



Something
to cheer
about . . .
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the blanks
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Southern California Rapid Transit District



HEADWAY

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June 1981

Board names Dyer to be new General Manager

RTD's Board of Directors culminated a nearly year-long search on Wednesday, May 21, when they selected Miami transit chief John A. Dyer as the District's new General Manager.

Dyer will assume the post on August 15. He is presently Transportation Coordinator and Special Assistant to the County Manager of Metropolitan Dade County, Miami, Florida.

The 44-year-old Dyer will take over from Acting General Manager Richard Powers, who has filled the position since Jack Gilstrap resigned September 1 of last year to accept a position as Executive Vice-President of the American Public Transit Association (APTA). Powers will return to his duties as General Counsel for the District.

For the past eight years the new General Manager has directed the activities of the 2,400-employee

Dade County (Miami) Metropolitan Transportation Agency. In addition to directing bus fleet operations there, Dyer also was respon-



John A. Dyer

sible for overseeing the building of a 21-mile rail transit system, a downtown people mover project and taxicab regulation.

One of Dyer's many strong points, and a major factor in his being offered the RTD post, is his expertise in obtaining federal grants. During the last four years, Dade County has reportedly received more than \$1 billion in federal commitments for various transit projects.

"We are very fortunate to secure the services of John Dyer to lead the day-to-day operations of the District as it faces some of the most crucial and important issues in its history," said RTD Board President Thomas Neusom following the vote on Wednesday.

"He is one of the nation's foremost transit experts and leaders," Neusom said. "His knowledge of federal transit policies and proce-

dures, coupled with the leadership skills he has demonstrated as Transportation Coordinator in Dade County since 1973, will prove invaluable to the District."

The RTD Board president noted that Dyer also has experience leading an organization that has planned and is currently constructing a rail rapid transit system.

"The RTD is in preliminary engineering on its 18-mile rail rapid transit starter line, and Dyer's expertise in helping develop a rail rapid transit system in Miami also will be an important asset to us," Neusom said. Construction is presently underway in Miami on a 20.5-mile rail transit system.

Neusom said that during Dyer's administration in Dade County, he was responsible for coordinating the successful merger of three separate bus systems.

Grumman-Flexibles prove fixable; repairs underway

After several false starts earlier in the year and months of ensuing negotiations, repairs are finally underway on the District's sidelined fleet of Grumman-Flexible 870 buses.

A few of the \$130,000 vehicles have already trickled back into the system, but Director, Equipment Engineering Frank Kirschner says it will be a long time before all 230 of the troubled buses are back in revenue service.

The buses were sidelined last December 13 when a number of problems began surfacing during the course of routine mechanical inspections. Eventually the problem spread nationwide, with dozens of transit properties forced to sideline their 870s. Grumman reports that more than 2,650 of the vehicles were in operation around the country.

Most notably, serious cracks developed in the A-frames on the buses' undercarriage, and in the trunnions (sockets which hold the A-frames). A completely ruptured A-frame or trunnion could cause the bus to "sit down" on its rear axle, conceivably resulting in the operator losing control of the bus.

While cracks were discovered in 131 of the District's GFC 870s, repairs will be made to all 230 bus A-frames. At the same time, Grumman officials have agreed to

retrofit the bus' engine cradle and forward suspensions, where problems have appeared, also.

At one time, Grumman had made arrangements with the District to use a maintenance facility at RTD Terminal 13 in Riverside to repair the buses. Now, however, the work is being done at the Apollo Motor Home Company plant in Carson, temporarily on loan to Grumman, and at a facility in Tulare in Riverside County.

The repair process involves moving the 870s from storage yards in Pico Rivera and Riverside a few at a time to the Carson plant, where the A-frames are removed. The frames are then shipped to Tulare, where they are strengthened by welding additional steel plates over weak joints.

The retrofitted A-frames are then returned to Carson, reattached to the bus and additional steel is welded to the front me-

chanical assemblies and engine cradles.

GFC's schedule predicts that all of the RTD's buses will be returned for service by August 1. However, District officials are skeptical that this deadline can be met in light of the involved and time-consuming nature of the repair program.

As of mid-May, only 15 buses had been returned to the District.



GFC 870s await repairs in Pico Rivera

TRIPPERS

Still waiting . . .

May 1 came and went without a ruling from the state Supreme Court on the validity of Proposition A, the half-cent sales tax increase approved last November by Los Angeles County voters to fund local transit. As a result, the State Board of Equalization, which administers tax collection, has postponed preparations for collecting the new tax, which was to have taken effect July 1. In a letter to the Los Angeles County Transportation Commission, sponsor of the tax, the board said that now the soonest it would be able to start collecting the tax is October 1.

Which is little help to the RTD. The tax was designed to provide an estimated \$225 million the first year for several transit projects, including a rollback of the District's basic fare to 50 cents. What the District's fare will be come July 1 has yet to be determined, pending the outcome of the court case to decide whether Proposition A needed a simple majority (which it got) or a two-third vote to pass. A public hearing on fares is set for June 13.

One way or another . . .

Well, the United Way fundraising campaign at RTD is now history, but there are a few among us who want to keep on giving. Carmelita Romero, a secretary III in the Planning Department, is a Direct Distributer with Amway and has offered to contribute 10 per cent of the purchase price of any goods she sells to District employees to the United Way. For example, on a purchase of a small SA-8 laundry detergent, the contribution would be one dollar. Romero sees it as a way to help yourself and also help the 250 United Way member agencies who are supported by contributions.

A new deduction . . .

April 15th can be a real dark day for some, what with Uncle Sam digging into your pockets for money. But, for Division 2 operator Huie L. Allen, this April 15th — and all the April 15ths to come — was a cause for celebration. Huie, who has worked for the District since 1975, and his wife, Charlesetta, became the proud parents of a new baby boy, promptly named Marcus Nathaniel Allen. Weighing in at six pounds, 12 ounces and stretching to 19 inches, the new little tax deduction so pleased his folks that his father sat down and penned the following poem to his newborn son:

A new life started on this day.
When our new son came our way.
He cries at night because the hours are new,
But you can't be mad when he smiles at you.
April 15th can sometimes bring sorrow,
But this April 15th has brightened our tomorrows.

One more time . . .

Also under the heading of proud parents, list Margaret and Howard Shelter. Howard, a maintenance supervisor at South Park Shops, and his wife, Peg, have a new little girl, Melissa Michelle, who arrived April 10, weighing in at eight pound, 10½ ounces and 20½ inches long. Howard didn't sit down and write any poems, however. This is the couple's fourth child.



David Berke with trainers

Training the trainers to train others

"Everyone assumes that because you are an expert in your particular field, you won't have any problem teaching other people what you know. But, that's not always the case."

That is the way RTD Training Analyst David Berke describes the philosophy behind the Train the Trainers Workshop recently offered to District employees and to representatives from transit agencies in the Western Region.

"Essentially, the workshop helps the experts develop presentation skills and training techniques which will enable them to be more effective trainers on the job," explains Berke, who designed the course for the District's Employee Development Department and is its instructor.

District officials were so pleased with the results obtained from the in-house Train the Trainers Workshop that it was decided to offer the course as a pilot program to test the feasibility of including it in the calendar of regularly scheduled Regional Transit Training Center (RTTC) seminars, explains Byron Lewis, who in addition to being the Administrator of Employee Development is RTTC Project Director.

"Train the Trainer is a three-day workshop primarily geared to persons responsible for on-the-job skills training of operators, mechanics, dispatchers and the like,"

says Lewis. "Topics covered include needs assessments, adult learning principles, development of lesson plans, methods of presentation, exercises to use in special situations and evaluation methods."

Response to the workshop offering was overwhelming, according to RTTC Coordinator Gere Moore.

"This is the first time that the district has offered one of its training programs in this manner, and response has been tremendous. Over 50 applicants have registered from as far away as Alaska, Oregon, Texas, Utah and Washington," says Moore. "To accommodate everyone, we decided to increase the number of offerings from one to four classes."

Lewis points out that, since this is a pilot program, there is no charge for the course. However, with enrollment limited to 15 per session, preference is being given to RTTC member properties. Meals, hotels and travel arrangements are handled by the participants.

Fourteen District employees were in the initial workshop the last week of April, and, in addition to two sessions held in early May, the workshop will be repeated in late June and July.

RTTC participants attending the

workshop come from throughout the 14 western regional states, including representatives from transit properties in Anchorage, Alaska; Portland, Oregon; Seattle, Washington; Salt Lake City, Utah; and such California cities as Oakland, Oceanside, Oxnard, Culver City and Downey.

Several RTD employees attended the RTTC edition of the seminar, including Senior Personnel Analyst Loretta Bevon, Supervisor of Telephone Information Rose Mays and Maintenance Supervisor Virgil Owens.

The Regional Transit Training Center developed out of a need for specific training in the transit industry. Under the guidance of an executive-level advisory committee as well as technical experts from throughout the transit industry, the center helps to meet the training needs created by retirements, rapid expansion and an increasingly complex technology.

The Urban Mass Transportation Administration funded the center's development to provide specific training for large and small western transit properties in those instances where needs are common.

The center is administered by RTD, with the University of Southern California developing and coordinating presentation of the curriculum, and evaluating the impact of each program.

District nets national safety awards

Each year the National Safety Council sponsors an awards contest open to all facets of business and industry. Winning one of these awards is a major accomplishment since more than 300 organizations in the Los Angeles area compete for top honors.

This year, for the first time, the council combined its presentation of Fleet Safety Awards with Business and Industry Safety Awards and the district came away with honors in both categories.

Held in the International Ballroom of the Beverly Hilton Hotel, the awards program was attended by nearly 1,000 people.

In the 36th annual presentation of Fleet Safety Awards, the RTD swept the first two categories in the Motorcoach Transit Division.

In Group A, averaging more than 500,000 miles per month, first place was won by Division 9, second place went to Division 12 and third place was won by Division 15. In Group B, averaging between 200,000 and 500,000 miles per month, first place honors went

to Division 18, the second place safety award went to Division 3, while the third place award was presented to Division 1.

In the 32nd annual presentation of Business and Industry Safety

Awards, second and third place awards in the Transportation Division's Public Section were presented to the District's Public Safety Department and to the Road Supervisors, respectively.



SAFE — Displaying awards presented by National Safety Council are (standing, left to right) J.J. McCullough of Division 12, Ken Wilson of Division 15, Senior Instructor of Division 12 Ben Iverson, J.F. Cenderelli of Division 1, (seated, l. to r.) Chief Supervisor Rocky Stone, John Adams of Division 9 and Gerry Woods of Division 3.

Breakthrough

The newspapers roll off a high-speed press just like in a movie from the thirties. Over this we see a spinning newspaper that stops to reveal the headline: "Major changes in RTD bus service." Suddenly a new General Motors RTS II-04 bursts through the newspaper heading straight for the camera. Dissolve to RTD logo while voice-over tells the audience of the coming June 21 service changes, instructing them to check their Sunday paper for more details. The whole commercial lasts only 10 seconds, but it airs 60 times from June 1 to June 6. And, each 10-second spot is expected to reach into a quarter of a million homes.

The commercial marks the District's return to the field of television advertising for the first time in 10 years. It was filmed in mid-May on the stretch of the Los Angeles riverbed in Southgate where the Instruction Department trains new operators. It was produced by the same company that has brought you such other popular "breakthrough" commercials as the Shell Oil ads. Four "takes" were filmed to insure that the paper would burst apart just right. W.D. Merriweather, a Division 7 operator who is also an extra instructor of vehicle operations, drove the bus at a speed of 25 miles per hour through the paper prop. He reports that all of his training and instinct told him not to drive into the solid-looking wall, and he was never certain that there wouldn't be something on the other side of the sheet.



District girds for service improvements

Its coming has been heralded in television commercials, radio announcements and newspaper advertisements. Bilingual bus stop sign hoods, car cards and a flood of brochures and pamphlets have been produced by the District to prepare the riding public as well as RTD employees for its arrival. It has required a need for new timetables and revised maps.

It is Phase III of the 1980s Sector Improvement Plan, the most ambitious revamping of bus service in Los Angeles transit history, designed to upgrade public transportation in the most densely populated portion of the district's service area — the heavily-traveled Westside of Los Angeles.

Scheduled to take effect Sunday, June 21, the massive service improvements will make RTD bus routes more efficient and easier to understand (especially those changes providing new through service between downtown Los Angeles and West L.A. along Sunset and Santa Monica Boulevards) by eliminating outdated and circuitous bus routes in favor of a grid system of north-south and east-west routes.

According to Director of Bus Planning Paul Taylor, the grid network, which was begun with the sector improvements in 1975 and 1976 and will eventually form a countywide grid system, serves a two-fold purpose. It eliminates the need for transfers on a single street and provides access to any point on the grid with only one transfer.

Another positive aspect of the June 21 service changes will be the implementation of a new line numbering system intended to offer riders more information about the direction and type of service for a particular bus line (see box below).

Other highlights of the June 21 service changes include:

- For the first time, new through service on Sunset and Santa Monica Boulevards from the ocean to downtown Los Angeles (it previously required three buses to make the trip along Sunset).
- New through service along

West Third Street from downtown Los Angeles to Cedars Sinai Medical Center.

— Added weekend and evening service on selected lines.

— New service on Robertson Boulevard between Wilshire Boulevard and Santa Monica Boulevard and between Westwood, UCLA, Hollywood and downtown Los Angeles via the Hollywood Freeway (this service will operate during weekday rush hours).

— New service on Franklin Avenue in Hollywood and along Hillhurst and Virgil avenues.

"These service improvements correct several major routing deficiencies that have existed in portions of our service area," says George McDonald, manager of planning and marketing for the District. "This program is truly a milestone in our effort to provide better bus service for our patrons in the years to come."

In addition to being beneficial to patrons, the service improvements should benefit operators as well. As Taylor explains, drivers often will be working shorter routes, which will keep buses from

bunching up and give the operators a better shot at maintaining schedules. The grid system also will eliminate a lot of turns, making routes easier to work and also easier to learn.

The June 21 service changes will be the third and most extensive installment in the 1980 Sector Improvement Plan originally introduced to the public and District personnel in March of 1979.

Following an unprecedented period of public review and months of revision by District staff based on that review, the District's Board of Directors approved a final 1980 SIP in December of that year, scheduled to be implemented in September of the following year.

However, runaway inflation, skyrocketing fuel costs and soaring costs for public liability and property damage settlements all combined to take large, unanticipated bites out of the District's operating budget, leaving the sector improvement plan financially stranded.

However, the Directors and District staff realized the need to improve service and streamline operations and determined to implement as much of the plan as possible. So, the Planning Department re-evaluated the program and broke the implementation down into a series of phases.

The first two phases, implemented June 15 and December 21 of last year respectively, were essentially no-cost service improvements. Phase III will cost approximately \$3 million, but it is hoped that this cost will be made up by the plan attracting more riders to the system.

Plans are now in the works to implement Phases IV and V as soon as additional funding can be identified.

The end result of years of travel pattern analysis, employee surveys and suggestions from RTD operators and passengers, the June 21 service changes were approved by the Board of Directors on January 28, following a review of public comments garnered during an additional public hearing.

What's my line?

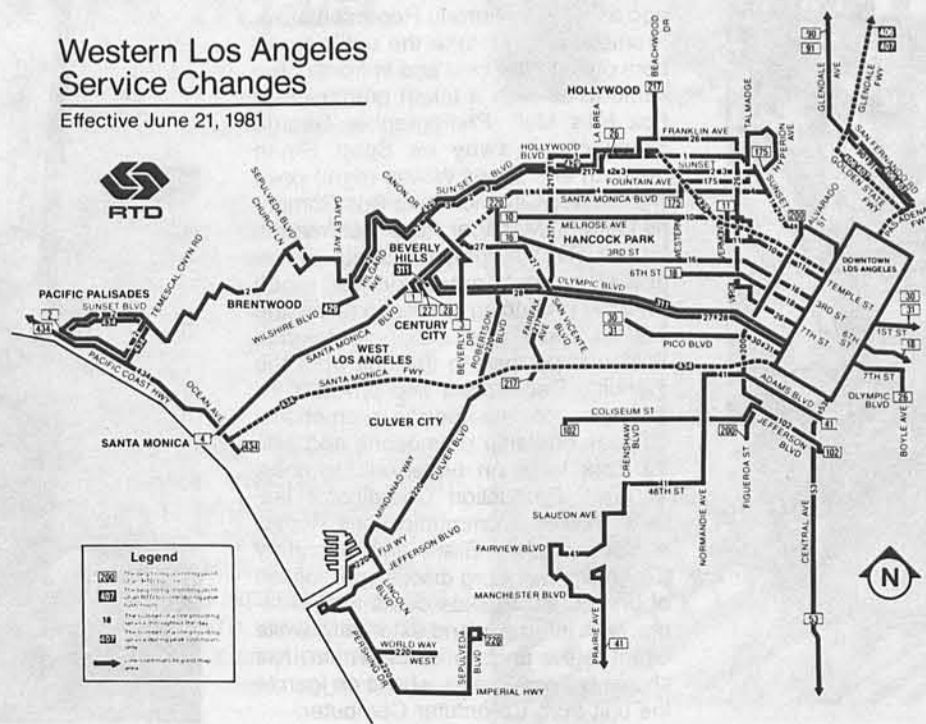
In addition to everything else, the June 21 service changes will introduce the first phase of a new, hopefully easier to understand line numbering system for all RTD bus routes. Eventually, the new numbering system will apply to a countywide grid system.

The new numbering system designates service as follows:

- Lines 1 — 99 are local routes to and from downtown L.A.
- 100 — 299 are local routes in other areas
- 300 — 399 are limited stop routes
- 400 — 499 are express routes to and from downtown L.A.
- 500 — 599 are express routes in all other areas
- 600 — 699 are special service routes.

Western Los Angeles Service Changes

Effective June 21, 1981



Seeking promotions

Everywhere they go, people are talking about the RTD . . . and that's the way this group likes it

As the saying goes, you can lead a horse to water but you can't make it drink. Well, at RTD there is a group in the Marketing Department whose main goal is to get Southern Californians to take long draughts of District services.

Established a little over 18 months ago by Anthony Fortuno, director of marketing, with the idea that the best programs and services in the world were useless unless people were made aware of them, the Promotions Unit has basically two functions, according to Alice Tolbert-Wiggins, supervisor of promotions.

"We try to project a positive image of the RTD and its services to the public," she explains, "but also we are concerned with developing ways through which the District can increase its revenues."

Without taking anything away from the assortment of brochures, car cards and literature the unit produces to promote District services, Wiggins seems most pleased with the results the group has obtained in a relatively short period in terms of increasing revenues in areas such as the Tourist Pass, employer pass subsidies and special coupon and token promotions.

The Tourist pass, which allows visitors to Los Angeles to travel on District buses for \$1 per day, was introduced in 1978 to little fanfare, says Wiggins. Last year, more than \$200,000 worth of the passes were sold and 1981 sales are expected to top \$300,000.

The program was heavily promoted in other cities and in foreign countries which traditionally have vacationed in California. In addition, tour operators were provided

with information about the program so they could inform their clients of it before the vacationers arrived in Los Angeles.

"Critics of the Tourist Pass object to giving special discounts to outsiders, but L.A. is a tourist town," says Wiggins. "As for the District, this program represents new dollars, revenue we've never had before. I'd call that a successful promotion."

Another successful promotion cited by Wiggins was the increase in employers paying for their employee's monthly bus pass, often as an additional employee benefit or in lieu of free parking.

Another big boost to monthly pass sales has been the development of the coupon program for those who purchase monthly passes. Designed to save patrons money, with each pass bought four coupons are received. The coupons are for special offers at selected restaurants, stores and popular Southland attractions.

Four new coupons are offered each month and some of the firms which have participated include Arby's Restaurants, Boys Markets, Knotts Berry Farm, Marineland, Santa Anita Park, Universal Studios Tours and Der Wienerschnitzel.

"Pass sales skyrocketed after we introduced the coupon program," says Wiggins. "Starting this month we are going to ask each coupon sponsor to pay for one-fifth of the advertising cost of each month's promotional ad campaign. This will give minimum cost to the District while offering maximum benefits to the pass buyer."

And that's an ideal promotion in anybody's book.



Getting multiple benefits from programs is fast becoming the unit's trademark. The shopping mall token program is an excellent example. Shopping centers, such as Fox Hills Mall or the new Santa Monica Place, purchase tokens good for the payment of a basic fare on a District bus at full cost from the District. In turn, the malls give the tokens to customers making a minimum purchase.

This encourages people to ride the bus, gives them a reason for patronizing a certain mall and generates off-peak revenue for the District. In addition, Wiggins points out that the program is a joint effort in terms of promotion and advertising costs. Recently, municipal bus lines have been brought into the program. For example, at Santa Monica Place customers can get tokens for either RTD buses or Santa Monica City buses.

"This is a fresh and positive step for the District to take," says Wiggins. "It allows us to expand our involvement with a new facet of the business community, while helping to strengthen our relationship with the municipal operators."

One of the toughest promotions the unit has worked on has been the Bike 'n Ride program being funded by the City of Los Angeles. Bike racks are mounted on the back of Line 88 buses in an effort to combine two forms of transportation. In addition to the District's promotion effort, the program has

been endorsed or promoted by UCLA, the rack manufacturer and local bike shops.

"It's been a hard program to sell, because it's completely changing people's habits," says Wiggins. "It hasn't been real successful yet, but the city believes it will take off this summer and we will continue to promote it until then."

If there is a thread that weaves its way through all of these programs, it would have to be increased involvement on the part of the District with the business community.

"I think that in the future it will be very beneficial for the District to have a closer working relationship with the business community and less dependence on governmental agencies for all of our funding," she says.

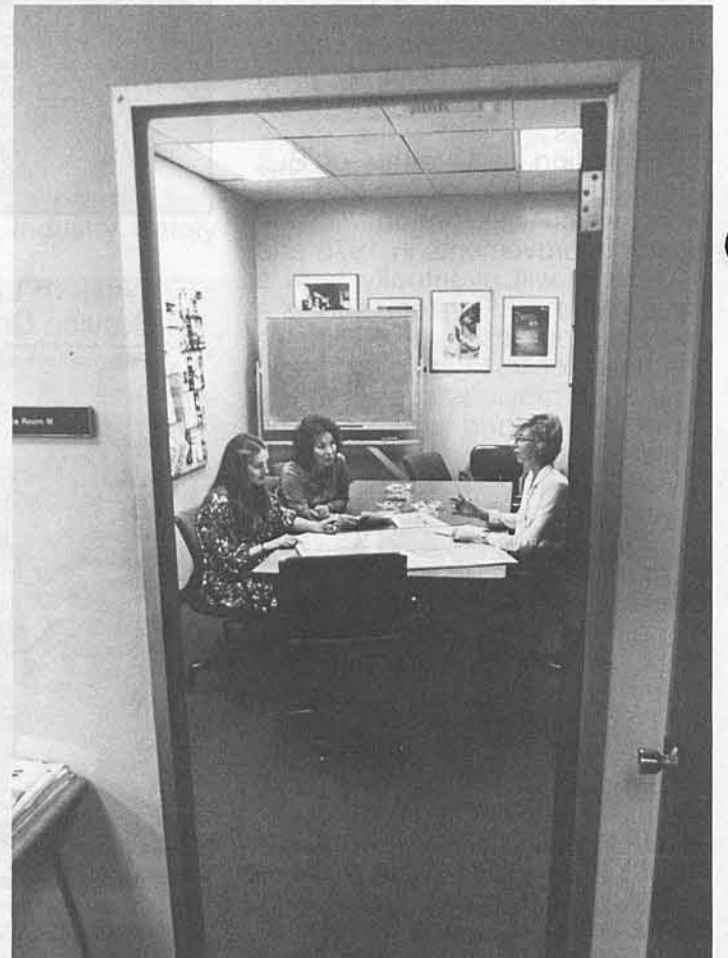
Looking to the future, Wiggins sees the Promotion Unit becoming involved in an expanded television exposure for the District — not so much in the traditional commercial TV market, but in the rapidly expanding field of public access cable television.

"I think that eventually the District can produce a library of video cassettes — electronic brochures that would supplement printed literature — that can be used on cable networks to reach a targeted viewing audience looking for information about Los Angeles transit," Wiggins predicts.



Promo people

The Promotions Unit staff is "multi-dimensional and interdepartmental" to use the words of Supervisor of Promotions Alice Tolbert-Wiggins (top), who joined the District nearly eight years ago as a News Bureau Representative. Promotions often take the unit's members out into the field and in front of the camera, as with a token promotion at Fox Hills Mall. Photographer George Snow clicks away as Scott Smith (seated) and David Wilson (right) pose with Culver City Municipal Bus Company General Manager Peter Behrman, a former RTD employee. Smith is the unit's project manager for such revenue-producing promotions as the Tourist Pass and shopping tokens. Wilson is on loan to the unit from the Planning Department and provides information on line-specific promotions, off-peak ridership promotions and aids the task force on under-utilized lines. At right, Production Coordinator Isabelle Puskas, Communications Representative JoAnn Grant and Secretary Eileen Darensbourg discuss production of brochures. Puskas deals with printers, both internally and externally, while Grant is the unit's principal writer. Not shown is Tom Griego, who is on loan to the unit from Commuter Computer.





AVAST — The real LaRue Palmer as he appears as a clerk in the District's Employment Office (above) and as Samuel in the Pirates of Penzance with "General Stanley's Wards," Elizabeth Ramsey (left) and Julie Holmes.



Palmer sets sights on entertainment career

Every Friday evening since the end of March, La Rue Palmer cleans off his desk in the RTD's Employment Office, wishes his co-workers a happy weekend and heads for Monrovia, where he dons a pirate outfit.

No, Palmer is not pillaging and plundering the Southland with his swash firmly buckled. But, he is one of the principal players in the Old Town Music Hall's production of Gilbert and Sullivan's musical comedy operetta, "The Pirates of Penzance."

While this may be La Rue's first venture into the realm of live stage performances, it is only the most recent act in a well-planned scenario that the onetime college business major hopes will culminate with a career in the entertainment industry.

Palmer's talent as an entertainer is evidenced by the fact that, on only his first live audition for a part in a production, he was given third billing in the role of Samuel, lieutenant to the Pirate King.

"It's really a terrific role," says the enthusiastic 28-year-old. "I get to open the show with a solo number and most of my parts after that are such that you can hardly help but steal the scene."

The critics seem to agree.

As one reviewer wrote in a local paper, "La Rue Palmer as Samuel bursts forth with a well-placed basso of such resonance and acting of such believability that one thoroughly enjoys the product of his good work."

Another reviewer said, "Palmer swaggers onstage in full pirate gear, eyes his comrades and then opens his mouth and what comes out is a voice that sings with a wonderfully deep and rich sound. If Palmer doesn't watch it, he might be snapped up by a gospel group."

It's fortunate that the reviews are good, for that is all Palmer or any of the performers get in the way of payment. The Music Hall is a non-equity situation, with money generated by sale of tickets to the Friday, Saturday and Sunday performances used for costumes, sets and the like.

"Right now we're trying to build an audience for the theatre and pull together a good stable of actors," says Palmer. "We all get the experience of putting on a professional performance, we get good exposure and good clips for the portfolio."

Of course, the play is not the

only ploy Palmer has stored in his bag of tricks. He recently was selected as a finalist from among hundreds of competitors in an area talent search that offers as prizes \$1,000 and recording industry exposure. He is confident of his ability and thinks he will win.

"I expect to have a record company contract before the year is over," he predicts.

However, that does not mean we will no longer see La Rue Palmer around the RTD. He's been here for the past three years and says that he has always worked while trying to get his career started. Married in 1977, he and his wife had their first child, Nikiya, last year and he recognizes his responsibilities to his wife and little girl.

In addition to working fulltime and helping to raise a family, Palmer admits that he got a late start in pursuing an entertainment career. The product of a musical family — his mother was a professional singer until she opted to have a family and his father plays the trumpet — Palmer nonetheless majored in business his first year of college.

"I soon realized that business was not my forte and switched to

music," Palmer says. "Then, I took everything I could. I joined every school musical group, chamber singers, concert choir, whatever. I was behind and had to make-up a year."

But, far from hindering him, Palmer now thinks his late start and other responsibilities helped him to gain a maturity he never possessed and develop a more proficient talent.

"It's all helped to solidify me as a person," he says. "I gained direction and think I'm now more serious as a person and a performer. Beside, that year of business courses has given me a more business-like attitude toward my career."

Prior to his role as a pirate, Palmer has worked as a musician (he plays the drums) and back-up singer in recording sessions, has played with small groups and worked at clubs and lounges in the area.

But, his goal is to be an entertainer, a singer-song writer. And, who knows. Perhaps in a little while, the special guest on that musical variety show you're watching on television could very well be La Rue Palmer.

Leilia Bailey does it again

Leilia Bailey has been appointed Transportation Superintendent, becoming the first woman in RTD history, and perhaps even Los Angeles transit history, to hold such a position.

Ho-hum. So what else is new?

By now, most District employees are familiar with Bailey's meteoric career in transit. She joined the RTD as an operator 10 years ago. In 1975 she became the first female Division Dispatcher. Two years later she became the first female Assistant Division Transportation Manager. Then, just 16 months ago, she became the first female Division transportation Manager when she took the reins at Division 8 in Van Nuys. She was also the youngest person in District history ever to hold such a position.

So, the fact that she is now the first female Transportation Superintendent doesn't come as a shock.

Bailey, who has a bachelor's degree in Public Service Management from the University of Redlands (which she earned while driving a bus), will be responsible for a variety of functions and programs in the Transportation Department.

She will monitor several divisions, analyze manpower and staffing needs and equipment assignment, direct system shake-up and review second-level labor grievances and appeals. Bailey will also prepare or direct the preparation of complex reports and studies and make recommendations.



Leilia Bailey

Some waited decades for this day. For others it was a totally new experience. But, for everyone who participates, there is nothing quite like . . .

RTD's General System Shake-up

In late April and early May each year thousands of bus operators from throughout Southern California descend upon Cypress Park in an annual rite of spring know as the RTD General System Shake-up. As relentless as salmon spawning upstream, the operators pour through Division 3 in strict order of seniority in a job-bidding tradition which dates back to the days of Los Angeles Transit Lines, an early District predecessor.

It lasts longer than 70 working hours, stretches out over more than 14 days and involves virtually everyone in the Transportation Department (including more than 4,400 fulltime bus operators), Schedules Department and Planning, not to mention the print shop.

The General System Shake-up procedure allows each operator to

select his or her work assignment, vacation days and floating holidays based on seniority with the company. For those who have never witnessed this annual ritual, the best way to describe it is controlled pandemonium. It is like a combination class reunion and college registration.

Approximately 70 operators are scheduled to bid each hour during the shake-up. Each operator's name is called, he acknowledges that he is present (many senior operators bid by proxy since they are assured that their choices will be available), then goes to a line of tables where each division has a space. There he requests his work assignment and the like and the division manager signs him in. It all began this year on Satur-

day, April 25, at 7 a.m. when the number one man on the operator's seniority roster, E.A. 'Burt' Meyers, approached Division 3 Transportation Manager Gerry Woods to bid on Line 425, Bus Run 2. Since he had a clean slate to work with, there was little doubt that Meyers would get the assignment and days off of his choice. He stuck with the run he had.

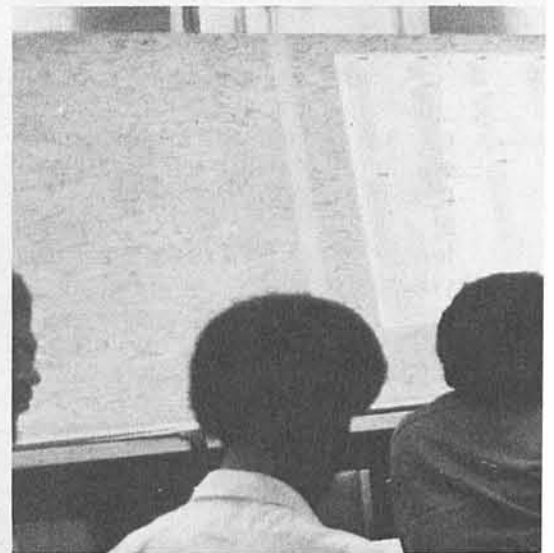
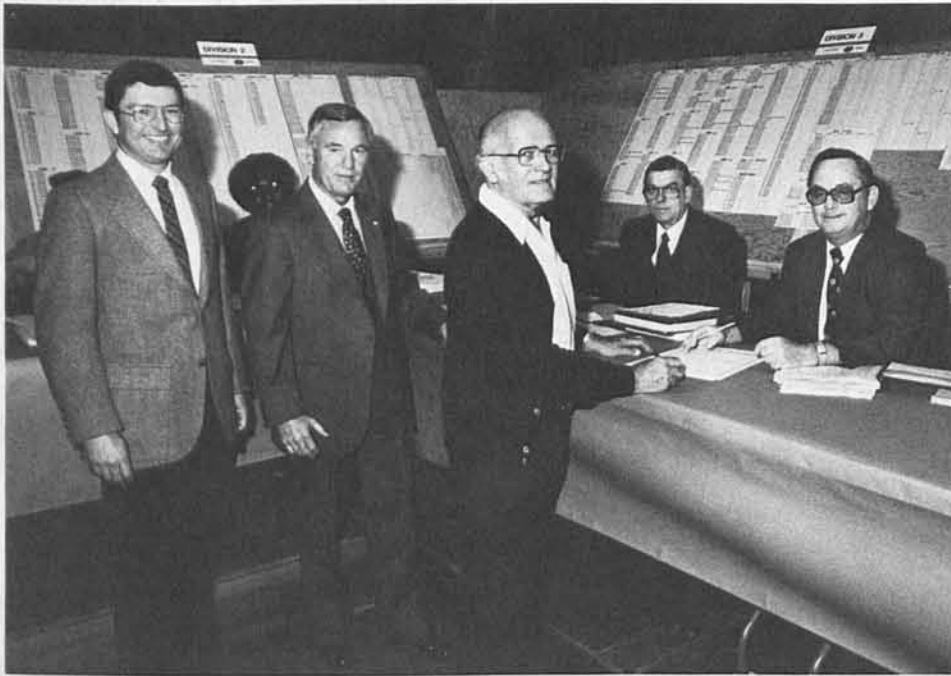
Meyers, who has a seniority date of February 12, 1943, made the six o'clock news that evening. A film crew was doing a story for CBS television news. When he came to work 38 years ago, Meyers said he never anticipated that one day he would be the number one man in the system. However, several retirements in the last year left him in the top slot.

Shake-up 1981 ended 4,430 operators later at 2:30 p.m. on Friday, May 8, when Arthur L. Scott completed the bidding. There was little doubt as to where Scott would work since the only division still open at that time was Division 7. Hired as a part-time operator last December and promoted to fulltime status on March 15, Scott moved from Division 18 to the West Hollywood facility, where he will work a relief run on Line 877, filling in for other operators on their days off.

According to Transportation Department Senior Staff Assistant Pat Coble, the pending June 21 service changes caused only a few minor differences in this year's shake-up. For one thing, all work assignments chosen by operators during the shake-up will take effect on June 21, in conjunction with the service change, instead of on June 15 as in previous years. Also, Coble points out that both the planning and marketing departments made concerted efforts to have representatives at the shake-up with displays to answer operator questions about the pending service changes.

Coble noted that more divisions remained open for a longer period this year. Division 9 closed first, as it has for the past several years, filling up by the last hour of the second Saturday. However, most of the remaining divisions stayed open until the last day of the shake-up, with six of them closing in the final hour.

The divisions by order of closing were 9, 15, 8, 6, 1, 12, 3, 18, 5 and 2. Division 2 closed when there were only 15 operators left to bid. Those 15 went to the remaining open division, 7.





All shook up

Things may appear all shook up to a newcomer at the annual System Shake-up, but actually all of the confusion is under tight control. The center of activity was the division tables where operators signed in for runs and holidays. The action was controlled from a table staffed by Pat Coble, Evelyn Frizelle and Ron Reedy. (Ted Brennan was just trying to make the

six o'clock news). A film crew from a local station showed up on the first day to interview the number one man in the system, Burt Meyers, who signs in at Division 3 while Bill Foster and Earl Clark look on. More than 4,430 operators later, the man at the end of the seniority roster, Arthur L. Scott, was greeted by Ralph Wilson as he signed in at Division 7.

Where is everybody?

Operators are not the only Transportation Department personnel moving from division to division following the system shake-up. Management personnel are frequently shifted from location to location as a result of retirements, promotions and the like.

Following is a listing of the District's 11 Division Transportation Managers and their assistants as of May 17.

Division 1: James F. Cenderelli, Tommy Walker and Roy L. Starks.

Division 2: Larry L. Johnson, Eugene R. Hamilton and John A. Tincher.

Division 3: Gerry Woods, Jan Janulewicz and Marcus C. Johnson.

Division 5: Ben T. Lynum, Jack P. Farley.

Division 6: Ernie Giaquinto, (no assistant manager).

Division 7: Ralph Wilson, Ron Reedy.

Division 8: Alvin J. Taylor, Harry Forrest and Tom L. McLemore.

Division 9: John Adams, Earl Rollins, Jr. and John M. A. Schricker.

Division 12: J.J. McCullough, Mark L. Drumright and James E. Lukens.

Division 15: George Marsala, Ken Wilson.

Division 18: Paul Mahoney, Walter Bables.



SCHEDULE CHANGES

Moving Up

Felicia Adedoyin, from typist clerk to rel. stock shop clerk.
Gary Albertson, from mechanic C to mechanic B.
Luis F. Alcantar, from operator to op/extra instructor of vehicle operations.
Dorothy A. Allen, from operator to op/extra instructor of vehicle operations.
Julio E. Alvarado, from mechanic B to mechanic A.
Humberto Arango, from mechanic C to mechanic B.
John C. Arnold, from mechanic C to mechanic B.
George Arredondo, from mechanic B to mechanic A.
Victor Baffoni, from operator to op/ex. schedule checker.
Russell Baker, from mechanic C to mechanic B.
Stephen Baker, from mechanic B to mechanic A.
Linda Blanchard, from operator to op/extra instructor of V.O.
Earl Banks, from information clerk to truck driver clerk.
Clifton A. Barber, from mechanic C to mechanic B.
Bruce W. Barron, from operator to transit police officer.
Robert Bennett, from operator to op/extra division dispatcher.
Maceo Bathel, from op/extra instructor of V.O. to instructor of vehicle operations.
Bennie Billbrew, from operator to op/ex. instructor of V.O.
Mark Boorman, from mechanic C to mechanic B.
Miguel A. Brambila, from operator to transit police officer.
Orfeo Branchesi, from mechanic

C to mechanic B.
Patrick W. Brennan, from mechanic C to mechanic B.
Richard H. Burns, from elect. comm. tech. to sys. elect. comm. tech.
Rick Cadelli, from operator to op/extra instructor of V.O.
Robert Carl, from mechanic C to mechanic B.
Joe Carreon, from operator to transit police officer.
Mariano Castillejo, from mechanic C to mechanic B.
James F. Cenderelli, from assistant transportation manager at Division 9 to transportation manager at Division 1.
David Chamness, from mechanic C to mechanic B.
Ruben L. Chavira, from operator to transit police officer.
Carolyn Childress, from key-punch operator to cash clerk temp.
Joseph Denaro, from mechanic C to mechanic B.
Enrique Diaz, from mechanic B to mechanic A.
Alessandro Dinuzzo, from mechanic B to mechanic A.
Fred E. Duffy, from mechanic A to mechanic A leadman.
Nancy Dybel, from operator to op/ex instructor of V.O.
Francisco Espinosa, from mechanic C to mechanic B.
Jesse V. Estrada, from mechanic B to mechanic A.
Edward Fitzgerald, from mechanic B to mechanic A.
Ellen Friedman, from senior management analyst to acting supervising management analyst.
Donald M. Gardner, from senior engineer to supervising engineer of subsystems.
Leck Gazinski, from mechanic C to mechanic B.
Samuel Gold, from mechanic B to mechanic A.
Patricia Gray, from operator to op/extra division dispatcher.
Hansel R. Griffith, from mechanic B to mechanic A.
Patrick F. Hamilton, from truck driver clerk to storekeeper.
Leroy Harris, from operator to transit police officer.
Wayne G. Herrman, from operator to transit police officer.
Donna Higgins, from operator to op/extra division dispatcher.
Anne J. Holland, from secretary to senior secretary.
Terrence Holmes, from mechanic B to mechanic A.
Beverly Jones, from operator to op/extra division dispatcher.
George Karbowski, from mechanic B to mechanic A.
Chang K. Kim, from mechanic B to mechanic A.
Donald Lautenbach, from division dispatcher/extra radio dispatcher to radio dispatcher.
Arthur T. Leahy, from supervising management analyst to acting principal administrative analyst.
Joyce Libasora, from secretary to senior secretary.
Melvin L. Llewellyn, from operator to op/extra instructor of V.O.
Larry Mansker, from rel. division maint. manager to maintenance manager at Division 7.
Mary Martinez, from mileage clerk to general clerk II temp.
Derek Mason, from operator to op/extra division dispatcher.
George E. Metcalf, from junior stock clerk to truck driver clerk.
Welton D. Merriweather, from operator to op/extra instructor of V.O.

Gary L. Miller, from senior-administrative analyst to administrative services coordinator.
Joe J. Miller, from operator to op/extra instructor of V.O.
Anthony Miranda, from mechanic B to mechanic A.
Jeff Mittleman, from op/extra instructor of V.O. to instructor of V.O.
Mary Lee McGowan, from mopper waxer to cash/payroll clerk.
Alan B. Nishimura, from principal administrative analyst to supervising administrative analyst.
Ronald Novak, from special agent/extra radio dispatcher to radio dispatcher.
Robert M. Parreco, from mechanic B to equipment maintenance supervisor I.
Oscar Plascencia, from mechanic C to mechanic B.
Charles F. Powell, from operator to op/extra instructor of V.O.
Joe A. Quesada, from mechanic C to mechanic B.
Patricia Ragan, from operator to op/extra division dispatcher.
Raul Rodriguez, Jr., from mechanical road supervisor to acting equip. maint. supvr. I.
Ralph Ruiz, from service attendant to operator.
William Russell, from operator to personnel technician.
Rozlyn Sheridan, from typist clerk to general clerk II.
Denis B. Shoemaker, from assistant schedule maker to acting safety specialist.
John W. Slood, from stock shop clerk to equipment rec. specialist.
Oscar Solomon, from operator to acting asst. supvr. of C.C. Off.
James Sowell, from associate planner to senior planner.
Boyd Stamey, from operator to op/extra division dispatcher.
Manuel Suarez, from utility A to laborer A.
Paul B. Unger, from operator to transit police officer.
Daniel Urquidi, from mechanic B to mechanic A.
Griselda P. Villicana, from key punch operator to Kardex clerk.
Gary W. Ward, from mechanic C to mechanic B.
Grant White, from utility A to laborer A.
Joseph White, from mechanic C to mechanic B.
Martha Whitfield, from operator to op/extra instructor of V.O.
Ronald Whitney, from operator/extra instructor of V.O. to instructor of vehicle operations.
Edward R. Williams, from mechanic C to mechanic B.
Aloysius Woo, from mechanic C to mechanic B.
David E. Woods, from operator to

op/extra instructor of V.O.
Glenn T. Wynn, from radio dispatcher to assistant chief radio dispatcher.

Shifting Gears

Harold O. Aalgaard, an operator at Division 2, has retired after 20 years of service.
James Monroe Baker, a radio dispatcher, has retired after 26 years of service.
Chester M. Brenner, an operator at Division 12, has retired after 28 years of service.
James E. Dixon, an operator at Division 1, has retired after 35 years of service.
Elton Ford, a utility A at South Park, is retiring after 34 years of service.
Jack W. Greasby, a transportation superintendent, has retired after 34 years with the company.
John Paul Love, an operator at Division 8, has retired after 23 years of service.
Douglas G. Mayes, an operator at Division 9, has retired after 28 years of service.
Francis O. Rider, an operator at Division 15, has retired after 24 years of service.
Ronald J. Weidman, an operator at Division 15, has retired after 23 years of service.

In Memoriam

Dolores Clifford, an instructor of telephone information, passed away April 11. Dolores joined the District in July, 1966.
Anthony G. Harvey, a former operator, passed away March 31. Mr. Harvey joined the company in July, 1942, and retired after 14 years in September, 1956.
Charles Hatfield, a former operator at Division 9, passed away April 7. Mr. Hatfield joined the company in August, 1941, and retired after 33 years of service in December, 1974.
Jesse W. Lummis, former operator at Division 18, passed away March 28. Mr. Lummis joined the company in April, 1941, and retired after 29 years of service in June, 1970.
Jose Paramo, former laborer A, passed away April 11. Mr. Paramo joined the company in October, 1927, and retired after 25 years of service in June, 1953.
Vernon W. Pleasants, former mechanic A at South Park, passed away March 19. Mr. Pleasants joined the company in May, 1945, and retired after 21 years of service in June, 1966.

Project staff continues to grow

As the SCRTD Metro Rail Project continues to develop, there are a lot of familiar faces in unfamiliar places in addition to more than a few new recruits. In recent weeks, Manager and Chief Engineer, Rapid Transit, Richard Gallagher has announced several new appointments in the department.

Donald Gardner has been named Supervising Engineer, Subsystems, for the project. As such he will concentrate his efforts in the areas of propulsion power, auxiliary power, communications and support subsystems.

Alan Nishimura has been selected to fill the position of Manager, Administrative Section. Nishimura left the United States Air Force as a First Lieutenant to take a position with Occidental College Administration. He joined the District in 1975, and has been in charge of the Grants Administration

section since that time.

Al Levy, formerly Senior Engineer in Bus Facilities, has been appointed as a Supervising Engineer in the Ways and Structures Division of the Metro Rail Project. The last eight years of Levy's 25 years of engineering experience has been with the District.

Also appointed as a Supervising Engineer in the Ways and Structures division was Ramesh Thakarar. Prior to joining the District, Thakarar worked for the Southeastern Pennsylvania Transportation Authority in Philadelphia for more than eight years.

Another new face is that of William J. Rhine, who has been appointed Deputy Chief Engineer, Subsystems. As such he will be responsible for the design of the mechanical - electrical - electronic subsystems of the proposed 18-mile subway starter line.

CLASSIFIED

Employees and retirees of RTD may use this column free of charge. Ads will be limited to one per person each month and will not be held over for repeat. Ads should be submitted either typed or printed before the 14th of each month for inclusion in the following month's issue. Include your name, work location, extension and home telephone number.

District policy prohibits ads for commercial ventures and such will not be published or returned. Send ads to Headway, Location 32 if you use company mail, or Headway Editor, 425 South Main Street, Los Angeles, CA 90013 via U.S. Postal Service.

- Townhouse, four bedrooms, two baths, nice yard front and back with patio awning and gas barbecue. In Panorama City, across from shopping center at Nordhoff and Van Nuys. Walking distance to schools. Five miles from both Division 15 and 8. Just 18 units in this complex. Kids and pets okay. Asking \$108,500. Call between 8 a.m. and noon, (213) 892-2729.
- 1970 VW stationwagon. New engine, Porsche rims and tires. Automatic fuel injection. Will show by appointment. Call (213) 271-6691.
- Five-foot long Boa Constrictor, including 50-gallon aquarium with lights and accessories. \$200 or trade (?). Call between 9 a.m. and 5 p.m. (213) 413-6304.
- Moving sale. Everything must go and is priced to sell. 1980 G.E. refrigerator, antique dinnette set and other furniture items. Lamps. Miscellaneous goods. Call after 6:30 p.m. (213) 967-9703.



El Monte hoopsters capture cage league crown

Paced by well-balanced scoring and sparked by cohesive defense once they had their backs to the wall, the Division 9 basketball team captured the 1981 RTD Basketball League Championship, defeating Division 3 in the final, 59-52.

Coach Johnny McKinney's El Monte hoopsters, who finished the regular season in second place with an 8-4 won-loss record, were nearly upset in the final confrontation. Division 3, under the guidance of coach Carl Jones and behind an offensive outpouring from Stanley Mixon, stormed from a tie for fourth place in the regular season with a 7-5 slate to force the championship series into an extra playoff game.

After winning their fourth-place tiebreaker against Division 1

(60-50) to qualify for the playoff series, Division 3 was promptly knocked into the consolation bracket of the double-elimination playoff series in their first-round matchup against top-seeded Division 2, 57-52.

Once there, however, they advanced to the finals on a forfeit by Division 5 and a 57-53 victory in their rematch with Division 2, dispatched to the consolation bracket by eventual champions, Division 9.

In the first roundball tussle between the cagers from Cypress Park and the El Monte quintet, Division 3 pulled out all stops to score a 58-56 victory, holding off a late surge by Division 9's Anthony Melton, who hit for eight of his game-high 20 points in the late going. Despite Melton's out-

pouring and an equally powerful eight-point second half from James Harvey, Division 9 was unable to overcome the 37-26 halftime advantage Division 3 had built on the strength of Clint Motley's 13 first-half points.

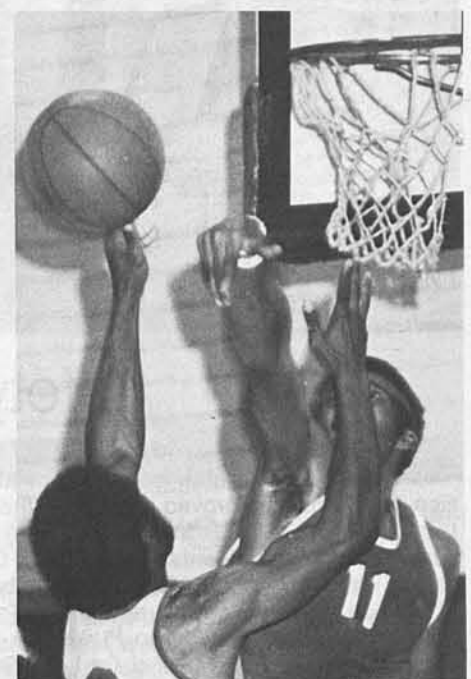
Forced into a do-or-die playoff game the following evening at Anson Ford Park in Bell Gardens, Division 9 came out smoking, established an early, 15-point lead behind the first-half scoring of Curtis Rowe (10 points) and eight-point efforts from Harvey and Melton, and never looked back as they coasted to victory.

Division 3's Stan Mixon took the game's high-scoring honor with a strong, 21-point performance, but was the only member of his team able to get into double digits. Division 9 was paced by Rowe, who

finished the night with 15 points, assisted by Melton with 13 and Harvey with 12.

Final overall standings for the RTD league are as follows: Division 9, 11-5; Division 3, 10-7; Division 2, 10-5; Division 5, 8-6; Division 1, 7-5; Division 8, 2-10; Headquarters, 1-11.

To recap the 1981 championship tournament, Game 1: Division 2 defeated Division 3, 57-52. Game 2: Division 9 defeated Division 5, 59-46. Game 3: Division 5 forfeits to Division 3. Game 4: Division 9 defeats Division 2, 57-53. Game 5: Division 3 defeats Division 2, 57-53. Game 6: Division 3 defeats Division 9, 58-56 (giving each team one loss in the double-elimination tourney). Game 7: Division 9 defeats Division 3, 59-52, claims trophy.



Court jesters

Displaying their first place trophies are Division 9 team members (standing, left to right) coach Johnny McKinney, Clinton Carter, L.L. Charles, Armando Barrios, Curtis Rowe, James Murphy, Robert De La Fuente and Anthony Washington, (front row) Earl Cobbs, Art Rodriguez, Anthony Melton, a future draft choice and James Harvey.

District hosts bomb threat management seminar

Last year there were more than 40 bomb threats made against the District, just one small facet of a nationwide illness that has directed itself against the transit industry. Fortunately for the RTD, all proved to be false alarms, simply scare tactics not backed by actual explosive devices.

However, statistics compiled by the federal government's Bomb Data Center reveal that at least one in every 2,000 threats is real. The problem, of course, is not knowing when that one will occur.

To help shed light on this national malaise and to encourage cooperation among agencies who must combat this menace, the RTD recently hosted a Mass Transit Explosives Incident Management Seminar. Conducted by the Department of Transportation's Transit Safety Institute, the free four-hour seminar was offered twice for the convenience of those wishing to attend.

The broad range of properties and agencies represented at the seminar gives some indication of how widespread the problem is becoming. In addition to a large contingent from the District, more than 240 persons attended both sessions, including representatives from Orange County Rapid Transit, Culver City Municipal Transit, Santa Cruz Metro Transit, Gardena Transit and the Department of Airports. Also attending were members of the police departments of Los Angeles, West Covina, Pasadena, Redondo Beach, Compton, El Segundo, Santa Monica and Monterey Park, plus personnel from the Los Angeles county and city fire departments the Sheriff's Department and the Highway Patrol.

"The program is designed to provide safety and security guidance to all levels of local law enforcement and mass transit personnel," explains RTD Director of Safety Joe Reyes, whose department coordinated the seminar. "It stresses the management aspect of dealing with bomb threats, rather than the technical details of explosive devices."

Reyes points out that, ideally, anyone who answers a telephone

should be briefed on explosives incident management and know what to do and who to contact should they receive a bomb threat.

One reason for the growing number of bomb threats against the transit industry is the vast amounts of explosives listed as stolen each year, according to Robert Lower, program manager with the Transit Safety Institute. Add to that the ready availability — and legality — of publications which describe how to construct and deploy explosive devices and you have a real problem. The public's increased awareness of and growing dependence on transit make it an ideal target.

"Transit agencies must be prepared to respond to incidents involving explosives or threatened use of explosives, and if that response is disorganized or irrational, it can be detrimental to the safety of agency personnel as well as passengers," Lower said.

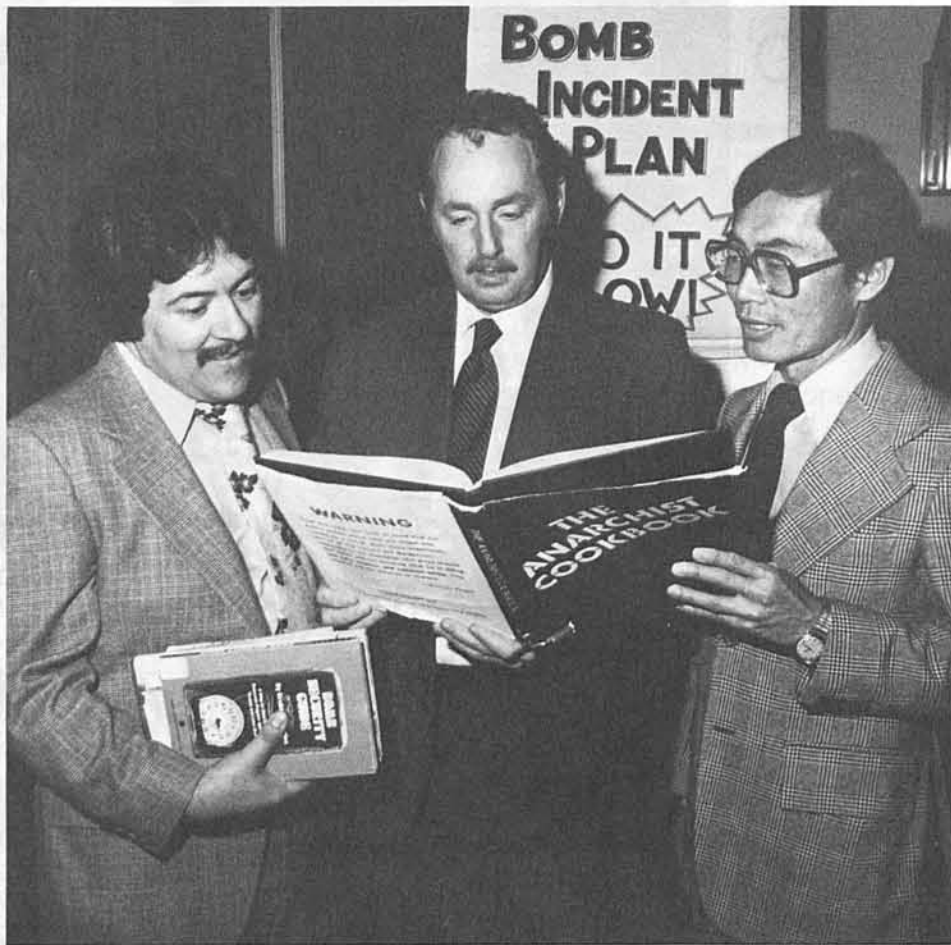
"The purpose of this seminar is to make people aware that they are not helpless when they receive a bomb threat, that they don't need to drop the telephone and run out of the building. If they are prepared, the chance of coming out unscathed without a disruption of service is good."

In brief, the seminar covered types of threats, threat management, evaluation and response. Also discussed were evacuation procedures, search procedures and damage control, in addition to how to develop an explosives security awareness program.

Lower explained that, basically, threats were either written or oral, with the majority of bomb threats made orally over the telephone.

"By using the telephone, which is available almost anywhere in the country, the threatener does not have to physically confront the person he is threatening and is often more bold than he or she might be in person," he said.

When a threat is received, Lower says the most essential tool for the "management" of that threat is a Bomb Threat Checklist. The list allows the threat recipient to attempt to take control of the tel-



INSTRUCTIONS — Director of Safety Joe Reyes (left) and Board of Directors member George Takei (right) discuss a book designed to show terrorists how to make and deploy bombs with Bob Lower of the Transit Safety Institute.

ephone conversation and, perhaps, obtain more information than the caller intended to give.

Typical checklist questions might include: When is the bomb going to explode? Where is the bomb now? What does it look like? Where is it? Why are you doing this? What is your name? (Lower said that, surprisingly, people are conditioned to answer that last question almost automatically without thinking about it).

"Once the threat is received, the hardest part is trying to determine its degree of validity," said Lower. "A quick threat, where the caller simply says 'There's a bomb in the building' or something like that and then hangs up, is probably false — but it's hard to tell."

Lower adds that most bombers are more interested in damaging property than in hurting people.

When a threatener gives specific information, such as a bus number, chances are it's a real threat. However, if he simply says it's on a bus, the call recipient must be prepared to take control of the conversation and prompt the threatener to provide more information. This information allows the organization to evaluate and respond to the call, instead of panicking by over-reacting.

Lower said that if the call recipient keeps his or her wits, it is possible to determine such information as the caller's sex, estimated age, any accent to the voice, any background noises that might indicate where the call is coming from and whether or not the caller sounded sane, excited or sober.

Once a threat is received, Lower said, it should be turned over to a decision authority, the person or group of persons in a company responsible for implementing bomb threat procedures, for a decision as to what type of response action to take — overt or covert.

Overt responses may involve evacuation of a threatened area, although Lower points out that often more people are injured in an evacuation than in an explosion. Covert responses can range from simply logging the threat to

making a quiet, unobtrusive search of the targeted area.

A major emphasis of the seminar was that, when it comes to identifying suspected bombs in a building or on a bus, it is the employee who must notice the things that are out of the ordinary — the container where it doesn't belong or the package where it shouldn't be.

The reasons behind bomb threats are as varied as the types of bombs produced, but Lower says most are acts of vengeance. In the transit industry, a fare increase or a cancellation of service can prompt such an action from a disgruntled passenger.

Public transit has become a popular target, also, due to the increased security now in practice at airports. It is no longer easy to smuggle a bomb onto a plane. So, the bomber turns to another form of transportation, the bus company.

It isn't feasible to put metal detectors and scanners in every bus door, so it is up to employees to maintain explosives security awareness.

Conservation week set

Energy conservation displays, information and literature will be available to District employees during the week of June 30 to July 8 in the Employee's Cafeteria on the third floor of District headquarters, announced Director of Safety Joe Reyes.

Representatives from the Southern California Gas Company will be on hand to answer questions and offer tips on such topics as types of materials you can use to insulate your home, the differences between passive and active solar heating systems and how to use your oven more efficiently.

The displays are part of Energy Awareness Week, an annual event co-sponsored by the gas company and RTD.



Safety firsts

Director Nick Patsouras (second from left) presents first quarter safety awards to Division 18, the most improved division for the first three months of 1981. Employees at the Carson facility posted an impressive 56 per cent reduction in lost time injuries and a 21 per cent reduction in accidents. Not only was Division 18 the most improved, it was also the safest, with the lowest frequency rates in both categories. Accepting the award on behalf of Division 18 employees were Assistant Transportation Manager Joe Bukowski (left) and Maintenance Manager Melvin Purkeypille (right). Assisting Director Patsouras with the presentation was Safety Specialist Larry Schlegel.

Trio garner awards

Three more names were added to the District's growing honor roll last month.

Edith Miller received her second Employee of the Month recognition as an Information Operator. She was previously honored in November of 1974. Edith, who has worked for the District since September, 1972, embodies all of the most admirable traits an information operator can possess.

But, one of the more interesting facets of Edith's career with the District is that she has made it a family affair. Her husband is an operator at Division 9 in El Monte, and together they have raised five beautiful daughters. Two of their daughters used to work for the district — Peggy and Liz. A third, Charlotte, still does. Not surprisingly, all have been or are information operators.

Maintenance Employee of the Month honors were bestowed on Division 18 mechanic-A leadman Lawrence Morris, who is a versa-

tile mechanic capable of working on buses, trucks and automobiles alike. Hired in May, 1972, as a mechanic-B, Lawrence is an excellent trouble shooter when it comes to finding and solving problems.

Since joining the District in April of 1975, Division 5 operator Albert Gomez has amassed a record to be proud of. He has not lost one day sick, a missout has yet to be recorded on his personnel chart and his safety record is unblemished with not one chargeable accident. Married and the father of two boys and two girls, Albert spends much of his free time reading and enjoying sports of all kinds. He also likes to dabble in electronics. But, beyond all that, Albert gets along well with his co-workers and there has never been a passenger complaint filed against him. He is a deserving recipient of the Operator of the Month recognition.



HONORED — Director Jan Hall (left) presents certificates of merit to Employees of the Month Edith Miller and Lawrence G. Morris as Bob Williams and Melvin Purkeypile observe.

COMMENDATIONS

Donald R. Reiff, Line 152: The bus was stopped at an intersection along with other traffic when smoke started coming from a Volkswagen car to our left. The operator secured the bus, grabbed the fire extinguisher and jumped out of the bus to put out the flames and fire, which were now coming from the engine. The operator's quick thinking and action obviously prevented the car from burning up, or possibly even from exploding at the busy intersection.

Dino D.D. Sachs, Line 83: A young man tried to rob me and another passenger, but your operator observed the man's actions and stopped the bus, requesting that the man leave.

Willie R. Goodman, Division 15: I wish to commend one of your drivers who was of great assistance when I was involved in a hit and run accident by two people in a stolen car. Mr. Goodman witnessed the accident and made a note of the license number of the hit and run car. He then radioed for the emergency service and police. Following this, he made sure that traffic was controlled and that the five witnesses present had correct information. He also assisted me, since I required hospitalization after the accident. He acted in a most professional and composed manner and I do feel he deserves my grateful thanks.

Sharon Thompson, Line 4: There were three young punks standing at a bus stop, when a crowd gathered waiting to board a bus. It was probably their intention to pick pockets on the bus, but they didn't wait and began picking pockets outside the bus. However, the bus driver noticed this and shouted at them to stop immediately. She kept shouting at them to take their hands off a woman's purse and she would not permit them to enter the bus. I think this bus driver had the right idea.

O.D. Doss, Line 483: This morning I left a bag containing valuable papers on the bus. When I realized what I had done, I called RTD and spoke to **Lorene Kelley** in the News Bureau. She was very helpful and arranged through dispatch to radio Mr. Doss and tell him about my problem. The up-

shot was that I recovered my bag, and the papers, in something less than one hour. I must say that while RTD has its problems, Mr. Doss and Ms. Kelley are not among them.

Ramon Meja, Division 9: On my way home I apparently dropped my wallet on the bus. One of your employees found it and, even though it was late in the night, made many efforts to locate me in order to let me know his discovery and to help me recover my wallet. His high degree of honesty and helpfulness reflects very favorably on your organization. I have been riding the RTD for many years and have always appreciated the courteousness of RTD employees.

Warren McKoon, Line 877: Most of us hate to write a letter, but this driver deserves to be commended. He is a gem. He calls street names audibly (no mumbling). He greets passengers with a pleasant smile (not silent contempt). His run is not an easy one. He has to contend with many old people (I'm 89). Often, old people are hard to tolerate. If he has a temper, he has complete control of it.

Todd D. Brule, Line 4: I really think the Los Angeles (bus) system is under-rated. I have seen passengers help other passengers and drivers wait for people to run to the bus over and over again. But, one day I was really impressed. I was so preoccupied with my book that I forgot to check the streets as the bus continued on its way. Your operator stopped the bus where I always get off and told my seat partner, who nudged me to get off. That kind of service makes Los Angeles a very friendly town.

Ed Townsend, Line 5: On several occasions I have almost gotten off at the wrong stop and this operator would remind me that my stop was the next stop because he remembers all of his regular rider's stops. If all of RTD's operators were this courteous and considerate and had that special interest in their passengers, RTD would have more contented passengers.

Rose Austin, Line 490: In 3½

years of commuting back and forth to business on the RTD I have never met such an efficient, personable and dedicated operator as Ms. Austin. She handles the job as well as, if not better than, any male driver I have commuted with. She is a credit to your company. Coming from the east coast, and having commuted to New York City by bus, I can honestly say that I am a good judge of character and driving. Also, I am a licensed driver of 44 years and have driven large rigs cross-country for 18 years.

Tony Graf, Line 436: I've been taking buses for years and only once in a while do you find a special driver. I live in Glendale and travel regularly to Hollywood. Most people who have to drive in that traffic would have very short finger nails or nerves that are frayed. Mr. Graf can handle the traffic and still have a nice word and a smile for his riders.

Albert Troy, Line 83: Surely Mr. Troy is unique among bus drivers. The man is a veritable storehouse of knowledge — building names and addresses; related historical, social and business facts; even the names of bus lines which cross Wilshire Boulevard, along with their respective north-south

destinations and points of interest. His memory, presentation and articulation are phenomenal. But, he is exceptional in other ways. He has those rare professional qualities of politeness and concern for his passengers, the ability to drive smoothly and consistently, a willingness to make an extra effort for his riders, and a sense of pride in what he is doing.

Peter Cardias, Line 456: I was in downtown L.A. and was on the bus when an elderly man entered. The driver assisted him up the steps (which he was having trouble navigating) and took great care not to start or jerk the bus until the old gentleman was seated. It often seems these days as if people rush too much and no one is as concerned as the driver I witnessed.

To an unknown operator on Line 764: His humanity and consideration for me and my guide-dog went well beyond what would have been expected by company policy. Somewhere between the 605 freeway and West Covina my guidedog had a sudden, urgent and totally unexpected need. By pulling off the freeway and then waiting for us to reboard, he saved me possibly hours of inconvenience getting home.



Retiree recognition

Director Charles Storing (left) presents commemorative plaque to Division 8 operator John Deim, who retired after 15 years with the District. Unable to attend the ceremony in the Board of Directors Room at District headquarters were retiring operator Harold J. Aalgaard, 21 years; and Supervisor of Vehicle Operations Jerome Kentz, 30 years.



Now and then

Los Angeles Motor Coach buses are visible in this 1947 photograph of Wilshire Boulevard at Mariposa, just east of Normandie looking towards downtown Los Angeles. The Brown Derby Restaurant can be seen at left, while the world-famous Ambassador Hotel is just across the street. The buses in the photo are operating on what was then known as Line 82. Los Angeles Transit Lines took over operations on Wilshire in 1949 and renumbered the route Line 83 in 1954, which it remained through the Metropolitan Transit Authority to the RTD. Today, crowds jam the most densely populated and heavily traveled residential and business corridor in the Southland. Line 83 buses run on 3½ minute headways and carry more than 65,000 daily passengers. Some 85 buses are assigned to the line, which no longer passes the Brown Derby, which was demolished earlier this year.

Recreation program gears up for summer fun

Here comes summer and the RTD Recreation Program is right in step with a full slate of outdoor activities for you and the entire family, from concerts under warm, starry skies to excursions to nearby islands.

The Greek Theatre season moves into high gear with an extensive list of offerings available to employees at discount prices. On June 26 you can see Tierra and Tower of Power for only \$12, June 28 brings Phoebe Snow for \$12 per ticket, July 3 is the incomparable Tom Jones at \$14, with July 7 and 10 featuring Harry Belafonte at \$16. On July 24 you can see to ever-popular Johnny Mathis for \$16.

Further west, the Hollywood Bowl is celebrating its 60th anniversary season and you can join in by seeing some of the world's greatest musicians. The Rec Department has discount tickets available to the Jazz at the Bowl series, held each Wednesday evening beginning at 8 p.m.

The first offering, set for July 29, will be Blues is a Woman, a tribute to the great ladies who sing the blues. Carman McRae narrates with an incredible line-up of artists, including Nell Carter, Linda Hopkins, Etta Janes, Vi Redd, Big Mama Thornton, Sippie Wallace, Edith Wilson and the Classic Jazz Band with Dick Hyman. The \$15 box seats are available for only \$13.

Puzzled about what to get dad

for Father's Day, June 21? Well, how about some tickets to Knott's Berry Farm? The District will be going on that Saturday and Sunday, June 20 and 21, with tickets priced at only \$5 for employees and retirees, and \$5.75 for guests. Children under three are free. Admission entitles you to unlimited use of all rides, shows and attractions from 9 a.m. to midnight either day. But, you must get your tickets in advance. They are not available at the park.

Are you stumped for something to do two weekends after the Fourth of July? Well, why not take the family to Catalina Island on July 18. The daylong package being offered by the Recreation Department includes roundtrip transportation from San Pedro to Catalina Island by boat, a 45-minute coastal tour on the glass bottom boat and the scenic terrace drive around the city by bus. There will be ample free time for browsing through shops, eating at the many fine restaurants or taking a dip in the Pacific if you bring your suit. All this for only \$19 per adult, \$11 for children age 2-11, and \$1 for tots under two.

Where can you go to take a voyage through time, see the largest cruise ship to ever sail the seas, hear music of the thirties, touch creatures living in tidepools and eat at your choice of several fine food locations? Where? On a tour of the Queen Mary in Long Beach, any day through June 30. For a

special discount savings (\$2.25 off the regular price of admission) the Recreation Department will send you a special discount coupon for the asking.

Just when you thought you had everyone covered, a new T-shirt idea comes along. Now, the baby of the family can sport our colors: Baby White, Light Blue and Pink. The lap-shoulder style shirts are available in sizes 6, 12, 18 and 24 months. Each shirt is available with one of the following quotes emblazoned on it: My momma works for RTD, My daddy works for RTD or My Grandpa works for

RTD. A guaranteed hit with the babysitter and only \$2.50 per shirt.

And, don't forget that sign-up deadlines are fast approaching for two big vacation trips. Final payments are due on July 24 for both the Hawaii trip, slated for October 6-13 (\$545 per person) and covering both Maui and Oahu; and for the fall coastal cruise from Vancouver, B.C., to Los Angeles, including a stopover in San Francisco. The five-day cruise, set for September 21-25, costs \$695, while the seven-day cruise, slated for September 19-25, costs \$850.

Invite millions to your wedding

What'sa matta, bunky? Ya say ya've fallen in love and wanna get married, but the little glass chapel in the glade is booked through 1987, and ya spouse-to-be's backyard is being rototilled? Is that what's troublin' you, friend?

Well, have you ever considered getting hitched on a national television show?

People have been getting married in some pretty bizarre places these days — on top of hot air balloons, free-falling from airplanes, in shark-infested aquariums. Now, if you want, you can tie the knot with millions of people you don't even know watching.

Osmond Television, in conjunction with Metzger-Friedman Production, is currently searching for couples willing to share the joy of their wedding day with a network television audience. The show is tentatively slated for NBC, channel 4, in Los Angeles.

If you live in the Southern California area, are planning to be married within the next couple of months, and would enjoy exchanging wedding vows on television, call Headway for details.

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