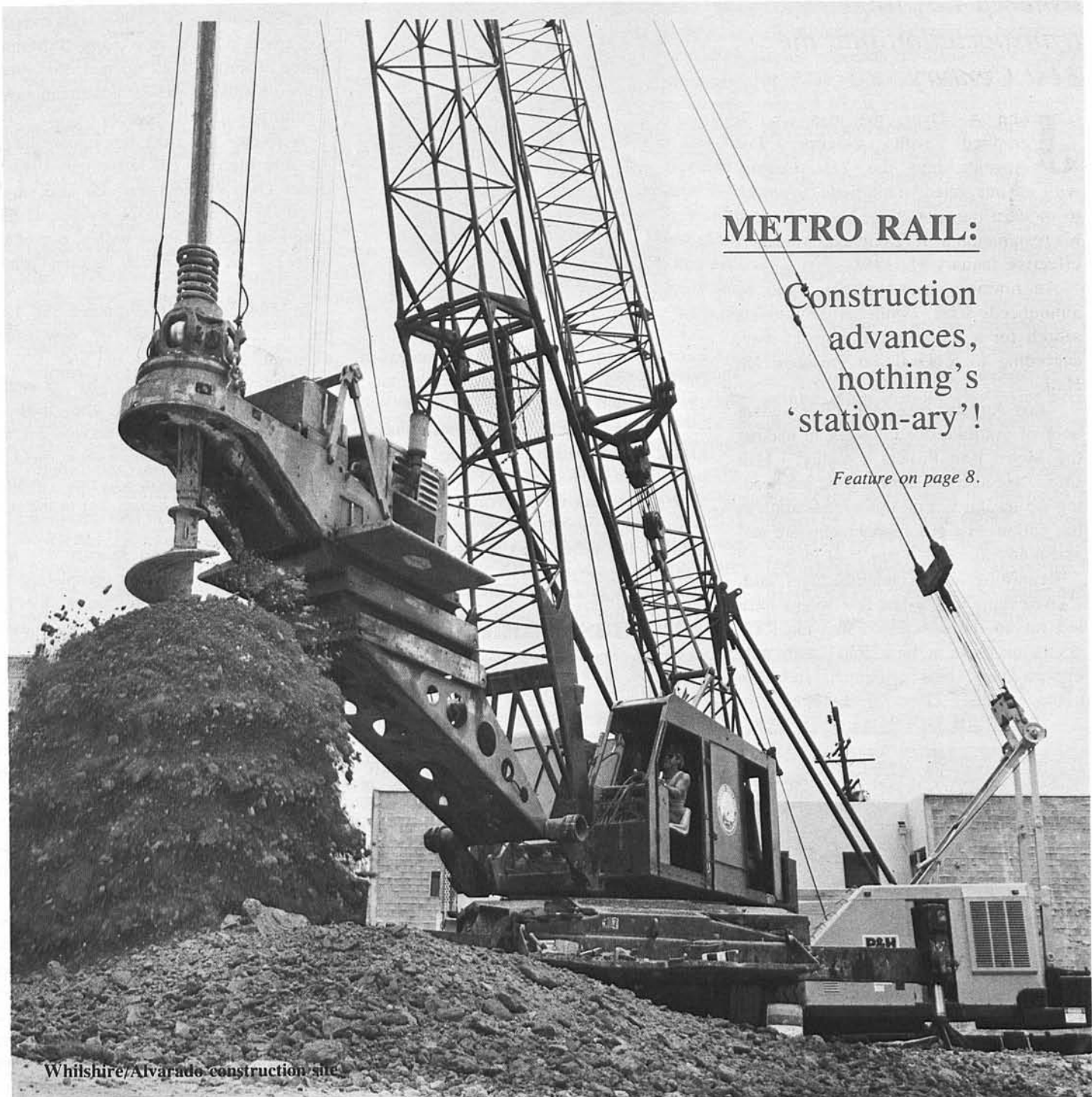




# BULLETIN



## METRO RAIL:

Construction  
advances,  
nothing's  
'station-ary'!

*Feature on page 8.*

*Whilshire/Alvarado construction site.*

### BULLETIN BULLETS

- *While L.A. shook, rattled and rolled during quake, buses kept rolling along. Page 14.*
- *RTD President seeks further internal reforms with 'back to basics' approach. Page 3.*
- *Departing GM John Dyer ushered regional transit into the 21st Century. Page 2.*

# DYER RESIGNS

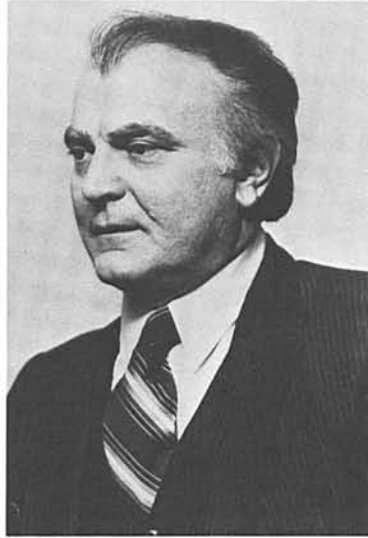
*Nationwide search under way to replace General Manager who ushered Los Angeles transportation into the 21st Century*

**J**ohn A. Dyer, the man who is credited with ushering Los Angeles into the 21st Century with an integrated, multimodal approach to modern transportation, has announced his resignation as RTD General Manager, effective January 31, 1988.

An interim general manager will be announced soon, while a nationwide search for a replacement is under way, according to RTD Board President Jan Hall.

"Los Angeles owes Mr. Dyer a great debt of gratitude for his work in making the Metro Rail Project a reality," Hall said. "He also has done a good job heading up the largest all-bus organization in the nation. His accomplishments are real and many."

Regarding his resignation, Dyer said, "The events of the last few weeks have led me to the conclusion that the RTD needs to make a new start, with new opportunities, new programs, and new management. There has been an



DYER

enormous amount of effort and success in the last year by the Board of Directors, the staff and all employees of RTD.

"I am confident that the RTD has a bright future, because the need for improving and expanding public transportation is so great in Los Angeles, and the District has so much to contribute to making the urban area a better place to live."

## Thomas Named RTD Director

Kenneth R. Thomas, Chief Executive Officer and Chairman of the Board of the Los Angeles Sentinel, Inc., was recently appointed to the 11-member RTD Board of Directors by Second District County Supervisor Kenneth Hahn.

Thomas has served as the CEO for the Los Angeles Sentinel since 1983 and is a member of both the National and California Newspaper Publishers associations.

In addition to heading the Los Angeles Sentinel, which is the largest black-owned newspaper in the west, he is also an attorney, having practiced law for the last 28 years in Ohio and California.

Thomas received a Bachelor of Arts degree from Ohio University in 1951 and received a law degree in 1958 from Ohio State University.

He and his wife, Jennifer, live in Studio City.

During his six-year tenure at RTD (beginning in 1981), Dyer was instrumental in bringing unprecedented funding and political support to the Metro Rail Project, which officially began construction September 29, 1986. He oversaw construction of a new Central Maintenance Facility that opened this year, bringing state-of-the-art bus maintenance technology to Los Angeles.

Weekday bus ridership figures hit an all-time high of 1.6 million in 1984-85 under Dyer's leadership. He also supervised the compilation of a rigorous new drug and alcohol abuse policy, one of the toughest in the nation among transit organizations.

In 1982, Dyer coordinated the District's largest purchase of new buses ever—a single order of 960 RTS-II coaches manufactured by General Motors. He also took the lead in establishing special bus service for the 1984 Summer Olympic Games held in Los Angeles, bringing 415 new Neoplan buses for general District use in the process.

"Between now and January 31, Mr. Dyer will concentrate on completing the important environmental work for the second phase of Metro Rail," Hall noted. "It is important that this work be completed by the person who has helped us meet the rigid state and federal requirements thus far."

Dyer came to RTD after having served eight years as Transportation Coordinator and Special Assistant to the County Manager in Metropolitan Dade County in Miami. In his last five years at Miami, Dyer managed the final design and construction of Miami's Metrorail project.

Dyer holds bachelor, master and doctorate degrees in political science, public administration and government finance respectively, and has co-written two books on public administration.

"I wish to make it clear the RTD Board recognizes its mandate to further improve the transit services we provide to the community," Hall said. "The public should rest assured the RTD Board of Directors will hire the best personnel available to help make the important long-range transit decisions that must be confronted by this community in the near future."



**New Director**—Atty. Thomas is sworn in by District Secretary Helen Bolen.

# Deukmejian Vetoes Reorganization Bill

*Hall Urges Further Internal Reforms, Says It's Time to Get 'Back to Basics'*

**A**t *Bulletin* presstime, political observers were still analyzing the ramifications of Governor George Deukmejian's September 29 veto of the controversial bill that would have abolished RTD and the Los Angeles County Transportation Commission (LACTC) and establish the new Metropolitan Transportation Authority.

The governor indicated that the legislation's specific approach to reorganizing the existing structure of transportation in Southern California contained statutory elements that he believed would not be beneficial to the broader, regional community.

His action was endorsed (quite dramatically through letters, phone calls and personal visits) by elected officials from small cities, Los Angeles business leaders and Deukmejian's Republican colleagues who opposed the bill in early September.

Deukmejian also believes that the measure would have allowed for inadequate representation for the county's smaller cities on the board of the proposed "superagency."

Generally, opponents challenged the Katz/Robbins bill on a more fundamental basis. They believe that the creation of a new "superagency" would have resulted only in "cosmetic differences" and that no significant, measurable improvement in service quality would be realized.

In Deukmejian's words, "If I were to have signed this bill, it would have raised false hopes and expectations that the transit service would improve. In reality, many of the differences between the old (agencies) and the new (proposed by legislation) are cosmetic in nature."

Added Assemblyman Tom Hayden (D-Santa Monica): "I don't see an organizational solution to what is a basic problem of modern civilization—overload."

Upon hearing of the governor's action at presstime, RTD Board President Jan Hall issued a pointed statement, underscoring her conviction that the "governor did the right thing."

"To my mind," she continued, "the reorganization issue is behind us now. It is time to get back to basics, providing more and better bus service for the public and building and planning future rail service for the region."

"May I remind everyone, especially our critics, there has been reform within the RTD in the past year. There will be more I pledge to work with the rest of the Board to work out a program that will further improve the transportation services we provide and better the working conditions for our employees."

Inasmuch as the controversial reorganization measure narrowly passed the state Legislature, Sacramento sources believe there is not enough firm support in both houses to override the governor's veto. The bill's Democratic authors, Assemblyman Richard Katz and Senator Alan Robbins, are expected to ask the governor to convene a special session of the Legislature early next year to pass an "emergency" reorganization bill.

Their legislation was introduced about 10 months ago in reaction to sensational news accounts of management problems at RTD. Officials also have been concerned about overlapping policy and rail development responsibilities of RTD and LACTC. The new MTA essentially would have absorbed the two agencies' responsibilities, including regional bus operations, transit planning and policy functions and construction of the regional rail system.

While the legislative battle ensured, RTD was busy with internal reforms. The District is proud of achieving considerable gains in overall management and productivity. Among the major accomplishments, the District lowered its operating costs while holding down the base fare (85¢); cut administrative overhead; succeeded in reducing its insurance premium by \$1.2 million; earned national recognition for its safety performance record; and is succeeding at constructing Metro Rail on schedule and **under** budget (to date by some \$50 million)!

## DISTRICT DEPARTMENTS RELOCATED

As a result of earthquake damage at RTD's administrative headquarters in downtown Los Angeles, nearly 340 District employees in 15 departments have been relocated until further notice.

Included in the relocation is the **Local Government & Community Affairs Department**, which publishes the *Bulletin*. LGCA operations are temporarily divided between District facilities in North Hollywood and downtown. The **North Hollywood office** is located across from Universal Studios at **3939 Lankershim Blvd. (phone: 818-508-4100)**. The **downtown office** is located at **415 S. Hill St. (phone: 237-2752)**. **Office hours are from 8:00 AM to 5:00 PM on weekdays.**

The **Project Streetwise Telephone Hotline** operations have also been moved temporarily at LGCA's downtown office, which is also the site of the Metro Rail Information Center. The hotline is scheduled to be on line by late October. Anyone wanting current information on downtown construction projects may call the hotline's toll-free number: **(1-800) 852-9994**.

For the convenience of RTD passengers, **Customer Relations, Passenger Information** and **Pre-Paid Sales** will remain at the 425 S. Main St. headquarters building. **Customer Relations** can be contacted at **(213) 972-6235**; **Passenger Information** at **(213) 626-4455**; and **Pre-Paid Sales** at **(213) 972-6731**.

# CONSTRUCTING FOR THE 21st CENTURY

*Maintenance, Operating facilities enhance efficiency and productivity*



**Star Wars?**—Parts and equipment retrieval is handled efficiently by using high-tech innovations, such as robots. They are all computer controlled.

One way that RTD promotes efficiency is by investing in capital improvements such as the construction of new maintenance facilities and operating divisions.

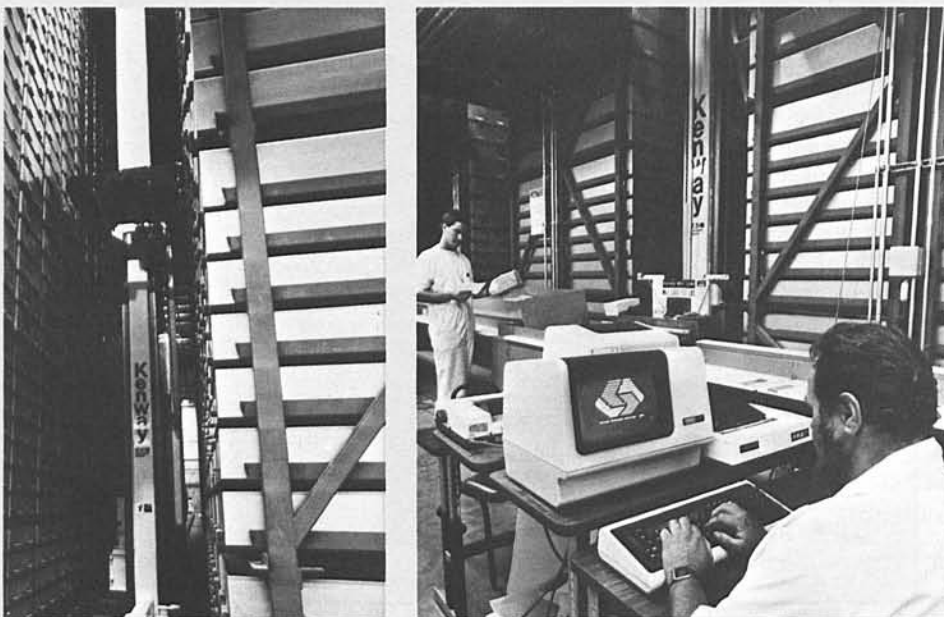
The cornerstone of District efforts to modernize physical facilities is the recently dedicated Central Maintenance Facility, located at Lyon and Macy streets near downtown Los Angeles.

This stunning, space age complex with robotic bus painting and parts retrieval features, truly represents a quantum leap into the future. Up to 5,000 buses, double the current fleet, can be supported by the facility without increasing space. Buses can be rebuilt from the axles up at the CMF.

RTD's Department of Facilities Engineering, under Director Phil Meyers, is responsible for these capital improvements. In his 7-year tenure with the District, he has overseen no less than \$159.5 million of construction activity exclusive of the 10 customer service centers newly constructed or modernized.

"I'm very proud of the role this department has played," says Meyers. "We have not only constructed the most advanced transit maintenance facility in the world, but at the same time we have modernized the District's customer service centers and most of the operating divisions. And in a surprisingly short period of time. Keep in mind that some of our sites date back to the turn of the century!"

Coming as they do from a pool of limited resources, RTD's capital improvement projects are carefully chosen to benefit both present and future riders. As each remaining stage of service is





**Maintaining Efficiency**—Above is view of world's most modern bus repair and storage center, located just east of downtown Los Angeles. Below, bus gets a new paint job, via high-tech robotics.

phased in, the advances in maintenance quality and efficiency made possible by automation at the new CMF will result in significant cost savings.

Bus patrons will benefit in several ways. Better maintenance means fewer breakdowns. It also means that more buses will be operating at their mechanical peak performance, thus improving service reliability. Simply put, this means better service at the lowest possible fare for RTD patrons.

An important aspect of facilities engineering is planning to accommodate the expected expansion in bus ridership which will accompany the population growth of the area. Planners predict that the population of Los Angeles region (now approaching 11 million) will soar by another 3 million by the year 2000. RTD can also expect a 40% increase in ridership. As Phil Meyers puts it, "At RTD we build for today *and* tomorrow."





**Breaking Ground**—At El Monte parking structure site are (l-r) RTD General Manager John Dyer, El Monte Mayor Don McMillen, La Puente Mayor/RTD Board Director Charles Storing, Mike Lewis (for County Supervisor Pete Schabarum) and RTD Board President Jan Hall.

### El Monte Station

## Parking Structure To Help Reduce Fwy. Congestion

Ground was broken recently for a three-level parking structure at RTD's El Monte Busway station that will add 563 parking spaces for commuters in the San Gabriel Valley.

The \$3-million structure is scheduled to be ready for use next spring. It will result in a total of 2,147 spaces for bus riders to park their cars.

"This new parking structure represents another step in the continued efforts of RTD to cut down on L.A.'s worsening traffic," noted Board President Jan Hall at groundbreaking ceremonies. "Instead of driving downtown to work, the public will be encouraged to park at the new structure and take an express bus."

About 300 existing spaces will be unavailable during construction, but arrangements have been made with the City of El Monte for commuters who regularly use the busway to park in five nearby city parking lots.

Patrons may choose either to walk to the busway terminal or take existing RTD service from the lots to the station.

Following is a list of available parking areas and RTD lines serving them:

Pioneer Park (Lines 491-492); City Hall (Line 484); 10727 Valley Blvd. (Line 490); 1024 Valley Mall (Line 484) and Santa Anita and Broadway (Lines 491-492).

The new structure represents an inter-agency partnership. RTD, the City of El Monte, Los Angeles County, the Los Angeles County Transportation Commission (LACTC) and the Urban Mass Transportation Administration (UMTA) all contributed funds for the project.

The structure is being built in response to increasing demand by commuters who choose to park their cars at El Monte Station and continue their commute by bus. For the past few years, the existing parking lot (1,584 spaces) has reached full capacity. Typically the lot is full by 8:30 AM.

The El Monte Busway, traveled by about 22,000 commuters daily, is an exclusive 11-mile lane running along the

San Bernardino Freeway between downtown and El Monte that offers unimpeded passage for buses and carpools. An extension that will reach to Union Station is under construction, and is expected to be completed by January 1989.

### Service Center Opens

RTD is proud to announce the opening of its 10th and newest Customer Service Center, located at the corner of Wilshire Boulevard and La Brea Avenue in Los Angeles. The center, which opened August 25, replaces a temporary RTD facility located in an adjacent trailer. Free public parking is provided.

Personnel at this convenient one-stop Customer Service Center will sell monthly bus passes, express stamps and tickets. In addition, the new 3,000-square-foot facility will house RTD's lost and found department and the student ID card center, and will provide bus schedules, timetables, maps and informational brochures.

## RTD Meets Challenge of Historic Papal Visit

The historic visit of Pope John Paul II was a unique and memorable event in the life of Los Angeles. The faithful, the admiring and the curious came together recently by the millions to try to get a glimpse of his person or to attend the Masses he celebrated.

Commuting to and from the Mass venues was made easier for thousands of Southlanders, thanks to special transit services provided by RTD.

RTD rerouted 120 bus lines and added buses to five lines (Lines 40, 81, 200, 204 and 635) to accommodate the Pope's motorcade through downtown Los Angeles and public Masses at the Coliseum and Dodger Stadium. Costs for providing the added bus service were offset by a \$300,000 allocation by Supervisor Kenneth Hahn from Proposition A transit sales tax funds.

Prior to the papal visit, RTD widely distributed brochures with maps detailing street closures and diverted bus lines. Employees of those businesses and public agencies open for business as usual on the day of the papal motorcade reported minor inconvenience and no interruption of basic bus service.

In addition, RTD personnel volunteered to assist at the evening Mass at the



**Papal Plan**—Marie Bellas (l), Promotion and Public Relations Manager for Miracle on Broadway, a revitalization program for Broadway Street, and Lupe Valdez, RTD Community Affairs Representative, view a map of the Pope's 7-mile motorcade through downtown Los Angeles, which included several blocks of Broadway. RTD rerouted 120 lines to avoid congestion in the Central Business District on the day of the papal motorcade.

Coliseum. Among them were Albert Reyes and Manny Hernandez of the Local Government & Community Affairs Department, who coordinated press relations.

## An Early Xmas Gift: \$123M for Metro Rail

As a result of action taken October 5 by the federal Urban Mass Transportation Administration, RTD has received \$123 million in federal funds for Metro Rail.

The funds will be used to help build the first segment of Metro Rail, already well under construction. The "starter line" will run 4.4 miles downtown from Union Station to MacArthur Park.

Including this latest payment, RTD has received \$510 million from the federal government for the first segment.

RTD Board President Jan Hall said, "Thanks to so many people, Los Angeles' much-needed subway is becoming a reality. Special thanks are due the bipartisan team of U.S. Senators Alan Cranston and Pete Wilson and Congressmen Julian Dixon, Glen Anderson, Ed Roybal, David Dreier and Carlos Moorhead. L.A. will be a better place to work and live, largely because of the efforts of these men."

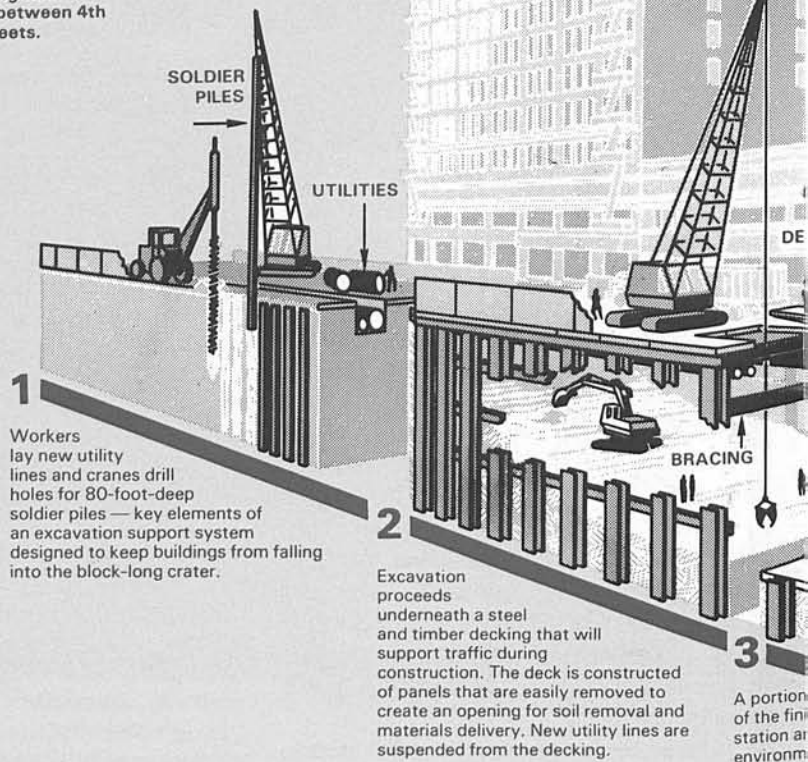
The \$123 million was allocated for the subway project in the 1987 Transportation Appropriations bill.



**Cutting Out Rumors**—Ensuring that the public receives current information about Metro Rail construction is a top priority at RTD. That's why the District is opening two Metro Rail Information Centers downtown. Councilman Gilbert Lindsay (c) snips the ribbon, opening the first office, which is located in the Subway Terminal Building at Fourth/Hill streets. Observing are RTD Local Government & Community Affairs Director Lou Collier (l) and Board Director Joseph Dunning. Office is open weekdays from 11 AM to 3 PM.

## METRO RAIL COMES TO HILL STREET

Stages of construction of the Metro Rail Station being built on Hill Street between 4th and 5th streets.



After a long journey in the Pacific Ocean, the first of three tunneling machines finally arrived in the Port of Los Angeles. Its long-awaited arrival heralds a milestone in the 13-year development of the RTD Metro Rail Project.

One year has passed since the September 1986 groundbreaking of the project in the greater Los Angeles area. Last winter and spring saw contractor mobilization and site preparation work.

Since then, construction activities have included extensive utility relocation work, access shaft excavations for tunneling construction, soldier pile placement for station excavation, modification work on an existing building for the maintenance-of-way shop, and commencement of equipment procurement for a water treatment plant to process underground water to be pumped from beneath an area adjacent to Union Station during construction.

Soon tunneling and station construction work will begin in the Wilshire and Alvarado area. Additional future activities include the awarding of the Metro Rail Union Station contract, and the arrival of a second tunneling machine for the Fifth and Hill site.

At the site of the Civic Center station, workers are busy placing steel soldier piles around the perimeter of the station. The 80-foot-long piles are placed by crane into augered holes which are then filled with concrete to set the piles.

Pile placement began on the west side of Hill Street at First Street, and is proceeding north toward Temple Street. Work will then switch to the east side of the street.

Upon completing pile placement for the Civic Center station in December, a temporary decking system will be constructed. Trenches will be dug across the street (at night) and 60-foot steel I-beams laid down. These beams are among the largest ever made.

As each beam is laid, the trenches will be backfilled to restore the street surface (before 5:30 AM) in order to minimize disruption and inconvenience to daytime vehicular traffic.

As the cross beams are being laid, the contractor will place timber mats atop the beams, creating a deck (see illustration).



**Signs of Progress**—Pershing Square merchants near the Fifth/Hill Street Metro Rail station observe sign that describes methods being used to build the initial 4-mile subway segment. The colorful signs are placed near each of five Metro stations to inform local residents and merchants of construction activity.

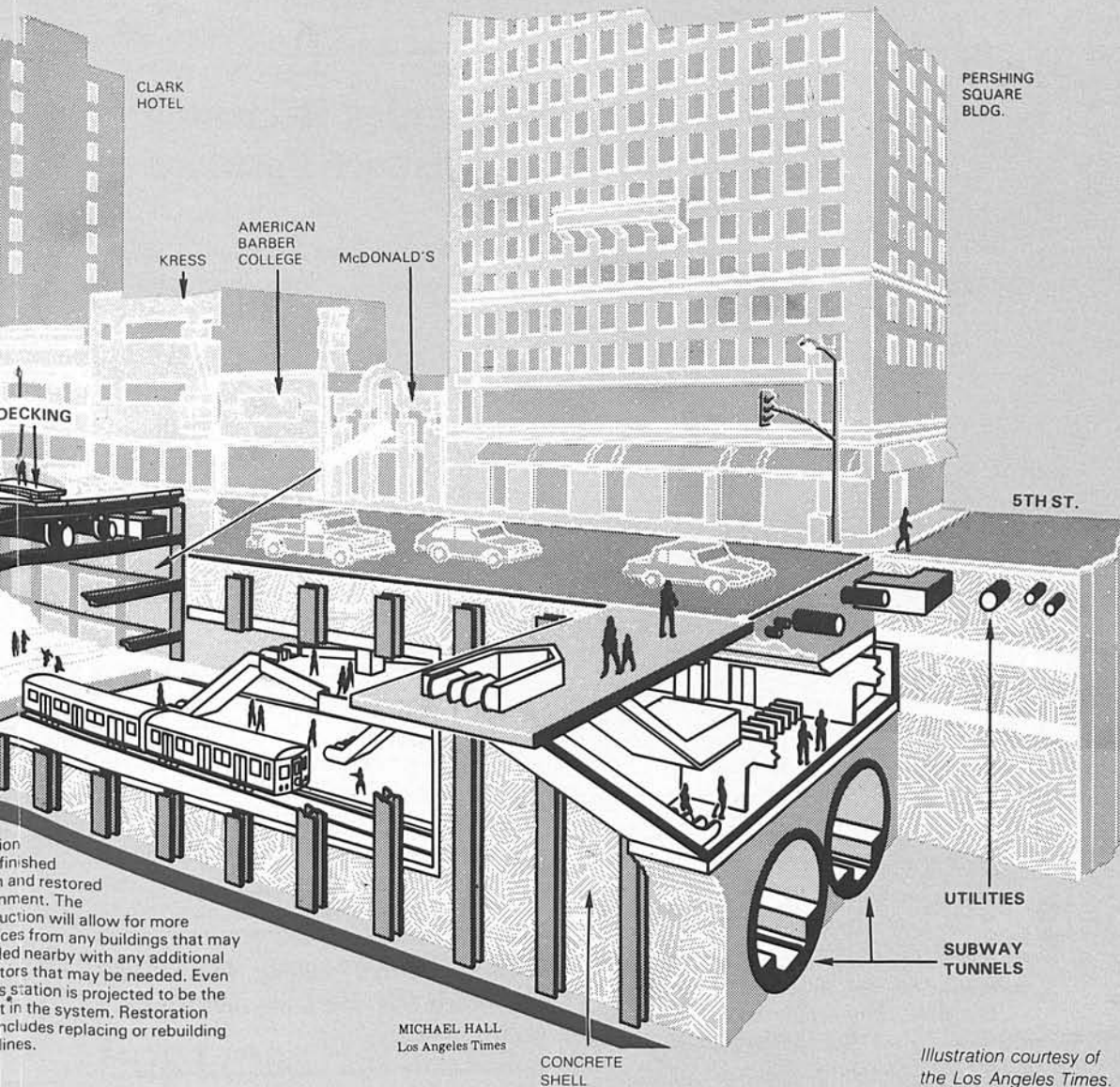
## Metro Rail Is M

Later, these mats can be lifted by crane to allow access for work beneath the street, while maintaining use of the roadway above for bus and automobile traffic.

At the Fifth and Hill station site, work began in the spring and is proceeding on several fronts. Electrical utility relocation work continues on Fourth, Fifth and Hill streets. Reinforcement of surrounding buildings and structures is being undertaken as required to ensure their safety during tunneling. The excavation continues for the access shaft at Fifth and Hill, for construction of the tunnels which will go from there to the Seventh and Flower station. This shaft enables workers to position the tunneling machine at the specified depth to start its operation.

Utility relocation work on sewer, gas and water lines continues on the west side of Flower Street at the Seventh and





## Moving Underground and on Track

Flower station site. The Department of Water and Power is working in the area to complete the final water system tie-ins. Metro Rail contract utility work on Seventh Street has been completed on schedule and the full street width reopened to traffic.

Excavation and installation of the support system for the access shaft at the Wilshire and Alvarado off-street site is nearing completion as well. A certain sense of anticipation and special intensity of effort accompanies the construction activity at Wilshire and Alvarado, because it is here that the first tunneling machine will soon be lowered into the ground.

After years of planning and community efforts, Metro Rail action is definitely moving underground and on track to completion in 1992.



**Starting Under**—Construction workers prepare to lower a 60-foot steel beam (l) into a 90-foot shaft at First/Hill streets in downtown Los Angeles. The beams are designed to support the walls surrounding the Civic Center Metro Rail station during cut-and-cover construction. When the beam is lowered and in position (r), a second beam, 30 feet in length, is welded on top. The installation of 90-foot soldier piles along Hill Street is expected to take two to three months. Approximately 250 beams will be used on Hill Street to support the construction site. Upon completion of installing the beams, workers will proceed with the construction of the Civic Center station.



¡Olé!—Waving to some of the more than 100,000 spectators who lined the route of the annual East Los Angeles parade September 13 are Hispanic bus drivers Joe Benard (RTD Operator of the Month for September 1986) and Maria Figueroa. RTD participated in festivities to foster good will in the community and to say "thanks" to the many Hispanics who use RTD every day.

## Reduced Fares Offered to Variety of Cardholders

Reduced cash fares and monthly passes for travel on the RTD are now available for riders who have been issued a Medicare Identification Card, the California Department of Motor Vehicles Senior Citizen Identification Card, or the DMV Placard ID Card issued to disabled veterans and disabled persons.

Under new state and federal regulations, persons who have been issued these identification cards no longer are required to use or obtain identification cards issued by RTD.

To pay the reduced RTD cash fare of 40¢, these qualified persons when boarding are required to show to the RTD operator one of the DMV ID cards or Medicare card, plus any second identification card with a self-photograph.

Persons who have been issued these ID cards also may purchase the RTD Monthly Reduced Fare Pass at any RTD office or pass sales outlet. The pass is good for unlimited travel on all RTD buses.

When boarding, qualified persons are required to show the operator the RTD

Reduced Fare Pass, a DMV identification card or Medicare Card and any valid self-photo identification.

ID cards issued by RTD to qualified disabled persons and senior citizens remain effective and are available from the District. For application information, write to RTD, Los Angeles, CA 90001, or call (213) 626-4455.



**County Honors**—County Supervisor Pete Schabarum (c) presents to Felix J. Rubio a proclamation recognizing him as Operator of the Year. Rubio was elected among 5,000 RTD bus drivers for "exemplary service" and for outstanding ratings in driver performance, attendance, adherence to rules, and passenger commendations. Board Director Erwin Jones and Division/Manager Chris Coleman (r) observe.

## Minorities Recruited for District Positions

The RTD met with hundreds of Hispanics to discuss career opportunities with the District recently during the September 13 Mexican Independence Day celebration at Lincoln Park in East Los Angeles.

"We're always looking for more top-notch bus operators and transit police officers," said Gayel Pitchford, RTD Director of Personnel. "We hope that our presence at the celebration will stimulate interest in career possibilities at the RTD and provide enthusiastic, qualified applicants."

The outreach was part of an on-going program to hire more minorities and women, she added.

An RTD bus operator and transit police officer were on hand to talk about their jobs, and Personnel Department staff answered questions and discussed other positions.

---

**'We're always looking for more top-notch bus operators and transit police officers.'**

---

Interested visitors filled out "interest cards," available at the booth, and submitted them on the spot or mailed them later to RTD with resumes. RTD will mail job applications to all who turn in properly completed cards. Subsequent steps can include job testing and interviews. Qualified applicants are then ranked and chosen in order from an eligibility list.

For open positions, the entire hiring process usually takes four to six weeks.

RTD transit police, security guard and bus operator positions open up periodically and applications are currently being accepted, Pitchford said. Drivers must start on a part-time basis before earning full-time status.

"We encourage everyone interested in an RTD position—including the many women who may not have considered careers in transit—to apply. The RTD provides exciting and rewarding work to thousands of employees," she said.



**'Beachmobile'**—Long Beach and RTD officials take time to inspect one of the new Neoplan buses that have rolled into service on Line 456 (Long Beach Freeway Express). Enjoying the ride (l-r) are Laurence W. Jackson, President and General Manager, Long Beach Public Transportation Co.; Jum Hankla, Long Beach City Manager; Ray Grabinski, Long Beach City Councilman; and Jan

Hall, RTD Board President and Long Beach City Councilwoman. The Neoplan is the first new series of buses RTD has purchased in more than three years. They are designed with the amenities that riders like most—high-backed padded seats, overhead baggage racks, reading lights, tinted windows, new larger front destination signs and air conditioning.

## Bus Lines Rerouted to Improve Flow

RTD rerouted 30 bus lines operating in downtown Los Angeles September 20 in anticipation of Grand Avenue and Olive Street being converted into one-way couplets.

The City of Los Angeles is expected to convert the street before the end of October. Grand will be southbound from Olympic to Fifth. Olive will become northbound from Washington to Fifth. RTD lines affected by this change serve the San Gabriel Valley, South Bay, Pasadena, San Fernando Valley and the West Adams area.

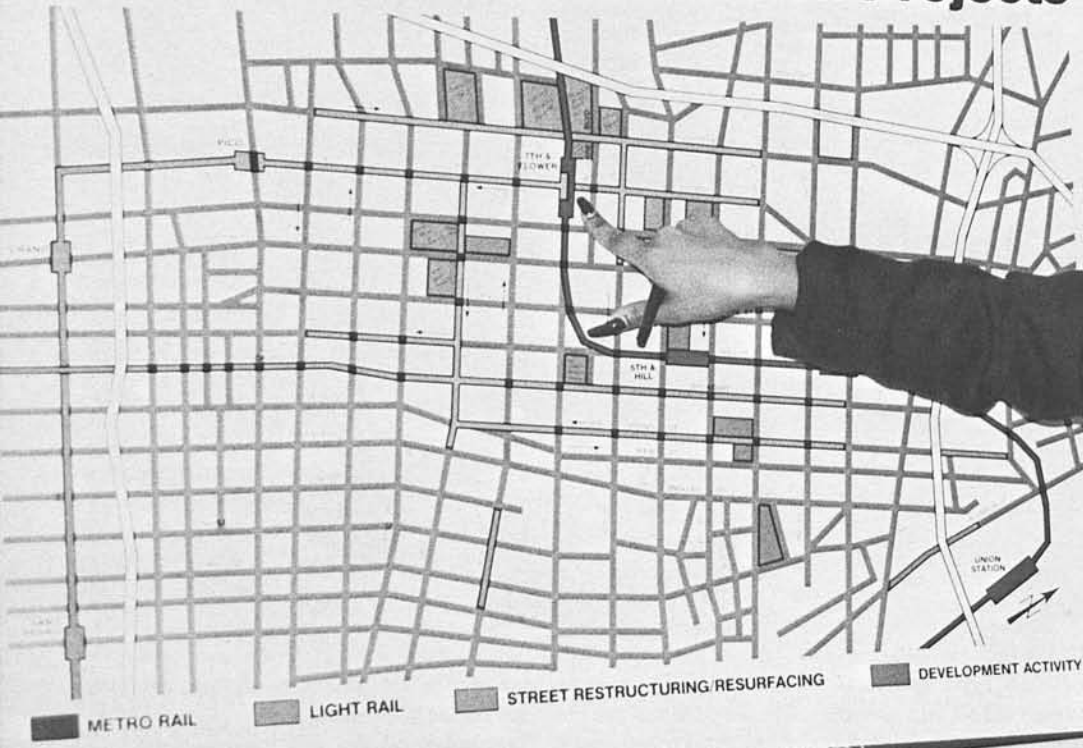
Downtown route changes affect an estimated 30,000 boarding passengers, including the following local, limited and express bus lines: 14-37, 76, 78, 79, 96, 378, 379, 401, 402, 412, 442, 443, 444, 446, 480, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 494, 614 and 697.



**Reopening**—Division 1 in downtown Los Angeles is an example of a District maintenance and operating facility that has been refurbished and expanded. At recent dedication are (l-r) transportation chief Bob Korach, maintenance manager John Adams, division transportation manager Chris Coleman, Board Vice President Carmen Estrada and President Jan Hall.



## Los Angeles CBD Construction Projects



**Where the Action Is**—Hotline technician Genetha Boykin-Eddins shows where downtown construction activity is most intense—Seventh/Flower intersection, where private development, two transit projects and public utilities projects are under way.

### The Traffic Connection:

## Project Streetwise Telephone Hotline Helps Ease Strain of Downtown Construction

By JON NEWLAND

**T**he scene: Fifth floor office of the RTD Local Government & Community Affairs Department. Eight o'clock in the morning and already the day is an hour old for Cynthia Edwards, one of the two Project Streetwise Hotline Technicians. Complaints and referrals, referrals and complaints. The hours pass. Timely information is updated constantly and passed on immediately to concerned callers to quell rumors and clear up misinformation. A day in the life of the Project Streetwise Hotline is well underway.

"Why a Hotline?" you may ask. The answer is simple. With Metro Rail and many other major construction projects either underway or projected to break ground before 1992 within downtown Los

Angeles, concerned officials agreed on the necessity of a coordinated approach to providing construction information and complaint referral.

A "Project Streetwise" committee was organized by the City of Los Angeles Department of Transportation. Participating agencies include the Southern California Rapid Transit District, the Los Angeles County Transportation Commission, the Community Redevelopment Agency and other interested public and private agencies.

The 24-hour, toll-free Project Streetwise Hotline grew out of this inter-agency effort to ensure the same kind of efficient traffic management provided during the 1984 Olympic Games and for certain post-Olympic special events. Planning for the hotline began in mid-February; actual operations began in April.

While the actual Hotline is operated and maintained by RTD, all of the agencies involved in Project Streetwise work collectively to ensure that the downtown community is informed of construction activities. Streetwise members give presentations and distribute literature to local organizations and employees to help them travel more easily through construction areas.

The hotline is staffed from 8:00 AM to 5:00 PM weekdays. After-hour calls are recorded by an answering machine, and are responded to at the next possible moment.

We leave Cynthia, headset in place, intently listening to a caller, and accompany Genetha Boykin-Eddins, the other Hotline Technician, to her cubicle. As she arranges files for the Metro Rail Documentation Library, she talks about



**Public Assistance**—Cynthia Edwards assists hotline caller and documents caller's concerns. She will then forward the concern to appropriate agency for action.

the Hotline. "It's easy for me to feel I've put in a productive day, because I'm able to provide *the* most up-to-date information on traffic routing, street closures and downtown construction activities."

Meanwhile, Cynthia is busy filling out a Hotline Inquiry Record to document the call she has been handling. It's a complaint call rather than an information call. This means that she must refer the caller to the appropriate agency for effective resolution of the problem. The Inquiry Record will help her keep track of the caller and the caller's problem when she makes her follow-up call within 24 hours to ensure that the caller has made contact with the appropriate office or agency.

Genetha has now turned to face the map of downtown construction projects which hangs behind her desk, and is studying it as she continues to discuss the Hotline and her role as a Hotline Technician. "It's nice to know that there's one toll-free number people can call to receive quick, efficient service and information." She rattles it off with practiced ease, "(1-800) 852-9994," and then notes that "all complaints are documented and follow-ups are done within 24 hours to make sure that the complaints have been addressed by the appropriate agency."

She further points out that the Project Streetwise Hotline maintains liaison with agencies and utilities that are not directly overseeing the large-scale private and public construction projects. They are called, naturally enough, "nonparticipating agencies." Caltrans, Pacific Bell,

*"... all complaints are documented and follow ups are done within 24 hours . . ."*

Southern California Gas and the Department of Water and Power are all nonparticipating agencies.

During a brief lull in the morning's phone and administrative work, Cynthia and Genetha volunteer some background information on themselves. Cynthia, it turns out, has a knowledge of computer terminal operation, data processing, and construction management support activities. Genetha reveals, "My customer service experience in the private sector really helped prepare me for the variety of concerns which businesses and individuals naturally have as a result of the construction activity."

It is estimated that the stream of calls from downtowners and businesses will swell to over 200 a day as construction projects advance. Hotline hours will be extended as the volume of calls increases.

The morning wears on, and the two busy women get even busier, if that is possible.

Although most callers never meet them face to face, Cynthia and Genetha's helpful voices at RTD are becoming increasingly familiar to concerned downtowners and the business community.



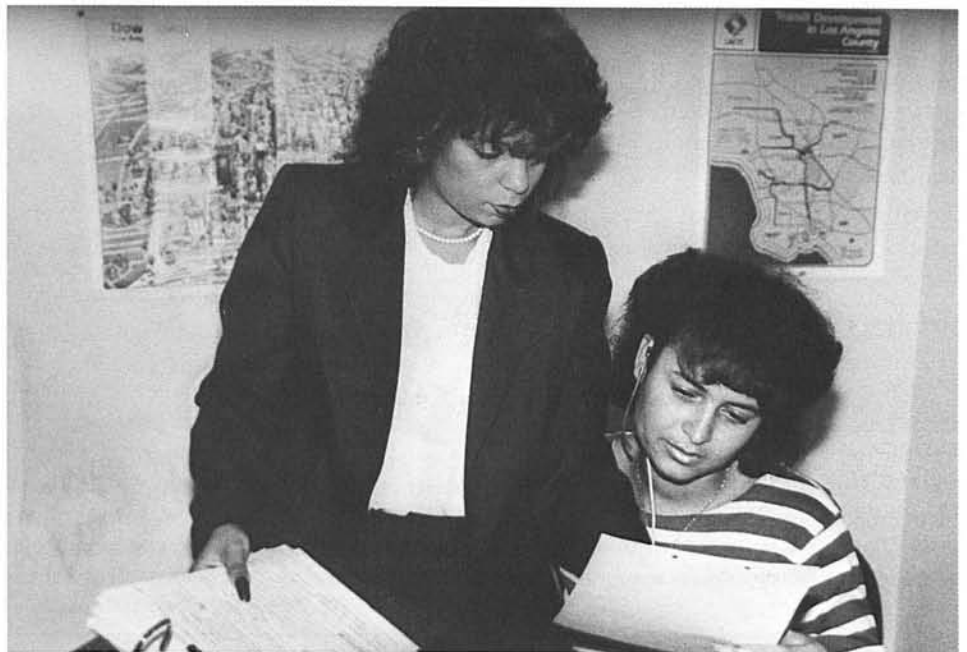
**PROJECT STREETWISE  
HOTLINE  
1-(800)-852-9994**

Please dial this toll-free Hotline number for current information on downtown construction projects.

For general information about Metro Rail, call (213) 972-6456.



**Comparing Notes**—Genetha and Cynthia discuss approach to a hotline caller's concern. Above is a sample of business cards made available to downtowners for future use.






---

### INSPECTING DAMAGE

*RTD President Jan Hall and Director of Facilities Engineering K. Phillip Meyers inspect fallen bricks that were dislodged from District headquarters buildings during October 1 quake. Complex was evacuated when cracks and other damages were discovered in buildings.*

---

## SHAKE! RATTLE! ROLL!

*While L.A. shook and rattled during quake, RTD kept rolling along!*

**T**he infamous October 1 earthquake brought Los Angeles to a virtual standstill. But RTD bus service continued without interruption during and in the aftermath of the 6.1 morning temblor.

The District's administrative headquarters, however, experienced serious structural damage to one of its three adjoining buildings in the 400 block of South Main Street. The other two buildings have been determined to be structurally safe, but require ceiling, wall and floor repairs.

All other RTD facilities throughout the county are structurally undamaged, and there were no reported employee injuries.

Affected by the damage was the District's Telephone Information Center, which is the passenger's lifeline to the RTD system. Its computer operations and customer service unit were shut down for several days until they could be relocated to another location within the headquarters complex.

By October 12, these operations be-



**FLOORED**—Books were disheveled in District library.

came fully operational again, and everyone is happy, including RTD President Jan Hall, who remarked: "We're pleased that phone service to the public is back to normal. It's worth noting that despite the temporary inconvenience the earthquake imposed on phone service, our bus operations continued service to more than a million boarding passengers."

RTD's Telephone Information and Customer Relations Department handles approximately 10,000 calls a day from the public. Passengers who wish bus service information and scheduling may call (213) 626-4455 daily from 6 AM to 11 PM. Complaints and inquiries regarding RTD service may be shared with Customer Relations representatives at (213) 972-6235 weekdays from 8 AM to 4:15 PM.

In all, some 340 employees in 15 departments have been relocated to District facilities throughout Los Angeles County, including the new RTD Central Maintenance Facility, just east of downtown Los Angeles (see related article on Page 3).

## PERSONNEL FILE

### Rhine, Perdon Promoted

On August 19, RTD General Manager John A. Dyer appointed **William J. Rhine** Acting Assistant General Manager for Transit System Development. Rhine had been Director of Systems Design and Analysis for RTD Metro Rail since 1981. He replaces Robert J. Murray, who retired in August.

Rhine brings 33 years of engineering experience to this position, including 17 years specializing in rail systems. Before joining RTD, Rhine was Director of Safety and Product Qualification for the Urban Mass Transportation Administration (UMTA), where he was responsible for safety qualification for all UMTA-funded rail, bus and automated systems. He also served as Director of Engineering for the Bay Area Rapid Transit District (BART) in Oakland and Ground Systems Program Manager for the Department of Transportation Systems Center in Cambridge, MA.



PERDON

Dyer also announced the appointment of **Albert H. Perdon** as Assistant General Manager for Planning and Communications. Perdon has been with RTD since April 1982, as an Assistant to the General Manager. He has been Acting Assistant General Manager for Planning and Communications since November 1985.

Before coming to RTD, Perdon served for 16 years in various management positions with local and state transportation agencies, including the Los Angeles Downtown People Mover Authority, the Community Redevelopment Agency of the City of Los Angeles, Commuter Transportation Services, Inc. and the California Department of Transportation.

The wealth of experience and expertise brought by Rhine and Perdon to their new posts will benefit the entire District, its diverse ridership and the community at large.



**Train-ing Session**—As Janet Egan inspects a scale model of a Metro Rail train, RTD's Lupe Valdez updates Danny Smith on Metro Rail construction. This Metro Rail exhibit (at the new Seventh Marketplace in Citicorp Plaza) is part of a new outreach campaign to inform the public about the benefits of the new rail system, which in addition to the 4-mile Metro Rail starter line includes the 22-mile Long Beach/Los Angeles rail line and the 17-mile Century Freeway rail line, both under construction. **For information about arranging an exhibit, contact Wanda Flagg of the Local Government & Community Affairs Office at (818) 508-4100.**

### RTD Trains Women Mechanics

On-the-job training has been available at RTD for about 10 years to anyone interested in becoming a diesel mechanic.

Until recently, virtually all of the trainees have been men. A special, off-site, intensive training program now gives women, especially welfare recipients and single mothers, the opportunity to soak up two years' worth of course work in nine

months.

The course is part of RTD's Career Opportunity Development Program, and receives 80% of its funding from the California State Personnel Board. Courses are taught through a special arrangement with the Los Angeles Unified School District. More than 20 women have been hired through this program.



**Mechanical Expert**—Ida Houston, a Mechanic "A" at RTD's Division 5 in South Los Angeles, inspects a wheel well as part of routine check up. She is one of several women who have taken advantage of special RTD training programs designed to encourage them to learn the specialized skill of bus repair. Most of the women had no mechanical experience before enrolling in the classes. Of the pioneer class of 22 female mechanics who graduated two years ago, 19 are still employed at RTD.

## Raiders' Allen Helps Tackle Vandalism Through Ad Campaign

Who else but a football celebrity to kick off the District's second annual antivandalism Outdoor Ad Campaign, aimed at tackling graffiti and vandalism! Indeed the program gained valuable yardage when Los Angeles Raiders running back Marcus Allen flashed his winning form at a recent press conference outside Los Angeles City Hall.

This year's public service campaign features Allen and his defensive tackle teammate Bill Pickel in extensive outdoor advertising on billboards and RTD buses. It is hoped that the ads will increase public awareness of the escalating social problem of graffiti, which has spread to District property.

The ad features both players saying: "You're on our turf. Don't trash it!"

RTD Board President Jan Hall noted at the conference that the District spends over \$2 million annually cleaning and repairing vandalized buses, "which is money that could be used to improve local bus service," she added.

This year, nearly 700 outdoor billboards will be displayed around Los Angeles County with 200 billboards installed on the exterior of RTD buses. In addition, 5,000 posters are being distributed to local schools in the area targeted primarily at youths between the ages of 12 and 16.



Leading the 'Raid'—Allen joins RTD President Hall and Mayor Tom Bradley at recent kickoff for antivandalism campaign.

## Service Extension — Another Creative Use of 'Proposition A' Monies That Benefits Riders

Community demographics and rider-ship numbers have long convinced RTD planners of the desirability of service extension on Line 48 in South Central Los Angeles. Unfortunately, budgetary constraints have up to now prevented this service expansion.

Effective Sunday, September 13, however, RTD extended bus service on Line 48 two miles south from Manchester Boulevard via San Pedro Street to Imperial Highway.

Line 48 originates at Temple Street near Figueroa Street and operates be-

tween downtown and South Central Los Angeles. The extension is expected to benefit an additional 200 passengers a day not presently served by RTD.

The route extension is a one-year experiment funded by local return "Proposition A" sales tax monies allocated by County Supervisor Kenneth Hahn. Local return Proposition A dollars are already being utilized throughout the county to support pass subsidies in "buydown" programs, maintain bus stops and shelters and fund paratransit service for seniors and disabled patrons.



### Metro News BULLETIN

METRO NEWS BULLETIN is published by the Southern California Rapid Transit District to inform the greater Los Angeles community of progress and developments relative to District programs and services.

#### BOARD OF DIRECTORS

**President** Jan Hall, **Vice President** Carmen A. Estrada, John F. Day, Joseph Dunning, Marvin Holen, Erwin N. Jones, Nikolas Patsouras, Jay B. Price, Charles Storing, Gordana Swanson, Kenneth Thomas

**John A. Dyer**/General Manager

**Lou Collier**/Director of Local Government & Community Affairs

**Clarence Brown**/Editor

**Jon Newland**/Associate Editor

Submit all inquires to:

RTD Local Government & Community Affairs  
415 S. Hill St. • Los Angeles, CA 90013  
(213) 237-2752

#### Southern California Rapid Transit District

425 S. Main St.  
Los Angeles, CA 90013

BULK RATE  
U.S. POSTAGE  
PAID

Los Angeles, Ca.  
Permit No. 2785