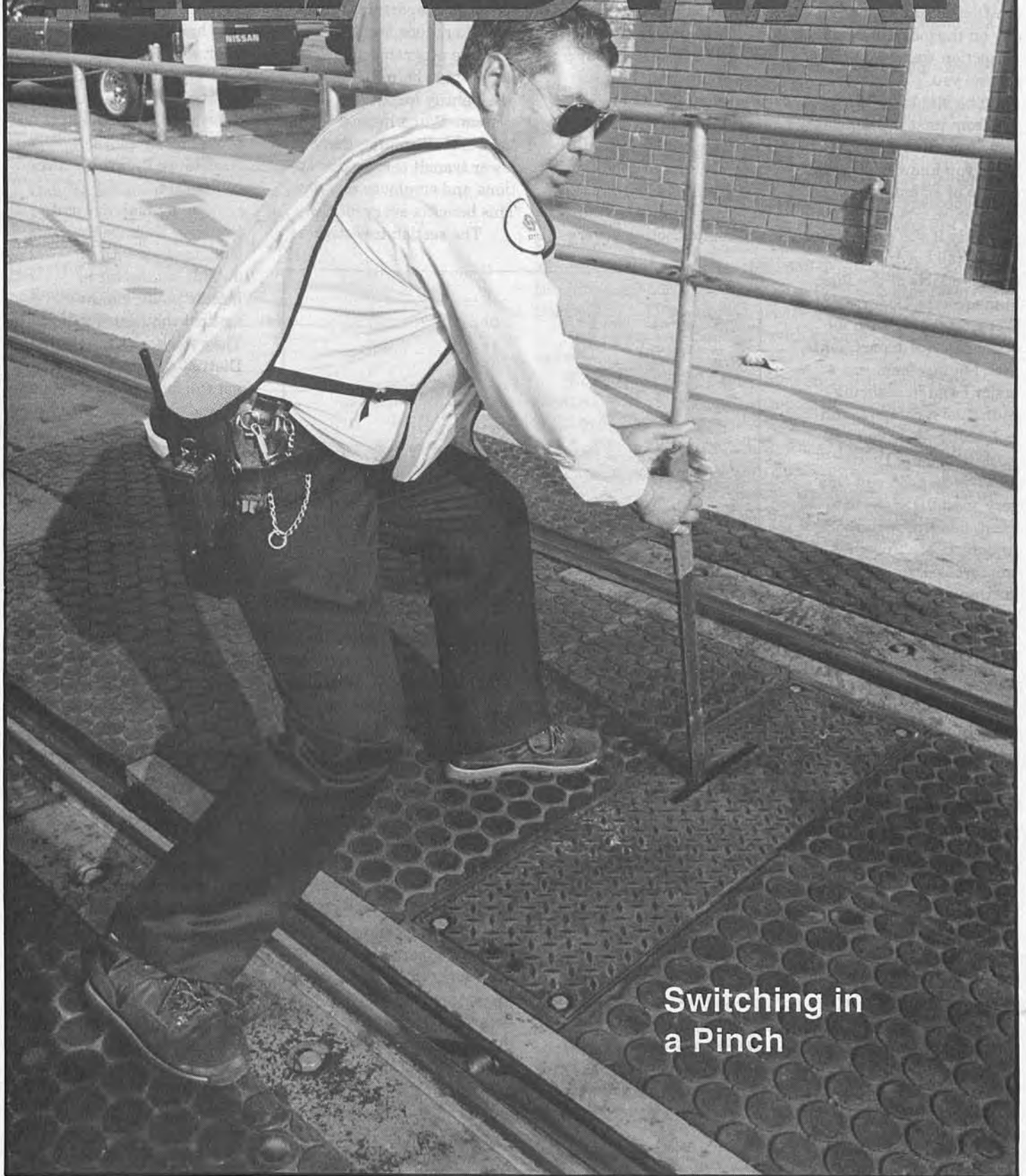


# HEADWAY



Switching in  
a Pinch

# Letter from the President

Dear Employees:

You probably didn't notice it, but when you came to the District for your first day on the job, a blanket of protection was wrapped around you.

The blanket protects you from unsafe practices and hazardous materials, helps you know what to do in case of an emergency or disaster, and cares for you promptly if you are injured.

It's all because of the special efforts of the Risk Management Department. Working closely with all other District departments, Risk Management has a major hand in assuring your safety, comfort, and well being while you are working for the District.

The 36 people in this very specialized department, headed by Barbara Anderson, see to it that employees are given a safe environment to work in. The facilities and equipment you work with every day--buses, autos, fork-lifts, uniforms, goggles, gloves, hard hats, furniture, almost anything you can think of--have already been scrutinized by Risk Management to ensure their safeness and to comply with California Occupational Safety and Health requirements.

You may have noticed a Risk Management employee at your division from time to time conducting safety visits of your facility, its equipment, and work practices. This is a significant part of the department's work, but it by no means ends there. The department performs many

more valuable services while looking out not only for your personal safety, but helps the District provide safe public service.

The department is divided into three groups: loss prevention, loss control, and data analysis/risk financing. The employees of each section bring special skills to a job that requires knowledge of the insurance industry, workers' compensation govern-



mental rules, and legislative and medical practices, to name a few.

The loss prevention section, headed by Robert Torres, is mainly in charge of employee and bus/rail passenger safety. As the section title suggests, its job is to prevent accidents, or "losses," from occurring at all.

They do this with a number of specially tailored safety programs designed to educate each employee about good safety practices during work hours. Examples include the Safety Alert Program, which uses various methods to communicate safety tips to bus

operators, and the Target Line Program, which identifies high-accident bus lines in the system to help the Transportation Department find ways to reduce accidents.

The programs also are designed to help RTD employees identify hazards to the system. When hazards are kept to a minimum, there are fewer transit service disruptions and employee injuries. This benefits everyone.

The section investigates

traffic accidents, ensures that the District is complying with all state and local clean air laws, and looks into employee's safety concerns.

If a claim of injury is made by an employee or a member of the public against the District, the Loss Control section springs into action. This subset of Risk Management consists of 16 people headed by Nanci Eksterowicz.

Workers' Compensation Specialists provide training to your supervisors and managers so they will know how to help you if you are injured on the job. They also work with an outside claims contractor to make sure you are provided with good quality medical care

and prompt benefit payments.

This unit also provides immediate support to employees who have been involved in or witnessed traumatic accidents by coordinating with the Human Resources Department in providing Employee Assistance Program counselors.

Public Liability and Property Damage Specialists work with an outside contractor to handle public claims against the District. They work with other District departments to get the facts they need to defend the District.

This section supervises a recovery program that collected more than \$448,000 in the last six months from outside parties who damaged District property.

Both sections are constantly on the lookout for fraudulent activities. The department's recently instituted fraud prevention program, along with the outside claims administrator and the Transit Police, already have saved the District an estimated \$1 million just in six months. This is definitely a praiseworthy accomplishment.

The all-important number crunchers of the department are in the Data Analysis and Risk Financing group. These are the people who officially report our safety record, study data  
*Continued on page 6 . . .*

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## The Headway . . .

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**Editor:** Mary E. Reyna

**Business Manager:** Stacy Tran

**Contributing Editors:** Mary Conforti, Sue Harvey, and Luanna Urie.

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## Division 6 Selected as Division of the Month

Division 6 was chosen the Division of the Month for January 1991, announced General Manager Alan Pegg and RTD Board President Nick Patsaouras at an early morning ceremony held in Venice on February 27.

President Patsaouras and General Manager Pegg presented an award of service excellence to Manager Mike Lensch who manages both the Transportation and Maintenance Operations. Division 6 is distinctive in being the only division headed by a single manager. The division has also distinguished itself in recent years in reducing its absenteeism among employees lower than any other division. A flag was unfurled and presented to Maintenance and Transportation employees. The outstanding division flag will fly for a month on the division's flagpole below the flag of California.

Selection of the Division of the Month is based on Division-wide performance comparisons of criteria applicable to Transportation and Equipment Maintenance. For the Transportation Department, the scores were ranked by comparing existing measures from fiscal year 1990 against totals from fiscal year 1991. The indicators included absenteeism, traffic accident frequency rate per 100,000 hub miles for December of fiscal year 1991, occupational injuries per 100,000 hours of exposure for December of fiscal year 1991, number of canceled transportation and

out-late assignments for December of fiscal year 1991, and the number of bus-related customer complaints registered.

Performance criteria for the Equipment Maintenance Department were based on performance comparisons between existing measures from fiscal year 1989 against totals from fiscal year 1990. The indicators included improvement of miles between road calls, improvement of accessible service reliability, occupational injuries per 100,000 hours of exposure for December 1990, improvement in coach cleanliness, absenteeism reduction, number of maintenance-related complaints, and the number of maintenance-related out-lates and cancellations for December 1990.

Director of Transportation Leilia Bailey said Division 6 earned the nomination for December by achieving high composite scores for both Transportation and Equipment Maintenance performance indicators. Due to its small size, the transportation and maintenance responsibilities are vested in the Transportation Division Manager. "This dual role by the Division Manager has fostered considerable rapport and cooperation between the maintenance and transportation personnel at Division 6. Division 6's buses are among the District's most clean and graffiti free. Division 6 runs a tight little ship," she said.



*Division 6 Maintenance and Transportation employees proudly hold the banner that marks them as the month's best.*

## Fighting for Fair Federal Funding

by Andrea Greene, Press Relations Representative  
RTD Board President Nick Patsaouras on February 4, criticized the Bush Administration's proposed fiscal 1992 budget package, saying that it shows "glaring insensitivity to the millions of mass transit users who are doing their part to help fight the Persian Gulf War."

"In this time of crisis, I am profoundly disturbed that yet another cut in federal transportation assistance is proposed for major cities like Los Angeles," said Patsaouras.

Bush's proposed budget includes \$3.33 billion for transportation as compared to \$3.27 billion last year. The funding package includes language that urban areas with a population of more than 1 million would lose all federal transportation operating

assistance.

"This would mean a loss of about \$49 million annually in Los Angeles County, which translates into [the cost of transporting] about 60 million riders," Patsaouras said.

"Last August, I called on our local citizens to help fight the current fuel shortages by getting out of their cars and using mass transit. It is one of the best ways we can support our fighting men and women in the Gulf," he said. "Ridership is up five percent on RTD buses, so we're doing our part. It's high time the federal government did its part."

"It's just plain irresponsible for the federal government to further cut the services that so many people depend on. I will do everything I possibly can to get Los Angeles County's fair share."

# New Headquarters Building in the Planning

by Greg Davy, Press Relations Representative  
Negotiations between RTD and Catellus Development Corporation, the owner of Union Station, for the building of a new RTD headquarters are expected to be completed this summer.

RTD's new headquarters will be part of Gateway Center, a transportation hub that will serve as a catalyst for economic growth in the northeastern portion of the downtown Los Angeles area, said RTD Board President Nick Patsaouras.

Last September, the District agreed to negotiate with Catellus on the construction of a public/private joint development project that will include RTD's new headquarters. The Gateway Center is to be located on a 6.5-acre site on the east side of Union Station in downtown Los Angeles.

"The Gateway Center will spur growth in the northern and eastern portions of downtown Los Angeles," said Patsaouras. "It will open the doors of economic opportunity and development in East Los Angeles."

Some 60 sites were considered for the RTD headquarters. The Union Station parcel was chosen because of its proximity to several modes of transportation, including Amtrak trains, the future Metro Red Line subway, and the El Monte Busway, and the site's investment potential.

"I'm excited that the

project is finally moving forward," said Los Angeles City Councilman Richard Alatorre, who is also an RTD Board Director and LACTC Commissioner. "It makes sense to have RTD as part of its family. The prospects for joint development are promising."

Catellus' plans for the Gateway Center call for two towers, totaling more than 1 million square feet, to be built in phases. The project will be an integral part of the 52-acre Union Station complex. It will be Southern California's major transportation center, with quality office space for government agencies.

The first phase of the project, to house RTD's headquarters, will include a "signature" office tower of about 595,000 square feet to be located at the corner of Macy and Vignes streets. The master plan will reinforce the historic linkage between downtown and East Los Angeles by enhancing the historic Hispanic architectural and cultural heritage of El Pueblo de Los Angeles, Olvera Street, and Union Station.

Also included in the first phase will be public and private parking areas for 1,900 cars, a major RTD bus terminal and a Metro plaza, providing access to the Metro Red Line subway station now under construction at the site.

A street-level, pedestrian-friendly retail space with a major emphasis on the integration of public transportation facilities is also included. An on-ramp

to the El Monte Busway is in the planning stages.

The project offers the District and its employees significant benefits and advantages over the District's present Headquarters and other alternative sites considered in downtown. It will promote a strong positive public transportation image for the District. The RTD's signature headquarters building will be prominent and distinct in the downtown skyline. The high visibility of the headquarters at the new transportation hub of the region will serve as a symbol of the

public transit use by those hundreds of thousands of Hollywood Freeway motorists as an alternative to their daily struggle with congested traffic.

District staff has completed an evaluation of its administrative needs and developed space and functional standards to be incorporated in the new headquarters design. Several special accommodations are planned, including facilities for education, training, meetings and conferences, a new and enhanced Board Auditorium, and cafeteria, restaurant, and fast-food



*Union Station provided a backdrop for the recent announcement that the District was nearing agreement with Catellus Development Corporation for the construction of a new RTD headquarters building to be located adjacent to Union Station. On hand to show maps and plans for the building were RTD Board President Nick Patsaouras (at podium), Los Angeles City Councilman Richard Alatorre, second from right, and Vernon Schwartz, president of Catellus.*

District's leadership in public transportation to tens of thousands of public transit commuters expected to pass through Union Station daily. It has potential to promote greater

facilities. Up-to-date computer, telecommunications, and office automation equipment and facilities are planned which will

*Continued on page 6 . . .*

## New Headquarters Building

... continued from page 5

meet the District's Management Information System standards and guidelines.

More flexible and efficient space layouts, building controls, durable materials, and lower maintenance used in the new headquarters building are expected to save the District as much as 30 percent in annual operational costs. After it has paid off a low interest loan on the facility, the District will own it free and clear, rather than simply leasing space and deriving no income or equity value as it does at present. Catellus' offer provides the District with participation in

income and equity in the larger joint development of Gateway Center. Over the long run this cooperation offers to reduce the cumulative projects costs for the District by over 50 percent.

The cost of the phase-one tower is estimated at \$120 million, with the total project cost estimated at \$250 million with completion expected in early 1994.

The first phase of construction is expected to begin in 1992.

The RTD is planning another \$200 million project near MacArthur Park for the two blocks bordered by Alvarado, Seventh and Bonnie Brae streets and

Wilshire Boulevard. The site is near the Metro Rail subway station now under construction.

That station will lie beneath a four-acre parcel running the entire east-west length of the 12-acre property, which will limit the future architectural possibilities.

RTD joint development specialists said that buildings of significant weight could not be built directly on top of the station. They would have to either span the station, or be built to either side of it.

It is expected that the MacArthur Park project

will contain mostly retail and residential space because of the lack of secondary housing and basic retail services in the area.

By developing a new retail complex, the District and city planners hope to encourage the area's residents to spend more of their disposable incomes closer to home.

Because the neighborhood is heavily populated by Central American emigres, plans call for the entire project to be designed with a strong ethnic character. That master plan is expected to take several months to complete.

## Letter from the President

... continued from page 2

collected from previous claims and insurance costs, feed them into computers, and arrive at an estimate of how much they believe RTD will need in its budget each year to cover the cost of claims and accidents.

This group also helps in the marketing of insurance coverage by reporting District costs, claims, and safety experience. RTD purchases insurance to pay for any catastrophic accidents or property damage, similar to the coverage of our car insurance policies.

The Risk Management effort is working. Lost time because of injuries is down 22 percent in the Transportation Department, and 12.2 percent in the Maintenance Department from this time last year.

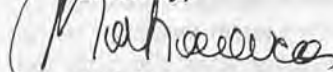
And traffic accidents continue their four-year downward trend. So far this quarter, the accident rate is the lowest we've had in seven years! This tells us that Risk Management's safety education programs are having their intended results, and all of you are doing your part to be safer on the job.

A safe workplace has been a top priority of RTD since the District was formed in 1964. As I see it, this means that the thousands of RTD employees who have enjoyed a safe, healthy work environment for more than 25 years owe much of their peace of mind to the commitment of the Risk Management Department to work with all RTD departments to keep it that way.

That's why I send my warmest congratulations to the dedicated people in this department. Because of their efforts, you know your personal safety is ensured. If you are injured or have an accident, you will have professional help, and the District will be able to continue providing efficient transit service while you recuperate.

But more than that, I know that more than 9,000 employees can concentrate on serving our riders, knowing that the protective blanket is there for them and their families. To me, that's the best kind of employee there is.

Sincerely,



Nick Patsaouras  
RTD Board President

## Blue Line Shuttle Ceases

District shuttle buses that carried Blue Line passengers at no charge from the Pico Station to their destinations in downtown Los Angeles since the Blue Line opened July 14 ceased operation February 15.

February 15 was the first day of regular Blue Line service into the new Metro Center Station at 7th and Flower streets.

The shuttle service was a convenient interim measure for District passengers while waiting for the Blue Line to be completed. Now that the terminus is open, the District will deploy the three shuttle buses into service on other lines.

## 20,000 Free One-Day Passes

Twenty thousand free, one-day passes good for RTD train and bus transportation were given out February 14 and 15 by merchants in the 7th and Flower street area in downtown Los Angeles to help celebrate the February 15 opening of the Metro Center station.

Approximately 80 merchants in the 7th and Flower street vicinity had passes available in an effort to encourage people to use the Blue Line for the intended purpose: to have easy access to downtown and the various services offered by the merchants in the area.

RTD Board President Nick Patsaouras said he hoped downtown employees who had not sampled the Blue Line would use the opportunity of the one-day pass to try it.

"Eventually, no one will

have any reason to fight traffic on the freeways any more," Patsaouras. "And you'll have the added satisfaction of knowing you're helping to clean our air."



*RTD Board President Nick Patsaouras presents opening day commemorative passes to the store manager of Fowler Brothers Map and Bookstore on 7th Street.*

## Call for Scholarships

The American Public Transit Foundation (APTF) has announced a call for nominations for the Annual Transit Hall of Fame Scholarship Awards. The objective of the awards program is to increase the number of young professionals entering the transit field in order to sustain growth and improvement throughout the industry.

The program combines two basic elements. One, each year APTF awards at least one new scholarship toward an approved industry-related field of study. Two awards will be

granted in 1991. Second, the nominating organizations are required to provide a paid internship for the awardees either during the summer or through a co-op arrangement.

Candidates for the scholarship program must be nominated by a member of APTA and all nominations must be postmarked and mailed to APTA headquarters by close of business April 30, 1991. For applications and further information, contact Director of Human Resources Gayel Pitchford.

## Transit Study Sought

*by Andrea Greene, Press Relations Representative*

In an effort to unsnarl traffic on county streets and freeways, RTD Board President Nick Patsaouras on February 4, called for an extensive region-wide study of all transportation systems in Los Angeles County.

"I am asking the Los Angeles County Transportation Commission (LACTC) to provide funding assistance to the RTD so that we may conduct a comprehensive transportation study of all options--buses, paratransit, bicycles, jitneys, and van shuttles," said Patsaouras. "The RTD provides 87 percent of the transit in the region, which means nobody else knows the streets and corners and the transportation habits of citizens like we do."

In addition, the District will launch its own ambitious series of studies that will result in new service opportunities for thousands of Los Angeles area residents.

The first segment of lines to be studied for complete restructuring is in the San Fernando Valley. Lines throughout the District's service area will be studied by geographic region, with all regions to be studied within the next four years, announced General Manager Alan F. Pegg.

"We will work with the Los Angeles Department of Transportation, Los Angeles County Transportation Commission, the City

Planning Department, SCAG, and other agencies to include neighborhood circulators, taxis, bicycles, highway use, as well as the RTD and other bus systems to insure that an integrated transportation system approach will be incorporated in whatever changes we may make," he noted.

"All of these planning activities have a single goal--improved transportation for the people who live and work in the Southern California area," said Patsaouras.

Pegg noted the last major restructuring conducted by the RTD was completed in 1981. At that time a series of grid systems was installed throughout the region, reducing the number of transfers and travel times for RTD patrons and creating new travel opportunities for thousands of residents and visitors to the Southland.

"Our studies will be done in an effort to make a good service system plan even better," Pegg said.

"These new plans will take into consideration changing demographics, the development of new community, commercial, and cultural centers, as well as home-to-work trips," said Patsaouras. "Communities and regions change in shape and complexity, and this study will prepare RTD bus service for the 21st century."

# LA, You're Starting to Look Like a Real City!



*The day before the opening of the Metro Center Station, RTD and LACTC confer on safety and security matters. From left to right: RTD Occupational Health and Safety Manager Robert Torres, LACTC Security Director Lou Hubaud, RTD Metro Rail Controller Jess Diaz, and RTD Instruction Superintendent Ed Vandeventer.*

Descending down steps to a subway station in order to catch a train, now that's city life. They do that in New York, Washington, D.C., San Francisco, and, finally in Los Angeles. We've been enjoying that urban rite for about a month since the new Metro Center station at 7th and Flower Streets opened on February 15.

The \$65-million station's second lower level, which houses the Metro Red Line subway trains, is expected to open in 1993.

With its sleek and gleaming look, the station is awesome and austere at the same time. By design the station has no public toilets, drinking fountains, or pay phones.

The decision not to offer such amenities was made for public safety reasons. The decision, made by the Los Angeles County Transportation Commission, was based on

the experience of other transit systems. Citing incidents in Atlanta, LACTC Executive Director Neil Peterson said often bathrooms become security problems and are eventually closed. Pay phones get vandalized and can be used by criminal elements. Drinking fountains, however, may be reconsidered.

The Flower Street Station is Los Angeles' first subway station to open in 35 years. It offers the 18,000 passengers who use the Blue Line each weekday a number of improved travel opportunities. Instead of having to leave the train at the Pico Station, passengers can now ride into Los Angeles' Central Business District. They can then catch about 20 bus lines that stop at or within a block of the station's ground-level entrances at 7th and Flower and 7th and

Figueroa streets and serve points throughout Los Angeles County.

"The completion of the Metro Center station is a boon for anyone looking for an easier way to get around Los Angeles County," said General Manager Alan Pegg. "Now that the trains come to downtown Los Angeles, the Blue Line can serve as the main artery to almost anywhere in the county with its connections to RTD bus lines."

Six RTD lines stop at 7th and Flower streets, with another 15 lines run by various bus companies

Station and 25 cents for a transfer to RTD's Line 20 each way," Pegg said.

"That's less than you would pay to park your car, if you could find a spot at all--and a lot less hassle."

Other major RTD Lines served by the Metro Center station include Lines 21, 22, and 322, serving UCLA, Century City, and Brentwood; Lines 51 and 351, serving central and south central Los Angeles as well as 7th Street west to Vermont Avenue; and Line 26, which terminates near Hollywood's famous landmarks.



*Entering the downtown Blue Line terminus at 7th and Figueroa streets below the Home Savings Building.*

within one block. Among the RTD lines that are easily accessible from the Metro Center station are lines 20 and 320, RTD's heavily-traveled east-west Wilshire Boulevard lines that terminate at Santa Monica's beaches.

"As an example, a Compton resident is now able to go to the Santa Monica Pier for \$2.70 round trip, paying \$1.10 for the Blue Line from Compton

Within one block of the Metro Center station, riders will find these lines available: 26, 60, 360, 426, 427, 434, 436, 439, and 445. In addition Blue Line riders can make connections to the following RTD lines serving the Los Angeles Civic Center: 480, 487, 489, and 491.



## Customers Get Toll-Free Number for Complaints

by Anthony Greno, Press Relations Representative



On opening day, General Manager Alan Pegg and Assistant General Manager Art Leahy greet patrons as they arrive at the station.



Commuters pour out of the Blue Line trains at the Metro Center station on its opening morning on February 15.



Interior of the Metro Center Station

A new toll-free hotline to respond to complaints, suggestions, and assistance of RTD patrons was put into service on February 4.

The number is 1-800-464-2111 and is open from 7 a.m. to 7 p.m., Monday through Friday.

"The establishment of this toll-free number is part of the RTD Transit Rider Bill of Rights," said RTD Board President Nick Patsouras. "We wish to communicate more with our patrons, so we can hear what they have to say."

The new toll-free number will not alter the service of the telephone information section on routes of RTD buses and other public transit carriers in the metropolitan Los Angeles area, which operates from 6 a.m. to 11:30 p.m. daily except holidays.

The telephone information service on routes and schedule information has several numbers in three area codes. The numbers appear on the pocket-size bus line schedules available aboard RTD buses and in the 10 RTD Customer Service Centers.

"The toll-free number to accommodate complaints, suggestions, and requests for assistance represents an expansion of our new RTD customer-oriented policy," Patsouras said. "It is another example of our renewed efforts to provide safe, efficient, and reliable

bus and rail transportation to the public."

The RTD Transit Rider Bill of Rights was first announced on July 19, 1990. The document is designed to solidify the agency's commitment to safety, courtesy, convenience, access, timely information, quality service, and freedom of choice.

## Round-Trip Blue Line Tickets

Single train tickets good for one round trip on the Blue Line became available at all Blue Line stations beginning February 18.

The round-trip ticket costs \$2.20, the price of two one-way tickets on Blue Line trains. Elderly/disabled round-trip tickets are available for \$1.10, the price of two 55-cent one-way fares.

Round-trip tickets are good for train travel only, and do not allow transfers to buses.

Round-trip tickets can be purchased using the "C" button on the left-hand column of buttons on ticket vending machines. The first trip must be taken within two hours of purchase, while the return trip can be taken anytime through the end of service the same day.

## 71 New Buses Placed into Service

The first four of 71 new RTD buses were placed into service in downtown Los Angeles January 31, with the remainder deployed to the Long Beach, Pomona and San Gabriel Valley areas at the end of February.

"This is only a start," said RTD Board President Nick Patsaouras. "We will need 10 times this many to adequately serve the demand we expect for transit services in the next five years."

The new buses are more evidence of RTD's commitment to quality service, as promised in the Transit Rider Bill of Rights, Patsaouras said at a press conference held in front of the Fort Moore Pioneer Memorial in downtown Los Angeles.

*"We've put 686 new buses on the street in the last three years to improve the quality of service to our riders."*

Patsaouras presented a five-year bus service and facilities improvement plan at a joint RTD-Los Angeles County Transportation Commission (LACTC) meeting held March 6 that calls for 750 new clean-fuel buses and \$380 million in bus service improvements and expanded service to reduce overcrowding.

The 71 new buses



*The operators who drove in the new Flxible 2800 series buses joined RTD Board President Nick Patsaouras (far left) and Assistant General Manager for Equipment and Facilities John Richeson (second from left) for a photo after the bus unveiling. The operators are from Division 1 and included from left to right: Raul Rios, Brenda O'Neal, Ruben Salazar, and Gladis Nuila.*

introduced January 31 represent "only a beginning," Patsaouras said.

The written message "RTD improves your ride with new buses like these. Try one!" appeared in sequence across the sides of the four buses, which pulled away from the Fort Moore Pioneer Memorial following the ceremony to begin service to the San Gabriel Valley.

"The signs on the four buses tell the story of what we're continually striving to do at RTD," said General Manager Alan F. Pegg. "Including this most recent order, we've put 686 new buses on the street in the last three years to improve the quality of service to our riders."

The buses are manufactured by the Flxible Corporation of Delaware, Ohio, and are virtually identical in appearance to other Flxible coaches now

running in RTD's fleet.

Changes in the 71 Metro 2800 buses include an engine manufactured by Detroit Diesel and transmissions manufactured by Allison. Each bus costs \$188,000.

RTD's contract with Flxible contains an option for the purchase of 33 more buses, all of which will contain particulate traps --

the first such "clean diesel" buses the District has purchased. They are expected to be in service by Fall, 1991.

The five-year plan Patsaouras presented on March 6 recommended:

- An immediate program to reduce overcrowding
- Expanding bus service to serve more people
- The purchase of 750 new clean-fuel buses
- Rehabilitation of 200 buses per year
- Dedication of funds to meet federal, state and local environmental mandates
- Increased security on buses.

"By passing Proposition C last year, the voters sent the clear message that transportation is a top priority for this region," Patsaouras said. "They want improvements now, and they are willing to pay for them. I believe the five-year plan goes a long way toward meeting that citizen-mandated goal."



*"The signs on the buses tell the story of what we're continually striving to do at RTD," said General Manager Alan Pegg.*

## Metro Rail Winding Down

Following the acquisition of the Metro Rail Project by the Rail Construction Corporation (RCC), a subsidiary of the Los Angeles County Transportation Commission on July 10, 1990, the RTD Board of Directors extended the employment period of those remaining Transit Systems Development employees to six months. For those left the end date tolled on February 22, 1991.

The Risk Management Department hosted a farewell party for a couple of the TSD employees: Jerry Surfus and Frank Williams on February 18. The potluck party was attended by all Risk Management staff, General Manager Alan Pegg, MIS Director Ed Chen, Controller Tom Rubin, and OCPM Contract Administration Manager Rick Carron.

Departing employee Frank Williams was with TSD for almost 9 years. Williams is an engineering technician. He is looking for work involving micro-computers. Jerry Surfus was the program manager

and administrator of the TSD's owner-controlled insurance program for construction of the Red Line for 3 years handling over \$55 million premiums and \$2 million of administrative costs annually. "In spite of reports in the *Los Angeles Times*, we have received praise for a good, safe program from Cal OSHA," said Surfus. Although disappointed to leave the RTD, Surfus said he understood the politics of change. "I am looking forward to doing similar project work soon. I will continue in construction management on other transit properties," he said.

Of those TSD employees given the six-month layoff notice, 2 have secured outside employment. Ten employees found no replacement employment, while 3 were rehired as-needed. Two employees accepted employment at levels lower than their TSD positions. One employee was underfilling in a permanent position while the status of the remaining 5 employees is still pending.



*Risk Management hosted a farewell party for a couple of TSD employees whose six-month extension term ended February 22. From left to right: Jerry Surfus, Director of Risk Management Barbara Anderson, Frank Williams, Contract Administrator Manager Rick Carron, and General Manager Alan Pegg.*

## Former RTD Director Joseph Dunning Dies

Former RTD Board Director Joseph S. Dunning, 75, died January 30, 1991 in a Burbank hospital of heart failure.

Mr. Dunning, a retired aeronautical engineer and McDonnell Douglas executive served on the RTD Board of Directors for four years.

The former vice president for administration at McDonnell Douglas, who helped oversee the firm's supersonic transport study program, was a graduate of the Massachusetts Institute of Technology who did graduate work at Stanford University and Harvard University. Mr. Dunning joined Douglas in 1940 as an aeronautical engineer and worked in a variety of executive posi-

tions before retiring in 1979.

He was a long-time political supporter of Mayor Tom Bradley when the mayor named him to the RTD Board in 1987.

He was also on the board of directors of the Long Beach Community Hospital and United Way, and was a member of the White House Conference on Youth and past president of the Los Angeles Urban League.

Survivors include his wife, Vivian, two daughters, a son, and three grandchildren.

The funeral service was held February 5, 1991 at Forest Lawn Hollywood Hills.

### Notice:

**RTD Operator Uniforms will be undergoing redesign in the next few months. Before operators buy any new uniforms they should check with Division Managers for a status report on the new uniforms.**

## Open Doors at RTD

Los Angeles County Transportation Commissioner Jacki Bacharach got her first chance to drive an RTD bus on February 12. An experience she said was totally unexpected yet greatly enjoyed and highly appreciated.

"I found that my biggest problem was braking. I never thought I was going that fast, but my braking just did not seem real smooth," said Ms. Bacharach. Assistant General Manager Art Leahy agreed when he teased her about going to have his whiplash checked.

Ms. Bacharach, who represents the South Bay, was given a complete tour of Division 18 by General Manager Alan Pegg, Assistant General Manager Art Leahy, Managers A.J. Taylor and Emilio Caballero. "I was impressed by the enthusiasm of the people working there and the complexity of the operation. It was of interest to me because LACTC funds these activities and I wanted to see how the funds are used on a day-to-day basis."

Generally, Ms. Bacharach thinks the RTD has made a greater effort to keep buses cleaner, but she believes the District can do more to make public transportation more of a viable option when people are making transit choices. "There is a perception in this region that bus service is primarily for the poor and to serve the inner-city and that if you get on the RTD you'll get lost, mugged, or get your pocket picked. I



*Ms. Bacharach appears grateful that Instructor Michael Henderson decided not to take a seat while she drove around the yard.*

am not saying that I share this perception, but that I recognize that it is held by many suburban dwellers."

To get past this perception, Ms. Bacharach suggested the RTD tailor programs specifically for first-time riders. "I am talking about developing programs where we 'hold the hand' of a first-time rider so we can introduce them to bus riding as an enjoyable experience." Experiential riding for first-timers will take some targeted community out-



*General Manager Alan Pegg and Assistant General Manager Art Leahy met with Ms. Bacharach to answer her questions on division operations.*

## LA's Newest Attraction



*Members of the Los Angeles Business Council listen to an explanation of repair of bus transmissions led by Materiels Manager Ted Montoya from the Central Maintenance Facility. More than 1,000 persons have gone on tours of RTD facilities since the "LA's Newest Attraction" program began last September. Tours are led by the Local Government and Community Affairs Department.*



# PUBLIC COMMENDATIONS

Thanks for a Job Well  
Done!

**Division 3201**  
Alvarez, John C.  
Rivera, Lorenzo A.  
Sy, Kay

**Division 3203**  
Fitsimoto, David  
Jackson, Jerome  
Stone, Eleanor A.

**Division 3205**  
Butler, Johnny A.  
Jones, Richard L.

**Division 3207**  
Bowers, Savannah M.  
Craig, Tyronne L.  
Duarte-Orive, Manuel  
Haynes, Larry S.  
Lopez, Richard A.  
Sahler, Joseph D.

**Division 3208**  
Cleveland, Donald R.  
Guzman, Leandro  
Gwin, Richard M.  
Haywood, Roland J.  
Kirchner, Ronald J.  
Sanchez, Michael A.  
Spencer, Laverne  
Surface, Richard A.  
Tummolo, Nicholas T.  
Wingate, Marshall

**Division 3209**  
Banaga, R. G.  
Jones, Martha B.

**Division 3210**  
Miles, Benjamin C.  
Rodriguez, Jose Mario

**Division 3212**  
Meeks, Erwin D.

**Division 3215**  
Caldwell, Henrietta  
Hanger, Edward A.  
Hernandez, Ruben J.  
Patterson, Richard C.

**Division 3216**  
Diaz, Lawrence S.  
Slaughter, Wallace T.

**Division 3218**  
Sapp, Alfred L.

**Department 1600**  
Cooper, Sharon  
Denham, Melba  
Pedini, Karen  
Ullmer, Debbie

**Department 3280**  
Singleton, Joseph

Dear RTD:

People always seem to write letters about things that are wrong with your company, but I'd like to tell you about something that I think is very right with your company.

I have spent the last month riding SCRTD's bus line #497 out of Montclair at 5:36 a.m. Every since I have been riding this line at this particular time, I have had the good fortune of riding with one of the best drivers I have ridden with in years, Mr. Wallace T. Slaughter.

This operator is very consumer oriented. He goes the extra mile to make sure that the ride is *comfortable, smooth, on schedule,* and *safe.* Mr. Slaughter definitely has the personality for this job, and he is a credit to your company.

Sincerely,

Lanette Crowell

Dear RTD:

I am an accountant and a new resident in Los Angeles, and would like to commend Roland J. Haywood for an excellent ride on Line #40. His handling of the bus was such that I feel that a letter to the company is in order.

My profession has caused me to work in many U.S. cities such as New York, Chicago, San Francisco, Detroit, Philadelphia, Houston, Seattle, Dallas, Portland, Phoenix, New Orleans, Pittsburgh, and Cleveland. In each of these cities I have ridden the public transportation systems extensively.

I am a daily commuter to work on RTD and have ridden with a full range of RTD drivers. From the reckless to the excellent, such as Mr. Haywood. He was also very courteous and helpful to the other passengers on the bus. I overheard him politely giving various route instructions to passengers.

He was also very helpful to a wheelchair passenger who had difficulty boarding and departing the bus.

In summary, I would

again like to commend Mr. Haywood on his exceptional handling of the bus and his passengers. Drivers such as he are an asset in terms of maintaining and soliciting passengers to the RTD bus line.

Please make him aware of my high regard for his professional conduct. It was such a pleasure riding with him.

Sincerely yours,

Israel W. Harris, Jr.

Dear RTD:

This letter is to bring to your attention outstanding driver Tyronne L. Craig. He is always cheerful, helpful, enthusiastic, and though not Hispanic, calls all the stops and connecting lines in English and excellent Spanish.

I take a lot of buses, and Mr. Craig is a sharp contrast to many who sit there bored and sometimes rude.

We always seem to find time to complain, I'm taking this time to appreciate someone who is an example other drivers should follow.

Tyronne Craig has my vote for driver of the year.

Sincerely,

Bernice Koves

Dear RTD:

This letter is to commend the performance of Mr. Kay Sy, who drove Bus Route 14 from downtown Los Angeles to Beverly Hills.

*continued on page 14 . . .*

## Public Commendations

... continued from page 13

I rode Mr. Sy's bus in the evening and always found him to be unfailingly considerate. Even after he was brutally attacked on his route, he still managed to be kind and selfless. I wonder how many other men would do the same. It was obvious to even the most casual observer that Mr. Sy was a gentleman.

About 4 months ago, our bus driver was removed from Line 14. He mildly said that someone with more seniority would take over and that person would execute his or her duties ably. He was right. The new driver is well liked by all of the regular passenger; however, I could not help but hope that you would recognize Mr. Sy's strengths and abilities. I hope you have set aside something special for this very special man.

A company's reputation is built on the performance of its employees. The employee has served you well. This is a man who should not be forgotten when honors are given and promotions are considered.

Thank you for this wonderful operator.

Sincerely,

Mechelle Johnson

To: Joseph Singleton  
Congratulations on your excellent Metro Blue Line subway opening ceremony operation on the evening of February 14. It was perfect!

Your efforts helped ensure a successful opening and further demonstrated the dedication and "can do"

attitude which has made the RTD and the Blue Line such a great success.

Thanks,

Art Leahy

*A letter received from the Caltrans Harbor Freeway free bus pass promotion follows: The program is six months old, has 90 participants and has given away 140-150 RTD passes. Caltrans purchases the passes at full price from the District.*

Dear Caltrans:

I am an employee of the U.S. Department of Housing and Urban Development here in Los Angeles,

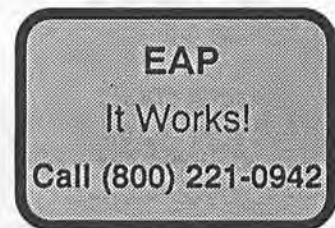
and a recipient of a no-fee bus pass. I am writing to express my appreciation for your award of this pass, and to convey to you my satisfaction of the service provided by the Metro Blue Line. It has been my intention to try this service but, like most freeway drivers, I was reluctant to give up my auto. After several days of riding the Blue Line from Long Beach to downtown Los Angeles, I now see the advantages to be enjoyed by not driving to work: namely, rest and relaxation instead of stress and agitation. Thank you for allowing me the opportunity to discover the benefits of riding the Blue

Line. By the way, the service has been terrific, and I especially enjoy the clean trains and platforms. Someone is making an effort to provide a pleasant commute, and it really shows.

Once again, thank you for your efforts in the Harbor Freeway Support Program.

Sincerely,

John C. Maloney



## IN MEMORIAM

Alcala, Feliciano G., began with the District as a Laborer "B" on February 18, 1960, passed away on December 21, 1990.

Aykes, Murlin C., began with the District as a Utility "C" on December 11, 1972, passed away on January 26, 1991.

Bandy, George L., began with the District as an Operator on September 6, 1955, passed away on February 8, 1991.

Chrystal, James F., began with the District as a Bus Operator on October 10, 1970, passed away on January 4, 1991.

Disney, Leroy B., began with the District as an Operator on August 14,

1945, passed away on January 24, 1991.

Evans, Lott F., began with the District as a Bus Operator on August 8, 1960, passed away on February 10, 1991.

Ferguson, Henry C., began with the District as a Motorman on November 15, 1940, passed away on December 23, 1990.

Gibson, William R., began with the District as a Motorman on January 7, 1935, passed away on February 16, 1991.

Hayes, Charles R., began with the District as a Motorman on February 14, 1944, passed away on January 29, 1991.

Hight, Frank L., began with the District as an Operator on March 13, 1942, passed away on January 9, 1991.

Kilgore, James W., began with the District as a Motorman on November 8, 1933, passed away on November 30, 1990.

Martin, Anatole E., began with the District as an Administrative Analyst on September 11, 1989, passed away on February 13, 1991.

McEachern, R.J., began with the District as a Trainman on October 10, 1952, passed away on November 30, 1990.

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## Benefits Will Make a Statement in April!

What does the word BEN-E-FIT mean to you? Webster defines benefit as "something that promotes well-being." To many RTD employees who realize that District employee benefits are worth as much as 40%-50% of their annual salary, benefit means security, protection, and value, all of which tend to promote well-being.

This year, in order to provide you with a birds-eye view of your individual employee benefits, a variety of District staff have been laboring long and hard to prepare the upcoming 1991 Employee Benefit Statement. This Statement is scheduled to be mailed to your home around April 10, 1991. It will provide employees with an itemized description of all the District provided benefits they receive and the associated dollar value



*Looking over the raw data to be put in the new benefit statements, are, from left to right, Marketing Representative Ray Garcia, Benefits Manager Ed Paull, Human Resources Analyst Bruce Moore, and MIS Systems Programmer Joyce Libretto.*

of these benefits. In the past, this statement has proven to be a valuable tool for employees' and their family's financial planning and decision-making.

The Benefit Statement is in its ninth year of production, and this year

will include a new feature. This addition will be information provided as to the status of each employee's Deferred Compensation and/or 401K participation.

This year, according to Ed Paull, Pension and

Benefits Manager, the Employee Benefit Statement is being spearheaded by the efforts of Joyce Libretto, from MIS and Bruce Moore, from the Human Resources Department. The artwork this year was developed by Ray Garcia, from the Marketing Department.

Statements are mailed to the employee's current address. Therefore, it is important for employees to notify their department of any recent address change. If the employee's address is not correct, the statement will then be forwarded to his/her Supervisor, who will request the employee to complete a Personal Data Sheet (PERS 201). It is a District requirement that employees have their current address on file.

## IN MEMORIAM

... continued from page 14

Miles, Alton, began with the District as a Bus Operator on September 11, 1971, passed away on January 14, 1991.

Rose, Sidney, began with the District as a Patrolman on September 17, 1947, passed away on January 16, 1991.

Winters, Grant M., began with the District as a Conductor on March 19, 1935, passed away on December 4, 1990

## SHIFTING GEARS

Anderson, Donald L., began with the District on February 3, 1968, retired as a Bus Operator on February 17, 1991.

Bell, Buford H., began with the District on December 16, 1967, retired as a Bus Operator on January 31, 1991.

Blaauw, Octaaf, began with the District on June 15, 1973, retired as a Mechanic "A" on January 17, 1991.

Boehr, Bob E., began with the District on December 31, 1974, retired as Facilities Maintenance Manager on February 9, 1991.

Bolden, Charlie M., began with the District on September 16, 1967, retired as a Bus Operator on January 22, 1991.

Border, George F., began with the District on May 16, 1956, retired as a Bus Operator on January 31, 1991.

Boykins, Louis D., began with the District on January 27, 1968, retired as a Bus Operator on January 29, 1991.

Brown, Willie G., began with the District on January 13, 1968, retired as a Bus Operator on January 20, 1991.

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# SHIFTING GEARS



Chapple, Z.D. began with the District on January 29, 1979, retired as a Service Attendant on May 31, 1990.

Churchill, Forest N., began with the District on November 27, 1951, retired as a Bus Operator on January 31, 1991.

Cronin, William J., began with the District on August 14, 1978, retired as a Senior Programmer Analyst on February 5, 1991.

Davis, J. E., began with the District on June 28, 1944, retired as a Mechanic "A" on January 19, 1991.

Deem, Jim L., began with the District on October 22, 1946, retired as a Stops & Zones Representative on January 5, 1991

Esquivel, Samuel A., began with the District on January 28, 1975, retired as a Utility "A" on January 31, 1991.

Evens, Barbara J., began with the District on October 21, 1963, retired as a Data Processing Document Clerk on February 16, 1991.

Farris, Kenneth L., began with the District on December 23, 1961, retired as a Bus Operator on January 31, 1991.

Fulton, Thomas, began with the District on September 17, 1966, retired as a Bus Operator on January 31, 1991.

Garcia, Hector Elias, began with the District on November 1, 1967, retired as a Bus Operator on January 31, 1991.

Gardner, James E., began with the District on December 16, 1967, retired as a Bus Operator on January 3, 1991.

Griesbach, Alfred W., began with the District on April 9, 1984, retired as a Project Engineer on February 23, 1991.

Hall, Bobby L., began with the District on December 9, 1967, retired as a Bus Operator on January 23, 1991.

Hall, Jack W., began with the District on November 2, 1963, retired as a Transit Operations Supervisor on February 16, 1991.

Hamilton, Duncan Y., began with the District on June 13, 1960, retired as a Schedule Checker on January 31, 1991.

Handsome, Robert E., began with the District on May 7, 1979, retired as a Mechanic "A" on January 8, 1991.

Hardway, Charles L., began with the District on August 12, 1967, retired as a Bus Operator on January 23, 1991.

Hartpence, Henry G., began with the District on July 19, 1960, retired as Assistant Director of Contracts, Procurement & Materiel on January 19, 1991.

Hicks, William H., began with the District on November 20, 1958, retired as a Transit Operations Supervisor on January 10, 1991.

Johnson, Curtis, began with the District on July 11, 1951, retired as a Road Janitor Leader on January 17, 1991.

Johnson, John W., began with the District on October 14, 1967, retired as a Bus Operator on January 31, 1991.

Kennedy, Pauline L., began with the District on January 8, 1970, retired as an Information Clerk on January 31, 1991.

Louis, Samuel K., began with the District on October 24, 1983, retired as Director of Construction Management on January 21, 1991.

McCracken, Claude H., began with the District on

November 5, 1960, retired as a Transit Operations Supervisor on January 19, 1991

McIlvain, Allen R., began with the District on September 26, 1970, retired as a Bus Operator on December 11, 1990.

Mijangos, Jose A., began with the District on May 3, 1975, retired as a Mechanic "A" on January 31, 1991.

Mullholland, Eleanor I., began with the District on August 4, 1975, retired as a Secretary on February 4, 1991.

Oliver, Robert E., began with the District on July 11, 1960, retired as a Transit Operations Supervisor on February 11, 1991.

Presnell, Gilbert C., began with the District on July 3, 1965, retired as a Bus Operator on January 27, 1991.

Quesada, Fernando A., began with the District on December 19, 1983, retired as Facilities Construction Manager on January 5, 1991.

Quezada, Enrique, began with the District on February 15, 1967, retired as a Bus Operator on February 18, 1991.



Ruiz, Mario, began with the District on October 22, 1980, retired as a Janitor on October 23, 1990.

Sanchez, Gonzalo, began with the District on January 22, 1953, retired as a Bus Operator on February 17, 1991.

Scoggins, Clyde, began with the District on September 6, 1971, retired as a Mechanic "A" on January 19, 1991.

Smith, Ronald H., began with the District on June 13, 1974, retired as a Mechanic "A" on January 18, 1991.

Stephens, William C., began with the District on February 2, 1959, retired as a Schedule Checker on February 4, 1991.

Stroud, Kenneth, began with the District on January 13, 1968, retired as a Bus Operator on January 17, 1991.

Taylor, Ernest W., began with the District on June 6, 1960, retired as a Transit Operations Supervisor on January 19, 1991.

Vialpando, Gilbert L., began with the District on January 11, 1981, retired as a Bus Operator on January 12, 1991.

Walker, Garland, began with the District on May 13, 1965, retired as a Utility "A" on January 17, 1991.

Westfall, Barry W., began with the District on February 10, 1968, retired

as a Bus Operator on February 18, 1991.

Wilber, Sue B., began with the District on November 28, 1967, retired as an Information Clerk on

January 22, 1991.

Williams, Cecil L., began with the District on May 20, 1967, retired as a Bus Operator on January 23,

1991.

Wooden, David M., began with the District on March 14, 1970, retired as a Bus Operator on December 2, 1990.

# SCHEDULE CHANGES



Anderson, Allen V., from Service Attendant to Service Attendant Leader.

Barr, Larry D., from Transit Police Officer (Trainee) to Transit Police Officer.

Beard, Callier S., from Senior Planner to Schedule Supervisor.

Chiu, Theresa E., from Programmer Assistant to Programmer.

Cheaves, Teddie E., from Mechanic "C" to Mechanic "B."

Crabtree, Arthur L., from Rail Traction Power Supervisor to Facilities Maintenance Manager.

Duncan, Dordanius A., from Truck Driver/Clerk to Senior Truck Driver/Clerk.

Fisher, Maureen A., from Equipment Records Specialist to Cash Clerk.

Foster, Theresa D., from Mechanic "C" to Mechanic "B."

Glasgow, Willard M., from Truck Driver/Clerk to Senior Truck Driver/Clerk.

Gonzalez, Andres, from Mechanic "C" to Mechanic "B."

Haynes, Marion S., from Stock Clerk to Storekeeper.

Henry, Arthur J., from Senior Planner to Schedule Planner.

Holmes, Scott T., from Schedule Planner to Supervising Planner.

Johnson, Louis R., from Service Attendant to Service Attendant Leader.

Lalla, Richard D., from Mechanic "C" to Mechanic "B."

Little, Patricia A., from Mechanic "B" to Mechanic "A."

Lobban, Kirk W., from Mechanic "A" to Warranty & Equipment Mechanic.

Martinez, Cuauhtemoc, from Mechanic "C" to Mechanic "B."

Martinez, Henry P., from Mechanic "B" to Mechanic "A."

McDaniels, Delandrea, from Mopper Waxer to Information Clerk.

Milan, Rogelio P., from Mechanic "C" to Mechanic "B."

Mohamedy, Iqbal, from Mechanic "C" to Mechanic "B."

Montes, Ignacio S., from Mechanic "C" to Mechanic "B."

Morales, Carlos B., from Mechanic "B" to Mechanic "A."

Mosby, Elgin L., from Service Attendant to Service Attendant Leader.

Mukhalian, Krikor Eli, from Mechanic "C" to Mechanic "B."

*continued on page 18 . . .*

# SCHEDULE CHANGES



Nelson, Bobby Ray, from Security Guard II to Transit Police Officer (Trainee).

Nguyen, Sidac B., from Mechanic "C" to Mechanic "B."

Powers, Mary R., General Clerk II to Telephone Service Representative.

Ramsey, Kyle E., from Transit Police Investigator to Transit Police Sergeant.

Retamosa, James E., from Electronic Communications Technician to Systems Electronic Communications Technician.

Runyan, Douglas R., from Mechanic "C" to Mechanic "B."

Shelburne, Bruce E., from Schedule Maker II to Schedule Planner.

Tadiaman, Arthur M., from Mechanic "C" to Mechanic "B."

Thomas, Keith A., from Mechanic "B" to Mechanic "A."

Tucker, Phyllis L., from Public Affairs Representative to Senior Public Affairs Representative.

Valverde, Jesus R., from Mechanic "C" to Mechanic "B."

Van Leuvan, Madeline A., from Schedule Supervisor to Schedule Planner.

Vester, Mark A., from Mechanic "C" to Mechanic "B."

White, Grant, from Road Janitor to Road Janitor Leader.

White, Myrine, from Staff Aide to Office Supervisor.

Williams, Martha E., from Mopper Waxer to Information Clerk.

Woodbury, Dana A., from Planning Manager to Director of Planning.

## MIS Leadership Conference

The Management Information Systems (MIS) Department managers and project leaders attended a two-day Strategic Planning Seminar at the Kellogg West Conference Center at Cal Poly Pomona on February 25 and 26.

Led by IBM consultant Robert Fromaget, the employees measured their progress from last year's leadership conference. During the first seminar, MIS developed specific objectives classified as Critical Success Factors. The department identified 12 Critical Success Factors (CSFs) last year. MIS Director Dr. Ed Chen said that 20 percent of their objectives met with exceptional success. Twenty-five percent of the factors registered good progress, while the remaining factors were undistinguished. In addition to prioritizing the

CSFs, a good portion of the conference was dedicated to developing an action plan for their implementation.

Aside from measuring their progress, the purpose of the seminar is to provide employees with the big picture of the agency and how each employee's function fits within it. Rather than focusing only on an employee's area of concern, an employee begins to understand how a single transaction effected by her or him can affect the larger picture. The group also examined methods to ensure MIS long-term competitiveness in terms of specific applications. Related issues explored by the managers included reshaping business processes through information technology, aligning information systems and corporate goals, instituting cross-functional systems,



*MIS managers attend two-day strategy seminar to better plan for District's needs within the next 12 months.*

boosting software-development productivity, utilizing data, developing an information systems strategic plan, improving software-development quality, creating an information architecture, integrating information systems, and improving leadership skills in information systems.

In the coming year, MIS will address Districtwide areas of concern and need that include cross-

functional applications for an effective fuel management program, availability of data related to workers' compensation pinpointing factors to aid in reduction of costs, fixed assets, input to the electronic farebox system, ASRS, field management system, deploying more computational power in the divisions, and improving the computer skill levels of employees in the divisions.

# COMMENDATIONS



Division 10 Operator Antonio S. Noriz was chosen the Operator of the Month for January 1991. Operator Noriz has been with the District for seven years. He is currently operating Line 45. Prior to joining RTD, Mr. Noriz was a truck driver for 24 years. When asked why he likes driving, his reply was that he enjoys his work as an operator because of all the different people he meets. He added that he's happy to be of service to all his patrons. He has an excellent record. He has maintained the maximum accumulation of merits and has had a very satisfactory attendance record. He has not had a chargeable accident since 1985. Mr. Noriz is happily married to his wife, Ramona, of 35 years. They have a son and a daughter. During his spare time, Mr. Noriz enjoys fixing and tinkering with cars.



Division 3 Mechanic A Bock Wong was named the Maintenance Employee of the Month for January. Mr. Wong has been with the District since 1980. He hired in as a Service Attendant and went through the Mechanic Training Program. He was promoted to Mechanic A in 1985. Mr. Wong's technical ability is excellent. He can be counted on to complete any assignment given regardless of its complexity. He is also experienced in engine overhauls, transmissions, and general repairs. The performance of his work is also excellent. He has an excellent attendance record and is punctual. His supervisors commend him highly for the enthusiasm he brings to each assignment.

## Commendations

... continued from page 19



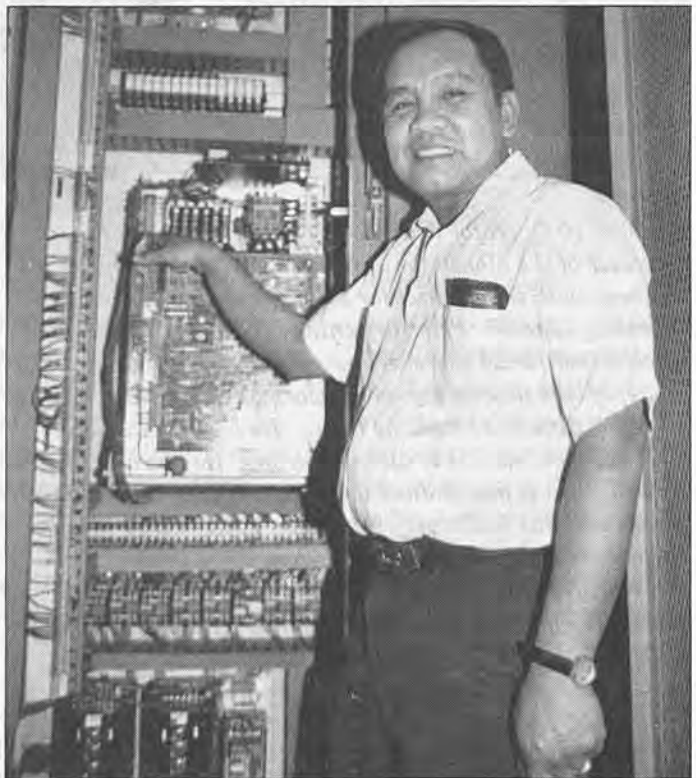
Telephone Information Operator Donald McKenzie was chosen the Operator of the Month for January 1991. Mr. McKenzie is a model employee with a perfect attendance record. He takes his work quite seriously, going the extra mile for his callers, which is evident through the numerous commendations he has received.

CMF Electrician Joe Viray was selected as the Facilities Maintenance Employee of the Month for January. He was chosen because of his leadership and training abilities and for the super job he has done as acting lead on second shift during the past three months.

His leadership ability was put to action in December when he and his crew responded to an emergency situation caused by a broken fire sprinkler high above the ground floor in the unit load stacks. After repair, the unit load was put back in operation and worked correctly. He shares his knowledge with his coworkers and has an excellent attendance record. In January he trained the members of his crew to repair Automatic Guided Vehicles. This included trouble-shooting the vehicle to the board and component level. Mr. Viray is commended for the overall excellence of his performance and the good example he sets for other employees.



In a special ceremony held at the headquarters building on February 28, 1991, RTD Retirees were recognized by RTD Board Directors Gordana Swanson and Charles Storing, department directors, and managers. Front row, from left to right: Mr. Evens, Data Processing Documentation Clerk Barbara J. Evens, Division 9 Operator Thomas Fulton, Mrs. Fulton, and Division 9 Operator Hector Garcia. Back row, from left to right: RTD Director Charles Storing and RTD Director Gordana Swanson.





*In a special ceremony held at the headquarters building on February 28, 1991, RTD Retirees were recognized by RTD Board Director Gordana Swanson and Charles Storing, department directors and managers. Front row, from left to right: Division 15 Operator Lewis K. McKeller, Mrs. Oliver, TOS Robert E. Oliver, and Schedule Checker William C. Stephens. Back row, from left to right: RTD Director Charles Storing and RTD Director Gordana Swanson.*



*Rail Controller Everett Wooden (center) presents an "award" to fellow Controller Jess Diaz (left) at the Metro Blue Line Central Control Facility, as OCS Manager Dan Ibarra (right) looks on. Diaz played a key role in preparing the Flower Street subway for revenue operation. His extended tunnel assignment earned him the nickname "The Mole." The award, a token of appreciation from his co-workers is inscribed with "Mole 12," Diaz' revised radio call sign.*



*Accountant Alex Perez was selected the General Accounting Department's Employee of the Quarter for the Second Quarter of 1991. Recently, he passed the CPA exam which was given in November 1990. The examination is quite a formidable hurdle for any aspiring accountant. Only 20 percent of those who sit for the examination actually pass it. Accountants must successfully pass the four parts which include Accounting Theory, Accounting Practice,, Business Law, and Auditing. His coworkers find him a joy to work with because he does his work quickly and excellently at all times and without complaint. Mr. Perez has only been with the department since 1990, but he has assumed additional duties on top of his own tasks. He happily fills in for employees on vacation or out due to illness. He understands the situations and took these opportunities not only to help the department but with an attitude that these were occasions to learn new things. Controller Tom Rubin and Secretary Norma Martinez presented Mr. Perez (center) with his commemorative plaque.*

## Transit Police Rookies

The RTD welcomes the Transit Police Department's newest incoming class of Police Academy graduates. The majority of these officers were graduated from the Rio Hondo College Class 98 and the Golden West College Class 102.

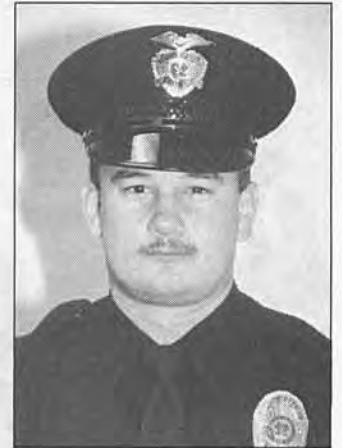
Field training for these recruits began early in 1991. The public and RTD employees can rest assured that their bus and workplace are safe with these capable young men ready to protect and serve.



*Robert Garcia, 21, is a graduate of Downey High School and the Rio Hondo Police Academy. He also attended Rio Hondo as an architectural major.*



*Tony Rodriguez, 31, is a graduate of Franklin High School and the Golden West Police Academy. A U.S. Marine Corps veteran, Rodriguez is also married with 3 children.*



*Daniel Rudd, 21, is a graduate of Lakewood High School and the Golden West Police Academy.*



*Joshua Van Blaricom, 33, is a graduate of Lewzinger High School and the Rio Hondo College Police Academy. He is married with one child.*



*Bernard Moran, 30, is a graduate of Evergreen Park High School, Ill., Long Beach Community College, and the Rio Hondo College Police Academy. He is married with 2 children.*



*David Morgan, 21, is a graduate of Arcadia High School, Pasadena Community College, and the Rio Hondo College Police Academy.*



*Richard Estrada, 25, is a graduate of St. John Bosco High School, Cerritos College, and Rio Hondo College Police Academy.*



*Richard Lewis, 22, is a graduate of Van Nuys High School, attended Pierce College, and the Rio Hondo College Police Academy. He is married with one child.*



*Louis Evans, 22, is a graduate of Banning High School and the Rio Hondo College Police Academy.*



*John Batres, 21, is a graduate of Arroyo High School and the Rio Hondo College Police Academy. He attained an associate's degree in the administration of justice.*



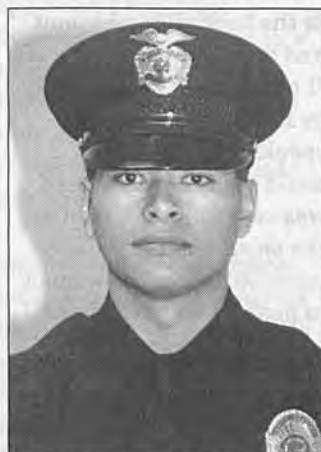
*John Hardison, 32, is a graduate of John C. Fremont High School, Cal State Fullerton, and the Golden West Police Academy.*



*Marc Parra, 30, is a graduate of Huntington Park High School and the Rio Hondo Police Academy. He is also a U.S. Marine Corps veteran.*



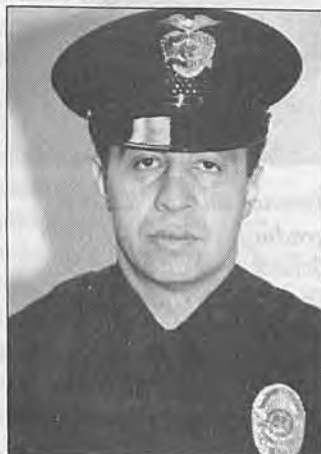
*Leonard Avila, 23, is a graduate of Colton High School and the Golden West College Police Academy.*



*Patrick Nijland, 23, is a graduate of Ganesha High School and the Rio Hondo Police Academy.*



*Darren Lindsey, 31, is a graduate of Los Angeles High School and the Golden West Police Academy. He is married with 6 children.*



*Gonzalo Gallegos, 40, is a graduate of Pasadena High School, Pasadena Community College, and the Rio Hondo College Police Academy. He is married with 2 stepchildren.*

*continued on page 24 . . .*

## A Busy Day for Transit Police Sgt. Ramos

It was the biggest thrill for Transit Police Sgt. Javier Ramos, an 11-year veteran with the RTD used to a world of violence punctuated by death and dying, when answering a call to catch a thief he ended up delivering a beautiful baby girl.

There was nothing ordinary about the way the evening of January 28 was beginning to shape, Ramos remembered. "We got a call from a couple of officers telling us that a robbery had occurred on a bus at the corner of Vermont and Manchester," said Sgt. Ramos. Apparently, a teenager had boarded the bus with a sawed-off shotgun. He pointed the gun at a kid demanding that he take off his Raiders jacket. After he got the jacket, the youth got off the bus and jumped on his bicycle to speed away.

"We arrived to investigate. A 9-year-old informant told us he knew who it was. I asked him if he wanted to ride in my car and show us where the suspect lived. He said, 'no, he'll kill me.' So, I had the kid draw a diagram of the neighborhood and had him pick out the location of the suspect's home. The kid gave us a location and I called LAPD for backup," said Sgt. Ramos. When they arrived at the suspect's neighborhood, a woman came running down the sidewalk waving at him and screaming hysterically "the baby's head is showing!"

"She startled me. I thought she meant that a baby had been decapitated.



*Transit Police Sgt. Javier Ramos.*

She managed to point toward a van down the street. I ran toward it." On approaching the van he found a 19-year-old woman in the back very pregnant and screaming her head off. "I calmed her down simply by taking her hand and speaking softly to her. I could see the baby's head was crowning. As soon as the shoulders of the baby came out I told the woman to push. I was real careful to make sure the cord wasn't around the baby's neck. The baby came fast. As soon as I caught her she cried, it was a little girl."

Sgt. Ramos placed the baby on her mother's chest and covered both of them with a coat. It was cold that evening. Within minutes the paramedics arrived. After they examined the new mother and her baby, they called to Sgt. Ramos and said, "Since, you delivered the baby, you get to cut the cord."

"By this time there were several LAPD officers around who watched. The lady was so happy. It was her first child." Apparently,

the young mother was at home and had gone into labor. She was put in the van by her sister and began to deliver but her sister didn't know what to do.

Even though Sgt. Ramos has had Lamaze training and helped his wife deliver their three children he was still nervous. "I knew I had to take some action before the paramedics came. Because I have a badge and a uniform I was expected to do something." Before the paramedics took the mother and baby to the hospital, the mother asked who the cop was who had

delivered her baby since there were so many uniformed officers around. "I came up and told her it was me," said Ramos.

After the birth event, Ramos returned to the suspect's house in time to see the LAPD take him out of his home in handcuffs and under arrest, he was 15 years old. He put up no fight and had been in the house with his mother and father.

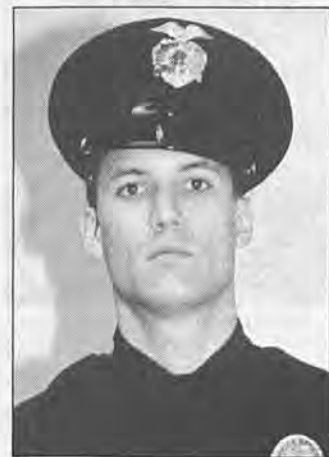
"It was a wonderful change to see that baby born," said Ramos. "It was a bigger thrill than catching a bad guy. Because we see so many people die, seeing life emerge is gratifying."

## Transit Police Rookies

*... continued from page 23*



*Terence Barnes, 22, is a graduate of Downey High School, and attended San Diego State University and the Rio Hondo College Police Academy.*



*Jon Rossing, 23, is a graduate of Warren High School, Cerritos College, and the Rio Hondo College Police Academy.*



## Cover Story

# In a Pinch, Bus Operators Act as Switchers

Before the euphoria over the grand opening of the Blue Line last July had time to settle, District operational personnel were already at work dealing with system glitches that could threaten safe operation.

To ensure safe service and to avoid derailments, Rail Operations instituted a program in August 1990 which provided for actual switchpersons on the rail line near the Pico Station. Six bus operators were drafted for this duty. The operators had one day of class training at Division 11 which included learning rail rules and procedures followed by one day of practical experience. Following an examination, the six operators were put to work on the rail. Until the Metro Center Station opened at 7th and Flower streets in February 1991, the Blue Line depended on their assistance to switch tracks for the rail cars. Each switchperson used a steel bar approximately 3 feet long and 1/4-inch thick as a lever to manually switch the track over. The switch lever caused the points of the rail to either separate or connect depending on the direction of track desired.

Since the Metro Center Station opened, rail cars can switch tracks automatically at the 7th and Flower streets stop. Losing their temporary switchperson positions to tunnel technology, the bus operators returned to driving. Those operators who assisted

during the interim period until the entire Blue Line was operational included Division 15 Operator Ed Smith, Division 8 Operator Jay Parks, Division 8 Operator Don Hickson, Division 8 Operator George Strassburg, Division 1 Operator Robert Gutierrez, who appears on our cover, and Division 1 Operator Vince Rhodes.



*Division 1 Operator Robert Gutierrez doubles as a switchperson for the Blue Line. Using a lever, Gutierrez causes the track to switch over thereby avoiding derailment.*

In addition to pinch-hitting as switchpersons, other bus operators assisted and continue to assist as farebox operators on the Blue Line. When the Blue Line opened in July, there were not enough ticket vending machines to accommodate the heavy ridership demands. These operators give passengers information, assist riders at the ticket vending machines, and sell fare receipts when platforms are crowded and the capacity of



*Operator Jose Perez punches the transfer of a passenger continuing with his trip on the Blue Line at the Pico Station.*

the machines is outstripped by the demands. These operators handle the overflow standing next to a line of free-standing, old-fashioned fareboxes where they sell tickets and ask riders to drop the fare into the fareboxes.

Since the subway opened, the farebox operators have moved operations from the Pico Station to 7th and Flower streets. The farebox operators will remain at the Metro Center Station until the ticket vending machines are functioning at a high reliability level. Those

farebox operators include Jose Perez, Vilma Ramos, Lupe Siddiqui, Richard Lopez, Aaron Montgomery, Stephanie Gonzalez, Rose Lopez, Chanh Tran, Nick Castillo, Steve Morales, Rosendo Reyes, Martha Gonzalez, Dean Black, David White, Minnie Williams, Juan Pena, Antonio Rendon, Alecia Ortez, Mike Estrada, Ruben Ramirez, Manuel Narvaez, Inez Saucedo, Alberto Rivadeneyra, Hector Olavarria, Hugo Bonine, Lina Gonzalez, Dora Alvarez, Sylvia Huerta, Jose Bolano, Juan Hernandez, Raul Hernandez, Eddie Lopez, Wilfrido Soto, Roberto Marin, Juan Cardoza, and Debbie Delgado.



*Operator Vilma Ramos (right) helps a Blue Line passenger to operate the ticket vending machine.*

## One of the Oldest Rookies

Over 3 years ago Division 18 Instructor David Lane, 47, entered the Long Beach Police Academy to fulfill a life-long ambition. The strenuous regimen proved too much for him and he suffered a heart attack. Rather than let that setback derail his dream, Lane gradually got back into shape and re-entered the academy in September 1990 and graduated January 26, 1991.

Called "grandpa" by many of the younger recruits in his graduating class, Lane managed to survive a class that started out with 42 and graduated only 19. "The training is tough," said Lane. "Half of your training is devoted to phases of law enforcement. The other part is the physical training and that's terrible." Recruits start off by running 2 miles a day, eventually working up to 7 miles a day. "I don't like running. I lost up to 9 pounds during the training."

Along with lots of pull-ups, sit-ups, and push-ups, Lane described the obstacle courses he ran as true tests of character. "In a 2-minute period you had to jump over a 6-foot wall and a chain link fence. Then run 100 yards and pick up an 150-pound dummy and carry it for 25 feet and lay it on a table. At that point, you had to complete a hand-grip test, then pick up the dummy and carry it back and proceed to the finish line. I tell you, dead weight is awfully heavy!"

In order to complete the course, Lane arranged his

work schedule to accommodate his study schedule. He attended classes on Tuesday and Thursday nights and all day on Saturdays.

What makes Lane run at his age when other men start to slow down and take it easier? "I love law enforcement. I always wanted to be involved in it. I have taken a lot of administration of justice courses at the junior college. I enjoy it. I watch police shows on TV all the time."

Being the oldest recruit in his class brought no privileges. "My tactical officers gave me no slack on account of age. It made me feel kind of good being able to compete with young men in their twenties."

"It was a lot of fun becoming part of a unit. When we used to run, I ran out in front. When I got tired, I'd lag behind, the guys would pull me along and say, 'Come on, grandpa, come on.'"

Staying with it wasn't easy. "There were many times I wanted to drop out. My wife would tell me that I might as well go on with it after coming this far. On the last day of class I couldn't believe I was still there. I got lots of pats on my back from neighbors, co-workers, and my TAC officers for hanging in there."

Lane started working with the Long Beach Police Department on February 9. As a reserve police officer he is vested with the same powers a regular, full-time police officer has.



*Division 18 Senior Instructor David Lane proudly shows his City of Long Beach Police Department badge.*



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# Preventive Medicine Goes a Long Way

by Mary Conforti, Human Resources Medical Desk

How many times have you walked out of your doctor's office with numerous prescriptions to be filled and not knowing anything about them? I think the majority of us have been in this situation at least once. We then go to the pharmacy where different warnings are placed on the bottles baffled as to how this medicine will affect our job performance.

Fifty-seven percent of employees take at least one prescription medication, according to the National Council for Patient Information and Education (NCPPIE). About 30 percent of prescriptions taken by working-age adults are misused in a way that poses a serious threat to the patient's health. That is approximately one out of every three prescriptions. This threat grows as the employee comes to work presenting a potential hazard to the public well being.

Section 6.2 (4) of the District's Comprehensive Alcohol and Drug Abuse Policy handbook states, "The employee must notify his/her department or division manager when taking any medications which may interfere with the safe and effective performance of duties or operation of District equipment." But, first things first, a little preven-

tive medicine goes a long way. A common sense interpretation of this statement is that we must speak up to the physician ordering that medicine and question them. We need to ask: 1) will this interfere with my job performance and duties? (let the doctor know your job; driver, mechanic, etc.); 2) do the benefits outweigh the risks of this medicine? 3) do I take with or without food?; 4) are there any major side effects which are important enough to call you about?; 5) is the generic as effective as the brand name drug?; 6) how long should I continue to take this?, and 7) if I feel better, should I continue it? Most of these questions can also be answered by the pharmacist filling the prescription, but your doctor is your first source. Besides, this can help build up a trusting relationship between the two of you.

Many people take the same medicine day after day, year after year, without consulting their physician. But as our bodies age our tolerance for drugs changes. Dosages may have to be changed to maintain the desired pharmaceutical effect. Our bodies all react differently to medicines just as they do with food.

Most of us do not look forward to a doctor's visit. Generally, it provokes anxiety but questions as those above can improve your communication with

your physician and let him or her know that you are interested in playing an active role in your health care. An uninformed, incorrect usage of a prescription drug becomes a safety issue potentially involving the public. Our personal lives are also affected; we could aggravate a condition leading to possible hospitalization.

So, question your physician. It is your right as a consumer and follow the instructions given to you. Then, in accordance with the Drug and Alcohol Policy, tell your manager the drugs you were given. The rest is up to you. Follow their advice and **FEEL BETTER.**

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By Leigh Rubin



"Boy, you're not kidding times are tough... I'm completely broke!"

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## "Farmer John's" Breakfast at Division 10

After putting in a full day's work, the staff at Transportation Division 10 returned a few hours later at 1 a.m. on February 28 to prepare breakfast for the operators "just because," said Division Manager John Adams, also known affectionately as "Farmer John."

"This is the staff's way of showing appreciation for a job well done," said Adams. "It's just for the operators and funded by the staff," he said.

Steno Barbara Shepherd left work for home in Rancho Cucamonga to feed her children and then talked them into helping her peel 25 pounds of potatoes for hash browns. "We thought it would be a great way to boost morale," she said.

"We started cooking at about 2 a.m.," said Staff Assistant Esther Cabison. "Our first rush came before 4 a.m. Our second came at 8 a.m."

Assistant Manager Earl Rollins said he wanted drivers to know that he didn't take things for granted when they turn good. At Division 10 accidents are way down as are minor rule violations.

"You know how it is," said Assistant Director of Transportation Leo Bevon, "when accidents are up, the newspapers are on us. When things go right, they forget all about us."

Cooks and servers included: John Adams, Earl Rollins, Esther Cabison, Jose Romo, Karl Muller, Eddie Hill, Robert Holland, Dennis Dietz,



*Division 10 staff at 6 a.m. work off of adrenaline to prepare for the second wave of operators. From left to right: Esther Cabison, Barbara Shepherd, Carolyn Mulgado, Eddie Hill, and Manager John Adams.*



*Division 10 operators help themselves to a hearty breakfast. From left to right: Cresencio Rodriguez, Willie Johnson, Barbara Shepherd, James Pryor, Earl Rollins, and Fred Smith.*

Donna Higgins, Enrique Mulgado, Carolyn Mulgado, Hector Hernandez, Donna Murdock, Martin Figueroa, Richard Saenz, Cresencio Rodriguez, Estella Vickers, and Francisco Gomez.

"I think we had everything except the tortillas," said Adams. "The good thing was we had

plenty enough for everyone, including seconds."

True. The bountiful table in the train room included pancakes, sausage, scrambled eggs, grits, chorizo, bacon, smothered potatoes, hash browns, croissants, toast, fresh fruit, orange juice, and coffee.

## BIRTHS

Born to Assistant Supervisor-CCCO Esther Reed-Murphey and her husband, Gerald Murphey, a daughter, Ariel Nicole Murphey, on June 13, 1990 in Los Angeles at 5:13 a.m. Ariel weighed in at 6 lbs., 5 oz., and was 19 inches long. She is the first child of her proud parents. "She's brought a lot of joy in our lives," said Mrs. Reed-Murphey. "Hopefully, she'll grow up to be the General Manager of the RTD."



*Ariel Nicole Murphey.*

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## Recent Retirees



*Investments Manager Mel Marquardt (right) presents new retiree Bill Cronin with his "nest egg." He was only kidding.*

### Bill Cronin

MIS Senior Programmer Analyst Bill Cronin retired from the District on February 4, 1991. He worked for the District for over 13 years. He was involved with various systems in the District over the years including Accounting, internal time-

keeping, Deferred Compensation, and Payroll. The MIS Department prepared a farewell party for Mr. Cronin on January 31, 1991 in the headquarters cafeteria. The party was well attended by friends and co-workers.



*Barbara Evens shows off her going-away presents, her personalized bus stop sign and hard hat.*

### Barbara Evens

MIS Data Processing Documentation Clerk Barbara Evens retired on February 15, 1991 after 27-

1/4 years service with the RTD. Ms. Evens started as a data entry operator in 1963. As documentation

clerk she was charged with the responsibility for the MIS technical library. "She was always very good at whatever job was given her," said her supervisor, Shirley Crise. The MIS Department sponsored a

farewell party for her on February 14, 1991 in the headquarters cafeteria. Many friends, co-workers, and well-wishers celebrated with Ms. Evens as she received her very own bus stop sign.

### Charles Mims

Senior TOS-VO Charles Mims leaves the District after 31 years service. Mr. Mims began



his career with the District as an operator out of old Division 2. In 1966 he promoted to TOS. Looking backward over his service Mr. Mims said: "It's been enjoyable. The District has been extremely good to me. I developed beautiful working relationships and friendships. Management has been a joy to work with. If I were to apply for a job again I would hope it would be like what I'm leaving."

Even with the distance of over 30 years, Mr. Mims said all that time has not taken the blush out of his most embarrassing moment

as an operator. "It was my first night out as an operator and I misread my paddle on old line 48. As a result I discharged all my passengers at the corner of Adams Boulevard and Western, thinking I was supposed to do that. Actually I was supposed to take them to La Brea. But my pride wouldn't let me go back and pick them up to correct my mistake. On my return I had to face all those passengers I'd discharged. They asked me why I did it, and not too nicely either. Yeah, it was my first night out and I was scared stiff anyway."

As a retiree, Mr. Mims plans to travel extensively within the United States with his wife, Gloria. "We may settle down again in Los Angeles and if I do decide to work, it will be in a small-scale business."

To all his friends and co-workers, Mr. Mims said: "Thanks to all of you. It's been a pleasure. I wish you the best in your endeavors. Good luck and God bless you all."

# Benefits of the Credit Union

by Leonor Lustado, Credit Union Manager

The Transit District Employees Federal Credit Union offers a variety of services and we urge you to contact us if you have any specific questions. We welcome your membership and look forward to serving you and your family. The following is an overview of the structure, operations and benefits of the services. **What are we?**

A credit union is a group of people who share a common bond of association by saving together to make low-cost loans available from accumulated funds. Each credit union is an individual, non-profit cooperative, supervised by either the federal or state government. All of its profits are returned to its members in the form of dividends, interest, and services.

Transit District Employees Federal Credit Union, which has been in existence for more than fifty years, was organized and incorporated to help members save money safely and conveniently, and to make it possible for them to borrow at competitive interest rates. Today, credit unions are the best and safest places to save and borrow.

## How do we operate?

- Money placed in savings creates a common fund, which is managed by a professional staff under the direction of the board of directors.

- Members may borrow from the fund at

competitive interest rates. The interest we charge on loans to members create income for the credit union.

- The remaining portion of this income is used to pay operating costs and to create a reserve fund required by law.

- Each credit union account is insured up to \$100,000 by the National Credit Union Administration (NCUA), an agency of the United States Government.

The credit union's field of membership includes, but is not limited to: officers, directors, committee members and staff, members of other credit unions, surviving spouses of deceased members, persons retired from SCRTD, UTU, and Metro Rail consultants, and persons in the immediate families of members.

We are located on the Sixth Floor of the RTD headquarters building, Annex E on 425 S. Main Street.

Our operating hours are 9:00 a.m. to 3:30 p.m. Monday through Friday and 9:00 a.m. to 1:00 p.m. on the last working day of each month.

## How are we structured?

You are the BOSS!! Because the credit union is owned entirely by you and your fellow members, complete control of its activities rests within your power. You are responsible for the election of a seven-member volunteer Board of Directors, which determines operating policies and supervises the credit union office personnel. The directors are elected to

serve up to three-year terms and the board is required to hold an annual meeting of the membership.

The supervisory committee's responsibility is to audit the credit union's records and ensure adherence to federal regulations and board policies. The members of this committee



receive no compensation for their services, but may engage professional assistance to aid them in accomplishing their task.

The office staff is the only salaried group in the credit union. This capable, well-trained and efficient staff is dedicated to serving you and your fellow members, and is loyal to the philosophies and fine traditions of the credit union industry.

## How do you join?

The concept of a credit union is based on "shares."

You may join by completing a membership application and depositing a minimum of \$50 into your savings account. There is a one-time membership fee of \$5.00. You may make up to 12 withdrawals from your savings account each year

and after that a \$10.00 fee will be charged to your account for each withdrawal in your savings account. You do not have full rights and privileges of a member and cannot apply for a loan until after 7 days.

Membership applications are available in the credit union office or you may obtain them from Pam Nieves in the RTD Employment Office. Simply complete the card, sign and return it to the credit union office. If you are interested in a joint account, be sure to read the reverse side, detailing the right of survivorship. It takes the signature of both husband and wife, or other joint owner, to make this agreement effective. Also, if you are interested in opening up a checking account and/or an ATM card, please contact the credit union for an application or to obtain further information.

For RTD employees, you may sign up at the credit union office for payroll deduction to go to your savings or checking account. However, please be aware that there is no credit union deduction taken from your paycheck TWICE a year. When this happens, it will be up to you to make your own deposit to your account.

Your credit union membership is also a benefit for life, because even if you leave your place of employment, you will always remain a lifetime

*continued on page 31 . . .*

## Counting Cash and Calories

As summer nears more employees are thinking about getting into sleek swimsuit shape and shedding those winter pounds. The employees at the District's Central Cash Counting Office at Division 2 are no exception.

Little by little the employees started setting up their own gym and workout room inside the enclosed, secure office. Cash Clerk Mark Chandler brought in weights. Assistant Supervisor Beverly McWhorter donated a stair-step machine. Within a short time, the clerks and supervisors joined together for group workouts.

"We just wanted to get healthy," said Supervisor

Lorraine Bowen. "Even though exercise classes are available at the headquarters building, cash clerks don't have access because they have to stay in the building until the end of their workshift."

Each day at 11:30 a.m. a majority of the clerks gather in an open area and turn up the music for an aerobic workout led by Floyd Pakeman. The enthusiasm for getting in shape keeps the clerks moving to the music for 30 minutes. Convinced of the benefits of consistent exercise, several participants are going to chip for a treadmill for the office--such are the prices paid by the Beautiful People.



Class is in session for a nooner workout at the Central Cash Counting Office. In foreground left, clockwise: Lorraine Bowen, Dorothy Van Hofwiggan, Yolanda Serrano, Terrie Hernandez, Floyd Pakeman, Danny Horn, Huey-Ling Leung, and Linda Winters.

## Wanted

Wanted: Cash offers for Safety Awards and Cap Badges from Los Angeles Transit Lines, Metropolitan Transit Authority, and

Pacific Electric Railway. Please call or write: Roy Fizer, 1254 West 36th Street, Los Angeles, CA 90007. (213) 735-9145.

## Credit Union Benefits

*continued from page 30 . . .*

member, as long as you keep your account open, with a minimum balance of \$50.00.

### Loans for all Reasons....

You are eligible to apply for a loan after completing 7 days membership in the credit union. Loans can be made for any provident or productive purpose, providing you are in good credit standing and have the ability to repay the loan. There is a \$10.00 non-refundable fee for processing a new loan.

You may request a loan application either by calling or visiting the credit union office. After you apply for a loan, it is reviewed and is

either approved, rejected, or further information is requested. This can take anywhere from 2 to 5 working days, depending on the circumstances. Once the loan request is approved, the loan can be disbursed quickly.

There is no penalty for pre-payment of any loan.

Repayment on the loan is done through payroll deduction. However, it is important to notify the credit union if you take a leave of absence, become disabled, or are terminated from employment so that we can make arrangements for your repayment.



### List of telephone numbers:

General Information & Teller Department .....	(213) 972-6183
Share Withdrawal	
Request Line .....	(213) 972-6196
Loan Department .....	(213) 972-7969
Collection Department .....	(213) 972-6184
Que System/Audio Response .....	(213) 972-6185
Fax Machine .....	(213) 972-6186

## "Give Earth a Chance" Earth Day: April 22, 1991

1. Don't simply throw newspapers, paper scraps, glass, plastic, or cans away. Recycle them! Each ton of paper recycled saves 17 trees, 7,000 gallons of water, and 4,100 kilowatt hours of electricity. If the U.S. recycled half of the newspapers it discards yearly, 6 million tons of waste would never reach landfills.

## It All Started on a Bus



AP/WIDE WORLD PHOTOS

*Rosa Parks as secretary of the Montgomery, Alabama NAACP chapter in 1955.*

Thirty-six years ago, Division 16 Maintenance Manager John Adams was 17 years old and standing at a crossroads of history in Montgomery, Alabama. He had joined the Youth and College Council of the Montgomery branch of the NAACP. The branch secretary at that time was Rosa Parks and she took a liking to young John. Political realities would separate the friends, but serve also to reunite them over three decades later.

Rosa Parks was the black woman credited with igniting the Civil Rights movement in the South by refusing to move to the back of the bus as Southern Jim Crow custom dictated at that time. Ms. Parks was arrested by the Montgomery police and shortly thereafter the Montgomery bus boycott began which in turn sparked other nonviolent civil disobedience actions against segregation in the South.

"Everyone thinks Rosa

Parks was this little old lady who refused to give her seat on the bus to a white man. Somehow I think that people think it all started spontaneously. That's not how it happened. Those events were carefully planned. As a matter of fact, Ms. Parks and others in the Montgomery branch of the NAACP wanted me to challenge the segregation laws. The NAACP felt if they could crack Alabama, the heart of Dixie, the rest of the states would go too," said Adams. But that decision was not one taken lightly in Alabama during those times. Adams' parents were frightened for his welfare and told him not to participate.

"My parents knew I wasn't a nonviolent person. If attacked I would have fought back and ended up dead. The NAACP was looking for someone who could tolerate the abuse and not react. That was Rosa Parks. She was a very serene and articulate woman."

As president of the NAACP Youth and College Council in 1954-55, Adams impressed Ms. Parks. She helped raise money to send him to a National Youth Legislative Conference in Washington, D.C. There he approached senior Senators John Sparkman and Liston Hill in order to enlist their aid in supporting desegregation laws. They refused. During that visit he spoke about segregation in the South on the Voice of America radio program.

Rosa Parks continued



*Rosa Parks and John Adams in Washington D.C. after the unveiling of her bronze sculpture at the Smithsonian.*

to mentor Adams. She even secured a scholarship for him to attend a six-week international leadership training conference in New York. "It was an eye-opener for me, truly a turning point in my life. For six weeks I experienced life as it could be lived without segregation. I knew I had to get out of the South. Rosa Parks had given me this opportunity. She exposed me to the better things that America

had to offer so that I could bring it back and share it with others in the South and motivate them."

On his return to Alabama, Adams enlisted in the Navy. Before he left for boot camp, the Alabama state legislature had just passed a law declaring the NAACP an illegal organization. All members were threatened with fines of up to \$10,000 if their membership was discovered. Those members who were public



*This bronze bust by Artis Lane of renowned Civil Rights Leader Rosa L. Parks was unveiled February 28, 1991 in ceremonies at the Smithsonian's National Portrait Gallery. The Rosa Parks sculpture, according to the artist, embodies the dignity and quiet courage of the woman who is often called the "Mother of the Civil Rights Movement."*



employees also found their jobs in jeopardy.

"By the time I returned on leave from boot camp in November of 1955, things were getting ready to explode. In that climate, the bus boycott began. In those times, the people who participated showed a great deal of courage. They were hard times. Many people lost their jobs, were threatened, beaten, and some killed."

good reunion. The frightened young man Rosa Parks had last seen before the bus boycott was now a mature, self-assured man, and, ironically, working for a bus company.

From that reunion came a rekindling of their mutual admiration for each other. "Rosa Parks was a good citizen because what she did was the right thing to do and it enhanced the United States," said



Viewing a portrait of Mrs. Parks done by Artis Lane are from left to right: Artis Lane, Ms. Parks, and Rep. Maxine Waters.

Adams had returned several times to Montgomery to visit his parents, but never to stay for long. He was intent on putting distance between himself and his negative memories of the South. By 1989, he hadn't communicated with Rosa Parks for over 33 years. He happened to notice a program brochure published by the Black Woman's Forum, of which his wife Lynn is a member. That year they were honoring Rosa Parks. In an instant the gap of years and the distance of miles closed. Adams decided to get in contact with her. It was a

Adams. Apparently Adams isn't the only one to feel that way. In February 1991, in a special ceremony held in Washington, D.C. during Black History Month, Ms. Rosa Parks unveiled a bust bronze of herself for presentation to the Smithsonian Museum. She asked John Adams to come to Washington to be with her for the dedication. "I am very proud to attend and to have been a part of her life. She deserves much recognition for the courage and strength she exhibited and for changing the course of history for the better."

## "Give Earth a Chance" Earth Day: April 22, 1991

2. Buy energy-efficient automobiles, trucks, boats, and tractors and keep them tuned. A well-tuned engine uses up to 9 percent less gasoline and helps prevent pollution.
3. Cut gas consumption. At least once or twice a week take an alternative to your car to work--carpool, vanpool, bike, bus, or walk. Each gallon of gasoline you don't burn prevents almost 20 pounds of carbon dioxide pollution, the chief cause of global warming.
4. Avoid using aerosol products containing chlorofluorocarbons (CFCs), which deplete the ozone layer that protects us from ultraviolet radiation.

---

*"Treat the earth well. It was not  
given to you by your parents.*

*It was loaned to you by your  
children."*

*-- Kenyan proverb*

---

5. Apply insecticides and herbicides carefully if they must be used. Follow instructions to avoid polluting the surrounding air, ground, and water. Purchase only the amount you need.
6. Use mugs or cups instead of disposables. Especially avoid cups made with CFCs, which are completely non-biodegradable.
7. Buy in bulk. Once you get bulk goods home, you can easily transfer them to small, reusable storage containers.
8. Take shorter showers and install a low-flow shower-head. Don't let the water run while you brush your teeth, wash your face, or shave. Running water only to wet your toothbrush and rinse your teeth saves 8½ gallons of water. This is an important savings, because only .65% of the earth's water is fresh water.

## Our People in Saudi Arabia

In the March 1991 issue of *Headway* we invited RTD employees to submit names and addresses of family members stationed in Saudi Arabia or the Persian Gulf. Happily, the cease-fire has cut your loved one's tour of duty short. But if we haven't included your family member(s) please submit the names so that we may publish them in our next issue.

Please mail in or call in the name, your relation to the service member, the name of your family member serving in Saudi Arabia, their age, and their branch of service.

PFC George D. Nerio, Jr.

George Nerio, Jr. is the son of Division 16 Mechanic George Nerio and stepson of Division 16 Service Attendant Maureen Nerio. George Jr. is now serving in the Persian Gulf. He graduated from High Desert High School in 1990 and entered the U.S. Marine Corps last May. He completed boot camp in San Diego and was then sent to Oklahoma for artillery training operating a 155 Howitzer. Nerio left for the Gulf on January 3, 1991.

Other RTD family members serving in the Gulf War include:

Dewayne Smith-- Brother of Georgia Broussard, District Secretary Office.

Arnold Juarez-- Brother of Ruben Juarez, Human Resources Department.

Gerald Bell, Jr.-- Cousin of Sherri Jackson, OCPM.

Manual Medina-- Cousin of Ralph Carapia, Employee Relations.

Eric Sanchez-- Nephew of Aurora Sanchez, Employee Relations.

Patrice and Anthony Moore-- Niece and nephew of Joe Miller, MIS Department.

Cedric Wells-- Son of Hattie Wells, General Services.

James Brown and Robert Brown-- Cousins of Carole Smith, Human Resources Department.

Eric J. Carter-- Son of Chauncey Carter, Scheduling and Operations Planning.

Rauro Nolasco-- Brother-in-law of Carlos Fabro, Facilities Engineering.

Michael Thomas-- Nephew of Phillip Thomas, Risk Management.

Edward Tremor-- Son of Wes Tremor, Risk Management.

Marvin James Woodie-- Son

of Brenda Woodie, Scheduling Department.

Pamela Hendrickson-- Niece of Brenda Woodie, Scheduling Department.

Arthur James-- Son of Theresa and Arthur James, Scheduling & Division 5.

Niwat Suntsonglap-- Nephew of Surin Chetnakarnkul, Facilities Engineering.

\*\*\*

The following article appeared in the *Ada*, Oklahoma evening newspaper recently.

Dear Editor:

During these tense and trying times with the military buildup in Saudi Arabia, we all have a lot of deep feelings about being separated from loved ones. Well, I would like the people of *Ada* to hear about a very special person, my mother, Ms. Donnie M. Stansbury.

During World War II, she had to stay at home and raise three children while her husband, three brothers, and three brothers-in-law went off to fight in the war.

Well, the war ended, but not for Mom. Along came the Vietnam War while again Mom stayed home to raise the younger kids, she watched two sons and nephews leave home and fight in this war.

Well, you would think that Mom would get a rest, but with the buildup in Saudi Arabia, and a possible conflict in the Persian Gulf, her family is very proud to serve their country. You see, Mom will not sit at home this time as a mother but as a grandmother. There are five of us in the military now. P.S. To a great lady, we want to thank you for your support while we your family, serve our country.

With love, (your kids)  
SFC John Stansbury (USAR), son  
SSGT Fred Stansbury (TXARNG), son  
Sgt. Jeff Boudreau (USAF), grandson  
Airman First Class Sernea Stansbury (USAF), granddaughter  
SPC Todd Stansbury (USA), grandson

*Mrs. Stansbury is the mother of CMF Senior Supervisor Sam Stansbury.*

\*\*\*

Division 16 Maintenance Manager John C. Adams commended his employees for their support of the troops in Saudi Arabia. The division collected \$80 to purchase 32 boxes of Girl Scout cookies. The cookies were sent to the 42nd Medical Patient Troop of the United States Air Force. Special thanks were given to Mr. Patrick Graves who coordinated the Operation Desert Storm Drive.

## A Night of Fantasy

by Steve Crawford, *People Movers Editor*

The Unity at Seven Committee presented a formal dinner/dance with the theme of "A Night of Fantasy" on February 16.

Held at the beautiful Disneyland Hotel in the Marina Ballroom, the event lived up to the high expectations that we always have when the Unity at Seven Committee puts on a party.

The revelers began arriving at 7 p.m. Everyone dressed for the occasion: beautiful ladies in gorgeous evening gowns and handsome gentlemen dressed in black ties and tuxedos.

The first thing to hit your eye was the decora-

tions. The whole place was done up in the colors of red, black, and white. After the social hour, dinner was served. A wonderful meal of broiled petit filet of beef bordelaise with sauce bernaise and a breast of chicken chasseur with baby red potatoes au burre and julienned fresh mixed vegetables followed by a generous portion of black forest cake for dessert.

Later everyone danced to marvelous music offered by djs Leo and Alma Holland (the Heartstrings Mobile Enterprise) and to the live band called "Traffic Jam" with Andrea Palm providing the vocals. The mix of jazz, rock, and rap was perfect. The master of ceremonies was Doug



*Looking good is not a fantasy for Division 5 TOS Eddie Hernandez and Transportation General Secretary Pat Campbell.*

Madison. During the evening pictures were taken by Jowett Mason and Cecil Hearn. Many of the attendees made a weekend of it by staying over at the hotel and going to

Disneyland on Sunday.

The whole wonderful evening was organized by the Unity at Seven Committee. Rose Graves was the committee coordinator *continued on page 37...*

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# RECREATION NEWS



April 15 - May 15

## April

19 Mother's Day fine jewelry sale sponsored by William Pitt

Jewelry - Headquarters Bldg. Cafeteria 9a.m. - 2p.m.

22 Dodgers vs. Atlanta - Sports Bag Night - Reserved seats \$7.50

24 Dodgers vs. Atlanta - Bat and Batting Glove Night \$7.50

27 Dodgers vs. San Francisco - Baseball Card Night \$7.50

28 Dodgers vs. San Francisco - Pin Day #2 \$7.50 1:05 p.m.

## May

10 Dodgers vs. Phillies - Autographed Ball Night - \$7.50

10 "El Puma" Jose Luis Rodriguez Universal Amphitheater - \$25.00

11 Sesame Street Live - LA Sports Arena 1:30 p.m. \$9.00

12 Dodgers vs. Phillies - Pin Day #3 1:05 p.m. \$7.50

15 Dodgers vs. Montreal - Fielder's Glove Night \$7.50

18 Dodgers vs. New York \$7.50

18 Sesame Street Live - Long Beach 1:30 p.m. \$9.00

**Grand Opening Special**  
- Save over 50% Wild Bills Wild West Dinner extravaganza. The world's most unforgettable hootin, hollerin' dinner show value! A four course dinner with unlimited beer, wine and Coca-Cola. Great performances from the four corners of the globe.

\$16.50 for adults (reg. \$32.80)

\$11.50 for children (3-11) (reg. \$21.15)

\*\*\*\*

**Magic Mountain Special** continues through April 28 \$12.45 general admission (reg. \$23.95)

\*\*\*\*

**Wild Rivers** reopens for the Summer May 11. Discount tickets available \$9.50 General (reg. \$15.95) \$7.50 Juniors (3-11) (reg. \$11.95)

**Knott's Berry Farm** special is early this year. May 1 through 31 special prices \$14.95 Adults (reg. \$21.95) \$9.95 children.

## RTD Sports -

The softball league is in need of a volunteer to act as commissioner for

the program. This person would be responsible for overseeing the league rules and making sure the officials were paid each week. The commissioner must be able to interact well with the team and have their support as their leader. Interested? Contact the Employee Activities office X4740.

\*\*\*\*

The Basketball season is well underway with 10 teams representing just about all sections of the District workforce. The second round of play starts April 16. Games are played on Tuesday at 6:45, 7:45 and 6:45 p.m. and on Wednesday at 7:30 and 8:30 p.m. All games are played at Crenshaw High School. Come out and cheer for your favorites.

\*\*\*\*

Still the best buy for your RTD and Railroad approved Bulova and Seiko watches - \$68 to \$104 (tax included)

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\*\*\*\*

● Gold earrings and chains in a limited supply.

● Stuffed animals of all types 40 to 50% off retail prices (This includes Disney stuffed animals)

● And, of course, all the RTD and Metro Rail logo merchandise.

● Good any day tickets available for Universal Studios for \$18.50 Adults and \$14.50 Child

● Good any day tickets also available for Sea World at \$16.25 Adults and \$12.25 Child

● Tickets for movie theatres are as follows: Edwards \$4.25; AVCO General Cinema \$4.50, AMC \$4.00, Pacific Walk-In \$4.00, Pacific Drive-In \$4.50.

The Employee Activities office is open from 10:00 A.M. until 3:00 P.M. Monday through Friday. Second floor of the Headquarters building, telephone 972-4740.

*continued on top of page 37...*

## Wanted

Wanted: Your model trains/equipment (especially HO scale) or any bus/railroad artifacts, badges/hats that are gathering dust. I'll make you an offer you probably can't refuse. Motorman Bob. (818) 762-8159.

## Mobile Unit Schedule

Due to popular demand the mobile center has expanded its days of services and operating hours. The center will operate Monday through Friday from 9:30 A.M. until

2:00 P.M. These new hours will provide more employees the opportunity to use the services of Employees Activities.

April	Location	May	Location
15	CMF	1	4
16	9	2	12
17	16	3	2
18	8	6	11
19	10	7	1
22	3	8	10
23	15	9	CMF
24	6	10	9
25	7	13	16
26	5	14	8
29	Maint. Day	15	15
30	18	16	7
		17	5

## A Night of Fantasy

*continued from page 35 . .*

and worked very hard to make this event a success. Able assistance was given by Elethia Fray, Diane Frazier, Larry Hale, Demetrius Jones, Maggie Square, and Nathan Weathersbee, the rest of the committee.

The committee was pleased to have Assistant General Manager for Operations Art Leahy and Director of Transportation Leilia Bailey as honored guests.

Larry Hale assisted with this article.



*Director of Transportation Leilia Bailey greets the revelers wearing an elegant evening gown cut with sleek swan-like sleeves.*



*DJ Leo Holland spins some tunes for the "Night of Fantasy" at the Disneyland Hotel presented by Division 7's Unity at Seven .*



### RETIREMENT DECISIONS: It's Your Money, So Know Your Choices

- How can I make my money last for me and my spouse?
- Should I go with the company plan, or take my money in a lump sum distribution?
- What are some safe investment choices for my money?
- How can I guarantee the return on my retirement money?



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Carl Jones, retired operator, with his wife Sarah.

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## Make a Difference

**9.** Start a compost recycling bin in your backyard. Help turn yard wastes and uncooked, natural kitchen wastes into rich, new soil.

**10.** Try alternatives to hazardous household substances. Try boiling water, a plunger, or a metal snake instead of drain cleaners; cedar chips instead of mothballs; baking soda and mild detergent instead of cleaners; salt, baking soda, warm water, and a quarter cup of ammonia instead of oven cleaners.

**11.** Dispose of wastes properly. Used engine oil can contaminate water supplies; used batteries contain lead, lead sulfate, and sulfuric acid that can leak into soil. Take used oil, batteries, and tires to a recycling center or an appropriate disposal facility. Never dispose of hazardous household products—those labeled "DANGER," "WARNING," or "CAUTION"—by pouring down the drain or tossing into the rubbish. Contact your state or local environmental agency to learn proper disposal methods.

**12.** Use renewable resources. Buy recycled and recyclable products. Seek out reusable or returnable packages.

**13.** To use less energy on the home front, lower your thermostat and insulate your water heater.



## "Give Earth a Chance"

**Riding the RTD  
saves more  
than oil, it's  
the Right Thing to  
Do.**

*"Treat the earth well. It was not given to you by your parents. It was loaned to you by your children."*

— Kenyan proverb in *QUOTE*

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