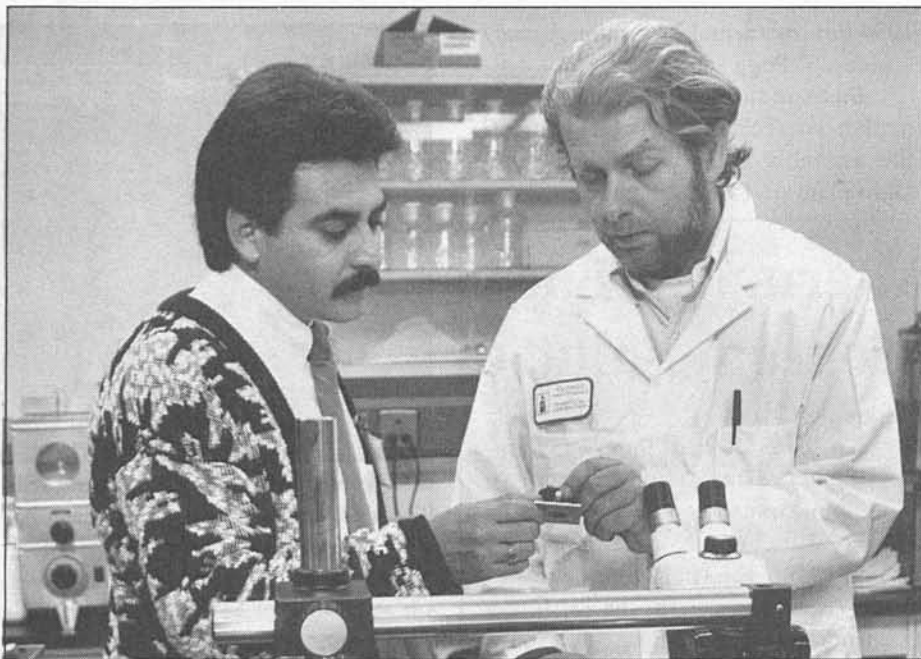


ered by V-6 Detroit Diesel engines with 92 cubic inches per cylinder. Each has 43 passenger seats plus front-door wheelchair lift.

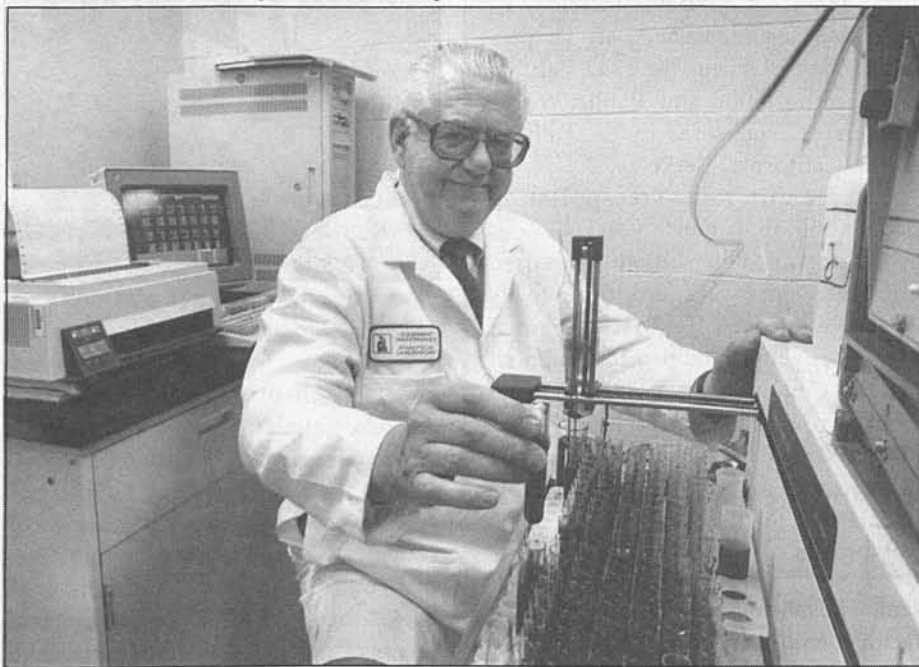


Caution! Men At Work

District's Oil Analysis Lab — Unique Among Transit Properties — is Up and Running



"We're a specialized group of people," says Bill Hernandez of the Oil Analysis Lab. "We do something that's totally different from what others do. We do a million different tests trying to troubleshoot what's wrong with an engine." Pictured above are Hernandez' colleagues, Hector Rojas and Richard Damron.



"Reduced maintenance costs, increased equipment reliability, and extended fluid and filter life reliability are the major advantages of a modern fluids analysis program, like the one we have here," says Quality Assurance Manager Mike Stange, who was key to putting the lab on-line. The lab itself was the brainchild of L. Rich Davis, director of equipment maintenance. Above is Chemist George Munden.

The men in white look impressive.

They are. For the last eight months, tucked away in the bowels of the Central Maintenance Facility, the five working "scientists" have developed an in-house comprehensive oil analysis program that has saved the District thousands of dollars in premature and catastrophic equipment failure.

"Gentlemen, it's going to work," said Quality Assurance Manager Mike Stange, who assumed leadership of the program last fall. Since that time, countless samples of engine oil have been checked for signs of contamination, wear metals, and additives.

Here's how it works: Every 6,000 miles or every four to six weeks, a sample of oil is drawn from a bus. The division at which the bus is located simply sends the sample to Stange and his crew through the mail. Warranty Equipment Specialist Bill Hernandez then labels each sample and logs it into a laboratory information computer system so that it can be properly tracked.

Once examined and its viscosity, acidity, and alkalinity measured, a sample will be classified in one of three ways. It can be normal, abnormal, or critical. All critical and abnormal sample results are communicated immediately, by FAX and a follow-up phone call, to the bus's home division.

About one percent of the samples wind up on the critical list. Stange says that out of 1,545 recent samples, 15 were found to contain contaminants. "That means," says Stange, "that had we not tested the lubricant and then notified the division, we could have lost 15 different engines, and at \$18,000 an engine, we're talking about a lot of money."

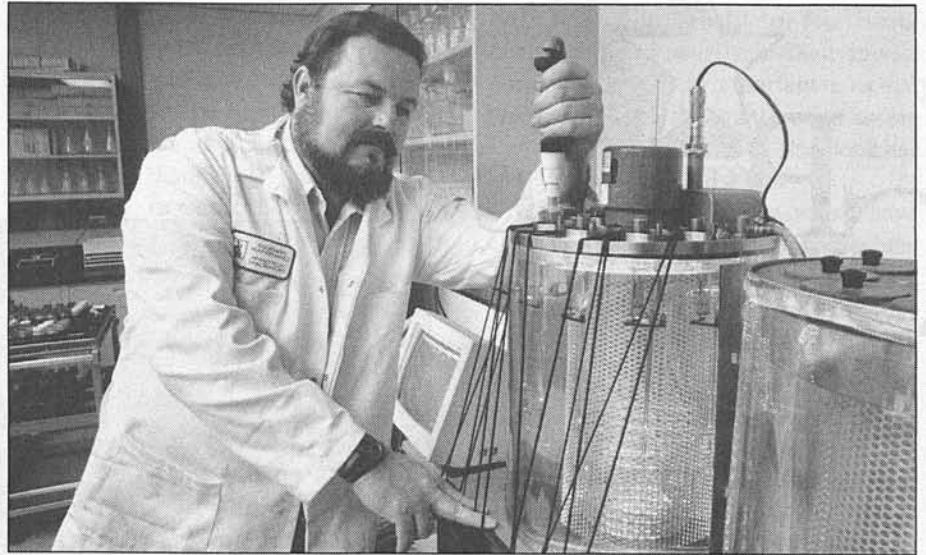
Stange says his shop's target turnaround for sample testing is approximately four days. That is considerably faster than sending the samples to an outside analysis lab, which had been

done in the past. The RTD lab completes testing on 60 to 70 samples a day.

Some say that the District could eventually sell their elaborate sampling service.

Stange, too, is thinking of the future.

"I envision us sampling gear lube for heavy rail cars, on the Red and Green lines," he says. "I can see us testing any and all of the electric trollybuses. They don't have fuel, but they do have gear boxes and transmissions."



RTD Gears Up for Methanol Bus Operations

by Rick Jager,
Sr. Press Relations Representative

The world's largest fleet of methanol-powered buses is scheduled to arrive this summer and already various departments here at the District are making preparations to ensure those buses are put into operation as soon as possible.

"Our goal is to place these new clean burning, state-of-the-art coaches into regular revenue service as soon as they come in to complement our existing fleet of 30 methanol buses that have been in service for the past two years," said Dan Miller, RTD's operations staff superintendent.

The Operations staff, along with Equipment Maintenance, Operations Planning, Schedules Planning and Facilities Maintenance and Engineering, has been working on the deployment plan for this fleet of methanol-powered buses for the past six months.

With a successful two-year test of 30 methanol-powered buses now complete, the RTD Board of Directors last year approved the purchase of 202 additional clean-burning methanol buses to replace older diesel-powered buses.

The \$48.2 million contract was awarded to Transportation Manufacturing Corporation (TMC) of Roswell, New Mexico, with each 40-foot bus

costing \$217,400.

"The plan is to first replace existing diesel buses with methanol coaches at Division One, with the rest of the fleet to go to Division Two," said Miller.

The operations plan calls for the deployment of between 160 and 165

Division 9 has a fuel tank replacement program set to begin in September.

methanol buses from Division One. Division Two, which is scheduled to be reopened as a fully operational division by June of this year, will house approximately 70 methanol buses.

"By operating these coaches out of the District's two downtown yards, they will be assigned to heavily used, inner-city lines," said Miller.

Those Lines operating out of Division One include Lines 14, 16, 18, 30 and 66. Lines to be operated out of Division Two include 26, 56, 65 and 104.

"Division One, which houses the District's current fleet of methanol-powered buses, was a logical choice for the deployment of addition methanol buses since that division already has fueling tanks for methanol," said Miller.

"The final touches are being done now to Division Two and, by summer,

that division also will be capable of deploying methanol buses," added Miller.

Additionally, Division 9 in El Monte has a fuel tank replacement program set to begin in September so that methanol-powered buses can be deployed from that location.

As the buses begin arriving, Equipment Engineering and Maintenance, under the watchful eye of George Karbowski, RTD's equipment maintenance supervisor and methanol bus project manager, will begin inspecting the coaches for acceptance.

"Once accepted, then the 'campaign' begins by our department in terms of getting the buses ready for revenue service," he said.

"Methanol decals will be applied, radios, fareboxes and the headsigns will be installed and programmed by Telecommunications, and final touches in preparing the vehicles for operation will be done," he added.

"In operation and in maintenance the only real difference in these buses compared to others is the type of fuel the coach uses and the fact that these buses will have glow plugs to assist in start-up," said Karbowski.

continued on page 23 . . .



C PUBLIC COMMENDATIONS

Dear RTD:

My wife and I have been holidaying in Los Angeles for the last week or so.

We used your RTD transportation system quite extensively and on two occasions were served by the same bus driver. During the first time, I found him to be the most courteous driver that I had ever met and on the second occasion, this conduct was verified.

My wife and I live in Adelaide, Australia and have travelled extensively in America, Europe and the United Kingdom.

Your driver, #16532 (**Joseph Sahler**), comes out well near the top. Please thank him.

Yours faithfully,
W.B. Legg

Dear RTD:

I do not usually take the time to write letters, but I felt compelled to write this one. Recently, my car broke down and I was forced to catch your transit on Western Ave. Being totally unfamiliar with the RTD and frustrated, your driver, **Mr. Horace Leftwich**, on Line 207, badge #16968, totally eased my frustration and made the day brighter with cheerfulness and help in guiding me to work. I must say that I am most grateful to him, because he probably saved my job also.

Thank you, Mr. Leftwich and RTD.
Sincerely,
Eddie J. Curtis
Los Angeles

Dear RTD:

After many years of riding the bus, I am writing to express my appreciation for **Mr. Richard Pedroza**, driver #2383 on the 446 line. Pedroza is an excep-

Thanks For a Job Well Done!

Division 3201
Peggy Brown

Division 3203
Francis Mauiola
Anna Tongrai

Division 3205
Patricia Heedly
Raul Villegas

Division 3207
Ronald Davenport
Carol Jackson
Joseph Sahler

Division 3208
Joyce Antill

Division 3209
Roberto Ramirez
Edward Senteno

Division 3210
Jimmie Bragg
Tamela Jacobs

Division 3212
Maria Grande
Richard Pedroza

Division 3215
Renee Williams

Division 3218
Ernest Bhagwani
Horace Leftwich

Telephone Information:
Linda Carpenter
Georgina Cervantes
Juanita Cook
Fernando Hernandez
Victoria Lewis

tional individual and a credit to your company. I have observed that he is patient, courteous, helpful and outgoing with all of the riders. It is easy to see

that he likes his job by his attitude. Richard's pleasant manner is infectious and I think that we riders carry it over into our stressed-out lives everyday.

I am sure that there are hundreds out there that feel the same as I do about Richard Pedroza; they simply do not have the time to write to express their feelings. In sum, Pedroza is a one-man public relations department. If there were more drivers like him, I'm sure that more riders would be attracted to ride the bus.

Sincerely,
Robert Phillips
San Pedro

Dear RTD:

It is always a pleasant surprise to be blessed with an encounter with a person who knows what service means. I have been fortunate to be at the receiving end of one such encounter, which happily, has continued to this day.

I refer to **Mr. Edward Dolphin**, who drives the 207 line. I can't help but be cheered after a long day's work as I watch him put smiles on his passengers' faces. This he does by greeting them cheerfully, looking them straight in the eye while carrying on small talk with them in English, Korean and Spanish. He never fails to elicit smiles from them; he makes them feel truly important.

He always announces the next stops (in three languages, at least) with a warning to "Watch your step," and says a word or two to each disembarking passenger. The effect is clearly visible on bus passengers' faces and in their walk as they hit the sidewalk. They do seem to be walking on air.

Mr. Dolphin is truly an asset to your organization and as such is a walking example of customer relations in the real sense of the word. What would the world be like if there were more Edward Dolphins!

Sincerely,
Ernest Bhagwani
Los Angeles

Dear RTD:

First of all, let me start off by

saying that one rainy day last week, when I got home, I couldn't figure out why my jacket and handbag were covered with mud. Four days later on Feb. 11, I got on my regular bus line 4 and saw that I had my regular driver (**Carol Jackson**). I sat down and noticed she was writing something on a piece of paper at a red light. She gave it to me and on it, had written, "Hi," and her name and told me that I had a seizure on Friday, Feb. 7 at my bus stop. When she saw me the next time, Feb. 10, she was real worried (she is always my driver). She was so compassionate and concerned and relieved when she picked me up on Tuesday, Feb. 11. She explained that she had noticed me fall on Friday as she approached my stop. She got off the bus to see if I was OK. I was very disoriented and I wouldn't get on her bus. When I did get home that evening, I couldn't figure out why I was covered with mud. For four days I couldn't figure it out and then the bus driver explained what had happened and enlightened me.

I wish there were more people like Carol, who are caring and considerate of people with handicaps. She is an exceptional person and a credit to the RTD.

Sincerely,
Elise Shorr
West Hollywood

Dear RTD:

This statement is rendered with extreme reverence and appreciation to the RTD bus service of Los Angeles and to the outstanding courteous, respectful, helpful and, without a doubt, the most necessary customer service representatives.

To my dismay, I had several prospective employers reject me due to my lack of transportation. I even had others criticize the RTD system. However, because of my success with RTD service reps, you are absolutely number one!

I now have been blessed with a job -- my first since entering your state 43 days ago. The reason why I received the job is because RTD service reps made sure I arrived one half hour to one hour

ahead of the time I wished to arrive. Also, your drivers also responded with considerable patience.

This is the first time in my life that I have ever used public transportation to this extent. I thank God I am here on the West Coast, in California.

Most respectfully submitted,
Gary Stephens, Sr.

Dear RTD:

I am a commuter from San Bernardino County and have been riding the RTD 497 Express Line for two years. I have always been very satisfied with the services provided but I never expected to receive the personal touch of service I received yesterday.

On January 6, as I was ready to alight at my stop, my office keys containing my car and home keys fell out of my coat pocket and I was not aware of the incident until I reached for them once I had gotten inside my building.

I immediately called the L.A. RTD line and was given your number to call. Operator #42 answered and gave me instructions and was very helpful in every manner. He arranged to have my keys delivered to my office within an hour. **Supervisor Georgina Cervantes** was the person who delivered my keys and with a smile! She told me that she thought Operator #42 was **Mr. Fernando Hernandez**.

I would not only like to extend my sincere thanks to you but also to let you know that its people like Mr. Hernandez and Ms. Cervantes who make it a pleasure to ride with RTD. My hat's off to them for being an asset to their company.

Sincerely,
Lucia B. Luengo

Dear RTD:

I would like to commend one of your employees, **Ms. Juanita Cook**, on her performance. It is not too often in our fast-paced city, that we find one who is not only courteous but friendly.

Ms. Cook has demonstrated professional and accurate skills. We, on numerous occasions, must call your office for information for a client. When mak-

ing a referral to a shelter or food bank, our clients are usually at their lowest point in life and it is important to us that we get them on the right bus to assure their safety. This is where Ms. Cook has shown her excellent skills.

It is not unusual for me, when I have experienced good service to request the same person again. I'm very pleased with your service as well as with your employee, **Juanita Cook**.

Sincerely,
Armando Olivas
Sr. Community Services Representative, United Way

Classified

Condominium in Canoga Park selling for at least \$10,000 below the market value. One bedroom, one bathroom, dining area, living room, central air, security gate, excellent location (only one mile from Division 8.) Price only \$75,000. Call Dave at (714) 355-1726.

Condo for rent: Island of Kauai, Hawaii, Poipu Beach Resort. Beautiful one-bedroom, fully equipped condo. King-size bed, plus queen sleeper in living room. All amenities including pool, spa, and eight tennis courts on grounds. Short walk to Poipu Beach. All this for only \$630 per week. For more information, call (818) 998-8002.

Golf Collector Society Member buys and trades old wood shaft clubs or golf balls from the 50s and older. In any condition! Top Prices Paid. Call Eddie (213) 222-3021.

For Sale: 1988 Chrysler Conquest. 5-speed turbo. 62,000 miles. Black, mint condition. Complete power pack. Leather interior. Call 818-810-0842 after 10 a.m. and ask for Bob.

Training the Trainers:

Operators Aren't the Only Ones Learning at Central Instruction



by Greg Davy,
Sr. Press Relations Representative

When we walk into classrooms for the first time, we always hope instructors will make the course interesting, stimulating and even entertaining. We certainly expect them to know their subjects and to be able to teach it effectively.

We often forget that teaching is itself a skill that must be taught. Acting Superintendent of Instruction B.J. Harris must bear this in mind every day.

"The people who teach our operators must also be trained to become trainers," Harris explains. "Making sure we have excellent-quality trainers is one of the many significant roles here at Central Instruction."

Two state laws passed in 1989 require that all transit vehicle operators have a transit driver's certificate, and that all instructors be certified on at least the state level.

Harris knew that getting his instructors certified would be the least of his worries. "I believe RTD's training

program is superior in many ways to the state and federal programs," he said. "In fact, the federal Transportation Safety Institute uses some of our films and materials in its training program."

"Your training is never complete," Harris said. "You're always learning."

The only real task was choosing which of his TOS Instructors would attend the week-long federal certification training. The five who made it were George Dixon, Rudy Maul, Chuck McMillan, Isaac Ornelas and Lee Quick.

"There are only 40 federally certified transit instructors in the state of California," Harris pointed out. "And RTD now has five of them. I believe this speaks very well for the quality of our program."

"These are the people who start sort of a chain reaction of learning," Harris explained. "They train our TOS instructors, who in turn train our Line Instruc-

tors, who then work with our operators when they're actually learning to drive a bus."

In July, 1991, before the current hiring freeze occurred, the District picked 13 of its most experienced operators and turned them into new TOS instructors. Rob Bauer, Jose Gonzales, Leonard Hooper, Demetrius Jones, Dormin D. Jones, John Jung, Scott Lee, Joseph McKenna, Eddie Outlaw, Johnny Rios, Jose Serrano, Steven Strilecki and Billy Wilkison all took a 13-week course in which they were being trained to be trainers.

Much of the 13 weeks is going over the fundamentals of driving technique, safety issues and accident investigation. The rest of it is observing other instructors to learn how to conduct training sessions, how to interact with trainees and how to properly complete class paperwork.

At the end of the 13 weeks, the new TOS instructors are ready to conduct their own training sessions. But Harris

continued on page 23 . . .

SCHEDULE CHANGES



Alkachouri, Hassan M., from Electrician Helper to Traction Power Inspector.

Ambrozich, Gary F., from Mechanic "B" to Mechanic "A".

Avila, Leonard J., from Transit Police Officer (Trn) to Transit Police Officer.

Batres, John R., from Transit Police Officer (Trn) to Transit Police Officer.

Brown, Wilson M., from Transit Police Investigator to Transit Police Sergeant.

Burke, David J., from Electrician to Traction Power Inspector.

Clark, Alan L. from Signal Inspector to Rail Signal Supervisor.

Davenport-Waldon, Beverle, from Data Process Document Clerk to MIS Technical Librarian.

Davis, Kirk S. from Train Operator to Transit Operations Supervisor.

Delacerda, Joe L., from Mechanic "A" to Mechanic "A" Leader.

Delgado, Leticia, from Transit Police Investigator to Transit Police Sergeant.

Demascio, Frank J., from Train Operator to Transit Operations Supervisor.

Dixon, Winston B., from Maintenance Specialist to Engineering Associate.

Gallegos, Salvador, from Electrician to Traction Power Inspector.

Gonzalez, Andres, from Mechanic "B" to Mechanic "A".

Hill, Isaac U., from Transit Police Officer (Trn) to Transit Police Officer.

Humes, Delores J., from Mechanic "C" to Mechanic "B".

Jauregui, Rosendo R., from Mechanic "A" to Mechanic "A" Leader.

Keliher, Joseph T., from Mechanic "B" to Mechanic "A".

Lara, Antonio J., from Service Attendant to Service Attendant Leader.

Martinez, Cuauhtemoc, from Mechanic "B" to Mechanic "A".

Middleton, Virginia M., from Service Attendant to Service Attendant Leader.

Milan, Rogelio P., from Mechanic "B" to Mechanic "A".

Muro, Fermin R., from Mechanic "C" to Mechanic "B".

Noriega, Angel M., from Stock Clerk to Storekeeper.

Rios, Jose Luis, from Traction Power Inspector to Electrician.

Rogers, James P., from Mechanic "C" to Mechanic "B".

Roque, Joseph R., from Train Operator to Transit Operations Supervisor.

Scott, Frank M., from Mechanic "A" to Mechanic "A" Leader.

Thomson, William J., from Transit Police Investigator to Transit Police Sergeant.

Valverde, Jesus R., from Mechanic "B" to Mechanic "A".

Varing, Harold D., from Mechanic "C" to Mechanic "B".

Willis, James T., from Transit Police Investigator to Transit Police Sergeant.

SHIFTING GEARS



Adams, Harold, began with the District on October 13, 1970 and retired as a Mechanic "A" on January 31, 1992.

Batiste, Myrtle L., began with the District on June 11, 1979 and retired as a Bus Operator Full Time on March 11, 1991.

Blue, Theartis E., began with the District on November 09, 1968 and retired as a Bus Operator Full Time on January 31, 1992.

Bolanos, Alvaro, began with the District on July 29, 1967 and retired as a Bus Operator Full Time on January 31, 1992.

Carbone, Richard L., began with the District on February 15, 1969 and retired as a Bus Operator Full Time on February 16, 1992.

Coleman, John H., began with the District on July 22, 1961 and retired as a Bus Operator Full Time on January 06, 1992.

Collins, Louis F., began with the District on March 31, 1976 and retired as a Mechanic "A" on October 01, 1991.

Cure, Eugene A., began with the District on February 02, 1959 and retired as a Transit Operations Supv on February 03, 1992.

Holliday, John L., began with the District on September 11, 1971 and retired as a Bus Operator Full Time on November 07, 1991.

Jackson, Seabron, began with the District on December 14, 1968 and retired as a Bus Operator Full Time on January 31, 1992.

Lujan, Richard A., began with the District on July 01, 1960 and retired as a Equipment Maint Supv on January 31, 1992.

Markles, John F., began with the District on June 05, 1971 and retired as a Cabinet Maker on July 02, 1991.

Miller, Lee A., began with the District on January 25, 1969 and retired as a Bus Operator Full Time on January 31, 1992.

Mott, Adrian A., began with the District on January 02, 1975 and retired as a Bus Operator Full Time on January 20, 1992.

Parker, Napolian, began with the District on January 04, 1969 and retired as a Bus Operator Full Time on January 31, 1992.

Rudolph, Jonas, began with the District on January 11, 1969 and retired as a Bus Operator Full Time on January 23, 1992.

Saa, Milton R., began with the District on November 02, 1968 and retired as a Bus Operator Full Time on January 31, 1992.

Saunders, Andrew W., began with the District on October 23, 1983 and retired as a Bus Operator Full Time on January 23, 1992.

Small, Richard L., began with the District on September 21, 1963 and retired as a Sr. Transit Oprns Supv on February 22, 1992.

Smith, Johnny, began with the District on September 21, 1968 and retired as a Bus Operator Full Time on January 31, 1992.

Stewart, Shirley J., began with the District on November 15, 1968 and retired as a Customer Info. Agent I on January 28, 1992.

IN MEMORIAM

Bulger, John F., began with the District on March 31, 1949, retired as a Assistant Supt. Property Maintainers and passed away on January 13, 1992.

Darlington, Frederick C., began with the District on November 11, 1974, retired as a Bus Operator Full Time and passed away on January 28, 1992.

Gudbranson, Gunvald E., began with the District on September 04, 1945, retired as a Bus Operator and passed away on November 15, 1991.

Kochanski, Vincent W., began with the District on January 28, 1953, retired as a Bus Operator and passed away on January 19, 1992.

Wells, Perle L., began with the District on September 29, 1942, retired as a Bus Operator and passed away on January 08, 1992.

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COMMENDATIONS



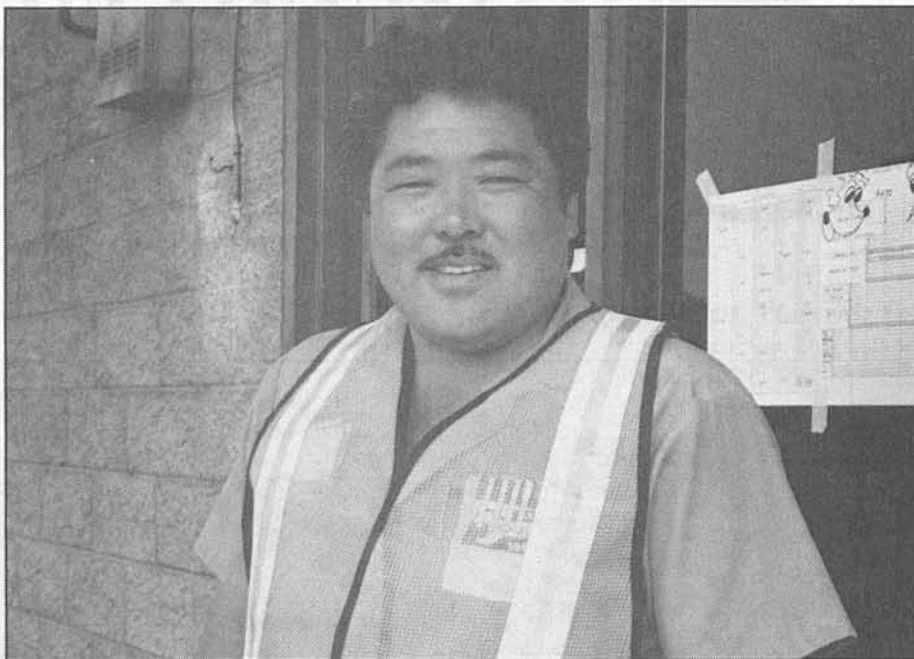
One of the San Fernando Valley's most honored bus operators has been chosen by the District as Operator of the Month for January. Forty-year-old Arthur Wake has spent much of his 18-year RTD career operating Valley bus routes and, over the years, has won 12 RTD Safety Awards, 14 Division Manager's Letters of Commendation and three Outstanding Operator Awards. In the past 11 years, he has maintained 90 merits, which is the maximum number of annual merits an operator can accumulate. The Granada Hills resident currently drives Line 168 along Lassen and Paxton streets from Chatsworth through Northridge to San Fernando. Says his boss Ron Reedy, "No matter what pressure he's under, he conducts himself in a very professional manner. He's a real asset to the District."

Wake is a "die-hard" Dodgers fan who also keeps track of the Raiders and Rams. He's a dedicated bowler in the Valley Nisei League, where he maintains a 187 average. He also collects sports cards, mostly those featuring football players. "It reminds me of my childhood," he says.

Wake holds a bachelor's degree in human resources development from California State University, Northridge. He served with the army in Korea as a military policeman from 1972 to 1974.

Congratulations to Eldon Takahara of Division 10, who was tapped Maintenance Employee of the Month for February. With RTD since 1969, the Utility A Leader has consistently spotted trends or peculiar problems with our fleet, and has then taken the initiative to solve the problems. He is an excellent motivator who insists on professionalism and teaches others by setting an excellent example.

His expertise on the job and positive attitude towards the District has earned him the respect of his crew and supervisory staff.



Please applaud Christina (Tina) Wurm, a general clerk in the Document Control section of OCPM, as Procurement Clerk of the Quarter. Her boss, Paul Como, says Wurm is a hardworking, conscientious employee who always processes documents flowing through her section in an expeditious, efficient, and professional manner. Despite the extreme variations of work flow in the section, she makes sure her work is processed and completed on schedule. Wurm deals well with the most difficult and demanding of the staff, and adds Como, consistently meets the many goals of her section. Our congratulations!



Division 18's Lisandro Martinez was recently honored by the Board of Directors for being named Maintenance Employee of the Month for January. Considered to be one of the best leadmen in the Equipment Maintenance Department, Martinez can always be counted on to complete his assignment in a professional manner. He shares his thoughts with fellow employees as well as his knowledge about the job. To his credit, Martinez has never been late for work in 18 years and has missed only 36 hours of work due to illness. An 18-year veteran of RTD, Martinez began his career as a Mechanic B. In 1986, he was promoted to Mechanic A leader in the Running Repairs Section, which is where he remains today.

Information Operator of the Month honors go to Natalie Ramirez, who continues to chalk up numerous commendations and an impeccable attendance record. The two-year RTD employee is the mother of five children, and in her spare time, dabbles in the arts and crafts. She says her specialty is arranging silk flowers for weddings and parties. Her outside interests don't stop there. She also spends considerable time working with disadvantaged youth at the Eastland Youth Center in Montebello. Truly a credit to her employer and to her family!





Catching mistakes which have gone unnoticed by other staff members seems to be one of General Clerk Mike Witt's fortes, as he too, was recently named Procurement Section Clerk of the Quarter. A highly-productive employee who churns out the work, he has made a positive contribution to the success of OCPM. His boss, OCPM Director Paul Como, says that he, too, is able to deal with the most difficult and demanding of staff.

Alert in recognizing potential problems is what makes General Clerk Alejandra Munoz so valuable to OCPM boss Paul Como. Because she is so hardworking and conscientious, Munoz, too, was recently tapped Clerk of the Quarter. Assigned to the Data Entry Section, she is knowledgeable in all areas of the clerical section and, despite the heavy workload in her own section, is always ready to assume duties to help in other sections. She is always available to work overtime if need be. Kudos to Ms. Munoz for all that she has contributed.



RTD Survey of Downtown Area Elicits Huge Response

Study Will Allow District to Respond to Rapidly Changing Ridership Patterns and to Develop New Services

The Scheduling and Operations Planning Department, under the direction of Steve Parry, is busy this month tabulating and analyzing results from a comprehensive survey that will allow the District to improve mobility and system operations in downtown Los Angeles. Thanks to the more than 1,100 RTD bus operators and operating personnel who participated, the Los Angeles Central Business District (LACBD) Sector Study, identifies key congestion points for buses in downtown Los Angeles.

"The operators took the time to think the survey out, reflect on it, and formulate good responses," said Robert Jackson, senior statistical analyst who authored and now must interpret the survey. "A key point is that this survey indicates that most of the major factors influencing bus delays are largely outside of the control of the RTD."

The study, commissioned last year by the RTD Board of Directors, focused on the Central Business District, an area which is fast-changing as a result of mushrooming development and the implementation of new public transit, like the Red and Blue Lines, commuter rail, Pasadena light rail, and Harbor Freeway Transitway. The downtown area was last studied as intensely back in 1976, according to Steve Parry, director of scheduling and operations.

But the boundaries of the business area have changed significantly since then, said Parry, with tremendous growth east of the Los Angeles River and west of the Harbor Freeway. "There are all kinds of new highrises downtown," said Parry, but no new streets.

"The slowest operating speed in the system is downtown."

In order to identify the problems causing the delays, operating personnel ("Anybody who has something to do with

the buses operating downtown," said Parry) were given the surveys to fill out.

Of the 1138 surveys handed out, a whopping 80 percent were completed. ("A very high response rate," said a pleased Jackson, who holds a doctorate in social ecology from the University of California, Irvine.)

As expected, RTD operating personnel complained most about the Broadway Corridor, as being affected by all types of problems which result in bus delays.

** Eighty-six percent of the respondents cited major left turn problems at the intersection of Grand Avenue and First Street.*

** Eighty-three percent of the respondents cited major right turn problems at Olive Street and First Street.*

** Sixty-seven percent of the respondents cited major pedestrian related problems at Main Street and Seventh Street.*

** Eighty-four percent of the respondents cited major parked vehicle related problems at the intersection of Hill Street and Sixth Street.*

** More than eighty percent of the participants reported traffic congestion as the reason for delays at the following locations:*

Main and Seventh Street

Broadway and Fifth Street

Flower and Wilshire

Terminal 28 Bus Layover Zone in the vicinity of Hill and Venice

Figueroa and Wilshire

Then, in January, Jackson and company conducted the second phase of the study. Another survey, created by him and geared to the public, was published in the January 6 issue of the *Downtown News*.

Seven hundred eleven citizens responded; half of them indicated they

were transit users. Several days later, staff from Local Government and Community Affairs conducted the same survey at five downtown locations. Nearly 600 responses were obtained over a three-day period. Then, according to Scheduling's Callier Beard, who was instrumental in the sector study, staff conducted 779 surveys at bus stops around the downtown areas.

One member of the RTD team was a Spanish speaker, noted Beard. In addition, 75,000 take-one flyers were distributed on all buses operating in the Downtown area to announce that staff would be conducting surveys to identify unmet transit needs. Altogether more than 2,500 were completed and returned through this Community Outreach phase.

According to Jackson, the preliminary findings indicated that the mean age of the sample of downtown riders was 36.7 years; over 43 percent of the sample were male; 43.8 percent were Hispanic, and just over 51 percent reported annual household incomes of less than \$15,000.

Jackson and Parry both say they will have a preliminary report on their findings by June, and a final report by November.

Parry says the District is already responding to results of the survey, which shows that transit in the CBD is heavily utilized and subject to less than optimal operating conditions. The District has formally requested to the city that a northbound contra-flow lane for buses be established along Hill Street. Parry says that because Broadway was not established as a one-way street coupled with Hill Street, there is a disproportionate number of buses trav-

continued on page 28...

In the Thick of It

by Sgt. Shari Barberic, Transit Police

Transit Police recently expanded its Community Relations Unit, which is staffed by Investigators Leroy Crawford and Pete Mooyman and Officer David Girardi. The goal is to develop a comprehensive program focused on an enhanced effort to identify and address the concerns of our fellow employees. We are looking forward to making this program an integral component of our "Dedication to Excellence."

Division 15 Operator Patrick Hart provided information which led to the arrests of four juvenile graffiti artists on January 28 and 29 on the 154 line at Coldwater Canyon and Oxnard. GHOST received a miscellaneous report from Hart requesting assistance with daily graffiti activity at that location. At the same time, an anonymous report was received through the "WE TIP" program concerning the same problem. GHOST Officers Jerry Chaney, Richard Mena, Albert Plazola, William Wells, Fred Noya and Ron Brown initiated a surveillance and apprehended four juveniles in three separate incidents over the two-day period.

In response to reports from operators and adjacent businesses, GHOST monitored the bus stops at King and Vermont on February 13 and nabbed eight juveniles who had inflicted nearly \$7,000 worth of damage to one RTD bus during their "spray-for-all." All of the suspects were booked on felony vandalism charges.

On February 1, GHOST officers captured five juveniles among a large group vandalizing buses at Gage and Avalon. Four of the suspects were charged with vandalism and a fifth was charged with battery on a police officer after the suspect struck an officer during the arrest. The suspects had applied graffiti to more than four buses during their ill-fated crime spree.

Officers LaMark Williams, Anthony Hackett and William Wells were in the right place at the right time on February

5 when they saw a mob of known gang members running from a 105 line bus at Vernon and San Pedro. The officers quickly located two robbery victims on the bus and immediately detained one female juvenile suspect. Two other juveniles, both males, ran from officers and were captured as they attempted to evade the proverbial long arm of the law by hiding in a junkyard several blocks away. All were booked on robbery charges.

The Numbers . . .

Transit Police made a total of 504 arrests during January 1992, including 106 for felony crimes, 79 for illegal sales of transfers and 63 juvenile arrests by GHOST officers for vandalism and related offenses. In addition, officers handled 2,209 radio calls, issued 443 citations and completed 9,343 random bus boardings.

Investigator Jackie Goss and Officer David Morgan arrested five more of the same gang members after the suspects committed an armed robbery aboard a bus at Vernon and Vermont on February 13. During the robbery, one passenger was slashed with a knife and robbed of his hat and jacket. Another passenger was squirted in the face with a caustic liquid of unknown origin. Officers spotted the bus with the headsign emergency lights activated and stopped the bus. The victims positively identified five of the 15 to 20 gang members. One adult and four juveniles were booked for robbery and felony assault.

Transit Police encourage the continued assistance of all District employees in providing information on crimes and suspicious activity. Your timely observations are invaluable in facilitating effective law enforcement throughout the District.

INCOME TAX REFUNDS



If an income tax refund is due and the return was filed by April 15, expect to receive a check by June 1. If not, call the IRS's Tele-Tax number to find out the status of the refund. In most areas the number to call is 800-829-4477. In areas not served by

this number, ask the telephone operator for the local IRS Tax Automated Refund number, or check the tax package that you received by mail from IRS for the number.

When calling, have the tax return handy with Social Security number, filing status, and exact amount of the expected refund.

Driver's Education



Always on the move, RTD recently participated in a Rideshare Fair at Pacific Bell in San Pedro. Shown here learning to drive an RTD bus is Vera Wilde, the employee transportation coordinator from Pac Bell. Division 12 Operator O.J. Ghiara (kneeling) provided the instruction, as Pac Bell's Dona Dever looked on. RTD's Ed Langer from the Corporate Transit Partnership snapped the photo.

Transit Police Crack Bus Transfer Theft Ring

Knocking out a major theft ring, RTD Transit Police recently arrested eight persons, including a part-time RTD bus operator, for possession of stolen bus transfers. The arrests culminated a recent investigation into the increased use of counterfeit or stolen fare media that is costing the District at least \$2 million a year. In the first two months of this year, Transit Police nabbed a total of 134 persons for selling illegal fare media, up from 46 arrests in December.

The arrest of the eight men occurred in the early morning hours at residences in the 4100 block of S. San Pedro Place, the 400 block of N. Rampart Boulevard and the 1100 block of Chicago Street in the Los Angeles area. All eight were booked on charges of grand theft, embezzlement and conspiracy.

Police officers confiscated 42 books of stolen RTD bus transfers that have a value of up to \$2,310. Also confiscated were six ticket punches, three counterfeit discount tickets, six forged monthly bus passes, an assortment of fake social security cards and \$15,000 in cash.

"We consider this a significant breakthrough in our investigation," said Sharon Papa, RTD Chief of Transit Police. "All 2,100 of the transfers we

found were dated for use March 6 -- the only day they could have been used. This gives us an idea of how much revenue we could have been losing each day this ring was operating."

The Transit Police and RTD's Transportation Department have been working together on a task force formed to battle the counterfeiting and theft of fare media, including monthly bus passes, transfers and discount tickets.

Last October, RTD switched from a standard monthly bus pass design to a hologram design, which is much more difficult to duplicate accurately. Coun-

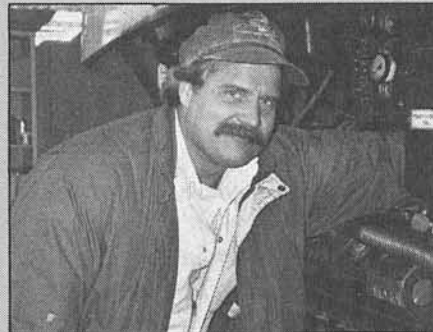
terfeiting of passes has consequently been dramatically reduced.

Three-member teams began boarding buses in October to check for counterfeit monthly passes. More than 100 fakes were confiscated with the help of watchful operators. A total of 134 persons were arrested the first two months of this year, up from 46 arrests in December.

The District informed the public of the problems with brochures on buses cautioning riders to purchase their passes only at authorized RTD dealers. As a result only 10 fake passes were found in January.

Creative Employees Score with More Great Suggestions

Fresh Ideas Pay Off For Another Three Employees



College Bound

Bus Operator James Belt, an 11-year RTD veteran, is proud to report to Headway that his son, 24-year-old Adonis, has been awarded a full football scholarship to Livingston University in Birmingham, Alabama. He's currently in his second year at Citrus College in Glendora and is a nose-guard on the school's team. Two years ago, his team won their conference title. Adonis is a graduate of Sierra Vista High School in Baldwin Hills, and ITT in West Covina.

Meantime, Belt's other child, a 27-year old daughter is bound for the University of California, Santa Cruz on an art scholarship. She spent her first two years of college at Mount San Antonio.

Hefty checks were presented recently to three District employees whose unique ideas have allowed the District to save bundles of money . . . and time.

Dennis Dickason, a warranty equipment mechanic, cashed in a \$1000 check for his design of an engine shutdown switch that cuts off the engine when oil pressure drops. His novel invention prevents catastrophic engine failures. The cost of one engine is about \$17,000. The device he invented costs far less; in fact, the District can retrofit the entire fleet with Dickason's switch for less than it would cost to replace one engine.

Mechanics Salvador Perez and Galal Abdelwahb were awarded \$691 for their

design of an RTS II rear door light panel that allows the mechanic to make adjustments to the rear door without removing the dome light panel. The new configuration saves time, and material. The remodified panel has been tested and now implemented at CMF. Their idea has resulted in an annual cost savings to the District of \$6,912.

If you've got a grand idea that could result in the District saving hundreds of dollars, please submit your idea to the Employee Suggestion Committee. Call Nina Capoccia at 7172 for more information. Unfortunately, because of the budget crunch, monetary awards for the program are temporarily on hold.

Open Letter to RTD Employees, Spouses and Dependents Insured Under a Group Medical/Dental Plan

The Consolidated Omnibus Reconciliation Act of 1986 (COBRA) requires that whenever an individual's medical and/or dental insurance coverage ends for any of the following reasons, he or she must be given the opportunity to purchase continued coverage. Cost of this continued coverage is 102 percent of the District's premium rate. This letter is intended to inform you of your rights and obligations under the COBRA provisions. Both you and your insured dependents should take the time to read this notice carefully.

If you are the employee, you have the right to choose this continuation coverage for up to 18 months if you lose your group health/dental coverage for any of the following reasons:

1. *Your voluntary termination.*
2. *Your involuntary termination (for reasons other than gross misconduct.)*
3. *Your reduction of hours due to layoff, strike, leave of absence, or full-time to part-time.*

If you are the spouse of an employee covered by the District's group health/dental plan, you have the right to continued coverage for yourself for up to 36 months if you lose group health/dental coverage for any of the following reasons:

1. *Death of your spouse.*
2. *Termination of your spouse's employment or reduction in your spouse's hours of employment.*
3. *Divorce or legal separation from your spouse.*
4. *Your spouse becomes entitled to Medicare unless the Medicare entitlement is due to End Stage Renal Disease or your spouse is deemed a "disabled active individual" under a large group health plan.*

If you are the dependent child of a District employee insured under the group medical/dental insurance, you have the right to continue insurance for up to 36 months if your coverage is lost for any of the following reasons:

1. *Death of a parent.*

2. *Terminations of your parent's employment or reduction in your parent's hours of employment.*

3. *Parent's divorce or legal separation.*

Here's What It Means . . .

Under certain circumstances, you have the right to continue your medical insurance coverage even after you leave the District. You can continue it if:

— *You resign, retire or are dismissed (for any reason other than gross misconduct.)*

— *You change from full-time to part-time status.*

— *Your spouse and dependent children also have the right to continue insurance coverage if:*

— *You become legally separated or divorced.*

— *You die.*

— *Your dependent child reaches the maximum age for coverage under the District's health plans.*

— *A District retiree turns age 65 and his/her dependents are not eligible for Medicare.*

Keep in mind that continuation of
continued on page 27.

4. *A parent becomes entitled to Medicare unless the Medicare entitlement is due to End Stage Renal Disease or the parent is deemed a "disabled active individual" under a large group health plan.*

5. *The dependent ceases to be an eligible dependent either over age 19 and not a full-time student or over the age of 23.*

Under the COBRA law, the employee or insured family member has the responsibility to inform the plan administrator of a divorce, legal separa-

tion, or a child losing eligible dependent status within 60 days of the date of the event or the date on which coverage would be lost because of the event.

When your plan administrator is notified that one of these events has happened, he or she will tell you that you have the right to choose COBRA continuation coverage. If you do not choose to continue coverage, your group health/dental insurance coverage will end.

Your continuation coverage is identical to the coverage provided under the plan for active employees or eligible family members. Coverage will cease for you and your dependents:

1. *Eighteen months from the date an employee's coverage ended because of a termination or reduction of hours.*

2. *Twenty-nine months from the date an employee's coverage ended because of a termination or reduction of hours where the COBRA coverage was extended due to Social Security disability determination.*

3. *Thirty-six months from the date a dependent's coverage ended because of the death of the employee, divorce, legal separation, a dependent ceasing to be a dependent, or the employee's Medicare entitlement.*

4. *The date the individual becomes entitled to Medicare unless the Medicare entitlement is due to End Stage Renal Disease or the individual is deemed a "disabled active individual."*

5. *The date the individual becomes covered under another group health plan which does not contain any exclusion or limitation with respect to any pre-existing condition.*

6. *The date the employer ceases to maintain any group health plan.*

7. *The date the individual fails to make timely payment of premium.*

If you have any questions about the COBRA law and how it affects your insurance coverage, please contact your plan administrator.

Short Fuse



It takes a conventional "slow-fill" compressed natural gas (CNG) fueling facility seven to eight hours to fill the tanks of a bus-sized vehicle that runs on CNG. But RTD, with the assistance of the Southern California Gas Company, has once again moved ahead of convention by developing a "fast-fill" CNG fueling facility capable of filling an empty bus with 16,000 standard feet of compressed natural gas in 10 minutes. In top photo, RTD Warranty Equipment Technician Paul Rankin inspects one of the two CNG compressors at the Sun Valley facility before attaching one of the facility's four CNG nozzles to the bus' gas valve for fueling. The facility, which was officially unveiled April 10, is a demonstration project designed to improve the efficiency of fuel distribution in large fleets of CNG-powered commercial vehicles. The project is funded with Federal Transportation Administration dollars plus a contribution from SoCal Gas Company.

Methanol

... continued from page 9

Vince Pellegrin, senior engineer of the District's alternative fuels program noted: "Methanol-powered buses are part of a larger plan to experiment with a variety of alternative fuels."

The District is currently experimenting with a methanol additive for diesel buses, compressed natural gas and diesel coaches with particulate traps.

"These technologies are all promising in terms of reducing bus emissions, however, some are more costly than others to operate and we are assessing the overall reliability and durability of each technology," he said.

"I want to congratulate the many men and women responsible for the development of this methanol bus operations plan," said RTD General Manager Alan F. Pegg.

"Through their efforts and hard work, RTD is truly a leader in the field of alternative fuel research and development," said Pegg. "I have every confidence that the deployment of the world's largest methanol fleet of 202 buses will be a successful one."

Training

... continued from page 12

stresses that no one who walks through the doors at Central Instruction should ever consider their training finished.

"Your training is never complete," Harris said. "You're always learning. Brush-up sessions occur at least once a year."

The hiring freeze has temporarily halted the number of operator recruits needing classroom time, but trainers still have plenty to do. TOS instructors continually work with the District's 500 or so Line Instructors, guiding them in their efforts to train and re-train operators in the art of driving a bus. Operators also return periodically to Central Instruction for their brush-ups, taught by the TOS Instructors.

"Providing transit in the Los Angeles area is becoming a more and more competitive business," Harris said. "We have to show people that we want their business, and that we appreciate it when they give it to us."

"That's why our trainers will be stressing good customer relations at upcoming training sessions. We also will be concentrating on the proper uses of our dispatch radios. One thing we started just recently was taking our trainees on a tour of our dispatch center, so they can see the job our dispatchers do first-hand."

Oh, Say, Can You "CC"???

Decisions! How do you decide who gets a copy of that important letter or memo? Here are some suggestions for CC-ing right:

- CC everyone who is working directly on the project or apt to be affected by it. CC everyone who is part of your inner circle. Avoid CC-ing people merely to impress; that just creates a burden of junk mail.
- CC the boss whenever a memo goes to anyone ranked above him or her in the company. Avoid the impression of going over the boss's head.
- List names by hierarchy or alphabetically.
- Never send a blind copy to someone not indicated on the list. Blind CCs can be dangerous. Discovered, they can ruin credibility.

Good Sports

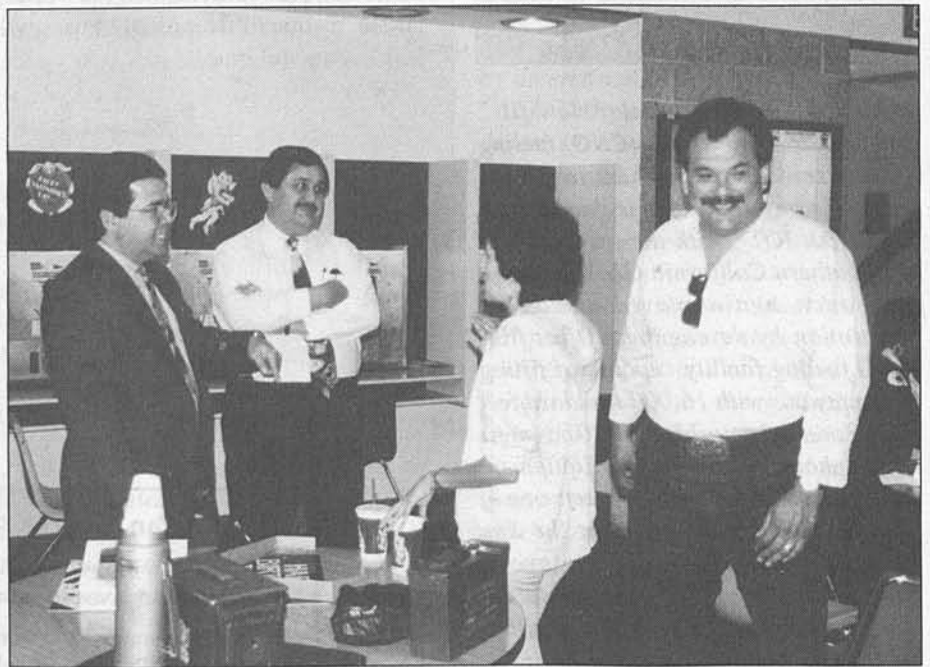
"I've had operators tell me they've quit smoking cigarettes because of our new weight room," says Roy Starks, Division 3 manager who credits exuberant, exercise-conscious employees for making it a done deal. On March 13, with Director of Transportation Dan Ibarra making it official with the snip of the ribbon, Stark's crew rushed into the new addition.

Starks says Operators Lisa Arredondo and Joanne Johnson were the project's movers and shakers, staging raffles, hot dog and pizza sales and "just about anything else they could make a buck on." Several months ago, the two, hoping to raise still more funds for the budding exercise facility, orchestrated a 10-mile race. The Division sponsored them, and Arredondo alone pulled in a whopping \$900.

Today, a treadmill, rowing machine, stationary bike, and free-standing weight machines are housed in a nine by 12-foot room on the Transportation side. Says one mechanic who uses his lunch to work out in the new room, "Now I feel so energized at the end of the day!"

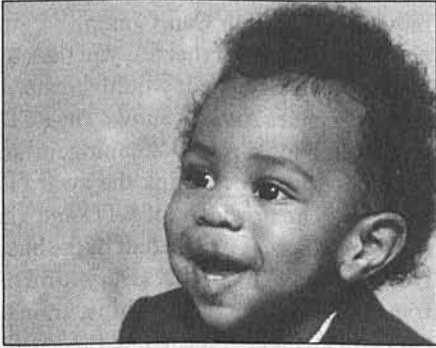


"Welcome to Division 3's new recreation room," calls out Dan Ibarra, director of transportation, who makes the year-long project official with a snip of the red ribbon. Division 3 manager Roy Starks, facing the camera, says he now uses the room three times a week. "I walk five miles at a time on the treadmill," he says proudly. "And I use the rowing machine."

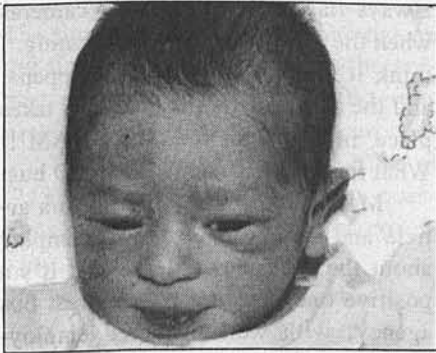


Someone tell (pictured from left to right) Dan Ibarra, director of transportation; Enrique Ortega, UTU Local 1607 president and vice-chairman; Lisa Arredondo, bus operator and UTU Local 1607 secretary; and operator Steven Morales, that all that nervous energy can now be worked off 10 yards away -- at Division 3's new recreation room!

BIRTHS

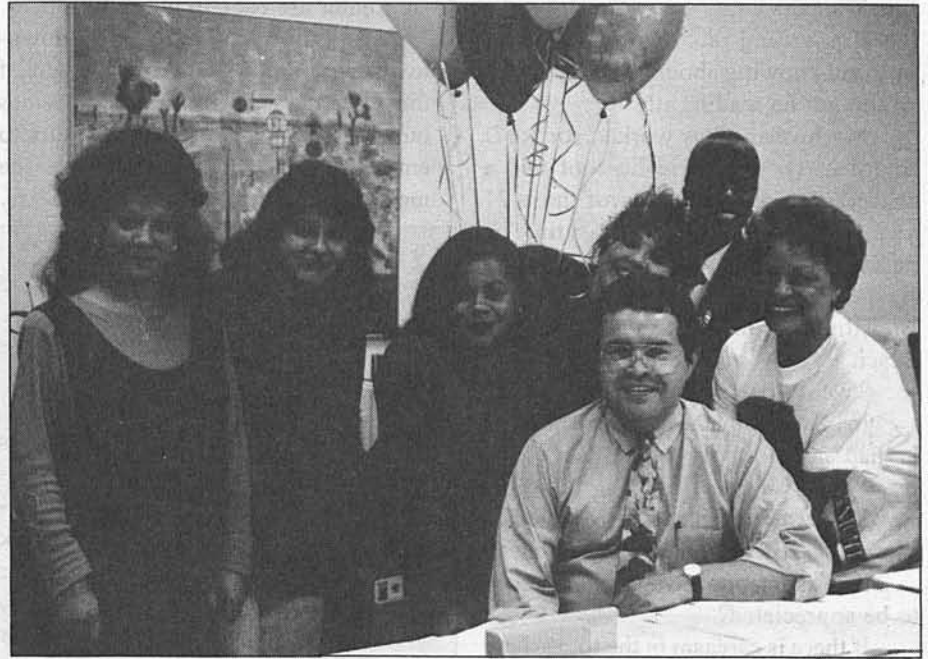


Born to Paul Como, director of OCPM and Glenice Robinson-Como, of the Risk Management Department, a son, Paul, on June 12, 1991. Now nine months old, the little guy was born at 4:25 a.m. at Huntington Memorial Hospital in Pasadena. At birth he weighed in at 6 lbs., 7 ounces and was 19 1/2 inches long. His favorite treat, according to his adoring mom, is his Dad's mixture of pineapple sherbet and gingerale!



Born to Transit Police Detective Mark Weissmann and his wife, Jean, a son, Aaron Joshua, on February 7, 1992. The little guy weighed in at 6 lbs., six oz. and measured 19 inches in length. Aaron was delivered at Kaiser Hospital in Fontana. His proud dad loves to show him off to colleagues. The family makes their home in San Bernardino.

Happy Birthday, Dan Ibarra!



Friday the 13th of March brought not bad luck, but a birthday bash and potluck for Dan Ibarra, director of transportation. The Montebello resident celebrated his 43rd birthday in style, surrounded by balloons and his favorite colleagues from the Transportation Department. Shown here with the man of the hour are (from left to right) Rebecca Smith Lee, secretary from Division 11; Josie Holquin, secretary in the Transportation Department; Jody Little Williams, secretary in the Transportation Department; Maria Reynolds, administrative analyst; Lynda Reed, sr. secretary; Pat McCauley, labor analyst.

Congratulations to Division 8 Newlyweds!

Division 8 Operators Dennis Rae Corley and Laura Sherlean Allen were married on Saturday, February 8 in Las Vegas at the Little Chapel of the Flowers. Peggy Claiborne, secretary in the District's Press Relations Department was on hand. The happy couple makes their home in Lancaster. Dennis has been employed with the District for three years; Laura for four years.



Letters to the Editor

Dear Editor:

I'm writing this letter without my husband knowing about it. If he did you would not be reading it!

My husband has worked for RTD for over 21 years. He has not had a chargeable accident in any of those 21 years. I can't remember the last time he had a missout. (He has to drive in from Hesperia so he has driven many miles to El Monte, Pomona, and now Long Beach.)

Twenty-one safe driving years!

In all that time how many times has he had an "atta boy -- good job" from the RTD? Not one.

More often than not, he received an (award) certificate with his pay check . . . Does someone have to die or retire to be appreciated?

If there is sarcasm in the tone of my letter, well, maybe it is because I read your Headway and read all of the "atta boys" for everyone else.

Not only is my husband an honest, hard-working operator, he is the most loving, dedicated husband and father anyone could ever ask for. Who is this wonderful guy? He reads Headway, so he'll know when he reads this, if you'll print it.

So Atta Boy, Honey!
Good Job. Well Done!

Name Withheld

Editor's Note: Please keep Headway posted on the accomplishments of your family. If you as an employee have thoughts on your career or suggestions as to how we can improve public transportation, we would like to hear from you. We can publish your comments, but only if you let us know.

Dear Editor:

The Academy Awards are over and all of the stars and the limousines can rest until the next year. The 20-foot Oscar statue has been put away, the Dorothy Chandler Pavilion is clean, and the streets surrounding the famous Mu-

sic Center are back to normal.

Just think, if you flew over downtown L.A. in a helicopter the night of the Oscars, you saw only limousines bumper to bumper awaiting their turn to enter the Music Center. You saw the media standing around with its cameras,

Upward Mobility

Dear Mr. Dan Ibarra:

The success of Career Awareness Week at Lillian Street School, March 2-6, happened as a result of the enthusiastic guests who visited classrooms to talk to our students. We want to express our sincere thanks to you for sending Ms. Maria Avila, driver, to describe her responsibilities to our students and motivate them to get their education.

We hope that she will be able to return during the week of April 6 to visit at least three other classrooms during the next Career Awareness Week event.

Again, thank you for supporting our efforts to provide a quality educational program for our students.

Sincerely,
Joyce Cox
Assistant Principal
Lillian Street School

movie fans yelling to their favorite celebrities and the lights and glitter of it all. I probably wouldn't notice the RTD bus detouring here and there to accommodate this once a year event. I really feel sorry for the RTD bus, because it's a major source of transportation throughout Los Angeles and we depend on it every minute of the day. It transports people - it is abused - people write graffiti nonsense on it, and it gets no recognition.

Films, actors, actresses, musicians, directors, producers all receive awards annually, but what about objects like the RTD bus? We hear about the Red Line, Blue Line and the new Metro Rail and even the Eyewitness News Van. Great!

I love it, but what about the RTD bus?

How many times have you sat in your den and spotted the RTD bus in a commercial or movie? Think about it. You saw one in Kindergarten Cop with Arnold Schwarzenegger, the Sheer Hanes stocking commercial, the AT&T telephone commercial, Cagney and Lacey and many more. I just saw the RTD bus in the background of the new movie, White Men Can't Jump.

Now, wouldn't that tell you that, at the least, Hollywood would create a Motor Vehicles Awards Show? The RTD bus would look rather stunning in an over-sized tuxedo. I think the award is overdue. The president of RTD and his staff could accept it on behalf of the bus. Don't laugh. I'm serious. Every form of transportation, including ships, trains, cars and airplanes, has gained recognition either in Hollywood or elsewhere. Viewers have watched the Titanic, Poseidon Adventure, The Car, Herbie the Volkswagen, and a million Airplane movies. Commercials advertise flying airlines and riding the Amtrak train, and taking a cruise. What about riding and respecting the RTD bus? What about having the operators waving on the bus during a commercial? Wake up, Los Angeles. Appreciate what you have.

The reason that I know a movie is shot in L.A. is because the RTD bus always flashes in front of the cameras when the actor is walking or running. I think it's funny when a movie opens, and the audience thinks the scene takes place in Chicago and then, BAM!!! What flashes on camera? The RTD bus.

Maybe someone will read this article and decide to write a screenplay about the RTD bus. I hope that it's a positive one, because it is a great bus agency, with well-mannered employees. They deserve some media attention.

Wouldn't it be nice to see a row of clean and waxed RTD buses line up to enter the Dorothy Chandler Pavilion instead of limousines? Give it some thought. I have.

Sincerely,
Jackie Armstrong
Wife of Division 10 Operator
Tommy Anderson

When it Comes to Cleaning the Air, RTD is All Over Town

RTD was a major sponsor of the second annual Eco Expo held recently at the Los Angeles Convention Center. Eco Expo is the nation's largest showcase of environmental products and services. This year, the festivities featured over 300 exhibits, including an "ecological wonderland" for children, seminars and workshops on the weekend event. Staff from the Marketing Department occupied the RTD booth throughout the weekend.



A vintage 1958 bus and a methanol bus take center stage at the Eco Expo. In front of the buses stands George Karbowski, who is a member of the District's Alternative Fuels Program. He shares the latest about our clean air program with visitors.

What It Means

... continued from page 22

coverage is not automatic. You are responsible for notifying the Health Benefits Office whenever an event occurs that could relate to COBRA coverage.

You, your spouse, and your dependent children have 60 days from the date coverage would normally have ended to decide to continue in the District's health plan.

Extended coverage is not free! You will pay 102 percent of the District's premium rate for extended coverage. The premium is due to the District on the first day of the month. If the premium is not received, coverage is terminated and you can't sign up again.

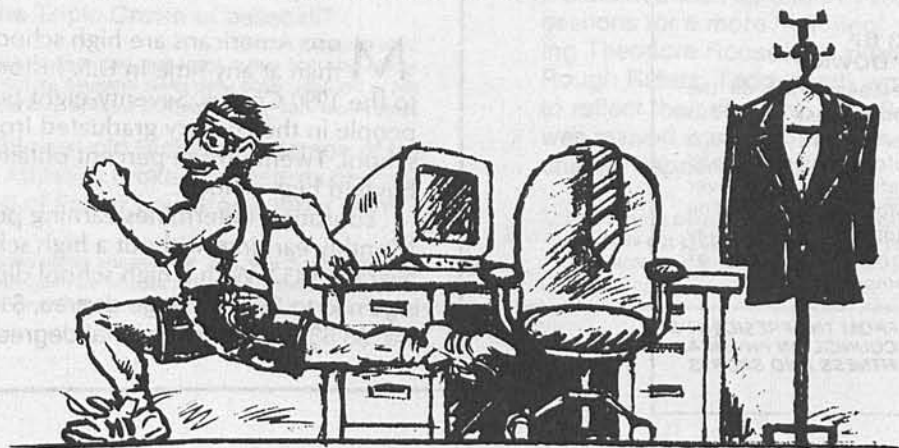
Call the Health Benefits Office at (213) 972-7186 if you have any questions about your eligibility for coverage.



Mark Thie and Lydia Torres from the Marketing Department greet show attendees and distribute RTD literature.



Somebody from RTD had better tell Marketing's Elizabeth McGowan that this classic is no longer in service.



Survey

...continued from page 19

eling northbound on Broadway. A contra-flow lane on Hill Street, which traverses the heart of the downtown business core, would ease congestion. Other possible mitigation measures include widening the Spring Street Contra-Flow to two lanes which would expedite bus movement, and expanding Terminal 31 (located near Union Station) to accommodate additional buses. Stay tuned.

FITNESS TIPS



YOUR HEART

THE RIGHT BEAT

Exercise intensity for aerobic conditioning is measured by heart rate. A good activity level is 70% of your maximum heart rate, which is determined by subtracting your age from 220. Thus, the recommended exercise heart rate for a 40-year-old person is 126 (220 minus 40 times 70%).

THE LOWER THE BETTER

People who are physically fit generally have lower resting heart rates than those who are not, which means that their hearts don't have to work as hard to pump blood. A reduction of 10 beats per minute in a person's resting heart rate can save over 3 weeks of work for the heart over the course of a year.

WARMING UP, COOLING DOWN

To avoid excess strain on the heart, and injury to your muscles, warm up for about 5 minutes before working out, and cool down after exercises. Never abruptly stop exercising. The sudden stop in motion may cause lightheadedness or muscle cramping.



FROM THE PRESIDENT'S
COUNCIL ON PHYSICAL
FITNESS AND SPORTS

Ouch!

Mothers knew it all along: The average mother who holds a job outside the home works an 84-hour week to meet her responsibilities at work and at home, according to PR REPORTER.

Flattery Gets You Everywhere

Want to gain instant rapport, appear warm and caring, build self-esteem, or change someone's behavior? Try flattery, advises Dr. Donald Moine, an organizational psychologist with the Association for Human Achievement in Palos Verdes, California. Flattery that is skillfully delivered works wonders with people who are self-confident and care about their appearance. It works less effectively with those who have low self-esteem and prefer to fade into the woodwork. To flatter properly, focus on something you genuinely like about the other person and comment on it in a warm tone of voice. Safest is a remark that's neutral, e.g., "What an interesting lapel pin." Watch the reaction. A smile is a good sign. A frown or squint indicates a choice of the wrong kind of compliment, so back off. Flatter someone for something you want them to do, and chances are they'll do it. A study of employees who were chronically late showed that complimenting them whenever they arrived on time influenced their behavior more strongly than did castigating them when they were late. "Compliments can become self-fulfilling prophecies," says Moine.

More Stroll To POMP AND CIRCUMSTANCE

More Americans are high school graduates than at any time in U.S. history, according to the 1990 Census. Seventy-eight percent of all people in the country graduated from high school. Twenty-three percent obtained degrees beyond high school.

Education determines earning power. Monthly earnings without a high school diploma average \$452. With a high school diploma, earnings rise to \$921; college degree, \$1,829; doctorate, \$3,637; and professional degree, \$4,003.



The Business of Baseball



Did you realize that baseball is the only sport where the team with the ball is on the defense, not offense? That scoring is done by a player without the ball? That it is one of the few games with no ties to the clock? The game is played until someone wins or until the game is called because of rain (and ultimately rescheduled!). Try your skill at these questions.

1. Who is credited with developing the early game of baseball?

No real answer here, because some experts credit Abner Doubleday who laid out the first diamond in Cooperstown, New York in 1839, while others name Alexander J. Cartwright and his Hoboken, New Jersey form of the game from 1846.

2. The National League as we know it was formed in 1876. When did the American League organize?

1901, under the leadership of the now-famous Connie Mack of Philadelphia, and Ban Johnson and Charles Comiskey of Chicago.

3. In early games, only two or three baseballs were used during an entire game, since ushers were able to reward fans with game tickets for returning wayward balls hit into the bleachers. How many balls are used in an average big league game today?

50 or 60! A "livelier" ball was introduced in 1920 to accommodate the hitting power of Babe Ruth.

4. Speaking of "The Sultan of Swat," in 1920, his first year with the New York Yankees (after being traded by the Boston Red Sox, a most foolish move for the Sox), Ruth hit 54 home runs with that "livelier" ball. How many runs did the next runner up hit?

Only 19! Until that year, the game relied on strategy and tactics, place hitting, and base stealing, because the baseball didn't go very far. Ruth and the "livelier" ball changed the name of the game to power and strength.

5. What is the Triple Crown of baseball?

Most home runs, highest batting average, and most runs batted in per year. Babe Ruth never qualified for this award, but Roger Hornsby (1922, 1925) and Ted Williams (1942, 1947) both earned it twice.

6. In 1991, 33-year-old Rickey Henderson of the Oakland Athletics broke two records belonging to Hall of Famer Lou Brock. What were they?

Most stolen bases in a single season, an unbelievable 130 SB (Brock's record was 118), and lifetime stolen bases of 938.

7. What team was known over the years as the Somersets (for one-time owner Charles W. Somers), Puritans, Plymouth Rocks, and Speed Boys?

The AL Boston Red Sox. The NL Boston team was first called the Bean-eaters before they cycled through the Doves, the Flusters, the Braves, the Bees, and back to the Braves. The team eventually moved to Milwaukee and then to Atlanta where they earned the 1991 NL pennant before losing to the Minnesota Twins in the World Series.

8. Here's an easy one—in addition to the record for most strikeouts in a career, what other record does Texas Ranger Nolan Ryan ALONE hold in our national pastime?

He has pitched seven no-hitter games. Los Angeles Dodger Sandy Koufax pitched four no hitters between 1962 and 1965 before he was forced to retire in 1966—before his 31st birthday—because of arthritis.

9. The New York Yankees were originally called the Highlanders, but the name wouldn't fit easily in newspaper headlines, so it was changed to Yankees in 1913. Who was manager of this record-holding team from 1949 to 1960, during which time the team won 10 pennants, and 7 World Series titles, including a record five in a row from 1949 to 1953?

Casey Stengel, who played for the New York Giants in his youth, and finished his career with the last place New York Mets in 1965 at age 75.

10. The Washington Senators were officially nicknamed the Nationals in 1905. Early suggestions for a more "winning" nickname during Theodore Roosevelt's presidency were Rough Riders, Teddyites(!), and Tail-Enders, to reflect their standing. The Senators name was revived again in 1962. What unusual change happened that year?

The team moved to Minnesota and became the Twins and a new team moved into D.C. At the end of 1971 the second Washington team pulled up stakes and moved to Arlington, Texas, to become the Texas Rangers.

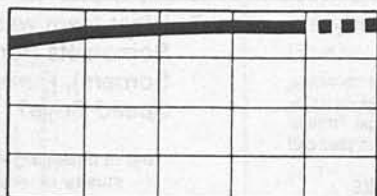


CREDIT UNION NEWS

Spring 1992

The Economy — 1992

Most economists expect 1992 will be a better year for the U.S. economy than 1991. The question is, how much better? Almost everyone thinks the recession of 1990-91 will generally be a thing of the past, although it will linger in a few industries and in the regions dependent upon those industries.



Growth will not be anything like the go-go years of the 1980s, however. Too many uncertainties still cloud the economic horizon. Internationally, the restructuring of the Soviet Union and its former satellites has created chaos in many world markets. In addition, the Middle East remains volatile, and the Third World still faces enormous problems.

Here at home, the budget deficit continues to grow, and troubled banks and S&Ls plague our financial system. Nevertheless, there are indications in a number of sectors of the economy that modest but strong growth has returned. Spending on consumer goods, housing, and business inventories reflects a wide-spread confidence that the economy is back on track.

What does this mean for you, our members? Essentially that it's still important to maintain a healthy cushion of savings, both to meet long-term goals and to act as a safety net. But unlike last year, it's probably OK to buy that new car or remodel the kitchen without worrying about how bad the recession will be. Economic recovery seems to be a reality.

Protect Yourself From Sticker Shock

If you plan a visit to a new car showroom this spring, brace yourself. New car prices are higher, and in some cases, much higher. Why? New safety features such as air bags and anti-lock brakes. Auto manufacturers are also providing their cars with better audio equipment, better tires, and exteriors and undercarriages that are more corrosion resistant. None of this improvement comes cheap.

So before you set out for the showroom, it's a good idea to develop a strategy for coping with the frightening numbers on the window sticker.

Be Flexible and Realistic

Maybe you've got your heart set on an expensive sports coupe or luxury sedan when a smaller, more affordable model would meet your needs just as well. There are many well-built cars, ranging from sub-compact to full-size, which can save you thousands of dollars. One of the best places to find these best-buys is in the April "automobile issue" of *Consumer Reports*. This issue contains vital information with which to compare makes and models: performance, reliability, and price.

Don't Forget the Credit Union

Once you've got the information you need, get the financing. Our auto loans are available with several payment options so you can tailor your payment schedule to suit your budget. And our competitive rates almost always result in the lowest total cost over the life of the loan. And of course, a pre-approved loan from the Credit Union puts you in an ideal position to negotiate a super deal.

Loan RATES

We've cut our loan rates!!

Your credit union has cut its rates on loans.....

- Regular signature loan rate is now 15.50% A.P.R.
- Preferred signature loan rate is as low as 13.50% A.P.R.
- New auto loan is as low as 9.75% A.P.R.
- Used auto loan is as low as 11.50% A.P.R.

Call and stop in today at your credit union office to fill-in an application.

Loan Department phone no. (213) 972-7969

Here are some of the questions about credit unions our members ask most frequently and our answers.

Questions and Answers

Q: Are credit unions in the same sort of financial trouble as banks and S&Ls?

A: No. In general, credit unions as a whole are in better shape than other financial institutions. Our insurance funds are sound, and we are much less burdened with bad loans because we don't engage in speculative investments such as real estate developments or loans to third world countries.

Q: Can anyone join a credit union?

A: No. All credit unions share a *commonbond* of vocation, association or community with their members. This commonality of interest insures that credit unions are attuned to the needs of their members.

Q: What happens to the money the Credit Union makes on loans to members?

A: The interest income the Credit Union receives from member loans is used to pay our operating expenses. Any money left over after these obligations have been met is returned to members in the form of dividends. The Credit Union is thus a non-profit enterprise.

Q: Can my spouse join the Credit Union?

A: Sure, and not just your spouse, but all members of your immediate family are eligible for individual Credit Union membership. We especially encourage the children of members to join the Credit Union because it helps them establish good money management practices early in life.

LOAD SWEET LOAD



For First Trust Deed Mortgage loan or for mortgage refinancing, please call our mortgage loan division at:

(818) 445-0960 extension 231

and ask for Sydney Hardaway

or call (800) 562-4404



**Deposits
to your
1991 IRA
must be
received by
April 15, 1992**



THANKS VOLUNTEERS!

Where would we be without your help? Unlike other financial institutions, your Credit Union relies on the services of its volunteers. From helping to formulate policy on the Board of Directors, to serving on the Loan Committee, to planning events like the Annual Meeting, our volunteers support the Credit Union in numerous ways, all of them vital to our success.

They Help In Many Ways

Besides the obvious benefits the Credit Union derives from the efforts of our volunteers, there are more subtle ones. For example, our volunteers help us keep our operating costs down. This enables us to provide our membership with financial services comparable to or even better than those available at larger institutions.

Beyond this, our volunteers are Credit Union members themselves. They represent the needs and concerns of the membership in general, and that's important. This is one important way the Credit Union remains in touch with and responsive to the needs of its members.

Our volunteers are the embodiment of the Credit Union's mission: service to our members. **Thanks volunteers!**



ATM Convenience:

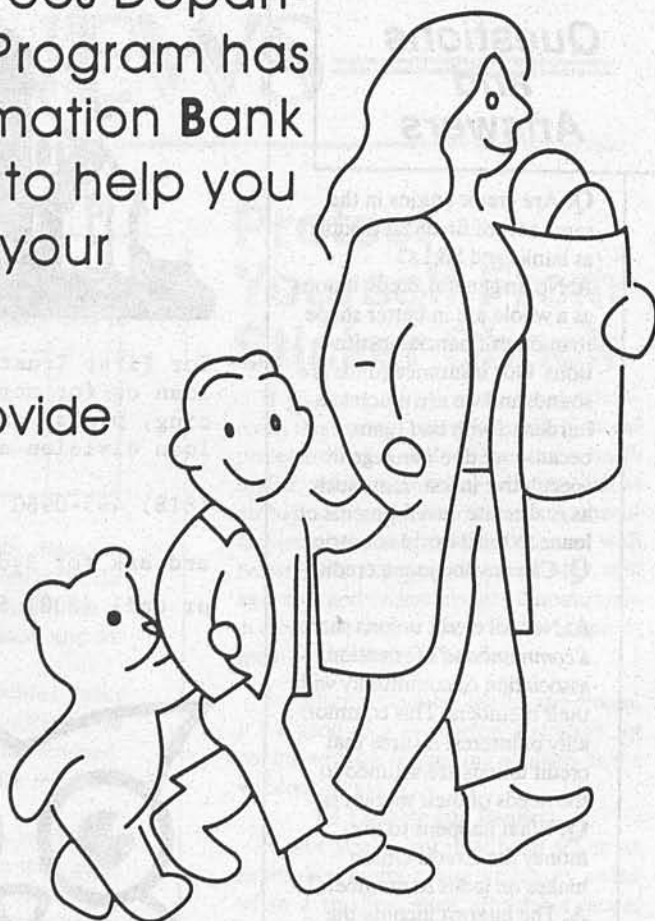
at your
fingertips
at your
CREDIT UNION.



LOOKING FOR CHILD CARE?

The SCRTD Human Resources Department's Dependent Care Program has a **Childcare Referral Information Bank (CRIB)** program designed to help you find childcare that meets your needs!!

RTD's **CRIB** program can provide you with information about licensed childcare centers, family day care homes, infant care centers, and/or school-age day care centers, within specific zip code areas.



For information about the **CRIB** program as well as other Dependent Care Services and Benefits provided by RTD, call:

Dependent Care Office at (213) 972-7155

PLEASE NOTE: The RTD does not endorse or make recommendations regarding the quality of any child care provider and/or program. Parents are responsible for making all final selection decisions.

EAGLE MORTGAGE BANKERS

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\$17,500 IN 20 DAYS

100% TAX DEDUCTIBLE

NO APPRAISAL REQUIRED
NO PRE-PAYMENT PENELTY
FOR HOME IMPROVEMNTS
ALSO FOR RENTAL UNITS

PURCHASE OR REFINANCE

15 YEAR

*** 5 1/4 % FIXED**

GPM

JUMBO LOANS

STARTING AT

*** 8%**

JUMBO = \$ AMOUNT OVER \$191,2550

*** 6 1/2 %**

30 YEAR

CONVERTIBLE

0 POINT LOANS

NO LOAN FEES!

FIXED RATE

OWNER OCCUPIED

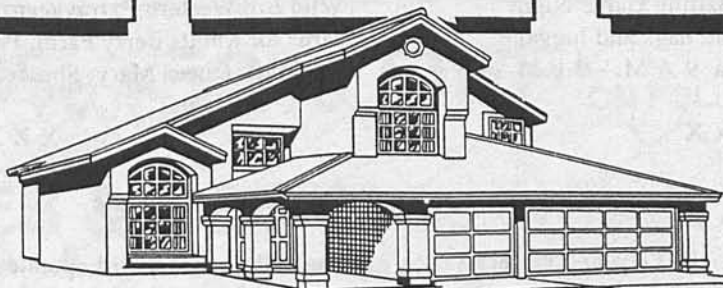
BE HOME-OWNERS

WITH ONLY

5 %DOWN

3% YOUR \$

2% GIFT \$



FREE PRE-QUALIFYING OVER THE PHONE

(818) 914-2796 *HABLAMOS
ESPAÑOL;*

* Rates subject to change without notice

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- ☞ **CASH OUT/HOME IMPROVEMENTS/REMODELING**
- ☞ **INCOME PROPERTY/INVESTMENTS**
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- ☞ **VACATION HOME/VACATION CASH**
- ☞ **AND MORE!**

FREE INFORMATION

Real Estate Broker/Ca. Dept. of Real Estate and Licensed under
Dept. of Corporations.

RECREATION NEWS



New RTD and Metro logo merchandise in stock. Tee shirts, sweats, caps, and toys. See items on the Mobile Unit or in Employee Activities.

X X X X

Save money at the movies. Discount tickets available for the following movie theatre chains: Edwards \$4.25; AVCO General Cinema \$4.50; AMC \$4.50; Pacific Walk-In or Drive In \$4.50; United Artist \$4.50 and Cineplex Odeon \$4.75.

April

- 19 Dodgers vs Atlanta - Pin Day #5 5:05 P.M. \$8.50
- 22 Phantom of the Opera \$60.50
- 23 Phantom of the Opera \$60.50
- 27 Dodgers vs St. Louis - Sports Bag Night
- 29 Dodgers vs Phillies - Bat/Batting Game Night
- 30 - May 1 Leather goods - Hand bags and luggage Sale Headquarters Cafeteria 9 A.M. - 2 P.M.

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Summer is coming - family discount tickets are available for Magic Mountain, Sea World, Universal Studios Tour and Wild Bill Western Extravaganza. Also available are discount cards for Knotts Berry Farm, Palm Springs Aerial Tram, Golf and Stuff, Queen Mary, Spruce Goose and the San Diego Zoo.

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May

- DISNEYLAND Special May 3, 10, 17, and 25 \$18.50
- 1 Dodgers vs Montreal - Fireworks \$8.50
- 3 Dodgers vs Montreal - Pin Day #2 1:05 P.M. \$8.50
- 9 The Winans One Family World Tour - Universal Amphitheatre. \$24.50 for \$20.00
- 9 Sesame Street Live - Anaheim 11:30 A.M. \$9.00
- 15 Stylistics, Dramatics & Chilites - Greek Theatre \$25.50
- 16 Jose Carreras - Greek \$62.50
- 16 Sesame Street Live - Long Beach \$9.00
- 17 Dodgers vs New York
- 19 Dodgers vs Chicago - Ball Night
- 22 Sesame Street Live - Sports Arena L.A. \$9.00
- 22 Reggie Sunsplash - Greek \$25.00
- 24 Dodgers vs Pittsburgh - Pin Day #3 1:05 P.M.

Mobile Unit Schedule

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

April	Loc.	May	Loc.
20	11	1	7
21	1	4	5
22	10	5	6
23	3	6	18
24	CMF	7	4
27	9	8	2
28	16	11	12
29	8	12	11
30	15	13	1
		14	10
		15	3

Look for these upcoming events

- June - Playboy Jazz Festival
- Knotts Berry Farm Special
- WWF Wrestling
- James Brown, Smokey Robinson
- Arena Football returns to L.A.

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

MONTH OF MAY



SALE

AT

BECNEL UNIFORMS

20% -50% OFF ON FOLLOWING

- **SHOES & BOOTS** NUNN BUSH • FREEMAN • CLARK
PIERRE CARDIN • CLINIC • REEBOK • TEXAS AND OTHERS
- **COOL CUSHIONS** ORIGINAL KOOL KOOSHIONS
- **DRIVING GLOVES** FULL FINGERED • FINGERLESS

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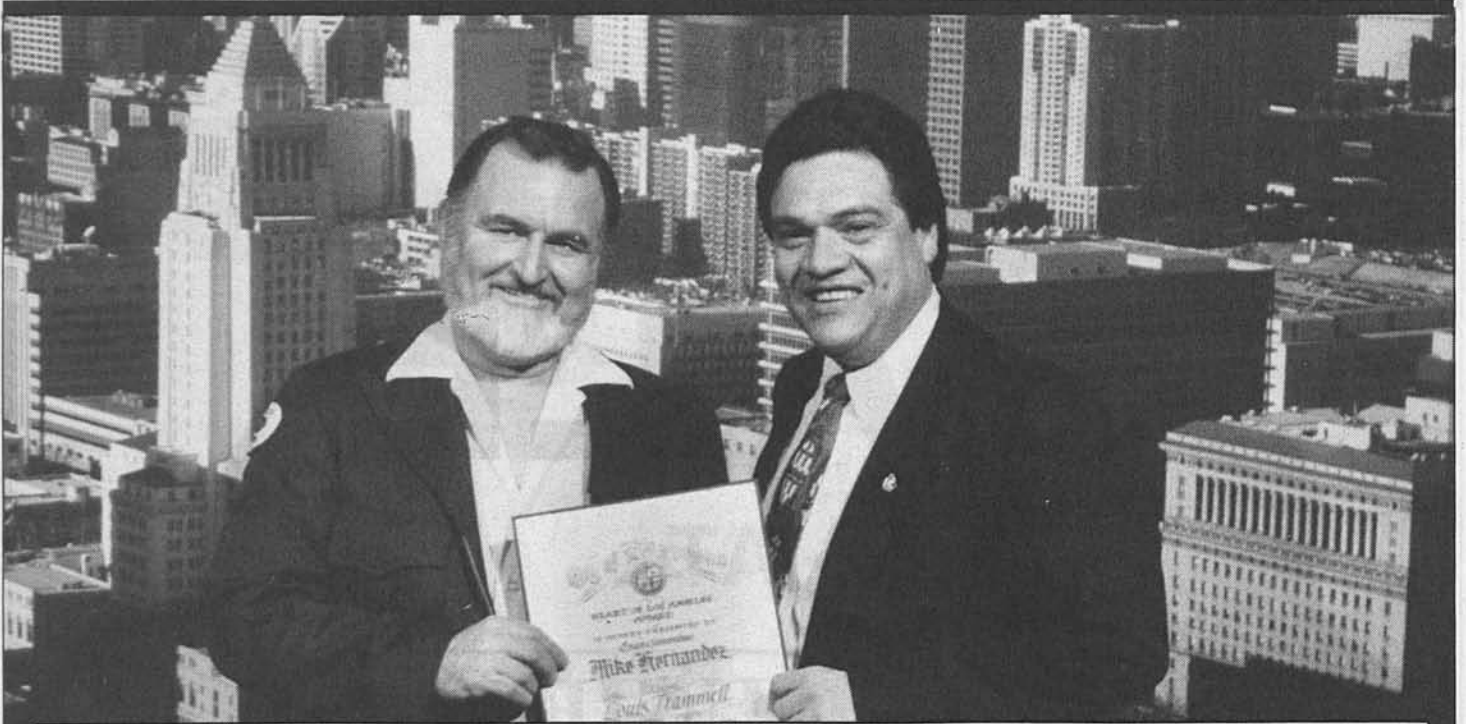
PAYROLL DEDUCTION

BANK CARDS

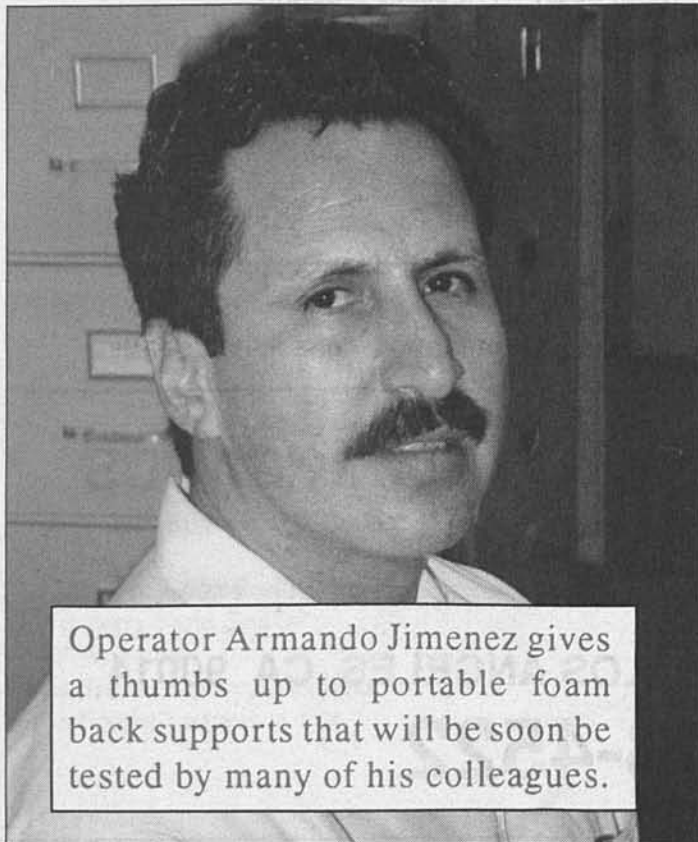
FREE PARKING

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(213) 623-4522



RTD Division 3 Operator Louis Trammel gives his heart to the youth of Los Angeles and, in return, is awarded the Heart of Los Angeles Medal by City Councilman Mike Hernandez.



Operator Armando Jimenez gives a thumbs up to portable foam back supports that will be soon be tested by many of his colleagues.

Southern California
Rapid Transit District
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