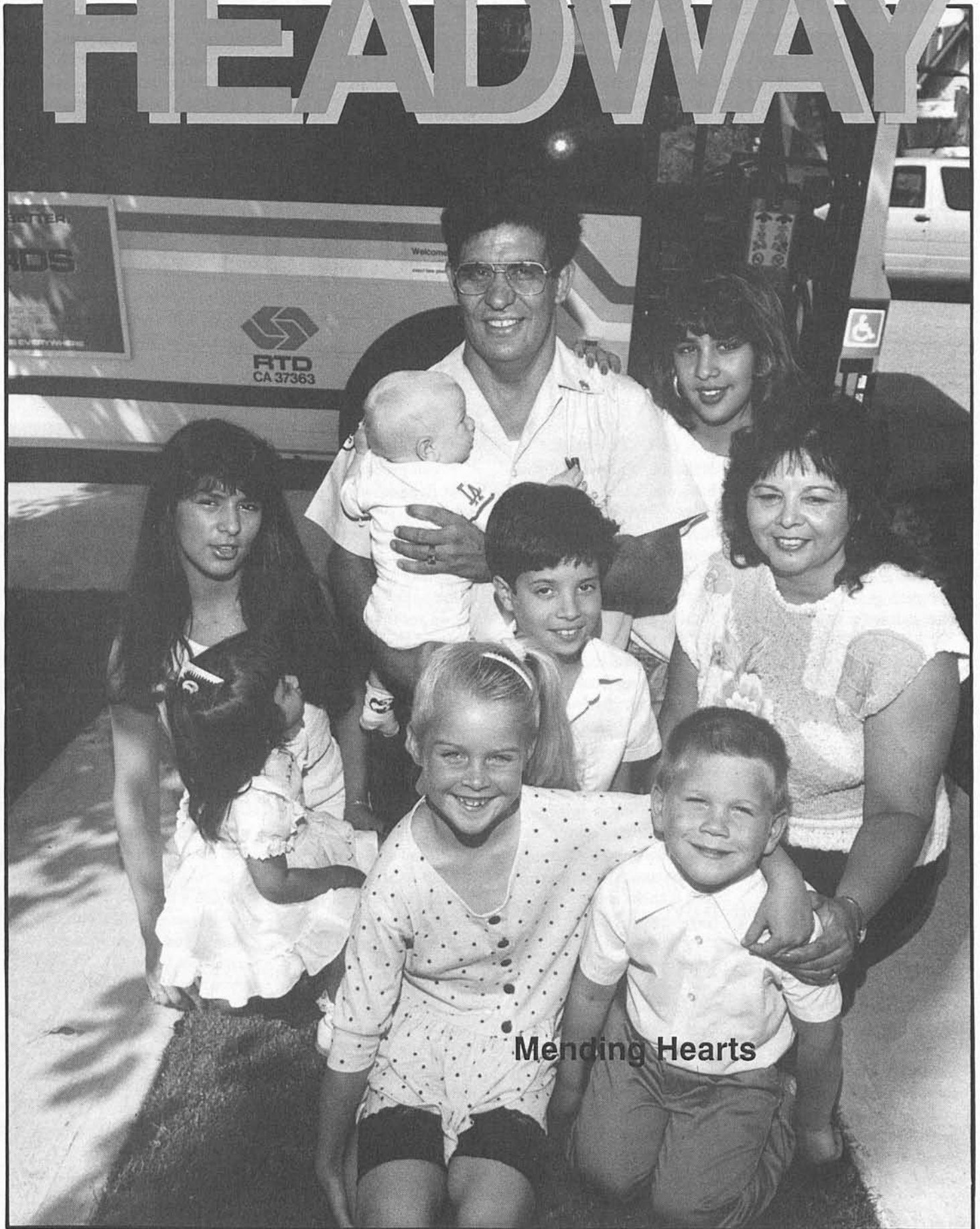


# HEADWAY



Mending Hearts

## Letter from the President



Dear RTD Employee:  
You last heard from me by letter shortly after the Blue Line opened; since then I've been buoyed by your support and determination to switch gears and chart a new course for this agency.

Starting this month and in each edition of the *Headway*, I'm going to single out an RTD department or employee group and tailor my comments to them. This month, I direct my remarks to the District's more than four thousand operators--those men and women who really are the embodiment of RTD and who silently touch the lives of hundreds of thousands of our passengers each day.

I appreciate deeply your support of the District's 15-minute on-time guarantee program. You have made the program come together. I ride the bus weekly, and not once have I qualified for a free ride. Moreover, during my visits to the operating

divisions, a number of you have emphasized that your passengers, too, have not earned a free ride. Nothing makes me prouder than disembarking from a bus that's on time after being treated kindly. Thank you.

Most importantly, I want to thank each of you for breathing fresh life into this agency. You've rekindled the District's sagging spirit, and your renewed enthusiasm for service has made both our patrons and the press take a second look.

It took courage to ride out the storm of criticism. And it takes courage to navigate the buses daily through some the country's most lawless neighborhoods.

You have an often thankless task to perform, and I know that. When you do your work well, you're virtually invisible, so it's time the spotlight is on you. And what a reflection of achievement that spotlight shows.

You probably are aware that five years ago, in September of 1985, one of every five RTD employees involved in an incident, including operators, tested positive for illegal drug use. So we got tough. We adopted the most stringent drug testing program for a public transportation agency in the country. And it has paid off.

For the last five years, the number of those testing positive has declined steadily. Last year, only two percent of RTD employees tested showed positive results. And it is the lowest test-positive percentage of top transit outfits nationwide.

Also in the last five years, absenteeism among bus operators has plummeted. The average RTD operator missed 27 days in 1986. Last fiscal year, the number had declined to 15 days.

Some more interesting numbers for you, numbers that propel RTD into first

place. According to the Urban Mass Transportation Administration (UMTA), RTD is number one in the nation in average bus loads, carrying an average of 18.1 passengers per bus at any given time during the day. That's one-third more than the national average.

We're also number one in the nation in cost efficiency. It costs the District 29 cents to carry one passenger one mile, the lowest figure in the nation and 37 percent below the average.

RTD is number one in the nation in passenger miles. We carried our patrons a total of nearly 1.7 billion miles a year, farther than any other bus system.

Finally, RTD is number one in passenger miles per bus. Each RTD bus carried its passengers an average of 710,000 miles in 1988, which is more than twice the average of the other bus systems and more than 50 percent more miles than second-place Chicago.

Numbers aside, I encourage you to continue sharing your ideas with me. Putting uniformed transit police patrols on our buses to protect both you and our patrons is one idea we've made a reality. Teamwork is the name of the game here, and I want the District to deliver. With your continued teamwork, we'll stay number one.

I salute you, our RTD operators.

Sincerely,

Nick Patsouras  
RTD Board President

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## The Headway . . .

is published by the Southern California Rapid Transit District for the employees, retirees, and its friends every month. *Headway* is guided by a policy approved by the General Manager and published in the Human Resources Policy Manual. A copy is available on request.

Views and opinions contained herein do not necessarily reflect official District policy.

The *Headway* welcomes contributions from RTD employees and retirees--letters to the editor, story ideas, opinions, employee and staff activities, and other submissions. Deadline is the first day of the month for inclusion in the following month. Submissions should be typed double-space and signed by the author or on disk using the Wordstar 4 program. Opinion pieces and letters to the editor should not be more than 500 words and should be submitted on disk whenever possible. The editor reserves the right to select, edit, and position all copy.

Stories may be reprinted with acknowledgment of source.

**Editorial Office:** Administration Building, 425 S. Main St., Personnel Department, Second Floor, (213) 972-7165.

**Printing Services Staff:** Photo Lithographic Operators--Rob Hartert and Ferrol Yeakle; Pressmen II--Pat Bates, Eliud Castellanos, Oscar Arzadon, Roberto Arrivilaga; and Bindery Operators II--Manny Alvarez, Walt Billingsley, and Luis Melendez.

**Typesetting, design, and make-up:** Scheduling and Operations Planning's Typesetting & Layout Section--Typesetting Supervisor Susan Chapman, Typesetting & Layout Operators Jean Williams, Michael Laichareonup, and Julie M. Ortiz.

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**Member:** International Association of Business Communicators and California Association of Public Information Officers.

The *Headway* is printed on recycled paper.



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# Uniformed Officers Deployed on Buses and on

by Anthony Greno, Press Relations

A brigade of 15 uniformed police officers was assigned to RTD buses to work in all parts of Los Angeles County beginning September 11, announced RTD Board President Nick Patsaouras.

Also announced by Patsaouras was the deployment of six uniformed officers in foot patrols at key bus stops along Broadway, downtown.

---

*"The RTD Transit Rider Bill of Rights states that passengers have a right to a safe journey, and we are putting that into action."*

---

"As part of the implementation of the RTD Transit Rider Bill of Rights, we are taking this measure to bolster public confidence in bus travel throughout metropolitan Los Angeles," Patsaouras said.

"The RTD Transit Police Special Task Force will act as a 'flying brigade' that will appear without prior notice in different parts of the county. One week they could be downtown, the next week they could be on the West Side, then on the East Side, then in the San Fernando Valley,

or suddenly in the Southeast mid-cities or in Long Beach."

A total of 15 uniformed officers will be permanently assigned to duty aboard RTD buses around the

Transit Police officers--one of each working pair is English-Spanish bilingual--began surveillance and foot patrols at the busiest RTD bus stops along Broadway.

The Broadway corridor



*RTD General Manager Alan Pegg, Chief Sharon Papa, and Transit Police Officers were welcomed to the beat of Broadway by Miracle on Broadway Executive Director Estela Lopez. Front row, from left to right: Officers Scott Anderson, Mark Slocum, and Joel Arce. Back row, from left to right: Sergeant Janice Hart, Chief Papa, Alan Pegg, Estela Lopez, and Sergeant Nick Aldana.*

county, Patsaouras said. "We won't announce their assignments in advance. These are designed to be surprise patrols," he said.

Also announced by Patsaouras was the assignment immediately of six full-time uniformed officers to foot patrols at RTD bus stops on Broadway downtown.

"On Broadway, our uniformed RTD Police foot patrols at bus stops will complement the excellent police work being maintained in the center of the city by the Los Angeles Police Department," Patsaouras said.

Starting on September 11, six uniformed RTD

is the second-largest RTD bus corridor in Los Angeles, after Wilshire Boulevard. More than 20 local and long-haul RTD lines run along Broadway downtown.

"The RTD Transit Rider Bill of Rights states that passengers have the right to a safe journey, and we are putting that into action," Patsaouras said.

Accompanied by RTD Police Chief Sharon Papa, Patsaouras said experimental patrols of uniformed RTD officers aboard buses in recent weeks "have produced an excellent response from the public."

Patsaouras said, "The public has welcomed the presence of our officers in

uniform aboard the buses. Many patrons told officers and drivers that they didn't know the RTD had a police force. The RTD Transit Police officers, up till now, have been the best-kept secret in town."

Chief Papa, who personally is directing the assignments of the Task Force around the county and the Broadway foot patrols, said, "Our officers already have been doing a little public relations aboard certain bus lines, talking to passengers. They've found out they're wanted by the public. It's been a tremendous morale booster for the force."

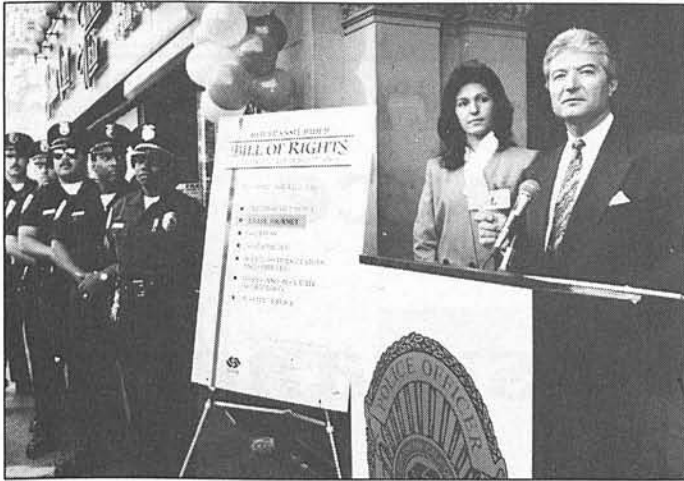
RTD Transit Police in the past have worked aboard buses in civilian clothing to catch pickpockets, vandals, and graffiti perpetrators. Uniformed officers and marked patrol cars work the El Monte busway, contra-flow lanes and other bus lanes, as well as properties owned by the RTD around the county.

"Seeing is believing," said Chief Papa. "We have historically deployed undercover officers, but people don't believe it. If they don't see them, they don't believe they're there. So we're really changing our mode of operation. The idea is to get them on every bus within our service area, not just in high crime areas."

Established in 1980 under authority of the state legislature, the RTD Transit Police force now numbers 115 sworn officers.

"Under Section 830.33

## Broadway in Downtown



On September 11 in front of the Bradbury Building at Third and Broadway downtown, RTD Board President Nick Patsouras and RTD Transit Police Chief Sharon Papa announced the RTD would deploy a flying brigade of 15 uniformed officers permanently aboard RTD buses in different parts of Los Angeles County plus assign six officers to foot patrols at key bus stops along Broadway.

of the California Penal Code, RTD Transit Police officers are peace officers whose authority extends to any place in the state for the purpose of performing their primary duty or when making an arrest," said General Manager Alan F. Pegg. "The primary duty of transit police officers is the enforcement of the law in or about properties owned, operated, or administered by the employing agency, as well as to perform necessary duties with respect to

patrons, employees, and properties of the RTD."

Estela Lopez, executive director of Miracle on Broadway, a nonprofit public-private partnership dedicated to the revitalization of Broadway, was grateful over the announced deployment. Ms. Lopez had approached the RTD about a foot patrol previously. "With more than three-quarters of Broadway's shoppers arriving there by bus, the RTD has a stake in the district," said Ms. Lopez.



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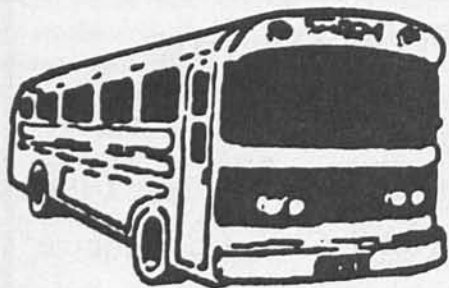
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## HIT Hosts Reception for Alatorre

The membership of Hispanics in Transit (HIT) hosted a reception to greet RTD's newest Board member, Los Angeles Councilman Richard Alatorre on September 18 at Tamayo's restaurant.

Co-Chair Anita Allen welcomed the guests and introduced them to the goals and objectives of the organization which include establishing a scholarship fund and adopting a school. In Ms. Allen's brief statement she emphasized the importance of HIT members acting as role models for the community in order to encourage a better self-image among young Hispanics and to motivate them to aspire to higher goals.

In his address to the gathering, Councilman Alatorre stated his agenda as a member of both the RTD and LACTC Boards was simple: "When transit dollars are spent and services are going to be provided that it is understood who is the rider of RTD and which community [Hispanic] they represent." Alatorre noted the tremendous potential RTD has to provide quality service to the city and county of Los Angeles at large, to the great percentage of riders in both the San Gabriel and San Fernando valleys.

"I am committed to the upward mobility for Hispanics at RTD. With their talent and dedication they have much to contribute to an organization but it is difficult to have a sense of commitment to an organization when there is

little chance of upward mobility." He expressed his belief in representative government, "But when you don't have representation at all levels of government or a public agency, there is something wrong with the process. It is very impor-



*Councilman Alatorre confers with RTD staff members at a reception held in his honor at Tamayo's restaurant in East Los Angeles. Clockwise around the councilman: Tommy Elisaldez, Ralph Carapia, Anita Allen, and Patricia Padilla, far left.*

tant that working conditions for all employees are of equal quality," he said.

Alatorre told the HIT membership that as a collective group they can have an impact. He also affirmed his intention to work with HIT to make transit more representative of the community it serves. In closing, Alatorre stated, "We are in very exciting times in transportation, more so than any other time because of light rail and other projects. Because of this I want to be sure as we enter the next decade we are not in the same position as we are today."

Some of HIT's guests included Assemblyman Richard Polanco, State Democratic Chair Carmen Perez, General Manager Alan Pegg, RTD Board President Nick Patsaouras, Board Director Charles Storing, and LACTC

Executive Director Neil Peterson, who had some words of praise for the HIT membership. Other noted guests included General Counsel Suzanne Gifford, AGM-Operations Art Leahy, AGM-Equal Opportunity Walter Norwood, Inspector General Ernesto Fuentes, and Director of Transportation Leilia Bailey. LACTC was also

---

*"I am committed  
to the upward  
mobility for  
Hispanics at  
RTD."*

---

well represented by Ralph De La Cruz, Jose Mesa, and several other staff members.

George Pla, president of Cordoba Corporation, one of HIT's first corporate members, was pleased to introduce his good friend and associate, Councilman Alatorre. Pla stressed in his introduction that HIT is a positive force in the



*Councilman Richard Alatorre and Director of Transportation Leilia Bailey hit it off at the reception.*

# Alatorre Reception

... continued from page 7

Hispanic community, both for transit dependent persons and for the RTD employees. Pla described Alatorre as a committed, tough but caring man, one

who is committed to transportation and issues affecting the Hispanic community. His participation on both the RTD and the LACTC boards will benefit the community said Pla.



*Inspector General Ernesto Fuentes acts the perfect host as he introduces Assemblyman Richard Polanco to HIT members and guests.*



*HIT Co-chairs Ralph Carapia, left, and Anita Allen, center, enlist the help of Tommy Elisaldez, ATU committeeman, for HIT's ambitious projects.*



*HIT Steering Committee Members include, from left to right: Mike Bujosa, Oscar Gamboa, Tommy Elisaldez, and Cris Medina.*

## ADA

The Americans With Disabilities Act was signed into law by President Bush at a White House ceremony on July 26, 1990. This legislation prohibits discrimination against qualified person with mental or physical impairment which substantially limit one or more life activities (walking, eating, using telephones) and covers a variety of disabilities ranging from back problems to AIDS.

Employers are required to provide reasonable accommodation for these individuals, unless the cost or difficulty poses undue hardship on the employer. The biggest hurdle will be in providing access to public accommodation, including restaurants, hotels, medical and business offices, public transportation, grocery, and retail stores. The RTD has

been committed to accessible service for the last 10 years, thus has long since passed that hurdle and put a lot of distance between itself and other service providers both in the public as well as private sector. Ninety-eight percent of the District's 2,400 buses are accessible and the Metro Blue Line is 100 percent accessible with trains that open at the platform level, ramps, and barrier-free ticket vending machines.

Alcohol and drug abuse are not covered by the new law. Contagious diseases are not covered in jobs where the employee might pose a direct threat to the health and safety of others.

In two years, this law applies to employers of 25 or more employees; after four years, coverage extends to those with 15 or more employees.



## Sergeants' Contract Signed



With negotiations complete, management and rank-and-file prepare to sign the Transit Police Officers Sergeants Association labor contract. Clockwise around the table are: Director of Employee Relations Ann Neeson and chief negotiator for the District, General Manager Alan Pegg, Transit Police Chief Sharon Papa, Lt. Ron Eutsey, Personnel Office Supervisor Gwen Keene, Employee Relations Analyst Marjorie Cowan, Sgt. Luke Fuller, Sgt. Shari Barberic, and chief negotiator Sgt. Marvin Merriweather.

District management signed a 3-year labor agreement with the Transit Police Officers Sergeant Association on September 11 at the RTD headquarters building.

The multi-year contract is retroactive to 1988 and was described by Sergeants Association representative Luke Fuller as a "Contract we can live with. Economically we would have liked to see more. By comparison other supervisors at the RTD make more. Other than that, we can live with it. We will return to the table in 1992."

A spokeswoman for the District, Employee Relations Analyst Marjorie Cowan, commented that the agreement reached is an equitable one to both the Transit Police Sergeants and to the District. "This agreement reflects the efforts of both parties to develop a cooperative spirit between the union and management," said Ms. Cowan.

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## Equal Opportunity Leads County Agencies

Following up on a recent recommendation by the Los Angeles County Grand Jury that the RTD be the sole agency used to certify all Disadvantage Business Enterprise (DBE) programs in the county, the RTD's Equal Opportunity Depart-

The Grand Jury also found that because RTD was so thorough in its certification process many other local entities accept its certification rather than establish their own procedures.

The purpose of the study was to review and document the procedures, applications, and processes local government agencies use in certifying disadvantaged business enterprises. Additionally, the report assessed how effective these programs have been in fostering economic development in minority-owned businesses.

Recently, the Equal Opportunity Department contacted the agencies in the county who have DBE programs and offered to work with them to comply with the Grand Jury's recommendation for standardizing certification procedures.

*The Grand Jury found RTD was so thorough in its certification many other local agencies accept its certification rather than establish their own.*

ment commenced informational sessions for other county agencies.



Assistant General Manager for Equal Opportunity Walter Norwood (center background) along with Kirk Rascoe, manager of the Office of Contract Compliance (far left) review certification procedures with representatives from public agencies in the county.

## 60-Cent Fare for Blue Line

by Ken Echard, Press Relations

The RTD Board approved a special 60-cent fare on September 6 for all Blue Line rail riders traveling south from the Anaheim Street station and within the downtown Long Beach Loop only. The special fare program went into effect October 1, 1990.

The fare benefits patrons using the Long Beach Downtown Loop, which opened to passenger travel on September 1. Also under the fare structure, senior citizen fares have been cut to 30 cents for those seniors traveling within the Loop.

"We view the Long Beach Loop portion of the Blue Line as a special chance to serve our patrons who wish to make short trips on the train in downtown Long Beach in the city's central business district," said RTD Board President Nick Patsaouras. "The fare will be considered for a six-month test period to encourage more people to sample the line," he added.

Five Blue Line stations are included in the discounted fare zone: Anaheim (southbound passengers only), Fifth and First Street stations on Long Beach Boulevard, the Transit Mall Station on the Promenade, and Pacific

Station on Pacific Avenue, and Fifth Street.

The reduced fare is available only to passengers boarding at Anaheim Station and traveling south, or at the other four stations. Blue Line trains travel clockwise in the Downtown Loop.

All passengers traveling north of Anaheim Station are required to show proof of purchase of a full-fare ticket (\$1.10), a valid bus transfer, or display a valid RTD monthly pass, or a joint RTD/Long Beach monthly pass sold either by the RTD or Long Beach Transit.

A record one-day ridership of 24,598 persons

took advantage of the Blue Line on Labor Day, September 3.

Total ridership on the Blue Line from August 1 through September 3 was 575,849. The Blue Line opened to service July 14, with free rides offered to all patrons throughout the month. A total of 670,000 rode the trains during this period.

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Carl Jones, retired operator, with his wife Sarah.

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# Latino Employees Now Total 28.8% of RTD Workforce

Employment opportunities for Latino candidates at the RTD are numerous, RTD Board President Nick Patsouras said on the eve of the county's 16th of September Mexican Independence Day celebrations.

"The RTD has one of the best records in the county in providing employment for ethnic minorities and women," Patsouras said. "Right now, of the total RTD work force of 8,964 persons, 28.8 percent are Hispanic or Latino."

Patsouras noted that the 1980 census showed that Hispanics or Latinos made up 24 percent of the labor market in Los Angeles County, and that projections being made on the 1990 census are that 30 percent of the labor market in the county will be made up of Hispanics or Latinos.

"The RTD was at 18 percent in 1980, and has been able to achieve a 1 percent net annual gain each year over the last decade in the employment of Hispanics or Latinos," Patsouras said. "I think that's a positive record on the part of the largest regional public transit operator in Southern California."

Introduced at a news conference held at Division 3 were Division 15 Operator Helen Cruz and Electronic Communications Technician Margarita Perez. Ms. Cruz is a part-timer who studies afternoons and evenings at Cal State Los Angeles. A psychology major nearing



RTD Board President Nick Patsouras honors two Hispanic employees for their contributions to the RTD at a press conference held on the eve of the 16th of September Mexican Independence holiday. Margarita Perez (left) and Helen Cruz (right) were presented with tokens of appreciation for their accomplishments.

the end of her junior year, Ms. Cruz aims to become an elementary school teacher.

In her fourth year of service, Ms. Cruz tried out

for the fourth time at this year's Bus Rodeo and emerged sixth among 29 competing finalists. She became the first female bus operator to place in the

Top Ten of the Bus Rodeo.

Ms. Perez repairs electronic fare boxes at the Vernon Yard. Recently, she received a commendation from her supervisor for finding a more efficient way to repair fare boxes. The particular technique had never been incorporated in the course of the depot's activities and had been overlooked until she brought it into practice. Ms. Perez was cited for her ingenuity that resulted in a significant improvement in the District's farebox maintenance ability.

"The achievements of Helen Cruz and Margarita Perez provide testimony to the high level of motivation and capability among RTD employees," Patsouras said. "I am honored in being able to congratulate these two ladies publicly."

## Blue Line Art Deco Stations Inspired by Heritage of Long Beach

by Clara Potes, LACTC News Bureau

Long Beach's Metro Blue Line stations have a distinctive Art-Moderne architecture inspired by the Art Deco heritage of the city.

"The stations were designed to establish a separate identity for the city of Long Beach within the Metro Blue Line system," said Sean Clerkin, architect of La Canada Design Group, Inc., design

architects of the Long Beach stations.

"Long Beach has a number of Art Deco buildings and we wanted to incorporate that theme in the stations," Clerkin said. Although the basic open-air structure and platform were predetermined by LACTC, each Blue Line station was designed to reflect the surrounding community.

All Blue Line stations have an entry ramp, metal canopy at the entry, metal columns with lighting, and platforms.

The city of Long Beach invested \$200,000 from its Proposition A dollars to enhance the canopy design,

platform finishes, and columns.

The wing-like form of the canopy recalls the streamlined aesthetics of the 1930s and the old Pacific Electric Red Car logo. Free standing columns heighten the visual impact of the station and can support future canopy expansions.

Canopies and columns are finished with high-gloss pearl-gray coating. Bright-blue steel pipes form a system of handrails, benches, sign, and light supports. Platforms are covered with 12 x 12 crushed granite pavers which echo Long Beach Art Deco motifs.

# 10 Years of Accessible Service

by Ken Echard, Press Relations

RTD wheelchair passengers Kim and Randy Horton remember the days when Randy's mother had to physically lift them onto buses if they needed to use public transportation.

However, with RTD's aggressive bus accessibility program of the last 10 years, coupled with easy access to the new Metro Blue Line stations and trains, those days are a fading memory. "Things are definitely improving," say the husband-and-wife Hortons, who often travel together side by side on public transportation in their wheelchairs.



Kim Horton (left) and her husband, Randy, of Santa Monica find boarding a Blue Line train a simple matter.

Angeles and Long Beach have wheelchair ramps, make the thought of getting around much more pleasant.

The Hortons are not accustomed to waiting for things to happen--they actively participate in making things happen. Both have been members of RTD's Citizen Advisory Committee for Accessible Transportation (CACAT) since 1983, and are involved in planning and production of materials aimed at educating the transit industry about accessibility issues.

And both say they "love" riding the Blue Line. Station platforms have barrier-free ticket vending machines and low-sloping sidewalks. Train doors open at platform level, providing easy access for wheelchairs.

Each car is equipped with two flip seats and space for wheelchairs near the doorway at each end. The three aerial stations

along the route (Slauson Avenue, Firestone Boulevard, and Del Amo Boulevard) have elevators to

serve wheelchair patrons.

For visually impaired riders, stations feature ridges to indicate the edge of the platform. Chimes sound before doors close to warn anyone standing in the doorway. Park and Ride parking lots along the route have parking spaces designated for the disabled.

Senior citizens and the disabled can purchase one-way Blue Line tickets for 55 cents and transfers for 10 cents using special buttons on automated ticket vending machines at each station. Monthly passes also are available at special rates. Visually impaired riders can ride free.

**98 percent of  
RTD's 2,400 buses  
is equipped with  
wheelchair lifts,  
plus all Blue Line  
Stations have  
wheelchair ramps,  
barrier-free ticket  
machines, and  
low-sloping  
sidewalks**

For the Santa Monica couple, the fact that 98 percent of RTD's 2,400-bus fleet is equipped with wheelchair lifts, plus the knowledge that all Blue Line stations along the 22-mile route between Los



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## RTD Welcomes Our Dependent Care Coordinator

RTD has hired Ms. Cheryl D. Brown as its first and only Dependent Care Coordinator. Ms. Brown comes to RTD after having worked as an assistant to the City of Los Angeles' Child Care Coordinator, developing a wide range of activities to promote the availability of quality child care services city wide. In addition to having direct "hands-on" experience, Ms. Brown has educational training in public policy analysis. She completed her undergraduate work at the University of California - Irvine, and received her Masters of Public Policy at the University of Rochester, New York.

"Hundreds of employees responded to the Dependent Care survey; the findings are in (see *Headway*, August 1990), and recommendations have been made. Now that I've been hired its time to take action!" said Ms. Brown. The plans are to develop the child care component of RTD's Dependent Care Program first, then later establish the elderly care services. "This makes the most sense based on the findings from the needs assessment," she said. In the survey, employees indicated that their most critical dependent care needs were child care related. To help these employees, an in-house child care referral service will be available by early 1991. This service will help parents find state licensed child care within the cities and counties near: Metro-

politan Los Angeles, Riverside, South Bay, Santa Ana, San Fernando Valley, and San Gabriel Valley.

There are a variety of special programs and services that are "planned for RTD employees." One of the first services was to make *L.A. Parent* magazine available to all working



*Cheryl Brown, Dependent Care Coordinator*

parents. Employees at the operating divisions, as well as at the Headquarters building should have seen the free copies of the *L.A. Parent Magazine*. Delivery of these magazines started in October 1990, and will continue every month thereafter, on or about the 20th of each month (within a five day range) to Headquarters and each of the operating divisions.

*L.A. Parent Magazine* is filled with pertinent articles to assist working mothers and fathers with a variety of parenting concerns, and can also assist parents with becoming knowledgeable consum-

ers of child care products and services. The delivery of these magazines is offered as a "pilot" project to last three months.

During the "pilot" only 50 copies of the magazine will be made available at each Division site. We will evaluate the success of this project after three months.

If the magazines are well received, we will request additional copies and continued deliveries.

Employees are encouraged to "stay tuned" for news of additional services. For more information, contact Cheryl Brown, Dependent Care Coordinator, at (213) 972-7155.

## Transit Police Rookies

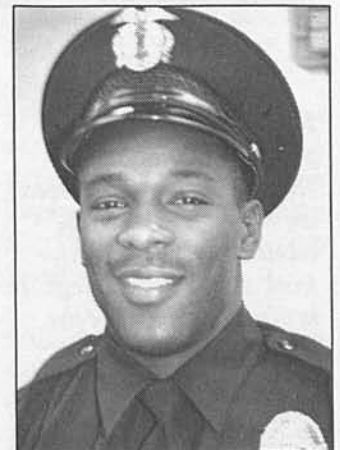
The RTD welcomes the Transit Police Department's newest incoming class of Police Academy graduates. The majority of these young men are graduated from the Rio Hondo College Police Academy, Class 99, on September 14.

Field Training for these newest recruits began in September. The public can rest assured that their bus lines are safe with these capable young men.



*James Higgins, 35, is a graduate of Verbum Dei High School and received a bachelors degree in business from Long Beach State University. Higgins and his wife live with their 2 children in Compton.*

*Jerry Chaney, 25, is a graduate of Thomas Jefferson High School in Port Arthur, Texas, and received his bachelors degree in criminology and criminal justice from Purdue University. Soon to be married, Chaney resides in Los Angeles.*

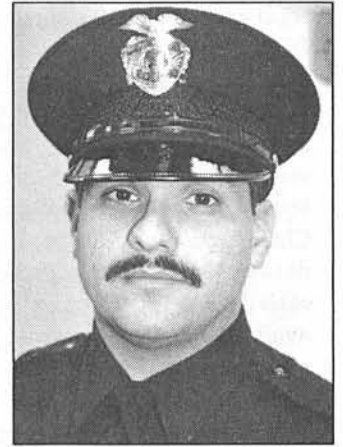


## Transit Police Rookies

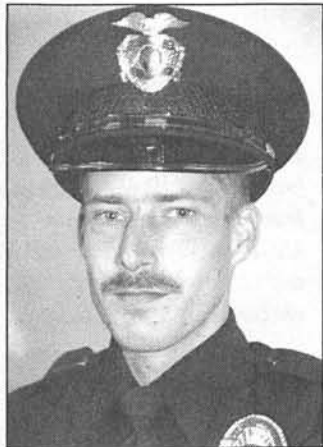
*Edgardo Labayna, 31, is a graduate of Hollywood High School, and received his associates degree from Los Angeles City College in business data processing.*



*Jose Garcia, 27, is a graduate of Garfield High School, and received his associates degree from East Los Angeles College. He is also a graduate of the Goldenwest Police Academy. He and his wife and their two children reside in Los Angeles.*



*Angel Rivera, 24, is a graduate of Forsyth High School in New York. He and his wife reside in Hawthorne. They have one child with one on the way.*



*Tommy Cody, 25, is a graduate of Grant High School in Van Nuys, and received his associates degree from the Community College of the Air Force. Cody is the brother of Transit Police Officer William Cody. Cody and his wife reside in Canoga Park and are expecting a child.*

*Fredrick Noya, 25, is a graduate of Hawthorne High School, and received an associates degree in administration of justice from El Camino College. He is also a graduate of the Sheriff's Academy in Whittier. Soon to be married, Noya resides in Hawthorne.*



# SCHEDULE CHANGES

**Aikens, Gwendolyn Y.**, from Storekeeper to Stock Clerk.

**Aispuro, Jose L.**, from Mechanic B to Mechanic A.

**Alba, Sergio H.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Anderson, Pat**, from Utility A to Utility A Leader.

**Andrian, Elenita A.**, from Programmer to Programmer Analyst.

**Avitia, Julian**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Barakat, Abraham G.**, from Financial Analyst to Accountant.

**Blackburn, Gerald**, from Bus Operator to Transit Operations Supervisor.

**Brown, Harvey V.**, from Bus Operator to Transit Operations Supervisor.

**Camp, Ira G.**, from Bus Operator to Transit Operations Supervisor.

**Carlos, Raymundo H.**, from Mechanic B to Mechanic A.

**Carr, Sidney**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Chhith, Hean**, from Electrician Helper to Electrician.

*continued on page 15 . . .*

# Schedule Changes

continued from page 14 . . .

**Confesor, Agustin P.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Conte, Deborah A.**, from Bus Operator to Transit Operations Supervisor.

**Coromac, Jorge Antonio**, from Mechanic C to Mechanic B.

**Delacruz, Robert**, from Prepaid Sales Aide to Prepaid Sales Representative.

**Dent, Sherman D.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Dibiaso, Patti A.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Evangelista, Octavio**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Farias, Gerardo J.**, from Bus Operator to Transit Operations Supervisor.

**Figueroa, Javier**, from Bus Operator to Transit Operations Supervisor.

**Flores, Jose M.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Flowers, Victor L.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Garcia, Jose L.**, from Bus Operator To Transit Police Officer (trainee).

**Garcia, Rocque R.**, from Staff Aide to Transit Operations Supervisor.

**Godoy, Silvio**, from Mechanic B to Mechanic A.

**Goldstein, Norman**, from Schedule Checker to Transit Operations Supervisor.

**Granger, Gary E.**, from Cash Clerk/Mopper Waxer to Cash Clerk.

**Hamlin, Barbara J.**, from Secretary to Typist Clerk.

**Harris, Christopher**, from Mechanic C to Mechanic B.

**Hawkins, Rhonda J.**, from Bus Operator to Transit Operations Supervisor.

**Herumin, Anthony J.**, from Mechanic B to Mechanic A.

**Hurtado, Everardo**, from Mechanic B to Mechanic A.

**James, Betty J.**, from Part-Time Bus Operator to Full Time Bus Operator.

**King, Edward C.**, from Bus Operator to Transit Operations Supervisor.

**Lawson, Newitt E.**, from Bus Operator to Transit Operations Supervisor.

**Lindsey, David L.**, from Programmer to Programmer Analyst.

**Murai, Kazuharu**, from Mechanic A to Mechanic A Leader.

**Mendez, Victor M.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Montgomery, Michael J.**, from Mechanic C to Mechanic B.

**Moore, Luciano A.**, from Mechanic C to Mechanic B.

**Moreno, Hector L.**, from Bus Operator to Transit Operations Supervisor.

**Moss, Eural**, from Mechanic C to Mechanic B.

**Nguyen, Si T.**, from Mechanic C to Mechanic B.

**Northington, Emenuella R.**, from Bus Operator to Transit Operations Supervisor.

**Ocana, Steve**, from Bus Operator to Transit Operations Supervisor.

**Pacheco, Teofilo**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Pluma, Ernest**, from Real Estate Appraisal Specialist to Real Estate Specialist.

**Pohlman, Tim M.**, from Mechanic B to Mechanic A.

**Rivera, Alvin G.**, from Senior Equal Opportunity Representative to Transit Operations Supervisor.

**Rowell, Mary L.**, from Administrative Analyst to Transit Operations Supervisor.

**Runstuck, Jorge**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Salazar, Keith P.**, from Electrician to Rail Traction Power Inspector.

**Spivack, Gary S.**, from Director of Planning to AGM - Planning & Public Affairs.

**Symons, Joseph A.**, from Bus Operator to Transit

Operations Supervisor.

**Tapia, Armando**, from Mechanic C to Mechanic B.

**Tapia, Javier S.**, from Mechanic B to Mechanic A.

**Thulin, Deborah L.**, from Bus Operator to Transit Operations Supervisor.

**Turner, Darnell L.**, from Part-Time Bus Operator to Full-Time Bus Operator.

**Valdes, Ronald W.**, from Bus Operator to Transit Operations Supervisor.

**Vega, Milagros F.**, from Bus Operator to Bus Operator/Extra Schedule Checker.

**Walls, William L.**, from Bus Operator to Transit Operations Supervisor.

**Yee, Durwood A.**, from Marketing and Communication Representative to Transit Operations Supervisor.

## IN MEMORIAM

**Camacho, Francisco J.**, began with the District as a Secretary on January 6, 1982, passed away on September 10, 1990.

**Junger, Colleen K.**, began with the District as a Telephone Service Representative on December 21, 1987, passed away on September 5, 1990.

**Wah-Hab, Nafi A.**, began with the District as a Bus Operator on May 13, 1984, passed away on August 14, 1990.

# SHIFTING GEARS



## Reaping the Benefits of Referral

The Personnel Department was happy to present two more employees cash awards for their efforts in referring people for high-

employees to the Transit Police. Ms. McConago was the second person to receive the \$500 reward, Menashe being the third.

The employees' referrals successfully completed the Police Academy training and the RTD Police Department Field Training Program which enabled McConago and Menashe to receive the monetary reward.

Ms. McConago referred her son, Otis Herrington and Menashe referred William Cody.

Currently, the finder's fees are available for the following positions: Transit Police Officer (\$500), Systems Project Leader (\$1,000), Systems Programmer (\$1,000), Programmer Analyst (\$1,000), and Senior Programmer Analyst (\$1,000).

**Caffey, Kathleen N.**, began with the District on August 29, 1967, retired as a Equipment Records Specialist on September 2, 1990.

**Milas, Michael R.**, began with the District on June 14, 1979, retired as a Bus Operator on June 15, 1990.

**Dickerson, Charles M.**, began with the District on January 28, 1967, retired as a Transit Operations Supervisor on August 26, 1990.

**Miyasato, James K.**, began with the District on March 13, 1967, retired as a Equipment Records Specialist on September 1, 1990.

**Holguin, C.**, began with the District on March 4, 1953, retired as a Mechanic A on August 31, 1990.

**Moody, Melbourne A.**, began with the District on July 20, 1980, retired as a Bus Operator on September 2, 1990.

**Holt, Melvin M.**, began with the District on March 20, 1971, retired as a Senior Instructor on July 9, 1990.

**Parrish, Gilbert L.**, began with the District on April 29, 1984, retired as a Bus Operator on September 6, 1990.

**Johnson, Alfrida**, began with the District on March 29, 1976, retired as a Bus Operator on October 28, 1989.

**Shavers, Betty J.**, began with the District on June 21, 1979, retired as a Bus Operator on July 1, 1990.

**Johnson, William**, began with the District on December 1, 1962, retired as a Bus Operator on September 5, 1990.

**Sconce, Mark D.**, began with the District on December 10, 1979, retired as a Service Attendant on July 24, 1990.

**McCambridge, R. N.**, began with the District on August 5, 1967, retired as a Bus Operator on August 31, 1990.

**Wesley, Robert**, began with the District on July 30, 1984, retired as a Project Engineer on August 6, 1990.

**Mead, Lawrence R.**, began with the District on May 8, 1973, retired as a Mechanic A on August 31, 1990.

*You too can earn*

*extra money by*

*referring people*

*for high-demand*

*District positions.*

demand District positions.

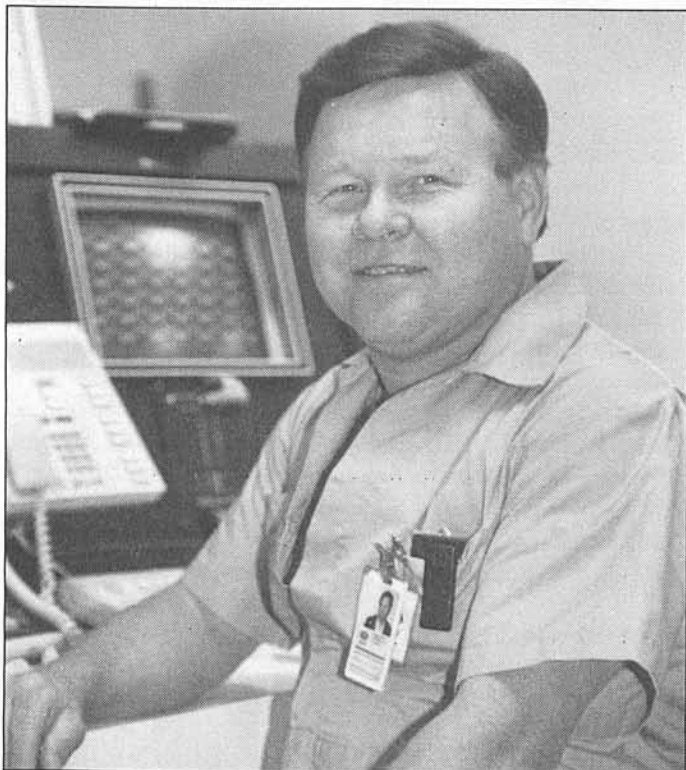
In September, Director of Personnel Gayel Pitchford presented \$500 each to Delores McConago and Transit Police Investigator Jack Menashe for referring



*Director of Personnel Gayel Pitchford presented Transit Police Investigator Jack Menashe (left) and Delores McConago (right) each with a check for \$500 for referring successful Transit Police Officer candidates to the RTD Police Department.*



# COMMENDATIONS



*Division 9 System Electronic Communication Technician Richard Clifford was named the Facilities Maintenance Employee of the Month for August, 1990. Clifford was commended for his persistence and perseverance in troubleshooting the District Microwave Loop Radio at Division 5 which resulted in solving a recurring problem with the system and a substantial savings to the District. His supervisor states that it was his knowledge and abilities that resulted in proper repairs to the microwave loop radio and timely installation of the telephone system at Division 11. Clifford has been with the District for 11 years and has always been an outstanding employee. His attendance has been excellent.*



*Division 3 Operator David J. Campbell, who has been operating RTD buses without an avoidable accident for 30 years, has been selected the District's Operator of the Month for August.*

*Campbell, 58, currently operates Line 201. For much of his career, Campbell has served as a line instructor.*

*Born in Atlanta, Georgia, Campbell has missed work due to illness only once--seven years ago. He has accumulated the maximum number of merits allowed, plus a 30-year Safety Award as well as numerous letters of commendation from his passengers and the District over the years.*

*"Campbell is a perfect example of what we are striving for in our attempt to build a new image at RTD for our ridership," said General Manager Alan F. Pegg. "His expertise in driving and excellent relationship with the public provide an example we hope all our operators will emulate."*

*Campbell and his wife, Ernestine, enjoy traveling on vacation time. Recently they visited New York City, Washington, D.C., and Canada. Campbell also enjoys watching baseball and football. He is a member of the First African Methodist Church.*



*George Marino was selected the Telephone Information Operator of the Month for August, 1990. Marino has been with the District since February, 1989. He has established himself as a courteous and conscientious employee; a definite asset to the District as well as the Information Department. His nomination is a result of hard work, diligence, and a commitment to excellence.*



*At the September 13 Board of Directors Meeting, the RTD Boards paid tribute to three outgoing Board Members for their dedicated service during their tenure. President Nick Patsaouras presented resolutions to Joseph S. Dunning, Larry Gonzalez, and Kenneth R. Thomas. Joining in the tribute were, front row, from left to right: Director Jay Price, Joseph S. Dunning, Larry Gonzalez, Kenneth R. Thomas, and Nick Patsaouras. Back row, from left to right: Director Marvin Holen, Director Charles Storing, Director Jeff Jenkins, Director James Tolbert, and Vice-President Don Knabe.*



*RTD Board President Nick Patsaouras (left) recently recognized journalist Greg Roberts at a Board Meeting for his outstanding support of public transportation. Roberts' efforts in facilitating service improvements resulted in the extension of Lines 90-91 from Sunland to Sylmar along Foothill Blvd.*



# C PUBLIC COMMENDATIONS

Thanks for a Job Well Done!

**Division 3201**  
Balag, Leroy P.  
Sifuentes, Reymundo

**Division 3203**  
Acker, William  
Davis, Diane M.  
Flores, Maria S.  
Gilbert, Gary  
Gutierrez, Miquel  
Root, Howard L.  
Sailor, Charles J.  
Thomas, Shirley C.

**Division 3205**  
Brown, Michelle  
Crouch, Doris D.  
Hurstun, Donald C.  
Moss, Louis M.  
Young, Nathan C.

**Division 3207**  
Bragg, Steven A.  
Castellanos, Ralph J.  
Feldra, Larry F.  
Hall, Charles  
Hughlett, William  
Schultz, Herman N.\*  
Tellez, Leonard  
Wilson, Estrellita

**Division 3208**  
Grap, Scott T.  
Higbee, Robert C.  
Royston, Holly  
Wingate, Marshall

**Division 3209**  
Granado, Richard C.  
Pepper, George W.  
Perez, Manuel  
Petitt, William H.\*  
Soto, Connie

**Division 3210**  
Baluyot, Ramon N.  
Gonzalez, Joe M.  
Kuehnl, Steven A.

**Division 3212**  
Bundy, Valerie A.  
Cardias, Peter  
Chandler, Earl B.  
Starke, Milo

**Division 3215**  
Amatuzzo, Anthony  
Berkowitz, Carl F.  
Burton, Allison R.  
Cain, Wesley D.  
Coleman, Connie  
Hernandez, Ruben J.  
Navarro, Christopher\*  
Wilson, David R.

**Division 3216**  
Blackston, James L.  
Rivers, Steven L.  
Runstock, Jorge\*

**Division 3218**  
Creer, Ronald  
Crudup, Sandra A.  
Greene, Jimi  
Pentard, Al  
Peterson, John A.

\* Received more than 1.

Dear RTD:  
On August 9 I was to meet someone at the Light Rail station at Pico and Flower streets. On my arrival, I found Operator Leroy Balag administering first aid to a severely injured pedestrian on the sidewalk. Having some training as an Emergency Medical Technician, I went to see what

assistance I could lend to the injured party who had suffered a severe injury to his head and eye.

Mr. Balag was holding a pressure bandage over the laceration and in doing so had his hands covered with blood and also some of it had gotten on Mr. Balag's face.

The paramedics were called and their arrival was not until forty minutes later. All during the waiting time, Mr. Balag and I took turns in keeping the pressure on the injured area.

In addition, Mr. Balag made sure the sun was kept off the injured man's face as it was quite hot and shade was needed to make this man as comfortable as possible.

Once the paramedics took over, I noted they wore protective gear because of the amount of blood.

This letter is to commend Mr. Balag for his unselfishness and total disregard for his own safety while rendering necessary first aid without any protective gear.

RTD should be proud to have an employee such as Mr. Balag.

Sincerely,

Robert W. Dolan

Dear RTD:  
Periodically I meet a person in performance of his job who truly excels in performance. Such an RTD driver is Richard Granado. During my first trip with him I noticed his professionalism as reflected in a

safe and cheerful trip. Mr. Granado drove right on schedule while safely driving the bus in heavy traffic. I observed that he was a courteous driver, willing to let a car into the traffic in order to ensure the safety of bus and passengers. He carefully and consistently maintains a safe distance from traffic and maintains a margin of safety in negotiating traffic.

Mr. Granado really excels in passenger relations on the bus. He greets passengers, is pleasant and personable. His cheerfulness is really infectious. I know his passengers reach their destinations in a better mood as a result of his optimism.

I remain a better friend of the RTD as a result of the demonstrated excellence reflected in Mr. Granado.

Appreciatively,

Gerald Hubbard

Dear RTD:  
We wish to draw your attention to the great customer service we enjoyed from George Pepper whilst we were in Los Angeles.

We had traveled from Anaheim to downtown Los Angeles to see "Phantom of the Opera." The bus company from Orange County had told us that we could get a return bus at either 11:24 p.m. or 12:24 a.m. Neither arrived and we were stranded at the bus stop at 6th and Broadway with some awful  
*continued on page 20 . . .*

# Public Commendations

... continued from page 19

looking people around.

George was most helpful in suggesting that we catch his line 470 bus to Whittier as it was the last one available, where could call a cab. Towards the end of his route George stopped his bus at a gas station and called a cab for us. He went to so much trouble for us and we feel that your company should know how helpful and pleasant he was. As tourists in your city who were in trouble as to how to get back to our hotel in Anaheim, we feel we owe our safe being to the help he gave us. An employee with such personality and thoughtfulness must be a great asset to your organization.

We came away from Los Angeles with a great deal of enthusiasm for your beautiful country and the lovely people who live and work in it.

Yours faithfully,

Alan & Shirley Flaus  
Hastings, New Zealand

Dear RTD:

I boarded the 61 bus on August 14. My destination was the Rancho Los Amigos Medical Center. During this short ride, I had the pleasure of riding aboard a bus driven by a very friendly and courteous bus operator.

I was greeted with a warm hello as were all the other passengers who boarded. Moreover, as each passenger disembarked along the route, they were sent off with a gracious "goodbye," "take care," "have a nice day" or some

other heartfelt salutation. Well, having this kind of experience so early in the morning set up the whole day to be one Big Happy Face! It had a domino effect, and this young man could have been its creator or a conduit for its transmission.

On arrival at the Rancho, I noticed two wheelchair passengers aboard. As I disembarked via the front door, I quickly walked to the rear door. Being someone who works with the handicapped, I was especially curious how this situation was going to be handled. Well, each passenger in his wheelchair was unloaded with courtesy, efficiency, and most of all, a prime concern for passenger safety. Goodbyes were exchanged as each passenger wheeled-off the bus lift. Each radiated a big smile--a Happy Face!

I wonder where it came from? What caused it? Who caused it? Not to subtract from the aforementioned praises, but this final curtain was the highlight of the trip.

In closing, this little bit of human interaction caused me to continue spreading it around the hospital all day. It made my day just a little bit better. It was infectious!

This young man should be commended and praised. A Good Show RTD!

Respectfully submitted,

Eduardo Gaytan

Dear RTD:

Recently as a tourist in

your fascinating city, I was lucky enough to chance upon some actual, sincere friendliness and courtesy.

As you are undoubtedly aware, the people of Los Angeles do not always live up to its name--everyone is in a rush and a smile is a seldom-seen commodity.

However, one of your drivers, Ruben Hernandez, was the first service industry employee who made me feel welcome or appreciated as a tourist or a person. His warm greetings, helpful attentiveness, remembering specific stops for his new passengers, and careful, smooth driving greatly impressed me in comparison with previous services I had received.

Yours Sincerely,

Peter G. Knapp  
Building Services  
Vancouver Trade and  
Convention Center,  
B.C. Canada

Dear RTD:

This morning at 9:50 I was stopped on Sepulveda Boulevard at Ventura Boulevard heading north. A bus was stopped across the street and I watched a tiny elderly woman running from one bus to catch another. She was running so fast for her age that I was anxious watching her and I hoped she would catch her bus. Alas she got there just as the bus pulled out. The light changed and I started forward. As I did I noticed the bus turn back into the curb in front of a parked car and the driver, David R. Wilson, waited for the lady. I was so touched I

wanted personally to jump out and thank the driver. (Morning traffic does not allow such gestures.)

But I've thought about it off and on all day so I decided to write to you. Perhaps you have an employee newsletter or some way to let the drivers know...they are seen and appreciated.

Sincerely,

Ann Hassett

To: TOS-VO Tony Graf

Dear Mr. Graf,  
My friends and I would like to congratulate the RTD for the marvelous organization of transportation during the LA Festival. The employees were kind and helpful and should be told they were appreciated. Everyone who used your service that I talked to was very impressed.

Pat Georgian

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## Lying Down on the Job

Robert Robinson, Northeast University vice president for business affairs, worked 35 years without missing a day because of illness. Then he broke his back--but he wasn't about to let that spoil his record. Robinson moved his bed into the financial affairs office at the university where he followed his doctor's orders to remain flat on his back until his fracture healed. "He told me to stay in bed, but he didn't say where," Robinson said.

## Cover Story

# Bus Operator Is Foster Parent to 60 Kids

by Andrea Greene, Press Relations

Santiago Ulibarri knows the power of the human heart.

Over the last nine years, the veteran bus operator from Walnut has come home to more than 60 children.

"Raising a child is easy, as long as you have something to give," muses the 45-year-old Ulibarri, who works with his supervisor to schedule his bus runs around being a foster parent.

"If you give love, you'll get love."

As the sun rises over his ranch style home in the eastern highlands of Los Angeles County, Santiago Ulibarri's household awakens, its children ensconced in tenderness. At the breakfast table through the years there have sat Asian children whose mothers were too young to hold driver's licenses, Hispanic kids who were found abandoned in alleys, Black youngsters plucked alone off Skid Row streets, and Anglo babies whose mothers' cocaine habits were stronger than the devotion to their children.

It never mattered to Ulibarri and his wife of 25 years, Dolores, what ethnic backgrounds their foster children came from: "One child's eyes twinkles like another when he sees a new toy."

"My wife and I got into this," he says, "so that we could mend not only their

clothes but their hearts."

Whatever scars nine-year-old Billy wears on the inside don't show on the outside. The Hispanic child with the gentle voice was

Mexico didn't dream the kinds of dreams Billy does. Especially not Ulibarri. He grew up poor there, and although his parents put food on the table, the



*Charming with a quick wit and broad smile, Division 9 Operator Santiago Ulibarri shows off part of his family. He drives at night so that he can be with his foster children during the day. He and his wife have cared for 60 foster children through the years.*

Ulibarri's first foster child. His natural mother hid her pregnancy until the seventh month, and as a result Billy was born fragile and malnourished. Still skinny today, Billy makes nearly straight A's and dreams of becoming a lawyer.

"If I need help," Billy says softly, "I can always go to my Dad. He's there for me and my little brothers and sisters."

People in rural New

extras, like new toys and jackets, were hard to come by. But love, like the open space in New Mexico, came in plentiful supply, and Ulibarri's parents instilled pride in their son's high school athletic achievements.

Lettering in a smorgasbord of high school sports, Ulibarri's drive to achieve won praise from his teammates. Off the athletic field, his parents, supported

by welfare checks, were buoyed by their son's spirit.

Ulibarri wanted to share that pride when he and his wife joined the San Gabriel Valley Foster Parents Association a decade ago. The pair had three daughters of their own, and even though their combined salary wasn't the highest (she worked for a hardware store), they wanted to help others less fortunate. Not only have five dozen youngsters come and gone in the household, but the Ulibarris so fell in love with three of them, Billy included, that they decided to adopt them.

"Mostly, they ask me at school why my little sister Tiffany is blonde and blue-eyed since I'm Hispanic," says Billy.

But kids are kids, Ulibarri insists, and they are indifferent about appearances. He brought Tiffany home when she was a baby, her natural mother a teen-ager who didn't have the means to care for her. Michael came next--a "cocaine baby" who doctors say is hyperactive today because of his mother's addiction.

Other foster children join the now-adopted Ulibarri children at home. Each stays an average of three years, and when the time comes to relinquish them to "new" parents, Santiago Ulibarri, who makes his home a haven for laughter, cries.

"It's heartwrenching to see them go," he says. *continued on page 22 . . .*

## Wiggins Receives Masters Degree

Alice Tolbert Wiggins, manager of Passenger Communications and Promotional Programs in the Marketing and Communications Department, recently received a Master of Public Administration degree from California State University at Northridge.

An employee of the District since March 1974, Ms. Wiggins began her career as one of the first News Bureau staff members. She was promoted into various positions in the Marketing Department and assumed her present position in 1980. Prior to coming to the District, Ms. Wiggins worked as an entertainment reporter at the Chicago Daily Defender, the nation's first Black, daily newspaper. She also worked in the transportation industry, both for Continental and American Airlines.

Her responsibilities at the District include development and distribution of over 14 million pieces of public information each year. Her unit also develops public promotions which encourage public support for District programs, such as the Corporate Pass, Metro Blue Line, Ideas for the 90's and others. A favorite specialty area of her unit is the generation of revenue from private sector business to support and off-set the cost of RTD promotions. Recently, the Promotions Unit staff raised over \$1 million in revenue, goods, services,

and talent, in about 3 months time, to support development of the Metro Blue Line pre-opening marketing materials and events.

Ms. Wiggins completed the MPA program while working full time at the RTD. She credits part of her achievement to the patience of her family, particularly husband Reggie (who graduated at the same time with a business degree) and her six year old, Eric.

She emphasized the need for RTD employees to take advantage of the District Tuition Reimbursement Program. She feels it provides an opportunity for everyone to increase their chances for promotional career advancement and offers the personal satisfaction of realizing personal goals.



*Flashing a "V" for victory on the successful completion of her masters degree, Promotions Manager Alice Tolbert-Wiggins looks forward to the next challenge.*

## Cold Turkeys for Great American Smokeout Day

Once again the District will participate in the Great American Smoke Out Day (GAS DAY) at all Divisions. This year there will be a cold turkey raffle. Smokers who wish to participate will agree to refrain from smoking during the 24 hours beginning at one minute after midnight on Thursday, November 15 and ending at midnight the same day. Those who do not smoke during this 24 hour period are eligible to participate in the drawing. (This raffle is only for smokers who stop smoking during the 24 hours of November 15, 1990. Non-smokers may not partici-

pate in the raffle.) However non-smokers are invited to participate in the day by offering to adopt a smoker and giving them encouragement, and tender loving care, as well as chewing gum, gummy bears, carrot sticks, and other delightful things to keep their minds off of smoking, to help them stay smoke-free during this day. Do adopt a smoker and support and encourage them to participate in GAS day, if you are a non-smoker. If you are a smoker, do refrain from smoking for 24 hours; take a chance to win a free turkey, and have fun at the same time. Enjoy.

## Foster Parents to 60 Kids

*... continued from page 21*

"They hang on to my legs kicking and screaming. Each time my wife and I are tempted to adopt them. We've already added on to our house. But it's so hard to say no."

Foster parent by day and bus operator by night, Ulibarri even squeezes Little League coaching into his schedule. Every afternoon surrounded by his kids, he's on the softball field; it's not until late in the evening that he sheds his jersey and glove for the bus uniform.

These days you're liable to see Ulibarri late at night, driving his bus from El Monte to downtown on the 76. He works the all-night

shift because it allows him to spend time at home with the children. That run suits his schedule fine, he says, almost as well as the one he once had during the day that took him past his front door.

And every day, his children--Asian, Black Hispanic, and Anglo--would gather and wait for their Dad's 38,000-pound RTD bus to round the bend and the one who saw the wheels first would cry out, "There goes my Dad!"

To the Ulibarri children, the neighbors on Half Moon Lane in Walnut say simply, "There's a special place in heaven for your parents."

# Blood Drive Goal Exceeded by 73%

by Luanna Urie, Human Resources Analyst

The Red Cross came to the Headquarters Building to collect blood donations for the Blood Drive held September 20, 1990. Employees responded with an all-out effort to assist the Red Cross in replacing donors lost to active, military duty. The original goal set last year for donations was exceeded by 73 percent. If all blood drives were as successful, there would be no blood crisis in our geographical area like the one that overtook Riverside this

Labor Day weekend, when no blood was available because supplies were exhausted.

A "thank you" to each and every one of the people listed below who have given so generously in the present, and in the past, to assist others with the "gift of life," a pint of their own blood. A special "Thank you" to each and everyone of you, wherever you work, who remembers to give to others this valuable gift which not only can save lives, prolong lives, but even add to the quality of life. There is no more valuable gift.

Employee blood donors who arrived to donate blood on September 20; and the amounts of blood donated up to the present:

Allen, Marlene	Risk Management	46 pints
Vandercook, Jon R.	Risk Management	46 pints
Morris, Larry	Schedule Checking	32 pints
Childress, Carolyn E.	Control Accounting	27 pints
Storey, Harold E.	Transit Systems Dev.	24 pints
Burk, Paul	Planning	20 pints
Zaharia, Randall	Controllor-Treasurer	16 pints
Conn, Larry	Risk Management	15 pints
Fitzgerald, Claire	Telephone Information	15 pints
Simon, Jesse	Planning	13 pints
Ramirez, Theresa	Telephone Information	12 pints
Louis,, Vicki R.	Telephone Information	11 pints
Sahlem, Frank	Telephone Information	11 pints
Surfus, Gerald	Transit Systems Devel.	11 pints
Paskowitz, Harvey L.	OMB	10 pints
Pedini, Karen	Telephone Information	10 pints
Pitts, Greg	Telephone Information	10 pints
Brown, Steven	Planning	9 pints
Diggs, Denise	Telephone Information	8 pints
Goff-Youngblood, Edith	Customer Relations	8 pints
Bestwick, David	Customer Relations	7 pints
Hill, Robert	MIS	6 pints
Balderrama, Renee	Telephone Information	5 pints
Derian, Aram	MIS	5 pints
Greno, Anthony	Press Relations	5 pints
Hawkins, Dee	Customer Relations	5 pints
Daniels, Darlene D.	Telephone Information	4 pints

Martinez, Evelyn	Telephone Information	4 pints
Achramowicz, John	Transportation	3 pints
Crawford, Leroy	Transit Police	3 pints
Flucas, Gloria	Telephone Information	3 pints
Jones, Steven W.	Special Assistant	3 pints
Kalantarians, Armineh	Planning	3 pints
Kreski, Bill	Scheduling/Operations	3 pints
Philabaum, Mildred	Telephone Information	3 pints
Puente, Leyla G.	Telephone Information	3 pints
Tidwell, Birthella	Planning	3 pints
Velazquez, Betty	Telephone Information	2 pints
Yassan, Behzad	Scheduling/Operations	2 pints
Buhlmann, Michael R.	MIS	1 pint
Chavez, Liliana	Telephone Information	1 pint
Chen, Edward T.	MIS	1 pint
Jones, Richard H.	Scheduling/Operations	1 pint
Goytia, Gil	Customer Relations	1 pint
Harris, Joyce A.	Telephone Information	1 pint
Howey, Don	Planning	1 pint
James, Theresa G.	Scheduling/Operations	1 pint
Jones, Jorja	Telephone Information	1 pint
Larob, Robert	Special Assistant	1 pint
Leonard, Andre	Scheduling/Operations	1 pint
Lewis, Mary	Telephone Information	1 pint
Molina, Dora	General Services	1 pint
Moore, Kevin M.	MIS	1 pint
Moren, Teresa A.	Planning	1 pint
Nguyen, Dal	Scheduling/Operations	1 pint
Ortiz, Julie M.	Scheduling/Doc. Control	1 pint
Roberts, James	Scheduling/Operations	1 pint
Roberson, Cookie	Personnel	1 pint
Grigsby, Paula	Customer Relations	1 pint+
Urie, Luanna	Personnel	1 pint+

+ means the actual number is unknown

## Wedding

Senior Human Resources Analyst JoAnn Rico wed Senior TOS- Instruction Phillip G. Smith on September 9, 1990 at the Bethany Wedding Chapel in La Verne, California. Senior Human Resources Analyst Kathi Harper was the bride's matron of honor and Rail TOS Jess Diaz was the groom's best man. The wedding party also included Operator Sam Harper and TOS Laura Diaz. The reception was

held at the Pomona Valley Mining Co. in Pomona.



# Workin' on the Blue Line Is Where They Want To Be

by Ken Echard, Press Relations

Rick Flores and Bob Johnson never knew each other as kids when they were growing up a few miles from each other in the mid-1950s in Pasadena. If they had, they might have been soulmates for life.

Each of them ignored more traditional games of cowboys and Indians to concentrate on their first love: their toy electric trains. They rode on the old Pacific Electric Red Cars with their parents as often as they could. When the system disappeared in 1961, they both thought they'd never see a system like it again in Los Angeles.

Thirty-five years later, this shared fascination would lead Flores, now 47, and Johnson, 40, to finally meet at the Blue Line training center, where they are instructors.

"Fortunately for us, times did change--and for the better," says Flores. "I'll never forget the grand hours I had riding the Red Cars. And now I get to be a part of running the brand new system." Johnson, a veteran of 18 years with RTD, is one of many who believed mass rail transit was gone for good from Los Angeles. "At the time, I thought, 'Well, I lived to be part of a wonderful train era,' which to me as a kid was exciting," Johnson says. "You know, the clanging of the trolley car bells and the clickety-clack as the trolleys moved along the rails. I never dreamed



*Rail TOS-Instructors Bob Johnson (left) and Rick Flores grew up in Pasadena a few miles of each other, never meeting, but sharing a common passion--their love of toy trains and the old Red Cars. Thirty-five years later that fascination is put into action training new operators to become certified on the Blue Line. Each transferred to rail from bus operations where they were employed as instructors.*

I'd ever again see anything like it again in Los Angeles. Now I've not only seen the trains, I'm an integral part of them."

Both men went from experts to students again when they signed up to be Blue Line instructors. Each had extensive experience in bus operations, but had to learn a whole new set of skills for rail. Both agree, however, that safety remains the top priority as it did for bus operations.

"The hardest thing to get across to these 'recruits' is to make them under-

stand that 20-25 years after they left school, they are now back in a classroom environment," Johnson says. "Studying for these operators becomes a new process...a way to think all over again.

"There's great physical demand placed on them day and night--pressure to perform at a 90 percent passing rate in order to become certified."

Trouble-shooting and new terminology have proven difficult for some to absorb, the instructors said, "but all get through it

somehow, simply due to each one's desire to operate these sleek trains."

Johnson has a "formula" which he tries to instill in all his trainees: "When I see people who have difficulty learning, I say, 'Give them to me.' I want to see them succeed, and when they do, I know that I had a small part in sharing their Blue Line success."

Flores, an 11-year veteran with RTD and a Blue Line instructor since

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*"It took me all my life to realize this is where I've always wanted to be."*

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April, has put in many 12 to 16 hour days, sometimes seven days a week, during start-up operations. But he often reminds himself of the old expression "no pain, no gain" to get through the rough challenges--not to mention his long-standing dream of being around trains.

"I'm just thrilled to be a part of this Blue Line," he said. "My long range goal is to become a part of all upcoming rail lines--the red, green, and orange. I want to increase my knowledge in the technical aspects of rail operations."

"It took me all my life to realize this is where I've always wanted to be," Johnson says. "I couldn't be happier."



## Division 9 Barbecue

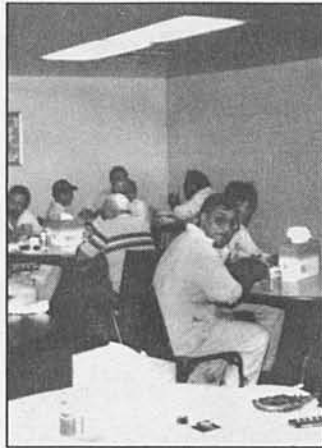
Maintenance Division 9 held a division-wide barbecue on September 21, 1990 to honor two retirees as well as to give themselves a much-needed boost.

The menu included generous portions of steak, potato salad, macaroni salad, roll, and punch. And for dessert, a slice of retirement cake baked for honorees Carlos Holguin and Bruce Rauch and their families. Both men have over thirty years-plus in service and were on hand during the first-shift barbecue. ATU's Carl Mosby also attended to make a formal presentation to both retirees.

The barbecue committee included Jesse Estrada, Aldo Garbick, and Harry Finley.

The barbecue carried over to the second and third shifts with Manager Max Martinez attending them all. It wasn't the day for him to start his diet!

After the good food and camaraderie, the crew faced their tasks with good spirits.



*Second shift mechanics chow down and enjoy.*



*Mmm, mmm good said the mechanics.*



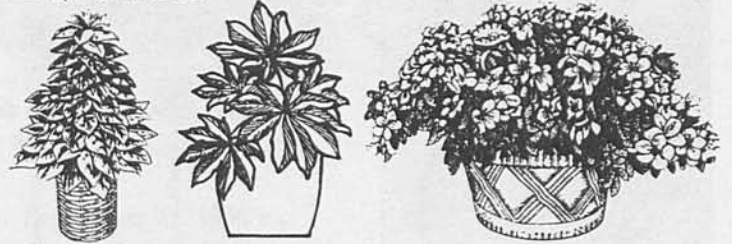
*Mechanic A Steve Mullaly walks away from the first shift serving table eager to start on his steak lunch.*

## Nature's Air Purifiers

The season of closed windows is upon us. Clean up the air in your office or at home economically and naturally—with green plants! Research done by the U.S. National Aeronautics and Space Administration (NASA) indicates that many common house plants absorb unhealthy gases, such as carbon monoxide. A philodendron cut atmospheric toxic levels by 87 percent in just 24 hours.

Where do these harmful gases come from? Our own breathing, plus emissions from carpets, furniture glue, and other common objects.

The best plants to buy? NASA recommends easy-to-find plants such as the gerbera daisy, chrysanthemum, philodendron, dracaena, peace lily, and golden pothos. Match light availability to the type of plant you choose. Beautify your surroundings and clean the air you breathe simply and economically, with plants!



## Rideshare Heroes

RTD recently had the opportunity to participate at the City of Burbank Environmental Faire Extraordinaire at the Olive Avenue Recreation Center helping to educate the public on how they could aid in saving the environment by using public

transit when commuting to work, school, or shopping. Shown in this photo assisting one of the many people who stopped at the RTD exhibit are Jackie Roberts from Telephone Information and Ed Langer from the Marketing Department.



## Sounds Like a Challenge



*Division 9's Bus Rodeo team prove their place by bringing out the engraved plaques showing their second-place position. From left to right: Rene Martinez and his son, Jesse Estrada, and Jaime Lozano.*

In mid-September the *Headway* office got a phone call from an irate mechanic at Division 9. Speaking on behalf of his Bus Rodeo team, Mechanic A Jesse Estrada called to set the record straight and give this reporter a piece of his mind. It was inadvertently reported that Division 9309 came in third in the Second Annual Rodeo. In fact, Division 9309 came in second place with an overall score of 532 points.

Estrada, an 18-year veteran of the RTD, told the *Headway* that he and his team members Mechanic A Relief Leader Rene Martinez from the second shift, Mechanic A Jaime Lozano of Running Repair on graveyard, and alternate, Service Attendant Dave Klinkenberg, had tied with

Division 10 when it came to the Vehicle Inspection and the Power Train Problem parts of the competition. "We got fewer points on driving the obstacle course," said Estrada. "Division 10 had the advantage on us by having access to the 90

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***"They ought to send the real topguns to the Internationals."***

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Series RTS, which is the bus used on the Rodeo course," he said.

Rene Martinez agreed with Estrada. "The RTS is a newer model bus with a different motor and steering mechanism. It has a

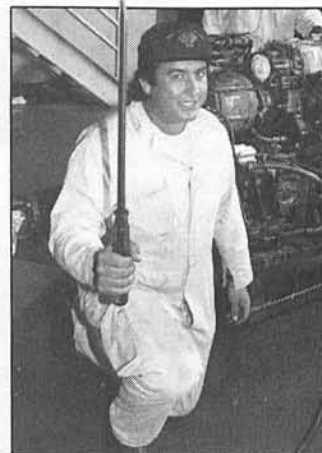
faster pickup and sharper turning radius than the TMC we practiced with. I did well with the TMC, but on the day of the Rodeo I drove the RTS and took out 4 cones right away. Division 9 does not have RTS buses."

Jaime Lozano characterized his participation this year as his "rookie year." "I learned a lot. Now I know what to anticipate. With a little encouragement from our division we intend to do a lot. You see, this is not a 3-person show, it's a group affair. It's an electoral process within the division. Each one of us had to get past that hurdle."

"The unique thing about our team," said Estrada, "is that we represent all shifts. We all

were put on day shift to get ready for the competition and made personal sacrifices." Lozano, who works the night shift, nodded in agreement. "My kids didn't learn how to swim this summer because I wasn't there to teach them."

Estrada admitted that his comments coming after the fact may sound like sour grapes, but he did not want his team's efforts to go unnoticed. "Our dream is to go to the Internationals," he said. Estrada pointed out that when Division 10 went to the Internationals in the first year that the RTD competed (1989) the team came in sixth. In the second year they sunk to 18th place. "Division 10 got their butts kicked this time. They ought to send the real topguns to the Internationals," he said. Estrada noted that more divisions may be participating next year and teams may be expanding which should shake up the competition for all comers. Well, if you're reading this Division 10, it sure sounds like a challenge.



*Jesse Estrada tells Division 10 to watch out for Division 9 next year.*

## Recent Retirees

Division 9 Maintenance Department recently lost two valuable member of its team. At a farewell barbecue held September 21, Manager Max Martinez and the first shift honored long-timers Bruce Rauch and Carlos Holguin.

### **Bruce Rauch**

Mechanic A Leadman Bruce Rauch, 64, officially retired September 30, 1990 after 32 years of service. Rauch started with the RTD's predecessor Metropolitan Transit Authority at the Macy Street division in 1958.

Looking over his career, Rauch surmised that there "had been good times and bad times. But I will definitely miss all the people," he said. He and his wife plan to work around their home and do a little traveling. Rauch was accompanied by his wife, Rhea, and his two daughters, Karrie and Leslie.

### **Carlos Holguin**

Mechanic A Carlos Holguin retired August 31, 1990 after 37 years of service with the RTD. Holguin began in 1953 with another of RTD's predecessor, the Pacific Electric Railway Company.

Holguin was accompanied by his wife Emily, also known to District employees as Lily. In fact many members of the Holguin family are familiar faces around the RTD because they have been employees too.

Holguin's father, Lorenzo Holguin, also a mechanic retired from the RTD after 30 years. His mother-in-



*Division 9 Manager Max Martinez (far right) presents a commemorative plaque to Bruce Rauch on 32 years of service to the District. Rauch is accompanied by his wife, Rhea, and their two daughters Karrie and Leslie.*

law and Lily's mother was a Utility at Division 7 when the District was known as Metropolitan Coach Lines, his step-mother was a Utility at the old Macy Street division, and Lily's step-father worked at Division 10 as a mechanic. When you add up the years of service contributed by the Holguin clan, the total comes to an impressive 109 years.

Holguin said that he wishes all his coworkers have the opportunity to retire when they want as he has.

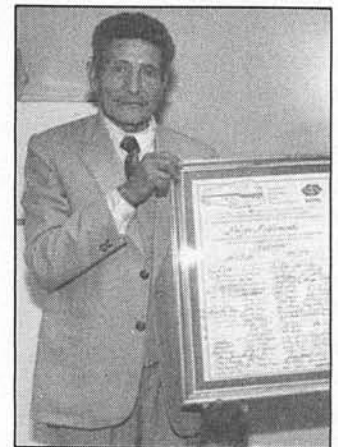
"I enjoyed working for the RTD, if I hadn't I wouldn't have stayed. I met a lot of good friends here. Everybody treated me like a friend. I will miss my friends," Holguin said.

### **Felipe Pedemonte**

CMF Mechanic A Felipe Pedemonte, 61, worked in the District's Frame Shop for 10 years, but on

September 27, 1990 he decided to call it quits. The CMF hosted a farewell luncheon for the new retiree and presented him with a plaque and retirement scrolls. Even though Pedemonte claims he will miss the RTD and all his friends, he maintains he has looked forward to retirement for

some time. He and his wife plan to move to Puerto Vallarta, Mexico where they will build their own home. "I invite all my RTD friends to come down and visit me." Why Mexico? "LA has too much smog, I want to live out the rest of my life in health," said Pedemonte.



*Felipe Pedemonte at his retirement luncheon.*



*Division 9 Maintenance Manager Max Martinez (far right) presents Carlos Holguin and his wife, Lily, with a gold watch on his retirement.*

# Remember America's Vets

*"Courage is the price life extracts for granting peace."--Amelia Earhart*

Listen to the drums roll...bugles call...fifes tweet to raise the call to arms or celebrate the peace. We remember America's defenders--past and present soldiers, nurses, pilots, sailors--November 11, Veterans Day.

To all those who paid the price of peace with their courage, Americans say a heartfelt THANK YOU, VETS, on this national holiday. Some of us demonstrate our gratitude by placing a bouquet on a simple grave resting among long rows of identical markers. Many fly the red, white, and blue with special pride. A few muse peacefully on battlefields that ran deep with American blood. Others quietly gather to give thanks or those who suffered and died to preserve our freedom.

Memories of sacrifices, bravery, pain, and lost loved ones vividly return on this day when we remember our champions. Armistice Day, November 11, 1918, marked the end of World War I. Since 1954, the date has been set aside to honor all the men and women who have served or are serving in the U.S. armed forces. From the risky beaches of Normandy to the treacherous rivers of Vietnam, from the gloomy trenches in France to the muddy fields of Korea, Americans laid down their lives on foreign soil to defend democracy. Many

suffered and even disappeared in prison camps, far away from loved ones. At home, from the frozen forests of New England to the blistering southwestern desert, Americans have fought to establish and preserve our freedoms and government of the people, by the people, for the people.

Memorials to these vets--individual heroines and heroes or entire companies of troops--can be found in nearly every hamlet in the land. But until 1986, when President Reagan authorized construction of a national memorial to honor military women, there were no major memorials to honor women, military or otherwise, in the entire country. Now, this dream is coming true through the dedication of the Women in Military Service for American Memorial Foundation, Inc. On the day before Veterans Day, the group is raffling off a \$1 million house to raise funds to construct the memorial, which will be erected at the main gate of Arlington National Cemetery.

Countless Vets, valiant men and women, have won and upheld our rights to give thanks, and to savor the freedoms and responsibilities of being U.S. citizens. WE REMEMBER YOU, VETS!

**EAP  
It Works  
Call 1-800-221-0942**



**VETERANS DAY NOVEMBER 11, 1990**

## Take These Steps... To Quit Smoking For Good

**The Right Moves**

# Healthnotes

Getting started:

- **STEP 1:** List all of your reasons to stop smoking. Repeat the reasons to yourself each day, several times a day.
- **STEP 2:** Set a "quit date" and write it on your calendar. Tell your family and friends about the date.

Once you have quit:

- **STEP 3:** Avoid tempting situations.
- **STEP 4:** Do something else when you have the urge to smoke. Take a walk, eat a piece of fruit, chew some gum, or call a friend.
- **STEP 5:** Join a class to help you quit. Call your local American Heart Association or American Lung Association for more information.



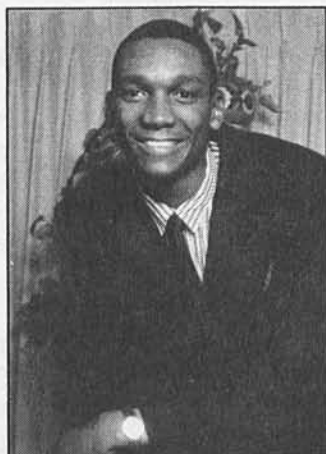
Prepared by  
the National Heart, Lung, and Blood Institute

## Son Is Player on French Team

Andee Spencer, the oldest son of Division 18 Operator Pat Scott, has been playing professional basketball for the last four years and this year in Montpellier, France was voted the most complete player while being the second leading scorer in the league averaging 26 points, but first in steals and second in slam dunks.

Spencer is a 1982 graduate of Manual Arts High School. He attended Bakersfield Junior College and Northern Arizona University from 1982 to 1986. He played professionally in Sweden, Italy, Spain, and France. The operator's son has also played in the CBA and briefly in the NBA with the Philadelphia 76ers.

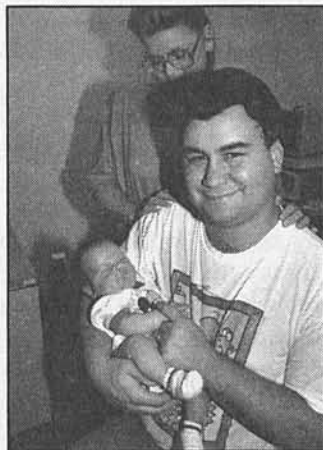
He is also a member of the three-time defending champions of Southern California NBA summer pro league with the NBA pros. His plans for the 1990's are to attend the Chicago Bulls veteran camp.



Andee Spencer

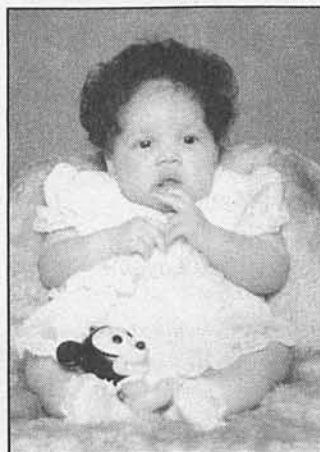
# BIRTHS

Born to Mechanic A Leadman Philip A. Rodriguez from the Mechanical Unit Department and his wife Peggy, a daughter, Bianca Marisa, on August 22 at 6 a.m. Bianca weighed in at 4 lbs., 14 oz. and was 17-1/2 inches long in West Covina.



Born to Personnel Department Clerk Shawn Ewing and her husband, Scott, a son, Zackery Wayne on August 30, 1990 at 5 p.m. in Los Angeles. Zackery Wayne was 8 lbs 14 oz and 21 inches at birth. He is the first baby born to the Ewings. Said the proud parents: "He's real good and a lot of fun--the perfect child."

Retirees Jim and Harriett Porter became great-grandparents on September 14, 1990. Their grand-daughter gave birth to a bouncing 7 lb 11 oz baby girl, Haley Victoria.



Born to Division 16 Service Attendants John and Marie Hill, a daughter, Akaila Jewel Lee, on July 10, 1990 at 8:39 a.m. in Fontana, California. Akaila was 10 lbs., 9 oz and 19-1/2 inches long at birth.

## HIT Picnic

by Richard Lopez, Division 3207

Thanks to everyone who helped us make the first annual Hispanics in Transit picnic a success.

There were no titles there, no bosses, no senior anythings, just regular people who were out on a beautiful Saturday afternoon, on September 22 at Arcadia Park.

The turnout was great, the food was great and the activities participation was fantastic!

This picnic was for the kids and the kids at heart. The tug-of-war was most memorable, but the sack races, wheelbarrow races, volleyball games, frisbee toss, and the many other new games were also a delight.

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*Just regular people  
out on a beautiful  
Saturday afternoon*

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Premium home cooked barbecued chicken, quarter-pound hot dogs and hamburgers, sodas, and punch were free for everyone. The pot-luck included a wide assortment of delicious salads and desserts. It was served buffet style, all you can eat.

Children laughed and played, new friends were made, lasting friendships that may never fade.

We share a common bond, we're all brothers and sisters in occupation, as well as in life. See you next year!

## Letters to the Editor

Dear Editor:

Hopefully, in the near future we'll be seeing a new super-hero. His name will be Metro-Man. This electrifying figure does what no other super hero can do. He helps the Metro riding passenger when in need of assistance.

Metro-shuffle anyone? Metro-Man t-shirts? Well if a little bad-mannered cartoon character can be so marketable what's to stop our hero.

Actually my wife deserves all of the credit for this idea. One morning she left me a little note with a spacey looking character drawn on it and wrote, "I love you Metro-Man."

... "I've been working on the Metro," sung to the tune of "I've been working on the railroad." Yes, since August 1, a few operators volunteered to be station assistants. If any problems, questions or malfunctions occur, we assist the patron and/or the system.

Metro-Man will be the embarrassment-saving, money-saving link between patron and rail operations. The communicator (Metro-Man) will instruct Long Beach Transit, RTD, LACTC, and the Los Angeles County Sheriff's Deputies how to issue, receive, validate and/or enforce transfers or questionable passes to avoid being cited for \$57 the first time, \$91 the second time, and \$250 the third time.

He would also stop the misinformation given to the public regarding the acceptance of the 90 cents discount fare ticket. He

would also re-program the TVMs enabling it to sell multiple tickets at turbo speed. He would push LACTC (the purse holders) to set up barriers between the trains and pedestrians before another fatality occurs. Real bathrooms (not outhouses) and telephones would be provided for rail users only. So we'll be the first transit system in the world to offer this type of service--great isn't it?

Metro-Man would negotiate a deal between newspaper companies and recycling companies to pick up the tons of newspapers left behind and donate the money to local charities.

The Metro-Man will also have arch-enemies like bureaucratic red tape and "old school" mentalities, politicians, but overall he'll be loved by young and old, foreign and domestic (since he can speak any language fluently), rich or poor, because he's our man--Metro-Man.

Richard Lopez

*Editor's Comment: Why can't it be Metro-Woman?*

Dear Editor:

Most of us don't know there is a department that is never mentioned when division production is discussed. We are never mentioned when divisions are listed in the *Headway*. The drivers do a good job driving the buses. The mechanics repair the buses and keep most of them on the street. But this par-

ticular department is the backbone of the division as well as the company. In one way or another each and every bus production is affected by this department. I'm speaking of STORES 9400. There is a storekeeper and several clerks at each division that supply all the parts and supplies that make our divisions function. We have truck drivers that deliver parts and supplies on a daily basis unless mechanical problems detain them. Our hot truck drivers supply parts, for down coaches when parts are available. And with our newest storeroom at light rail we're growing within RTD.

Also there are storekeepers, clerks, supervisors, various support groups as well as purchasers and buyers at the CMF. There's fuel that has to be ordered, fluid that's needed, all the parts that need to be replaced. I think it would be very difficult to operate the buses without this very

important supplier. So the next time there's a division of the quarter or some division does a good job, just think, they could not do a thing without the storeroom and its personnel. I'm not sure who writes these articles but you are leaving out a very important part of the chain of production. Almost all of you have been to one or more of the various storerooms or the CMF for one reason or another. And if you haven't, stop by and see us. We're glad to serve you as well as RTD. Let's work together to keep those buses rolling.

Michael McGlothlin  
Storekeeper SD18

*Editor's Note: I could not have said it better than you. Please suggest to your supervisor or manager that the next time there is an awards ceremony held for Stores that the Headway get called to cover it. The Headway number is extension 7165.*

## Retirees Club

It is almost unbelievable that summer is over and fall is in swing. Hope each of you had a marvelous time and did all the things you had planned.

We expect to see many more of our members attend our social meetings in the months ahead. Please come, bring a friend and support your local club. Most of us retirees spent many years of our lives working for the same company, perhaps not in

the same department but as part of a unit doing equally important work so that the RTD and its predecessors could function.

The Retiree clubs are set up for the purpose of trying to unite and bring as many of us as possible together where we can socialize and discuss old times. Make an effort to come and support either

*continued on page 31 . . .*

# Thanksgiving Day - November 22

Wherever and however you celebrate, what a joy it is to gather with the clan and offer gratitude for all the blessings life has bestowed. Eating is the main event. The aroma of roast turkey permeates the land. Many of us stuff ourselves on juicy fowl with all the trimmings and top off our meal with pumpkin pie. Children break the wish-bone, hoping fervently for good things yet to come.

Thanksgiving also heralds the arrival of the whirlwind holiday season. Perhaps our urge to gorge and than rest in front of the TV for a football game merely prepares us for the breakneck speed with which the next few weeks will pass.

Nearly every culture celebrates the completion of the harvest in some way. Some historians believe that Thanksgiving was first observed by early settlers in February 1621, when the Pilgrims gave thanks for delivery to this bountiful land. If the Pilgrims feasted, it was probably on squash, wild turkey, corn, and pumpkin, all indigenous foods supplied for the occasion by Native Americans.

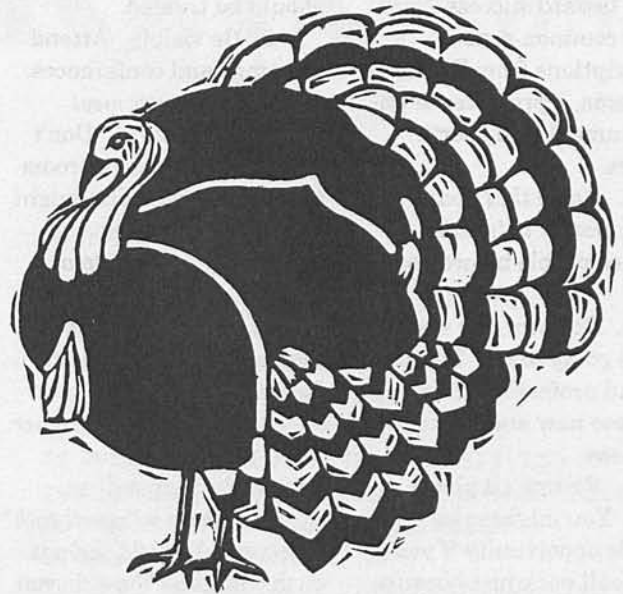
Harvest celebrations in this land were sporadic during those early frugal, settlement years.

Although George Washington proclaimed a day for public thanksgiving in 1789, it was Abraham Lincoln who designated a Thursday in November as a national day of thanksgiving. In 1939, Franklin D. Roosevelt fixed Thanksgiving

on the fourth Thursday of November.

Today, as with generations past, we take one day to think about loving family, devoted friends, good health, comfortable homes, secure jobs, opportunities for travel, our democratic country, and the world's abundant resources.

When we look back to give thanks, let each of us also think ahead. What can we do to ensure that our grandchildren, and their grandchildren, will still be thankful for these treasures that are so near to the human heart? Let's work together to preserve them for future Thanksgivings. And let's pray for peace.



## Retirees Club

... continued from page 30

the "Inland Valley Club" or the "City of Commerce Club." Addresses and directions are printed in the *Headway* each month. Give us a try, who knows, you may like it.

There are changes for the November (Thanksgiving meeting). It will be held November 13 in the Town Hall in Perris. The Inland Valley Club will be host to the City of Commerce Club on that date. There will be *no meeting* in Perris during December. The City of Commerce Club will host the Inland Valley Club on December 13 for a Christmas Social.

I encourage all members and friends to come and support both clubs on these two special occasions. Hope to see you all there. If

you have any questions, you can reach me at (714) 929-3598.

Bill McGee  
President, Inland  
Valley Club



### DIRECTIONS

**Perris**  
From north or south on SR215 go west on 4th Street (Hwy 74) and make a left on "A" Street and a left on Mapes Road (the first street south of the museum parking lot) and a left along a private road to

the "Town Hall."

Town Hall of Orange  
Empire Railway Museum,  
2201 A Street, Perris, CA.

**Commerce**  
Westbound on the Santa Ana Fwy: Take Washington Blvd. turnoff, then turn right on Telegraph Road, right on Washington Blvd. and at the 3rd traffic light, which is Commerce Way, turn right to the Aquatorium.

Eastbound on the Santa Ana Fwy: Take Washington Blvd. turnoff, then west on Washington Blvd. and at the 2nd traffic light, which is Commerce Way, turn right to the Aquatorium.

Commerce Aquatorium,  
2535 Commerce Way, City  
of Commerce, CA.

## 20 Ways To Promote Yourself

Market yourself--and get a boost toward success--with these common-sense prescriptions from Terrie Williams, a promoter of entertainment and sports figures.

1. *Know that your reputation is valuable.* It reaches people before you do.
2. *Do what you say you're going to do.* Reliability and professionalism promote new and renewal business.
3. *Return all phone calls.* You might miss a terrific opportunity if you don't call back just because you don't recognize a name, for example.
4. *Treat everyone with respect and courtesy.* A person's status has nothing

to do with how he or she should be treated.

5. *Be visible.* Attend meetings and conferences.
6. *When you meet people, be mindful.* Don't be looking across the room to scout out who else might be coming in.
7. *Try to develop a knack for remembering names.* Use any of those memory tricks that work for you.
8. *Be an active listener.* Keep your mind from drifting by responding.
9. *Create a "small talk" notebook.* It could include such things as "how do you feel about..." or an interesting "first job" story.
10. *Be sensitive to body language.* Often it speaks louder than words.

11. *Send a follow-up note.* It reinforces the memory of the original meeting.

12. *Get to know the support staff of the company or person you want to contact.* That way you'll be able to break through the clutter of competition.

13. *Know your profession.* Be as well-informed about the competition and as good at what you do as you possibly can be.

14. *Pass articles along with a note.* It's another way of staying in touch and letting the person know that you're tuned into his or her interests or needs.

15. *Keep a supply of greeting cards for all occasions.* Include sympathy cards, as well.

16. *Write...write...write.* Write for publication (Think Headway) and write personal notes.

17. *Go through your Rolodex periodically.* It's another way of staying in touch with people.

18. *Let people know that you're available to speak.* Public exposure is important to establish your credibility.

19. *Selectively donate your services.* You owe something to society.

20. *Remember what Mom used to tell you.* Say "Thank you!"

*Courtesy of WOMAN ENTREPRENEUR, American Woman's Economic Development Corp., New York.*

### Specials to RTD Employees

### E & S Professional Dry Cleaning and Laundry Service

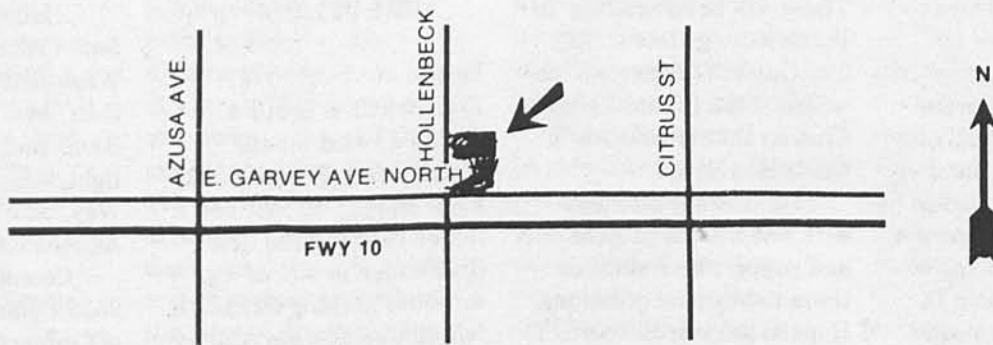
Most Garments including uniform shirts and pants cleaned and pressed for \$1.25

We Also Clean:

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2239 East Garvey Ave. North West Covina  
(Next to C & R Clothiers & Furnishings 2000)

Tel: (818) 915-6554





## Open Enrollment

Open Enrollment season is just around the corner.

Once again, it's time to re-evaluate the medical and dental plans you've been enrolled in for the past year to ensure that your needs, and those of your family, are being met.

### What is Open Enrollment?

This is your opportunity to add a dependent(s) or change your enrollment in the medical and dental plans for Calendar Year 1991. This opportunity comes only once each year, and you owe it to yourself and your family to find out as much information as possible about these plans before you make any final decisions. Some of the plans currently offered may have some changes made to them. Remember, it's difficult to make a wise decision without making an informed decision. So plan to attend one of the Open Enrollment meetings listed below for your employee group.

### Non-Contract Employees and Transit Police

Enrollment is open for the month of December, and closes on December 21, 1990 with no exceptions.

Open Enrollment meetings with representatives of the various medical and dental plans are scheduled in the Board Room, Headquarters Building, on the following dates and times:

December 5            9:30 a.m.

December 5            1:30 p.m.  
December 12          9:30 a.m.  
December 12          1:30 p.m.

Further information can be obtained by calling Ann Craver at (213) 972-7186 or Ext. 27186.

### United Transportation Union Health & Welfare Trust Fund

Enrollment is open for the entire month of December. Open enrollment counseling sessions will be held at various operating divisions during the month of December. A schedule of the dates and locations will be mailed to the homes of UTU employees this month. Renewal packets will be available for UTU employees at the divisions. Further information can be obtained by calling the UTU Trust Fund Office at (213) 624-6487 or (818) 584-0680.

### Transit Communications Union Health and Welfare Trust Fund

Enrollment is open for the entire month of December. Information packets will be mailed to all employees and eligible retirees in early December. Please be sure the Trust Fund has your current address. Further information can be obtained by calling the TCU Trust Fund Office at (714) 739-8476.

### Amalgamated Transit Union Health and Welfare Trust Fund

Open Enrollment was held September 18, 1990 through October 13, 1990. All enrollment changes made by ATU employees during the Open Enrollment period were effective November 1, 1990.

# RECREATION NEWS

## NOVEMBER

- 2 Roseanne Barr - Universal Amphitheatre
- 3 Tito Puente - Universal \$33.00
- 4 Rams vs Houston \$20.50
- 9 Juan Gabriel - Universal \$35.00
- 10 Phantom of the Opera 2:00 pm \$50.50
- 12,17,18,Dec 1&2 - Disneyland Special \$17.50
- 18 The O'Jays with Regina Belle - Universal \$20.00
- 22 Phantom of the Opera 8:00 pm \$50.50
- 24 USC vs Notre Dame \$25.50
- 24 & 25 Teenage Mutant Ninja Turtles in Concert  
Universal 3:00pm \$16.50
- 26 Deadline for See's Candies Christmas Orders -  
Order forms may be secured from Employee Activities

*Happy Thanksgiving!*



Watch for announcements regarding Lakers and Kings tickets!!

For tickets and information regarding these and other recreation events please call the Employee Activities Office, extension 4740.

## Drunk Driving Penalties for Other Nations

**Australia** The names of the convicted drunken drivers are published in the local newspapers under the heading of "He's drunk and in jail!"

**Bulgaria** A second conviction of drunk driving is the last. Punishment is execution.

**Costa Rica** Police remove license plates from car.

**El Salvador** Drunken drivers (first offense) are executed by a firing squad.

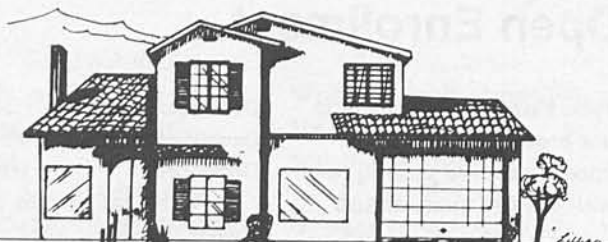
**England** One year in jail, one year suspension of driver's license and a fine of \$250.

**Malaya** The drunken driver is jailed. If he is married, his wife is jailed too.

**Norway** Three weeks of hard labor in jail and the drunken driver loses his license for one year. A second offense within five years and driver's license is permanently revoked.

**Poland** Jail and a fine determined by a judge. All drunken drivers are forced to listen to a set of lectures on the effects of drunken driving on families and the communities.

**Russia** Driver's license is revoked for LIFE.



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OFFICE HOURS M-F 9-6 SAT 10-3

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Business (213) 595-8113

## Celebrate the Great American Smokeout

THURSDAY, NOVEMBER 15

### IF YOU STOP SMOKING ...

No matter how much or how long you have smoked, if you quit today:

- in hours, your body starts its healing process
- in one day, your risk of a heart attack begins to decrease
- in two days, the carbon monoxide is out of your system
- in three days, most of the nicotine is out of your system
- in one year, blood circulation to your brain (diminished by smoking) improves
- in two years, your risk of a non-fatal heart attack is reduced to the same as that of someone who has never smoked
- in 15 years, your chances of dying from a smoking-related disease are as low as a non-smoker

Need more reasons to quit? The American Lung Association says you'll gain energy, lose your smoker's cough and watery eyes, and reduce your risk of infertility and cancer. WHY NOT QUIT TODAY?!

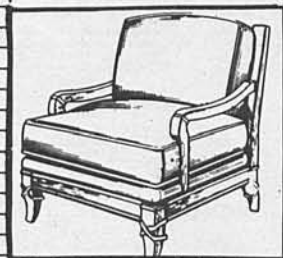
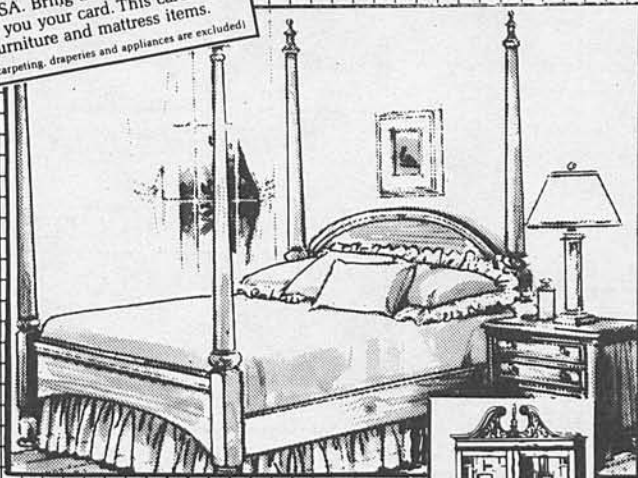


Prepared by  
The National Heart, Lung, and Blood Institute

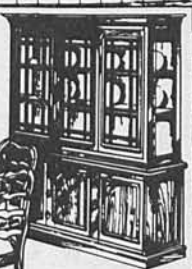
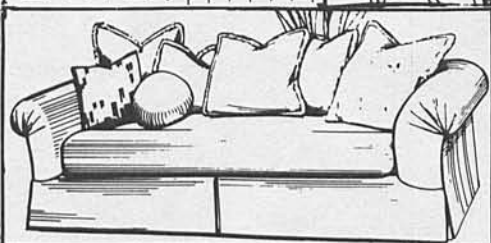
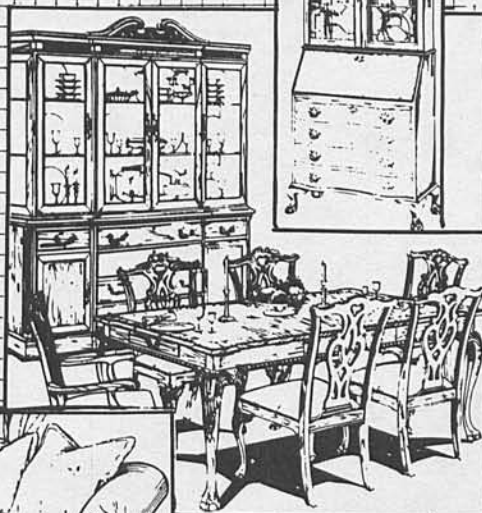
# THE OTHER MART.

(OPEN TO THE PUBLIC)

**5% MEMBERSHIP CARD**  
 Your free 5% Bonus Discount card is waiting for you at FMSA. Bring this ad with you and we will issue you your card. This card can be used on all furniture and mattress items.  
 (Special sale items, carpeting, draperies and appliances are excluded)



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**You don't need  
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Just 3 blocks from our store is "The Mart", the wholesale furniture center of Southern California. Unfortunately, unless you own a furniture store or are an interior decorator with a re-sale tax number, you can't buy there. Fortunately for you, you don't need "The Mart". That's why we're here!

**The smart alternative.**

Since 1947, decorators have brought their most demanding customers to F.M.S.A. and still do! Why? Because its the best of "The Mart" and the Design Center all rolled-up in one! On 3-floors and 65,000 square feet, you'll see the best that the leading furniture designers and manufacturers have to offer for today's stylish living.

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**Prestige Brand Names Only**

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The very same brands you see at fine department stores and galleries, but not at our prices!

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- QUEEN MATTRESS SETS ..... \$399 - \$1299

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