

HEADWAY



Wishing You a
Beautiful Season
from RTD

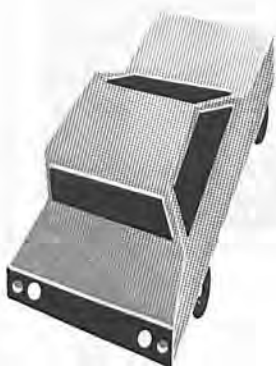


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A Word from the General Manager



Not long ago, a woman filed an injury claim against the District. She said that while trying to board an RTD bus, her leg had been caught in the door and that she had been dragged along the street. Another woman claimed that a bus door broke her daughter's arm. If true, these serious charges could have led to expensive insurance losses for the District.

When accidents involving RTD equipment or personnel occur, or the District is accused of injuring a passenger or pedestrian, Hertz field investigators, working for our Risk Management Department, immediately go to the scene. Their task is to determine whether the District is at fault and to head off fraudulent injury claims.

During their investigations, the anti-fraud team often finds that the person's injuries could not have occurred on one of our buses. In some cases, investigators learn that the person was not a passenger or that the accident never happened. And, many times, the severity of injuries and costs has been exaggerated.

In the investigation of the woman who claimed her leg got caught in a bus

door, the team videotaped one of its members trying to duplicate the accident. Investigators proved the accident couldn't have happened as the woman described. The claim against the District was dismissed.

In the other instance, investigators learned that the girl had broken her arm on the playground the day before her mother claimed the accident had occurred. The woman was arrested.

Thank you for making 1991 such an exciting, productive year. I wish you and your family a joyous holiday season and an abundance of health, happiness and prosperity in the coming year. I look forward to the future with optimism and anticipation. Together, we can look forward to new achievements and an even brighter 1992.

Such investigations can save the District as much as \$12,000 in court costs and \$5,000 or more in injury payments. The Risk Management Department, working with Hertz and the Transit Police, handled 523 cases in Fiscal Year 1990, saving the District \$1.3 million, and 584 cases in FY 1991 for a savings of \$2.2 million.

Stopping fraudulent injury claims against the District is important work, and every operator involved in an accident is on the front line of fraud prevention. Here are some tips to help prevent fraud:

-- Before leaving the bus yard, adjust all mirrors to give you proper vision of the exterior, interior, doors and steps of the bus. You will be asked about this in court.

-- Every operator should carry a Courtesy Card Information Envelope,

50 Courtesy Cards and 10 pencils on every run.

-- Do your best to have every passenger involved in an accident fill out a Courtesy Card. Take an accurate head count.

-- Initial and date each card received from passengers. This prevents fraud involving unauthorized Courtesy Cards.

-- If a non-passenger boards the bus, include a description of the person in your accident report.

-- Fill out the envelope completely. If another vehicle was involved, provide an accurate description and note where the vehicle was damaged. Draw a diagram of the accident.

-- Ask bystanders who saw the accident to fill out Courtesy Cards.

-- Write down any statements from passengers or bystanders that might help describe the accident.

-- Some operators keep a small notebook as a personal log of unusual incidents during their runs. This can be valuable evidence for investigators and in court.

-- Don't discuss the accident with anyone other than a TOS, law enforcement officer, or District representative. Wait for an investigation team to determine the cause of the accident.

The District has an excellent safety record thanks to the care our operators exercise on the roads. It's unfair to every operator when fraudulent claims are filed against us. That's why it's important that we know how to protect ourselves.

Alan F. Pegg



Final Agreement Signed for New Headquarters



The RTD reached final agreement October 31 with San Francisco-based Catellus Development Corporation to develop an RTD administrative headquarters building and transit facility at Union Station in downtown Los Angeles.

The RTD building will be the first structure in the Gateway Center, which combines four acres of Catellus property with 2.6 acres of RTD property into a unified, joint development project. The Union Station property as a whole comprises 52 acres.

Gateway Center will consist of government and commercial office buildings and public transit improvements to enhance Union Station as a regional transportation hub. The transit improvements will include a landscaped bus plaza and approximately 2,500 public parking spaces to serve the Metro Rail project. The 28-story RTD building will be located at the southwest corner of Macy and Vignes streets.

"I am delighted that the RTD will be the first and primary anchor of this

project," said Marvin Holen, RTD Board president. "Gateway Center will establish Union Station as the transit center for the entire Los Angeles region."

Catellus will manage construction of the RTD building. The Orange County

architectural firm of McLarand, Vasquez & Partners, Inc. has been selected to design the building.

Gateway Center's public transit improvements will consist of a Metro Plaza to provide vehicle and pedestrian access to bus service and to the regional network of Amtrak, light rail, commuter rail and Metro Rail at Union Station. There will be approximately 2,500 public parking spaces at the Center. Metro Plaza will be designed by the architectural firm, Ehrenkrantz and Ekstut and Hanna Olin.

The above public transit improvements are scheduled for completion in mid-1993 and the RTD building in late 1994. Subsequent phases of the Gateway Center will include additional office buildings for government agencies and commercial firms.

Catellus Development Corporation is a major owner, developer and manager of property in 12 states in the West, Midwest and Southwest. The company is one of the largest publicly-owned real estate companies in the nation and is traded on the New York, Pacific and Midwest stock exchanges under the ticker symbol CDX.

"All Systems Go" Says Bollinger

"When are we going to be there? Is this really happening that soon?" These are the two questions that project manager John Bollinger is asked as he rushes to and from meetings. The Fullerton resident, who previously was project manager for the World Trade Center in Long Beach, says the new headquarters project provides an opportunity to do something that many said could never be done. The concept, he says, is a powerful one, and could only come about if the RTD was the tenant and the cornerstone for the balance of the development. Without that

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RTD Awards \$6 Million Contract to Universal City Firm for Electric Trolleybus Study

RTD's Board of Directors awarded a Universal City engineering firm a \$6 million contract to begin preliminary engineering and other start-up activities for the proposed return of electric trolleybuses to Los Angeles County.

The Board voted 8 to 1 with one abstention and one absent to award the contract to ICF Kaiser Engineers and its 13 subcontractors. In the first year of the contract, Kaiser will be responsible for preparing an environ-

mental impact report, suggesting and refining possible routes, setting vehicle and subsystems specifications, and projecting costs and a schedule for the project.

"The selection of lines and routes will include input from communities and elected officials plus technical and environmental considerations," said RTD General Manager Alan Pegg. "It will be Kaiser's responsibility to perform these tasks."

Funding for the electric trolleybus

project was approved by the Los Angeles County Transportation Commission Aug. 28, with final signing of the \$8 million funding agreement on Sept. 16. The remaining \$2 million of the funds will be used for District staff expenses.

The two major objectives of the bus electrification program are to improve air quality in the South Coast Basin under Southern California Air Quality Management District (AQMD) goals, and to provide better transit service to the community.

Bogus Bus Passes Under Investigation

New Task Force Makes for Team Effort



At the direction of General Manager Alan Pegg, a task force which teamed Transit police officers with Transportation Department instructors combed the streets the week of November 1 in search of counterfeit bus passes.

Each team, comprised of an officer and an instructor from the District's El Monte Training Center, inspected passengers as they boarded buses on select lines. Controller-Treasurer Tom Rubin said the task force was formed to determine if counterfeit passes are a contributing factor to the District's projected \$42 million shortfall this fiscal year.

Bus operators have reported seeing a number of bogus passes on Lines 16, 18, 20, 26, and 30. However, Captain Ronald Eutsey, who heads up the task force, said there were not enough passes seized during the first week of the operation to evaluate the magnitude of the problem. He estimated that about a quarter of the counterfeit passes

confiscated thus far had come from different sources and that there was no evidence of a single, large counterfeiting operation.

Those customers caught using a bogus pass are questioned by task force members, who then attempt to trace the origin of the pass.



Happy Holidays from Susan Chapman, Layout Supervisor: "The season means finishing cross-stitched Santa Clauses for my nieces and nephews."

RTD Board Extends Blue Line Security Contract with Sheriff's Department

The RTD Board of Directors voted six to three Nov. 21 to enter into a two-year contract agreement with the Los Angeles County Sheriff's Department for security services for the Long Beach to Los Angeles light rail system.

In approving the contract, the Board also approved increasing the District's Transit Police budget by approximately \$8.56 million to support a staff of 242 sworn police officers.

In taking the action, the Board reversed its vote of Oct. 24 to let the Transit Police patrol the Blue Line once the contract expires with the Sheriff's Department in mid-1993.

The Board will ask the Los Angeles County Transportation Commission (LACTC) to fund the expansion of Transit Police personnel. The Sheriff's Department has handled security for the Blue Line since the District began operating the trains in July of 1990.

Most of the Board members conceded their vote was not based on the quality of the Transit Police, which they say has improved markedly since Police Chief Sharon Papa took over two years ago.

"The board believes in the professionalism of the District's Transit Police and applauds their continuing efforts and hard work in providing outstanding security for transit bus riders in Los Angeles," said RTD Board President Marvin Holen.

"The outstanding 'report card' on the performance of RTD's Transit Police received from the peer review panel, consisting of New York City Transit Police Chief William Bratton and Bay Area Rapid Transit District Police Chief Harold Taylor, shows it to be one of the finest law enforcement agencies in the state," said Holen.

The cost of the yearly contract with the Sheriff's Department is approximately \$13 million. These funds are being made available by the LACTC

using local half-cent sales tax revenues.

RTD Transit Police personnel will continue to provide security for the bus system.

The Sheriff's Department will pro-

vide on-train security services, conduct inspections for fare evasion and will patrol rail yards and stations along the route.

Robledo Elected to Top Latina Post

Sylvia Robledo, a public affairs representative, has been elected president of the powerful women's advocacy organization, Comision Femenil de Los Angeles.

The 300-member organization, which was founded 20 years ago by Supervisor Gloria Molina, created the East Los Angeles Rape Hotline, the first such bi-lingual telephone line, and is credited with bringing to the courts a successful lawsuit against sterilizing women without their consent. That litigation resulted in the bilingual consent form used in hospitals today. Last year, the group gave \$17,000 in scholarship money to 20 women in various professional endeavors. Comision counts among its members such dynamic women as Molina, Leticia Quesada, member of the Los Angeles school board, Linda Greigo, the deputy mayor of Los Angeles, and Evelyn Fierro, the past mayor of South Pasadena.

"I'm very excited," says the 33-year-old Robledo, who spends her RTD hours seeking community support for RTD's electric trolleybus program. "I hope to move the organization forward by tackling environmental issues in the San Gabriel Valley, and concentrating on women's issues like child care, and sexual harassment, really breaking the glass ceiling."

The gregarious brunette is a natural to garner support for electric trolleybuses because of her vast experience with community outreach programs and interactions with elected



Sylvia Robledo was sworn in recently as president of Comision Femenil.

officials. Los Angeles City Councilman Richard Alatorre recently appointed her to the Leadership Business Council, a group of 12 young leaders who are in the process of shaping Los Angeles politics. Prior to RTD, she worked on several local political campaigns and promoted records in the Latino division of A&M records.

The Rowland Heights resident says she supports the philosophy of multi-modal transportation as a clean air solution. "I am very happy to be a part of the RTD family and its visionary approach to the future," she says, emphatically. "Every place I go, I talk about this organization."

Sharon Papa Honored for Excellence

Transit Police Chief is One of Four Female Police Chiefs in Nation

Sharon Papa, Transit Police Chief, was recently presented with the 1991 Medal of Excellence by the prestigious local organization, *Women at Work*. The RTD chose the District's first female Transit Police Chief for the honor, saying she was directly responsible for turning around a morale problem and cutting her force's attrition rate by over 50 percent.

Papa was one of 21 outstanding women honored October 10 by the Pasadena-based non-profit career and job resource center, which has assisted over 18,000 women seeking employment in the last ten years.

In presenting the award to Papa, *Women at Work's* Gerda Steele and Ann Hight called the Chief "industrious and inspirational" and said she has made a name for herself by choosing a non-

traditional career in law enforcement and has met the complex leadership challenges presented in this field.

During the awards luncheon at Pasadena's Doubletree Inn, Papa was lauded for achieving significant bottom-line rewards for the RTD; Hight told the audience that shortly after taking charge, she deployed a highly visible uniformed task force to ride the buses in targeted service areas which resulted in the arrests of 179 suspects for narcotic violations, robberies, vandalism and fare evasion.

Shirley Hufstедler, U.S. Secretary of Education in the Carter Administration, was the keynote speaker at the awards ceremony. The dynamic attorney said that in the last 15 years, attitudes have changed. "Look," she said, "just look at what women have achieved."



Chief Sharon Papa: Chosen for Women at Work's Medal of Excellence because of her exceptional contribution to the workplace and community.

Behind the Badge



An afternoon briefing

by Sgt. Shari Barberic

Transit Police is the fastest-growing law enforcement agency in Southern California, and we would like to keep our fellow employees informed of our many activities and programs.

During the month of September, 1991, Transit Police made 446 arrests, including 92 for felony crimes, issued 478 citations, handled 2,298 radio calls, and completed 7,261 V.O.I.T.S., or random bus boardings. The above statistics include 57 juvenile arrests made by GHOST members for vandalism and related offenses throughout the District's service area. Our thanks to the operators and other employees who take time to report vandalism and whose assistance is invaluable in our Department's efforts to combat graffiti.

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Thank You, Transit Police!

Dear Chief Papa:

I would like to commend Officers Ramsey and Fernandez who were on duty Saturday night, October 5. Our car had developed mechanical problems on Western at the Santa Monica Freeway. It was almost midnight and all of us live in south Orange County, and we were too afraid to get out of the car to call for help.

The officers came to our rescue, called AAA and even tried to fix the car while we waited for the tow truck. I'm not certain what "standard procedure" is in an instance such as this, but I felt extremely grateful for their courtesy and willingness to stay with us until we could get on our way.

I certainly hope that I never have a similar experience, but if I do, I sincerely hope that if the police come to my aid, they'll be as caring and courteous

as Officers Ramsey and Fernandez.

Sincerely,
Lougene Anderson
San Juan Capistrano

Dear Chief Papa:

I am writing this letter to thank the RTD Police Department and in particular to commend Officers Morgan and Rudd and Sgt. Traber.

The above officers were most helpful recently. An incident on October 11 at approximately 6 p.m. in the El Monte Terminal involved my daughter and her companion. Officers Morgan and Rudd used restraint and compassion in effecting the arrest of her companion and the protective custody of my daughter. Later that evening, Officer Morgan telephoned me at my home to assure me that my daughter was safely delivered to the County USC Medical Cen-

ter.

Again, my heartfelt appreciation to these good men in my time of need. I will be forever in their debt.

With sincere respect,
James Johnston
Monrovia

Dear Chief Papa:

I want to thank you for the fine work Officers Menashe, Ladage, T. Cody and Cranson have performed since their assignment to Division 15. Their presence has significantly decreased instances of crime in the area.

These officers have shown great dedication to their work, and they perform their duties with utmost courtesy. All of the work we have asked them to do they have performed quickly, efficiently, and completely. They have been very effective in all of their tasks.

These officers are a credit to the Transit Police, and they deserve to be recognized for their splendid work.

Sincerely,
Dorothy Fluker
Senior T.O.S. Instruction

College Student Helps Out Transit Police



Sharon Papa, Transit Police Chief presenting Corey Brooks with a certificate of appreciation from the RTD Board of Directors: "You had the courage to get involved. Thank you, Mr. Brooks."

Corey Brooks, a Los Angeles resident and a student and athlete at Cerritos College, was recently recognized at a District Board meeting for his assistance in identifying suspects who assaulted an RTD bus operator.

Brooks was aboard the bus when a female juvenile with an accomplice sprayed the operator in the face with dog repellent, momentarily disabling him. When RTD Transit Police responded, Brooks pointed out the assailants, who were arrested.

"Without the assistance of Mr. Brooks, it is quite probable that both suspects would have escaped arrest and prosecution," said Sharon Papa, Chief of Transit Police. "This incident demonstrates the value of citizen involvement so necessary to successful law enforcement."



Happy Holidays from Karl McKnight, Print Shop Supervisor: "The holidays are a time to express the love you have for all of the special people in your life. Its a time for families to come together to reminisce."

RTD to Test Liquid Natural Gas (LNG) Fuel

by Anthony Greno
Press Relations Rep.

Furthering its efforts in clean air bus technology, the RTD will undertake a liquified natural gas demonstration project to start in 1992.

The four-year plan, in conjunction with Southern California Gas Co., calls for the retrofit of 10 existing TMC RTS-II diesel buses to operate on LNG.

"The major advantage of using natural gas as a fuel is that it burns much cleaner than diesel," said Alan Pegg, general manager. "The major advantage of using LNG or liquified natural gas compared with CNG or compressed natural gas, is that it requires less storage area and will reduce the gross vehicle weight as well as the construction cost of the fueling station."

The RTD is eyeing a 48-month, 600,000-mile demonstration project. The first 12 months will be devoted to design and construction of the LNG fueling station. Vehicle engineering and mock-up plus actual retrofit and prototype delivery also are to be completed in the first year.

Plans for the second year call for fine-tuning the fuel system and engine on the prototype bus and elimination of any problems found with the fueling station as well as completing the remaining nine retrofits of buses.

The final two years of the demonstration project are to see the operation of a 10-bus liquid natural gas fleet by the District in revenue service.

"Each bus is to have oil samples taken at 6,000-mile intervals and detailed records are to be kept on fuel economy, parts replacement and maintenance procedures," Pegg said.

Diesel control buses are to be selected as each bus goes into revenue service in order to provide a base line for the demonstration fleet.

"Our new chassis dynamometer will come into play in this new clean fuel project," Pegg said. "Two buses from the LNG demonstration fleet and

two from the diesel control fleet will be analyzed at the Emissions Testing Facility at zero, 30,000 and 60,000-mile intervals."

Cost of the project will be \$5,254,000. Southern California Gas Co. will contribute \$500,000 for the

construction of the liquid natural gas fueling station. The RTD will contribute \$2,221,000 in the form of 10 TMC diesel buses to be used for retrofit. An additional \$2,533,000 will be requested in South Coast Air Quality Management District discretionary funds.



Divisions Selected for More Methanol Buses

To accommodate expected expansion of clean fuels operations, additional RTD divisions will be preparing for methanol storage tanks in 1992.

■ In addition to Division 1, at Sixth Street and Central Avenue, which has been the methanol refueling station for more than two years, three other divisions have been identified:

■ Location 2, at 15th and San Pedro Streets, will be reopened as Division 2 with as many as 30 buses initially. In anticipation of additional methanol buses, the tanks installed in 1987 are methanol compatible.

■ Division 9, El Monte, will have underground tanks and a fuel distribution system to accommodate methanol

in 1992. The tanks may be used for diesel until methanol buses arrive from the manufacturer to go into revenue service.

■ Division 5, South Central, at 54th Street and Van Ness Avenue, will be the site of methanol-Avocet operations. Avocet is a fuel additive that permits the conversion of diesel-burning engines to the use of methanol with minor mechanical changes.

■ Division 15, Sun Valley, will remain the site of the fueling station for compressed natural gas. The RTD operates 10 CNG buses on routes in the San Fernando Valley and to downtown Los Angeles.

Tops on the Charts, Division 9 Tastes Victory Again!



The San Gabriel Valley has the right stuff: a month ago, the Pomona Division won the title; in September, the El Monte Division was top dog.

RTD Board Vice President Charles Storing was beaming.

For the second time in two months, a bus division in his "sphere of influence," as he put it, had rolled out with Division of the Month honors.

Topping the judges' ballots for September was Division 9, earning stellar marks in all seven Equipment Maintenance criteria categories. Coupled with the high scores achieved by the Transportation Department, the division's performance sparkled, according to Ralph Wilson, acting director of transportation and Rich Davis, director of equipment maintenance.

General Manager Alan Pegg made the proclamation official Oct. 30 to the scores of employees who had gathered to unfurl the traditional white flag signifying division excellence.

"I'm proud to see so many people doing the job so well," he said to tables of employees who paused from their games of dominos, pool, and cards. "This is your award."

Echoed Storing, "I want to commend you for your outstanding performance. When you do a good job, I'm behind you 100 percent."

And then, with a smile, he cautioned, "You never know when I'll be in the back of your bus."

Division 9 outranked its counterparts in the improvement of accessible

service reliability for August 1991 when compared to August 1990 and occupational injuries per 100,000 hours of exposure in August 1991. The division placed second in accidents per 100,000 hub miles, miles accumulated between road calls, coach cleanliness, and the number of maintenance-related lates and canceled service.

Judges issued scores based on the improvement the division had made from August 1990 to August 1991.



Evelyn Frizelle, Division 9 transportation manager and former Division 16 manager is thanked for her team's effort by Alan Pegg, general manager. "There are three times as many operators as there were in Pomona," she says, "but the employees here, too, are conscientious and concerned about getting good service to the public."

Top Form in Uniform

Lester Myers and Lesley Jones stand head and shoulders above many of their colleagues. Especially in the shoulders.

The two Division 18 operators have out-muscled body builders from all over the Southland to capture a cabinet of trophies....and the admiration of their female passengers.

"You know how it is," teases Myers. "These women will board my bus and the conversation turns to my arms. They want to know if they can work out

with me, then they want to know if I'm married." Chimes in colleague Jones, "My wife loves the attention I get. She goes to all my shows. She just laughs at the attention I get. She's secure and has every reason to be."

Myers, who says body builders are a narcissistic breed, was for years driving his Flexible bus without flexing his muscles. He says his legs were so small and his knees so weak that he started working out to strengthen the muscles around the legs. But he thought about

it long and hard before he gave the sport of bodybuilding a shot.

"I used to look in on the gym," the 15-year RTD veteran says, remembering, "and I thought it was for nuts."

But every day twice a day for two hours, he and rookie bodybuilder Lesley Jones hit the weight room before beginning their RTD tour of duty. They achieve their look naturally, without steroids, and frown when asked about Mr. U.S.A. competitions.

"No way," they say. "We do this the natural way because it's truly healthy. Ours is a lifestyle and exercise is only one part of it."

The other component is nutrition, and both Myers and Jones say they cut out the goodies and stack up on all the bland stuff three months before a contest.

"I eat a lot of pasta, sweet potatoes, fish and chicken," says the 38-year-old Myers, who looks much younger than his age.

Whatever the recipes, the calories are obviously going in the right places. A scan of trophies shows wins in contests sponsored by the Southern California



"We are not weightlifters," insist Division 18 operators and bodybuilders Lester Myers (at left) and Lesley Jones with their slew of trophies. "We don't move mass. We build our bodies for health and aesthetic reasons."

Natural Bodybuilders, the AAU National and the ABCC. The trophies seem as big as the titles of the organizations that put on the shows.

These days Lester Jones is looking up his sleeve. And not at his large arms. His little girl wants to work out, too.



Before he hits the streets, operator Lesley Jones works out in the Division 18 weight room. Also an actor, the articulate 28-year old bodybuilder played a police officer in the Sylvester Stallone flick.

Division 12 Marches for Kids

The Children's Clinic in Long Beach got a big boost from Division 12 employees on Sunday, October 20. Inspired by their hearts and encouraged by Manager Harold Hollis, nine employees strolled six and a half miles along the shoreline to raise money for the clinic, which serves area children whose parents have little or no financial resources.

"This is my idea of the team concept," said Hollis. "I did it because I care and I wanted people to know that a manager is never too big of a guy to do something like this."

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Local Government Sparks Imagination of Kids

Safety Campaign is a Big Treat at Halloween



Gary Spivack, assistant general manager of planning and public affairs is not embarrassed in the least to be flanked by two of his department's best dressed, Marta Maestas (left) and Sheryl Carrerow (right).



The youngsters, costumed for the occasion, were briefed on safety at the Seventh and Metro Center Station before being whisked away on a Blue Line train.

“What’s the first thing the Ghost family does when they get in their car?” asked Local Government’s Sheryl Carrerow of the youngsters who sat aboard a specially decorated Blue Line train Halloween morning. “What?” they screamed. “They boockle up,” yelled back Sheryl, amid squeals of delight.

“Next question,” she called to them. “What’s short, afraid of werewolves, and curses?”

“Tell us,” they chorused. “Little Rude Riding Hood,” she said, laughing.

Thanks to Sheryl and her colleagues, 40 youngsters from elementary schools in and around the Blue Line corridor were treated to a Halloween morning ride aboard the train. Public Affairs representatives, each in costume, underscored the importance of rail safety.

“Step carefully off the curbs and over train tracks, especially if your costume is long,” representatives said to the children, many of whom would be going trick or treating near the Blue Line tracks later that night. “Never go around the lowered crossing gates either in your car or on foot,” they emphasized.

In early October, Public Affairs representatives hand-delivered posters of the train’s safety mascot, Travis the Owl, to third through sixth grade classes in 146 schools in the L.A. Unified, Lynwood, Compton, and Long Beach school districts. Also included were parochial schools in those cities. On the flip side of the poster was a Halloween Safety Alert, a composite of rules in Spanish and English about safety near the tracks.

In order to win a morning’s outing on the train, each class was asked to color the black and white outline of Travis. Carrerow estimates that they talked with 103,573 youngsters. By the cutoff date of October 25, more than 150 entries were received.

Four classes representing different sections of the Blue Line corridor

were ultimately chosen; Carrerow says she was moved by the wonderful coloring of a nine-year-old from John Sutter Elementary School in Long Beach. "She and her family are really poor and had moved here from Mexico in September. She doesn't really speak English yet, and had never celebrated Halloween in Mexico. And here she was chosen to represent the class in coloring the Halloween mascot. She had so much fun."

On hand to greet the children were RTD Board President Marvin Holen and Public Affairs Representatives Carrerow, Sumi Gant, Marta Maestas, Marie Aguirre, Phyllis Tucker, D.A. McLean, and Bill Gay. The Marketing Department's Liz McGowan and Penny Yamron joined in the fun.



Marvin Holen, RTD Board president and Phyllis Tucker, senior public affairs representative, show off a winning drawing to the kids.



The Mistress of the Dark (Marta Maestas) huddles with Dracula (Bill Gay).

"These are inner-city

youngsters. They don't live in

the suburbs where the bus

comes once an hour."

Even the Blue Line train Operator Larry Bowman got into the act and donned a mask. The surprise of the day was the identity of Travis the Owl; Public Affairs Representative Harry Spitz played the role ("My eyes were so fogged up afterward from wearing the costume, I couldn't see for four hours," he joked.)

Said Carrerow, "The kids were so excited because this field trip was tailor-made just for them and unlike a typical field trip where they'd go to a museum with packs of kids.

"These are inner-city youngsters. They don't live in the suburbs where the bus comes once an hour. They live with public transportation. And if we can get them to 'stop, look, and listen,' we've succeeded."

CTP on the Move



Big kids can have fun, too. CTP's Ed Langer can tell you that it's always helpful to have someone who is "smarter than the average bear" with you at your booth. This Rideshare Fair was at Universal Studios hosted by several major corporations, including Viacom, Texaco, and Hanna-Barbara. Jai-Ming from MIS captured Ed and the Bear on film.

Thanks for a Job Well Done

Dear RTD:

I am writing this letter in enthusiastic commendation of Mr. Major McKay, who by his tremendous competence, courtesy, and positive attitude has made the drudgery of public transportation a more palatable experience.

The passenger is first impressed by his punctuality; confidence in Mr. McKay's strict adherence to Line 456 and Line 60 official schedules makes harried, desperate, and premature trips to the bus stop unnecessary. Just as it is quite comfortable to realize that a margin for error does not have to be allowed prior to boarding the bus, it is also nice to know that failure to reach one's ultimate destination will be due to error on the part of one's second connection, if any.

While most riders would be satisfied with punctual arrival and safe transport, it is further astonishing to note that Mr. McKay's concern for his passengers extend well beyond their point of departure from his bus. The impromptu and accurate solutions which he provides for passengers who are unsure as to the most direct and efficient way to reach their destination has kept many people out of trouble with their supervisors at work.

As a consistent patron of RTD for the past five years, I can confidently insist that no RTD driver surpasses Major McKay in competence, courtesy, and professionalism. I unreservedly recommend him for any and all recognition and awards which may be given by your organization to an operator, and a person, of his tremendous caliber and character.

Sincerely,
Mary L. Bailey
Reading Specialist/Counselor

Dear RTD:

I'm writing this letter to let you know that I'm a commuter on your Line 225/226 from my home to my job here at the Hughes Aircraft Company in El

C PUBLIC COMMENDATIONS

Division 3201

Robert Arenas

Division 3203

Kevin Crawford
Preston Hicks
Thomas Metoyer
Jose Ulloa

Division 3205

Joseph Sawyer

Division 3207

Savanah Bowers
Teresa Javier
Leatrice Keyes
Alfreda Lanoix

Division 3212

Lester Lewis
Major McKay

Division 3215

Larry Busby
Robert Lee
Frank Robinson
William Shamoun

Division 18

Patricia Graham
William Jordan
Charles Steppes
Thomas Pouliot
K. V. Scott

Segundo. I am very pleased with the service and the courtesy that the drivers have shown me personally. I would like to let you know that driver #3186 has been an excellent driver and very courteous to me and always greets me with a smile.

Thank you for having such a responsible driver on this line. It makes my day to arrive here for work in such a relaxed manner.

With all the cars that we have here in Southern California, I wish more people would start using the RTD and start living a more relaxed life so we'd have a better environment for the next generation.

Sincerely,
Cynthia Jenkins

Dear RTD:

Each and every Sunday morning I ride the Line 81 bus to the Eagle Rock Baptist Church on Colorado Blvd.

Driver #16024 has been the driver since I've been riding. It's surely a shame that all bus drivers are not patterned after this one. He is so courteous, polite, kind, and greets almost every passenger who boards his bus. What a credit he is to RTD and to our great city of Los Angeles.

I highly recommend a hearty "Well Done!" or something along those lines. I'm sure you have a system of achievement awards and certificates. Drivers like this are hard to come by so treat him well.

It's a real pleasure to ride with him each Sunday.

Cordially,
Franklyn E. Tharpe

Dear RTD:

I want to let you know you've got a great driver working for you. His number is #10787, and I had the pleasure of riding with him on a north/eastbound Line 217 this morning that arrived at Hollywood and Highland at about 9:45ish.

Here is a guy who has a smile and a terrific attitude for every person who gets on the bus. He does his job, gets where he's supposed to get, and busts no one's chops along the way. Not only should he get an award and a raise, he should be made into an instructor so that, God willing, some of whatever he has will rub off on everyone else.

No kidding, he really was a treat. Thanks.

Sincerely,
Bart Braverman



Former RTD Employee, Assisted by Marketing Department, Makes Splash with New Transit Book



RTD Librarian Dorothy Gray is thrilled to add new book, sponsored by the agency and legitimized by Marketing Department, to District's collection. "I'm very impressed with the book," says Tony Fortuno, director of marketing, as he presents it to Gray.

A slick new book, sponsored by the RTD and written by a former employee, is being touted as the first comprehensive treatment on the history of public transportation in Los Angeles. Called *From Horse Car to Red Car to Mass Rapid Transit: A Century of Progress*, the newly-published, large-sized edition by former Copy Chief/Customer Relations Manager Thomas Shanks features more than 300 photographs, maps and illustrations, many of them in color and never before published.

RTD's Marketing Department, under the direction of Anthony Fortuno, technically reviewed the book for accuracy and facilitated the acquisition of photographs from the Library's Dorothy Gray. Fortuno himself guided the book along by "proofreading, editing the contents, sequencing the chapters

and determining the general direction the book was to take."

Marketing's Sherrie Wagner was instrumental in securing famous space pioneers Buzz Aldrin and Chuck Yeager for the book's forward and introduction.

Said Fortuno, "There are books on the Yellow Cars and the Red Cars, but very little that incorporates all of the modes that make up transit in Los Angeles history."

Marketing's Sherrie Wagner was instrumental in securing famous space transit pioneers Buzz Aldrin and Chuck

Yeager for the book's forward and introduction.

In an interview with *Headway*, Shanks said he was amazed at the time it took the city to go from mule cars to street cars. "A heck of a lag," he said. "Look at how quickly San Francisco went to cable cars."

Shanks, who wrote speeches for then RTD general manager Norman Topping in the early 70s, now lives in Van Nuys, where he freelances as a marketing consultant and an advertising/sales promotion writer.

The Detroit native, joined by Aldrin and Mayor Tom Bradley, autographed copies of his book November 9 at the downtown Biltmore Hotel. The book, published by Donning, sells for \$34.95 plus tax. Employee Activities is now offering 1,000 copies of the book at a discounted price of \$24.95 each.



Happy Holidays from Cheryl Brown, Dependent Care Coordinator: "The holidays mean family, friends, food and fun. And it means special wishes for the coming year. This year I have one wish -- I'm hoping that people become more aware of AIDS and that they can do something to prevent its spread."

Checking out Employee Entrepreneurs

In the Transit Industry, the District's Employee Activities is the Cadillac of Recreation Programs



"I love my job," says Diane Delaney-Talton, flanked by staffers Adrienne Rogers and Olivia Acuna. "I'm a detail person, and it's the details that will make or break the program."

The Day Before Christmas. The Department's party and gift exchange was in two hours and I'd forgotten to pick up a gift the night before. The thought that we'd be one gift shy was almost enough to send me scurrying along Main Street.

On a hunch, I hurried down to Employee Activities and wouldn't you know it, amid Teddy Bears and rubber footballs, there stood six of my colleagues. In the same predicament as I.

To my colleagues and me, the shop on the second floor is a lifesaver. To the vivacious Diane Delaney-Talton, it's a business that has blossomed. Operating on a \$25,000 a year budget back in 1975, Employee Activities now commands an annual budget of more than \$1 million. But unlike other programs, the emporium pays for itself, generating enough profit to pay for the salaries of four full-time employees, equipment, and the resources necessary to main-

tain the store.

On a typical day, the shop pulls in \$3,000 with the average customer spending about \$10. One Friday last year, Employee Activities did about \$25,000 in business.

For the last 11 years, the savvy Talton, who has made the store what it is today, has given the customers her all: She's come in at three in the morning to do flower arrangements for Mother's Day and last year, oversaw the sale of two tons of See's Candy, worth some \$36,000. This time around, she expects to do even better. On top of everything else, she offers tickets to 400 concerts, plays, and sporting events a year and is in charge of the retiree recognition program, chess tournaments and the District's basketball and other sporting leagues.

"I came here in miniskirts, I'm going to leave in orthopedic shoes," says Talton, laughing.

The program was funded completely by the District when Diane, a labor relations analyst, came aboard in 1980. Earlier, her colleagues thought she'd enjoy a "fabulous career as an arbitrator," but as she puts it, "I was always helping Bill Weimer (then-Employee Activities manager) and I saw employee recreation as a valuable management tool."

In her new position, she did but 16 events a year, like the Bus Rodeo, and sold T-shirts and caps out of a desk. Back then, shirt silk screening was done on-site. Sizing up her clientele, the resourceful Compton native successfully convinced the District that it needed to sell more logo items in greater space. She saw, too, that RTD employees were hungry for new items, new ideas. "We tried to keep our pulse on things," she says. "When neon was big, we jumped on neon. We sought out merchandise that reflected our special events, like our 25-year pin, which was an enormous seller."

Also a big seller were Seiko watches, perhaps her most successful venture of date. "Jewelers traditionally mark up their merchandise 300 percent, but we mark our watches up just 10 percent," she says. "Bus and rail operators are required to wear a standard railroad watch with a 24-hour clock, so by offering them a variety of styles at a rockbottom price, we've turned it into a benefit." Diane estimates that the program, five years in the running, has saved operators, collectively, more than \$100,000.

Diane says that few employees know that the department receives a commission from the revenue generated by the catering trucks, vending machines, video games and pay telephones at District facilities. That money, approximately \$119,000 a year, subsidizes some of the special programs, like retiree recognition and the Christmas brunch.

Her innovations have sparked interest at transit properties around the country. "I've helped Chicago, New Jersey, and San Diego try to start a recreation program," she says. "In the tran-

"A good day is when one person can tell me they got the service they needed."

sit industry, we are the cadillac of recreation."

The big hit is the mobile center, purchased three years ago, and attended to by the District's John Hargrove. A retired bus operator, the spry Hargrove so enjoys his second career that he's never missed a day on the job. He visits every division once a month, averaging \$1500 in sales an outing.

He isn't the only staffer who perks up an employee's spirits. Kathy Lau is the full-time travel coordinator. "The most underrated person in the District," says Talton. "She's able to save the customer an average of \$400 on an airplane ticket."

Enthusiastic Adrienne Rogers is the department's staff aide, and directs the advertising and ticket distribution, all with phenomenal ease. You've no doubt talked with Rodgers when purchasing movie tickets at three dollars less than they would cost at the theatre or buying tickets for Magic Mountain at \$12 dollars off the going price. Once a month, the tickets that are not sold are given away in a lottery. You pay a dollar to enter, and if you're lucky, you may walk away with two \$50 tickets to Phantom of the Opera.

Secretary Olivia Acuna spearheads the Employees of the Month and Retiree Recognition programs, making sure that those receiving the honors are duly noted at Board meetings once a month. She's responsible also for the recreation listings you see on the back pages of *Headway* every month.

"I'm amazed that we're able to do as much as we do with four people," says

Talton, smiling. "It says a lot for my staff. We can laugh at the end of the day."

She has big plans for her store. "I'd like to operate a full service employee store where we'd sell emergency items, like umbrellas and other conveniences.

In the meantime, Talton, who holds a master's degree in public administration from U.S.C., has some clever offerings for employees this holiday season. For the youngsters, there are rubber footballs with the RTD logo, an inexpensive camera for four dollars, purple, teal, and magenta sweats with a new transit design. If the rockbottom, wholesale prices are still too high, wait until

June. That's the big give-away, the pre-inventory sale, where merchandise is a whopping 80 percent off.

Talton's husband, Roland, is a federal narcotics agent. They have a son, Brian, who's proud of the fact that his mom can get him such neat stuff.

As for his mom, well, she is quite content to stay at the District and please her customers. "A good day, she says, thinking, "is when one person can tell me they got the service they needed. People are so quick to criticize and not praise. Its not the amount of the sale that matters. There's so much more to it than that."



RTD Employees Raise Money for AIDS Research



Twenty-seven RTD employees were among the thousands who signed up to walk in the first annual Aids Walk Los Angeles on Saturday Sept. 22. The RTD team raised approximately \$1200 for walking six miles in the West Hollywood area.

Although the disease has ravaged the lives of many, the mood among the walkers was upbeat, "very festive," according to the District's Pat McCauley, who signed up as the District's team leader.

"The consensus among us was that we would do whatever we could to raise funds for AIDS research," the jogging enthusiast said. "This was our way of showing that we care."

Walking with Transportation's McCauley was Charles Early, Jody Little-Williams, Nadine Triche-Williams, and Alonzo Williams. Each had signed up sponsors who pledged a dollar for every mile walked. The other 22 District employees who had signed up either walked on their own or donated

money to the cause.

Top fundraising teams included the City of Los Angeles, which pulled in \$36,000 and Sony Pictures Entertainment with \$24,000.

Baby Girl Born on Bus

On a crisp autumn morning, Miguel Monjaraz was navigating his Line 560 bus northbound on Van Nuys Boulevard when suddenly, from the back of the bus, a voice bellowed, "There's a woman on the bus who's having a baby!"

The anxious Monjaraz stopped at the bus stop at Beachy Avenue near Pacoima and called the dispatcher, who in turn, alerted paramedics. As startled passengers looked on, the mother, assisted by one of the male patrons, gave birth to a baby girl.

Arriving paramedics took both mother and daughter to nearby Pacifica Hospital where the pair was reported in fine shape.

As for Operator Monjarez, he, too, is doing fine. Said the 10 month RTD veteran, "This was my first experience like this. I was very nervous, but also very glad everything turned out fine for the mother and baby."

Division 12 Marches for Kids

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Hollis said his division kicked in \$200 for the clinic, and another \$761 was raised by individuals from his Division who sponsored colleagues who walked. Out of 27 teams, the District placed fifth in money raised.

Joining Hollis in the walk-a-thon were Operators Pate Earnest, Maria Grande, Rosemarie Lopez, Scott Mer-

cer, Gary Stone, Stenographer Debra Estrada, TOS Patsey Goens, and Equipment Records Specialist Yolanda Williams.

David Dominguez, assistant to the general manager and a member of the Clinic's development committee, organized the walk.



COMMENDATIONS



*Congratulations to Division 15's **John Halyak**, who was recently recognized as Operator of the Month for September. The 16-year veteran of RTD has not had a missout since 1981, nor taken a sick day since 1985. He's received 15 letters of commendation from the District and many more from his passengers. Often sporting a smile, Halyak has been honored as an outstanding operator for the last three years and was just presented with his 15-year safety award. Halyak enjoys jogging and bike riding, but admits to being a "couch potato" when he gets home from work.*



RTD salutes Blue Line operator **Lowell Lewis** as Operator of the Third Quarter, 1991. A 15-year veteran of RTD, he transferred from the bus side to the Blue Line in February of 1990. He was a member of the first train operator training class. Previously, he had been a bus operator out of Divisions 3 and 9. Lewis is married and lives in Duarte with wife, Patsy. His seven grandchildren keep him busy when he's not at work. He likes to garden, paint, and travel. He's racked up numerous commendations during his career with the District has not had an avoidable accident in over nine years.



*Organized. Hardworking. Punctual. Meticulous. Accurate. And effectively pushes Los Angeles County Transportation staff to collect monies for RTD. All of the above describes Accounting and Fiscal's Employee of the Quarter, **Fe Dalida**, to a "T." Dalida performs her work in an outstanding manner consistently, in her own quiet way. Her supervisor speaks glowingly of her. She's charged with accounting for grant-funded projects which means being good with details and on top of things all of the time. Dalida has been superb in collecting the Light Rail capital billings. On top of all this, she consistently earns perfect attendance awards for the quarter.*



Denise "Denni" Gonzalez was tapped the Dispatch Center's Operator of the Quarter for the third quarter of fiscal year 1991. The 11-year RTD veteran calls her job "neat." "I like contributing something at this end," she says. "I like handling accessible service problems. If bus operators get upset, I stay calm, and that's when I feel like I'm doing something." She says she likes putting service back on the streets after a problem and she counts as her biggest strength her ability to relate well to other operators. Her boss says she's a humanitarian and always goes out of her way to help the man or woman behind the wheel.

Annette Goodlett, a typist-clerk in the Administration Office at CMF, was named Employee of the Month for September 1991. Her boss says the Rialto resident consistently displays an eagerness to perform all aspects of her duties, and excels in meeting deadlines. She says she likes the people she works with. Annette was rewarded for her work with a \$100 U.S. Savings Bond.



"I love everything about my job," says Manuel Avalos, CMF Employee of the month for September 1991. The 10-year RTD veteran is a Mechanic A in the Radiator Shop. His excellent work performance earned him the honor. He's well-liked by his co-workers and boss, Dave Lane, who says he performs his duties in a timely manner. Avalos takes home a \$100 U.S. Savings Bond as a reward.

For the third time, Information Operator Vicki Louis has chalked up Operator of the Month honors for her impeccable work record. Vicki's supervisors appreciate her pleasant manner and willingness to go that extra mile for her callers. With the District since 1979, her work ethics and commitment to excellence have served her well. This honor places her in the running for Operator of the Year.



Terrance Diederichs captured CMF Employee of the Month honors for September. A Mechanic A in the Running Repair Section, he is consistently dependable and accurate in carrying out his responsibilities to a successful conclusion. The Chino resident is cheerful and according to his boss, always follows businesslike procedures to accomplish objectives. He, too, was presented with a \$100 U.S. Savings Bond for his win.

Manuel Gonzalez says he loves the people he works with in the Paint Shop. His attitude no doubt helped him clinch CMF Employee of the Month honors for September. The Mechanic A, who resides in Highland Park, was chosen for the honors because he can be relied upon to do a professional job. The 11-year District veteran is knowledgeable in all aspects of paint and trim projects. He takes home a \$100 U.S. Savings Bond for a job well done.



"All Systems Go" says Bollinger

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cornerstone, Bollinger says it's very unlikely another entity would be attracted to the project.

In an interview with *Headway*, Bollinger says the next step will be the formation of a non-profit corporation between the District and Catellus. This corporation will be the design builder of the project and will contract with the architects to implement the plans. The reason for doing this, says Bollinger, is that the District wanted to have a significant impact on the design, but "we wanted Catellus to be responsible for the day-to-day building of the project." Core staff from Catellus, the District, and consultants will make up this quasi-public entity; according to Bollinger, its articles of incorporation will be drawn up this month. The headquarters project is the first joint development venture related to Metro Rail.

On the time frame: "The next step is the completion of the design, which is done in three phases: Schematic design, design development, and construction documents. Final design for the public transit center will be completed by January. Designs for the plaza with the bus terminal portal will be completed by June.

The funding will be in place for the land acquisition (the actual exchange of land between RTD and Catellus) before February with the closing of the acquisition set for February. That's when the

actual property transaction between Catellus and RTD will occur.

In March, the excavation for the parking structure will begin."

On construction of the headquarters building itself: "We've just retained a team headed by Converse West for the preparation of the Environmental Impact Report (EIR), which is required for the headquarters building. It should be completed by August, which is when the design for the building is set to be complete.

Once completed, we need approval for a building permit (an EIR is not required for the public transit facility because one was done in 1983, and then updated two years ago). A funding package for the headquarters building will be put together by August and September. Construction on that building should begin in September or October of next year."

On completion: "We're eyeing a completion date of June 1993 for the public transit center and a September 1994 opening date for the headquarters building. We're hoping that all departments will be relocated into the headquarters building by December 1994.

On future tenants: "We have some other agencies interested; in fact, we've numerous indicators of interest. But everybody wants to see the money where their mouths are . . . and in a big way. The final test is when the money is on

the line -- that's when the public will take it seriously."

On the building itself: "The building is planned in such a way that it will make a difference in the community. The structure itself will benefit public transit well beyond the cost of the project. I think it will send a message to commuters who see it from the freeway to give public transit a try. Symbolically, we're communicating by using a signature building. We may use electric signs that will announce the arrival of buses and trains. In other words, the mere sight of a building that includes a public transit center will present freeway users with some very visible alternatives."

On the reaction of the real estate community: "They see us as a kind of beacon in an otherwise bleak development picture. We are providing opportunities in employment. We are getting a lot of interest from prospective job-seekers because there is so little out there."

On the reaction of friends: "Since they haven't seen the building, it's not yet tangible. Sort of like Metro Rail right now. But next year, our efforts will be an outward manifestation of what we're doing today. Our project will be like the Metro Rail tunnel turned outward."



Gaining Headway for Childcare



by Cheryl Brown,
Dependent Care Coordinator

On October 30, 1991, the CalTot Child Care Center located in downtown Los Angeles opened for business. Originally, this Center was constructed for exclusive use by the children of employees/parents for the State of California. However, the RTD has been able to negotiate access to this Center for our employees. Recognizing that parking and transportation would be an essential item for the CalTot staff, the District's Human Resources Department and Customer Relations Department worked together and collaborated with the CalTot Board to secure preferred access to the vacancies within the Center. RTD employees will be given "special consideration" for enrollments after first priority for enrollments is granted to the children of State employees.

The CalTot Board was very enthusiastic to work with the District as well as other neighboring employers within the downtown area. It appears that children of both the RTD and the Los Angeles Times will receive a "preferred

access" consideration for enrollments. The RTD will use a few spaces for employees based on an offering of complimentary regular bus passes for a few of CalTot staff. These passes will be provided on a trial basis for a year. After one year the District will evalu-

Unfortunately, for many parents, the cost to use an on-site or near work site child care center is too expensive.

ate the number of our employees who actually enroll their children in the Center. Employees of the Los Angeles Times will use some of the spaces in exchange for a number of parking spaces at the Times' garage.

Some advantages of using a child care center at or near the worksite include being able to visit your child during lunch and/or breaks. In addition, extra commuting miles can be

substantially reduced or completely eliminated. Reduced commuting is consistent with the District's Rideshare Program and our commitment to take a leadership role in the effort to clean up the region's air.

Unfortunately, for many parents, the cost to use an on-site or near work site child care center, particularly within the downtown area, is too expensive. Therefore, to assist some parents with off-setting the cost of care at CalTot, this Center has become affiliated with the Alliance of Businesses for Childcare Development (ABCD). The link with ABCD will mean additional support in the area of quality enhancement and access to the ABCD Scholarship Fund for eligible parents at CalTot.

The CalTot Child Care Center is licensed for 80 infants and children. The Center is one block north of the RTD Headquarters building and is also within the vicinity of CMF, and Divisions 1 and 10. Weekly tuition rates for childcare are from \$90 to \$125. There is a 10 percent discount on the lowest rate when more than one child from a family is enrolled. Applications are currently being accepted for all age groups. For more information, contact Cheryl Brown, Dependent Care Coordinator (213) 972-7155. (Please note: Parents are responsible for making all final selection decisions regarding their child care arrangements.)



BIRTHS



Born to Division Operator Fausto Febles and his wife, Lucila, a daughter, Karen Christine, on September 14, 1991 at 7:16 a.m. Proud father, Fausto, says his little angel weighed 5 lbs. 12 oz. and was 19 inches long. "She is just a bundle of joy," he says.



Born to Division 1 Operators Rey and Valerie Sifuentes, a daughter, Elena Rae, on August 14, 1991. Little Elena weighed in at an even 7 lbs. and was 20 inches long. Says proud Dad, Rey, "Next to my marriage, being there at her birth is the proudest moment I've ever experienced." Elena joins two brothers and two sisters who waited anxiously for her to come home.

ing to ease the worry and stress that many RTD employees may have about the safety of their dependents (children or elderly).

Community CPR Hotline training adheres to the instructional guidelines and standards established by the American Heart Association. Its goal is to make CPR training available to individuals, families, the community, and anyone else interested in basic life-saving procedures. Currently, Community CPR Hotline provides training six days per week at 11 different locations throughout Los Angeles and Orange Counties, and averages over 52 classes each month. This will make it easier for RTD employees to take advantage of this special arrangement. As a special offer for RTD employees, the discounted prices are:

- * Adult Heartsaver (Level A - 4 hours) \$19
- * Adult & Pediatric Heartsaver (Level B - 4 hours) \$19
- * Basic Life Support (Level C - 8 hours) \$29

Community CPR Hotline recommends that parents, foster parents, housekeepers, grandparents, elderly caretakers, and those directly concerned with Dependent Care and safety take the Adult and Pediatric Heartsaver course (Level B). This course level trains a person to provide one-rescuer CPR and obstructed airway (choking) assistance to an infant, child, or adult victim.

Community CPR Hotline offers classes in Bellflower, Culver City, Irvine, Long Beach, Los Angeles, Orange, Reseda, Santa Monica, South Pasadena, Torrance, and Van Nuys. The schedule and location of CPR classes will be distributed with your paychecks December 13, 1991, or you can call 1-800-464-6451 to register for a class. Be sure to mention that you are affiliated with the RTD! Ron Garcia, Business Development Consultant for Community CPR Hotline has indicated that his company looks forward to providing RTD employees with the type and quality of

continued on page 32 . . .

Spotlight on CPR

Unfortunately, it seems that a week does not go by without hearing news about the "needless death" i.e. drowning, choking, stroke, or heart attack of an infant, child, or adult who may have otherwise survived if there was someone available to immediately respond by providing effective CPR assistance. In many instances, these victims may have been saved if someone knew how to respond right away. In addition to calling 911 and waiting for the emergency medical services to arrive, parents, child care providers, housekeepers and others who are at the

scene of an emergency situation can take action. Every second counts!!

While at work, the last thing that RTD parents need to worry about is whether their dependent care provider knows what to do during an emergency. Therefore, as a part of the District's Dependent Care Program, the RTD Human Resources Department has coordinated with Community CPR Hotline, a provider of CPR training based on American Heart Association standards to offer classes to all RTD employees at substantially discounted rates. The District is interested in help-

New Blood Pressure Requirements Set for Operators

by Mary Conforti

If you are a bus operator, you hold a Medical Examiner's Certificate that must be renewed every two years. Please note that some key requirements for obtaining and renewing that certificate have changed. The District must comply with these regulations as mandated by the Department of Transportation and State of California.

The following changes concern blood pressure readings taken at the District's authorized clinics:

If your blood pressure reading falls below the cutoff level of 160/90, then your Medical Certificate will be issued, pending no other medical complications. If your blood pressure falls between 156/86 and 164/94, then it will be taken two more times and the reported blood pressure will be the average of the three. However, operators and other District employees who drive a commercial vehicle will be held out of service without pay (Sick Leave may be

used) if their blood pressure is reported above 160/90. Employees may visit the same clinic to have their blood pressure checked no more than two times a week from the original visit date out of respect for our clinic's practice. During this time, it is highly recommended that you consult with your personal physician for further evaluation and treatment.

If an employee's blood pressure is reported high on two different days after the initial high reading, the future time frame for renewing the Medical Examiner's Certificate will be as follows: Every 12 months if the initial high blood pressure was between 160/90 and 180/104 or every six months if it was greater than 180/104.

The District has developed guidelines which describe these procedures in detail. These will be distributed at the medical clinics if an employee does not pass the blood pressure portion of the exam.



Happy Holidays from Mary Conforti, Human Resources Analyst in charge of the Medical Desk: "The holidays mean families, tradition, sharing, and the smell of a fresh tree. This year, I'm starting traditions of my own."

Blue Line is Teacher's Pet



In the September issue of *Headway*, we reported that Blue Line operator Harry Oswald wears two hats: He hurries to his train job after a day of teaching history at Alhambra's Mark Keppel High School. Several weeks after we brought you the story, the 11-year RTD veteran thrilled his students by taking them on board a Blue Line train for a lesson on the history of public transportation in Los Angeles.

In the top picture, surrounded by his students, Oswald (with cap) chats with RTD Board member Antonio Villaraigosa, who was on hand to welcome the class. In the bottom photo, Oswald assumes his position as a RTD Blue Line operator for a lesson on how light rail vehicles operate. "Operating the Blue Line is the fulfillment of a lifetime dream for me," Oswald says, "I grew up in San Gabriel and rode the trolley to school for a nickel. Who would have known that I'd be driving similar cars one day?"

Behind the Badge

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In an effort to diminish the number of complaints received from operators, passengers, and citizens concerning a gang of juveniles who frequent the Leimert Park area of Los Angeles and who are responsible for increasingly violent crimes such as robbery and assault in addition to vandalism, Transit Police launched a two-week operation in that area beginning September 24, 1991.

Transit Police hosted their first-ever Job Fair and Safety Awareness Day ...

Officers from GHOST, SCATT and L.A. City Task Force combined uniformed and plain clothes personnel to saturate the area in order to reduce such incidents, in effect adopting a "zero tolerance" policy for crimes and infractions committed by gang members. Leimert Park Task Force officers made five felony arrests, 41 misdemeanor arrests, 30 juvenile arrests, issued 96 citations, completed 781 V.O.I.T.S, and handled 183 radio calls during the ten-day operation which focused on bus Lines 40,210,105,108, and 102.

Transit Police, represented by Capt. Sam Dacus, also met with officials from State Senator Diane Watson's office,



Officer in Joker's Mask Nabs Jester on Bus

When three men, one of whom was wearing a joker's mask, boarded a bus on the 228 line, the bus operator thought nothing of it. After all, it was Halloween.

"Trick or treat," the man with the joker's mask said to the operator. "Treat," the operator said, reaching for a stick of gum to hand him. The trio then walked to the rear of the bus, where shortly thereafter, they observed a group of kids marking windows. "Police!" the man with the mask yelled, tossing it aside and issuing citations to the vandals.

The idea of using a costumed officer on Halloween was dreamed up by Sergeant Shari Barberic, who heads the District's Transit Police team on graffiti abatement. "I only wish that I had thought about it sooner, so we could have had more officers in disguise out there," she says. "Next year."



Officer Mark Gordon flanks best-dressed Officer Angel Rivera.

L.A. City Councilwoman Ruth Galanter's office, various community members, Tom Horne from RTD Customer Relations and numerous RTD operators to discuss the problem. A highlight of this meeting was a greatly enhanced understanding of the nature and severity of the problem, due primarily to the participation and cooperation of those operators in attendance, whose personal experiences graphically illustrate the havoc caused by graffiti vandals and gang members. Transit Police are continuing their efforts to abate this problem and look forward to increased assistance from District personnel.

Transit Police hosted their first-ever Job Fair and Safety Awareness day at Transit police headquarters on Saturday, October 19. We featured a recruiting booth, graffiti enforcement display, earthquake survival information and air brushing. The Transit Po-

lice Officers Association provided a tasty barbecue with Sgt. J. T. Willis and Officer Bobby Nelson as chefs. The Association also had a dunk booth run by Officers Frank Higuera and Louie Hernandez. The dunk booth provided an opportunity for officers to dunk their supervisors, including Captain Sam Dacus and Lt. Ernie Munoz. Needless to say, business was brisk.

The Transit Police Officers' wives sponsored a bake sale with the valuable assistance of Transit police Secretary Sara Romero. Lt. Elston Burnley and his family brought their antique autos in for display and dressed in the attire of the era. Chief Papa and New York Transit Police Chief Bill Bratton were on the scene to enjoy the festivities.

We are looking forward to providing you with regular updates on a variety of issues and activities relating to your Transit Police Department.

SCHEDULE CHANGES



Alvarado, Juan F., from Bus Operator (P/T) to Bus Operator (F/T).

Ambert, Van P., from Acting Schedule Supervisor to Schedule Supervisor.

Aparicio, Sergio, from Bus Operator (P/T) to Bus Operator (F/T).

Bashor, Horace I., from Mechanic "A" to Warranty & Equip Mechanic.

Bodden, Walter A., from Bus Operator (P/T) to Bus Operator (F/T).

Bouchakjian, Vartan A., from Bus Operator (P/T) to Bus Operator (F/T).

Bradbury, Ronald C., from Mechanic "A" to Warranty & Equip Mechanic.

Burks, Charlette D., from Mechanic "C" to Mechanic "B".

Camacho, Martha A., from Information Clerk to Passenger Service Representative.

Campbell, Norma V., from Secretary to Staff Aide.

Cano, Alice M., from Bus Operator (P/T) to Bus Operator (F/T).

Cervantes, Antonia C., from Bus Operator (P/T) to Bus Operator (F/T).

Chan, Peter, from Mechanic "B" to Mechanic "A".

Chapman, Cheryl A., from Bus Operator (P/T) to Bus Operator (F/T).

Chau, Ha M., from Accounts Payable Clerk to Staff Aide.

Clark, Gary A., from Acting Legislative Affairs Mgr. to Legislative Affairs Mgr.

Coleman, Terrence C., from Bus Operator (P/T) to Bus Operator (F/T).

Colgate, Danny J., from Service Attendant to Utility "A".

Corona, Pat, from Bus Operator (P/T) to Bus Operator (F/T).

Cotledge, John D., from Bus Operator (P/T) to Bus Operator (F/T).

Cowden, Daniel R., from Public Affairs Representative to Senior Public Affairs Representative.

Crudup, Faith, from General Clerk II to Schedule Maker I.

Davila, Laura, from Bus Operator (P/T) to Bus Operator (F/T).

Davis, James H., from Bus Operator (P/T) to Bus

Operator (F/T).

Del Castillo, Roberto M., from Bus Operator (P/T) to Bus Operator (F/T).

Delacerda, Joe L., from Mechanic "B" to Mechanic "A".

Diotte, Alfred T., from Mechanic "B" to Mechanic "A".

Estrada-Posadas, Luis L., from Bus Operator (P/T) to Bus Operator (F/T).

Farias, Robert, from Bus Operator (P/T) to Bus Operator (F/T).

Flesch, Timothy P., from Mechanic "C" to Mechanic "B".

Garlick, Arthur R., from Stock Clerk to Storekeeper.

Gomez, David W., from Mechanic "B" to Mechanic "A".

Gonzalez, William E., from Mechanic "B" to Mechanic "A".

Grewal, Manpal S., from Bus Operator (P/T) to Bus Operator (F/T).

Guevara, Mario, from Bus Operator (P/T) to Bus Operator (F/T).

Gutierrez, Galdino, from Acting Materiels Management Systems Support Analyst to Materiels Management Systems Support Analyst.

Hale, Evan A., from Bus Operator (P/T) to Bus Operator (F/T).

Hernandez, Roberto, from Bus Operator (P/T) to Bus Operator (F/T).

Hogg, Linda D. G., from Bus Operator (P/T) to Bus Operator (F/T).

Holland, Thomas J., from Mechanic "B" to Mechanic "A".

Homan, Russell E., from Maintenance Specialist to Rail Equip Maintenance Supervisor.

Horvitz, Tony, from Bus Operator (P/T) to Bus Operator (F/T).

Hunter, Phillip A., from Mechanic "B" to Mechanic "A".

Ingoldsby, Denis N., from Bus Operator (P/T) to Bus Operator (F/T).

Jackson, Vernon E., from Service Attendant to Mechanic "C".

Jones, Michael R., from Mechanic "C" to Mechanic "B".

Lewis, Cora N., from Bus Operator (P/T) to Bus Operator (F/T).

Lewis, Fergus R., from Bus Operator (P/T) to Bus Operator (F/T).

Lewis, Herbert L., from Mechanic A to Field Equipment Techn.

Lopez, Gloria M., from Bus Operator (P/T) to Bus Operator (F/T).

Mccredie, Kevin G., from Mechanic "C" to Mechanic "B".

Montgomery, Valerie B., from Bus Operator (P/T) to Bus Operator (F/T).

Nguyen, David, from Mechanic "B" to Mechanic "A".

Norwood, Berenard, from Bus Operator (P/T) to Bus Operator (F/T).

Onopa, Sara M., from Bus Operator (P/T) to Bus Operator (F/T).

Payton, David H., from Mechanic "A" to Mechanic "A" Leader.

Porter, Trent D., from Service Attendant to Mechanic "C".

Portillo, Cain, from Bus Operator (P/T) to Bus Operator (F/T).

Pound, Elizabeth J., from Senior Secretary to Staff Aide.

Ramirez, Gonzalo, from Bus Operator (P/T) to Bus Operator (F/T).

Ramirez, Margarita, from Ticket Clerk to Ticket Officer & Representative Clerk.

Ramos, Jose H., from Bus Operator (P/T) to Bus Operator (F/T).

Ratliff, Edith M., from Secretary to Senior Secretary.

Reasby, Richard L., from Mechanic "A" to Mechanic "A" Leader.

Robison, Robert L., from Mechanic "C" to Mechanic "A".

Saint-Laurent, Louis, from Bus Operator (P/T) to Bus Operator (F/T).

Sandoval, Luis G., from Bus Operator (P/T) to Bus Operator (F/T).

Santillan, Gonzalez, S., from Bus Operator (P/T) to Bus Operator (F/T).

Shaihor, Kia, from Mechanic "B" to Mechanic "A".

Shore, James E., from Bus Operator (P/T) to Bus Operator (F/T).

Shrimavle, Suresh V., from Maintenance Specialist to Engineer.

Stephens, Ann O., from Bus Operator (P/T) to Bus Operator (F/T).

Thomas, Kenneth, from Bus Operator (P/T) to Bus Operator (F/T).

Tovar, Enrique I., from Mechanic "C" to Mechanic "B".

Vasquez, Oscar A., from Bus Operator (P/T) to Bus Operator (F/T).

Vesga, Mercedes, from Bus Operator (P/T) to Bus Operator (F/T).

Vincelet, Fred R., from Mechanic "A" to Warranty & Equip Mechanic.

Watson, Jimmy H., from Mechanic "B" to Mechanic "A".

Yanez, Ranulfo M., from Bus Operator (P/T) to Bus Operator (F/T).

Yee, Albert Chee-Chew, from Mechanic "B" to Mechanic "A".

Zavala, Jorge, from Bus Operator (P/T) to Bus Operator (F/T).

SHIFTING GEARS



Chapman, Richard G., began with the District on July 07, 1975, retired as a Bus Operator Full Time on February 08, 1991.

Decatur, Clark D., began with the District on July 27, 1968, retired as a Bus Operator Full Time on September 30, 1991.

Esquiroz, Maureen F., began with the District on September 25, 1967, retired as a Typist Clerk on October 08, 1991.

Finley, Ennis F., began with the District on August 22, 1968, retired as a Bus Operator Full Time on September 16, 1991.

Gamwell, Charles W., began with the District on August 25, 1972, retired as a Bus Operator Full Time on May 29, 1991.

Mayes, James E., began with the District on August 31, 1968, retired as a Bus

Operator Full Time on September 30, 1991.

Moore, Wallace H., began with the District on September 07, 1968, retired as a Bus Operator Full Time on September 08, 1991.

Roberson, Bernice, began with the District on November 09, 1980, retired as a Bus Operator Full Time on February 13, 1991.

Sanders, Oliver L., began with the District on December 30, 1974, retired as a Service Attendant on August 20, 1991.

Turner, Lucy M., began with the District on November 09, 1980, retired as a Bus Operator Full Time on June 05, 1991.

Wiley, Bill J., began with the District on October 19, 1968, retired as a Schedule Checker on October 21, 1991.

Employee Suggestion Program Saves \$1.3 Million

One Idea is to Purchase a Bus with the Cash Savings

Inventors come a dime a dozen at the RTD. But their inventions can finagle a lot more than that.

The Employee Suggestion Program, nine years in the making, is dishing out hefty awards to employees whose suggestions and inventions have saved the District tens of thousands of dollars. In order to qualify for a cash award, your idea must be pilot-tested and implemented by the District. Many of you have asked how to go about submitting a novel idea, so we thought we'd spell out the mechanics of the program below.

Denice Findlay, who's charged with the program, sends the suggestions she receives to another District employee, a technical expert who evaluates the merit of the idea and certifies if it, indeed, has been tested. If the suggestion meets the criteria, Findlay and her committee, which meets monthly, recommend the dollar amount for each of the awards. The award is ten percent of the annual cost savings realized by the District. The check cut is anywhere from \$50 to \$1,000.

Last year, the District estimated that it saved \$1,136,424 from the implementation of employee suggestions. More than \$200,000 has been saved in the first quarter of this fiscal year.

Several employees, like Division 8 mechanic Eusebio Diaz, have won several times.

Caesar Murillo of Division 10 masterminded the creation of a floor scraper for service attendants. Originally, the attendant was on his or her hands and knees using a putty knife to scrape the bus floor clean. But Murillo took it a step further, attaching an extension to the knife so the attendant can simply walk down the aisle and do the job.

Findlay says her committee was particularly impressed with another invention, that of a switch which shuts down the engine when the fluid levels are dangerously low. "If it works once,"

she says, "it saves \$25,000 -- the cost of the engine."

Findlay, who is a member of the National Association of Suggestion Systems, has some novel ideas for the Program. She would like to use the money saved from the suggestions to purchase a bus. "I'd like there to be a plaque placed inside the bus that reads, 'This bus purchased by cost-savings realized through employees' sugges-

tions," she says, excitedly. "United Airlines bought a plane with the money that company saved from its employees' suggestions and I think that's great -- that's what the Employee Suggestion Program is all about."

Editor's Note: If you've got a winning idea, send it to Denice Findlay in Human Resources, Second Floor.

Christmas Bonus

Robert Kang's daughter has one devoted dad.

For the fourth time, the sheet metal worker at CMF has pulled in big bucks for his winning suggestion in the Employee Suggestion Program. Kang's banking his checks so that his daughter may afford college.

His latest invention earned him a whopping \$1,000 for developing a circuit breaker box, which has become the direct replacement for the manufacturer's original part. The original part was being replaced a minimum of three times a year. Kang's design is unbreakable and will, therefore, last



Posing for a picture before running to the bank. The Employee Suggestion Committee recently issued checks to Robert Kang, John Hughes, Sammy Hess, and Forrest Churchill. Employees Hughes and Hess are pictured above.

longer. His suggestion means that the District will save \$116,640 annually.

A pair of District mechanics will split \$917.40, courtesy of a newly designed wrench that removes the right front motor mounts on the Ford Taurus. Its inventors, John Hughes and Sammy Hess, have demonstrated that with the use of this tool access to the upper nut on the mount is much easier than it was before and therefore, saves time. The annual cost savings realized through man hours saved is \$9,174.02.

Bus Operator Forrest Churchill had the idea to put white dots on the belt inside the farebox so the operator would know that the farebox was working. His reasoning that dots not moving on the belt would alert mechanics trouble shooting the problem. There was not sufficient data to quantify annual cost savings, but the Employee Suggestions Committee awarded him \$100 for his efforts.

“Lucky” Churchill Calls It Quits ... Retirement, That is

Forrest “Lucky” Churchill knows all about fares. After all, he’s been moving people and collecting their money since 1951.

So it was no surprise when the Employee Suggestion Committee recently presented him with a check for brainstorming a means by which to zero in on the precise problem when a farebox conks out.

The 67-year old operator was ready to call it quits himself last January after serving the District nearly 40 years. Tops on the seniority list, he’d raised his family singlehandedly (his wife and mother of his children had passed away) and provided them with a good education. He did retire but within a couple of months, restlessness had set in, and in May, the easy-going World War II veteran was knocking on the door.

“I never missed a job that badly

before,” says the Division 15 operator. “I was working a 13-hour day before I retired and I felt much better working on a schedule.”

But to sign back on, Churchill had to first undergo hernia surgery. On August 14, he was back on the job working the 94 line.

He has plenty of memories to take on the road.

He was once hounded by a security guard at Title Insurance who used to talk his ear off about the bad guys he’d apprehended. Sure enough, one morning before dawn a man in a three piece suit boarded the bus. “How about putting some coins in the farebox?” Churchill asked him when it became obvious the man had no such intention.

“Well, he pulled out a .45, pointed it at me, cocked the trigger, and I could practically see down the barrel of the gun.”

And where was the security guard with the bravado? “He got off at the next stop, and I never saw him again.”

Nowadays, the former Seabie who saw action in the Aleutian Islands, takes it easy. He works part-time during rush hour. (“Everybody is in a good mood. I love to see the sun come up.”) And Assistant Division Manager Sue Harvey is thrilled to have him back. “A good operator,” she says pointing to his Outstanding Operator badge. “We’re happy to have him back.”

Churchill devotes his afternoons to singing lessons and to his wife, Starlyn. He’s got five children, nine grandchildren, and the latest addition to the bunch, a great-grandchild who was born last month.

So goes the joy of retirement. And, of coming back.



“I’m very happy here,” says Lucky Churchill, who toyed briefly with retirement. “If you have to work for a living, then this is the place to do it.”

Moving People in the 90s . . .

Whatever Happened to All Those Ideas?

by Greg Davy

Sr. Comm. Representative

When RTD Board Member Nick Patsouras was president, he launched a contest by asking Southern Californians to give RTD their ideas about how we could improve public transit services.

He called the contest "Moving L.A. in the '90s" and hundreds of concerned citizens responded with outstanding suggestions. A distinguished panel of experts chose 90 of the best ideas, and the people who sent them were honored at a special luncheon. Patsouras and General Manager Alan Pegg both vowed to study the suggestion and implement them wherever possible.

A little more than a year later, the District has implemented many of the ideas. The feasibility of some are still being studied. Others, while excellent ideas, are proving to be too costly or impractical.

One contestant suggested an advertising campaign geared to individuals with cars. RTD's Marketing Department has aggressively pursued this idea with an on-going series of messages via advertisements and public

service announcements. The Corporate Transit Partnership Department also is playing a major role, meeting with businesses in an effort to show the advantages of using public transportation over driving a car.

Another suggestion was to sell RTD monthly bus passes at more outlets. Customer Relations Department responded by adding more than 80 outlets in the past year to its list of those that have RTD passes available.

Another felt that the District should encourage employers to provide transit passes to their employees. The Corporate Transit Partnership was created to accomplish this goal.

Using celebrities to endorse the use of public transportation was another idea that the Marketing Department achieved. Actor Ed Begley Jr. of St. Elsewhere fame, L.A. Dodgers Darryl Strawberry and Ramon Martinez and L.A. Raiders Bob Golic and Greg Townsend have all participated in driving home the message that using RTD can help reduce traffic and smog.

A number of suggestions were directed toward the Blue Line trains. One

bike enthusiast thought that allowing bicycles on the trains would encourage more ridership from bikers, and RTD agreed. The District set up a program starting January 1 of this year that would allow bicycles to be brought onto the trains for an annual fee of \$3.

There are a number of other feasible ideas still being studied. Among them are creating theme buses that reflect various neighborhoods; giving free one-year RTD bus passes for turning in 10-year-old cars; posting laminated route maps and timetables at bus stops, and offering regular off-peak discounts to shoppers.

"There is a lot of creativity for using our buses," Mr. Pegg said. "It seems everyone has an idea for how things can be improved. This contest was an excellent way to tap into some of those ideas."

"One contestant suggested that we sponsor this contest every year. I think that's another excellent idea. But I hope our riders continue to come forward with constructive input, whether or not we are having a contest."

CPR Hotline

. . . continued

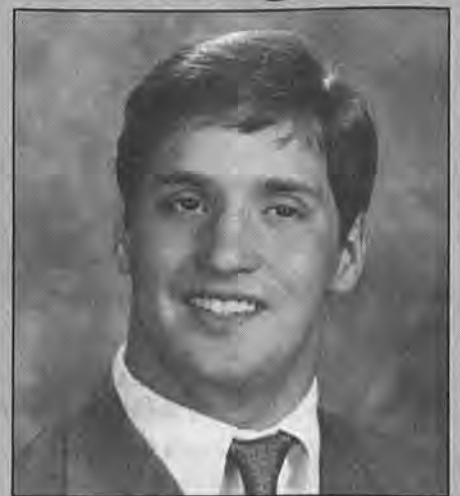
training that will enable a parent or caretaker to provide anyone with the greatest gift of all -- the gift of life!

If you have questions or comments, please call Cheryl Brown, Dependent Care Coordinator at (213) 972-7155. Have a Safe and Happy Holiday Season!!



Eugene Stuben, Son of CMF's Hal, Graduates from College

Eugene Stuben, son of Sr. Equipment Maintenance Supervisor Hal Stuben, graduated in June from Pacific University in Forest Grove, Oregon. Gene, who earned his B.S. degree in psychology, is currently continuing his education toward a master's degree in sports medicine. A football player at Pacific, Gene now coaches the game at his alma mater. His proud dad says his son would like to pursue a career in physical therapy.



Letter to the Editor

Dear Editor:

As one of the majority of the 9,000-plus employees of the RTD who commutes solo to my work location, I read the General Manager's message in the October 1991 Headway with great interest.

It is obvious there needs to be more options (voluntary programs) than the District is now offering in order to encourage us to use mass transportation or car- or van-pool to work. Many of us would like to have the option of taking the RTD (not Foothill Transit or Laidlaw) bus or Metro Blue Line to work. There is at least one reason many of us do not take the bus to work.

WE CAN'T.

Simply put, for many work locations, RTD does not take us where we want to go, or when we need to go there. This needs to be rectified now. Not only for AQMD regulations, but to show us that this company cares enough about its employees to see that we can use our free transportation fringe benefits no matter where we are assigned.

A policy needs to be implemented very similar to the following: RTD facilities, each and every one of them, present and future, should be served by regular, scheduled RTD bus and/or rail service, each and every hour of every day that employees are scheduled for duty at a particular facility.

Mr. Pegg states that only 500 of us ride the bus to work and that 400 of these work at Headquarters. Should that be surprising? Notice how many bus lines take them to within walking distance (two blocks or so). Dozens, literally.

And when the Headquarters building and staff move to the Union Station area by CMF, things will be even better for them and employees at CMF, with transportation options like Amtrak, Commuter Rail, Metro Red Line, and the El Monte Busway which conveniently ends at Union Station. Try to take a bus to Divisions 5, 8, 11, 12, 18, or 20, especially after peak riding hours.

It is next to impossible.

There are savings, also, with bus lines modified or extended to serve all facilities:

1. Mechanics can make coach exchanges at the division, if the coach can be driven.

2. Operator reliefs can be made at the division, freeing up CEA's for other reliefs.

3. Restroom facilities are already in place at the divisions.

4. Transportation instructors and schedule checkers also have walkover reliefs.

One hundred percent employee accessible bus service to all work locations, along with ridesharing and guaranteed ride homes should be an adequate beginning to bring up employee morale and satisfy AQMD regulations.

Now if the plans outlined here were implemented, and managers took the lead, a visible lead, in ridesharing, this should work well, if publicized well.

Respectfully,

Theodore Alexander

Operator, Division 3218



Happy Holidays from Rudy Cruz, Schedule Maker: "The season means togetherness, family, friends, and warmth. It means looking back and being thankful for the things you have. I'm thankful I'm working and that my family is in good health."

In Memoriam

Darcy, Fred W., began with the District on October 22, 1923, retired as a Supervisor Transit Statistician and passed away on September 16, 1991.

Goodwin, Estelle, began with the District on May 17, 1979, retired as a Bus Operator Full-Time and passed away on August 30, 1991.

Jefferson, Ronald J., began with the District on November 20, 1983, retired as a Bus Operator Full-Time and passed away on September 20, 1991.

Kalis, Herman, began with the District on November 01, 1945, retired as a Bus Operator and passed

away on August 09, 1991.

Lynum, Benjamin T., began with the District on June 16, 1947, retired as a Staff Assistant and passed away on September 21, 1991.

Modster, William H., began with the District on October 10, 1945, retired as a Bus Operator and passed away on August 25, 1991.

Nolan, John J., began with the District on July 14, 1947, retired as a Bus Operator and passed away on August 26, 1991.

Walker, John E., began with the District on April 06, 1959, retired as a Bus Operator and passed away on September 05, 1991.

Surviving the Holidays: When the Good Times Roll Over You

by Luanna Urie,
Human Resources Analyst

Holidays are a time when everyone has great expectations for good food, good times, and good relationships. Unfortunately, life does not take a holiday. Life goes on with its intermittent problems despite holidays. The visiting relatives get bossy or grumpy and critical and complain. Someone suffers an illness, an accident, a death. People are disappointed. Everyone is too busy, too rushed, and too tired. What to do? How do we cope?

Perhaps we need to lower our expectations a little. Life will go on before, during, and after the holidays. People seldom remember the little things that go wrong at the last minute, or if they do, they are most usually remembered in a humorous way. What is remembered are the little moments of unexpected thoughtfulness, such as an offer to do some small personal chore for someone else, or remembering to bring someone a cup of tea and a minute's rest. Often the dearest memory is of a moment taken to savor something that wasn't necessarily planned, like smelling the fresh Christmas tree when it came into the house.

Making lists helps, especially when they include some times for rest. Otherwise, we can get so caught up in writing the list that we leave no energy to enjoy the events.

The complaining person, whether adult or child, may profit a great deal from a brief moment given to listen to and honor the complaint, followed by a hug and a wish that the whatever becomes better. It seldom helps to try to talk the complainer out of feeling badly. This usually backfires and results in more complaining to convince someone of the validity of the complaints. When complaints and criticism are accepted and respected as having some validity

for the person making them, that person no longer needs to keep convincing everyone how awful it all is and can now turn their attention to something else.

Losses and tragedies are much harder. They are hard whenever they occur, but when they happen around a holiday time, they have an added sadness.

The best gift we ever give is the sharing of ourselves with those we love, sharing our time, our thoughts.

It is probably not helpful to try to ignore the loss. Sometimes it is best to remember past happy times and past holidays and focus on the time before the loss, especially if the loss is a death. Sometimes it is more appropriate and helpful to plan how it will be next year at this time, and focus more on the future when the loss or tragedy is over. It may be helpful to discuss how best to handle the holidays for all concerned when there is a loss or tragedy, and

allow everyone, regardless of age, to voice their thoughts and wishes.

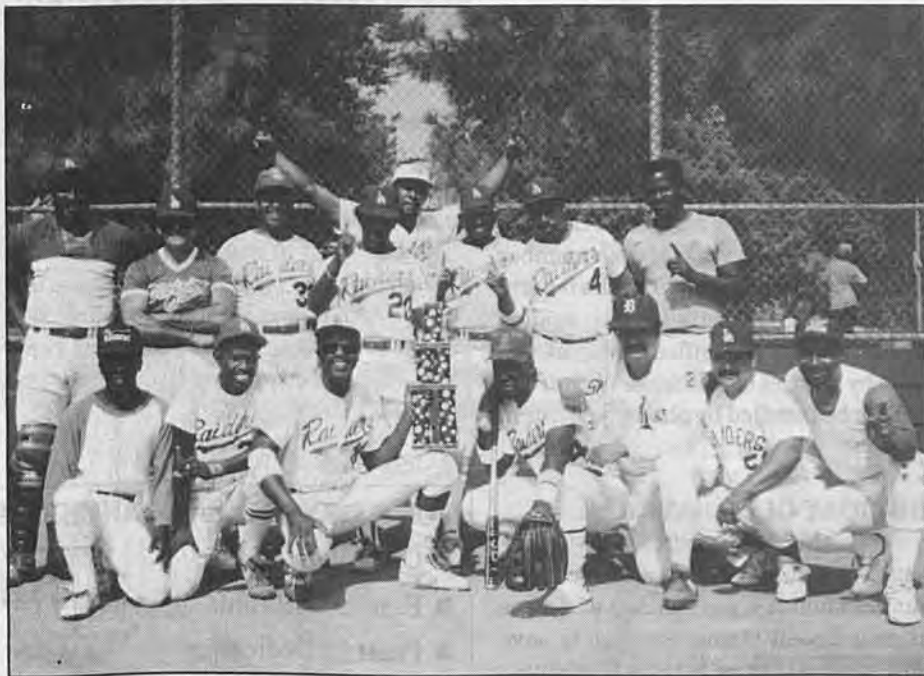
When all is said and done, holidays are a part of life, not something separate from life. Being with one another is more important than having the perfect meal, wearing the perfect outfit, choosing the expensive and perfect gift. The best gift we ever give is the sharing of ourselves with those we love, sharing our time, our thoughts. Whether it be trimming a tree, taking a walk to look at decorations, baking cookies together, watching the moon rise or the sun set, that time together is precious. May we wish all of you special memories of time spent with your loved ones during these coming holidays.

Remember, too, that if you find yourself overwhelmed by events, find someone to talk with. That someone can be a relative, friend, neighbor, a member of your church, and last but not least, your Employee Assistance Program with its wise counselors to listen and offer suggestions and help. Just call (800) 221-0942. This is a 24-hour hot line number for any kind of personal problem.



Happy Holidays from Luanna Urie, Human Resources Analyst in charge of the Employee Assistance Program: "The holidays are a time for families and friends to get together. It's a time for people to take time out to think and plan for one another. To me, holidays mean sharing fun and festivities, love and cheer."

Division 1 Raiders Wallop Division 7 Renegades



Capturing the championship and the team spirit are front row, from left to right: Glenn McGowan, Aaron Montgomery, Sam Johnson, Earl Cobb, David Batista, Manuel Guzman, and Jerry Jenkins. Back row, from left to right: Manager Ernest Kirkwood, Frank Perez, Herb Musgrove, Harris Douglas, Rick Wedlow, Charleton Plunkett, Tony Sims, and Douglas Moore.

Gunn Park was jumping October 20 when the Division 1 Raiders and Division 7 Renegades took to the field for the Fast Pitch League Championship game. Starting for the Raiders was Division 1 operator Manuel Guzman, who pitched a no-hitter until the third inning. David Batista relieved him in the fourth, allowing but one hit by the Renegades.

The Raiders' Ernest Kirkwood doubled in the fifth, and Steelgood singled him home for the 1-0 lead. In the sixth, Charleton Plunkett scored on an error by the first baseman.

The final score was 2-0, with the Raiders crowned the Fast Pitch League Champs. Congratulations to all!



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?



"As retirement was approaching we began to worry. We knew we needed some financial counseling. We went to several financial institutions and were shocked to learn of the high price for advice. Then we met Roberta and we said voila! Things began to come into focus for us just the way we wanted, thanks to Roberta"

Carl Jones, retired operator, with his wife Sarah.

Get your questions answered and know your choices before you make your decision.

Call for information, or to make an appointment.

Roberta Mitchell, Financial Consultant (213) 491-1536/(800) 288-8594

Come and Join Our Family!

by Leonor Lustado
Credit Union Manager

Become a member of the Transit District Employees Federal Credit Union.

In fact, it only takes a minute to join the Credit Union. Just deposit \$50 or more and pay a one time membership fee of \$5. Sign a membership card and you become a member of the Credit Union. It is as simple as that! You can even sign up for payroll deduction to direct deposit your payroll check to your credit union savings and/or checking account!

Here are some of the benefits you can get when you join us:

LOANS

We offer many different types of loans. You can apply in person or by mail. Once approved, you can have your payment automatically deducted from your paycheck.

SAVINGS

Our Credit Union welcomes your savings and protects every dollar you save. Our membership in the National Credit Union Administration (NCUA) means that the savings of each member is insured up to \$100,000 by the federal government. Deposits may be mailed or brought to our office. Or, you can save by payroll deductions. Withdrawals can be handled by phone, mail, or in person.

HOLIDAY CLUB SAVINGS

Whether you need to save for the next Christmas holiday or an upcoming summer holiday, you can do it with ease at your Credit Union. So, plan to save now with either or both, a Christmas Club or a Vacation Club account.

To Our Credit Union Members

On behalf of your Credit Union staff members, Board of Directors, and volunteers, we extend our warmest wishes to you and your family for a happy holiday season. Your patronage and support are most appreciated by each and everyone of us. Thank you for your trust, loyalty and support. We look forward to serving you and your financial needs in 1992!

FOUR WAYS TO SAY HANUKKAH

- Chanukah
- Festival of Lights
- Feast of Dedication
- Feast of the Maccabees



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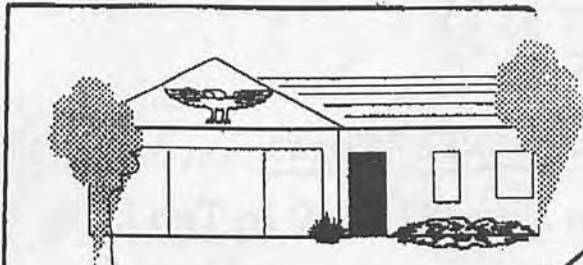
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RECREATION NEWS



Holiday Greetings!



Tickets for movie theatres are as follows: Edwards \$4.25; AVCO General Cinema \$4.50, AMC \$4.00, Pacific Walk-In or Pacific Drive-In \$4.50. United Artist \$4.00 and Cineplex Odeon \$4.75.

December

- 21 Private Lives - Starring Joan Collins
Wilshire Theatre 2:00 p.m. \$36.50
- 22 Raiders vs Kansas City Chiefs \$33.50
- 22 Stephanie Mills - Universal Amphitheatre \$27.50
- 27 & 28 Barry Manilow - Universal Amphitheatre \$37.50
- 28 Disney on Ice - Anaheim 12 noon \$12.00
- 28 Lakers vs Portland \$13.50
- 29 Private Lives \$36.50
- 30 Clippers vs Boston Celtics \$25.50

January

- 1 Rose Parade - Bleacher seats.
Middle of the parade route \$32.50
- 4 Disney on Ice - Sports Arena 12 noon \$12.00
- 4 Kings vs Philadelphia Hockey \$19.50
- 18 Disney on Ice - Long Beach 12 noon \$12.00
- 20 Lakers vs Seattle \$13.50
- 24 Lakers vs Sacramento \$13.50
- 25 Kings vs Calgary \$19.50

Basketball teams: Start getting in shape. RTD League will start the second or third week in January. Form teams at your work locations -- 15 players including the coach. Maximum league fees \$300 per team.

Lots of new RTD and Metro logo merchandise in stock. Tee shirts, sweats, caps. See items in the Mobile Unit or in Employee Activities.

Save over 35% on Wild Bill's Wild West Dinner Extravaganza

- Sun.- Thurs. Reg. \$29.76 Now \$19.50
- Fri. & Sat. Reg. \$32.99 Now \$24.50
- Children Reg. \$19.95 Now \$14.50

Tickets good through December 31.

Mobile Unit Schedule

The mobile center will operate Monday through Friday from 9:30 a.m. until 2:00 p.m.

Dec.	Loc.	Jan.	Loc.
20	6	1	Holiday
23	5	2	12
24	Headqtr.	3	2
25	Holiday	6	11
26	Maint. Day	7	1
27	Maint. Day	8	10
30	4	9	3
31	18	10	CMF
		13	9
		14	16
		15	8
		16	15
		17	7



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.

**50th Anniversary of U.S. Entry Into World War II:
December 7, 1941**



LATE NEWS: Dan Ibarra is the District's new Director of Transportation. We'll profile him in our January issue.

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