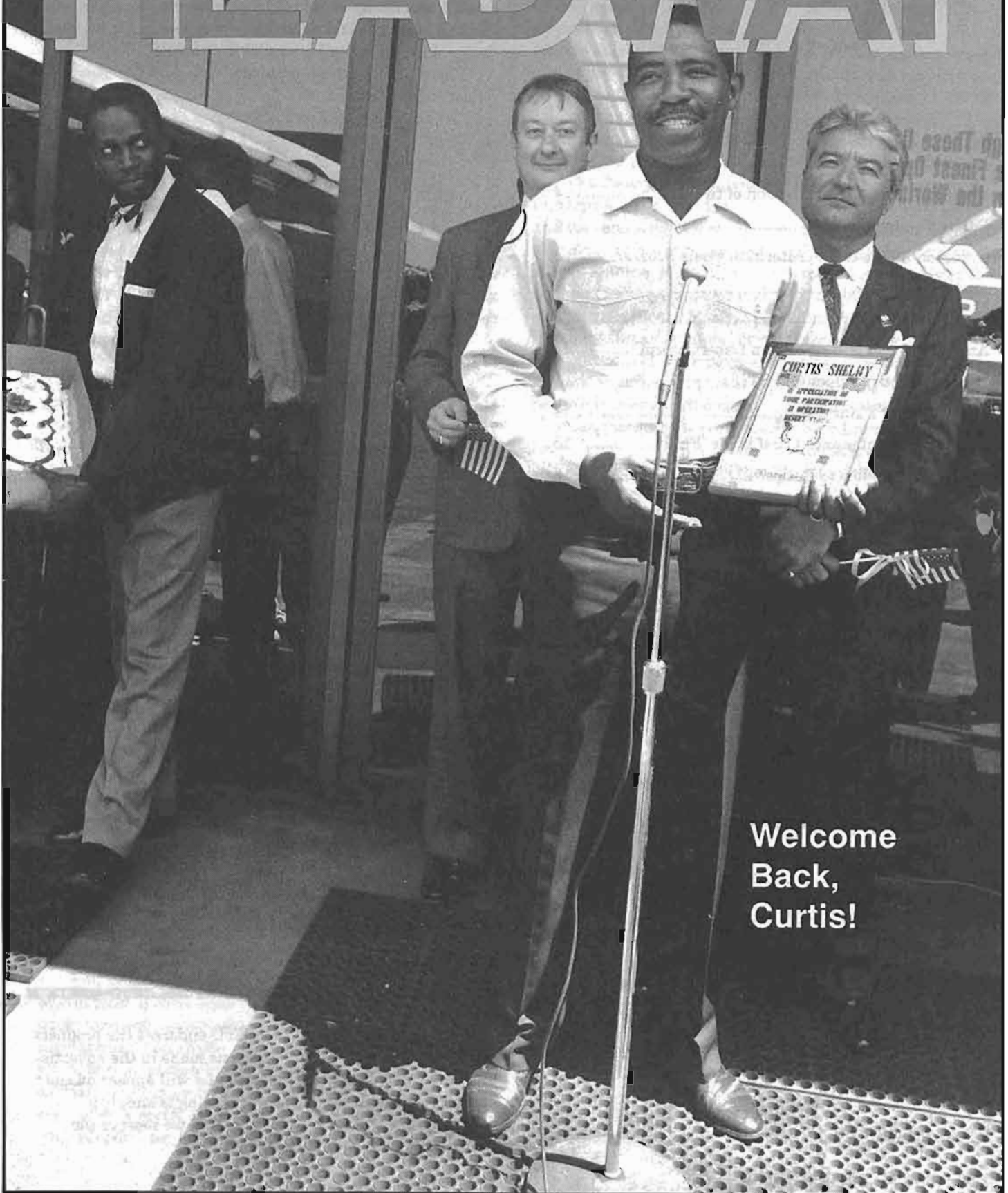


HEADWAY



**Welcome
Back,
Curtis!**

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The Headway . . .

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Letter from the President



Welcome to RTD's Planning Department. Your first assignment: Plan an efficient, reliable system of transportation for Los Angeles County's 9 million residents. You may use up to 2600 buses, 54 trains, and 300 or so miles of light and heavy rail.

Here are your constraints: You must spend your money wisely, remembering that you may utilize Proposition A and C tax dollars and federal transportation allowances. This fully accessible system should serve the greatest number of people possible, allowing for extensive public input in the decision-making processes. You must ensure that your vehicles are easy to use, provide bus-rail connections whenever possible and contain incentives for the young, old and disabled to ride public transit.

You must operate within federal clean air, budgetary and accessibility regulations. You shall promote competition in contract bidding processes, seek private sector funding from property development

and benefit assessments, and cooperate with other transit operators.

Sound impossible? The 57 employees in the Planning Department do it every day.

It is their responsibility, under the leadership of Planning Director Dana Woodbury, to look toward RTD's future. They contemplate coming policy decisions, service expansions and multi-agency projects. Much of their day-to-day work takes place on paper and maps, in computers, and in their heads.

Federal, state and local guidelines often set the department's agenda. President Bush's Surface Transportation Act, the Americans with Disabilities Act and the Air Quality Management District's Regulation 15 detail the minimum requirements RTD must meet to maintain its federal subsidies.

To the Planning Department, these requirements translate into an opportunity to excel. This department is not content to follow. It already has led RTD to become number one nationally in clean air

technology research, helped design and maintain a fleet of buses that is 99 percent accessible and a light-rail system that is 100 percent accessible, and garner 20 percent more in federal grants for Los Angeles than any other national transit operator.

The department is divided into four groups: service analysis and long-range planning, administration and special studies, policy and finance, and environment and joint development. Most Planning Department employees come to RTD with several years of experience in transportation, many with degrees in urban planning or economics.

Keith Killough heads the service analysis and long-range planning sector. He and his group are a dictionary of facts and numbers. Their short-term job is to keep track of monthly RTD ridership and revenue figures and to generate annual financial and operating summaries.

Their long-term assignment is to forecast these same figures, and evaluate the most efficient forms and combinations for future modes of transportation. They also produce the annual guideway and facilities plans. The guideway plan is the result of thousands of hours of research into potential bus routes. The additions of the Blue Line, the Red Line and the Glenn Anderson Freeway to Los Angeles mean mapping out new bus service and bus-rail interface plans for this group.

The outcome of all of this analysis and planning is the Short Range Transit Plan (SRTP). This document

identifies issues affecting future transit service and defines District policies and objectives. The policy and finance group utilizes this research to set up bus and rail fares and design special programs. This includes procedures to allow bikes on the Blue Line, use a flat fare versus a distance-based fee on the Blue Line, and create a means to administer the On-Time Warranty Program. They also arrange special fare programs such as the joint Long Beach Transit/RTD monthly pass, the Blue Line round-trip ticket and a \$15 corporate ticket book.

RTD's planners also influence the fairest and most effective way to collect and distribute local and state revenues. They suggest distribution guidelines to the LACTC for Proposition A and C allocation decisions. These guideline recommendations, together with financial summaries and well thought-out regional transportation goals, make up RTD's business plan, another component of the SRTP.

Joel Woodhull heads the environment and joint development group. This group is preparing for our move from Fourth and Main Streets to the site of our new headquarters at Union Station. The joint development group is creating a master plan for office and

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Division 9 Selected as Division of the Month



A jubilant crowd of Division 9 employees hold up a flag emblematic of their accomplishment for March 1991.

Division 9 was the joint recommendation of the Transportation General and Equipment Maintenance to be the recipient of the Division of the Month award for the month of March 1991, announced General Manager Alan Pegg and Board President Nick Patsaouras at a ceremony held before sunrise on April 24.

"Thanks to you we can stand tall again," said President Patsaouras. "In the month of March you were declared the best in the agency!"

General Manager Pegg told the audience of mechanics and operators that it was a pleasure to be with winners. "It gives me a great feeling to be with you people. You bring great honor to the rest of us."

Patsaouras and Pegg presented an award of service excellence to Transportation Manager Don Karlson and Equipment Maintenance Manager Max Martinez. A flag was unfurled by the employees which, under-

scoring their accomplishment, proclaimed them as the outstanding division. The flag will fly for a month on the division's flagpole below the flag of California.

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

Performance criteria

for the Equipment Maintenance Department were based on performance comparisons between existing measures from fiscal year 1990 against figures compiled in 1991. The indicators included improvement of miles between road calls, improvement of accessible service reliability, occupational injuries per 100,000 hours of exposure, improvement of coach cleanliness, absenteeism, the number of maintenance-related complaints, and the number of maintenance-related out-

lates and cancellations.

Assistant Director of Transportation Leo Bevon said Division 9 earned the title for March by achieving the top composite score for both Transportation and Equipment Maintenance.

"Division 9's Transportation and Equipment Maintenance management and personnel demonstrated perseverance by their steady improvements each month, which has culminated in top performance scores for both Departments," he said.

Public Commendations

Thanks for a Job Well Done!

Division 3201
Benard, Joe G.
Guerrero, Jose

Division 3203
Amerson, Valerie J.
Gonzales, Hisaias*
Losorelli, Frank A.
Padilla, Andres J.
Saint-Laurent, Louis
Santos, Baudilio

Division 3205
Davis, Diane M.
Duque, Joel E.
Gordon, Henry N.
Gray, Stephanie A.
Mackintee, Ronald
Marrufo, Lupe M.
Martin, Obbrie L.
McGhee, James A.
Noflin, Nathaniel
Parker, Jackie L.
Rivers, Steven L.
Spence, Lincoln S.
Tovar, David

Division 3206
Beckwith, Veronica D.
Pitts, Weldon
Sharp, Anthony O.

Division 3207
Aviles, James P.
Dukes, William K.
Hernandez, Jose L.
Jurado, Martin C.
Lopez, Richard*
Sahler, Joseph D.
Wessely, Lisa A.

Division 3208
Bauer, Rob
Fonseca, Guadalupe
Houseton, Frank T.
Jeffrey, Kevin
Powell, Stephanie F.
Vance, Leslie

Division 3209
Criswell, James D.
Harper, Sam
James, Wilbur L.
Mortvedt, Robert
Saucedo, Inez P.
Wooten, Paul

Division 3210
Crawford, Sandra L.
Flores, Jose M.
Scott, Paul

continued on page 5 . . .

Cranston Lauds RTD's Alternate Fuels Program

by Greg Davy, Press Relations Representative

RTD's pioneering alternative fuels program once again received accolades April 18 in Washington, D.C., during testimony heard by the U.S. Senate Subcommittee on Housing and Urban Affairs.

Sen. Alan Cranston, D-Calif., praised RTD and General Manager Alan F. Pegg during his presentation of the District's views on the reauthorization of the Urban Mass Transit Act, with a particular focus of the transportation-related provisions of the Clean Air Act Amendments of 1990.

"Special thanks to Mr. Pegg for coming across the country to testify," Cranston said. "I also wish

to thank the District for leading the charge in implementing alternatively fueled vehicles and for finding solutions for transit to meet the mandates of the 1990 Clean Air Act amendments."

In his presentation to the subcommittee, Pegg outlined RTD's development of alternatively fueled public transit vehicles. "The District operates one-half of the nation's alternatively fueled bus fleet," Pegg said. "RTD is the only operator to successfully place such buses into revenue service and achieve standards comparable to diesel buses."

RTD has 30 buses powered by methanol in daily revenue service in the metro L.A. area. The

District also is experimenting with 10 buses powered by compressed natural gas and 20 diesel-powered buses equipped with particulate traps that provide pollution-free emissions.

RTD also is building a chassis dynamometer designed to test emissions from large commercial vehicles.

In his appeal for continued federal financial assistance, Pegg once again urged Congress to re-allocate federal highway funds to public transit in the interest of reducing gridlock on the nation's roadways and cleaning the environment.

"This nation cannot underestimate the value of the tests being done at RTD," Pegg said. "We are

working hand-in-hand with local clean air authorities to gather data that ultimately will be useful to large-fleet operators throughout the nation.

"We must develop clean-air technology for future generations, not only in Southern California but also around the world. RTD will continue to be a leader in this field.

"But reauthorization must contain a guaranteed continuation of operating assistance to urban areas of more than 1 million people," Pegg emphasized. "These are the areas where the battles of congestion, clean air and accessibility will be hardest fought.

"Federal assistance is absolutely essential if we are to win this battle."

Public Commendations . . . continued from page 4

Division 3212
Monaghan, Patrick
Scott, Albert E.*

Division 3215
Butler, Marietta
Crowe, Robert B.
Doss, O. D.
Galland, Roger N.
Pereira, Miriam

Division 3216
Dayan, Francisco V.
Franklin, Willie
Slaughter, Wallace T.
Spencer, Herbert

Division 3218
Carter, Danny
Claiborne, David N.
Cooks, Robert W.
Craft, Robert L.
Galbreath, Lorraine J.

Graham, Patricia A.
Holmes, John
James, Betty J.
Johnson, George R.
Ngo, Garry M.
Pentard, Al
Shorters, Tommy R.
Tiangco, Avelino P.

* Received more than 1 commendation

Dear RTD:
We, the riders of Line 439, would like to take this opportunity to commend our new regular driver, Robert Cooks. We are very pleased. Robert is friendly, courteous, and most of all, incredibly reliable. He has been on time more often than we are. You can set

your watch by him. We can always depend on Robert to get us downtown on time, and in a safe and pleasant manner. We certainly hope you will let Robert stay on our route for as long as he wishes.

We all hope that our commendation will be of benefit to Robert in every way possible. He deserves it.

Sincerely,
Riders of Line 439

Dear RTD:
This is a letter in praise of one of your drivers. His name is Paul Scott.

I attend East Los Angeles College and get

out of my class at 10 p.m. I have to wait 40 minutes for the next scheduled bus. There is no lighted, covered bus stop, no bench, and no people. So usually two of us have to stay up on the steps of the campus to feel safe while we wait.

When Paul comes by he's polite and considerate and friendly. He makes us feel better and helps us to get home safely. Please make sure that he knows we appreciate him.

Thank you,
Anna Maria Pingarron

continued on page 6 . . .

Public Commendations . . . continued from page 5

Dear RTD:

In the decade or so that I have been an RTD bus passenger often riding 4 buses a day, six days a week, and to various locations such as Pomona, Pasadena, and Los Angeles, I have not observed an operator as outstanding as Sam Harper on Line 268.

While conscientiously adhering to safety standards and maintaining punctuality, Mr. Harper also creates an atmosphere of concern for his passengers' welfare. I have also observed that if it becomes necessary for Mr. Harper to communicate with a passenger, he is able to do so by using excellent English vocabulary.

Mr. Harper is also able to remain in calm control of a potentially disruptive situation caused by an unstable passenger. Mr. Harper is superb in this area.

The exemplary performance of Mr. Harper demonstrates to me that he also has leadership and management ability. I am proud of RTD personnel for hiring such an employee.

Sincerely,
Laura Topalian

Dear RTD:

I've learned to appreciate how difficult and demanding the task the RTD drivers perform truly is. I've witnessed several instances when that "Task" exposed the humanness rather than the professionalism of the driver. It really is a tough job.

On a commute into work recently the ride gave

every warning sign of being "one of those." If you've ever ridden a bus you will understand the reference. It included the rowdy teenage boys and the sullen ones, the demanding and frustrated eccentric old ladies, the over-alcoholized, and under-washed, all of these... and a bus that remained filled throughout the journey.

To my pleasure and growing appreciation, the driver, James Criswell, remained undaunted and executed his duties with consummate skill. He called out all the stops, and when a threatening or difficult situation would begin he quelled it with authoritative politeness. As it is whenever you observe any "professional" it was a pleasure watching him work.

I've ridden on buses in quite a few cities around the nation, and the RTD drivers are arguably the finest in the country. They do an excellent job! The performance I witnessed by Mr. Criswell was an exceptionally outstanding one.

A Grateful Commuter,
Bob Winkler

Dear RTD:

I am writing this letter to tell you of an experience I had last week with one of your bus drivers. On April 17th, I took bus number 2266 on the 320 line, catching it at approximately 9 a.m. at Ocean and Colorado in Santa Monica. The driver was a pleasant young woman who immediately got my attention by

not only calling the stops, but also calling the connecting lines, including RTD, Santa Monica, and Culver City lines. At first I thought it was probably just a single aberration due, perhaps, to the request of an elderly person who had asked to have a stop announced. But as time went on it became clear that the driver was actually calling all the stops and the connecting lines. I decided that such dedication to public service simply could not go unheralded, so I asked for her name and badge number.

Her name is Mary Collins. The patch on her sleeve said that she is a "line instructor," and I would certainly encourage you to expand her area of training to include as many other drivers as possible. It is this kind of thoughtful service, if spread throughout the system, that would give the RTD the kind of positive image that could increase the number of people willing to take the bus.

A large percentage of RTD ridership is made up of the poor, elderly, and the mentally disadvantaged, and these are not the people who are skilled at speaking up for themselves. That is why I write complaint letters when I encounter what I believe to be unsatisfactory service. At the same time, I try to write congratulatory letters when they are appropriate. In this case, Mary Collins clearly deserves some words of praise. In our impersonal, and often cold

world, even a little kindness can make your day. The calling of stops may not seem important to most people, but to one who is lost and confused, or minimally sighted, or unable to read, this is monumentally important. So, do something nice for Mary Collins in return for her thoughtfulness for her riders.

Sincerely,
B.J. Mitchell
Manager of
Informations Systems
City of Santa Monica



School's
▪ Out ▪

Letter from the President

... continued from page 3

retail development at the Westlake/MacArthur Park and Union Station construction sites. Their partnerships will create revenue-producing projects for the District.

Reconstruction and development of existing properties are also crucial tasks. Planners are negotiating with downtown property owners for additional Metro Rail entrances, and deciding upon changes to improve Divisions 6 and 7 in Venice and West Hollywood with private sector financial assistance.

Woodhull's section prepares all Environmental Impact Reports (EIRs) for District projects, and reviews EIRs prepared by others to reduce project impacts on transit in L.A. His section is creating a

"Transit Development Guidelines" manual to teach other cities how to design "transit-aware" developments, which encourage easy access to bus and rail lines in this new age of expanded public transit and environmental concerns.

Dave McCullough handles the administrative support and special studies group. Administrative support tackles "inside jobs." They handle everything from processing requisitions and the departmental payroll to maintaining RTD's library.

Special studies works as a liaison to the outside community. This group implements accessible service programs for the elderly and disabled and provides a point of contact

for their concerns. They also prepare and monitor RTD's trip reduction plans. This includes the Corporate Transit Partnership Program that encourages employees of public and private agencies to rideshare either by bus, rail, car or vanpool. Special emphasis is devoted to helping employers encourage public transit use by their employees.

Special studies also handles the District's contract and privatization efforts. This means maintaining a linkage to the private sector to increase transit services without unnecessary duplication. RTD has attempted to contract out Blue Line "feeder" bus service to private operators to increase rail ridership.

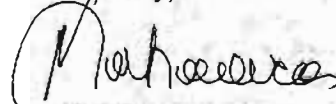
These practices promote a coordinated regional transportation system.

This kind of planning makes RTD the number one bus system in the nation. UMTA recently named RTD the nation's most cost-efficient operator, the leader in bus passenger loads, and number one in passenger miles per bus.

Our Planning Department is putting us on the map by focusing on innovative, quality service. We can all feel proud to be part of a winning team.

Score one for our Planning Department.

Sincerely,



Nick Patsouras
RTD Board President

Earth Day

RTD joined the City of Pasadena and the Arroyo Seco Council to become an official sponsor of the 1991 Arroyo Seco Earth Festival held April 20.

The District participated in the first Earth Festival held last year to commemorate the 20th anniversary of Earth Day. This year's festival drew many thousands of participants, making it one of the largest Earth Day events in Southern California.

The District's Alternate Fuels Section showcased its different types of clean air buses at the Clean Transportation Fair, while Operations maintained a 4-bus fleet for the Clean Air Shuttle, a transportation



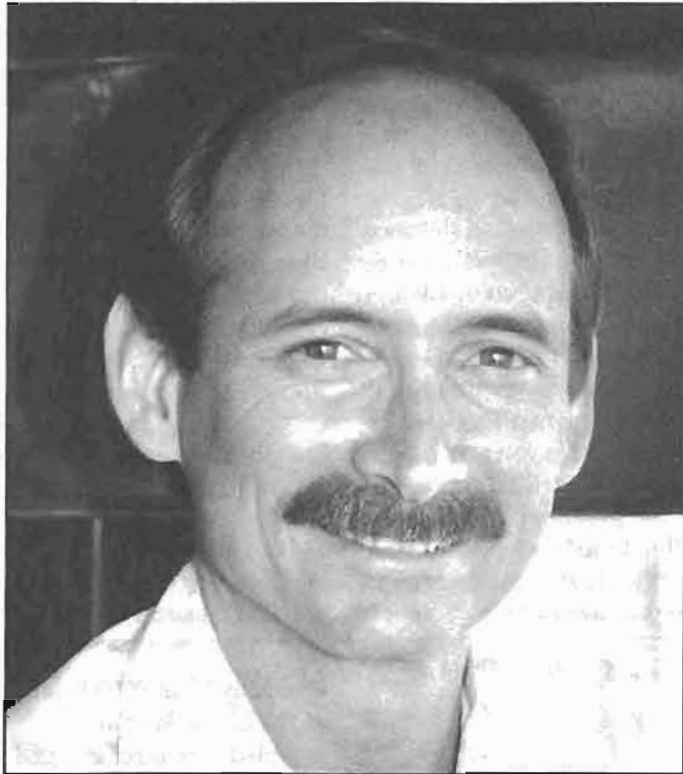
Young children had the time of their lives aboard an RTD bus, which served as the Clean Air Shuttle at the Second Annual Arroyo Seco Earth Festival.

system linking the 12 festival villages throughout the Arroyo Seco with off-site parking at JPL and the Parsons Corporation. Also included at the fair was a prototype of a Blue Line light rail car.

The 12 theme villages contained exhibits, demonstrations, speakers, and products. Each village displayed RTD banners which read: "Riding the RTD Saves More Than Oil," and "#1 Wants Your

Company." An RTD booth at the Clean Air Fair included brochures entitled, "Leading the Way to Cleaner Air for the Nation's Buses," and "Riding the RTD Saves More than Oil, Ride the RTD Once a Week." The different themes included: Water, Children, Recreation, Energy, People, Business, Waste, Nature, Global Issues, Native Americans, Devil's Gate Project, and Food & Agriculture. A spectrum of products and information including solar power, environmentally safe cleaning products, and drought-resistant landscaping were on display. The Arroyo Seco Environmental Film Festival featured a collection of films and documentaries.

COMMENDATIONS



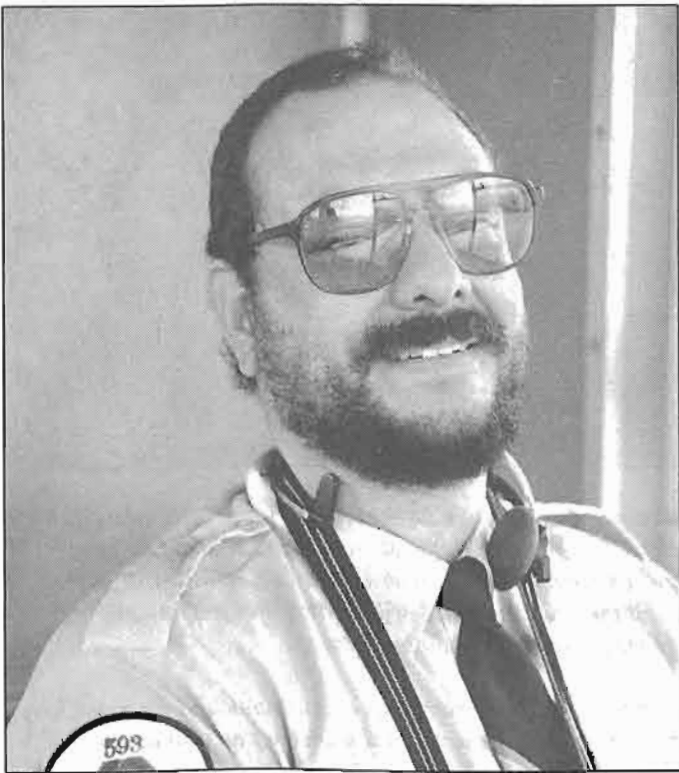
Carmine Zeccardi was selected the Bus Operator of the Month for March, 1991. He works the extra board and enjoys driving different routes. Zeccardi has been with the RTD for 15 years. In that time he has received many passenger commendations, as well as 13 letters from management. He has accumulated 90 merits since 1980 and has never had any demerits. He has a 13-year safe driving award, and he has had only one avoidable accident. Operator Zeccardi has not had a sick day since 1980, and he has had only three missouts.

Zeccardi and his wife, Ruth, have been married for 21 years. They have two sons—one 19, the other 16. He and his family enjoy bike riding, camping, running, and weight lifting. He and his wife are very active in their church, and they do marriage counseling for some of the members of their church. He is popular among his passengers. He says this is the best job he has ever had and that he has the nicest passengers.



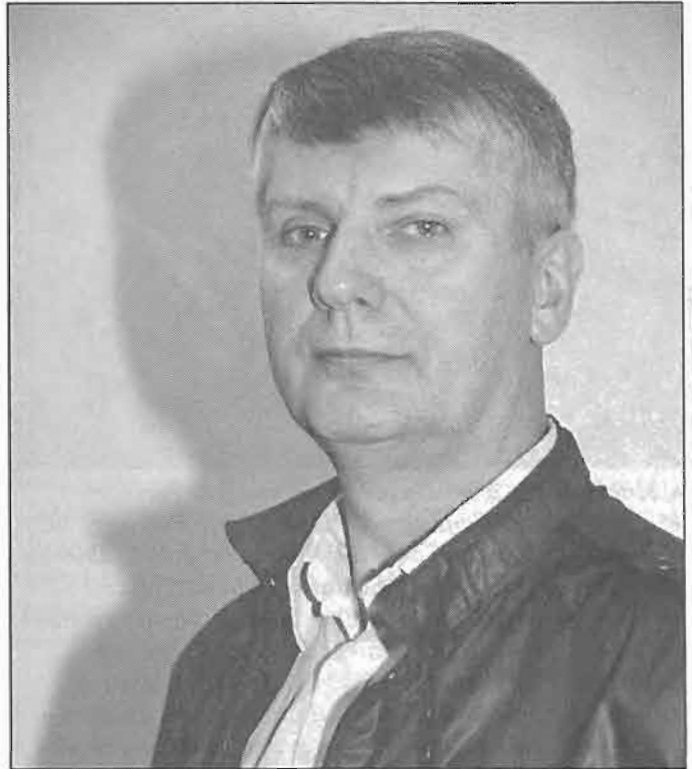
Mechanic A Leader Ike Alison was selected the Equipment Maintenance Employee of the Month for March. Mr. Alison was hired into the company on July 19, 1978. He then came to Division 9308 in December, 1978. During his time here he was promoted from Mechanic C to Mechanic B. In 1980, he made Mechanic A. He is currently the leader on third shift, and he is doing an outstanding job. He is constantly called on to perform without any supervision present on his shift.

Mr. Alison is very familiar with MMAS, and when he does payroll he does a flawless job. He works well with his people and this rapport has rubbed off on the transportation side. He has excellent attendance. With his "can-do" attitude, Mr. Alison has shown he can and will go the extra mile on many occasions.



Rail Operator Walter Tice was selected Operator of the Quarter for the first quarter of 1991. Although Mr. Tice was born and raised in Los Angeles, he lived in Honolulu and attended school there for five years as a child. It was during these formative years while riding the bus to school that he developed an interest in transportation.

Mr. Tice came to the RTD at the age of 21, where he drove buses until 1990, when he transferred to the Metro Blue Line from Division 8. He enjoys the Blue Line because he claims it is less stressful than driving a bus and the high technology makes the cars easier to operate. Mr. Tice has had no missouts since 1985, no minor rule violations since 1982, and only one day sick since 1986. He resides in Sun Valley.



Division 15 Electronic Communications Technician Jack Bedard was selected as the Facilities Maintenance Department Employee of the Month for March. Mr. Bedard is commended for the high caliber of his work and knowledge in farebox maintenance. His attention to detail and craftsmanship has achieved a significant increase in the reliability and availability of the coaches he maintains.



Data Processing Operations Supervisor Shirley Crise was presented with her 30-year service pin by RTD Controller Tom Rubin (right) and MIS Director Edward Chen (left) at a quarterly ceremony sponsored by and for the MIS employees.

Commendations

... continued from page 9



Salvador Chavez was selected by the General Services Department as its Employee of the Month for February 1991. Salvador was employed with the District on July 2, 1990 as an Information Specialist. He has been in the General Services Department since October 9, 1990. He has received more than eight letters of commendation from various assignments throughout the District. His attendance is excellent. He is presently assigned to Division 8 where the manager and staff say he is one of the best Mopper/Waxers to have ever worked at that division. Salvador, far right, was presented with a U.S. Savings Bond and his name was added to the perpetual plaque. Presenting the awards to Salvador were, clockwise, General Services Manager Brian Soto, General Services Supervisor Joe Coleman, and Division 8 Manager Ron Reedy.



Telephone Information Operator Maria Fuentes was chosen Operator of the Month for March 1991. Maria has been with the District a little over a year and maintains perfect attendance. She is quite proficient in her job duties, receiving numerous commendations.

She has established herself as a courteous and conscientious employee, a definite asset to the District as well as the Information Department.



Mechanic A Arthur Garcia was chosen Employee of the Month at the CMF for the month of March. Garcia works in the Transmission Section. He was selected because he is a diligent, conscientious, and knowledgeable employee who is helpful and works well with others.



Gracie Alvarado, General Clerk in the Office of Contracts, Procurement and Materiel, was recently presented with an award and \$100 for being named OCPM Clerk of the Quarter for the Third Quarter of 1990. Gracie is a highly productive, hardworking employee who is an asset to the Clerical Support Unit of the OCPM. She has made a positive contribution to the success of the department.



Mechanic A Edward Moore was selected the Employee of the Month for March at the CMF. He works in the Engine Shop. He was selected because his work performance is superior and he shows initiative in completing his work assignments.



Service Attendant William Jones was chosen Employee of the Month for March at the CMF. Jones works in the Paint Shop. He was selected because his work performance is always outstanding and he has a positive and pleasant attitude.



CMF Mechanic A James Grandy was recently presented with a plaque to commemorate 25 years of service to the District. Mr. Grandy began working with the RTD on April 19, 1966. He was presented a handsome plaque and certificate by CMF Superintendent Ken Miller.



Senior Secretary Reginnia Kaping was selected the Employee of the Quarter by the Human Resources Department for the Winter Quarter 1991. Reginnia has worked in the department for 8 years. Characteristically quiet, but with a beautiful shy smile for everyone who comes her way, Ms. Kaping goes about her work with a steadfastness and speed that puts others to shame. Without complaint she completes the multitude of tasks that confront her from all the sections of the department. She has remarkable interpersonal skills with an ability to marshal others' support in the great variety of tasks she completes each day. Her attendance is excellent and her attitude toward her work is enviable.

Commendations

... continued from page 11



Los Angeles County Chief Probation Officer Barry Nidorf, right, presents a plaque of appreciation to the RTD marking one year of a cooperative effort to combat graffiti on District buses. Youths assigned to the Probation Department have worked daily removing graffiti from RTD equipment. The innovative program, the first of its kind in the nation, has helped reduce vandalism. Joining Nidorf in the recent ceremony at RTD headquarters is, from left to right: Board Director Gordana Swanson, General Manager Alan Pegg, and Board President Nick Patsaouras. Ms. Swanson was Board President when the District entered into the cooperative agreement with the Probation Department.



RTD Retirees were honored by General Manager Alan Pegg and the RTD Board of Directors on April 25, 1991. Those retirees present were presented with a special commemorative plaque. They included, front row, from left to right: Division 12 Operator Robert M. Wright, Division 15 Operator O. D. Doss, Division 16 Operator Richard A. Croston, Division 9 Operator Ralph E. Wesling, Division 16 Operator John H. Boles, and Division 1 Operator Thomas L. Bell.



Former RTD Board Directors Jeff Jenkins and Jerold Milner were recognized for their service on the RTD Board by the present RTD Board at the April 25, 1991 meeting. Jerold Milner was formerly a city councilman from Glendale and was appointed to the Board in April 1989 by the City Selection Committee Corridor C. Jeff Jenkins was appointed to the Board in 1988 by former County Supervisor Pete Schabarum. Both Jenkins and Milner were presented with resolutions by RTD Board President Nick Patsaouras. The outgoing Board Directors joined the Board for a final picture. Front row, from left to right: Jay Price, James Tolbert, Jenkins, Milner, and Gordana Swanson. Back row, from left to right: Charles Storing, Jerry Hertzberg, Nick Patsaouras, and Marvin Holen.

An RTD Welcome Home from Desert Storm

Horns honked and fellow workers cheered and waved flags tied with yellow ribbons as Operator Curtis Shelby returned to work at Division 5 on April 22.

"I never thought I'd be so glad to come back to work," said the returning Shelby. The Air Force reservist left Owl shift in January to report to Riyadh, Saudi Arabia. He is one of 19 RTD reservists who were called to service in the Middle East.

While in the Gulf region, Shelby served with a medical evacuation hospital. "I worked out of a 150-bed hospital. We transported casualties. I am glad to say that most of the wounded I saw suffered only minor injuries, but there were a few amputees," he said.

Shelby said he remembers the sounds of Scud missiles overhead and the thud of Patriots intercepting them. "Oh yes! I heard them, I saw them, and I



ducked them, too!" he laughed gleefully.

"As that whining noise gets louder your life passes before your eyes, you do think of all the things you should have done or could have done..., it was scary, but not as bad as being in direct combat."

He returned to the United States on March 15, but was only alerted to his departure two days before leaving.

On his first night back, Shelby commenced service on the 105 line. "It's an Owl line, and all I've got to say is that it's a piece of cake compared to Saudi Arabia."

RTD Board President Nick Patsouras, General Manager Alan Pegg, Assistant General Manager for Operations Art Leahy,

and Director of Transportation Leilia Bailey were on hand along with Division supervisors, managers, operators, and mechanics to give Shelby a warm welcome back to work.

"We are thankful to have you safely back in the U.S.," said Patsouras. "We're confident that you served your country admirably just as you have done for RTD for the past 17 years."

Supervisors carried out a huge red, white, and blue sheet cake to celebrate the occasion while operators held a huge, handmade banner that said: "Welcome Back Curtis!"

Shelby served in the U.S. Army from 1965 to

continued on page 14 . . .

Dana Woodbury Appointed RTD's Director of Planning

by Andrea Greene,
Contributing Editor

The year was 1974. The master's thesis was intended to be a model to predict the economic lifetime of a mass transit rail vehicle. But its author, Dana Woodbury, had hit a snag.

The Massachusetts Bay Transportation Authority (MBTA) was reluctant to provide him with any data. Apparently, the agency had given the statistics to several Harvard graduate students the semester before. Not only did the resulting figures cast the agency in a bad light, but the newspapers published them. For Woodbury, getting them now seemed to be as tough as moving a stalled rail car. But Woodbury's faculty advisor at Northeastern University in Boston was a friend of someone who had pull at the statehouse.

The friend was the newly elected governor of Massachusetts. His name was Michael Dukakis.

"I'd tried for nearly a year before Dukakis interceded," recalls a humored Woodbury, who was recently appointed the District's Director of Planning. "He got me the numbers, but by then it was a year later, the inspiration had waned, and I just wanted to get on with the rest of my life."

So, Woodbury, anxious to make a difference in transportation, put his thesis on hold. He put his electrical engineering background to work first for

the City of Boston as a traffic and parking engineer. His responsibility was the timing of traffic signals and the programming and coordination of interconnected signals.

"I was fascinated with it because I got to use my technical training," recalls Woodbury, who stands six foot five.

He stuck with public transportation, racking up six years of planning experience with two regional agencies.

In 1982, he traded his position as the assistant director of the Montachusett Regional Planning Commission for the bustle of Los Angeles.

And, in doing so, was "overwhelmed."

"This is every man for himself," thought Woodbury as he first took in the driving habits of Angelenos.

Woodbury joined the District, beginning as a staff level planner. "My goal was to make it to supervising planner within five years," he says seriously. "And, with a lot of help from my fellow staff, I did it."

Promotions to planning manager and interim director of planning followed.

Today, as director of planning, Woodbury is responsible for directing more than 50 people in providing a broad range of planning functions in support of the District's operating and capital programs. His department's activities include policy and financial planning, joint development, legislative



Director of Planning Dana Woodbury

analysis, patronage and revenue analysis, and forecasting.

And what does the Boston, Mass. native foresee for his own agency's future?

On reorganization: "I think that both the District and Commission have a role to play. I think there is good reason for the two agencies to remain separate.

"The District, I believe, is the most appropriate to serve as the regional operator. If the Commission was to be an operator, it would create conflict. It would place them in the difficult position of being not only the funder, but also the mediator and operator.

"My sense at the moment is that the District will remain separate from the LACTC. The matter of how much of a function we are going to have will be debated over the calendar year."

On Los Angeles in the year 2000: "We'll have twice as large a transportation system. We'll be running over 3,000 buses and have a fairly extensive light, heavy, and commuter rail system."

On the difference between Los Angeles and the smaller communities he was planning back East: "The problems aren't all that different. The issues are the same; it's the magnitude and scale that are different. The fact that Fitchburg, Mass. is a small city doesn't mean they have adequate public transit, freeways and funding."

When Woodbury, 40, is not talking transportation, he is busy reading science fiction and tinkering with his computer. The calm and very witty Woodbury lives in Pasadena.

And somewhere, Woodbury still has those numbers that then-Governor Dukakis retrieved for him.

Welcome Home from Desert Storm

... continued from page 13

1967, and later became an Air Force reservist. He has operated out of Division 5 since 1974. He has a 12-year Safety Award record, excellent attendance, and numerous commendations.

He currently lives in Inglewood with his wife Marva and their son, Curtis, Jr.

Blue Line Maintenance Chief is Mr. Fix-It

by Jennifer Elliott, Press Relations

In Altoona, Kansas, population 300, airplanes were a big deal in the 1940s.

Eight-year-old Rich Morton tucked himself in a corner, and leafed through the pages of his newfound treasure — an airplane magazine. His eyes widened ... he had never seen so many planes in his life.

Then, he saw it: a full-page, color ad for Cessnas. He sent away for one immediately.

His parents were dumbfounded when airplane salesmen began to call. The salesmen wanted to cut a deal.

His parents talked their way out of that one and assumed their son's fascination with flying machines would pass with GI Joe and "Howdy Doody."

They were wrong. Morton would later not only fly in these planes, but oversee entire bus, rail and airport transportation operations in the U.S., Vietnam, Taiwan, Germany, and Italy.

The summons that catalyzed Morton's career in transportation arrived during his senior year in college. Sparks were flying in Vietnam, and Morton was to be drafted upon completion of his accounting degree.

He joined the Air Force instead, and soon assumed responsibility for all details of the flights departing from and arriving at Saigon Airport. He spent two



Rail Maintenance Director Rich Morton at home in the Division 11 Rail Carbarn.

years working 12-hour days to ensure that combat materials, food, war casualties and mail were transported efficiently within and outside of Vietnam. He oversaw the general well-being of the airmen ... their security, medical needs, and compensation.

"Vietnam was challenging," says the conservatively dressed Morton, an Agoura resident who is now RTD's Superintendent of Rail Equipment and Maintenance. "Challenging" is an understatement of Morton's time spent amidst the paddy fields of a war-torn land. His courageous performance earned him the Airman's Medal of Valor, the highest honor bestowed for non-war action.

He concedes that his duties in Vietnam were "the spark that ignited my passion for transportation issues."

Morton's talent with logistics, transporting an item from point A to point B with the greatest cost-

efficiency possible, has earned him many jobs in the transportation industry.

Today he is supervisor of RTD's rail equipment and rail car maintenance in Los Angeles County's sprouting Metro system. "Getting the Blue Line started up was one of the most rewarding achievements of my career," he says.

The Blue Line was only one of many supervisory achievements for Morton. "I've been a supervisor since college," he admits.

Morton taught the Air Force's mandatory transportation course after attending the school himself. He knew the material like the back of his hand, and became an invaluable source in providing accurate information to his advisers.

His rank has constantly fallen short of that required for the job sought. No matter. His reputation of competence quickly spread through the Air Force, and his rank was adjusted upward accord-

ingly.

Morton served stints in Texas, Taiwan and Illinois before earning a masters degree in transportation at the University of Tennessee in Knoxville in 1975.

He and his wife, Alicia, a school teacher whom he met in a San Antonio pizza parlor, fueled up for another overseas assignment. The Air Force transferred him to Frankfurt, Germany, where he oversaw 400 employees and managed the largest airport freight and passenger terminal in the world.

By then, Morton had mastered the maintenance of buses, rail systems and airplanes. He earned an impressive 12 medals of commendation for exceptional and meritorious service.

His last military job was in Missouri, where, as the Transportation Commander, his responsibilities included maintaining "everything from lawnmowers to missile transport vehicles." It was here that he responded to his second newspaper ad in 1982. This time, it led to a position at RTD in Los Angeles.

He began as a Division Manager and worked at two bus divisions, and in 1985 he was promoted to Rail Superintendent. The RTD sent him to Japan to study Japanese rail vehicles and coordinate the building of Blue Line vehicles, and later to Italy to determine safety and reliability standards for the Red Line.

continued on page 16

continued from page 15 . . .

Morton now oversees all vehicle maintenance division operations and technical support for the Long Beach-Los Angeles Blue Line. He will do the same for the upcoming Green and Red Lines, which are part of the 300-mile light, heavy and commuter rail system in progress in L.A.

He compares the Blue Line maintenance workers' business hours to those of the airline industry. "Most of the maintenance work is done after hours by the 'night owls,'" he says. "The Blue Line 'graveyard shifts' operate between 10 p.m. and 6 a.m. while most

people sleep, to provide clean, reliable cars to ride on the following day.

"A big part of my job is training," he confesses. He consciously selects employees with a caring attitude, men and women who are genuinely interested in doing the "job plus."

"If it's something that needs to be done, if it's good for the RTD, and if it promotes the overall comfort and convenience of passengers, I'm going to do it," says Morton.

"You have to put yourself in the passenger's seat: Is the rail line user-friendly? That's what I've tried to instill in the people at the division."

Uncanny altruism? Could be. But that's the thought pattern that is a cornerstone of Morton's success. He is the definition of "public servant," with his "good neighbor" policy always in the forefront of his mind and a firm belief that taxpayers ought to get their money's worth.

He does not merely perform according to his job description ... he goes the extra mile. He has been known to paste up informational signs inside the Seventh and Flower Metro Center station entrance, lobby for adequate signage on ticket vending machines, and work alongside land-

scapers to improve the appearance of division headquarters.

He credits his employees for much of the early success of the Blue Line and the positive predictions for the future Green and Red lines: "They are extremely motivated and dedicated to a quality product," he says. "People are our most important asset. They have maintained the RTD's light rail line in its first year of service in Los Angeles County superbly.

"I am grateful to them, and I know our passengers are, too."

Do You Know How to Retire?

by Kathi Harper, Benefits Section

Are you thinking about retiring? Well, let me tell you what you need to do to officially retire from the District.


It all begins with a telephone call to the Benefits Section of the Human Resources Department to request a retirement estimate. You will be asked for some very pertinent information such as your birth date, spouse's birth date, date of hire, and proposed retirement date. With this information a customized estimate of your monthly pension benefits will be calculated and mailed to you. Once you receive this estimate, call and make an appointment for an individualized retirement counseling.

When you come in for your retirement counseling, a Benefits Representative

will sit down with you to explain the various pension options and help you decide if the date you selected is the best one for you. In other words, we want to make sure the date you choose will get you the most money from the pension plan.

A few individuals think that once they receive a retirement estimate they are signed up to retire. This is not true. You are not signed up to retire until you come in and actually sign a retirement application form. The retirement estimate is just that—an estimate. The actual amount of your pension will be the amount typed on your retirement application.

If you would like additional information to assist you in preparing for your retirement, please call the Benefits Section at (213) 972-7180.



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It Pays to Rideshare

by Jay Fuhrman, Planning Assistant

The RTD Employees' Rideshare Program conducted its first Headquarters Rideshare Raffle on April 18 in the Cafeteria. One hundred cash prizes were raffled off to winners, with prizes ranging in value from \$25 to \$100. The grand prize of \$150 was given out, fittingly, to Investment Manager Mel Marquardt.

The Rideshare Raffle is conducted each month at all work sites with 100 or more employees. The raffle is open to all employees who have signed up for the RTD Employees' Rideshare Program. If you walk, vanpool, take the bus or ride your bicycle to work, you are eligible to participate in the Rideshare Program.

To sign up for the RTD Employees' Rideshare Program and the Monthly Raffle, contact the Employee Transportation Coordinator (ETC) for your work site. Your ETC is trained to provide valuable ridesharing information such as rideshare match lists and suggestions and options for starting up carpools, vanpools, etc.

Once enrolled in the RTD Employees' Rideshare Program, your name is added to the list of participants and you will need to tell your ETC how and when you rideshare, on a daily or weekly basis. Your ETC will be monitoring the ridesharing and will issue raffle tickets at the end of the month. Each day you rideshare you will be credited a ticket. The more you rideshare, the more tickets you receive and the better



Mel Marquardt was the big winner in the Rideshare Raffle when he won \$150. Other big winners included Phyllis Scoles. From left to right: Jay Fuhrman, Phyllis Scoles, Mel Marquardt, and Maureen Micheline.

your chances of winning a prize.

In the first week of the following month, the Rideshare Raffle will be conducted. Prizes will be distributed in \$25, \$50, \$75 and \$100 denominations. Win-

ners will receive their prize credited to their next paycheck. For further information on the RTD Employees' Rideshare Program, contact your ETC or Jay Fuhrman in the Planning Department at 972-4827.



Winning at least \$50 each in the Rideshare Raffle were, from left to right, Ruth Nagao, Nina Capoccia, Toni Marins, John Bollinger, Rick Jagger, Gwen Keene, and Maureen Micheline.

- Rideshare Coordinators**
- Division 1..... Dan Ruiz, x6201
 - Division 2.....Michelle Berry, x7722
 - Division 3.....Tony Sandoval, x6203
 - Division 5.....Juanita Wright, x6205
 - Division 6.....Frank Cole, x6206
 - Division 7.....Steve Crawford, x6207
 - Division 8.....Lorene Yanuzzi, x6208
 - Division 9.....Harry Finley, x6309
 - Division 10.....Mike Ortega, x6310
 - Division 11.....Bill Haines, 816-5500
 - Division 12.....Patsy Goins, x6212
 - Division 15.....Freeman Crutchfield, x6315
 - Division 16.....Joe Quintero, x6316
 - Division 18.....Jerry Flores, x6218
 - CMF.....Helen Miller, x2-5836
 - South Park.....Russ Meek, x7064
 - Headquarters.....Jay Fuhrman, x4827

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Your Employee Assistance Program

Dorothy Gray Lends Chapters, if Not Volumes, of Heart to RTD's Library

by Andrea Greene,
Contributing Editor

The story of her life does not make for light reading.

When she was a teenager, Dorothy Peyton Gray would smell the magnolia trees that graced the Mississippi lawn and ponder all that lay beyond. Not five years later, in the shadows of the magnolias, Dorothy's Mississippi unravelled. With racial tensions mounting and the push for black voting rights well underway, Gray came home from college one summer and stared at her mother bandaging one student after another as each lay bleeding from the Freedom Riots.

"You don't grow up and come of age in Mississippi without knowing hostility," recalls Gray. "It was very real."

Touched by what she saw and with the memories of home tucked deep within, Gray moved east and then west. Today at 48, she seems to have reached a balance between the part of her that sought inner peace as an activist and the part that searches for ways to better peoples' lives.

From her office on the Headquarters' fifth floor, Gray is buoyant. In her three years as RTD's head librarian she has beefed up the library's holdings and has computerized the old manual card catalog system. With its 9,000 books and 165 periodicals, RTD's library is the only one in Los Angeles devoted



RTD's Librarian Dorothy Gray

almost exclusively to transportation issues. Only the University of California, Berkeley and Northwestern University in Evanston, Ill., she says, boast more substantial collections.

Among the volumes she plucks from the stacks is an 18-page guide to using public transportation, printed in braille. There is an aging book showing the salaries earned by the 1937 Los Angeles Railway staff, bus passes used in 1890, and copies of the L.A. Railway version of *Headway*, called *Two Bells* from 1938.

"They taught me in library school that it takes a good five years to know the collection in your sleep," she says. "But I think I'm ahead of myself."

Library school for Gray was Columbia University in New York City. Earlier, she had flirted with social work at New York's Fordham University but after a stint as a supervising probation officer ("The

ladies I handled were not dumb, just caught up in dumb things"), she switched professions and worked as a personnel analyst in a New York City department.

Greenwich Village was full of energy then, and there she spotted her future husband soliciting clothes for the Congress on Racial Equality (CORE) to give to the Southern poor. The spirited Gray had never thought of herself as poor; the eldest child of eight, she had grown up rich in love and learned in literature.

She originally aspired to be a nurse or doctor or medical researcher. But as an undergraduate minoring in zoology at Southern Illinois University "the cat smell of formaldehyde reminded me of my family's funeral home" and any natural science career choice she had earlier professed now became moot.

She had not been in a structured learning envi-

ronment for seven years when she entered Columbia in 1970 as a part-time evening student. Of her 170 fellow grad students, only two were black. By the time she was awarded a full-time scholarship to complete the graduate program, the "seduction of the library had begun."

With master's degree in hand, Gray landed a position at the City's prestigious Schomburg Center for Research in Black Culture.

"Growing up in a segregated community, I had no idea of the literary works produced by blacks," she says candidly. "The inventors and inventions...I was so surprised to see blacks invent so many things".

Gray, by then divorced and the mother of a son, took what she learned to Los Angeles. As a legislative analyst for the city, she drafted the 1980 motion that allowed Los Angeles library cards to be used in the Santa Monica, Glendale, Pasadena, and Beverly Hills libraries.

Eventually she went to work at UCLA's Educational and Psychology library. Combining the classic approach to learning she had studied at Columbia with the high tech methods of accessing books at UCLA, Gray put down roots at RTD. Librarianless for ten months, the District's specialized



Dorothy Gray at work in her milieu.

collection needed Gray's smarts.

Recounts Mike Lezine, a mechanic out of Division 7 who was recuperating from a leg fracture when he was sent to the library under the special assistant program last September: "If there were four or five more Dorothys on this Earth, the world would be a better place. Cataloguing, computerizing, and

referencing...she taught me all of it."

Lezine, himself a book collector, says he's spread the word to his division colleagues about the RTD library. "We're so locked into being employees, we forget about the extras offered here."

One of those library extras is an archival collection which includes historical documents and

records of early transportation companies in the Southland. Dorothy and her assistants catalogued some 1600 documents and put another 3,000 photographs into protective sleeves. She developed a software program to retrieve them.

She's had some strange requests over the years.

On four separate occasions, attorneys have called her looking for old bus schedules to substantiate the testimony of clients and witnesses in murder cases. Movie set designers have requested to see photographs of old buses so that their color schemes are accurate, and authors, to document their narratives, have made inquiries on line service.

But it was the dusty book with the big title that lay crumbling in a box which caught her eye.

It was entitled

Study of Street Traffic Conditions in the City and the Practicality of Subsurface or Elevated Construction for Urban and Interurban Transit Facilities. E.W. Bannister of L.A. Railway wrote it. In it, he recommended the building of a subway down three arteries between First and Eleventh streets downtown. It would cost \$10 million, he estimated. The year was 1915.

"That was too much for me," chuckles Gray. "The more things change, the more they stay the same."

Note: The RTD library is located on the fifth floor of the headquarters building. Besides very specialized transportation related material for the Ph.D and master's student, Gray keeps study materials for staff who wish to obtain a high school diploma.

Graduating with the Key to Success

It may be the method to release their unlimited potential, or at the very least, a beginning to tap the source. So say the graduates of Larry Bates' seven-week motivational "Seminar for Success."

Five Maintenance and Transportation staff members committed themselves to discover the principles of the science of success.

Using a multi-media approach which includes videotapes and audiotapes along with class exercises, Bates seeks to teach

perseverance, and to introduce employees to successful role models.

Graduates received certificates of completion from Assistant Director of Equipment Maintenance Mike Leahy.

The seminar graduates included: Rick Hittinger, A. J. Taylor, Giacomo Pisciotta, Mike Lensch, and Ron Reedy.



Appearing with their certificates of completion from the Seminar for Success, are front row, from left to right: Rick Hittinger, A. J. Taylor, and Mike Leahy. Back row, from left to right: Larry Bates, Giacomo Pisciotta, Mike Lensch, and Ron Reedy.

SCHEDULE CHANGES



Alcazar, Leonel F., from Bus Operator Part-Time to Bus Operator Full-Time.

Aldana, Nicholas P., from Transit Police Investigator to Transit Police Sergeant.

Alford, Gerald L., from Mechanic "A" to Mechanic "A" Leader.

Allen, Tobi E., from Architect Assistant to Architect Associate.

Ambrozich, Gary F. from Mechanic "C" to Mechanic "B."

Anderson, Scott C., from Transit Police Officer to Transit Police Investigator.

Barnes, Roy, from Engineering Assistant to Engineering Associate.

Bishelli, Donald W. from Mechanic "A" to Mechanic "A" Leader.

Bodner, Dora M., from Bus Operator Part-Time to Bus Operator Full-Time.

Bowden, Carmel A., from Mechanic "B" to Mechanic "A."

Brown, Wilson M., from Transit Police Officer to Transit Police Investigator.

Byrd, Johnnie D., from, Transit Operations Supervisor to Rail Division Transportation Manager.

Carter, Moonela E., from Word Processor Operator to Document Production Technician.

Castillo, Natividad R., from Train Operator (F/T) to Transit Operations Supervisor.

Christian, Rochelle Y., from Bus Operator Part-Time to Bus Operator Full-Time.

Cobb, Michael B., from Service Attendant to Service Attendant Leader.

Cordes, Barbara J., from Bus Operator Part-Time to Bus Operator Full-Time.

Diaz, Jesse J., from Transit Operations Supervisor to Rail Division Transportation Manager.

Duncan, Scott D., from Train Operator (F/T) to Transit Operations Supervisor.

Enriquez, Dante De Leon, from Bus Operator Part-Time to Bus Operator Full-Time.

Epps, Ronald, from Mechanic "C" to Mechanic "B."

Findlay, Denice C., from Staff Assistant to Human Resources Assistant.

Flowers, Raymond C., from Bus Operator Part-Time to Bus Operator Full-Time.

Frias, Angel F., from Transit Police Officer to Transit Police Investigator.

Gonzalez, Paul N., from Bus Operator Part-Time to Bus Operator Full-Time.

Green, Thurmon A., from Train Operator (F/T) to Transit Operations Supervisor.

Guzman, Leandro, from Bus Operator Part-Time to Bus Operator Full-Time.

Harris, Barney B., from Mechanic "C" to Mechanic "B."

Hernandez, Manuel D., from Public Affairs Manager to Director of Local Governments and Community Affairs.

Hunter, Henry, from Bus Operator Part-Time to Bus Operator Full-Time.

Ishola, Jacob O., from Mechanic "C" to Mechanic "B."

Jasmin, Thomas G., from Transit Operations Supervisor to Assistant Division Transportation Manager.

Klinkenborg, Roger L., from Mechanic "C" to Mechanic "B."

Lee, Hak K., from Mechanic "A" to Mechanic "A" Leader.

Louis, Frances, from Staff Aide to Stops & Zones Representative.

Luke, Yvonne L., from Bus Operator Part Time to Bus Operator Full-Time.

Luevano, Eduardo, from Transit Police Officer to Transit Police Investigator.

Martinez, Evelyn K., from Information Clerk to Ticket/Information Clerk.

Mays, Jon A., from Transit Police Officer (Trainee) to Transit Police Officer.

McCoy, Katie D., from Staff Aide to Staff Assistant.

McCullar, Levetta M., from Bus Operator Part-Time to Bus Operator Full-Time.

McNeese, Robert, from Service Attendant Leader to Roving Janitor.

Mendoza, Raul, from Bus Operator Part-Time to Bus Operator Full-Time.

Merino, Marcos H., from Bus Operator Part-Time to Bus Operator Full-Time.

Molina, Cesar E., from Bus Operator Part-Time to Bus Operator Full-Time.

Mooyman, Peter R., from Transit Police Officer to Transit Police Investigator.

Mullaly, Steven J., from Warranty & Equipment Mechanic to Equipment Maintenance Supervisor.

Munoz, Richard S., from Bus Operator Part-Time to Bus Operator Full-Time.

Murray, Bernadette, from Bus Operator Part-Time to Bus Operator Full-Time.

Nguyen, Tuan M., from Mechanic "B" to Electronic Communications Technician.

continued on page 22 . . .

Olteanu, Mihaiu, from Bus Operator Part-Time to Bus Operator Full-Time.

Pawlicki, Scott R., from Transit Police Officer to Transit Police Investigator.

Potter, Patricia L., from General Clerk/Marketing to Ticket Office and Reports Clerk.

Rascon, Gilbert, from Transit Police Investigator to Transit Police Sergeant.

Reyes, Paz L., from Accounts Payable Clerk to Data Technician - TCU.

Rodriguez, Everett J., from Transit Police Investigator to Transit Police Sergeant.

Sanchez, Gloria, from General Clerk/Marketing to Ticket Clerk.

Schott, Joseph J., from Transit Police Officer to Transit Police Investigator.

Silver, Carol Ann Y., from Planner to Scheduling Systems Analyst.

Soberanes, Laura, from Bus Operator Part-Time to Bus Operator Full-Time.

Shelter, James R., from Mechanic "A" to Mechanic "A" Leader.

Stafford, Irene Y., from Mopper Waxer to Information Clerk.

Tainter, Leland B., from Transit Police Officer to Transit Police Investigator.

Thomas-Jones, Patricia, from Service Attendant to Service Attendant Leader.

Trucinski, Thomas N., from Transit Police Officer to Transit Police Investigator.

Uribe, David, from Service Attendant to Electronic Communications Technician.

Vargas, Carlos H., from Bus Operator Part-Time to Bus Operator Full-Time.

Villard, Dennis L., from Train Operator (F/T) to Transit Operations Supervisor.

Weissmann, Mark S., from Transit Police Officer to Transit Police Investigator.

Witherspoon, Annel J., from Transit Police Officer to Transit Police Investigator.

Wooden, Everett C., from Transit Operations Supervisor to Central Control Facilities Manager.

Wormley, Quintin L., from Bus Operator Part-Time to Bus Operator Full-Time.



Alvarez, Angel A., began with the District on July 25, 1970, retired as a Bus Operator on March 17, 1991.

Austin, Arthur L., began with the District on March 2, 1968, retired as a Bus Operator on April 17, 1991.

Boles, John H., began with the District on March 16, 1968, retired as a Bus Operator on March 31, 1991.

Chapman, Richard G., began with the District on July 7, 1975, retired as a Bus Operator on February 7, 1991.

Conroy, J. T., began with the District on March 27, 1957, retired as a Mechanic "A" Leader.

Croston, Richard A., began with the District on April 13, 1968, retired as a Bus Operator on April 17, 1991.

Essex, Charles E., began with the District on March 16, 1968, retired as a Bus Operator on March 18, 1991.

Gutierrez, Jose D., began with the District on March 10, 1968, retired as a Bus Operator on March 18, 1991.

Guzman, Rodrigo, began with the District on March 25, 1976, retired as a Bus Operator on March 31, 1991.

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

Heywood, Arthur, began with the District on June 29, 1973, retired as a Schedule Checker on January 6, 1990.

Jenious, Joseph, began with the District on November 9, 1980, retired as a Bus Operator on March 29, 1991.

Keen, Daniel R., began with the District on March 23, 1968, retired as a Bus Operator on March 25, 1991.

Lewis, Melvyn D., began with the District on March 27, 1975, retired as a Bus Operator on March 27, 1991.

Lightell, Roger J., began with the District on April 13, 1968, retired as a Bus Operator on April 19, 1991.

Miller, Andrew, began with the District on April 23, 1972, retired as a Mechanic "A" on May 10, 1990.

Owens, Clifton O., began with the District on March 23, 1968, retired as a Bus Operator on March 31, 1991.

Richardson, Elbert, began with the District on July 1, 1967, retired as a Bus Operator on April 4, 1991.

IN MEMORIAM

Albrizze, James C., began with the District as an Operator on November 27, 1945, passed away on March 6, 1991.

Armendariz, Thomas, began with the District as a Utility "A" on April 29, 1969, passed away on March 8, 1991.

Baker, Alvin P., began with the District as an Operator on February 3, 1922, passed away on March 10, 1991.

Ellyson, Clifford, began with the District as a Bus Operator on March 1, 1981, passed away on February 23, 1991.

Frisch, Charles R., began with the District as a Bus Operator on June 1, 1976, passed away on September 20, 1990.

Gerrish, Everett P. began with the District as an Operator on July 3, 1946, passed away on March 24, 1991.

Harter, Robert L., began with the District as an Operator on September 18, 1945, passed away on March 2, 1991.

Kimball, Clarence J., began with the District as an Operator on June 2, 1926, passed away on March 19, 1991.

McCurdy, Emil A., began with the District as a Car Cleaner on March 21, 1934, passed away on February 17, 1991.

Varon, Bennie, began with the District as an Operator on July 30, 1957, passed away on March 11, 1991.

Shifting Gears

...continued from page 22

Rivas, Rose C., began with the District on November 26, 1962, retired as a Disbursement Typist on March 31, 1991.

Thomas, George M., began with the District on December 11, 1958, retired as a Transit Operations Supervisor on March 8, 1991.

Wright, Robert M., began with the District on November 28, 1964, retired as a Bus Operator on April 1, 1991.



Wanted

Wanted: Cash offers for Safety Awards and Cap Badges from Los Angeles Transit Lines, Metropolitan Transit Authority, and Pacific Electric Railway. Please call or write: Roy Fizer, 1254 West 36th Street, Los Angeles, CA 90007. (213) 735-9145.

Real Men Work Out With Women

Given Southern California's craze for physical fitness, it might not be surprising to find both men and women who are willing to exercise during their lunch break in order to achieve their goals of physical fitness. But it is somewhat rare to find men who are willing to "work their bodies" in an exercise class filled mostly with women. Except for at the RTD Headquarters building. It is here that we find three men who are willing, able and dedicated to sweating it out and keeping up with a fast aerobics pace. These men are: Joseph Weger, James Woodson, and Nemat Rabizadeh. These gentlemen have been in the "Office Workouts" exercise class since the beginning, and were willing to share their thoughts about the class....

According to **Joe Weger**: "I love it! Everyone in the class takes it [exercise] seriously. I've lost about five pounds of excess fat, and the 'handle-bars' on my waist are gone. I joined the class with a goal to lower my cholesterol, and I have. I recommend the class to others, in fact I've recruited about eight other people into the class."

James Woodson states: "I stopped smoking after my first couple of classes! I lost the desire to smoke after starting the class."

"I concentrate on the Instructor while I'm in the class, so the gender of my classmates doesn't matter.

To get the maximum benefits of the workout, I have to watch the Instructor. The Instructors are professionals, knowledgeable, thorough and concerned that no one gets injured. I feel invigorated as a result of the class. My only concern is that the District becomes supportive in providing us with a better space to exercise in."

Nemat Rabizadeh said, "I'm more good looking. My goal was to lose weight and I know I have. I don't know how much, but I can now fit into my old clothes. After class I feel more productive, more relaxed and less pressure. I recommended others to the class, but we are running out of space. We may need more [space]."

These three males have developed a 40 minute a day, 3-day per week exercise habit which is hard to break. The fact that they are the only males in a class with over 21 women does not matter. Every Tuesday, Wednesday, and Thursday, these men don their fitness attire in order to stretch, tone and perform light aerobics.

If you interested in participating in the "Office Workouts" class in the Headquarters Building, or if you want to arrange a similar class at your Division, call 972-7155. Enrollments are made on a first come, first enrolled basis.

It Can Happen to You

by Andrea Greene,
Contributing Editor

The man was hopping mad. Something about his insurance not paying his claim and that it was taking the District too long to reimburse him.

Storming into RTD headquarters and snarling at the security guards, he charged up to the executive offices on the sixth floor, snapped at the secretaries in the outer office, and then ran squarely into Liz Silva.

Acting as executive secretary that day, an unflappable Liz rose from her seat, walked around her desk and shut the doors to the inner office where then general manager John Dyer sat working.

"I really was scared," she remembers. "But the job requires that you have a strong tolerance for rude people and that you be there for the general manager."

The 38-year old with the dancing brown eyes has never been one for mincing words.

In 1979, when she applied at the District for a secretarial job, she was asked by an interviewer what her eventual goal was. She says she hesitated but a second before declaring ("to my own surprise") that she wanted to be the general manager's secretary.

Ten years and two promotions later, she is the District's only executive secretary. She fields phone calls from national and state legislators, city council members and the

mayor ("he'll call for Mr. Pegg and say 'this is Tom Bradley'...he's very polite"), coordinates Alan Pegg's schedule and opens his mail, and balances the scores of District department heads and managers who clamor each day for his attention.

Says Liz, "Being Mr. Pegg's secretary is a personal achievement for me. I feel like I've earned the position."



Liz Silva says: "I love coming to work."

Graduating from Garfield High School in 1970, Liz first took her typing and shorthand skills to the Los Angeles Unified School District where she was a secretary. She polished her skills with courses from East Los Angeles College, and wishing a higher salary, applied to RTD.

First, she landed a secretarial position in the marketing department. Next, she became senior secretary to then Human Relations Manager David Dominguez. As such, she would often act as a back up to the general manager's secretary. When Dyer told

her he really appreciated her as his secretary, she was so complimented, she remembers.

But Liz, in touch with what she wanted in life, told him "now was not the right time for me."

Responded Dyer: "You have a lot of guts to tell me what you're going to do."

"I'll be back," Liz reassured him. "I'll be your secretary again."

Two years later with

She's sensible and I can rely on her. She follows through."

And, he adds with a smile, "she can find things when I can't."

Liz, who's married to a communications electrician for the Department of Airports, says she's very respectful of the general manager's office. But having respect doesn't mean she buys the television stereotype of a secretary. "Mr. Pegg gets his own coffee. I don't," she chuckles.

*"If you and your
boss work well
together, you've
got it in the
bag."*

Liz says the female secretary sometimes gets a bad rap. She remembers that when she was another department head's secretary, he would always refer to her as his "secretary." But when her former boss was later assigned a male secretary, he called him his "assistant."

Liz called him on the carpet.

The poised Whittier resident doesn't take the job home with her. Instead, she spends her free time exercising, listening to jazz or dancing with her husband. But she looks forward to coming to work.

Because as Liz puts it, "If you and your boss work well together, you've got it in the bag."

the birth of her fourth child, she felt she was older, more dependable and self-assured. "The time had come," she says.

And soon after, the lively Liz had a new boss.

"Mr. Pegg and I hit it off beautifully. Everything just clicked," she recalls of the first time he took her to lunch during Secretaries Week. "Being a family man we can relate. People think he's quiet, but not when you get to know him. He's very sensitive and supportive. And besides, he knows more about computers than almost any of us do."

Says boss Alan Pegg of Liz: "She does a super job.

RTD Employees Generously Give Gift of Life

This year's American Red Cross Blood Drive within the RTD Headquarters building on March 27, 1991, was a success! We exceeded our goal which was to receive 50 units of blood. The Blood Drive had an excellent turnout, to the extent that many employees were turned away because we ran out of time.

The District would like to take this opportunity to recognize all of those employees who donated blood, as well as thank those who wanted to donate but were unable to because we ran out of time.

Thanks to the following employees, many surgery patients, cancer patients, and traumatic injury victims are recovering from life-threatening situations.

BLOOD DONOR HONOR ROLL:

John M. Achramowicz
Marlene Allen
Rodolfo L. Beuermann
David A. Bostwick
Christeen G. Brewer
John R. Brock
Rita C. Brooks
Steven P. Brown
Estella M. Brown
Paul J. Burke
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Jorja V. Jones
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Vicki R. Louis
Shawn D. Lowe-Ewing
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Charlotte A. Richardson
Shaker M. Sawires

Reymundo Sifuentes
Henry Taruc
Jon R. Vandercook
Ferrol J. Yeakle
Randall Zaharia

Shawna Harris Wins Scholarship

Shawna Harris, daughter of Stops and Zones Maintainer A. Richard Harris, was one of the 1991 recipients of the Cal Poly Pomona Black Faculty and Staff Association scholarships.

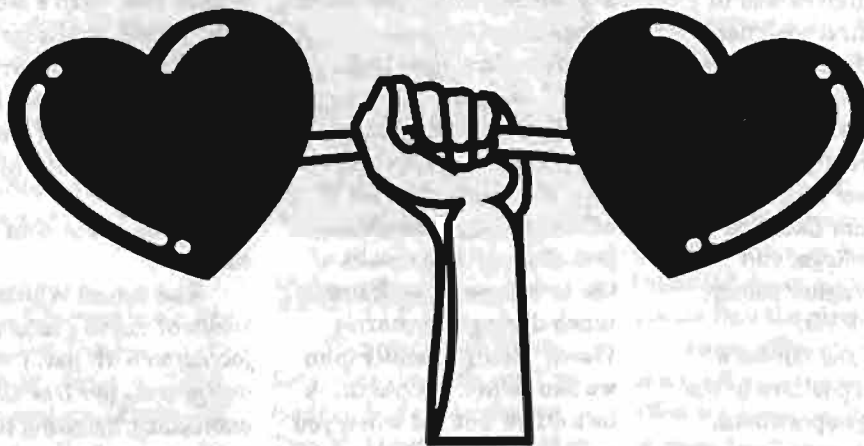
Ms. Harris became fascinated with unusual career possibilities as a Mathematical, Engineering, Science Achievement (MESA) Association member at Pomona's Ganesha High School.

The college sophomore chose a mechanical engineering major in order to pursue a career in biomedical engineering and develop advanced prostheses. She has now shifted interest to designing utility systems and mechanical improvements.

"Contact with excellent professional role models has heavily influenced me," said the publications co-chairperson for the national conference of the National Society of Black Engineers Engineering scholarships' winner.

Ms. Harris carries 16 units per quarter, plays flute and piano to relax, exercises language arts skills by correcting friends' English papers, and works as an academic excellence workshop facilitator and student mentor.

Donate Blood



The Gift of Life!

Less Means More in Storage and Retrieval

As the required parts to stock became ever more sophisticated and their numbers seem to multiply, Division 9 Storekeeper Jim Barela began to wonder how he would be able to store everything within the available space of the storeroom. The parts kept on coming, but the room never seemed to expand the least bit. Barela was afraid he'd have to go on a starvation diet just so he could fit down the aisles to locate different parts for requesting mechanics.

Just before Barela got to the point of feeling squeezed out, the folks from the Materiel Management Division (MMD) of the Office of Contracts, Procurement and Materiel (OCPM) came through with a storage and retrieval system that could store more items in less space required by conventional shelving.

Up until March, Barela had been stuffing the multitude of division parts in steel shelves that stretched from the floor to the ceiling and still his needs for more space were outstripping his capacity. Senior Materiel Supervisor Jim Montoya was aware that the problem was becoming acute not only at Division 9 but at most of the divisions. Anticipating the needs of the various District storerooms, Materiel Manager Ted Montoya and OCPM Assistant Director Henry Koerv, along with Jim Montoya investigated various alternatives and discovered a parts carousel



Storekeeper Jim Barela calls up an inventoried item on the computer, while Storekeeper Relief David Arellano calls it up on the carousel and picks the part from one of the storage bins identified by the computer. Storekeeper Relief David Arellano picks a part for a waiting Mechanic.

automatic storage and retrieval system. Made by the White Manufacturing Company, the system is computer driven.

"Every item we store has an RTD number which is entered into the computer when we receive it. When a mechanic comes to the window to ask for the item, I simply punch it up on the computer. The computer will not only tell me the shelf location but which side of the shelf and the position, whether it's in the front or the rear side. It will also rotate the carousel so that the requested part will be moved to the front of the storeroom for rapid and easy access. It's unbelievable!" said Barela.

As an aid to parts identification, Stores has developed a microfiche reference system that supplies descriptions of a part including diagrams

and exploded views of each major assembly which is cross-referenced by a manufacturer's code to an RTD number. With this tracking, a storekeeper can locate a part even when the requesting mechanic has limited information on it.

Materiel Manager Ted Montoya said the storage device works very much like the carousel movement customers see at a typical dry cleaner business. When the dry cleaner wants to locate the customer's order, he presses a button which starts the carousel movement until he reached the numbered niche holding the order. The White Storage and Retrieval system works on a similar

ready for retrieval. "This mechanism saves the storekeeper time. He doesn't have to hunt down the aisles, going up and down to find the part. It also allows us to increase our stock by at least 30 percent more," said Montoya. "Our five-year system plan for the acquisition of 2 such systems a year so each division storeroom can be enhanced. If our funding allows, we will go until this system is installed at all 12 operating divisions."

"Our plan included development of an interface with the Materiel Management System that way we can update the inventory without initiating any manual transactions," said Ted Montoya. An inventory



Before the Store Room installed the new carousel storage and retrieval unit, conventional shelves dominated the floor space. Note that not everything could fit in the available space.

principal but the guesswork is taken out because it's computer-driven and thus more precise. The storekeeper presses a floor pedal that initiates movement of the carousel. The selected storage bin is then moved to the storekeeper

of all parts is done once a month to confirm the accuracy of the material records under Cycle-Counting Program. "Our inventories are so accurate that auditors accept our count without additional
continued on page 26 . . .



After installation of the new carousel storage and retrieval system, OCPM Assistant Director Henry Koerv points to where the conventional extended before the new was installed. The new storage system uses less space while storing more parts.



Storekeepers Jim Barela and David Arellano pick parts from storage bins.

... continued from page 25

verification," he said.

"We see that this new system offers mechanics better and faster service," said OCPM Assistant Director Henry Koerv. "In addition to improving security and accuracy of the system."

Koerv noted that Chicago Transit Authority had procured a more expensive retrieval and storage system at a cost of

\$8 million. "There system supposedly has all the bells and whistles, which is nifty, but it's not operational yet. Ours is operational and functional, easy to maintain, and, importantly, \$8 million less."

The entire storage system for one division is comparable in cost to conventional shelving. "That being the case we are

ahead of the game," said Koerv. "We have restored more usable floor space to the Store Room and it appears brighter in here with the opening up of space."

Facilities Maintenance Department staff have seen the system work and have plans to implement them within their department. "We are the innovators, and everyone will be copying us," said Koerv with a smile of satisfaction.



Storekeeper David Arellano.

Powerlifting



Division 8 Operator William Diaz, left, congratulates fellow power-lifter, Division 8 Operator Richard Gwin, after their impressive showing at the California State Masters Competition in March.

Two Division 8 operators won top awards for powerlifting at the California State Masters Competition held in San Bernardino on March 9, 1991.

William "Rhino" Diaz competed and took first place in the 45-49 age group class at 165 pounds. He won in both Natural and Open categories. (Natural means without using any steroids and Open means steroids are allowed.)

Diaz has been driving

for the RTD for 20-1/2 years.

Richard "Mad Dog" Gwin also competed and took first place honors in the Natural category. He competed at 210 pounds.

Gwin has over 16 years of service as an operator with the District.

The Masters Competition included a variety of weights in the areas of squats, deadlifts, and benchpressing.

Establishing a Family Emergency Contact Point

by Bernice Powell,
Emergency Preparedness
Specialist

Seismologists have predicted that the Southern California area will sustain a large magnitude earthquake in the future. Current technological advancements are limited in the ability to predict when this large earthquake will occur. However, the seismologists have indicated the predicted earthquake will make past earthquakes seem like vibrations from a truck

Experts say when the big one comes the telephones will probably be inoperable and it will be impossible to "reach out and touch" anyone..

rolling down the street.

As a result of this large earthquake, it is predicted that the earthquake area will be without modern conveniences for approximately 72 hours or until services can be restored. Californians who have prepared themselves for an earthquake have made provisions for lack of electricity, gas, and water. Unfortunately, few have emergency communication plans.

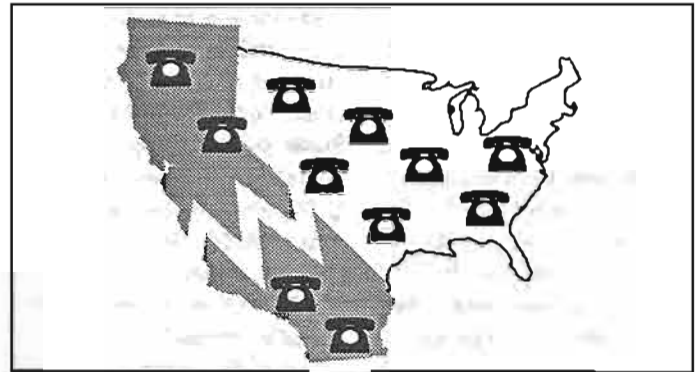
Communications experts have indicated that

when this large earthquake occurs our primary source of communications, the telephone, will probably be inoperable and it will be virtually impossible to "reach out and touch" anyone. AT&T and other long distant phone companies have been appealing to the general public in the Southern California area to establish an out-of-state contact point.

The basic means of communications utilized after the San Francisco earthquake were cellular phones, HAM radios, CB radios, two-way radios, and a limited number of pay phones. After an earthquake strikes, the most accessible of the five communication sources for many of us will be pay phones. If there is a disruption in phone service, Pacific Bell's priorities (in regard to service restoration) are: 1) hospitals, fire, and police departments, 2) pay phones, and 3) businesses and residences.

If you placed a call from a pay phone to a local residence or business, it is likely that you will not reach the party you are calling (depending on the magnitude of the quake, the epicenter in relation to where your call originated and the call destination). However, it is projected that long distance phone service will be available even when local service has been disrupted.

The basic practice has been helpful for families, but can work for small businesses with some manipulation. The practice



includes the following:

- Choose a relative/friend located out of the Southern California area
- Notify the person you have chosen that he/she is your out-of-state contact
- Inform your family of the name and telephone number of the contact
- Instruct family members to call the contact and leave the following information:
 - their location
 - their general health information
 - a telephone number where they can be reached
 - any other specific information

This contact will serve as a check-in point for you and your family members after a disaster has contributed to the disruption of local telephone service.

Because it is a natural response for individuals to be concerned about their family members after a catastrophic occurrence, the possibility that everyone will pick up the receiver at the same time is very likely. Due to this fact, the existing telephone system will not be

equipped to handle everyone in the general Southern California area simultaneously. A system overload will be created. If the earthquake itself does not cause a disruption in telephone service this overload certainly will.

Establishing an out-of-state contact prior to a major earthquake (or other emergency) can relieve some of the stress and worry due to the inability to contact family members.

Some families have made emergency identification cards. These cards identify the out-of-state contact the cardholder will notify in case of an earthquake or other emergency (if local phone services have been disrupted). The out-of-state party can relay important information to family members when they call to report that they are safe.

A pre-established contact to serve as a communications link between family members after a disaster has occurred, along with other family emergency planning, will play a major role in the recovery of families and communities after a natural or man-made disaster.

Cypress Park Judo Club Member Wins National Title

The Cypress Park Judo Club, headed by Division 3's Lou Trammell and by Division 3 parents, was proud to announce in March that 15-year-old Christine Carrera, daughter of Operator Rene Carrera, returned home from Detroit, Michigan, with the coveted gold medal in her weight class at the United States Judo High School National Championships.

Ms. Carrera also returned with two invitations to compete in international competitions: The

Mid-Canada International competition, in Dryden, Ontario, and the Kiichi Sai Open, to be held in Toronto. Steve Scott, Olympic medalist and coach of the U.S. Olympic Judo team, contacted Ms. Carrera with the good news.

The Cypress Park Club traveled to Las Vegas to compete in the Silver State Championships in April. They are currently training for the California State Games in San Jose. Other tournament goals are the U.S.J.A. nationals in San

Diego and the Baja California Invitational to be held in the fall in Mexico.

The club is a non-profit school supported by the parent organization and the Amateur Athletic Foundation of Los Angeles and is open to all boys and girls throughout the Northeast area. After two years in existence, the Cypress Park Judo Club is fast becoming one of the most recognized judo schools in Los Angeles County. Besides recruiting the children of many RTD operators, Trammell sought

out gang members that formerly hung out in the Cypress Park area and turned them around. It has produced, to date, three national level champions, a Junior Olympic gold medal winner (Olivia Rivas, daughter of Division 3 Operator Jose Rivas), and 12 Junior Olympic silver medalists. The school is the second largest Hispanic Judo school in Southern California.

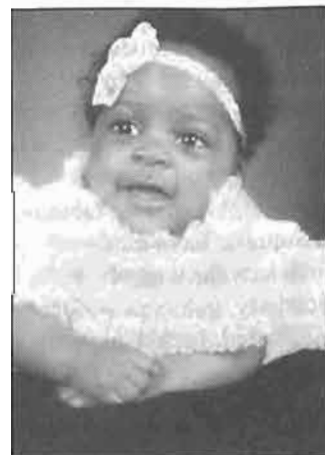
BIRTHS



Born to Mechanical Instruction's Typist Clerk Brenda Cummings and her husband, Michael, a daughter, Kiara Bee'Chelle on February 12, 1991 at 2:10 a.m. in Torrance. Kiara, their second child, weighed in at 8 lbs., 6 oz. and was 21 inches long. D'Ette, her older sister, 14 years Kiara's senior is enjoying spoiling her baby sister. The entire family says Kiara is a gift from heaven.

Former Assistant General Manager-Operations Robert S. Korach is proud to announce the arrival of grandson #3, Max B. Korach, born March 26, 1991. His lucky parents are Kenneth and Brenda Korach of Philadelphia who are both "Philadelphia Lawyers." Bob Korach is wondering just how one goes about getting granddaughters!

Born to Division 5 Operator Mollie Avinger, a daughter, Bernicesa Audrelle, on November 1, 1990 in Los Angeles. Bernicesa weighed in at 3 lbs., 8 oz. and was 20 inches long. Bernicesa is a surviving twin. "She's a happy baby and I'm proud to be her mother," says Mollie. "She also smiles at everyone who greets her."



In Honor of Dear Old Dad: Father's Day--June 16

A Father Is...

Playful. Dad was delighted when he could crawl around on the floor with us. As toddlers, he tossed us in the air and played Pat-a-Cake. He rolled snowballs with the neighbor kids. Cards, board games, trains, badminton, RC planes—he was always ready to play. Whenever he fielded a team, Dad was always there to cheer us. Smiles

to live up to our responsibilities, too. "If a job's worth doing, it's worth doing well," he always said. Mom and all of us felt loved—kisses and hugs were plentiful, and his tears were genuine. People counted on Dad at work, at church, and in our community, too. He was there to lend a willing hand to the causes that mattered most to him and our family.

Strong during times of trouble. NO matter what the calamity—from a flooded basement to a scraped knee—we knew Pop had everything under control and would find a way to make things better. From our father we saw the value of patience, as he cleaned up yet another puppy mess. Angry? Pop might yell, but then he'd plunge in and use his energy to restore order. Pretty soon, we had our own sensible solutions to problems.

Wise. Dads are always eager to learn, and they have lots of common sense.

Pop read countless bedtime stories; our favorite was when he read the book backwards. Remember all the questions 4-year-olds ask? Dad took time to find answers to why it rains and how peanut butter is made. For days, he kept watch with us as a spider built its web. He gathered all the facts and weighed all the possibilities before he made decisions, and we still follow in his path. We found what matters in life by watching our role models. Thanks, Dad for all we learned just by living with you.



were abundant, but Dad laughed with, never at us.

Tenacious about values. All of us saw first-hand the worth of honesty and hard work. If a clerk handed him too much change, he returned the extra. We told the truth because it was the right thing to do. Living with pride in hard work—at home and on the job—instilled the work ethic in us.

Dedicated to what he believes. Integrity is still Dad's middle name. He was committed to all he did, and expected each of us

Ever confident. "You can do it. Here's how," and Dad took precious minutes to put on our goggles and teach us how to safely use the tools in the shop. We learned to eagerly accept challenges, because Dad was sure we could do "whatever you set your mind to." We would have been insulted with bribes for good behavior and trivial rewards for a job well done. Instead, we knew by the look on Dad's face that we shared pride in who we were and what we did.

Wedding



Division 3 Mechanic B Gary Ambrozich and Rail Facilities Maintenance Secretary Jo Anna Santar were married on March 16, 1991 at St. Luke's Catholic Church in Temple City. The couple departed the church and arrived at the reception in a vintage 1924 Model-T Touring Car. The reception was held at the San Dimas Canyon Country Club with music featured by the Mlakar Polka Band from Fontana. The couple took a honeymoon cruise from Florida to the Bahamas then ended the trip at Mammoth Mountain for several days of skiing. Both the bride and groom have been with the District for a year and are now residing in Montclair.

Taking the Bus to Juilliard

La-Keisha Howlett, 18, is one of thousands of Los Angeles youngsters who uses the RTD each to get her from her home to school. Most of those students take the bus for granted, nothing special, same old ride, same old driver. Not La-Keisha. Her 90-minute morning commute from her home in Watts to her school, the Los Angeles High School for the Arts located on the Cal State-LA campus, is a rich source from which she draws for her acting classes and other related theater arts classes.

Each morning she boards three different buses, lines 56, 55, and 482 to get to school. It is on those daily rides she looks out the window and takes note of the mean streets. "I think about writing a book about it," she said. "There's a lot of stories, a lot of tragedies you see everyday, winos, people shooting dope and smoking crack."

To La-Keisha, the whole world's a stage and she's got the best seat in the house aboard the RTD. She credits her ride as the inspiration for "Black Talk," a show that the high school senior acted in, helped write, and co-directed.

The racially diverse cast, composed of 42 of her fellow students, portrayed what it's like to live in Black neighborhoods, for Black youths. The stage production was staged for two performances in March to mostly non-Black audience of fellow students at the high school. In April, the student troupe took



La-Keisha Howlett is one happy student at the Los Angeles County High School for the Arts.

their production to Compton College for a performance.

In an interview with La-Keisha, **Headway** discovered a young woman determined not to let her visual disability get in the way of her dream of becoming an actress. A serious eye impairment forces her to wear thick glasses. The school helps arrest further eye damage by supplying her texts with enlarged print. "My idol is Whoopi Goldberg. And I plan to become an actress like her." Following her graduation this month, she plans to go on to college at Cal State La for her first year then transfer to Juilliard, the prestigious conservatory for the arts, in New York.

La-Keisha, who lives only a 3-minute walk from the 103rd Street Blue Line station, opts to get up at 6 a.m. to take the bus when the alternative would get her there in 20 minutes. "I take the bus because the Blue Line is too packed. I prefer the bus because people talk to each other and I'm more used to it. It has that special impact, it's more fascinating." Besides, with so many people riding the Blue Line in the morning she usually gets a nice choice of seats on the bus.

She feels safe on the RTD. "There are times I stayed late at school to rehearse or practice our production. I'd ask the bus operators to get me home safely. They'd always tell

me not to worry. I always got home safely." Of course there are times when the RTD driver doesn't seem quite so benevolent. "There have been times when we are making too much noise and the operator warns us. When we test him, we have been put off the bus for being too rowdy."

She once saw a friend vandalizing a bus, tearing up the seat, writing on it with a marker. "I said: 'Why are you doing that?'"

"He said: 'I don't care.' Despite the amount of graffiti she's still surprised that kids do it at all. "I don't understand it. I never thought people who ride the bus would actually do that—that's their transportation. It shocked me because I thought parents would teach their children better. It's outrageous."

One of 12 children, La-Keisha finds her home too noisy to study so she tries to get her homework done at school. "Sometimes I'll go up to the attic to do my theater pieces. It's very quiet up there."

Married for 40 years, her parents are from Meridian, Mississippi. Her father cleans and sweeps for a caterer. Her family tends a menagerie of chickens and rabbits, raises vegetables and cultivates flowers in their back yard.

La-Keisha is determined to be an actress and study psychology. Inspired by junior high teachers and her mother, she is optimistic about her future. "My mother has always been for

continued on page 31 . . .

Taking the Bus to Juilliard

... continued from page 30

me. She tells me, 'Go with your heart. Do the best you can do because that's all you can do and no one else can do it just like you.' I've had losses, you win some and you lose some."

La-Keisha auditioned successfully to get into the arts school before she began the 10th grade. Her success at the school has created an ever-widening gulf between her and her old neighborhood friends. "My old friends ask me what's going on with you and that white school. I just don't have the time to be hanging out in the street if I want to make something of myself. A lot of my old friends are either in jail or pregnant now."

The arts magnet high school offers a vast range of theater arts, music, dance, and visual arts classes after each student completes the requisite load of academic classes in the morning. Additionally, all the students have access to the facilities at Cal State which are a great improvement over most high schools. "Being at this school has changed my life... given me something. The college atmosphere is great! You get used to being in college. I like it here."

The assistant principal at the arts high school, Dr. D'liese Melendrez, said that they had originally entered La-Keisha into a NAACP competition. "Her piece from Alice Walker's *The Color Purple* was just so moving. We knew about her vision disability


and were aware that she was so reserved, but we kept pushing her," said Melendrez.

"La-Keisha works very hard, harder than the other kids. I think she's gifted. I think she can make it and I look forward to her doing something."

Closer to home, two RTD department directors took note of La-Keisha in a recent *Los Angeles Times* article. Both Director of Transportation Leilia Bailey and Director of Human Resources Gayel Pitchford expressed admiration for the girl's determination to be an actress despite her physical disability and her lack of economic resources. Both Bailey and Pitchford felt RTD could help one of its loyal patrons get just a bit closer to her dream: offering La-Keisha a summer student internship so that she could begin to save money for college. Both directors are betting that the RTD is La-Keisha's bus to Juilliard.



La-Keisha was just told by the Assistant Principal D'liese Melendrez that her production was being entered in a competition.



R · E · C · I · P · E · S

American Heart Association

Chicken Fajitas

Put a little Southwestern zest into your summertime meals. Fajitas make a delicious dish that's fun for the whole family.

1 clove garlic, finely minced	1/4 tsp. freshly ground black pepper, or to taste
1 tbsp. acceptable* vegetable oil	1 1/4 lbs. boneless chicken breasts, skinned, all visible fat removed
1 1/2 tbsp. fresh lemon or lime juice	1 large onion
3 tbsp. Worcestershire sauce	1 large green pepper
	2 tsp. acceptable* vegetable oil
	8 corn tortillas

Preheat broiler. To make marinade, combine garlic, oil, lemon or lime juice, Worcestershire sauce and pepper in a bowl. Cut chicken lengthwise into thin 1/4-inch strips. Add to marinade, toss to coat evenly and let chicken marinate in refrigerator 10 to 20 minutes, turning at least once. Slice the onion and pepper into thin 1/4-inch strips. In a non-stick skillet, heat 2 tsp. oil over medium-high heat. Add onion and pepper slices and sauté, stirring constantly, about 5 minutes, or until onion is slightly brown. Wrap tortillas in foil and place on lower shelf of oven. Heat thoroughly. Line broiler pan with foil. Place chicken on the foil and broil about 3 inches from heat for 4 minutes. To serve, place 3 cooked chicken strips on each tortilla, top with onions, peppers and assorted garnishes as desired. Roll tortilla around chicken strips and eat with fingers. Serves 4; 2 Fajitas per serving.

* Corn, soybean, safflower, sunflower, canola or olive oils.

This Help Your Heart Recipe is from the American Heart Association Low-Fat, Low-Cholesterol Cookbook. Copyright 1989 by the American Heart Association Inc. Published by Times Books (a division of Random House Inc.), New York.

Rubes® By Leigh Rubin



"It's the little things that really bug me. ... For example, he always leaves his wood shavings in the sink!"

Much Progress, Yet More To Be Made

by Bob Maitino, Division 15 Operator

The RTD has risen from the depths to become the number one major public transit company in the nation. In cost efficiency and service, says Board President Nick Patsaouras, we do a better job than anyone else.

Following the storm of controversy and criticism of a few years ago, that's excellent news. A period of relative quiet soon filled with news of the Blue Line and success with graffiti abatement was a thankful change to what had come before.

From here I see better and cleaner buses, an accident review board, full radio communication, air conditioning, and far improved fare boxes. Recently, I read that our Director of Transportation had gone back to basics, literally, and, as would any other student, learned to drive a bus...again. A couple of months ago I attended a Vehicle Transportation Training (VTT) course at Division 1 which was required to renew my driver's license. Those eight hours were actually informative, valuable, and enjoyable. A few days later the Rap Session with Transit Police at Division 15 left the impression that those three officers care about their job and respect the operators they spoke with.

Better communication, in particular with Scheduling, comes via responses to miscellaneous reports

available for all operators to read, and more generally, with a much improved **Headway** and the addition of division newsletters. An Employee Assistance Program is available to provide help when we aren't able to take care of business at home or at work, and operators are receiving more meaningful awards.

In many ways these improvements have helped lift that sense of conspiratorial motives and simple animosity which made many operators feel like the battered bottom of the totem pole rather than

Material conditions and working procedures have improved for operators, but in some respects the battering hasn't stopped.

valued front line employees. Yet, in some ways "the burdens," "the awesome responsibility," and the fact of operators "being taken for granted" referred to by Ms. Bailey still linger as issues not fully addressed. School trippers and regular line service at schools' beginning and end cry out for rational authority to be present, not always armed, as a tool to discourage disruption. Increased passenger complaints are related to trips after serious disruption has

taken place, the effects of which are difficult to shake and often are the part many of the dissatisfied public see. We all look forward to solutions, but that Rap Session with the Transit Police revealed that they were not receiving the river of paperwork (accident/miscellaneous reports, unenforced rule cards) operators have so long been encouraged or required to submit regarding trouble in or around buses. The Division was sending them... but "the specific officers" were not receiving them.

Material conditions and working procedures have improved for bus operators, but in some respects the battering hasn't stopped. So much so that our estranged partner, the Los Angeles County Transportation Commission, has funded the Los Angeles Task Force for the purpose of more effectively dealing with crime in buses and around transit stops. The number of Transit Police will increase to 160, and toward greater operator professionalism, especially in times of serious conflict, the District is purchasing an extremely expensive instruction video program successfully used by other major transit properties.

Operator professionalism: realistically, it's tough to define, and under certain conditions, even harder to employ. Does it mean generally ignoring bad transfers and disabled passes unaccompanied by proper I.D. cards, or respectfully but firmly

asking for fare payment unless obvious need or impending violence exists? Is it tactfully responding to the variety of unprovoked insults, intended or not, or "powerfully" disregarding them in the knowledge that none of them should be taken personally?

Being charged with tremendous vehicular and passenger safety responsibility and simultaneously required to ignore or remain undistracted by sometimes high levels of disruptive behavior...is it a fine line or a shifting standard? When I was told that the Sheriff's Deputies have held problems in check on the Blue Line because they have taken that train as their own, I ask: what about my bus? That's how passengers want me to think, and that's how I want to think. Until now, the professionalism desired of operators has not always been backed by the level of training given more police support and respect required to do the job as consistently well as everyone, including ourselves, would like. The video shown at the VTT class only showed how not to be a stereotypical bad operator.

I believe operators need positive examples; an emphasis on what to do rather than not to do as we stand on the conveyer, the conductor, and the public relations agent all rolled into one each and every day. Let's work for greater operator protection as hard as we do for greater operator professionalism.

LOOKING FOR CHILD CARE?

The SCRTD Human Resources Department's Dependent Care Program has a **Childcare Referral Information Bank (CRIB)** program designed to help you find childcare that meets your needs!!

RTD's **CRIB** program can provide you with information about licensed childcare centers, family day care homes, infant care centers, and/or school-age day care centers, within specific zip code areas.

For information about the **CRIB** program as well as other Dependent Care Services and Benefits

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PLEASE NOTE: The RTD does not endorse or make recommendations regarding the quality of any child care provider and/or program. Parents are responsible for making all final selection decisions.

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RECREATION NEWS



June

- 15-16 Playboy Jazz Festival - Hollywood Bowl \$30.50
- 16 Dodgers vs St. Louis 1:05p.m. Old Timers Day \$7.50
- 16 WWF Wrestling L.A. Sports Arena \$17.50 and \$13.50
- 20 Dodgers vs Pittsburgh - Beach Towel Night \$7.50
- 22 Dodgers vs Pittsburgh - Helmet Day 12:15 p.m.
- 23 Dodgers vs Pittsburgh - Pin Day #5 1:05 p.m.
- 26 Dodgers vs San Francisco \$7.50

July

- 3 Steel Pulse - Greek \$27.00
- 5 Dodgers vs Atlanta - Fireworks \$7.50
- 7 Dodgers vs Atlanta - Pin Day #6
- 13 Los Lobos - Greek \$26.00
- 19 Ringling Bros. Circus - Long Beach Arena 11:30 a.m. \$11.00
- 23 Dodgers vs Philadelphia - Cap Night \$7.50
- 27 Circus - L.A. Sports Arena 11:30 a.m. \$11.00

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

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

Also many styles of men's and ladies' dress watches at wholesale prices. They make excellent Father's Day, graduation and wedding gifts.

- Gold earrings and chains in a limited supply.

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

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

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

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

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

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.

Mobile Unit Schedule

The mobile center will operate Monday through Friday from 9:30 A.M. until 2:00 P.M.

June	Location	July	Location
17	18	1	8
18	12	2	15
19	2	3	7
20	11	4	Holiday
21	1	5	Inventory
24	10	8	5
25	3	9	6
26	CMF	10	18
27	9	11	4
28	16	12	12
29	1	15	2
30	10		
31	3		





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