

Service economies eliminate five lines

The RTD Board of Directors has approved the elimination of five lines and service modifications on 12 others in a move intended to help offset an anticipated revenue shortfall this fiscal year.

The changes, along with other planned fine-tuning of various lines, will be implemented on December 20 in conjunction with division shake-ups.

The Board's action followed

more than a week of reviewing comments gathered during a public hearing October 28 concerning the service changes.

Criteria used by the planning and scheduling departments in targeting these 17 lines included excessive duplication of service, low productivity and the ready availability of alternate routes and services.

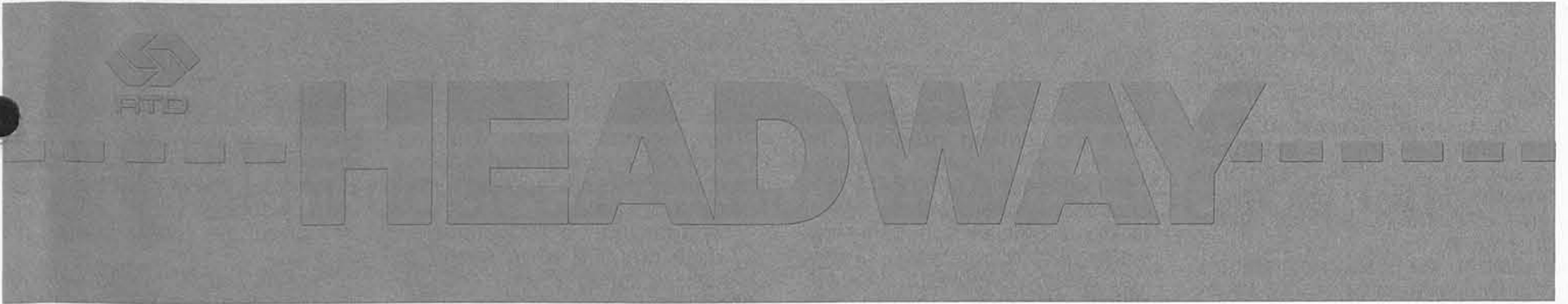
District statistics indicate that the total number of boardings affected by the service changes on all 17 lines will be approximately 9,000. On the five lines to be eliminated, 1,600 boardings will be affected, but less than 100 of that number are passengers who are currently boarding at stops that would be without any service.

The five lines that will be elimi-

nated include 306 (Manchester-Compton blvds.), 495 (El Monte Express), 512 and 514 (Wilshire-Crenshaw districts to Warner Center), and 874 (San Pedro-Ports O'Call).

Elimination of the five lines, along with the schedule adjustments and route modifications on the other 12 lines, should save the District more than \$3 million annually.

Southern California Rapid Transit District



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Being in the right place at the right times

When California Highway Patrol officers John Martinez and James Szabo were shot down in early October on the San Bernardino Freeway by gunmen who had apparently just robbed a nearby store, two of the first people on the shooting scene to render assistance to the wounded officers were RTD Transit Police Investigators Pamela Tillman and Dennis Flowers, Jr.

Ironically, the two investigators were also at the scene when the man now charged with those shootings was apprehended.

The day of the shooting, according to RTD Transit Police reports, Tillman and Flowers were returning to Los Angeles on the San Bernardino Freeway. About a half-mile from Atlantic Blvd. they noticed traffic swerving into the center diamond-lane reserved for buses.

They noticed a car stopped in the bus lane with a motorcycle down in front of it and immediately pulled over and notified dispatch of their actions. Flowers investigated and returned to report a CHP officer down and shot. Tillman requested an ambulance through dispatch and had dispatch relay the information to CHP headquarters.

As they were giving first aid to Officer Szabo, who had been

wounded in the neck and back, Szabo told them his partner had also been shot. It was then they noticed the other officer, Martinez, about 100 yards further down the freeway. Flowers raced to assist Martinez and used the officer's motorcycle radio to call for an additional ambulance.

After making the initial requests for assistance and emergency aid, Tillman and Flowers relied on their professional training to give the injured officers first aid and comfort and then did what they could to protect the crime scene, gather evidence and locate witnesses.

Despite the efforts of the two District investigators, CHP officer Szabo later died from the gunshot wounds he had received. The Los Angeles Sheriff's Department's Homicide division began an intensive manhunt for Szabo's murderer.

Less than two weeks after the shooting, Tillman and Flowers were sitting at a traffic signal at Sixth and Main in a marked Transit Police car when a car stopped for the signal in the lane next to them. That car's driver got out of his vehicle and began walking rapidly up Sixth Street toward Spring.

At the same time, the two Transit Police officers noticed a pick-up truck driving north on the sidewalk along Main St. It jumped the curb and proceeded up Sixth Street against the traffic (Sixth is a one-way street). When the driver of the car saw the pick-up he began to run and three men armed with shotguns jumped from the truck and gave chase.

At this point, Tillman notified dispatch and Flowers activated the emergency lights and headed up Sixth Street, joining the chase.

They abandoned their patrol car at a bus stop on Sixth and Spring to continue the pursuit on foot, after notifying dispatch to alert LAPD.

When they caught up with the auto driver and the three pursuers, they were in the UCB bank building. The three armed men identified themselves as undercover Sheriff's deputies. They borrowed a pair of handcuffs from Investigator Tillman to put on the man they had been chasing, who it turns out was being sought in connection with the CHP shooting two weeks earlier.

In a special letter of commendation to Investigators Tillman and Flowers, praising them for their actions the day of the shooting, General Manager John Dyer said in part, "There is no more stressful or emotional situation that a peace officer can encounter than the wounding of a fellow officer. Your conduct in this instance is a credit to the Transit Police Department."

Smoke clears

A diesel fuel additive designed to reduce smoking was discovered to be the culprit in last month's Mystery of the Smoking Buses.

Barium gets the blame for the thick clouds of black smoke that began billowing out of the exhaust pipes of many of the District's new RTS-04 buses in mid-October.

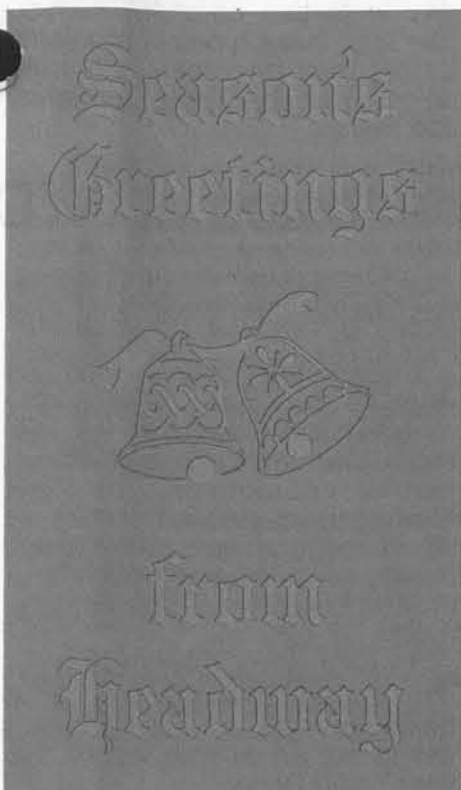
Mounting public protest over the smoke, combined with inquiries from the Board of Supervisors and threats of fines from the State Air Resources Board, had District officials working around the clock with representatives from Arco (the District's fuel supplier) and General Motors (the bus manufacturer) to determine the cause of the problem.

According to Manager of Operations Sam Black, lab tests eventually showed that barium residue was building up on the bus fuel injectors, fouling them and disrupting the spray pattern. This resulted in unburned fuel which caused the excessive smoke.

The real mystery is that Diesel 2 used by the District is not supposed to contain barium. How it got there is still under investigation.



Dennis Flowers, Jr. (left) and Pamela Tillman



TRIPPERS

The lease we can do . . .

RTD Treasurer-Controller Joe Scatchard has been investigating a plan whereby the District could sell as many as 165 of its new buses to a private company and then lease the buses back in a financial arrangement that could net the District some \$3 million. Scatchard said investment bankers have been "burning down our doors" to set up such a deal since a similar plan was undertaken in New York early last month.

The unusual sale-leaseback arrangement — which is essentially a sale of tax shelters to corporate investors — was made possible by the federal tax law that passed in August.

Under such an arrangement, the District would give title for the buses to a private corporation, which could then depreciate the cost of the buses over a five-year period, thereby reducing the corporation's tax bill. The corporation would pay monthly interest payments to the District, which would be equal to the required lease payments.

The District would continue to retain full operating control over the buses.

Legal actions . . .

A Los Angeles Superior Court judge has ruled that the District's decision to raise its fare 20 cents last July 1 was made legally. The Coalition for Economic Survival, which unsuccessfully sought to block fare hikes in 1980, had filed the suit claiming the July increase unfairly impacted the poor, the elderly and the handicapped, thus violating state laws requiring public transit be easily available to them. Judge Robert I. Weil ruled that RTD Directors had properly ruled out cutting service or returning to a zone system that was scrapped in 1974. Raising the base fare to 85 cents was the only reasonable alternative, Weil concluded.

Interagency affair . . .

OCTD and RTD got together for a wedding recently when Diana Gail and John Hinsley tied the knot in Anaheim. Diana is the daughter of Ralph Stone, who has been with the District since 1957. Ralph presently drives Line 451, the Pomona mini-bus. John Hinsley works for Orange County Rapid Transit.

Feds renew training center funds

RTD has received a \$185,000 grant from the Urban Mass Transportation Administration (UMTA) for the Regional Transit Training Center to develop new seminars, establish a training resource library and continue to promote and strengthen courses developed during its first year of operation.

"This is the best testimonial any project can get," said John Dyer, General Manager. "It means the federal government supports industry efforts to provide better training programs for transit staff."

The District and the University of Southern California jointly coordinate the training program. The center was launched in May of 1980 with a \$274,000 UMTA demonstration grant to provide training for transit officials from 14 western states, including Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Texas, Utah, Washington and Wyoming.

A series of transit seminars were developed at that time to meet the training needs of the participating transit properties. By the end of 1980, four seminars had been held in as many cities, averaging 20 students each from West Coast transit operators.

"Some transit properties have employee development programs, but the center has quickly proven that some training needs can be met more effectively and economically by pooling the resources of various agencies," said Byron Lewis, Project Director for the training center.

By September, 1981, the center had conducted a total of 10 seminars in nine cities.

"The growing enrollment, the vote of confidence from the center's Advisory Committee and letters of appreciation from seminar participants are all evidence of the center's usefulness," said Lewis. "The Regional Transit Training Center belongs to all participating properties and is supported by the participant's tuition."

Seminars the center has offered to date cover a wide range of topics, including "Operations Supervisors," "Organizational Analysis," "Recruitment, Selection and Promotion," "Developing Effective Middle-managers" and "Management for Executives."

With the additional funding, the center is developing four new courses. Two will deal with small property managers and presentation techniques. The other two courses are pending the decision

of the center's Advisory Committee.

In addition, due to the expanded service made possible by the additional funding, Lewis said some training center courses may be conducted "on-site" upon request of interested transit organizations. Four such requests have already been received.

"And, all of these plans are just for starters," adds Gere Moore, Regional Transit Training Center Coordinator for the District. "By December of this year we will be operating a training resource library that will offer information about the various training programs, provide audio-visual aids, speakers, instructors and technical referrals from transit organizations, schools and businesses throughout the United States and Canada."

Typical of the statements summarizing the positive reactions of participants in the center's seminars was the following from Frank Miller, transit manager for the city of Juneau, Alaska:

"The classroom situation, coupled with the opportunity to exchange ideas with others in our industry, will produce more professional managers with an industry-wide awareness of transit issues."

'Tis the season to be jolly — and safe

'Tis the season to be jolly once again and in the midst of all the partying and merriment quite often a minor problem can turn into a disaster.

To help keep your holiday season joyous as well as safe, the RTD Safety Department has a few suggestions to help keep you from making costly mistakes.

— Drinking: This is one potential problem that is easily avoided. Of course, you want to be a good host, but don't get heavy-handed with the drinks. Give your guests a pleasant "morning-after" instead of a hangover — or worse! Remember, it takes the body about one hour to rid itself of the alcohol in one drink. So, you should close the bottles and cover the punch-bowl at least one hour before everyone is ready to leave. As we all should know by now, drinking and driving do not mix.

— Fires: Before lighting the fireplace, remove all decorations from around it. Make sure the flue is open and always keep a screen in front of the fireplace. Never use

flammable liquids to start a fire in your fireplace

— Trees: Your Christmas tree will stay green longer and be less of a fire hazard if it is fresh when you buy it. Be sure to place the tree away from fireplaces and other heat sources.



— Lights: Use only the correct type of light for each occasion. Never use indoor lights outside and vice versa. Never use electric lights on a metallic tree. Use only non-combustible or flame retardant materials for trimmings so if they come in contact with the light bulbs, they will not cause a fire.

— Toys: Make certain toys for infants and young children carry non-toxic labels and have all trimmings firmly attached to prevent them from being swallowed. All toys should be selected to fit the

age and physical conditions of the user. Bicycles should have all the necessary safety features and should be registered with your local police department.

— In the kitchen: When preparing foods, keep tasters, snoopers, sniffers and toddlers out of the kitchen. Remember, kitchens are for working, not entertaining.

— Emergencies: No safety plan is complete unless you have emergency telephone numbers posted by your telephone. Know what numbers to call for police, fire and medical assistance before they are needed. In an emergency seconds spent looking up a number in the phone book or calling directory assistance could mean the difference between life and death. Also, it is a good idea to keep a stocked first aid kit to handle minor injuries. Investing a few dollars in a reliable fire extinguisher could prove to be a cheap insurance policy, also, not just for the holidays, but throughout the year.

"It is important to plan your holiday festivities carefully, so you can spot these types of problems before they become costly mistakes," cautions Director of Safety Joe Reyes.

Spirit of giving to be tested at RTD

The holiday season is traditionally the time of year when the spirit of giving is alive in the land. That spirit will be put to the test among RTD employees on Friday, December 4, when the Red Cross Bloodmobile makes its annual visit to District headquarters.

All administration building personnel between the ages of 17 and 66 who are in good health and weigh at least 110 pounds can donate a pint of life-giving blood. Simply see your department coordinator to make a 20-minute appointment.

The Bloodmobile will be set up on the third floor, north of the Em-

ployee Cafeteria. Hours of operation will be from 11:20 a.m. until 4:30 p.m.

Thousands of people in the Los Angeles area need blood every day, explains Elia Borja, the District's Visiting Nurse and Bloodmobile coordinator. The Red Cross provides 95 percent of all blood needed and their community-wide supply, which can only be replenished by volunteers, is dangerously low.

"In past years, District employees have increased their donated blood from 50 to 97 pints. We'd like to set an all-time record this year," said Borja.

Tell us about it

Trippers is intended to be short articles about you and the company you work for. To publicize news about your personal achievements and those of your family, whether it concerns births, graduations, marriages, anniversaries, special awards or other such accomplishments, simply fill in the blanks below. Use additional sheets if necessary. Send to David Himmel, Headway Editor, 425 S. Main St., Los Angeles 90013. Or, simply submit your information via company mail to Headway, Location 32.

Name: _____

Badge number: _____ Work location: _____

Home telephone: _____ Work telephone: _____

Event: _____

Date occurred: _____ Place: _____

Other facts: (Please print) _____



How do you spell relief?

The San Francisco Municipal Railway spells it RTD. The Bay City has suffered a massive breakdown in its diesel bus fleet (nearly half of Muni's 528 diesel buses are out of service) as a result of lack of maintenance. As a stopgap measure to keep service running on schedule, the agency last month leased 60 buses from the District. Shown here being loaded on flatcars for the train trip north, the buses had been retired from active service and were scheduled to be sold. The buses were manufactured in the mid-1950s. San Francisco Municipal Railway has leased the buses for an indefinite period at \$100 per month per bus. Meanwhile, Muni has instituted a \$2.5 million restoration program to get its sidelined fleet back on the street.

Federal budget cuts could mean service cuts

RTD, the largest all-bus transit system in the nation, soon may be forced to raise fares to \$1 and to drastically reduce service if new cuts in operating assistance proposed by the federal government become effective, according to General Manager John Dyer.

In a report to the Board of Directors, Dyer said the District was recently notified by the U.S. Office of Management and Budget and the Urban Mass Transportation Administration that hitherto unanticipated and unprecedented mid-year budget slashes over and above those announced last March may be made in operating subsidies for the current Fiscal Year 1982, which began October 1.

These proposed new cuts range from 2½ percent to 12 percent, with the final figure to be de-

termined by Congress, Dyer said. They would be applied on top of the March cuts which provide for a complete phase out of federal operating assistance over a three-year period, although beginning next year.

The new cuts would withhold a portion of the \$60 million on which the District's current bus deployment plan is based.

"A 12 percent cut would mean we would have to move immediately, by January 1, to increase our base fare to \$1 and to make drastic service reductions in the range of cutting 5 million revenue miles out of our bus operations, which would reduce the number of passengers carried by at least 50,000 per day."

Dyer described the service reductions dictated by the new funding cuts as "even more harsh"

than those triggered by the March cuts. The proposed cuts, he said, could mean that a substantial number of people who ride buses to work, to shops, to school, to recreational centers, and senior citizens and handicapped persons who ride throughout the urbanized area would no longer have service available.

"They would either have to find automobiles or other replacement transportation or simply have no mobility at all," Dyer added.

"The funding cuts we are facing in the immediate future will cause serious erosion of public transportation in Los Angeles County.

"The brunt of the service cuts will fall on the long-haul lines and on local lines in urban and suburban areas. Although we will make every effort to concentrate on maintaining an acceptable level of

service throughout the urbanized areas and especially in high-demand areas, our 1.3 million daily riders will be required to pay more, but get less service," Dyer said.

"As state decision making takes place over the next few months, it is my sincere hope that policymakers recognize the overriding importance of public transportation as a service in urban areas, recognize the importance of transit as a major force in urban development, and are willing to accept the burden and the challenge of the national administration as it begins to shift roles and de-emphasize what formally were national priorities. To do otherwise is for California to relinquish its leadership role among the states," he concluded.



Prop. A gets day in court

Arguments on the constitutionality of Proposition A, the local half-cent sales tax increase to benefit transit programs, were heard by the State Supreme Court on November 2. The court is expected to render a decision within 90 days of that date.

By a 54 percent majority, Los Angeles County voters passed Proposition A last November 4, 1980. The transit tax measure, which would increase the county's sales tax to 6½ cents on the dollar, is expected to generate \$225 million the first year it is collected.

That money will be used by the Los Angeles County Transportation Commission, sponsors of the measure, for a variety of local transit projects, chief among which is rolling back RTD's base fare to 50 cents.

Prop. A funds also are targeted for municipal bus service improvements in the county as well as the development of a regional rail rapid transit system.

The constitutional question was raised by opponents of the sales tax increase who claim Proposition A, like any tax measure, requires a two-thirds voter approval for passage under the taxation restrictions set up by Proposition 13.

Visitations

General Manager John Dyer (above, right) plays host to a group of visiting Japanese transit officials, in Los Angeles on the last leg of a six-city American tour studying how different cities address urban transportation problems. The group, which also visited Atlanta, New York, Washington, San Francisco and San Diego, toured the El Monte Busway and the headquarters building and was briefed on such operations as the Radio Dispatch Center, Telephone Information and the Metro Rail Project.

Another official closer to home, Los Angeles County Supervisor Kenneth Hahn (right) receives an explanation of the District's Automatic Vehicle Monitoring system from Sam Black (left) and Ken Bray during his recent — and unexpected — visit to District Headquarters. Hahn also toured and was impressed with the District's Telephone Information Center.



An interview with the General Manager

Headway: As a specialist in public administration, when did you first become involved with the transit industry and what has been your experience?

Dyer: As the Mayor's Special Assistant and Federal Programs Coordinator in Chattanooga, we put together one of the first UMTA-assisted acquisitions from private to public that occurred in the Southeast. In 1969 we used UMTA grant funds to acquire private property — a fixed guideway incline system running up and down the side of Lookout Mountain in Chattanooga. It was acquired by the city along with the bus system in 1970.

Negotiations with the private operator, the labor union, and the federal grant contracts were handled by me. The outgrowth of that acquisition, the Chattanooga Area Regional Transportation Authority, is still operating quite well.

My next direct experience with transit was in Metropolitan Dade County, Miami, where I was responsible for a number of things, more than just bus operations. We were trying to get a metropolitan area into a major bus expansion mode and were able to get committed about \$150 million over a four-year period to expand the bus fleet from 300 when I got there to about 1,000 buses. A major portion of those buses will directly support the heavy rail rapid transit system, planned in three stages for a total of 51 miles. The first, 21-mile stage is nearly complete.

In addition to bus expansion and rail development, we were successful in a Downtown People Mover (DPM) project. All of these are funded and scheduled to be completed by late 1984. Miami is the only city in the country to have all three of these going and funded and in some stage of completion.

We were also responsible for the Metropolitan Planning Organi-

zation (MPO), which includes transit and highway development as well as the programming of dollars, functions which here are handled by the Southern California Association of Governments (SCAG) and the Los Angeles County Transportation Commission (LACTC). The range of things we did there — planning, development, implementation and operations — probably couldn't be duplicated here by one agency under the present local governmental structures.

Headway: What particular strengths or assets does John Dyer bring to the Southern California Rapid Transit District?

Dyer: The federal bureaucratic process is quite obscure to those who haven't been inside it. Once you've been running it, you know basically how it works. From one agency to another, the grant-making procedures and requirements are very similar. In terms of legal process, procedural process, how they put funding together and manage budgets, how they audit local grantees, all of that is basically similar between various federal agencies.

That's one of the things I know a great deal about, having worked in a federal executive position for three years. Another thing I know a great deal about, quite honestly, is managing a major capital expansion program. Very few agencies in this country go through a billion-dollar expansion program over five or six years, whether it is all bus or part bus and part rail.

What we had in the 21-mile Miami rail system was about a \$900 million project that involved everything starting with planning, preliminary engineering, final design, awarding construction contracts, managing construction contracts and managing procurement contracts for everything from vehicles to train control.

As (RTD's Metro Rail Project)

progresses from a relatively simple preliminary engineering effort to a full scale construction project, we will begin to see the mammoth scale of the project. In Miami, for example, there were 120 separate construction and procurement contracts, of which all were going in various stages at the same time. It becomes very complicated and difficult to manage all those because each contractor has a specific set of requirements to meet. If contractors are allowed to get into difficulties and schedules begin to slip, you find yourself in a real mess.

The Miami people mover project was especially relevant to what we are doing here right now in the sense that preliminary engineering was quite detailed, the project required a lot of community decision making and it was a circumstance where time was extremely important. We really didn't have opportunities to stub our toes. If we had, we would have lost the project.

Once you've been through all this two or three times, you know where the difficulties are as well as where the strengths are. That creates a circumstance that, hopefully, I can use here to assist in getting the Metro Rail Project up and running in the direction I think nearly everyone in Los Angeles wants it to go.

Headway: Will keeping the Metro Rail Project funded and moving forward be your top priority?

Dyer: Actually, I view the overall job in three dimensions. The first, obviously, is the Board of Directors and the policymakers in the community. I will probably be spending about a third of my time on those types of things. The policymaking process and the carrying out of policy as established by the board is really one of the critically important things a general manager has to focus on.

The second area which is awfully important is the internal management and operation of bus service as currently provided by RTD. I will probably spend another third of my time on this.

The other third is probably going to be the Metro Rail Project. It is going to get a lot more attention from me than perhaps a lot of people expect, because we are in a very critical time. For the next 18 months, or so, we simply have to deliver, on schedule, quality products and we have to do it in the perspective of maintaining and improving upon the community support that already exists. Otherwise, the entire project could be in jeopardy at the end of the preliminary engineering period.

The hard facts of the matter are that the federal government will be expected to make a decision at the end of preliminary engineering. What that means is that the whole project is a "go" and the government will contribute 80 percent to it, or they will conclude it is a "no go" and they will contribute zero.

Now, there are experiences in the United States both ways. In Denver, for example, in the mid-seventies, they completed preliminary engineering and got an absolute "no" from the feds. The upshot is they will not get fixed

guideway rail funding of any type from the federal government.

Comparably, in virtually the same time period, Miami got a decision to proceed with its project in early 1976, about six months prior to Denver being turned down.

Also to be considered are various projects in other cities that are in various degrees of completion. Detroit has funding, but really hasn't moved very far since 1976. Houston is further along on its preliminary engineering and its funding than is Los Angeles at this point. Atlanta is after its second stage funding and will be very competitive with Los Angeles' first stage.

So, there are a lot of national implications to not only doing a quality job on preliminary engineering, but also maintaining community consensus and political support.

Headway: Given the limited availability and uncertain future of federal funding for public transit, what is in store for RTD in the months and years ahead?

Dyer: The federal policy on operating assistance will place every transit operator in the country in jeopardy in the sense that those dollars are going to be phased out by Fiscal Year 1985. That is, if current policy holds and there is every indication it will.

What that means to RTD is that \$55-60 million that is currently a revenue source is not going to be there in a couple of years. That has serious implications. It could lead to service reductions or other equally serious actions we would have to take.

I'm reasonably optimistic that we'll be able to find state and local revenues as replacement dollars. Certainly if Proposition A is ultimately approved by the courts, or if the legislature comes through with similar legislation to Proposition A, this would give us a new source of operating revenues and we would not have to cut any service. In fact, we would be in an expansion mode for several years.

I think every transit property in the state faces essentially the same problem. RTD will be no harder hit, nor will it get off any easier, than most of the properties in California.

While we are working on new revenue sources, we will also have to work very hard on the productivity of our personnel, and that goes for every person in the agency, from the general manager down. We can't expect to improve productivity by 50 percent, but we can certainly improve things 10 or 15 percent just through efficiencies in the organization.

Headway: What do you see as RTD's greatest assets, the things that will help get us through the times ahead?

Dyer: The District has one luxury that is not characteristic of most urbanized areas in the country today and that is a good deal of community support for transit operations. That is evidenced by the Prop. A vote and a lot of other things. That community support is a luxury that many RTD employees who haven't worked elsewhere in the country don't realize.



Thanks a lot

RTD Board of Directors President Thomas Neusom (right) and Vice-president Ruth Richter present a special resolution to General Counsel Richard Powers in recognition of his year-long service as Acting General Manager for the District. As he stepped down from the post he had held since August, 1980, Powers said, "It is virtually impossible for me to convey to everyone my appreciation for the help they have given me during the past year. There were some difficult problems which we managed to overcome by working together and I am truly thankful that I had people like them to guide me."

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Secondly, and a real strength of the District, there is a substantial cadre of people onboard who are dedicated to transit operations and who are concerned about providing quality bus service on the street. That, too, is not terribly characteristic of every transit property in the country. There is a great deal of difficulty in many urbanized areas in terms of the quality of people who work for transit agencies.

A third asset is a relatively good working relationship between the municipal bus operators and the regional transit operator, which is RTD. And, there is a relatively good working relationship at the policy level between local elected officials and the RTD Board.

Essentially, as you look across-the-board at RTD compared to other properties, one would have to conclude that the District is in relatively good shape. There are problems, but nothing that is going to place us in a crisis-type situation in the next month or three months. Most of the problems facing us we will have a couple of years to sort out and I think we'll be able to do it.

Headway: What has been the toughest lesson you've learned in your career?

Dyer: How to get large scale federal funding commitments. That's been by far the toughest job. The federal government has a lot of very high expectations. Most transit properties have never been willing to recognize the difficulties the feds have in making decisions to commit hundreds of millions of dollars to a project over a number of years.

The biggest thing is that federal agencies expect you to comply with their requirements. They're funding 80 percent of the job and, while they don't try to dictate alignments or station locations or how your service pattern goes together, they do expect you to comply with their federal procurement requirements, with their procedures for award of contracts, with their equal opportunity standards, with their audit requirements, their financial



General Manager John Dyer

standards and a whole lot of other things.

We're going to have to work very hard over the next couple of years to get our policies, procedures, practices and management systems up to the level where the feds can support a major funding commitment.

We're not there now. For example, we don't have near the discretion that some other agencies in the country have in terms of how we administer federal grants. This is in part due to the fact that we, as an agency, just haven't decided to get our management structure and systems up to the level of expectation of the feds so they can grant waivers.

I'm going to focus on this a great deal because I know that if you have to go through the current hoola-hoops on every contract before it can be awarded or executed, simply because the feds have not been willing to certify all your procedures as being of standards they expect to grant total waivers, you get caught in a lot of roadblocks and time lapses which impact your schedules

and make it difficult to meet deadlines.

We are going to have to work on getting our management capacity to the level that is anticipated by federal standards. I don't see that as being any serious longterm problem, but it's one in the short-term that we'll have to deal with.

Headway: Turning to other nationwide transit issues, what are your thoughts on continuing the policy of reduced fares for senior citizens and the handicapped?

Dyer: Current federal regulations require half fares for seniors and the handicapped. That may be relaxed over the next few years, but I personally would support continuation of off-peak discount fares for seniors. I honestly don't believe it makes a significant difference in terms of off-peak ridership.

You can make a very good argument for both sides of the issue, but there has been such a tradition built up over the last few years that it would be very hard to tear down, even if one wanted to. And, I don't want to.

One of the things we have to recognize is that public transit does do a number of things that are public functions, one of which is to provide an alternative to the automobile. We have to recognize that we have a mobility responsibility. Many seniors and handicapped citizens either don't own automobiles or they can't drive. I don't think we can expect a senior citizen, who might have to ride the bus two or three times a day, to pay full fare that many times.

We offer comparable discounts in terms of passes to commuters and other riders who use the bus multiple times. I think a bigger problem is providing quality service to the handicapped.

Headway: Can RTD afford to have a totally accessible bus fleet?

Dyer: Well, as you know, California law requires all new transit vehicles to have wheelchair lifts. I am very hopeful that a couple of things might happen.

One is that there might be alternatives to lifts on buses that would provide equal quality accessibility. For example, ramps may well be better than lifts. They're certainly more reliable and may be more beneficial to the operator as well as the passenger.

Second, we've got to look at the alternatives to continued movement in our present direction. In many respects, the bottom line of what we're doing is throwing money and machinery at a problem that is not solved by capital investments.

There are a number of urbanized areas in the country where they are carrying, by a factor of 10 times as many, handicapped citizens on alternate modes of service and providing a level of service much higher than is provided in the Los Angeles area, even though the RTD and others are complying with the law.

The law says you've got to put the facilities on the buses. It doesn't have anything to do with how many people ride the buses once the equipment is on them. A lot of areas in this country are carrying six, seven, eight hundred handicapped riders a day on alternate modes which, maybe, we need to look at as a better service level and also a lesser cost.

Experience leads Dyer to District

RTD's 44-year-old General Manager, who has settled in the Glendale area with his wife, Beth, has a long and distinguished career in the field of public administration, a topic about which he has co-authored two books.

John Dyer earned his bachelor's degree in political science with a minor in economics from the University of Chattanooga, a private institution in that Tennessee city, in 1958.

He spent the next year involved in the Southern Regional Training Program in Public Administration, a special graduate program involving five Southern universities. In 1960, he earned his masters from the University of Alabama in Political Science, and capped his academic career with a Ph.D. from the University of Alabama in Public Administration and Government Finance. (While he has earned the degree, Dyer said he prefers not to be called doctor.)

Dyer started on the road that led him to RTD when he became Director of Research for the Tennessee Department of Revenue (1963-64). From there he went on to to serve as Assistant Commissioner, Tennessee Department of Finance and Administration (1964-65) and held a position in the Executive Office of the Governor of Tennessee (1965-66).

From 1967 to 1970, Dyer was Special Assistant to the Mayor and Federal Programs Coordinator in Chattanooga, where he was responsible for developing applications for both federal and state funding and administration of grants. It was during his tenure as special assistant that Dyer prepared an application to UMTA for a grant to enable the city to acquire the facilities and equipment of a private transit operation. It was one of UMTA's earliest grants of that type and it was Dyer's first transit-related experience.

From 1970 to 1973, Dyer

served as Deputy Regional Director, U.S. Office of Economic Opportunity (OEO) in Atlanta, Georgia, where he was responsible for overseeing all OEO field operations within an eight-state area.

For the eight years prior to his joining the District, Dyer was Transportation Coordinator and Special Assistant to the County Manager of Metropolitan Dade County in Miami, Florida. During his administration in Miami, Dyer was responsible for coordinating the successful merger of three separate bus systems and led an organization that planned and began construction of a 21-mile rail rapid transit system.

Dyer also is a member of the Board of Directors of the American Public Transit Association (APTA), a member of the American Public Works Association and has served as a member of the Transportation Committee, Urban Consortium Public Technology, Inc.

Last stand

Bus 5602, a member of the RTD's mothball fleet that had been scheduled to be sold, has found a new life for at least a part of itself. The front section of 5602, painted and striped and looking better than the day she rolled off the assembly line, is now a prominent feature at the Los Angeles Children's Museum downtown. At the Museum's request, the District donated the front section of the coach. It has been included in the museum's City Street exhibit, which also features police motorcycles, traffic signals, underground pipes and street sweepers. Children are encouraged to play in and on the exhibits and museum spokesperson Susan Childs reports Coach 5602 has been a very popular addition to the exhibit. She adds it was worth the effort of removing an entire section of window to squeeze the bus into the museum. By the way, the museum is also looking for some bus operator uniforms to add to the display.



SCHEDULE CHANGES

Moving Up

Iran Acton, from security guard I to security guard II.

Wayne Adams, from stock shop clerk to equipment records specialist.

Shamseddin Azbi, from print shop clerk to cutter/folder operator.

Elias Balian, from mechanic C to mechanic B.

William Brinkley, from operator/extra division dispatcher to division dispatcher (3207).

Alma Carbo, from relief stock shop clerk to equipment record specialist.

Henry Castaneda, from operator to operator/extra radio dispatcher.

Rosemarie Cendejas, from chief of telephone information to senior supervisor of telephone information.

Frank Cole, from operator/extra division dispatcher to division dispatcher (3205).

Rita Cole, from information clerk to info/sched room.

Etta Dubois, from stock shop clerk to equipment records specialist.

Juan Duenas, from mechanic C to mechanic B.

Paul Fitzpatrick, from data control specialist to accounts payable clerk.

Walter Graham, from cash clerk to service attendant.

Victor Gudino, from mechanic B to mechanic A.

Paul Harvel, from mechanic A to mechanic A leadman.

Larry Hidalgo, from information clerk to info/sched room.

Phillip Holloway, from mechanic B to mechanic B leadman.

Rolando Izquierdo, from mechanic A to mechanic A leadman.

Roland Krafft, from transportation superintendent to Acting General Superintendent of Transportation.

Arthur Leahy, from acting principal administrative analyst to principal administrative analyst.

Kevin Lewis, from mechanic B to mechanic B leadman.

Laura Martin, from accounts payable clerk to supervising accounts

payable clerk.

Tewodros Mebrahtu, from cash clerk to service attendant.

Michael Mendoza, from cash clerk to service attendant.

Alphonso Mitchell, from stock clerk to shipping clerk.

Cataldo Prizzi, from mechanic A to mechanic A leadman.

James Regalado, from ticket clerk to ticket off/reports clerk.

Salvatore Reynoso, from vault truck driver to truck driver clerk.

Jeffrey Roberson, from security guard I to security guard II.

Lawrence Russell, from cash clerk to service attendant.

Robert Shorts, from relief vault truck driver to vault truck driver.

Scott Smith, from marketing sales representative (temp) to prepaid sales dist. supervisor.

Paul Taylor, from stock shop clerk to service attendant.

Theodore Truslow, operator/extra division dispatcher to division dispatcher (3207).

John Valenzuela, from mechanic C to mechanic B.

Shifting Gears

Clarence W. Brumwell, an operator at Division 1, has retired after 25 years of service.

Donald E. Davis, an assistant service inspector with the Transit Police Department, is retiring after 23 years with the company.

Johnny Gargano, an operator at Division 8, has retired after 10 years with the District.

Walter F. Gates, an operator at Division 9, has retired after 22 years of service.

Willie C. Glover, a utility-A at Division 18, has retired after 35 years of service.

Stenson Hutcherson, a mechanic-A at Division 5, has retired after 35 years with the company.

Franklin W. Nott, an operator at Division 3, has retired after 35 years of service.

Murray Pegues, an operator at Division 6, has retired after 23 years with the company.

Lena M. Rodrigues, a data entry operator in Data Processing,

has retired after 26 years with the company.

LaVonne I. Searcy, an information clerk in Telephone Information, has retired after 20 years of service.

Charles H. Steadman, an operator at Division 9, has retired after 23 years with the company.

In Memoriam

Robert W. Acres, a former supervisor in the Instruction Department, passed away October 11. Mr. Acres joined the company in October, 1932, and retired after 28 years of service in June, 1970.

Joseph Brownfield, a former operator at Division 1, passed away September 29. Mr. Brownfield joined the company in November, 1945, and retired in March of 1974 following 29 years of service.

Francis P. Connelly, a former operator at Division 2, passed away August 31. Connelly joined the company in July, 1936, and retired after 30 years of service in July, 1966.

Edmund D. Gaston, a former mechanic-B at Division 4, passed away September 5. Mr. Gaston joined the company in December, 1926, and retired after 27 years of service in June, 1953.

Harry F. Hillier, a former Carman working out of South Park,

passed away October 15. Mr. Hillier came to work for the company in August, 1922, and retired in August, 1965, following 43 years of service.

Charley Martin, a former operator, passed away October 6. Mr. Martin joined the company in November, 1928, and retired in October, 1955, after 27 years of service.

Butler James Mitchell, a former operator at Division 18, passed away October 20. Mr. Mitchell joined the company in April, 1945, and retired after 27 years of service in August, 1972.

Wayne E. Mount, a former service inspector, passed away October 6. Mr. Mount joined the company in March, 1954, and retired in March, 1963, after nine years with the company.

Lloyd E. McChesney, a former supervisor of vehicle operations in the Instruction Department, passed away September 29. Mr. McChesney joined the company in February, 1946, and retired after 30 years of service in December, 1975.

Fred E. Ybarra, an assistant planner in the Planning Department, passed away September 30. Mr. Ybarra joined the District in May of 1975 as a Telephone Information Clerk.



Retiree recognition

Honored for their years of service to the public transportation industry on the occasion of their retirement were (from left) Service Inspector Donald E. Davis (with his wife, Tina), 23 years; Division 2 Operator Isiah Robinson, 21 years; Division 9 Operator Charles H. Steadman, 23 years, and Division 3 Operator Gerald L. Wisner (with his wife, Janie), 25 years. Presenting the retirees with commemorative plaques and congratulations were (rear) Director Ruth Richter and General Manager John Dyer. Unable to attend the ceremony were retiring Operator Robert Judson, Jr., 34½ years; Utility-A Willie C. Glover, 35 years, and Information Clerk LaVonne Searcy, 20 years.

COMMENDATIONS

Editor's note: The following are excerpts from just a few of the hundreds of letters received each month by Customer Relations praising the actions of District employees.

Larry Joiner and Louis Morales, Division 5: I am writing to commend the exemplary actions of two of your employees who observed two suspicious persons whom they believed were breaking into a residence. After making this observation, Mr. Joiner and Mr. Morales hailed a passing Inglewood Police unit and told the officers what they had seen. As a direct result of their willingness to get involved, two felony suspects were apprehended and a good portion of the burglary victim's property was recovered. Perhaps, through a continuation of this cooperative spirit between citizen and police, we can make a more significant reduction in crime. (This letter was from Lt. Ralph Cook, operations commander for the Inglewood Police Department).

Shirley J. Roessner, Line 81: Not only was the ride comfortable (safe, steady speed, no sudden stops or avoidable bumps), but she was clearly the most courteous and informative driver I have ever ridden with. An absolute marvel! I learned more in the 15 minutes of that trip about transfer points and destinations of buses going north from Ventura Blvd. than I had in more than three years of riding that route.

Kenneth A. Willis, Division 3: I had to transfer to a bus at La Cienega and Olympic, but the light had changed and there was no way I could cross the street. However, your bus driver was kind enough to wait for me and another lady until the light changed. I was on my way to a doctor's appointment and had he not waited I'd have missed my appointment. It's drivers like him who are a credit to your company.

Brenda Giles, Line 24: I have been riding the RTD for a number of years and have had a wide variety of drivers. I have called to complain about obnoxious drivers and I thought it was about time I told you when I was pleased with the service you provide. Brenda has been a regular on this route for some time now and she does a great job. She is always friendly and courteous and is able to take things in stride. I have never seen her take a bad attitude toward passengers or other drivers, and

she is careful to insure safety on the road. It's refreshing to ride with a driver like Brenda.

S. Holguin, Jr., Line 232: We were trying to catch the bus at Pacific Coast Highway and Crenshaw. The bus was coming, but we were not at the corner. Since the bus only runs every hour on Saturday, we thought we would have a very long, hot wait for the next one. But your driver waited for us to cross the street. It was a three-way signal, so it was quite a wait. My mother is 77 and does not move very fast. We just want him to know that we are grateful.

Jerry Petteway, Division 12: My sister and I, both senior citizens, recently spent two weeks in the Los Angeles, Long Beach area on vacation. Of necessity, we travel on a budget. Your driver helped us far beyond the call of duty. He advised us to get RTD Tourist Passes, which helped a great deal to make our holiday more enjoyable. He told us of things to do and, generally, was warm, helpful and showed great tact and wisdom in trying circumstances he encountered from inconsiderate people. We encountered many more of your employees who were worthy of commendation, but Mr. Petteway was outstanding.

Mary H. Phillips, Line 9: I have observed her for the past year and think she is an outstanding driver. She maintains her runs on schedule, never running fast and then waiting one or two minutes at check points. She enforces RTD rules about no smoking, radios or bringing food aboard. When passengers request information, she has proven to be very knowledgeable about various lines and connections. She is a great asset to the RTD.

Tonita S. Harrell, Division 7: We come across so many rude and unpleasant people in our daily lives that meeting someone as cheerful and good natured as driver Harrell brightens our entire day. Thank you for hiring someone of her caliber.

Anthony Jones, Division 3: While I was boarding the bus my purse was taken from my bag. On hearing this, the driver of the bus and another young man pursued the thieves (there were three of them working together). The driver returned with my purse intact and gave it back to me. I am very grateful to know there is such good protection on the buses.

James Stathum, Line 488: Let me call to your attention the professional attitude and demeanor

of one of your drivers. It is my privilege to ride with him several times a week in the evening. He is courteous to all passengers, especially the handicapped and children. He always has a friendly smile and greeting and answers most ques-

tions posed by his passengers. In a world of impersonal, hostile treatment by so many in public service, it is refreshing to find someone who obviously enjoys his job and makes other people's lives just a little more pleasant.



CERTIFIED — Director Carl Meseck (left) presents Certificates of Merit and congratulations to Vivian Williams, Isiah McClain and Jonathan Fussell. Looking on (rear, from left) are Bob Williams, Marcus Johnson, General Manager John Dyer and J.C. Gonzales.

District honors trio

Three more of the District's frontline representatives have been honored as Employees of the Month for their high standards of performance in providing service to passengers. They are Information Operator Vivian Williams, Division 3 operator Isiah McClain and Division 9 mechanic Jonathan Fussell.

Vivian Williams has been with the District almost 10 months and in that time has made herself a cornerstone of the Telephone Information Department because of her knowledge of District schedules, fares and routes in combination with her courtesy and efficiency. A student of yoga and modern dance, Vivian eventually hopes to land a job in the data processing or engineering departments.

Isiah McClain has been driving buses for the District since June, 1973, and in that relatively short span has compiled an excellent record and proven himself to be one of RTD's most popular operators. He has had only one missouts, one avoidable accident and four absences due to illness. In addition, he has received more than 22 letters of commendation. An interesting sidelight to his career with RTD is that Isiah was the winner of the first Bus Rodeo held back in 1976 and, as the District's representative, finished fourth in the National Finals that year.

Jonathan Fussell is one of the people who keep Division 9 maintenance operations running smoothly. Jon takes great pride in his work and is capable of doing all types of running repairs promptly and efficiently. He can overhaul all types of engines in 40 to 45 hours, he can do transmission changes in eight hours and clutch changes in record time. He is very receptive of constructive criticism and works well with his fellow employees.

Craig helps corral pranksters

Division 7 operator Tyrone Craig thought it was a little unusual when the soaking wet woman climbed aboard his Line 4 bus on Santa Monica Boulevard in Century City. At the next stop, however, two young men climbed aboard and both of them were dripping wet, also.

And, it wasn't raining. Craig soon learned that all three had been the victims of three teenagers in a 1970 Ford Ranchero who had sprayed them with water from a large fire extinguisher. The trio of victims was still drying off a mile or so down the boulevard when Craig spotted the suspect car behind a filling station, refilling the fire extinguisher with water.

Operator Craig parked the bus and, with the three victims and several other passengers, charged the three teen-aged suspects and held them until police arrived. Police arrested the 18-year-old male suspect, who was charged with attempted battery. His two female cohorts, aged 14 and 15, were released to the custody of their parents.



Safe quarters

Division 6 was honored for having the most improved transportation and maintenance safety record during the third quarter of the year in a special ceremony at a Board of Directors meeting recently. Under the Direction of Transportation Manager Ernie Giaquinto and Maintenance Manager John Adams, the Venice facility posted a combined 29 percent reduction in lost time injuries and a 14 percent reduction in accidents. In presenting the Safe Performance Award to Giaquinto and Adams, Board President Thomas Neusom said, "Your efforts contribute to the safety of our employees as well as the public we serve." Pictured from left to right are Neusom, General Manager John Dyer, Adams, Giaquinto and Director of Safety Joe Reyes.



The modernization and computerization of District facilities and operations is nowhere more evident than in these two photos depicting the changes in the Telephone Information Department. At left, a bank of operators field calls from passengers in the relatively spartan conditions of the District's former headquarters building at 1040 S. Broadway — the old Los Angeles Railway Building. Today, in air-conditioned and carpeted comfort, Telephone Information Operators use computers to assist them in handling the more than 9,000 calls for bus information which flood the Telephone Information Department daily.

Now & then

At last, this is your last chance to see 'Evita'

After a two-year run, "Evita" will finally bring down the curtain at the Shubert Theatre in Century City next month. You have one last chance to see this award-winning musical (or to see it again) at special discount prices before it closes. On Sunday, December 27, the Employee Activities Department will be offering two showings. Seats for the 2 p.m. matinee, normally priced at \$22.50, will be available for \$18. Tickets for the 7:30 p.m. performance, regularly \$25, will be going for only \$22.50. All seats are in the Orchestra section of the theater.

December 27 also marks the District's day for the Christmas season classic "the Nutcracker" by Peter Tchaikovsky. Performed by the Los Angeles Ballet Company at the Dorothy Chandler Pavilion of the Music Center, the \$18 orchestra seats are selling for \$14. Showtime is 2 p.m.

Los Angeles Lakers action continues with employee discount game dates set as follows:

— December 20 — Lakers vs. Atlanta.

— January 20 — Lakers vs. New Jersey.

— January 26 — Lakers vs. Milwaukee.

Colonnage seating, regularly \$8.50, are available for \$6.50.

What's New Year's Day without a trip to Pasadena to watch the Tournament of Roses Parade. Again this year the Employee Activities Department has choice grandstand seating available to employees and retirees. The seats are situated at 1041 E. Colorado Boulevard, about in the middle of the parade route. These tickets

would be a bargain at their regular price of \$16.50, but District employees can snap them up for only \$14 a seat.

The Ice Follies and Holiday on Ice shows have combined forces to present a dynamite ice extravaganza at the Forum in Inglewood. Plan to attend one of two showings set for Saturday, January 9 at 3:30 p.m., or Sunday, January 10, at 6 p.m. The \$9 Arena tickets are selling for only \$7.

Save some of your Christmas money so you can go on our next Las Vegas Weekend Special. The dates are set for January 29-31 and we'll be staying at the Sundance Hotel in downtown Las Vegas. The bargain trip is going for only \$45 per person, double occupancy only. Payment for the trip is due by January 4. Don't delay, sign up today as space is limited.

Have you ever thought about retirement? When you finally do decide to shift gears into retirement, will you be mentally, emotionally and financially prepared for the change?

To help employees answer those questions, the District's Employee Education, Training and Development Department is bringing back the Pre-retirement Planning Seminar introduced earlier this year.

"This seminar is not just for those planning to retire soon," explains Marsha Willard of EETD. "Pre-retirement planning is de-

signed for anyone who wants to start planning for his or her retirement years now, even if retirement is as far as 10 years off."

The seminar will be provided free of charge to all interested District employees age 55-and-over and their spouses. The 12-hour seminar will be conducted over four consecutive Wednesday evenings, beginning January 6, 13, 20 and 27. The time is from 6-9 p.m. and the place is the third floor training room at District Headquarters, 425 S. Main Street, Los Angeles.

According to Willard, topics covered will include financial

each. These represent a savings of up to \$3.

— And, of course, our logo items are still available. T-shirts featuring the "Breakthrough Bus" are \$4. Other shirts in white, black, red or gray with the RTD pocket logo are priced at only \$3. All shirts are available in adult and children's sizes small, medium, large and extra-large.

"My (momma, daddy, grandma or grandpa) works for RTD" baby shirts in blue, white or pink are on sale for only \$2.50. These cute little numbers come in sizes 6, 12, 18 and 24 months.

The ever popular golf hats, one size fits all, are on sale for only \$3.

Tax is included on all of the above items.

For more information about any of these activities or products, please call the Employee Activities Department at 972-6580, Monday through Friday, from 8 a.m. until 4 p.m.

Have you ever thought about retirement?

planning, leisure activities, housing, health and physical fitness, estate planning and second careers. The seminar is conducted by Retirement Plus, outside consultants who are specialists in the field of life planning.

"Enrollment will be limited to 40 people on a first come, first served basis," said Willard. "Two additional seminars are planned for April and June to accommodate those who cannot attend in January."

To sign up for the seminar or obtain more information, call 972-6735.

HEADWAY

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Editorial input and suggestions welcome. Deadline for receipt of editorial copy is the 14th of each month. Send black-and-white photographs only, please. Requests for photographic coverage of District events must be preceded by 72 hours notice.

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