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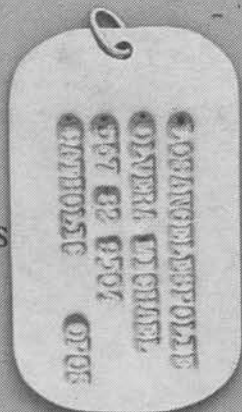


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The Headway . . .

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A Winter Wonderland

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A Word from the General Manager



At its peak in the 1920s, the Pacific Electric Railway had 1,164 miles of track and operated 6,000 scheduled cars daily. The Red Cars made up the greatest system of electric interurban passenger transport in the world.

As history repeats itself, some heavy-rail interurban transport returned in late October with the onset of Metrolink. RTD buses are there to transport commuters to their work destinations in the morning, and from work site to Union Station for the return trip in the afternoon.

Again, as we did 27 months ago with the Blue Line connecting Long Beach and Los Angeles with light rail service, the men and women of the RTD are enmeshed in multimodal public transportation by providing bus-rail interface.

Although RTD is not the operator of Metrolink, our organization is a major player in bus-rail interface at Union Station, which is fast becoming the public transit focal point of Los Angeles. Also, the RTD is providing important connections in Glendale, Burbank and Chatsworth.

With 4,000 passengers anticipated at morning and afternoon peaks daily as three new Metrolink routes join an already-existing Orange County Amtrak route, RTD buses are making available 5,000 to 6,000 seats at peak periods daily on lines all beginning near Union Station.

We are doing so without creating new lines. Always conscious of costs, the RTD has taken a frugal approach by extending and re-routing existing bus lines to more specifically serve Union Station at Alameda and Macy streets.

All trips of lines 40 and 42 were extended to Union Station. Headways will be between four and six minutes at the peak hours of 6 to 9 a.m. and 4 to

7 p.m.

Line 55 continues to operate along its normal route in downtown Los Angeles to Macy and Alameda streets and then along Macy to the new lower-level bus terminal at Union Station to join Line 60 at a new terminal.

Line 60 no longer terminates on Fremont Avenue between First and Temple streets. Instead, we extended the line via Sunset Boulevard and Macy Street to serve Union Station. We added an important stop at the turnout on Macy Street on the northern edge of Union Station property.

Lines 434 and 439 were rerouted downtown and now join lines 443, 444, 446 and 447 at a new trackside passenger loading zone east of the Union Station building itself.

RTD bus routes from Union station now serve five north-south corridors in downtown Los Angeles carrying patrons to and from job destinations. Three of the corridors and the lines running along them are the following:

San Pedro Street: Line 320 travels on Alameda Street to Seventh Street and then west on Seventh. Buses will stop on Alameda Street in front of Union Station, joining lines 40 and 42 in making the stop.

Spring Street: Lines 33, 55 and 333 travel on Spring Street, south to Venice Boulevard.

Broadway: Lines 40 and 42 travel on Alameda and Temple Streets as well as up

and down Broadway.

And so on, with the Grand Avenue-Olive Street and Figueroa Street corridors. The RTD also is providing bus service for rail passengers at the Metrolink stations in Glendale. The terminus of Line 183 was changed from Central Avenue and San Fernando Road to the Glendale Amtrak station at the foot of Cerritos Avenue one block west of San Fernando Road. Other RTD lines serving the area are 90-91, 94, 180-181 and 183).

In Burbank, service on Line 152 was extended

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Thank you for making 1992 such a productive year. I wish you and your family a great holiday season and an abundance of health, happiness and prosperity in the coming year. I look forward to the future of transportation in Los Angeles with optimism and anticipation. Together, we can look forward to greater achievements in 1993.



A Supervisory Salute

RTD Directors paid tribute to outgoing Supervisor Kenneth Hahn at a regular meeting of the District Board in November. Pictured in the front row, from left to right, are Alan Pegg, general manager; James Tolbert, and Hahn. Behind them stand Robert Ryan, Nick Patsaouras, Charles Storing, Marvin Holen, Mas Fukai, Evan Anderson Braude, Antonio Villaraigosa, Gordana Swanson, and Carl Raggio.

Operator Scotti Recognized by Board of Supervisors



Division 15 Operator Ernest Scotti accepts an award for heroism presented by Supervisor Michael Antonovich, as Alan Pegg, RTD general manager, listens in.

Ernest Scotti, the Division 15 operator who saved the life of a choking toddler, was recently honored for his heroism by the Los Angeles County Board of Supervisors.

At a regular meeting of the Board, Supervisor Mike Antonovich, who represents the area through which Scotti drove his route, presented the easy-going operator with a scroll recognizing his dedication.

Alan Pegg, RTD gen-

eral manager, and Dan Ibarra, director of transportation, accompanied the Palmdale resident to the meeting.

Said a humbled Scotti, "This was peanuts compared to driving on Van Nuys Boulevard at night."

Scotti had previously been featured in several television news clips and had been named *KNX Citizen of the Week*, for which he received two roundtrip tickets to any place in the United States. Scotti says he may choose Alaska.



In the heat of the competition, RTD's Chuck Judson inspects the front of the coach for defects. "Everybody had fun," said Judson.



In Orlando, Louis Knutson inspects the engine compartment of the coach for defects.

Team of Markey, Knutson, and Judson Scramble for Sixth in the Nationals

RTD's Brian Markey, Louis Knutson, and Chuck Judson outdueled competitors from 45 other transit properties to place 6th in the International Maintenance Roadeo held in Orlando, Florida on November 7. It was the highest place finish for the District in four years of competition.

The trio, who was chosen to represent the District after sprinting to a first place win at the RTD Roadeo in mid-June, competed in four obstacles, including the brakeboard, power plant defect, driving obstacle, and bus inspection.

Senior Maintenance Instructor Mike Bottone, who sits on the American Public Transit Association (APTA) Roadeo Subcommittee, said that his men tallied 798 points, scoring third overall in the bus inspection and power plant defect categories, and 10th in driving obstacles.

"It was the brakeboard obstacle which did them in," said

Bottone. "Just one defect made the difference in the top six standings."

Ironically, the three warranty equipment mechanics had excelled in that category in the District's competition, according to Bottone.

Baltimore's Mass Transit Administration (MARTA) took first place. Miami Valley Region-

al Transit in Dayton, Ohio was the second-place finisher, and Greater Cleveland RTA came in third. Santa Clara Transit Agency of San Jose and Pierce Transit of Tacoma, Washington rounded out the top five.

This year's competitors included 11 teams from the west coast, seven of which were from California. Brian Markey was the

RTD's returning participant. His skill had catapulted the team to a 9th place finish last year. "It was a lot of fun this year," said Markey. "We had a little more experience and the name of the game was working together."

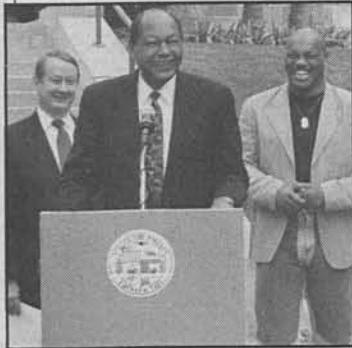
Next year's Roadeo is tentatively scheduled for Denver, CO in late August.



The trio (pictured above) gives special thanks to instructors Steve Mullaly, Richard Au, Ron Cotroneo, Charles Rojas and supervisor Joseph Stewart.

"Sack Graffiti" Urges Raiders' Greg Townsend

by Greg Davy, Sr.
Communications Rep.



Los Angeles Mayor Tom Bradley kicks off anti-graffiti press conference, an RTD tradition. Behind the mayor are Alan Pegg, RTD general manager and Greg Townsend of the L.A. Raiders.

The teeth-clenching visage of Los Angeles Raider Defensive Tight End Greg Townsend crashing through a graffiti-covered brick wall soon will appear on RTD buses, posters and billboards throughout Los Angeles County, encouraging the public to help "sack graffiti."

Los Angeles Mayor Tom Bradley joined Townsend and RTD officials Nov. 24 on the

south lawn of City Hall to symbolically break through a graffiti-covered wall of bricks to focus attention on the chronic graffiti and vandalism that plagues RTD buses and many other areas in Los Angeles County.

The event marked the sixth time in as many years that the Raiders have teamed with RTD to help communicate public service messages on issues ranging from graffiti, vandalism and clean air.

"I applaud the commitment of the Los Angeles Raiders to help RTD get out some important messages over the years, especially to our young people," Mayor Bradley said. "Kids look up to professional athletes to set an example. The Raiders' continued cooperation with RTD shows a real concern, and I thank them."

RTD spends an estimated \$12 million a year to clean graffiti from

Continued on page 23 . . .



(Above) Football Player Greg Townsend and RTD General Manager Alan Pegg.

(Right) Looks like Marketing Representative Mark Thie, Director of Marketing Anthony Fortuno, Greg Townsend, and Alan Pegg see some vandalism off in the distance. Actually, they're in the midst of some last minute press conference preparations.



Report from the Graffiti Battlefield

by Bill Heard
News Bureau Rep.

Is the RTD losing the war on graffiti and vandalism? Reports from the front, as emerging from statistics and from interviews with Transit Police and District equipment maintenance officials, indicate that the RTD is at least losing ground in a fierce battle with taggers.

Arrayed against the taggers' guerilla forces, are the Transit Police and other area law enforcement agencies, the RTD's bus operators and equipment maintenance employees. The District is attacking the problem with some success through employee involvement with the GHOST and Adopt-A-Bus Shelter programs and through its participation in the County Interagency Task Force on Graffiti. The RTD also continually emphasizes community outreach and public education efforts. A look at statistics demonstrates the enormity of the District's graffiti/vandalism problem. In Fiscal Year 1992, a total of 4,395 vandalism incidents were reported by operators -- a "tip of the iceberg" figure, accord-

ing to Transit Police Crime Analyst Shirley Rickman.

Rickman, who suspects that only a fraction of tagging ever is

reported, accounted for 473 incidents in September, the highest number recorded at that point. "We hope that what we're reporting is at least a sampling of what's going on out there," she says.

Perhaps a more meaningful statistic is the \$11.1 million the District spent on labor and material in FY 92 to clean and repair buses scarred by vandalism. That included the cost of new glass, upholstery and graffiti removal. A total of 407 buses -- 16.3 percent of the fleet -- required complete repainting.

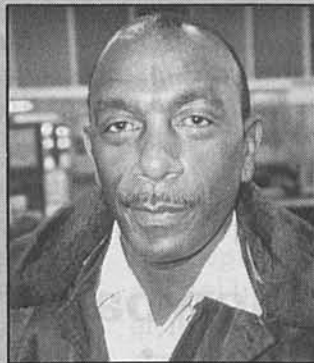
"We're overwhelmed," says Ken Miller, acting assistant director of maintenance operations. "We can't keep up with it."

Crime statistics give District officials clues about which areas, which days of the week and times of day are the most graffiti prone. In FY 92, for example, the five bus lines most frequently vandalized were the 204 and 105 in west L.A. and the 60, 30 and 45 in east L.A.

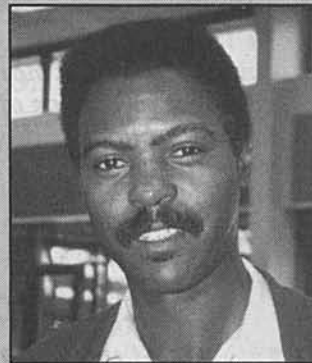
Tagger crews are more likely to strike on

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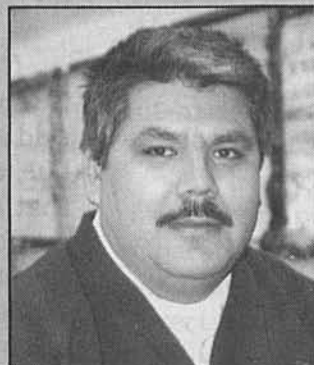
How Bad is it Out There?



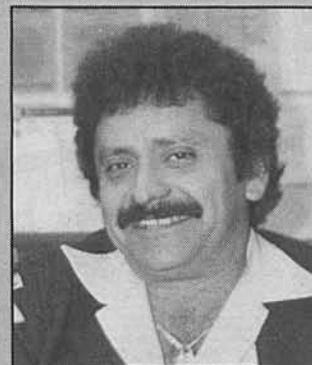
Hugh Cooper, Division 10 operator: "It's terrible. It's an on-going problem that has no end. The solution is to have more Transit Police on board."



Merlin Dunn, Division 10 operator: "I think it's the pits. Taggers are bolder now. Now they scratch the windows with you sitting in the seats."



Javier Martinez, Division 10 operator: "Our buses look like zebras. You can't distinguish the colors anymore. I think that if the schools would institute real discipline, we'd be a lot better off. There's no discipline. The media glamorizes graffiti."



Alberto Rivadeneyara, Division 10 operator: "I believe that school kids should spend one day a week cleaning the buses at a division without pay. It's getting much worse out there. The law is the problem. This would not be tolerated in Mexico."



"My wife (Division 9 instructor Laura Diaz) and I went back East to celebrate Thanksgiving with my best man at our wedding," says Diaz. "It's kind of ironic, but he's now in charge of scheduling subways at SEPTA -- here's this guy from high school and we both ended up in rail working in two different parts of the country."

From Snowballs to Red Line: Philly Native's Appointment as RTD's Acting Rail Superintendent

*By Greg Davy,
RTD Press Relations*



Jesse Diaz trackside.

Combine kids and snow, and the inevitable result is snowballs. Add a large, moving target like a bus, and you have a temptation that's hard for a city kid to resist.

Jesse Diaz grew up on the streets of Philadelphia in the late 1940s, where snow and buses were in abundance. Diaz figures that his respect for bus drivers started early, because he loved getting their attention with a well-placed handful of snow.

But the son of a Mexican father and an Italian mother never dreamed that the roles would one day be reversed, and that he would sit in the driver's seat of a Philadelphia Transportation

Company bus watching snowballs whiz by.

"The really strange thing about it," the Glendora resident recalls, "is that when I first got the job as a bus operator some of the old-timers remembered me as one of the kids who threw snowballs at them. They kidded me a lot about that."

But as it turned out, Diaz wasn't kidding when he entered the public transportation field. His very first job as a trolley operator in Philadelphia would foreshadow his appointment some 30 years later as RTD's Acting Superintendent of Rail Operations.

It was during his high school years, however, that Diaz first exhibited the "can-do" philosophy that has put him in charge of running Los Angeles County's burgeoning rail public transportation system. Shortly after landing a position at a trailer manufacturer, the boss asked a group of his employees who could operate a fork lift.

Diaz piped up immediately, saying he could handle it, and got the assignment. Never mind that he had never been on a fork lift in his life. "Somebody took me aside at lunchtime and gave me a quick course in fork lift driving," Diaz grins.

Following his two-month stint on the PTC trolley, Diaz spent the next nine years driving buses. He had always entertained thoughts of becoming a policeman one day, but soon realized that transit was now in his blood to stay.

In June of 1971, Diaz paid a visit to his sister who lived in Glendora. He enjoyed California, Diaz says, but the thought of moving there never crossed his mind -- until he called her one

bone-chilling, snowy day the following January.

"I was driving my bus one day, freezing to death in my long underwear, when I wondered how my sister was doing in California," Diaz says. "She told me it was 80 degrees and that they were going to have a barbecue in the back yard."

By the summer of 1972, Diaz was happily driving RTD buses along streets lined with palm trees instead of snow drifts. The following 20 years would see a steady stream of promotions and achievements for Diaz, especially in the field of instruction.

Prior to his 1986 appointment to Blue Line rail operations, Diaz spent 14 years in RTD's instruction department, and was instrumental in the successful startup of numerous instructional programs throughout the District. When the rail opportunity came along, thoughts of the fork lift incident came flooding back.

"I had never really worked on a modern rail system before, and I definitely have never helped start one up," Diaz says. "But I must admit it was very exciting to be a part of bringing rail transit back to Los Angeles after so many years."

With his recent appointment as acting Superintendent of Rail Operations, Diaz now oversees all Blue Line operations and is directing the start-up of the Red Line subway as well. His wife, Laura, is an instructor at Division 9.

Twenty-five years, five children and a couple of climates later, Diaz can pause to reflect on his initial desire to be a policeman.

"When I was a kid, I looked up to our neighborhood cops," Diaz said. "I wanted to be one,

because I thought they helped people. I realize now that I have achieved my goal another way -- I've devoted my career to public transportation.

"That's a very good feeling, knowing I've helped millions of people get to where they need to go."

Waiting in the Wings



Above, John Byrd displays the "stinger," a clamp-on device used in maintenance to manually provide power to a train that needs servicing.

As RTD's project manager for start-up operations for the Red Line, John Byrd's career is clearly on the rails. But it didn't start out that way.

The Long Beach resident was always fascinated by flying. He spent hours as a boy in San Diego with a friend in a nearby fig tree, pretending to fly wherever their imaginations took them. Byrd got his wish to fly planes in the Army. His skill was tested during one of two tours in Vietnam when his surveillance plane was fired upon, requiring him to land the plane manually.

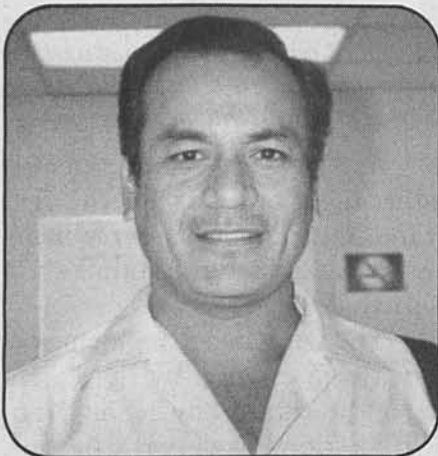
His interest turned to trains during his college years in the San Francisco Bay area, and years later Byrd was given responsibility for smoothly starting RTD's Blue and Red Line operations.

"It's one thing to attain excellence," Byrd says. "But it's quite another to maintain it. That's what I hope to do."



Charles Coles joins the Red Line after 18 years as a bus operator out of Division 5. "I like making history," he says of his switch to the rails. "And this will be the first time I've been in *Headway*. Coles said he never thought he'd get a chance to work on the subway. He says his favorite station is Seventh and Metro Center. "That's where all the action is," he says. A Los Angeles resident, Coles says his embarking on a new career shows his childhood sweetheart Dorothy Wells that he is "able to start and complete something."

Meet the Operators of the Red Line

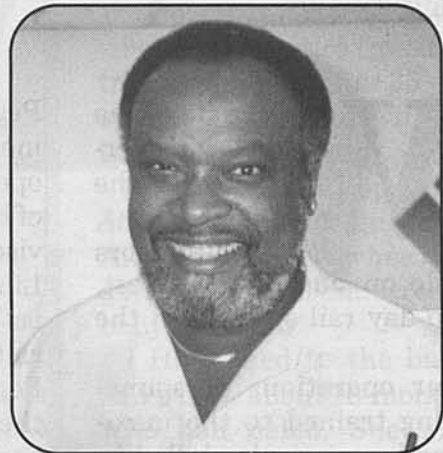


Fausto Gonzalez comes to the Red Line from Division 9 in El Monte. The 19 year-veteran says he needed a change and insists there's not as much pressure driving a train as a bus. "Now I don't have to put up with traffic and congestion," he says, chuckling. Gonzalez lives in El Monte.

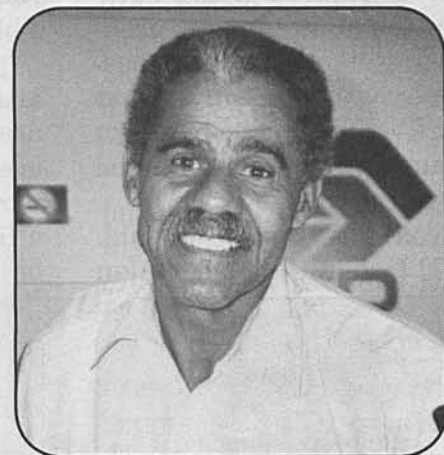


Guadalupe Quiroz says that since he made the transfer from driving buses to trains, his family sees a completely new person. "After 20 years of driving a bus, my mind began closing down," he says. "Now, I'm learning something new and different, something that I love." The former Division 9 operator says he likes to drive through the Westlake Station. "The art there reflects the working people," he says. Quiroz makes his home in El Monte.

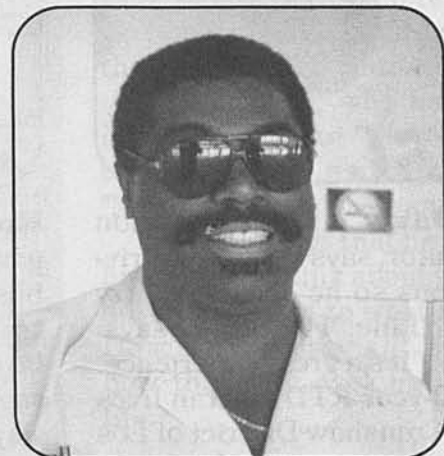
"I love trains," says 19-year RTD man **Norman Mayes**. "I guess I'm still a little boy at heart." A former Division 15 operator, Mayes says his family can't wait until opening day. He says the most challenging part of being a Red Line operator is the bookwork. "When you haven't gone to school in 30 years, it's difficult," he says. "But if you're determined like I am, you'll study the five hours a day." Mayes says his favorite Red Line station is Seventh and Metro Center. "You can see the Blue Line upstairs, and the beautiful ladies getting on and off the train," he jokes.



Walter Wadlington, you may remember, was selected RTD's Train Operator of the Year last year. He has 33 years under his belt (only colleague Robert Lepins has more seniority on the Red Line) and says he's not sure at all when he'll retire. "This is new and I love it," he says. "The Red Line is more or less an extension of my career." He says that the Red Line cars are easier mechanically than those on the Blue Line because "all you have to do is open and close the door." The Cerritos resident says his family is delighted with his new position. "They're happy because I'm so happy," he says.



James Adams, a 23-year veteran of Division 15, says he joined the Red Line because he "wanted to get in on the ground floor." Says the Glendale resident, "It's a really exciting thing, working with the different engineers." He says he thinks the Red Line will be less pressure than the bus side, because "you don't deal directly with the public." Adams says the Westlake Station is his favorite: "It's the most picturesque!" His family, he says, loves the idea that he's a Red Line operator.



RTD to Provide High-Quality Ride on Red Line

By Rick Jager,
RTD Press Relations

When the Red Line trains begin operating within the next few months, RTD passengers will ride on one of the safest, modern-day rail systems in the world.

"Our operations personnel are being trained to the maximum and our people skilled in the use of all the safety systems designed into the Red Line," said Marvin Holen, RTD Board President. "We do not expect problems, but if one occurs, our passengers can rest assured that every safety precaution has been taken and our personnel trained to carry them out."

"We are ready to go," he said.
RTD General Manager Alan

Pegg added that more than 170 men and women are preparing to operate trains on the line. Many of the operators and their supervisors have worked on the Blue Line since the RTD began service on the Los Angeles-Long Beach rail line more than two years ago. Pegg noted that every state-of-the-art safety mechanism has been designed into the new underground system which links Union Station in downtown Los Angeles with Westlake Park at Wilshire and Alvarado.

For example, the RTD general manager said computers are designed to track the location of every train in the tunnel or at a particular station. In the event of a fire, the train operator would be instructed to either reverse

his or her direction of travel or proceed to the next station depending on the location of the fire.

Upon the detection of a fire, a sprinkler system at the platform locations would be activated underneath train cars. The control center would immediately dispatch emergency personnel.

"The Los Angeles Fire Department has been working with us for several years to make sure that we have a safe system, and that in the case of emergency their personnel are trained to respond," Pegg said.

He added, as an example of a further safety feature, that special fans have been built at each station and that the fans use sensors to determine whether



Lee Davis, a former Division 5 operator, says he tired of driving a bus so he decided to try the Red Line. "I love it," he says, simply. "It's a great experience. The 20-year RTD veteran lives in the Crenshaw District of Los Angeles.



Robert Haskins, Jr. says he gave up his 19-year career as a bus driver out of Division 5 to try something new. "I wanted to be a pioneer in something," he says. "I like operating the subway cars. I like the atmosphere here, especially the people I work with."



Gerry Riley says that working at the Red Line is like being with your family. "It's much more than just a business," the 23-year RTD veteran says. Riley, who comes to the Red Line from Division 8, is pleased that he doesn't have to deal with the traffic any more!

they should push or pull noxious fumes from their source, either at stations or in the tunnels, maximizing passenger safety in the event of a fire.

The RTD general manager said there is a network of underground emergency passageways available along the alignment for use by passengers in the event they need to be evacuated from the underground rail system.

"People who live and work near the stations daily have walked on top of special metal doors cut into the pavement," he said. "These doors, which cannot be opened from the street, cover the passages that lead from the tunnels and underground stations."

"In the case of an emergency, passengers will be led through these passageways to safety with a minimum of inconvenience."

Pegg also noted that more than 70 emergency telephones have been installed along the 4.4-mile system, including more than a dozen in the rail yard that borders the Los Angeles River between First and Fourth streets east of the Central Business District. Most of the phones are for use by RTD operations personnel, Pegg said, however each station has emergency phones available to the public.

Los Angeles residents and visitors need to be aware that like all the modern-day rail systems, the RTD trains will operate on 750-volt direct current. The current will be supplied to the trains by a "third rail" which runs parallel to the train tracks about a foot off the ground.

"This is standard operating procedure for a heavy rail system

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"My father is an immigrant from Italy, and he is real proud of me," says **Thomas Perna**, a former Division 8 operator who has been with RTD for 18 years. "It's a whole different world here, he says, citing the professionalism and good humored nature of his colleagues. The Palmdale resident says he enjoys what he calls "the freedom of flight" sculptures at the Civic Center station.



32-year RTD vet **Yandell Lister** used to drive the trolleys on Central Avenue in downtown Los Angeles years ago. Then he drove buses, and last year, the Blue Line. But no doubt about it, he says, laughing, his favorite technology is the new Red Line: "It's fully automatic. This is just another stepping stone in my career!"

Charlie Williams Saves Baby!

Operator Charlie Williams, who plans to retire from the District in January after 33 years of service, is credited with saving the life of a choking toddler.

The Division 7 operator was driving on the 2 line into Los Angeles on Sunset when he heard a woman behind him scream, "My baby, my baby"

He looked to the back and saw a baby about 18-months-old, who had paled. She was not breathing, says Williams. He remembered that when mother and daughter came on the bus, the infant was eating a piece of candy, so he assumed that she was choking on it.



Williams says he told another passenger to hold the baby at a 45 degree angle with her head down. The operator then placed his right hand underneath her body and his left hand on her chest. He gave some quick compressions. Up came the candy. And out came the cries from a frightened child.

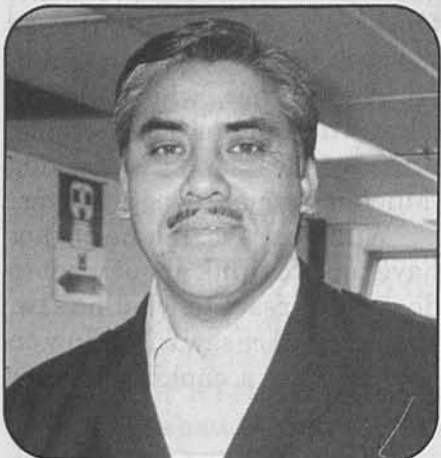
The mother, who had panicked throughout the episode, broke into tears, and kept saying "Muchas gracias" over and over.

Williams says that he did not have time to think about what to do, only to react to what he saw. He said he once saw a TV show on how to save a choking infant's life.

Red Line Operators are Safety Experts



Robert Lepins is the senior operator of the pack: He has more than 35 years with the RTD and still has no plans for retiring. A resident of La Puente, the 59-year old former bus and Blue Line operator says when he was a youngster he always wanted to work on a railroad. "The Red Line is safer than the Blue Line," he says. "You have to deal with the railroad crossings on the Blue Line. On the Red Line, nobody can get to you."



By the time the Red Line goes into full operation, Jan. 11, the RTD's 22 train operators will be trained to respond safely and effectively to any rail or passenger emergency.

In training since last summer, the operators have completed more than 240 hours of classroom instruction and vehicle instruction covering the hundreds of rules and procedures for safe and efficient operation of the electrified railway. They spent weeks becoming intimately familiar with the 4.4-mile track and tunnel system and scores of hours actually operating the cars. Each also has been trained in cardiopulmonary resuscitation (CPR).

To test the operators' ability to cope with crisis situations, the RTD conducted 12 emergency drills with scenarios ranging from derailment and an earthquake to a tunnel fire and a bomb threat. The exercises also involved local fire, police and other emergency

Norbert Martinez says he left the Blue Line so that he could "operate a different type of rail system." It has paid off. "This feels like an "E" ticket at Disneyland," the 18-year RTD veteran says, happily. He says the toughest part of the job is learning to apply the brakes at the precise time. He says the Pershing Square Station, which features red and green neon lights, captures his attention. "I like the glitter," he says. Martinez lives in Moreno Valley.

agencies.

As a matter of routine, Red Line operators must know what actions to take if required to evacuate passengers from a train stopped in a tunnel. They are required to memorize the location of every cross-passage in the parallel tunnels, every emergency exit and all emergency equipment stations.

Each is trained to deenergize the high-voltage third rail from which the trains draw electrical power. They also are familiar with the operation of generators and ventilation systems that provide emergency light and maintain air flow in the tunnels.

In an emergency, a train operator can act as on-scene coordinator until a rail supervisor or other emergency personnel arrive. The coordinator's objective is to prevent injury to passengers, report the incident to the Red Line Central Control Facility (CCF) and request assistance.

Maria Reynolds Earns Master's Degree

Acting TOS Maria Palomino-Reynolds has been awarded a master's in public administration from California State University, Long Beach.

A resident of Azusa, Reynolds says that her graduate studies made her "more aware of transportation needs in a public atmosphere."

Reynolds began the program three years ago. She earned her bachelor of science degree in public administration from the University of Southern California.

RTD Employee Heads Somali Relief Effort

Hussein Farah, an administrative analyst in Facilities Maintenance, sits on the board of directors of a non-profit agency headquartered in Los Angeles that provides relief assistance to Somalis displaced by famine and civil war. A Somali native, the Culver City resident is a key player in the all-volunteer group, called the Somali Relief and Rehabilitation Association, or SORRA.

"We collect and send medicine and school supplies to children in Northern Somalia (Republic of Somaliland)," Farah tells *Headway*. "We have an arrangement with British Airways whereby they fly in our relief materials at no charge."

Farah says that SORRA's field group in northern Somalia distributes the medicine and supplies. He says that since international relief efforts are now underway in the southern part of Somalia, his group is concentrating efforts in the north. He says that SORRA is acting in a proactive fashion in the north, so that it can be spared some of what is happening in the south.

"We are non-political," says Farah, who

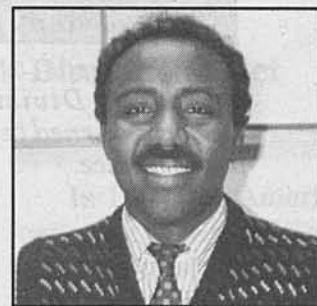
left Somalia for Yemen when he was four years old. "We block out the politics and are dedicated to helping the country recover from the devastation."

He says that the largest city in the north, Hargeisa, used to be home to some 600,000 people. But civil war in the last 14 years has levelled 95 percent of the city. He says that the people in the north are luckier than those in the south, because they have more money to

leave the country and rely on extended family for support.

Farah's wife, Faryad, also is a native of Somalia.

Farah, who's a naturalized citizen of the United States, says that monetary donations and small packages of goods are most welcome by his group. The group is licensed by the IRS as 501(c)(3), which means it is legally licensed to operate as a non-profit organization in California.



SORRA
3434 West 6th Street
Suite 250
Los Angeles, CA
90020
Phone number 213-489-9629
Fax 213-388-0577

Kudos to Brenchley for Top 10 Finish

Division 12 Operator Howard Brenchley, refreshed by a vacation and the feat of a sixth place finish at the International Bus Road-eeo, was welcomed back by his colleagues at the Division of the Month ceremony on November 18. The quiet champion, a 22-year District veteran, clinched 10th place out of total of 120 contestants. He was a sudden substitute for Division 3 Operator Danny Keosababian, who was supposed to represent the District at the championship, but fell ill. The competition itself caused no real anguish for Brenchley;

this was his sixth trip to the Internationals. In 1977 and 1980, he placed 6th in overall competition.

His pet peeve was the left-turn obstacle. "I would have been second if not for the left turn. I lost 20 points making the turn, and I was 18 points out of second place."

Was he excited by his 10th place ranking in the Internationals?

"Nope," he said. "The competition fell during the week that deer hunting season began in Utah. I had already bought my pass and so I lost all that money! "

About the Cover

RTD's Ferrol Yeakle, a photo lithographic operator in the Print Shop, is the artist of our holiday cover. This is Yeakle's third *Headway* cover. The talented Whittier resident received a bachelor of fine arts in painting, drawing and graphic design from the University of Central Florida at Orlando. Says the five-year RTD veteran, "I have a very strong desire to go professional with my work, so I do a lot of landscape painting in my spare time." One can spot Ferrol in the Santa Monica Mountains often, where she enjoys capturing nature on canvass.



With cameras and tape rolling, Division 7 operators turned in a stellar performance.



"One time this lady got on my bus, and said, 'Hey, I'm on TV,'" says Operator Michael Chapel (pictured on the far right). "And I said, 'Hey, I drive a bus.' "Now I can tell her I'm also on TV," says Chapel, laughing.

Apples of the Camera's Eye:

Division 7 Operators are America's Funniest People

Division 7 Operator Michael Chapel was in seventh heaven. The crew from *America's Funniest People*, the ABC show that airs every Sunday at 8:30 p.m., was about to make he and his colleagues stars. "They came to us," he tells *Headway*. "They chose us."

The day before Thanksgiving, crew from the television show, which was ranked the 12th most popular show in the nation last year, spent an afternoon taping at Division 7 in West Hollywood. About a dozen operators took part in pre-arranged skits, lip-syncing words and twisting their hips to top tunes of the 50s. Cast and crew loved the act.

Said Operator Gilbert Vasquez, in between takes: "This is beautiful. When people see us on TV, they can tell we're just normal people trying to do a good job on the streets."

"This is a chance for me to see the other side of Hollywood," said Operator William Dukes. "I felt silly, at first, then I really got into it. It's a fun show."

Summed up Sonny Jackson, "This is fantastic!

"We need this kind of outlet; our jobs are very stressful. This takes away a little of the stress."

The show, according to Director Neil Gordon, will air sometime in mid-January.



The Division 7 Gang.

"This is an opportunity to represent the RTD and have some fun," said Operator Quentin Wormley, during a hiatus on the makeshift set. Wormley is pictured at right with Instructor Alice Gates.



One Operator's Opinion

Division 3 Operator Stephanie Gonzalez on the Americans with Disabilities Act

In 1964, the Civil Rights Act was enacted into law. It prohibited discrimination on the basis on race, color, national origin, sex and religion. The dream that Martin Luther King, Jr. spoke of became the law of the land. Within the law, the bonds of restriction were lifted and people were freed of the restrictions of prejudice and discrimination.

All people could drink from any water fountain, sit in any restaurant and ride any bus. We were free to choose any field of education and be able to look in the mirror and see the American Dream through the opportunities that were now ours. Through this law, we were allowed transportation to a brighter future.

As Americans in 1964, we left many of our friends, relatives and people behind. We had been given all of the opportunities and we had denied the same benefits and choices to millions of Americans.

Human beings whose hearts and minds thirsted for the freedom

we were enjoying and benefitting from -- human beings left behind to suffer the discrimination and prejudices of the people newly-freed.

We who had been freed were inflicting the same pain upon others. We were discriminating against Americans with disabilities.

In 1990, the Americans with Disabilities Act was passed. Every man, woman and child with a disability could now pass through once closed doors into a bright new era of equality, independence and freedom. The law now gives the same rights and privileges to those individuals with disabilities.

What does this mean to us, the operators of RTD? It means accessibility.

It means that we must do all we can to ensure safe, courteous service to those patrons with disabilities who board our buses. We, as operators providing transportation, are an important part of the law. We are essential to breaking down the barriers of discrimination and employment. For many who are disabled, we are the means by which they can travel and enjoy their new freedoms and opportunities.

People depend on us because we are their only means of transpor-

Continued on page 24

Governor Signs Key Anti-Discrimination Bills

Governor Pete Wilson recently signed into law a number of bills that serve to protect targets of discrimination, including pregnant workers, the disabled, victims of sexual harassment and those who test positive for the AIDS virus.

Heading the list of civil rights bills signed into law was a measure by Assemblywoman Gwen Moore (D-Los Angeles) that will restore the authority of the state Fair Employment and Housing Commission to levy fines and award victims of work-site racial and sexual discrimination up to \$50,000 in damages.

Also signed was a bill by Assemblywoman Jackie Speier (D-Burlingame) that will require companies with 15 or more workers to reassign pregnant employees to less hazardous or strenuous tasks if the transfer can be reasonably done. Current law covers companies with five to 14 workers.

Other legislation okayed included another Speier bill requiring employers to post a Department of Fair Employment and Housing notice defining sexual harassment, employer liability and procedures for filing complaints.

● Legislation by Assemblyman Bruce Bronzan (D-Fresno) to make state law conform with the federal Americans with Disabilities Act.

● A measure by Assemblyman John Vasconcellos (D-Santa Clara) that includes Californians who test positive for the AIDS virus as a class protected against discrimination in employment. Those with AIDS are already covered by current law.

SCHEDULE CHANGES



Baker, Robert E., from Utility "A" to Utility "A" Leader.

Cilindro, Amado M., from Service Attendant to Service Attendant Leader.

Ferrell, James C., from Transit Police Officer (Trn) to Transit Police Officer.

Filimaua, Andrew, from Mechanic "B" to Mechanic "A".

Guerra, Jeannette A., from Human Resources Assistant to Human Resources Analyst.

Hardge, Diana, from Service Attendant to Service Attendant Leader.

Hubley, Lawrence B., from Transit Police Officer (Trn) to Transit Police Officer.

Huffer, Linda G., from Typist Clerk to Pension & Insurance Clerk.

Ibarra, David I., from Transit Police Officer (Trn) to Transit Police Officer.

Jarjoura, Georges E., from Mechanic "C" to Mechanic "B".

Koffman, Max A., from Transit Police Officer (Trn) to Transit Police Officer.

Macabagdal, Fernando B., from Mechanic "B" to Mechanic "A".

Mancilla, Eduardo, from Mechanic "C" to Mechanic "B".

Mcglathan, Michael, from Stock Clerk to Storekeeper.

Morales, Edgar O., from Mechanic "B" to Mechanic "A".

Mornes, L. C., from Service Attendant to Property Maintainer B.

Patton, Roxanne Gia, from Human Resources Assistant to Human Resources Analyst.

Peterson, Cheryl K., from Transit Police Officer (Trn) to Transit Police Officer.

Rodriguez, Nelson

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

Rojas, Rosemary, from Mechanic "B" to Mechanic "A".

Shin, Pat D., from Mechanic "C" to Mechanic "B".

Sison, Carmen C., from Human Resources Assistant to Human

Resources Analyst.

Therrio, Ralph P., from Mechanic "C" to Mechanic "B".

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

Wielandt, Max, from Mechanic "A" to Mechanic "A" Leader.

SHIFTING GEARS



Bower, Charles W., began with the District on July 06, 1980 and retired as a Bus Operator Full Time on November 07, 1992.

Bush, Quincy L., began with the District on October 04, 1969 and retired as a Bus Operator Full Time on October 20, 1992.

Fox, Benny L., began with the District on October 23, 1969 and retired as a Bus Operator Full Time on October 24, 1992.

Franklin, Kennedy C., began with the District on June 18, 1979 and retired as a Bus Operator Full Time on September 18, 1992.

Jones, Curtis J., began with the District on April 26, 1969 and retired as a Bus Operator Full Time on October 31, 1992.

Meyer, Johan F., began with the District on June 26, 1978 and retired as a Mechanic "A" on November 02, 1992.





Party Hostess Yvonne Robinson and editor of the book, "This is Your Life Robert Wilson" with the guest of honor, Robert L. Wilson.

Many Attend Surprise 50th Birthday Party for Operator Robert Wilson

It was a gala affair at the Cockatoo Inn in Hawthorne on November 14. The happy occasion was a surprise 50th birthday party for Division 18 Operator-Robert Wilson, Sr. More than 150 guests attended.

The partygoers included dozens of RTD operators, former Gardena Pacers' board members, parents and ex-football players, ex-basketball players, and ex-

baseball players of the Pop Warner Leagues.

Operator Wilson was a former coach of all those sports. He also was past president of the former Gardena Pacers and former director of Rosecrans Park. This party celebrated not only his 50th birthday, but also the reunion of his parents, ex-players and board members.

It was a party no one should have missed!

A book entitled, *This is your Life, Robert Wilson*, was made by Yvonne Robinson, whose sisters work at the District, and presented to him by Henrietta Muhammad.

The book consisted of dedications, salutations and anecdotes from over 100 people gathered by Yvonne over the last six months.

There was a special salutation from Wilson's Division manager, A.J. Taylor, a special

award letter from Park and Recreation, signed autographs from Tim Brown of the Raiders and Magic Johnson, and numerous pictures of family friends and RTD employees.

Time and time again, Wilson was overcome by emotion from all the tributes.

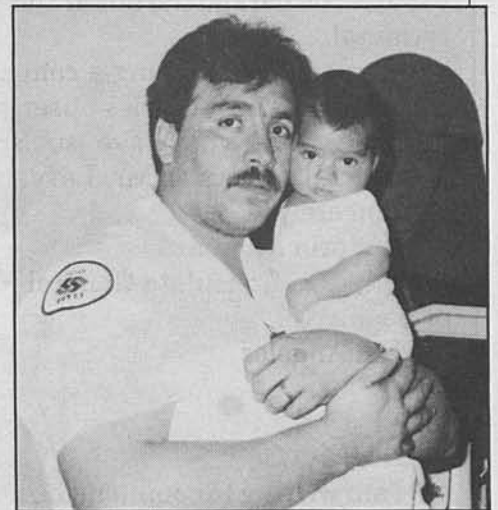
Out of town guests included his son, Ronald Wilson of Dayton, Ohio; his brother and sister-in-law, Preston and Cassandra Collins of Baton Rouge, Louisiana and his cousin, Wilma Slack of Washington, D.C.

Wilson has been with the District since 1981. He works the extra board. Over 50 RTD drivers were invited from various divisions. This was truly the party of the century!

BIRTHS



Pictured from left to right enjoying the party are Division 18 Operator Denise Wallick; Division 5 operators Jerry Jenkins and Gwendolyn English.



Born to Division 10 Operator Ernesto Nolasco and his wife, Virginia, a son, Steven Anthony, on July 17, 1992 at 8:45 a.m. He was born at a Los Angeles hospital and weighed in at 7 lbs., 5.8 oz. He was 20 inches at birth.



C PUBLIC COMMENDATIONS

Dear RTD:

This is a letter of appreciation to Mr. **Leo Levy**. His thoughtfulness turned a potential terrible for me into a good one.

On September 30, I was a commuter on Line 573 from Century City to Granda Hills. I fell asleep at the back of the bus behind the seats prior to my stop. As a result, I missed my stop. I did not wake up until the bus was on its way back to the bus terminal. When Mr. Levy realized I was still on the bus, he gave me a ride back to my stop in his own car after he parked the bus at the terminal.

It is a pleasure being a commuter on the Los Angeles buses, knowing that you have such thoughtful drivers as Mr. Levy.

Sincerely,
Victoria Abarca
Advisor, Consulate General
of Spain
Los Angeles

Dear RTD:

I am writing to commend bus driver **Maria Grande** for her kindness, patience, and helpfulness to two ladies who were unaccustomed to bus travel in downtown Los Angeles. She gave us cheerful and personal attention in our confusion and made our ride from 7th and Figueroa to the

Music Center a reassuring and pleasurable experience. You are, indeed, fortunate to have such a personable driver of her caliber. Helpful drivers like her go a long way in promoting and maintaining good public relations for the RTD.

Yours truly,
Margaret Willey

Dear RTD:

This letter is to call your attention to the excellent job done by **Shirley Thomas** in the RTD office located at Baldwin Hills Crenshaw Plaza.

On several occasions, I've needed assistance on RTD matters. Shirley Thomas has shown patience and kindness when helping me and has given correct answers to all questions I had about RTD.

Shirley Thomas is always courteous. She has a very pleasant disposition at all times. She gives service with a smile, and I actually enjoy buying a monthly pass from her.

Ms. Thomas is a perfect representative for the RTD because she knows how to work with the public.

Sincerely,
Jo Hanna
Los Angeles

Dear RTD:

On the weekend of October 10-11, 1992, the Motor Bus Society held its Fall 1992 meeting in Los Angeles. Sunday, October 11 was devoted to a tour of some of the District's bus and rail facilities. The purpose of this letter is to recognize the people who went out of their way to make the tour a success for our attendees.

The activity was handled through the Tours Program and our contact with Local Government was **D.A. McLain** (public affairs representative) who arranged for many of the stops as well as hand-out packets.

Division 12 operator **Lauretta Meadows**, drove our tour bus. She was with us for over 10 hours, and was very pleasant and accommodating at all times.

Ed Vandeventer, assistant director of transportation, and **Patty Alexander**, rail TOS, accompanied the group to divisions 11 and 20 and to the Central Control Facility (CCF) and provided tours at those locations.

Equipment Maintenance Supervisors Jackie Lee of Division 1 and Jack Landrum of Division 9 answered questions about the equipment and facilities at those locations.

Production Manager **John Rivenas** and Senior EMS **Hal Stuben** came in on their days off to give the group a tour of the CMF; this extra effort was greatly appreciated.

On behalf of all of the convention attendees, the Society's officers and the members of the convention committee, I would like to thank and commend these District staff for helping make our Los Angeles meeting so enjoyable.

Sincerely,
Gerald L. Squier
Chairman, The Motor Bus Society

Dear RTD:

Recently, during the course of an accident investigation in Utah, a member of my investigative staff discovered a signal problem that had allowed an inappro-

priate signal aspect to be displayed, which, in turn, resulted in a side collision between two freight trains. The potential for that same problem exists on most of the nation's railroads and rapid transit authorities, including the SCRTD.

In the interim, before a National Transportation Safety Board (NTSB) recommendation is distributed, we contacted by telephone many people in the railroad industry to inform them of the situation. When **Wyman Jones** was notified, he immediately arranged a meeting with RTD signal supervisors and members of my staff to further explain and demonstrate the problem. The meeting culminated with a resolution to the difficulty and an ultimately safer system. I wish to congratulate Mr. Jones on both his responsiveness and his proactive stance on safety.

I look forward to working with the RTD, on a proactive basis, in our mutual efforts to prevent accidents.

Sincerely,
David Watson,
Regional Director
National Transportation
Safety Board (NTSB)

Dear RTD:

I am elderly and virtually housebound. Though I get Meals on Wheels, it is necessary to go to the market occasionally for supplies. The 175 bus, fortunately, goes within a block of Vons. But the bus stop is on the east side of Virgil and the crossing is difficult. The avenue is very broad and the walk light always changes midway.

Last Tuesday, I was on the 9:22 a.m. bus from St. George

and Tracy -- I was feeling very shaky and feeble -- and although I knew it was against the rules, I asked the driver if he could possibly cross the street. He most graciously said he would. I was, and still am, most grateful. It was most gracious of him.

Truly,
Melvin Parks
Hollywood

Dear RTD:

I am 90-years-old and have asked my niece to write this letter for me. During my lifetime, I have met many wonderful people. Two of them work for you at the Wilshire and La Brea office. They are **Johnnie Williams and Vivian Amos**.

I have known these ladies for

well over seven years. They always provide excellent service with a smile. Once a year we go to lunch together. This isn't often enough because they are such nice people.

Thank you for this opportunity to let you know what excellent people you have working for you. Please pass on my thanks to these good customer service individuals, and count your blessings that you have such lovely people working in your establishment.

Sincerely,
Penny Ruppert
Los Angeles

Merging Hard Work

As most of you know, the RTD and the Los Angeles County Transportation Commission will merge during the first quarter of 1993 to form a new organization called the Los Angeles County Metropolitan Transportation Authority (LACMTA).

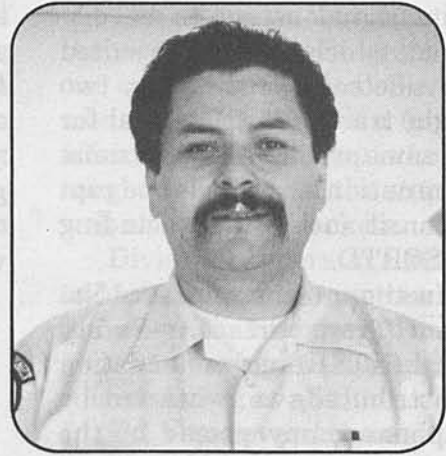
The Merger Steering Committee, which was formed by the boards of both agencies has selected Los Angeles-based William F. Mercer and Company to perform the study relating to the development of a classification system and salary design. They will also design and develop a performance-based compensation system.



Consultants from Mercer and Company discuss business with Ed Paull, RTD pension and benefits manager, in a meeting at the District.



More Train Operators



"I'm a heavy equipment man," says 24-year RTD veteran **Jesus Ruiz**, who transferred to the Red Line from the Blue Line. "I enjoy anything that's mechanical and mastering the Red Line cars is probably the same feeling a football player has who's winning his game." Ruiz, who lives in Huntington Beach, says his family supports his decision to operate the Red Line 100%.

Ricardo Perez joins the Red Line from Division 3, where he was an acting TOS in Instruction. "I switched because I think that rail is the future, and I wanted to do something different," says the articulate 20-year veteran. "I think I can make some more headway in this department." Perez says that his newest position is more technically-oriented than on the bus side. "You have to concentrate," he says. "Any error is a cardinal one." Perez says he likes Union Station, because of its historical significance.



Aubrey Echols says his grandson and two godchildren were thrilled they got to ride with their favorite Red Line operator in the cab on a recent Sunday. Echols says his family is thrilled to say he is a subway operator; after all, many of them come from New York where underground commuting is a longstanding tradition. Echols equates the new trains with the sculpture of the flying men at the Civic Center Station: "They're both futuristic," the 22-year RTD man says. Echols transferred from Division 5.



Carlos Garcia tells *Headway* that thus far he likes the Red Line very much. With 23 years under his belt, the La Puente resident says that rail is the future of public transportation in Los Angeles. "It's a whole new adventure for me," he says. "It's easier than driving a bus because of the traffic, but more difficult because of the studying involved." Garcia says he likes the neon lights at the Pershing Square Station.

More operators on page 31 . . .

Graffiti Battlefield

continued from page 7 . . .

Wednesday, Thursday or Friday between 3 p.m. and 6 p.m. In August, 37.6 percent of vandalism occurred in that time period. Fridays are the busiest tagging days during the school year. Tuesdays are heaviest during the summer months.

In August, the streets where the most bus vandalism occurred were, in order, Vermont Avenue, Sunset Boulevard and Broadway. Other high-incident streets were Beverly Boulevard, Florence Avenue, Hollywood Boulevard, Long Beach Avenue, Normandie Avenue, Santa Monica Boulevard, Van Nuys Boulevard and Western Avenue.

Lt. Tim Murphy says bringing graffiti and vandalism under control will require a three-pronged attack combining education, law enforcement and technical advancements.

"We have to make the public, especially the kids, aware of what's being done to their communities and to their quality of life," Murphy says. "Law enforcement must be vigorous and the taggers must be made to feel that the justice system will deal with them when they're caught."

"We also need to develop better vandal- and graffiti-resistant glass, paint and other materials," he says. "The harder and riskier we can make it for a kid to tag a bus, the less graffiti we'll see."



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General Manager

continued from page 3 . . .

from its terminus at First Street and Angeleno Avenue to the Burbank Metrolink station on Front Street near Olive Avenue. Line 152 is operating a shuttle service from 6 to 9 a.m. and 4 to 7 p.m. on a 20-minute headway serving the Burbank rail station along Front Street, Verdugo Avenue, First Street, Magnolia and Glenoaks boulevards, and Olive Avenue.

In Chatsworth on Line 243, the De Soto segment was slightly modified to operate along Lassen Avenue to the Chatsworth Metrolink station. Return service operates through the station access road and along Devonshire Street to De Soto Avenue.

Metrolink service is operated by Southern California Regional Rail Authority, composed of the transportation commissions of the counties of Los Angeles, Orange, Riverside, San Bernardino and Ventura. The three new routes opened on Monday, Oct. 26 are: Moorpark, Ventura County, to Los Angeles, 47 miles; Santa Clarita Valley to Los Angeles, 35 miles; and Pomona to Los Angeles, 32 miles. As a transportation concept, Metrolink service is similar to CalTrain in Northern California, which runs from San Jose to San Francisco.

RTD is there to do the job in the second major bus-rail interface in a little more than two years in greater Los Angeles. I am confident our employees, as always, will continue to respond with professionalism and pride in the job they're doing.

Alan F. Pegg
General Manager

Sack Graffiti

. . . continued from page 6

and repair vandalism to RTD buses -- approximately 1.7 percent of the District's \$683 million operating budget.

"We hope that Mr. Townsend's message prompts the public, and especially parents, to remind their children that vandalizing buses and other public property ultimately costs them tax dollars," said RTD Board President Marvin Holen. "We would much rather spend the \$12 million on 50 new buses for our riders who are now riding the most crowded buses in the nation."



RTD Board Director Antonio Villaraigosa and Greg Townsend

Chinese Delegation Pays Visit to RTD

The RTD, which has entertained visitors from all over the world, played host recently to engineering managers from the People's Republic of China. The visitors, curious about training programs and employment application procedures, listened through an interpreter as Rich Davis, director of equipment maintenance, described the complexity of providing day-to day service while introducing rapidly changing technologies. "About a third of our employees have literacy problems," he told the visitors. "They're better with their hands than with books."

Davis emphasized the importance of technical training programs, saying that it's a "win-win" situation for both employee and company. "In the end, we produce a higher-quality product," he stressed.

The visitors toured the CMF after Davis' presentation and enjoyed coffee in the Headquarters building, taking notes as Aida Lagrimas, employment manager, and Leila Procopia, senior human resources analyst, explained the mechanics of applying for a job at the District.

The tour and talk were coordinated by Human Resources Analyst Luanna Urie. It was sponsored by the coordinating agency, *Asiamerica*.

Operator's Opinion

continued from page 17...

tation. Human beings with emotions and dreams depend on us to help them find their place in society, depend on us as a means of independence.

In this new era of freedom and understanding, let us con-



A delegation from the People's Republic of China tours the Central Maintenance Facility. The visit was coordinated by Human Resources Analyst Luanna Urie, who visited China last year.

Division 18 Earns Quality Service Trophy

Division 18 nailed down the Quality Service trophy for September, according to Ken Miller, acting assistant director of maintenance. The Carson division improved its pull-out and cancellation rate by a greater percentage for that month, over August, than did any other division.

Miller adds that for the month of October, Division 18 achieved a 99.57 percent effectiveness rating for more than 7,000 runs, as compared to a 99.13 recording for August. If you're doing math, that's an increase of .44 percent.

Miller said that six other divisions posted smaller increases.

tinue with a greater emphasis on providing transportation service to our disabled patrons. We must become more sensitive to their needs, more understanding to their disabilities. People need people, and we, the finest operators in the world, are needed by many people to provide safe, cour-

Deck the Halls



When the crew in Scheduling and Operations Planning caught sight of Schedule Maker Bill Kreski on Halloween, they immediately sent him down to *Headway* for some picture-taking. The 17-year RTD veteran outfitted himself in science-fiction gear for the day: "I'm the only one with spirit in my department!" he said, chuckling. Kreski says he dresses up every Halloween. "Last year, I was a Musketeer, and I was a hit," he said, unabashedly.

teous service.

Let's not forget about those who are disabled. Let's be patient and courteous, for many of our disabled patrons must move more slowly than the non-disabled.

Everyone has dreams. Let's help those dreams come true.

Commuter Chat

By Bill Heard
News Bureau Representative

The eight men and women gathered around the conference table at Pacific Enterprises recently were typical commuters. About half drive to work and the rest were transit riders who spend part of each working day aboard RTD buses or Blue Line trains commuting between their homes and downtown Los Angeles.

The group of five women and three men was brought together as a focus group by their company's Employee Transportation Coordinator to discuss commuter issues with Linda Casey of the RTD's Corporate Transit Partnership (CTP). Casey and other CTP representatives have conducted a number of such meetings in an effort to learn more about commuter needs and to help spread word-of-mouth about RTD services.

"State clean-air regulations require employers to promote ridesharing and use of mass transit," she told the group. "Many companies, including approximately 50 percent of the RTD's CTP members, subsidize the cost of employees' bus tickets and monthly passes."

Casey asked the group to identify obstacles some commuters might consider in deciding whether to ride the bus. Almost immediately, several suggested a short list that included the inconvenience of not driving. "You give up some of your independence," said Vicki, a public affairs associate. "You can't run errands easily."

Safety at bus stops, lack of security at some park-and-ride lots, time and frequency of bus service, dirty and graffiti-tagged buses also were cited as areas of serious concern by some commuters.

One participant, George, complained about overcrowding. "I enjoy riding the bus, but some lines are congested, much too congested." He and others found safety aboard the buses to be an important factor. "People feel

more confident about taking the bus if they feel safe."

Shirley, a secretary and daily Blue Line rider, has witnessed a growing number of violent incidents aboard the trains. She would like to see security officers more frequently, but still believes her daily Blue Line trips are worthwhile. "If you consider insurance, car payments, parking and other expenses, I save \$15,000 a year by taking the train instead of a car."

Reaching Out

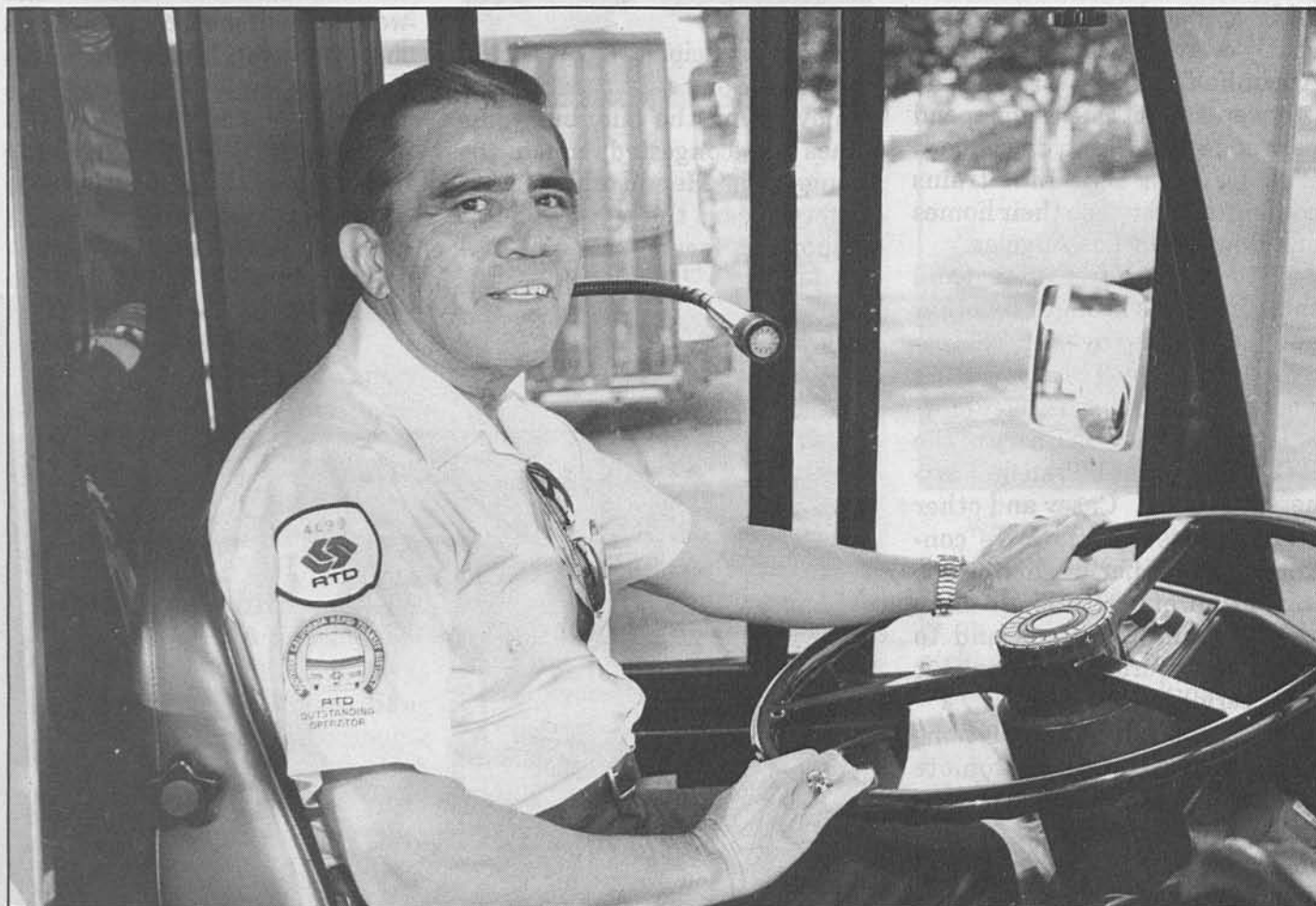


How does the District continue to educate and inform the public on how it is implementing alternate forms of transportation technology?

One day in November, they did it by displaying the attention-getting model of the Wardlow Blue Line Station and distributing literature on rail safety at the Air Quality Management District (AQMD) headquarters in Diamond Bar.

The joint venture between the RTD and the AQMD enabled Sheryl Carrerow, public affairs representative and Ed Langer, corporate transit partnership representative and J.C. Flores of the AQMD to reach hundreds of people every day.

COMMENDATIONS



Enrique Serrano, an RTD operator who has received letters of commendation from his passengers in each of the 32 years he has driven RTD buses, was named the RTD's Operator of the Month for September. Serrano, a La Puente resident who drives Line 259 (Alhambra-Monterey Park), has had an exemplary record of service to RTD, not only in September but for his entire career. The former streetcar operator has missed work only twice in 20 years, has called in sick just three days in 23 years, and has never had an avoidable accident, earning him a 31-year safety award.

The Los Angeles native has been married to his wife, Irene, for 38 years. The couple has two sons and five grandchildren. In his spare time, Serrano enjoys jogging, attending high school football games and gardening.



Cheers to **Gary Schachel**, equipment maintenance supervisor, whose colleagues collectively signed a petition urging that the Lancaster resident be named Maintenance Employee of the Month. Schachel has an unusual position: Much of the year, he has been at the TMC facility in Roswell, New Mexico inspecting the largest order of methanol-powered buses ever purchased by the District. As a result of his inspections, the RTD has received high quality buses which integrate the latest Clean Air and Americans with Disabilities (ADA) technologies. In addition, he has maintained excellent working relationships with the TMC employees under trying conditions with very tight deadlines. Schachel is a single father, who has raised his 17-year old daughter singlehandedly since she was two years old.

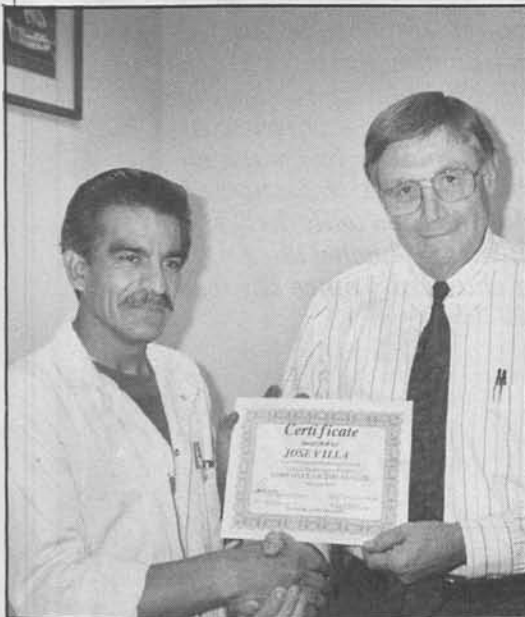
Jacqueline Exeart, was named Information Operator of the Month for November. Her superior communication and people skills garnered her the top nomination. She has been honored two previous times and has received numerous other awards and commendations.

Exeart, a connoisseur of Southern cooking, delights in creating something unique and different in the kitchen on her days off. She's also an avid reader, who is rarely without a good book. Other hobbies include watching pro football, and classical movies. She belongs to the South Lanes Bowling League.

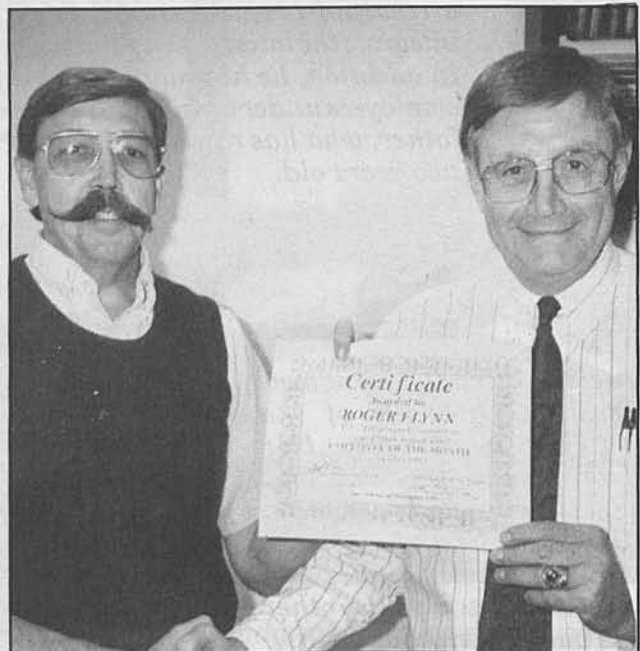




Giuseppe DeToma was honored as CMF Employee of the Month for October. The Italian-born native who works in the Body Shop says he loves the challenge of working with the different styles of buses which are introduced every two to three years. His boss, Dave Lane, says he is diligent, self-motivating, and needs minimal supervision. "No task is too small or too large: He always gets the job done," says Lane. The Rosemead resident was scheduled to visit his hometown of Bari, Italy in mid-December. "It's a place where the light blue sky melts into the light blue ocean," he says, fondly.



Kudos to **Jose Villa**, a Mechanic A in Equipment Maintenance, who was chosen Employee of the Month for October. He works in the Engine Shop and was chosen for the honor because he has the ability to work at any station. "I like everything about it," the 14-year RTD veteran says, enthusiastically. Boss Dave Lane says he produces work of the highest quality.



Roger Flynn, an Equipment Maintenance supervisor in Production Control, was also chosen CMF Employee of the Month for October. His boss, Dave Lane, with whom he is pictured, says Flynn was chosen because he does an excellent job in scheduling his departments and diligently follows through with his assignments. "I like the challenge of keeping my production shops scheduled to the max!," the 21-year RTD veteran says.



RTD's Employees of the Month for October were honored by the Board of Directors at its meeting November 19. Pictured in the front row are from left, Antonio Villaraigosa, director; Charlene Carr, Information Operator of the Month; Junius Brown, Bus Operator of the Month; Nori Akiike, Maintenance Employee of the Month; and Mike Mockler. In the back row are, from left, Alan Pegg, general manager; Robert Ryan, director.



*Recent retirees **Rogelio Diaz** and **Curtis Jones** were toasted by the Board on November 19. From left are Charles Storing, RTD Board vice-president; Diaz, a Mechanic A with 20 years of service; Gordana Swanson, RTD director; Jones, a bus operator with 23 years of service; and Alan Pegg, general manager. Other retirees not pictured included bus operators **Benny Fox** and **Kermit Thornton**.*

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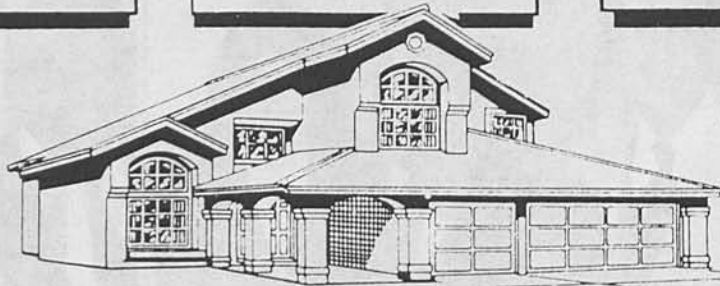
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RECREATION NEWS

January

- 21 Phantom of the Opera at a true discount - rear parquet seats \$36
- 23 Kings vs NY Rangers \$20.50
- 24 Clippers vs Seattle \$13.50
- 30 Phantom 2:30 P.M. \$60.50

February

- 4 Clippers vs Chicago \$18.50
- 12 Clippers vs Portland \$13.50
- 13 Kings vs Washington \$20.00
- 14 Lakers vs Atlanta \$13.50
- 27 Kings vs Toronto \$20.50
- 28 Lakers vs Clippers \$20.50

XXXX

Don't forget your Sweetheart for Valentine's Day February 14. For special gifts, visit the Employee Activities Store. See's Candy, gift baskets, novelty items and watches. All at great savings.

Mobile Unit Schedule

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

Jan.	Loc.	Feb.	Loc.
11	CMF	1	3
12	9	2	CMF
13	16	3	9
14	8	4	16
15	15	5	8
18	7	8	15
19	5	9	7
20	18	10	5
21	2	11	18
22	4	12	2
25	Maint. Day	15	12
26	12	16	4
27	11	17	Maint.
28	1	18	T.P.
29	10	19	1

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

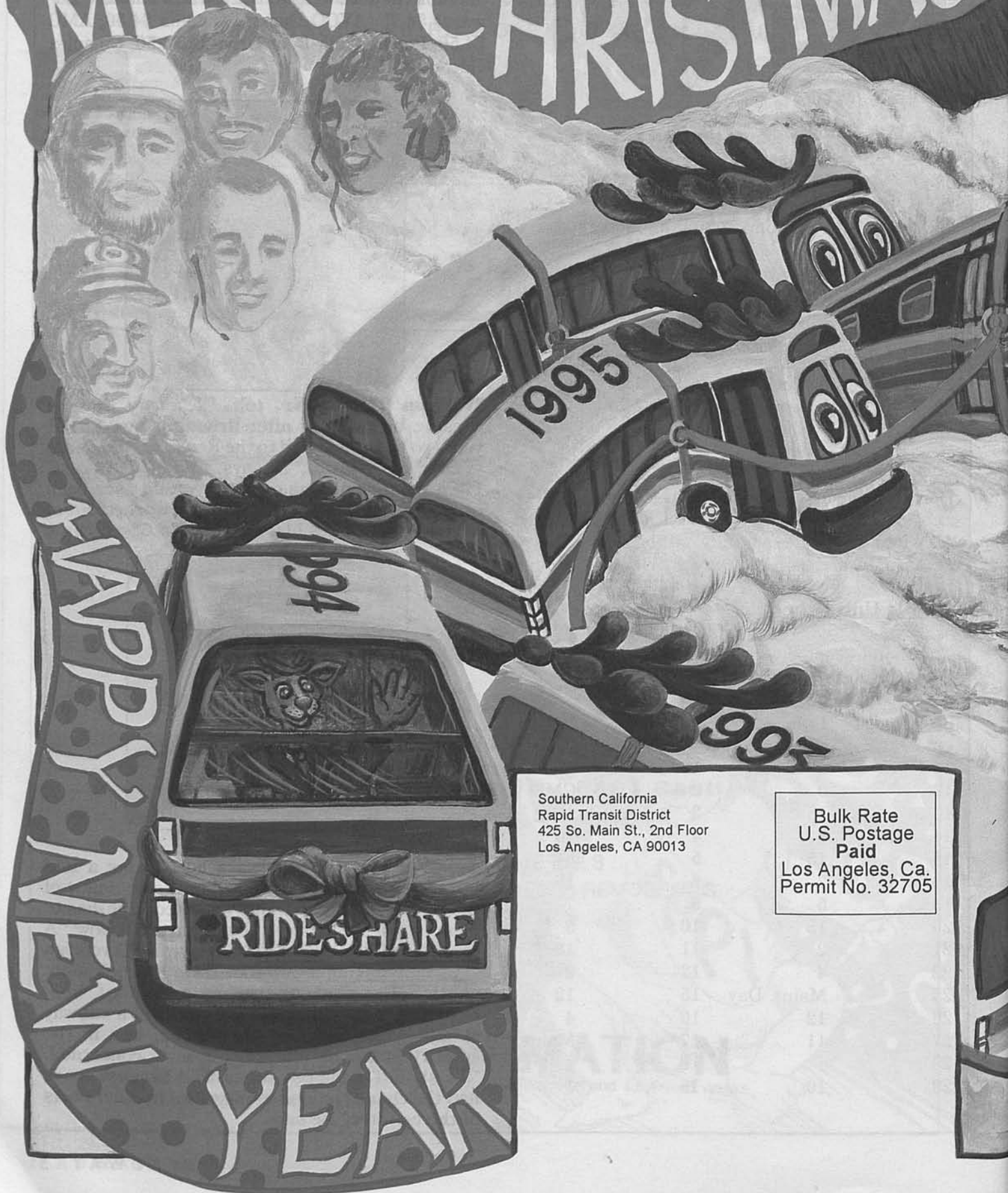


William Tillitt, Sr. tells *Headway* that he became burned out after driving a bus for 21 years so he transferred to the Red Line. "I'm more at ease and relaxed," he says. "In my wife's eyes, I'm a happier person and now we can see each other more often." Tillitt, who last worked out of Division 16, makes his home in San Bernardino.



Jerome Humphries says he became a Red Line operator because he wanted to be a part of Los Angeles history. "This (the Red Line) has to be a part of it," he says. "I'm a part of it now." A resident of Inglewood, the 18-year RTD veteran says that driving a 400-foot train is much more challenging than operating a 40-foot bus. Humphries says that the operation of a subway should make Los Angeles number one in the country as far as transportation is concerned. "We should come out way ahead because we've had the chance to look at mistakes in other parts of the country," he says.

MERRY CHRISTMAS



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