

STRIKE STORIES



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My idea of avoiding the strike was to take two weeks vacation, then return to work. Hopefully, everything would be back to normal. Wrong choice. I returned just in time for the strike to begin.

I was assigned to Customer Information. My duties were to help as many people as I could to get from their origination to their destination in an adequate time frame.

Transportation was very limited. Keeping in mind that the elderly could not walk for long distances, and because students are easily confused, I would use the computer for bus connections and the Thomas Guide to check walking distances. All effort was given to use one to four buses to set up a trip. It was very hard telling patrons we had no service for the area they were seeking.

One day, I received a call from a guy in Altadena trying to get to LAX. He had been spending \$36.00 a day by cab. I was able to get four buses to connect him to LAX. The patron was impressed and I had a sense of accomplishment that superceded all my failures.

My heart went out to the strikers and I felt their pain, but if I had not been asked to work in Customer Information I would not know how complicated and important this job is. Communications Manager Tom Longsdon, Communications Officer Lola Gagner and the many other supervisors were great in helping us to perform our duties.

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