

# HEADWAY



**RTD Welcomes the  
Division 2 Crew!**

# TABLE OF CONTENTS

A Word from the General Manager.....	3
New 50-Cent Fare is a Smash Hit.....	4
RTD Co-Hosts Major APTA Conference.....	6
APTA Praises RTD for Outstanding Riot Response.....	7
LAPD Praises RTD Response.....	7
New Assignments.....	7
Board Approves \$683.4 Million Budget for FY '93.....	8
Public Thanks.....	8
Hero Shanklin.....	9
RTD Operates Line 573 for LADOT.....	9
Division 18 Wins Quality Service Trophy.....	9
New Crew at Two.....	10
Charting Progress Down Under.....	11
They're a Natural!.....	12
Division 5 Gets a Barbecue Thanks!.....	12
Public Commendations.....	13
RTD-Sponsored Attendance Competition.....	14
RTD Provides Forum for Public.....	15
Oldest Living Retiree.....	15
Letters from Children.....	15
RTD Metro Blue Line Celebrates Second Birthday.....	16
Working Behind the Scenes.....	16
Schedule Changes.....	18
Shifting Gears.....	18
In Memoriam.....	19
Police Watch.....	20
Thank You, Transit Police.....	20
Making Mom Proud.....	24
Michael Dear, Son OCPM's Marsha, Graduates.....	24
Barbara Paull, Daughter of Ed, Matriculates.....	24
Employee Relations Gets "A" for Attendance.....	24
Commendations.....	25
Health Club for Your Baby.....	29
Operator Eve Scott Remembers.....	29
Kudos to Equipment Maintenance.....	30
Recreation News.....	38

## The Headway . . .

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

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

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

Stories may be reprinted with acknowledgment of source.

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

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

**Editor:** Andrea Greene

**Business Manager:** Stacy Tran

**Contributing Editors:** Cheryl Brown and Luanna Urie.

**Design and Layout:** Shawn D. Lowe-Ewing

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

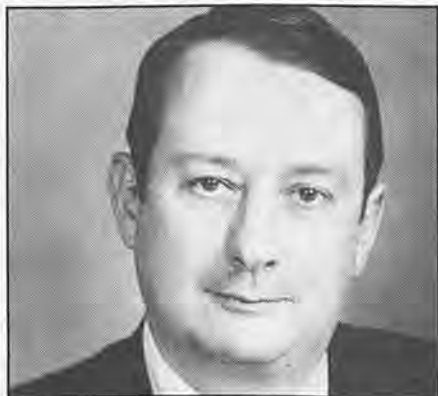
The *Headway* is printed on recycled paper.



Neither the *Headway* nor the RTD endorses the products or verifies the accuracy of the claims made in the advertising, which has appeared, appears, and will appear on the pages of the *Headway*. The advertising is simply a revenue-generating measure. Further, we reserve the right to reject any objectionable ad.

# A Word from the General Manager

## *Testing the Spirit of Cooperation*



Over the next nine months, the spirit of goodwill and cooperation between the RTD and the LACTC will be tested as employees of the two agencies work toward the creation of a new transportation organization -- the MTA.

It will be a challenge. The agencies have disagreed on such matters as whether to invest in a revitalized bus system today or a rail system for tomorrow. They also have different organizational structures, pay scales, and employee benefits. It will require the wisdom of Solomon to choose the best elements of the RTD and LACTC, as well as the RCC, from which to construct the MTA.

Fortunately, however, policymakers for the RTD and LACTC have put in place a process -- open, objective and fair to all -- that will help ensure an orderly transition and the building of a transportation agency that can better serve the commuters and taxpayers of Los Angeles County.

On a motion by Mayor Bradley, June 10, the joint boards of the RTD and LACTC adopted a measure that requires "cooperation, trust and communication between the two existing boards, as well as with the agency employees . ." The motion also contained a "Commitment to retain existing staffs to the fullest extent possible

and with equal opportunity for all."

One effect of the vote was to mandate a hiring freeze at both agencies, except for those projects funded by outside sources, such as Proposition C or federal funds. Departing staff members can be replaced, but only with the advance consent of the RTD or LACTC boards. An amendment by RTD Director Richard Alatorre establishes an Equal Opportunity Subcommittee to "ensure that fair and equitable employment standards" provide opportunity for all qualified employees.

The mechanism of change is a seven-member steering committee. The members are Mayor Bradley, Supervisor Mike Antonovich, RTD Board President Marvin Holen, Director Alatorre, Director Carl Raggio, LACTC Commissioner Jackie Bacharach and Mas Fukai, RTD director and chief deputy in the office of Supervisor Kenneth Hahn. The steering committee will meet at least twice each month in open session to direct the merger.

The committee's first task was to hire a facilitator from a list of candidates nominated by LACTC Executive Director Neil Peterson and me. The facilitator will assist the steering committee in developing a mission statement and in establishing a strategy, timetables and milestones for the merger. The facilitator will help design the new organization, determining its staffing, objectives and responsibilities.

The committee's staff was drawn from RTD and LACTC employees who volunteered to serve on the transition team. Mayor Bradley's motion asked for a "cross-section of objective and consensus-building employees . . . from various levels of both organizations." The staff was to be chosen on the basis of resumes sub-

mitted to the steering committee.

The inclusion of working-level employees from the two agencies will provide the steering committee with staff who will bring a high degree of practical knowledge and transportation experience to the merger process. In my view, this greatly improves the likelihood that the merger will produce a transit agency that can meet the tremendous responsibilities the MTA will face in the next several decades.

Throughout the transition, attention will be given to communicating with employees at all levels of the two agencies, with the RTD and LACTC boards, and with the public. This is to guarantee that the merger process results in a transit agency with a renewed sense of purpose and determination to solve the county's transportation problems.

I urge each of you to follow the merger closely and to assist its smooth implementation in any way you can. As employees of one of the nation's most respected mass transit systems, you have the expertise and dedication needed to make the merger -- and the new MTA -- a resounding success.

Alan Pegg

---

## About the Cover

After a seven-year hiatus, Division 2 was recently reactivated. It is, perhaps, the last operating division to open under the auspices of RTD. Celebrating the grand re-opening and pictured on the cover are, from left, Operator Willie Fulwyal, Manager Theral Golden, Line Instructor Leon Robertson, and Service Attendant Andrew Romero. Operator Lloyd Jobity and Mechanic David Biehn are kneeling.

## New 50-Cent Fare is a Smash Hit



*The popular 50 cent fare offered from RTD has received much coverage by the press. Pictured at the podium is RTD Director Mas Fukai. Others in the photo are from left to right, RTD Board President Marvin Holen, Director Antonio Villaraigosa, who engineered the cut-rate fare, RTD General Manager Alan Pegg, and Supervisor Kenneth Hahn, who made it possible for \$2 million in Proposition A funds to go toward the program.*

**T**he RTD's new 50-cent discount bus ticket was an instant success with the commuting public. All 100,000 of the first printing of \$5 books -- one million tickets -- were issued within the first week of sales.

Dealers were restocked with a second run of 100,000 books for the second week of the program and an additional 100,000 books, newly-re-designed and bearing a color picture of an RTD bus, have been received for distribution when the current stock is exhausted. The RTD thus far has ordered a total of 750,000 books of tickets for the discount period, which expires Sept. 30.

"This overwhelming public response to the 50-cent discount program indicates an intense need for affordable transportation," said RTD Board President Marvin Holen. "Our

ability to provide reliable, efficient mass transit today will be an important element in the recovery of Los Angeles."

"I was very pleased to be able to provide \$2 million from Proposition A funds to help get this program started," said Supervisor Kenneth Hahn. "I call on other local, state and federal officials to support the program by providing subsidies to ensure it can continue."

Ticket collections during the first five days of the discount program rose steeply with an 18 percent increase on Monday, June 1, when 73,000 tickets were accepted, and topping out with a 70 percent increase on Friday, June 5, when 105,500 tickets were received.

On an average weekday, bus fareboxes record about 62,000 ticket receipts. RTD officials estimate that

about 60 percent of the tickets collected during the week of June 1-5 were 50-cent tickets.

"We aren't able to say yet just how many new riders the discount program is attracting," said RTD General Manager Alan F. Pegg. "That will require further study. But, it is obvious from the data received to date that our daily commuters are benefitting greatly from the program and that was one of our primary goals."

Preliminary reports indicate that farebox revenues are down slightly, although cash collections for June 1-3 were above average, with Monday, June 1, noted as one of the highest cash days of the year. A more accurate assessment of the impact of the 50-cent discounts on farebox revenues will be made at a later date in the program, RTD officials said.

# RTD's Ethics Training Class Sparks Thought

*Seminar, Taught by Employee Development, Offers Proactive Approach*

**Y**ou are facing the following situation:

*Your department has just purchased three new personal computers to be used by other members of your work group. By all accounts, the new software on these computers should improve performance by 25 percent. You have four other computers in your office that have older versions of the software, including the one you are using. By your best guess, the persons using the newest version of the software are already 10 percent more efficient in their work.*

*When your Department appealed to the PC Review Committee for upgrades of the old software, they indicated that you would just have to get along with what you already have. Although you can do your work with the older versions, you are convinced that if you had the new software you could increase productivity and easily recoup the cost of the software within one month. Frustrated, your boss asks you to make copies of the new version of the software to put on the older computers. You have been assured this is only a temporary measure and that you will be able to buy new versions once your boss has a chance to make a few phone calls to help the purchasing committee come to its senses.*

What would you do?

Your code of ethics will shape your decision.

In the last several years, corporate America has devoted more and more attention to corporate ethics. Studies show that there is a steady growth in corporations to institutionalize ethics and value-related considerations into corporate policy and practice. Such institutionalization, says Employee Development's David Savage and others, occurs through three basic means: 1) the commitment of senior management, (2) the develop-

ment of formal ethics statements and codes of conduct, and (3) the development of educational and training programs in ethics.

At the RTD, with the endorsement of General Manager Alan Pegg, ethics training classes are in high gear.

Conceptualized by Director of Human Resources Gayel Pitchford, the classes, taught by Savage, emphasize the importance of ethics and clarify their application in the business setting.

"All forward-thinking organizations do this in today's world," says Savage. "The class is a good time for

introspection to really ask oneself, 'how ethical am I?'"

Savage says surveys indicate that most people think they are more ethical than the next. "People will say they are more ethical than their boss," he says.

Perhaps the classic case in business ethics is the Tylenol tragedy of more than a decade ago in which that company's management made the decision to pull all Tylenol capsules off the shelves. You may recall that several consumers died after ingesting

*Continued on page 33 . . .*

## Disabled Patron, Division 3 Operators Exchange Ideas

**I**ndependent Consultant David Wolf, who is seeing-impaired, visited Division 3 recently, speaking with bus operators about the obstacles disabled patrons encounter when using public transportation.

Called Operator Sensitivity Training, the morning session featured an exchange of ideas between Wolf and the operators and afforded RTD employees the opportunity to better understand the implications of the Americans with Disabilities Act (ADA), which was implemented on July 26. The ADA, which was signed into law by President Bush two years ago, mandated a number of changes in the nation's transit systems. The RTD, which is nationally-renowned for its services to the disabled, has made even further changes in its policies and procedures to ensure that the new law works.

Wolf, who was the subject of a recent *L.A. Times* article, has been blind since birth. The articulate activist fielded questions from some two dozen operators, many of whom said they hoped the meeting could spark a

greater cooperation between themselves and their disabled patrons.

The meeting was organized by Director of Transportation Dan Ibarra, Government Relations' Linda Haskins, and Transportation's Maria Palomino-Reynolds.



*David Wolf and friend.*

# RTD Co-Hosts Major APTA Conference

*300 RTD Employees are Key to Conference's Success*



*APTA planned eight to 10 years in advance for the Los Angeles Rapid Transit conference, says RTD's Organizer David Dominguez. Despite concerns from some about the recent civil unrest, the conference played host to 1700 delegates -- topping the record set last year in Philadelphia.*

More than 1700 transportation professionals and policy-makers attended the American Public Transit Association's (APTA) 1992 Rapid Transit Conference held at the Westin Bonaventure Hotel June 14-18. The largest rapid transit conference in the organization's history, it was highlighted by the presentation of an award to RTD for its outstanding response to the recent civil unrest in Los Angeles.

The RTD, along with the Los Angeles County Transportation Commission (LACTC) and Rail Construction Corporation (RCC), hosted the four-day affair, which is one of four major meetings APTA sponsors during the year. Organizers said Los Angeles was an ideal location for the conference because of the resurgence of rail here. Twenty-one speakers from the District shared their expertise in panel discussions with conference participants. Among them was Steve Parry, director of scheduling and operations planning, who moderated a session on multimodal planning; Gayel Pitchford, director of human resources,

who was a panelist in a session on the future of drug and alcohol testing, which was moderated, incidently, by Leilia Bailey, former RTD director of transportation; Gary Spivak, director of planning and public affairs, who spoke on the impact of benefit assessment on the funding of major capital projects; Ed Chen, who talked about managing information systems and Henry Koerv, assistant director of OCPM, who discussed materiel planning for rapid transit systems. Alan Pegg, RTD general manager, spoke at the opening session and at the general forum.



*Gayel Pitchford, director of human resources, was a panelist in the session entitled, "Drug and Alcohol Testing: Where Do We Go from Here?" In this photo, she poses with session moderator Leilia Bailey, former RTD director of transportation who is now the assistant general manager of operations for the Greater Cleveland Regional Transit Authority.*

David Dominguez, assistant to the general manager, spent the last year coordinating RTD's role in the conference. "It was my goal to take a united approach to the conference," he said. "Recognizing the major changes that are coming about in Los Angeles with the merger process, we attempted to identify individual agency



*The APTA Rapid Transit Conference is the most significant gathering of rail transit officials in the U.S. Over the course of four and a half days, it included 59 workshops, three general sessions and a half-day seminar on system safety.*

interests and pull those together so that Los Angeles would be viewed as an ideal location for a multi-modal transit operation," he said.

The District's major role was to arrange transportation for the delegates. Dominguez, a veteran conference planner, credits the 300 RTD employees who volunteered their time for making the conference a success. His secretary, Carlos Valdez, was instrumental in overseeing all of the interrelated activities between departments during the planning process. Transportation's Kevin McGrath and Joe Uresti were the floor managers of the operation, making sure that the buses transporting the delegates to and from various locations moved as they should have. Transit Police Lt. Tim Murphy coordinated delegate security with the hotel; Local Government's D.A. McClain and Dan Cowden conducted tours on the Blue Line and Division 20 Manager John Byrd and his staff ensured that the delegates had a safe ride on the Red Line.

# APTA Praises RTD for Outstanding Riot Response

*Nationwide Conference is Kicked Off with Congratulations to RTD*



*There was much applause in the ballroom at Los Angeles' Bonaventure Hotel when RTD was saluted recently for its exemplary performance during the recent civil unrest. APTA Chairman Louis Parsons (center) is shown here presenting congratulatory plaque to (from left to right) Operator Hilton Hackley, TOS Jon Escher, RTD General Manager Alan Pegg, and RTD Board President Marvin Holen.*

## LAPD Praises RTD Response

The following letter, addressed to RTD General Manager Alan Pegg and dated June 5, is from former Los Angeles Police Chief Daryl Gates:

Dear Mr. Pegg:

During the recent crisis that gripped our City, the RTD played a critical role in the successful deployment of law enforcement and military personnel. I want to personally commend your agency at all levels for its cooperation and professionalism.

Much credit has gone to the services rendered by the police, fire, and military organizations. The service rendered by the RTD was of the same magnitude and is deserving of the same praise. Many of your drivers were exposed to risks similar to that of our police officers, yet they continued to do all that was asked of them.

Your dispatchers assigned to coordinate this effort, with the Emergency Operations Center (EOC), were responsible for timely responses to a myriad of requests, the vast number of which were skillfully met with the limited number of resources available.

My heartfelt thanks goes out to the men and women of the RTD for their stellar performance during this crisis.

Very truly yours,  
Daryl F. Gates  
Chief of Police

RTD employees received a standing ovation at the annual APTA rail convention from 600 of the nation's top transit officials for their heroic actions during the Los Angeles rioting.

At the opening session of the conference June 15, APTA Chairman Louis H. Parsons raved about the District's performance during the four days of unrest.

Parsons invited Operator Hilton Hackley and TOS Jon Escher, who represented RTD employees, to join RTD Board President Marvin Holen and General Manager Alan Pegg on the dais during his presentation of a commemorative plaque. Video clips of RTD buses transporting hundreds of law enforcement officials to and from their command posts also were shown.

The plaque reads:

"APTA acknowledges with deep pride the heroic actions of the employees of the RTD who during civil unrest in 1992 combined to meet the transportation needs of the public, ensure the safety of employees and transit riders, provide emergency mobility for military, police and fire personnel and work with the Red Cross to move fire victims. Despite risk and uncertainty, the employees of the RTD did their duty and maintained the basic transportation infrastructure at a time of critical need."

## New Assignments

Some Division managers received new assignments, effective June 14. Mike Lensch, who was acting in a temporary capacity as head of operations for the City of Norwalk, has returned to his managerial position at Division 10. John Adams is the new manager of Division 6, and Theral Golden is the new manager of Division 2 (which recently was reactivated). Jack Owens is the new assistant division manager at Division 2.

# Board Approves \$683.4 Million Budget for FY '93

The RTD Board of Directors June 25 approved a \$683.4 million budget for FY '93. For the fifth year in a row, no fare increases were proposed.

The balanced budget assumes an orderly transition in April, 1993, when the newly-formed Los Angeles County Metropolitan Transportation Authority (LACMTA) merges the RTD and the Los Angeles County Transportation Commission into a single county transportation agency.

The Board voted 8-1 with one abstention and one absent to approve the budget that includes for the first time estimated operating expenses for the Metro Red Line subway, scheduled to open in late March, 1993. The budget also reflects a 2 percent reduction in bus revenue service hours and an increase in Blue Line revenue service hours of less than 1 percent from Fiscal Year 1992's estimated service levels.

The Board also approved a \$349.2 million capital budget, which includes funding for Red Line equipment and

preparation, the purchase of 333 new replacement buses and a bus refurbishment program.

The operating budget assumes that \$164.6 million in as-yet unsecured subsidies, such as Proposition A and Proposition C transportation tax dollars, will be available to the RTD in FY 1993.

"As a separate entity, the District has been facing a substantial budget deficit for several months," said RTD General Manager Alan F. Pegg. "Several factors have contributed to the problem. Proposition C dollars were unavailable while the constitutionality of the proposition was being tried in the courts.

"And the Los Angeles County Transportation Commission (LACTC), which distributes Proposition A funds, reported that Prop. A levels were down.

"Now that the legality of Proposition C has been upheld in the courts and the funds are free to be used for their intended purpose, we look for-

ward to a resumption in the uninterrupted flow of resources that the District needs to provide the service its riders deserve," Pegg said.

RTD Board President Marvin Holen requested Pegg to report monthly to the board on the status of obtaining the necessary subsidies to balance the budget.

There are no layoffs called for in the budget. The District was able to trim 2.4 percent of its operating expenses in Fiscal Year 1992 by imposing a hiring freeze and taking a number of other money-saving actions. The new budget places a cap on the number of positions in the District.

The budget also takes into account a 50-cent reduced discount ticket bus fare the RTD implemented on June 1 in an effort to assist riders affected by civil unrest that occurred in late April and early May.

The special fare is scheduled to remain in effect through September 30, 1992, three months into Fiscal Year 1993.

## Public Thanks

*In the Midst of Rioting, an RTD Bus Transported Two Disabled Women to Safety*

The following letter was addressed to Customer Relations Representative Jo Anne McCormick:

Dear RTD:

I want to thank the Rapid Transit District on behalf of two wheelchair-bound ladies who are severely disabled with cerebral palsy. On Thursday, April 30, 1992 at 8:30 a.m., these two ladies left their home in Woodland Hills to go to Long Beach. These ladies were oblivious to the fact that Los Angeles was under siege due to the riots.

The ladies had one purpose in mind. They were going to Long Beach to have their wheelchairs repaired!

They had to travel by using three different buses and the Blue Line. They arrived in Long Beach at approximately noon, without incident.

They left Long Beach at 3:00 p.m. and became separated when they transferred to the Blue Line in Long Beach. The conductor on the Blue Line was very caring and asked the one lady for her address. When she arrived at Grand Avenue and Washington Boulevard, two policemen stayed with her until the other lady arrived.

At this time, a special RTD bus was requested and they placed these two wheelchair-bound ladies on that bus. The LAPD sent a patrol car with three policeman to escort this bus all

the way to Winnetka Avenue and Vanowen Street in Woodland Hills. These ladies arrived home safely, thanks to the RTD and the LAPD. A job well done!

Sincerely,  
Marlene MacLeay, M.A.  
Independent Learning Specialist





## Hero Shanklin

### *Division 18 Operator Pulls Youngster Out of Burning Car*

**D**ivision 18 Operator J. Michael Shanklin was eastbound on Santa Ana Street in the city of South Gate when he saw what every parent fears.

As he approached the intersection of Santa Ana and Otis streets, he looked to his right and saw a youngster playing alone in the front seat of a parked 1968 Chevrolet. He also saw a bright flash from underneath the car, and in a flash of a second, watched as flames burst from under the car's hood.

Shanklin immediately set his hand brake and jumped off his bus. He ran around the side of the flaming car and pulled the youngster out of the window. The car in which the boy sat had begun to fill with smoke and flames. With the boy in his arms, he ran back to the bus and pulled across the street. Securing his bus, he then grabbed a fire extinguisher and ran back to the car. The child's father was just coming out of the store with some other citizens to help extinguish the flames.

The father thanked Shanklin for

pulling his child out of the burning car.

Said Shanklin to the father, "No problem, because I have kids also and I know how you felt!"

*"The car in which the boy sat had begun to fill with smoke and flames."*

## RTD Operates Line 573 for LADOT

**T**he Los Angeles Department of Transportation (LADOT) has contracted the RTD to operate freeway express service using LADOT buses between Granada Hills in the San Fernando Valley and Century City on Line 573, says RTD General Manager Alan Pegg.

Line 573, which began service Monday, May 18, begins at Haskell Avenue and Chatsworth Street in Granada Hills at its northern terminus, and runs south on Balboa Boulevard to Magnolia Boulevard before getting on the Ventura Freeway.

Line 573 then traverses Sepulveda

Pass via the San Diego Freeway, exiting the freeway on Sepulveda Boulevard to serve Westwood, West Los Angeles and Century City.

LADOT buses are grey and blue with a purple logo and the letters "LADOT" on the side of the bus. Hours of operation are from 6 a.m. to 7 p.m. Monday through Friday, with buses departing every 20 minutes during rush hours and every 45 minutes in non-rush periods. The entire route takes from 50 to 75 minutes, depending on traffic.

Funding to operate Line 573 is being provided by LADOT.

## Division 18 Wins Quality Service Trophy



*Teamwork is what catapulted Division 18 to the top of the charts. Maintenance Manager Ray Kunkle and Assistant Transportation Manager Maxine Giles hold the trophy.*

**L**eaping ahead in the improvement arena, Division 18 outpaced all others to capture the District's second Quality Service Trophy.

The Carson Division, managed on the Equipment Maintenance side by Ray Kunkle and in Transportation by A.J. Taylor, scored big for the month of February. According to Ken Miller, acting assistant director of maintenance, Division 18 improved its late pull-out and cancellation rate by 71 percent -- that's a greater amount than any other division.

Overall, says Miller, Division 18's effectiveness rate for 7,344 pull-outs was 99.14 percent as compared to 98.43 percent for January.

The division and its employees were honored at a morning ceremony June 18.

# New Crew at Two

*Division 2 Reopens*



*Mitch Raddatz, formerly of Division 3, says he likes Division 2 better because it's smaller and offers better lines. The Moreno Valley resident has been with the District nine years and works the extra board.*

**R**ichard Alvarado said he made the move to Division 2 because of the better equipment. Eleven-year RTD man Earl Franklin says it's the change of scenery that he's looking forward to. ("When you drive the 424 -- the line that goes across the San Fernando Valley -- you get to see other parts of the city.") Richard Perez, formerly of Division 9, said that because Foothill Transit has taken more of the San Gabriel Lines, and veteran operators at Division 16 in Pomona were being reassigned to El Monte, he was losing seniority -- and thought he'd better make the move. The seniority issue is also what motivated 16-year RTD veteran Willie Fulwyali to choose Division 2. "I went from 106 to 30 in seniority by moving here," says the Hacienda Heights resident. "It means that this year I'll get to have a summer vacation."

Whatever their reasons, the 200 plus operators, mechanics, and support staff who now are assigned to Division 2 spent the last week in June getting comfortable with their new

home base. Last used as an operating division in 1986, the Division reopened for bus business Sunday June 28, much to the delight of some staff who had long thought it more cost-effective to keep the Division operating. Later this year, the Division will be home to



*"The buses here are newer and that sounded good to me," says Operator Cheri Lopez, who transferred in from Division 3.*

nearly a third of the District's growing methanol fleet.

Managed by 23-year RTD veteran Theral Golden, the Division will operate six lines: the 26, 56, 420, 424, 65, and 104.

Golden says 179 operators are now assigned to the Division, most of them coming from Divisions 3, 8, 9, and 10. There also are a couple, he adds, from Divisions 12 and 18. He says that 32 mechanics and 19 service attendants are now on board. They are backed up by four service technicians, 10 field techs, and four farebox attendants. Two employees are assigned to take care of Terminal 28, which is under the Santa Monica Freeway. There also are five equipment record specialists, one typist-clerk, eight TOS's, one assistant manager, one senior supervisor, and one stenographer.

Golden, who has previously been the manager of Divisions 18, 12, 3 and just recently 6, is the Division's sole manager, overseeing both the Transportation and Maintenance departments. He says the single managers concept, which he also used at Division 6, works well for the District -- and for his staff.

"You can deal with morale prob-

# Charting Progress Down Under

*RTD's Red Line Crew is in Training*

**I**f the official opening of the Red Line were moved up to tomorrow, we would be ready to operate the trains."

That's the assessment of John Byrd, Division 20's transportation manager whose job it is to make sure L.A.'s first subway cars are ready to roll when the system is fully constructed. Dave Kalasnik's maintenance team also is poised to keep the Red Line cars running smoothly. Both staffs are prepared to operate high-speed subway trains every five minutes when Los Angeles opens the Red Line subway, the city's second major mass transit rail system.

The trains are scheduled to begin limited service on 4.4 miles of track between Union Station and MacArthur Park beneath downtown Los Angeles in June, 1993, serving an estimated 35,000 patrons each day.



*John St. Cyr, recently promoted to senior TOS, played host numerous times to national and local officials who rode the test cars the length of the tunnel.*

"We have trained our instructors how to run the trains, and we have tested them in the tunnel," Byrd reports. "We are continuing to do this

every day until we have a fully qualified team of operators."

*Continued on page 22 . . .*

lems better when there is just a single manager," he says. "This way you can't point the finger -- you have to resolve the issue. The other way, you have too much misinterpretation of the other person's job."

Cheri Lopez, an operator with seven years under her belt, works the extra board out of Division 2. "I feel this one's new, so the professionalism will be even more so. And I'm going to enjoy the size of the Division; it's so much smaller than Division 3.

Transportation's Dan Miller says the division will be known as a "small full division," bigger than Divisions 6, 12 and 18. He and his colleagues say that the District experiences what is known as reverse travel -- that, unlike what happens in other cities, many people here are traveling from downtown to the suburbs to get to work. And because of that phenomena, he says, "it makes good sense to have another downtown operating division."

He says the 424 line which used to

run out of Chatsworth Division 8 would leave from Chatsworth en route



*Salvador Chavez, a Division 2 janitor, says he liked the Transit Police officers who previously occupied the building. He said he was looking forward to working with the new tenants. "I'm very grateful to RTD for my job," he says. "They're paying me good money, and I try to do my best." Chavez is pictured on the right with Senior Supervisor Noe Cortez.*

to downtown long before sunrise. It wasn't until the bus got downtown and turned around going back to the Valley that it was put into revenue service. Now with Division 2's reopening, it means that the operator can leave directly from Division on her route into the Valley and go into service. Such procedure will save an estimated \$500,000.

Further savings have been projected with the addition of other lines out of Two.

Prior to reopening, Division 2 was used as Transit Police headquarters. Even though bus service did not operate out of Division 2, Maintenance staff used the site, preparing buses to go into revenue service. They also rebuilt engine components here, as well as installed opaque, protective windows.

# They're a Natural!

*Division 5 Takes Home Division of the Month Honors*

On the day after Division 5 had pulled off a magnificent display of teamwork, the crew further outdid itself by posting a big zero in the late and cancellation category.

It came as no surprise.

Their performance, whether measured during the rioting or on a regular day of service, was something to talk about. It was, perhaps, a given that the group at Five would be crowned Division of the Month because of their performance during the rioting, but employees there had been well on their way to earning it months before. In fact, the week after the rioting, the South Central Los Angeles division was named Division of the Month, based solely on the service they'd provided back in March. Their superior performance during the unrest was just the icing on the cake.

At a morning ceremony in early May, employees were treated to a buffet lunch and praised for all that they had accomplished.

Art Leahy, assistant general manager of operations, said their nomination was based on significant reductions for maintenance lost-time from occupational injuries, late and canceled maintenance assignments and miles between road calls.

According to official statistics, the number of customer complaints plunged as did the number of late and canceled transportation assignments.

Rick Hittinger is the maintenance manager of Division 5. Maceo Bethel is the transportation manager.



*Division Five was the center of attention recently. For all the staff accomplished, the division was honored as the Division of the Month for March 1992.*

## Division 5 Gets a Barbecue Thanks!



Division 5's superior accomplishments during the rioting also were noted at a delicious barbecue on June 22. The thank-you feast, which was the idea of Director of Transportation Dan Ibarra, featured the presentation of an award plaque and pins with the letters ABCD written on them. Those letters, according to Transportation's Deborah Craney, stand for Above and Beyond the Call of Duty.

Craney, who coordinated the barbecue, arranging for the pins, plaques, and caterer, said Ibarra felt

strongly about having an appreciation luncheon for employees who worked so hard during the civil unrest. Gath's Smokehouse Barbecue and Soul Food did the catering honors, serving up scrumptious chicken, ribs, links, potato salad, baked beans and bread.

Posing for a picture near the grill on full stomachs are, from left, Division 5 Mechanic Steve Hearn, Operator Atphia Marshall-Goodall, Operator Gregory Oliver, and Operator Theresa B. Sharp.



# C PUBLIC COMMENDATIONS

## Thanks For a Job Well Done!

### Division 3203

Lisa Arredondo  
Preston Hicks  
Steve Morales  
Rubin Perez  
Joe Santana

### Division 3205

Roselyn Davis  
Charles Graves  
Tommie Johnson

### Division 3206

Christopher Brass  
Jeffrey Rowland  
Richard Wright

### Division 3207

Carl Davis  
Aaron Ferguson  
Ricardo Kingi  
Dale Kinkade  
Edmond Mears  
Juan Reynoso

### Division 3208

Vincente Cayzer  
Anthony Marquez  
Roger Roberts

### Division 3209

Francisco Cordova

### Division 3210

Alex Gallegos  
Joseph Rodriguez  
Robert Tilley  
Stella Vickers

### Division 3212

Robert Collins  
Albert Scott

### Division 3215

David Barragan  
David Gill  
Ruben Hernandez  
Betty Liddell  
Esther Pippins  
Clovis Scott  
Henry See

### Division 3218

Theodore Alexander  
Reuben Baca  
Carl Winston

Dear RTD:

I am sending you this letter to inform you of the courage and dedication displayed by **Esther Pippins**.

On the night of May 1, I was given the assignment of setting up guard posts at 21 different intersections in southwestern Los Angeles. I was told that the only transportation available was the RTD bus driven by Ms. Pippins. As my company prepared for its pending mission, I spoke to Ms. Pippins and informed her of our needs. Without a moment's hesitation, Ms. Pippins agreed to transport more than 70 National Guard Troops to their assigned posts.

On one occasion, we stopped near a location in which the LAPD was involved in an active shooting. Ms. Pippins continued to follow my instructions without question, and as a result I was able to position all the guards on their assigned post in a timely manner.

I wish to thank the RTD in general and Ms. Pippins, in particular, for their courage, dedication, and assistance during this emergency.

Sincerely,

Captain Robert Vasquez  
Commanding Officer, California  
Army National Guard  
Escondido, CA

Dear RTD:

We just returned from our first trip using the RTD to get to Dodger Stadium, and we wish to compliment Driver **Joseph Rodriguez**. He was on the 635 line to and from the stadium on May 24.

Going up to the stadium, we asked him how to catch the 439 line to get back after the game. He made some suggestions. What struck us was that he showed his concern that we connected correctly with the 439. (I use the 439 to get to/from Union Station but the 635 line was unfamiliar to me.) After the game, we found the 635 stop. While we were eating, a young couple from Toronto came up to us and told us that Rodriguez had directed them to us because he knew they also needed the 439 line to get to the airport. It had cost the couple \$40 to get from the airport to Dodger Stadium!!!

I was able to successfully guide everyone from the 635 to the 439. By now, I had a little group going!

To sum things up, he not only made sure that we had a safe, enjoyable experience (which we will delightfully repeat), but also saved some foreign visitors an additional \$35! Service such as this should be commended and recorded in his personnel folder.

Sincerely,

Victoria Webb  
Eloise Richardson  
Los Angeles

Dear RTD:

This is a letter of praise and commendation for **Mr. Carl Winston**, your bus driver on Palos Verdes Line 443.

I have been a rider on many buses, but have never had such a fine driver as Mr. Winston.

Mr. Winston is so kind, courteous, conscientious and so caring towards his passengers. He knows so many of the passenger's stops, helps

*Continued on page 14 . . .*

## Public Commendations

... continued from page 13

people aboard that have difficulties, helps people who don't have a good command of the English language and is always cheerful.

Mr. Winston is a very good driver. He obeys all driving laws and yet manages to get us to our destination on time.

We really should show great appreciation for drivers like Mr. Winston. It is because of him that I ride the bus to work instead of driving and thus, the City is directly benefitted by the reduction in individual drivers each day.

Please relay my feelings to Mr. Winston.

Sincerely,  
Hon. Soussan G. Bruguera  
Judge, Municipal Court  
Los Angeles

Dear RTD:

This letter is written on behalf of David Perez, the operator on Line 130. Each evening, I catch this line eastbound at the Artesia Blue Line station at 8:15 p.m. He is always very courteous and considerate and we, his regular riders, appreciate the level of service he provides. He is a good driver and a nice person, and should be recognized. He always waits on those of us departing the train, which is nice because his run is the last one going far enough east for many of us to get home.

Operator Perez, keep up the good work!

Sincerely,  
Rod Hill  
Los Angeles

Dear RTD:

Ride relaxed on Wilshire bus 2103 when driver Christopher Brass is at the wheel.

You won't miss your stop because he calls out every stop a block in advance from Westwood through Beverly Hills to downtown L.A.

That's service!  
Sincerely,  
G.M. Bloome  
Long Beach

Dear RTD:

I wish to commend Edmond Mears for his thoughtfulness and the courteous way in which he helped me, a 73-year old senior citizen.

He had stopped to discharge and take on a passenger at Virgil and Sunset. I was walking across Sunset as quickly as I could to catch his bus. He was ready to take off and he must have seen me trying to catch his bus. He reopened the door for me. I had my groceries (two bags) and having a paralyzed husband at home, I appreciate the time I can hasten to get home.

His bus was also close to the curb which is a great help to get on with problems of arthritis. With the problems I have each day with the care of

my invalid husband, any kindness makes my day. This driver deserves the Driver of the Month Award.

Sincerely,  
Kimi Abec  
Hollywood

Dear RTD:

I am writing to tell you what a fantastic job you do. Everybody and their brother complains about public transportation. They don't take into consideration the weather, human error, and mechanical breakdown. When you look at the whole picture and not just one incident, you will find that the RTD is an outstanding operation. I can't thank you enough for providing safe, on-time, and professional service.

Thank You,  
Michael Ehrlich  
Tujunga

---

## RTD-Sponsored Competition Bumps Up Attendance at Grade School

Local Government and Public Affairs recently came up with a clever way to boost sagging attendance at Lillian Street Elementary School in Los Angeles.

Classes that achieved perfect attendance for the first four months of the calendar year were treated to a day on the Blue Line, which inspired the youngsters to finish the quarter with record high-attendance.

The competition, dreamed up by Local Government's Sheryl Carrerow, produced a chorus of thank-yous from the students in grades two through six (see letters on the next page). Many of the children, said Carrerow, live in the poorest area of the city and sleep in trailers. She said the winning pupils, who sported ribbons that read "Yes I Can Award of Merit," were thrilled to ride the Blue Line and tour the Central Control Facility (CCF). They also met with RTD Rail Operator Jesus Ruiz, who bought the kids duffle bags out of his own money.

Lillian Street School, two blocks from the Blue Line's Slauson Station, has long been affiliated with the RTD Adopt-A-School program. The partnership, insists Carrerow, works for everyone. "It's a symbiotic relationship," she says. "You can't put a price on steering kids down the right

---

*"We must teach a curriculum and, at the same time, explain how it relates to business in the outside world."*

---

path."

Carrerow encourages those staff who are expert in their fields to share their knowledge with the youngsters. "We must teach a curriculum and, at the same opportunity, explain how it relates to business in the outside world."

Local Government's Herb Cranton and D.A. McClain also conducted the tours.

## RTD Provides Forum for Public

**H**oping to implement new programs, the RTD conducted a series of seven meetings in June aimed at soliciting public comment on transit-related issues. Entitled "How Are We Doing," the informal sessions are intended to encourage discussion with a panel of RTD officials.

"The RTD Board of Directors has recently taken a number of actions, including authorizing a 50-cent discount ticket, to help Los Angeles recover from the civil emergency and from the effects of the continuing recessions," said RTD Board President Marvin Holen. "We want the public to tell us what other measures they would like the District to take to improve transit service."

Participants were given an overview of the RTD's range of transit services, current activities in pollution control and graffiti abatement, as well

as information about handicapped accessibility and bus and rail safety pro-

grams, among others. Public comment followed.

## Oldest Living Retiree

**A**t 97 years old, Bert McCumsey is believed to be the oldest living RTD (and its predecessors) retiree.

He spoke recently to the RTD Retirees Club in Perris, and as you might imagine, shared with the group some colorful recollections. Club President Jim Holzer was so delighted with his guest ("He was as sharp as somebody half his age!") that he called *Headway* to elaborate on the life of the former Pacific Electric Motorman.

McCumsey was born in 1895, and came on board in 1920. He was a motorman on the San Bernardino and Sierra Madre lines. He also was a freight engineer on the water train to Arrowhead Springs. (The car would transport tanks filled with fresh spring

water from the slopes of the San Bernardino Mountains, and after a line switch, to the bottling plant in Los Angeles.) McCumsey retired after 40 years with the District in May 1960.

Holzer, who retired in 1982 as the director of planning, says McCumsey was brought to the meeting by his son who lives in Corona Del Mar. But, McCumsey, at 97, still lives on his own. His wife passed away last year. He's also a charter member of the oldest masonic lodge in California.

Said McCumsey of Southern California transportation: "How could the people of Los Angeles be so stupid? They had 1100 miles of rail line and got rid of it. Now they're paying five billion dollars to put it back."

## Letters from Children

**E**ditors Note: The following letters are some of the many that the Local Government and Public Affairs staff receive each month, thanking them for a guided tour on the Blue Line. These particular letters from those who had achieved perfect attendance at Lillian Street Elementary School were addressed to Public Affairs Representatives Herb Cranton and Sheryl Carrerow.

Thank you for taking us for a ride on the Blue Line. I felt sorry for you because you strained your voice talking outside. I enjoyed finding out about the Metro. Thank you for all the things you gave us. I had already ridden on the Blue Line, but it still was fun. It's really interesting how the Metro works. I think that was smart using the cameras to monitor what people do. Also having an emergency phone for people who need help is a good idea. Thank

you for the good time and all the things you gave us.

Sincerely,  
Rocie Leiva

I want to thank you very much for the trip on the Blue Line. The folders and all the things in them were really nice.

Say "hi" for me to all the workers. This is my first time on the Blue Line. I was so happy, and I'm still feeling good about it. I think of both of you as my friends.

Sincerely,  
Andrea Villanueva

I want to thank you very much for the trip on the Blue Line. I had a lot of fun. That was my sixth or seventh time that I have ridden the Metro. I learned that those cameras were a good thing to have. What I noticed is that all of the Metro stations are really secured by

police officers. It was really nice of you to give us folders with the pencil, ruler and badges. Thanks for giving us all the information on how to use the things that are on the Metro. I hope you will write me because I'm really interested in knowing more about the Blue Line. I hope that I get to talk to you more. If you don't know who I am, I am the girl who made the guess on how many Metro trains there are. I'm taller than you and I'm younger than you, too. I hope we didn't cause you any trouble. Thank you again for everything.

Sincerely,  
Teresa Cenicerros



# RTD Metro Blue Line Celebrates Second Birthday

by Rick Jager, Sr. Communications Rep.

The RTD Metro Blue Line celebrates its second birthday this month. Ridership is nearly 34,000 on an average weekday along the 22-mile track that connects Long Beach and downtown Los Angeles.

Since opening, the Blue Line has carried over 18 million passengers and traveled some 120,000 miles, marking an unprecedented milestone in rail travel for Los Angeles County.

"The men and women at the RTD are proud of their accomplishments in making the return of rail transit so popular," said RTD General Manager Alan Pegg.

"Two years ago, no one would have predicted that the Blue Line would be this successful," he said. "Millions of people have used the line and thousands have made the rail system part of their daily lives."

Metro Blue Line service started July 14, 1990 with a major celebration in downtown Los Angeles. During the first months of service, trains operated between Anaheim Street in Long Beach and Pico and Flower in Los Angeles.

Additionally, during the first two weeks of operation, RTD offered free rides on the Blue Line and carried a total of 673,000 people between July 14 and July 31, 1990.

In September of that year, rail service was extended south of Anaheim Street to five additional stations in Long Beach. The following February, the subway portion of the line in downtown Los Angeles was opened, providing through service to 7th and Flower.

On August 1, 1991, weekday rush-hour service was increased to every eight minutes instead of 10. In addition, Blue Line service hours were extended from 9 p.m. to 10 p.m. seven

days a week.

Today, due to ridership demands, the Metro Blue Line trains run every six minutes during some morning and afternoon rush periods. Frequency during the midday remains at every 15 minutes.

Presently, the Metro Blue Line is carrying 33,700 weekday riders, with Saturday ridership hitting 22,900 and Sunday ridership averaging at 19,700.

Blue Line safety programs continue to play an important part in the success of the line. The Los Angeles County Sheriff's Department, under contract with the RTD, provides security along the 22-mile rail corridor.

Deployment of over 100 sheriff's deputies has resulted in 2500 arrests. Deputies also have issued nearly 33,000 citations for various transit-related violations. Through their efforts, fare evasion has been kept to a minimum with less than one half of one percent of those inspected for fare

## Working Behind the Scenes

*RTD's Transit Systems Development Department is Still a Big Player*

by Vasan Srinivasan,  
Supervising Engineer, TSD



Many of Srinivasan's colleagues, including Srinivasan himself, were instrumental in the design and construction of MOS-I, part of which is pictured above.

On the sixth floor of the Headquarters Building, there is a group of 28 people carrying out the duties of the Transit Systems Development Department (TSD). Under the direction of Al Perdon and assisted by the three section heads -- Nadeem Tahir, Vasan Srinivasan, and Hal Storey -- this is the group responsible for new transit projects, such as the electric trolleybus. Its members also coordinate between the District's operating/maintenance departments and the designers and builders of the 300-mile Metro system and coordinate the grantee responsibilities for the first leg of the Red Line.

Tahir heads the Project Develop-



receipts actually trying to avoid payment on the Blue Line.

To date, there has been 110 traffic accidents. Most of those have occurred when motorists and pedestrians ignored crossing gates and red flashing lights.

A special detail of sheriff's deputies recently was deployed to patrol street and pedestrian crossings along the line as part of a comprehensive rail safety program. The 10-deputy detail is devoted exclusively to citing motorists and pedestrians who go around lowered crossing gates. The special detail went into operation June 7 and will be deployed seven days a week for a 90-day period as part of a special safety research project.

RTD continues to support Blue Line safety by continuously launching new programs aimed at educating both the motorist and pedestrian about the Blue Line.

Those programs include an aggressive community outreach educa-

ment Section, which is currently planning and developing the electric trolleybus network in metropolitan Los Angeles. Within just 18 months, Tahir and his staff have brought the ETB project from conception to initiation of the first prototype routes. The section's big boost came on May 27, when the LACTC voted unanimously to submit applications for federal and state funding for construction of the initial routes. It culminated months of intense work by Tahir's team to convince the public and two transit boards of the need and viability of an ETB network, which will help clean the environment and improve the entire transportation system.

Srinivasan leads the TSD Rail Design Review Section, which reviews the plans, design criteria, drawings and specifications for all rail projects. RTD's experience with operating the Blue Line has clearly demonstrated the need for the operator to strongly influence the design of future rail

tional program: RTD's "Trooper on the Train and Travis the Owl" student safety campaign.

"As the operator, RTD is proud to be part of the success of the Blue Line. We extend our appreciation to the riding public who showed Los Angeles that rail transit is a welcome

---

*"Los Angeles will be well on its way to becoming a showcase of modern rail public transportation."*

---

relief to the headaches of congested freeways," said Pegg.

"With the completion of the Metro Red and Green lines, currently under construction, Los Angeles will be well on its way to becoming a showcase of modern rail public transportation," he added.

projects. Srinivasan's staff works with the conviction that a central coordinating unit is the most significant and effective way to communicate concerns to the planners, designers, and construction crews.

Storey is in charge of the Rail Integration Section. This group of determined administrative staff supports the District-wide activities required to transition newly-built rail projects to operations. His group serves as a clearing house and expeditor to assure that all documentation, such as operating manuals, warranties, and construction drawings needed for operation are provided for, properly distributed and kept up-to-date.

Hal's section also has had primary responsibility for assigning MOS-1 design and construction contracts to the LACTC/RCC and fulfilling the District's continuing responsibilities as Grantee of federal, state, and local funds. Recently, the boards of both the LACTC and RTD agreed



to transfer the grantee role to the LACTC.

TSD's mission is to assure that the completed transit system can be operated and maintained in a cost-effective manner, and that it will provide comfort, safety and security to our passengers. TSD has been successful in developing new projects and an understanding between the District and the Commission on a variety of issues.

While the LACTC/RCC is planning, designing and constructing new rail transit lines, and while the District, with its operating and maintenance divisions, is busy running the existing system, TSD is pursuing projects to improve the bus system and is constantly striving to ensure that the community and future riders will be the benefactors of an integrated rail and bus transportation network of which we can all be proud.

# SCHEDULE CHANGES



**Adams, Eugene V**, from Train Operator (F/T) to Transit Operations Supervisor.

**Alejandro, Frank**, from Transit Operations Supervisor to Senior Transit Operations Supervisor.

**Bowman, Larry T**, from Train Operator (F/T) to Transit Operations Supervisor.

**Brown, Wanda C**, from Train Operator (F/T) to Transit Operations Supervisor.

**Castaneda, Henry**, from Transit Operations Supervisor to Senior Transit Operations Supervisor.

**Colgate, Danny J**, from Utility "A" to Utility "A" Leader.

**Duboise, Leslie F**, from Mechanic "C" to Mechanic "B".

**Franco, Darlo**, from Mechanic "C" to Mechanic "B".

**Gainey, Arnold T**, from Transit Operations Supervisor to Senior Transit Operations Supervisor.

**Gonzalez, Eduardo**, from Mechanic "C" to Mechanic "B".

**Gonzalives, Albert R**, from Mechanic "B" to Mechanic "A".

**Hawari, Marwan A**, from Mechanic "C" to Mechanic "B".

**Henderson, Darryl**, from Truck Driver/Clerk to Storekeeper.

**Hittinger, Myron F**, from Equipment Maintenance Supervisor to Senior Equipment Maintenance Supervisor.

**Martinez, Michael P**, from Train Operator (F/T) to Transit Operations Supervisor.

**Martinez, Rene C**, from Mechanic "A" to Equipment Maintenance Supervisor.

**Moore, Michael J**, from Train Operator (F/T) to Transit Operations Supervisor.

**Navarro, Oscar R**, from Mechanic "B" to Mechanic "A".

**Nguyen, Sidac B**, from Mechanic "B" to Mechanic "A".

**Panneck, John M**, from Train Operator (F/T) to Transit Operations Supervisor.

**Perius, Kenneth F**, from Rail Electronic Communications Inspector to Engineering Analyst.

**Reschman, Larry**, from Mechanic "B" to Mechanic "A".

**Richards, Richard C**, from Transit Operations Supervisor to Senior Transit Operations Supervisor.

**Rousseve, Errol J**, from Train Operator (F/T) to Transit Operations Supervisor.

**St Cyr, John A**, from Transit Operations Supervisor to Senior Transit Operations Supervisor.

**Stockton, Warren R**, from Train Operator (F/T) to Transit Operations Supervisor.

**Terriquez, Alberto E**, from Mechanic "B" to Mechanic "A".

**Vigil, Jose A**, from Systems Electro Communications Technician to Engineering Analyst.

**Walker, Charles M**, from Train Operator (F/T) to Transit Operations Supervisor.

**Williams, Marian E**, from Mechanic "B" to Mechanic "A".

# SHIFTING GEARS



**Biedron, Robert G**, began with the District on October 23, 1978 and retired as a Bus Operator Full Time on March 25, 1992.

**Bishop, Isaac L**, began with the District on June 07, 1969 and retired as a Bus Operator Full Time on February 27, 1992.

**Burns, John W**, began with the District on March 08, 1969 and retired as a Bus Operator Full Time on March 09, 1992.

**Daniels, Titus**, began with the District on May 10, 1969 and retired as a Bus Operator Full Time on May 19, 1992.

**Dravis, Donald R**, began with the District on May 19, 1975 and retired as a Secretary on May 31, 1992.

**Fairley, John E**, began with the District on October 30, 1971 and retired as a Bus Operator Full Time on April 24, 1992.

**Godfrey, Jo**, began with the District on January 11, 1981 and retired as a Bus Operator Full Time on April 11, 1992.

**Hernandez, Jesse L**, began with the District on June 03, 1967 and retired as a Bus Operator Full Time on June 05, 1992.

# In Memoriam

**Bragdon, Ross J**, began with the District on May 23, 1939, retired as a Division Superintendent and passed away on March 08, 1992.

**Hale, Owen H**, began with the District on September 24, 1957, retired as a Bus Operator Full Time and passed away on May 10, 1992.

**Hennessy, Earl J**, began with the District on March 23, 1959, retired as a Bus Operator Full Time and passed away on May 24, 1992.

**Strother, Horace J**, began with the District on January 17, 1957 and retired as a Bus Operator Full Time on June 03, 1992.

**Sullivan, Daniel J**, began with the District on June 07, 1969 and retired as a Bus Operator Full Time on June 08, 1992.

**Turner, Eugene C**, began with the District on April 17, 1989 and retired as a Bus Operator Part Time on May 05, 1992.

**Wells, Ronald E**, began with the District on April 01, 1967 and retired as a Bus Operator Full Time on June 04, 1992.

**Williamson, Leon**, began with the District on September 08, 1981 and retired as a Service Attendant on June 12, 1992.

**Kelley, John W**, began with the District on February 14, 1952, retired as a TCU - Relief Vault Truck Driver and passed away on April 30, 1992.

**Lendy, Eugene M**, began with the District on June 16, 1924, retired as a Mechanic B and passed away on May 15, 1992.

**Mang, Leroy C**, began with the District on March 14, 1961, retired as a Mechanic A and passed away on May 02, 1992.

**Perez, Arthur A**, began with the District on November 07, 1923, retired as a Mechanic A and passed away on May 01, 1992.

**Phinney, Clarence H**, began with the District on January 15, 1953, retired as a Mechanic and passed away on April 03, 1992.

**Reeves, Leon A**, began with the District on January 20, 1928, retired as a Chief of Staff and passed away on April 27, 1992.

**Santos, Encarnacion V**, began with the District on December 18, 1953, retired as a Traffic Loader and passed away on June 01, 1992.

**Steers, William F**, began with the District on November 01, 1948, retired as a Bus Operator and passed away on May 27, 1992.

**Thompson, Bivin W**, began with the District on March 17, 1947, retired as a Bus Operator and passed away on April 07, 1992.

**Williams, Albert H**, began with the District on August 05, 1947, retired as a Janitor and passed away on June 03, 1992.



August

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

JULY 1992 HEADWAY 19

## Police Watch



by Sgt. Shari Barberic,  
Transit Police

**I**nvestigators Mark Jennings and Cesar Macias assigned to Miracle on Broadway were in the former Transit Police Station (now Division 2) at 15th and San Pedro on the evening of April 14, when they heard a loud pounding on the rear doors. When they investigated, they were greeted by a young woman who said a man had just tried to kidnap her at gunpoint from the bus stop at 16th and San Pedro.

Macias and Jennings quickly took the woman with them and conducted an area search for the suspect, who had been seen driving a red car. The woman spotted the man at 22nd and San Pedro as he was making a right turn and yelled, "That's him!" The officers pulled the suspect's vehicle over and took him into custody, also recovering the weapon, which was determined to be a BB pistol. The suspect was booked on felony charges of attempted kidnapping and held in lieu of \$30,000 bail.

Footbeat officers assigned to MOB have received repeated complaints of narcotics sales at bus stops in the downtown business district. Officers J. Garcia, Albert Citraro, and Tony Rodriguez set up an observation post in the vicinity of one such problem stop at 8th and Spring, and were duly rewarded for their efforts. After watching one man make several

narcotics transactions they saw him place a large number of balloons into his mouth which he swallowed when the officers approached. However, the officers recovered 50 balloons of tar heroin, 27 balloons of powder cocaine, \$506 in cash and a fully-loaded .25 caliber semi-automatic handgun from the suspect's vehicle. The suspect was booked on felony possession of narcotics for sale and later plead guilty.

## Thank You, Transit Police

**D**ear Chief Papa:

Periodically, I have the pleasure of learning of the high degree of professionalism and dedication that is demonstrated by your personnel as they go about their duties in Rampart Area.

The following is one such instance that was recently brought to my attention by Sergeant Berg, of Rampart Patrol Division.

On April 18, Officer Brenner, LAPD, and Officers Para and Nulano, RTD Police were flagged down by a Rampart citizen, in the area of Third and Bixel streets. The citizen had just been robbed at gunpoint by three male Hispanics.

The officers' primary function was transit-related law enforcement activities; however, seeing the need for im-

*Continued on page 21 . . .*

**I**nvestigators Jennings and Macias, along with Officers Lawrence Hubley and Martha Lopez, also nailed a suspect for sales of narcotics, this time at the bus stop at 6th and Hill. The officers saw the suspect exchange what appeared to be rock cocaine for money, and attempted to detain him. The suspect, however, apparently had other plans and ran, dropping a black box as he fled. Investigator Jennings captured him as Officer Lopez retrieved the black box,

which was found to contain numerous rocks of cocaine. Investigator Macias later recovered two more black boxes from the suspect's pockets. In all, a total of 118 rocks of cocaine were recovered and booked into evidence. The suspect was held on a felony charge of possession of cocaine for sale.

In a somewhat related story, a bus hijacking mobilized not only Transit Police Investigators Jim Pochick, Mark Jennings, Cesar Macias, Scott Anderson, and Officers Aerwin Angus, Ray Contreras, Ron Davis, Gary Borg and Brian Keltner but Huntington Park officers as well. Division 10 Operator Beuford Scott was driving the 60 line at 7th and Broadway when a man ran on board and simulated a weapon in order to commandeer the bus. Scott was ordered not to make any stops but he remained calm and was able to radio for Transit Police. The suspects ran off the bus at Pacific and Slauson and hid in a nearby business. Officers immediately set up a perimeter and captured the suspect without incident. His reason for hijacking the bus? He had stolen some rock cocaine which had been dropped by street dealers in downtown Los Angeles. Upon noticing this, the dealers were not amused and mounted a rather forceful effort to retrieve their stolen cocaine. Being a quick thinker, if not a rational one, the opportunistic thief beat a hasty retreat and managed to make his temporary getaway aboard Scott's bus. He was booked for kidnapping and held in felony jail. Maybe he'll remember to "Just Say No" next time temptation strikes!

A passion for fast-food resulted in one man's arrest for spitting on an operator. When Division 10 Operator David Aufmuth quoted the bus fare, the man apparently took offense and spit on Aufmuth then ran away. Investigator Pochick and Officer Aerwin Angus checked the area but were unable to locate the perpetrator. However, Aufmuth remembered that another passenger had mentioned the suspect having expressed his prefer-

ence for the burritos at a restaurant at Compton and Slauson. Pochick and Angus located the man inside the restaurant and detained him. Operator Aufmuth positively identified the suspect, who was subsequently arrested and booked for battery, proving that it really does pay to avoid fast-food.

**GHOST Officers Brown and Jerry Chaney** saw two individuals harassing patrons at the bus stop at King and Vermont on June 18. The two suspects were yelling obscenities and flashing gang hand signs at passing motorists. A man walked up to the bus stop and the suspects immediately approached him and asked for money. The man refused and one of the suspects punched him twice in the face, then relieved him of his money. Although the suspects fled, Officers Brown and Chaney quickly apprehended the two without incident and booked them for robbery. They received a commendation for their actions.

GHOST personnel continue to provide training to other agencies on the subject of vandalism enforcement. As part of this ongoing effort, **Investigator Lee Tainter and Roy Romero** were recently guest speakers at a graffiti presentation during the Los Angeles County Police Chiefs' meeting. In addition, the two have filed more than 120 cases against juvenile offenders within a 60-day period beginning in May 1992.

The quick response of Division 5 **Operator Jose Rodriguez** resulted in the arrest of a robbery suspect on May 21. The suspect had robbed a female of her purse in the area of Manchester and Western. When Rodriguez used his bus radio to summon Transit Police, the suspect threatened him. Investigator Jim Pochick and Officer Angus were passing by and saw Rodriguez using the radio, just as the "robbery in progress" call was broadcast. The suspect ran, but was captured after a foot pursuit and booked on felony charges. Officers commend Rodriguez whose actions exemplify dedication to duty as well as the value of teamwork.

## Thank You, Police

... continued from page 20

mediate action, they began a preliminary investigation. The victim spotted the suspects one block away, and the three officers approached, deploying excellent tactics. One suspect remained, while the other two fled.

Para and Nulano chased and captured two of the three suspects, taking them into custody without incident. The third suspect escaped.

Given the officers' limited resources, distant back-up, and lack of direct communication with Rampart Division, they did an outstanding job. During the foot pursuit of a potentially armed person, the officers wisely chose to remain together instead of splitting up to follow the suspects. The cash taken from the robbery was recovered from one of the suspects. Unfortunately, the weapon could not be found.

The officers are commended for being responsive to the community, for utilizing excellent tactics, for their outstanding physical condition, and, most importantly, for their dedication in serving the citizens of Los Angeles.

The officers' efforts are sincerely appreciated by Rampart Division.

Richard C. Wemmer, Captain  
Commanding Officer  
Rampart Patrol Division

Dear Lt. Larry Mazur:

This is in response to your letter regarding an incident that occurred on a Line 125 bus.

It is more than refreshing to find out that the public has people like you and Ms. Joanne McCormick out there working for us. I read an article in the *Times* not too long ago about the Transit Police and it wasn't too flattering. I don't buy it (the article)! I was very impressed with your prompt and courteous reply. Your posture in this matter is sincerely appreciated. Thank you so much for being there. Please relay my thanks to the rest of your very professional department.

Name Withheld

Dear Chief Papa:

The operators at Division 16 would like to thank you for your immediate response to our petition. On the 5th day of March 1992, Sgt. Willis met with all operators at 16. Sgt. Willis is to be commended for his professionalism, and his sincere concern for the vandalism and misconduct of gang members on District buses. He was very informative concerning the strengths and weaknesses of the Transit Police Department.

On the 6th of March, many operators reported the presence of uniformed and undercover Transit Police on Line 490 and at El Monte Station. Gang members were being removed from buses, interrogated, and searched. We believe with that type of police activity on a consistent basis it would greatly curtail gang activity on District property. Please believe us, we saw and felt the difference on Line 490, and at El Monte station. Your presence made all the difference in the world and we appreciate it.

We would like to reiterate, if there is anything we can do to help you perform your job better, please let us know.

Once again, Ms. Papa, we thank you and wish you the best in your efforts to make the buses safer for passengers and operators.

Division 16 Operators.

To Buy this Color Pin Below:  
Send \$3 to Terminal Annex  
P.O. Box 875084  
Los Angeles 90087  
Make Money Order Payable to  
SCTPOA



## Charting Progress

... Continued from page 11



An Aztec Indian mural graces the Westlake station.

Byrd has been in charge of gearing up all aspects of Red Line operations since last June. Kalasnik, RTD's manager for Red Line rail equipment maintenance, has been grooming maintenance specialists to be able to service the specially-made subway cars.

Both men say they feel a little like Olympic sprinters standing at the starting line of the big race. They've spent weeks preparing, and now the adrenaline is pumping as they wait for the official signal to move down the track -- a railroad track, in this case.

The last eight months haven't been all trains and tunnels for Byrd. When he first arrived at Division 20, which will be home to Red Line subway cars, Byrd had to consider more mundane matters before even thinking about actually running a train.

"I had to establish an office floor plan, a telephone plan and help hire a staff," Byrd says. "It was my job also to devise a training plan for Red Line supervisors and develop manuals and training rules. This kind of thing doesn't sound very glamorous, but it's crucial to the successful start-up of a rail transportation system.

Byrd's goal is to have 24 operators on staff and ready to go by October 1992. "Many of the operators will come from the Blue Line, where they

have received experience operating a train," Byrd says. "The rest will come from the ranks of our bus operators. Our job is to teach them the differences -- and there are quite a few -- between buses, light rail vehicles and the heavy-rail subway vehicles they will be operating."

RTD's Red Line operators get an intensive, six-week training course on the fine points of operating a subway car. Before they ever operate a train,

however, they must learn about safety, terminology, tracks and signals, with the heaviest emphasis on rules and procedures. They must familiarize themselves with all aspects of the physical layout of the cars, and must be able to troubleshoot if a basic mechanical problem occurs, such as doors that won't open.

Not until the fourth week of training do operators take a seat at the controls for driving lessons. Unlike Blue Line trains, Red Line vehicles can be operated in up to six different modes, Byrd says, including manually and fully automatic. Operators are expected to understand all modes, plus have absolute knowledge of the underground labyrinth that is not necessary on the Blue Line, which is mostly outside at ground level.

"Red Line operators must know where all cross passages and exits are in the tunnel," Byrd explains. "In case of an emergency, it is the operator's job to guide passengers out of the tunnel."

Byrd also oversees Division 20's yard control center, which is akin to an airport's control tower. All of the Red Line's switches will be automatically controlled from the tower by the yard control RTOS who sees that trains



Art Leahy, assistant general manager of operations, poses with Anita Coleman-Cooper, the District's rail division secretary.



*Leo Bevon, assistant director of transportation, holds on as the train zips down the track beneath Los Angeles.*

come and go from the yard in an orderly fashion.

On the maintenance side, Kalasnik is ensuring that everyone knows the difference between a light rail catenary and the "third rail" present in most subway systems.

"The 'catenary' is the wire above Blue Line trains that supplies electric power to the trains," Kalasnik says. "This setup is less dangerous for maintenance workers and the public, because you can't step on it or run into it by mistake.

"The Red Line, on the other hand, will get its power from a rail contact system, more commonly known as a 'third rail.' Since this is at ground level, caution is the key word for anyone walking near the tracks."

Kalasnik points out that it isn't likely that the public will have to concern itself with the third rail, since subway track is set down in a track bed that will not be accessible to pedestrians. But RTD's maintenance specialists must constantly beware of the 750 volts of power that surge through the third rail.

To move a Red Line train into Division 20's service shop, maintenance specialists use a "stinger," a hook-like device that essentially acts as a hand-held third rail, or extension cord.

"It takes three maintenance people to properly use the stinger," Kalasnik explains. "One person hooks the stinger to one of the car's four power collector shoes to provide the necessary electricity, and also holds the wire it's attached to, making sure it doesn't get tangled with anything.

"A second person operates the key switch and pushbutton to turn power on and off. The third person guides the train into the shop. Safety, of course, is the prime consideration."

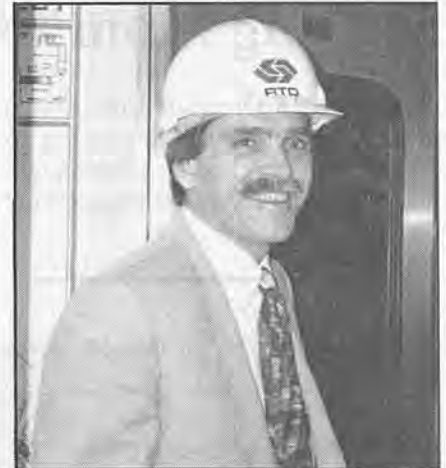
There will be 18 vehicle maintenance specialists and 12 assistants on staff by the time the Red Line opens, Kalasnik says, along with technical support staff, track and facilities maintenance personnel under the direction of Bud Moore, and others.

"Everyone at Division 20 is seeing the Red Line as a new challenge to be enthusiastically mastered," Kalasnik says. "The Red Line has a different job to do from the Blue Line and therefore so do we.

"Red Line car and Blue Line car motors, brakes, automatic controls and even wheels are quite different from each other. We are really using the skills and experience we gained on the Blue Line to adapt to the needs of the new Red Line cars."

Byrd notes that Division 20's employees have received other benefits in addition to learning a new rail technology.

"It's fascinating from a manager's point of view to watch people connect



*John Richeson, assistant general manager of facilities, was one of the first RTD staffers to see the nearly-completed multi-million dollar project.*

with each other as a project like this progresses," says the upbeat Vietnam veteran who witnessed a similar cohesiveness occur when he directed the Blue Line startup. "You may pass someone in the hall every day for months and never know his or her name. Then suddenly you'll have to work together intensively and you find out who that person is after all this time."

There's one thing that Byrd and Kalasnik know for sure: When the starter's pistol cracks and it's time to run down the track, Division 20's employees and the trains will be old friends.



*Inspector General Ernesto Fuentes, TSD's Hal Storey, AGM-Operations Art Leahy, and RTD Board President Marvin Holen check out what is, thus far, the end of the line.*

## Making Mom Proud

Division 18 Operator Irma Limon takes great pride in announcing to *Headway* the graduation of her daughter, Denise from Norwalk High School on June 17.

---

*"I'm so proud of my daughter."*

---

Since grade school, Denise has been enrolled in a special program called GATE (Gifted and Talented Education.) Her mom writes that she leaves fond memories behind. She has already started Cypress College this summer and hopes to pursue a career in the medical profession as a registered nurse specializing in pre-natal care and delivery. She's already a certified nurse assistant.

Denise also has been a Sheriff's Explorer at the Norwalk Sheriff's Sta-



Denise Limon

tion. One of her assignments included security on the Blue Line.

"I'm so proud of my daughter," her thrilled mom writes. And, as a result of her accomplishments Operator Limon presented her with an all-expense paid trip to Mazatlan.

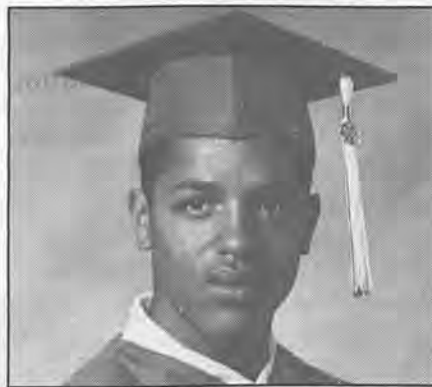
## Michael Dear, Son of OCPM's Marsha, Graduates

Michael Dear, Jr., the son of OCPM General Clerk Marsha Dear, graduated from Fremont High School last month and plans to study electronics engineering technology at ITT.

His proud mother writes *Headway* that Michael was one of the few black swimmers on his high school team and earned several medals for his performance. He also recently participated in the City Swim Finals held in Long Beach.

Michael is putting his swimming talent to work this summer as a life-guard with the City of Los Angeles. He's also working as a pool manager at Green Meadows Park in South Central Los Angeles. A member of the Los Angeles Police Explorer program since 1990, he currently holds the rank of sergeant.

His mom says her son's ultimate goal is a career with the LAPD's Bomb Squad.



## Barbara Paull, Daughter of Ed, Matriculates

Barbara N. Paull, daughter of Pension and Benefits Manager Ed Paull, graduated from the San Fernando Valley's Chatsworth High School in June. An honors graduate, Barbara will be attending the University of California, Riverside in the fall. She intends to major in biology and become a physician.

## Employee Relations Gets "A" for Attendance

The District's Employee Relations Department set the best attendance record for the last fiscal year, according to the District's official Manpower Availability Report. Running a close second and third, respectively, were the Office of Management and Budget and Transit Systems Development.

For the 12 month period ending in May 1992, Employee Relations had an absence rate of 2.648, with military and jury duty excluded. OMB's employees averaged three and a half days of absence, while TSD's absence rate was just under four.

Other departments recording low absenteeism included the Controller-Treasurer's Office, Facilities Maintenance, and Human Resources. The Planning Department, Office of the Inspector General, Marketing and Communications, Risk Management, Transit Police, and Management Information Systems (MIS) each averaged less than six days of absence a year. The Maintenance and Transportation Departments rounded out the list, recording absence rates of 14 and 25 days, respectively.

Overall, the District rate of absence stood at 24.8 days for the last fiscal year, excluding military leave and jury duty.

Last year, the District instituted a perfect attendance award program, honoring with plaques those employees with impeccable records.





# COMMENDATIONS



*Congratulations to Operator David Hemion, who was chosen Operator of the Month for April 1992. Since joining the District in 1986, Hemion has never had a sick day or a missout, and has compiled a maximum 90 merits. A native of upstate New York, he served in the U.S. Army as a member of the 101st Airborne Division. Hemion enjoys long walks and spending time with nature. His hobby is photography and his favorite subjects are trees, birds, flowers, and wildlife. He says he relaxes by attending Burbank Community Church and Bible study groups. His passengers say he is always friendly.*



*George Pelley gets the nod as Facilities Maintenance Employee of the Month. He was chosen, says his boss, John Manning, because of the excellent job he's doing as the rail facilities inspector on the Blue Line.*

*Always safety conscious, he watches other RTD employees and contractors to make sure they are performing their jobs safely.*

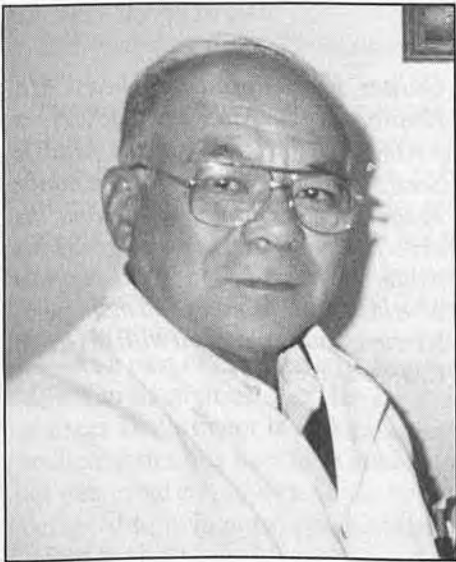
*Pelley uses his skills and knowledge to make repairs and solve problems which result in the smoother operation of the line. This month he repaired a broken copper water line at the Florence Station Platform.*

*He has an excellent attendance record and received a plaque for perfect attendance in 1991. He is taking classes in the evening to prepare for a new position as a facilities system technician. We wish him well!*

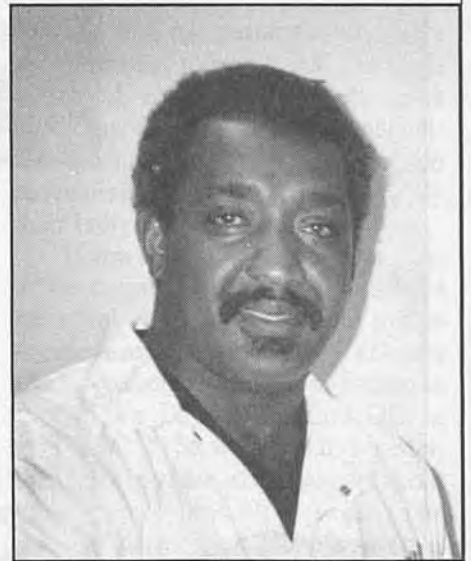
*"It's different all the time," says David Castillo of his dispatcher position in Operations Control. He performs it so well and so smoothly that his superiors recently selected him Dispatcher of the Month. During the riots, the Alhambra resident worked all hours supplying buses for the National Guard. He handles stress better than most, and has a sense of humor that cuts like a hot knife through butter, says Supervisor Leon Stevenson. The 19-year RTD veteran is one of the few dispatchers who is qualified to work not only as a bus dispatcher, but also as a Transit Police dispatcher. He also cross-trained as a road supervisor and was a bus operator out of Divisions 1 and 3 for 10 years. "I like working in the Dispatch Center," he says. "and still talk to my former colleagues out there."*



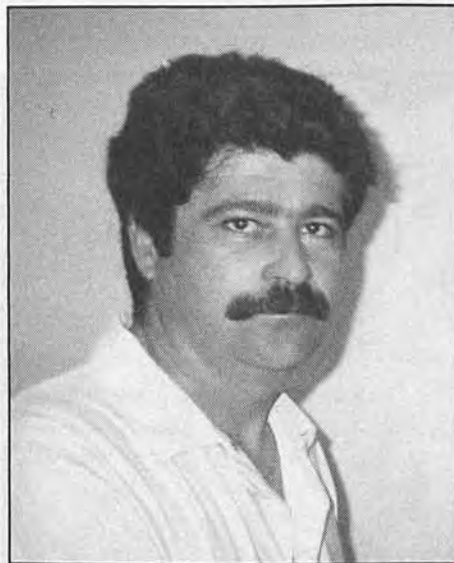
## Health Club For Your Baby - (Membership Free!!)



Thanks to Equipment Maintenance Supervisor **George Asato's** efforts, his colleagues in the Sheet Metal and Body shops are highly skilled. His boss chose him CMF Employee of the Month for May for leading such a dedicated staff. He is a self-starter, says his colleagues, a true professional, and a valuable asset to the District.



Building quality transmissions is what Mechanic A **Louis Supall** is known for at the CMF. It's also why he was selected CMF Employee of the Month for May. His colleagues say he is an excellent technician who builds quality transmissions. He is helpful, they say, and shares his knowledge with his fellow employees.



**Frank Reynoso** also captured CMF Employee of the Month honors for his execution of assignments. The Mechanic A works in the Engine Line Section. He is most responsible, says his boss, and always completes his work on time.



*Gunter Kirstenpfad clinched CMF Employee of the Month for May. He is a Mechanic A leader in the Midlife Section. He was chosen for the honor because of his fine attitude and his excellent working knowledge of his trade. He also has a good rapport with his fellow workers and managers. Kirstenpfad is pictured with his boss, CMF's Dave Lane.*



*Catherine Kaminski was named CMF Employee of the Month because she is constantly achieving, making substantial contributions to the CMF operation. Kaminski is an Equipment Maintenance Supervisor in the Production Control Section. Kaminski is pictured with CMF Production Manager John Rivenas.*



# Health Club For Your Baby - (Membership Free!!)

by Cheryl Brown,  
Dependent Care Coordinator

As an RTD employee, you are eligible to enroll your baby as a member in *My Baby's Health Club*. This club is for all parents with children who are infants through 18 months old. It's a select club for parents and their babies and is made available from Mead Johnson Nutritionals.

As a part of the District's Dependent Care activities, the Human Resources Department is making information about this benefit available to all interested employees. This club is designed to help ensure and enhance infant health.

As a member of the club, you will receive a series of educational newsletters called "Watch Me Grow" that provide information about health, nutrition, and safety of your child. Each newsletter is timed to match your baby's stage of development, covering topics suggested by the American Academy of Pediatrics' Guidelines for Health Supervision.

Because many experts say that the perfect food for a newborn baby is the mother's own milk, *My Baby's Health Club* reinforces breastfeeding as the preferred and optimal nutrition for babies. Research has shown that a mother's milk provides nutrition naturally tailored to a baby's rapid physical changes, and also provides defenses against certain illnesses and allergies.

This Club recognizes that many of the parent's (especially working mothers') questions are about feeding their newborn, and that these questions may relate to choosing whether or not to use infant formula during the child's first year. The Club encourages parents to seek and follow their doctor's counsel to determine which feeding strategy is best for their family. If, after consulting the doctor, the

family determines that formula is more appropriate for their child, then Mead Johnson will provide valuable coupons which offer discounts on infant

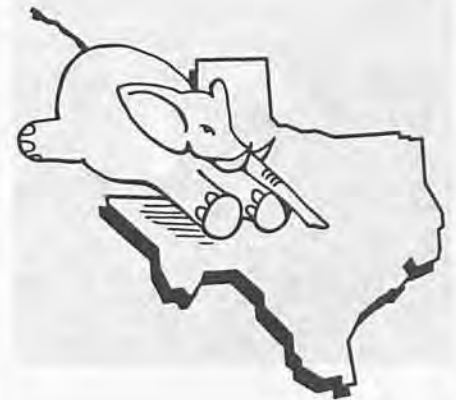
formula to those parents who cannot or choose not to breastfeed. In addition to all of this, special gift offers (booklets, brochures, educational videos, etc.) are available through Club membership to help parents supply their baby with needed items.

If you are off work due to maternity/paternity reasons, or if you have an infant at home and would like to become a member of *My Baby's Health Club*, you must call Cheryl Brown in the RTD's Dependent Care Office: (213) 972-7155 in order to register. We know how concerned you are about your family's well-being. The District's Dependent Care Program is here to help you work worry-free about your childcare concerns.

## Condo for Rent

*Island of Kauai, Hawaii*

Beautiful, one-bedroom, fully-equipped condo at the Poipu Beach Resort. King-sized bed, plus queen sleeper in living room. All amenities including pool, spa, and eight tennis courts on grounds. Short walk to Poipu Beach. All this for only \$630 per week. For more information, call (818) 998-8002.



## Operator Eve Scott Remembers

**E**ditor's Note: Touched by the recent unrest, Division 18 Operator Eve Scott recently wrote the following poem. In a letter to *Headway*, she said that "my soul cries out because there is so much blood shed." She says she wrote what was in her heart.

*Why?*

*The blood of many have covered their hands -- and there is no peace in all the land.*

*The hearts of men have turned to stone, caring and sharing for one another is seemingly gone.*

*The life of the innocent, and the strength of the strong are crying out saying,*

*How long, how long?*

*My soul cries out to God for the babies, the children and the adults who are being killed*

*By those that are lost, and those that have no regard for the innocent, whose lives are built on HOPE.*

*I ask the question, why oh why are we killing one another?*

*And, why oh why can't we live together?*

## Kudos to Equipment Maintenance



Senior Equipment Maintenance Instructor Mike Bottone accepts Detroit Diesel's Training Excellence Award. Bottone is flanked by boss, L. Rich Davis and a representative from Detroit Diesel.

## Son of OCPM's Fern Rose Honored

Glendale Police Officer Eric Sachs, the son of OCPM Staff Assistant Fern Rose, has been honored for his outstanding record in recovering stolen vehicles.



Eric Sachs

The award, called the "10851 Award," is named after the section in the California Vehicle Code on vehicle theft and is presented annually by the California Highway Patrol and the Automobile Club of Southern California.

In presenting the award, the CHP said that Sachs, age 24, has done an exceptional award, making 12 arrests in seven separate incidents.

Last year, 312,000 cars were reported stolen in California, costing about \$1.7 billion. Seventy-eight percent of the stolen cars are later recovered.

His mom, Fern, writes *Headway*, that he's done many things to make her proud over the years -- last year, he apprehended a Christmas tree thief and returned a truck load of stolen trees to the owner of the lot.

Rose has been with the District nine years and works for Assistant Director Henry Koerv.

The District's fine Equipment Maintenance Department training program recently won rave reviews by the Detroit Diesel Corporation. At a Board meeting last month, L. Rich Davis, director of equipment maintenance, showed off a "Training Excellence Award" which recognizes that Equipment Maintenance training personnel meet or exceed standards of the DDC in rebuilding quality engines. This, in turn, enhances both the RTD's and DDC's product image in the marketplace.

The Department also was recently recognized by Chrysler and the American Automobile Association for its support and assistance in conducting the state finals in the Trouble-Shooting Contest for high school seniors. This competition, which recognizes high school auto shop seniors, consisted of 15 separate high schools competing against the clock while trouble-shooting discrepancies that have been pre-programmed into the equipment. This program has been going on for over 40 years, and the District has been an active supporter for the past five years. The award acknowledges RTD's support in this most important youth program.



## An Apple a Day . . .

*Division 5 Maintenance Staff recently showed off perfect attendance plaques to the camera . . . and to Headway. Racking up perfect records for the last calendar year are, from left, Mechanics James Manuel, Jimmy Watson, Freddie Hardemion, Money Brown, Arthur Winston, Adam Grubb, Joseph White, and Manager Rick Hittinger. Pictured in the front row, from left to right, are Anthony Jackson, Joe Finney, and Ernest Waters. Not pictured, but still chalking up perfect attendance are Wilson Aguinaldo, Sammy Hodges, Armando Tapia, and Anthony Travers.*



## Photo Op

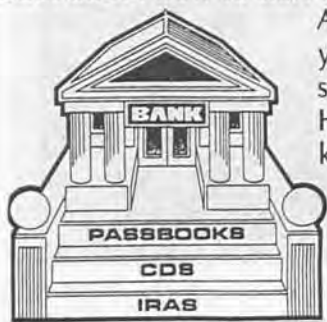


*As the recent riots unfolded, Karl McKnight of the District's Print Shop snapped this picture of Division 5 operators and submitted it to Headway. Among the operators and staff who responded to the chaos with courage are, from left, Lenard Wade, Mary Fredrick, Randy Cagnalotti, Patrick Okonkwo, Assistant Manager Diane Frazier, TOS James Moore, Curtis Johnson, and Harvey Clemand.*

# STAY AFLOAT

## Make the Most of the Money You Make

**H**ave trouble stretching a paycheck to the end of each pay period? Sometimes find the wallet painfully thin? Taking a few minutes now to assess your fiscal situation could give some clues about how to start to turn things around.



Are there obvious holes in your financial picture? Is spending out of control? Have you neglected to keep up insurance? Are savings ignored? Are financial files nonexistent or in disarray? Do you even know where your money goes? Left

unattended, any one of these weights could sink your personal ship, even though you have a secure job. Give each, in turn, full attention.

**Draw up a rough budget.** Once you discover where your money goes, you'll get a better grasp on cutting expenses and planning for the future.

**Check spending.** Pay yourself a set amount of money for savings at the start of each month—right off the top before you pay bills and begin spending. When shopping, buy only budgeted items, and take along a limited amount of cash for payment. Stash credit cards in a drawer. Alert spouse and children that extras need to be fully assessed before buying.

**Check insurance coverage.** Health insurance needs change from year to year. If you have options within your employer's group coverage, the obvious time to evaluate how well the present insurance meets your needs is shortly before the open enrollment period. For individual health coverage, it's best to evaluate at tax time. Compare total expenses for medical and dental visits, prescription drugs, and other health care, to the percent covered by your insurance versus other plans. Lifestyle changes—new house, car, home addition, teenage driver, major acquisitions—require changes to homeowners and auto policies. Be sure inflation-protection is included. Also evaluate deductibles. Sometimes plans with higher deductibles can save substantial monthly premiums.

**Check savings.** Shifting vehicles might be appropriate. For example, certificates of deposit, which were the exciting savings instruments of the 80s, reign no more; U.S. Savings Bonds pay better now. Conduct a personal financial self-analysis with a copy of "Shaping Your Financial Fitness," available from the National Association of Life Underwriters, Dept. PR-IU, 1922 F St., N.W., Washington, DC 20006. The booklet is free, but include a stamped, self-addressed envelope.

**Keep all bank records, medical expense records, credit card information, loans, leases, and insurance policies.** Better saved than sorry.

**Read business pages of the newspaper.** Check popular finance-oriented periodicals. Attend investment seminars. Learn all you can and do all you can to stay afloat and move ahead financially.

### SAMPLE BUDGET FAMILY OF FOUR (2 CHILDREN & 2 ADULTS)

<b>Income</b>			
Your take-home pay			\$1,500.00
Spouse's take-home pay			1,000.00
Other			0.00
<b>Total Income</b>			<b>\$2,500.00</b>
<b>Outgo</b>			
Housing (Mortgage or Rent)	20-25%	\$	500.00
Food (Groceries and Household Items, includes all meals, eating out, tips, alcohol, school lunches)	20%		500.00
Transportation (Car maintenance, auto insurance, public transportation, parking fees, maintenance of other forms of transportation, ie: bicycles, motorcyles)	10-15%		250.00
Household (Maintenance, appliance repairs, and utilities, ie: electric, gas, water, sewage, garbage, cable TV)	10%		250.00
Clothing	5%		125.00
Health (All medical costs not covered by insurance)	5%		125.00
Personal (Personal care items, entertainment, haircuts, hobbies)	5%		125.00
Insurance (Life, health, renters, personal property, disability)	5%		125.00
Savings	5%		125.00
Debt	15-20%		375.00
<b>TOTAL MONTHLY EXPENSES</b>			<b>\$2,500.00</b>



## Ethics Class

*continued from page 5 . . .*

capsules laced with deadly poison. Savage says in that case, like in all others, the decision to act ethically must come from the top.

In August of 1991, RTD Executive Staff, at the urging of Pitchford, enlisted Michael Josephson of the prestigious Josephson Institute in Marina del Rey to speak to Executive Staff about the implementation of an ethics program.

With the blessing of the top brass, Savage developed a program that would include the discussion of ethics as part of the decision-making process. He then offered two pilot classes to RTD employees.

"The goal is not for an employee to become the most ethical person he or she knows," Savage says. "Our intent is to remind that employee of the ethical principles he or she believes in."

His classes, which utilize fictional case studies, run the entire day. To date, he has presented three classes for managers, and two for supervisors.

"Ethics is a fluffy issue," says Savage who holds a masters degree in human resources and organization development from the University of San Francisco. "It's very difficult to study ethics in an organization. There are no real ways to measure ethics in an organization."

"But what we hope to do by offering the training is to open the communication channels within the organization."

**PLAY IT SAFE  
ON YOUR VACATION!**



## Laughter

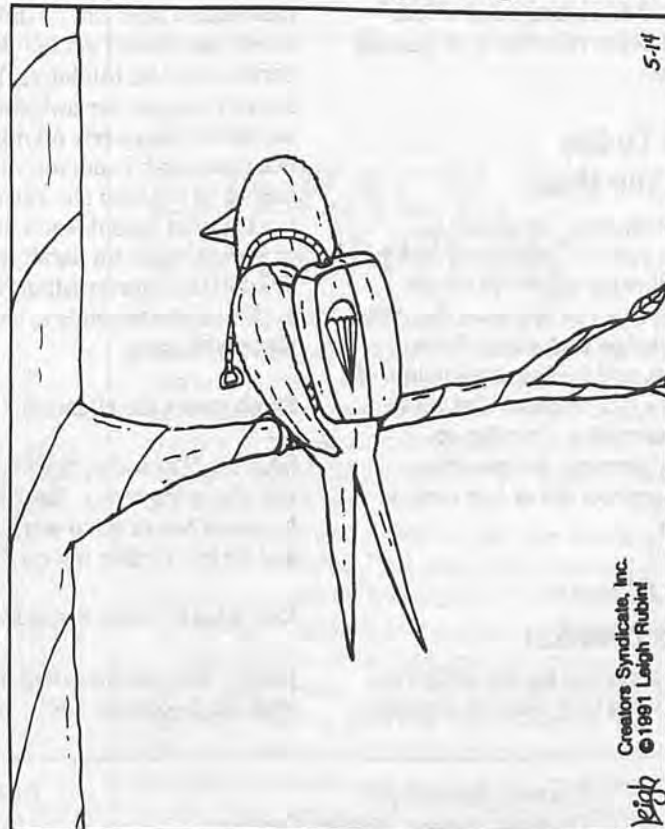
For all our human similarities, people have some incredibly subtle ways to distinguish themselves. Mona Lisa's smile set her apart from the crowd. Even today, the sounds we make when our funny bone is tickled give us away. From snickers to cluckers to downright guffaws, from knee-slappers to eye-rollers to belly-jiggers, our style of laughter makes us recognizable anywhere.

What good is laughing, anyway? A hearty laugh sends the adrenaline rushing. Hearts pump faster. Brains emit natural painkillers. Carbon dioxide blasts from lungs and mouths at 70 miles an hour. Tears give eyes a refreshing bath. Muscles relax. A good joke revs up the human motor and thus boosts productivity.

Go ahead. Enjoy an uproarious laugh several times a day, say the experts, and you'll have more energy to tackle the serious business that falls between the (wise) cracks!

Rubes®

By Leigh Rubin



It was difficult to conceal  
his lack of self-confidence.

Creators Syndicate, Inc.  
©1991 Leigh Rubin

Leigh

# ASSERTIVENESS

## *Saying Yes, Saying No*

Do you have trouble saying what you think? Speaking directly? Asking for help? Do you always go along with what someone else wants because you're afraid to say "no"? You can do these things and much more by learning to be assertive.

### **Confront Old Fears**

Many of us were taught as children to "be nice" and not to "say things like that." Since children are often unable to know what's appropriate, it might make sense that our natural honesty is silenced. But many of us carry those lessons into adulthood. When confronted with situations in which we really must communicate honestly, we don't know how. We're too afraid of hurting others' feelings, of being rejected or of making mistakes.

### **Learn To Say What You Mean**

Assertiveness is the ability to express your thoughts and feelings while allowing others to do the same. When you are assertive, you acknowledge that others have thoughts and feelings and points of view. We like to know that we've been heard. But after the acknowledgement, the assertive person repeats his or her view or feelings.

### **Enjoy Clearer Communication**

Some people are highly skilled at getting what they want by manipula-

tion, by trying to place blame or by trying to induce guilt feelings in others. Once you begin to communicate clearly, such people will probably stop using manipulative communication with you because they know it's not effective. Your interaction with others can then be more honest and more satisfying.

### **Keep To The Point**

Sarah promised Joan that she would take Joan shopping on Saturday. But an emergency has come up and Sarah dreads calling her to cancel their plans. Joan can be difficult when she doesn't get her way. Sarah might be thinking, "Why doesn't she get her own car? Why does she always rely on me?" because Sarah is nervous about having to tell Joan she can't go. But the fact that Joan doesn't have a car or always relies on Sarah is not the point of this conversation. The point of this conversation is to cancel plans with Joan.

Sarah states the situation:

SARAH: "I'm sorry, but I can't take you shopping today, Joan. My husband has to go to work today and he has to take my car."

Joan tries to make Sarah feel guilty:

JOAN: "But you *promised* me! Now what am I going to do?"

Sarah acknowledges Joan's disappointment, then restates the situation:

SARAH: "I understand that you're disappointed and I'm sorry that there's been a change in plans, but I won't be able to take you."

Joan, surprised by Sarah's firmness, realizes that she has no alternative:

JOAN: "Oh. Okay. Maybe some other time."


Sarah would like to go with Joan some other time, so she gives Joan a specific action:

SARAH: "Sure, Joan. Give me a call next week and we'll arrange another time."

### **Learn Other Communication Skills**

Use confident body language and a clear voice and tone. Be a good listener. Ask questions if you're not sure you understand. Use common courtesy. Remember that others have the right to disagree.

### **Take The First Small Steps**

Assertiveness does not happen overnight, nor does it happen all at once. Like any new skill, it is learned in small steps. Try rehearsing new situations. As you gain confidence, gradually add new skills. Over time, your self-respect will shine through and those around you will respect you for saying what you mean. 

© 1989 PARLAY INTERNATIONAL



A service provided by:  
Employee Support Systems Company

## *Employee Assistance Program*

CALL FOR CONFIDENTIAL ASSISTANCE

- Personal Problems
- Emotional Problems
- Chemical Dependency

(800) 221-0945



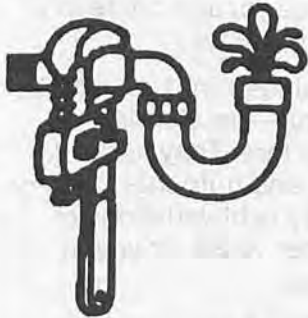


Our Commitment for Excellence is Referrals

(213) 266-2286 •

1st & 2nd Real Estate Loans / SBA / FHA  
Construction / Foreclosures

**RATES**  
**5-75 ARM**  
**8-25 FIX**



CHRIS SHELBY  
(213) 893-1417

**D & C PLUMBING**  
**AND REMODELING**

Free Estimates

813 S. Flower St.  
Los Angeles, CA 90017

24 Hr. Emergency Service  
(213) 842-2052 (pager)

## **CREDIT & FINANCIAL RECONSTRUCTION**

**TIRED OF BEING TURNED DOWN FOR CREDIT?  
LOANS, MORTGAGES, CREDIT CARDS?  
THERE IS A SOLUTION!!!**

**LEARN THE SAME TECHNIQUES USED BY  
ATTORNEY'S  
AND CREDIT CONSULTANTS.  
YOU CAN IMPROVE YOUR CREDIT AND PRACTICALLY  
ERASE BAD CREDIT !!!  
AND WATCH THE BANKS SAY YES  
TO ALL CREDIT REQUEST.**

**ELIMINATE LATE PAYMENT, CHARGE OFFS, JUDGEMENTS,  
BANKRUPTCY, TAX LIENS, FORECLOSURES etc.**

**OVER 60 PAGES OF STEP BY STEP INSTRUCTIONS  
OF HOW TO RECONSTRUCT YOUR CREDIT, NAMES OF  
SPECIFIC  
BANKS TO OBTAIN CLASSIC AND GOLD CARDS,  
AND MUCH, MUCH MORE !!!**

**SEND CHECK OR MONEY ORDER FOR \$49.95 + \$3.00 S. H.  
FOR CREDIT KIT TO:  
DOWNTOWN CREDIT CLINIC  
2682 W IMPERIAL HWY #324 INGLEWOOD, CA 90303  
(213) 754-2404 OR 1-800-829-4582**

## ***Be a* LITERACY VOLUNTEER**

HOW FRUSTRATING to be unable to read a job application, instructions on a medicine bottle, or a dinner menu. For those who can empathize and would like to help, literacy programs would welcome volunteers to aid the one in five American adults—more than 20 million—who are functionally illiterate, that is, can't read well enough to do many jobs.

"You don't need a degree, just the desire to help people achieve literacy," advises Emily Herrick, director of literacy services at The Contact Center in Lincoln, Nebraska, a national literacy referral organization.

Most literacy programs require a nine-month to one-year commitment. The organization provides 10 to 18 hours of training, plus teaching materials and textbooks. You and your student(s) determine mutually convenient meeting locations and twice-weekly meeting times.

For information, call The Contact Center:  
1-800-228-8813.



# Summer-Light Eating: Nature's Best

**H**ealth-conscious eaters look for the light at every meal. Summer is ideal for eating light because of the abundance of fresh food and the quest to keep cool.

Light today means less fat, and sometimes less sugar and salt as well. Survey these hints on how to spruce up menu choices without sacrificing taste or nutrition. For the ultimate taste and texture, consider growing fresh herbs on the patio.

**Think fresh and light.** Fruits and vegetables are abundant and at the peak of their perfection right now. They're so packable, too. Raw sticks, slices, and spears are just right for a refreshing nibble. Quickly steam veggies to retain vitamins, then squeeze a lemon or sprinkle dill atop the feast. Cut back on heavy and/or processed foods such as sour cream dips and refried beans.

**Sip light.** Fizzy drinks tickle the nose. Their sparkly bubbles even look cool! Lime- and lemonade are traditional summertime sippers. Natural juices or water with a mint garnish quench thirst anytime. Freeze juice cubes or pops for extra pizzazz.

**Choose light meat.** Pale meats—fish, poultry, and even some pork—generally are lower in fat than marbled red cuts. To eliminate more fat and calories, trim the fat and skin, then bake or broil (not char). For the kids, tur-

key or chicken dogs are a less fatty choice. No-fat cottage cheese and skim milk are great choices.

**Walk on the light side.** Dressings, sauces, and mayo served on the side put eaters in charge of quantities. Butter or margarine might be shipped back to the kitchen. Items that cling to food generally lodge themselves on the arteries, hips, and waist as well.

**Go light and whole.** Instead of casseroles and mixtures, which often harbor hidden fat, sugar, and/or salt, plain tuna, plain pasta with sauce to drizzle at will, a whole baked potato, or corn on the cob are better alternatives. Try sprinkling pepper or herbs to complement the taste.

**Prepare lightly.** Nix recipes that fry, sautee, simmer in sauce, or wrap in pastry. Substitute no-fat salad dressings whenever possible. Rather than heat up the kitchen with quick breads (muffins, biscuits), rely on the bakery for yeast breads (French, Italian), which usually have less fat. The crunch in most crackers comes from fat, too.

Ask those who have dared to try! A dish of fruit sorbet truly is far more refreshing than a triple-scoop cone or an alcoholic mint julep. From formal meals to a bag lunch at the office to backyard picnics, summer is the best time to chill out and eat light.

## Quick Summer Treats

**Shake.** Blend vanilla yogurt, fresh fruit (honeydew melon, strawberries, blueberries), and perhaps a hint of sweetener. Serve with a spoon in a frosted glass. To thin for slurping through a straw, add skim milk.

**Freeze.** Freeze fresh fruit (grapes, berries, peaches, bananas) or fruit juice for portable, icy refreshers. Fat-free, sugar-free yogurts come in a variety of flavors.

**Toss.** Salads—fruit, vegetable, and pasta—are standard summer fare. They add color, crunch, and nutrients to every meal. Try light variations of cucumber, salsa, or yogurt dressings.

**Chill.** Chilled soups of fruit or vegetable puree taste best when made ahead. Pour into a picnic jug or insulated bottle for a convenient cooler.

**Zap.** Microwave meats until they're almost done, then broil to finish. Retain veggies' crunch and color by cooking them briefly.

# EAGLE MORTGAGE BANKERS

420 W. BASELINE RD., GLENDORA, CA 91740



**\$17,500 IN 20 DAYS**  
\*100% TAX DEDUCTIBLE\*  
NO APPRAISAL REQUIRED  
NO PRE-PAYMENT PENELTY  
FOR HOME IMPROVEMNTS  
ALSO FOR RENTAL UNITS

PURCHASE OR REFINANCE  
15 YEAR  
\* **5 1/4 % FIXED**  
GPM

**JUMBO LOANS**  
STARTING AT  
\* **8%**  
JUMBO = \$ AMOUNT OVER \$191,2550

\* **6 1/2 %**  
30 YEAR  
CONVERTIBLE

**0 POINT LOANS**  
NO LOAN FEES!  
**FIXED RATE**  
OWNER OCCUPIED

BE HOME-OWNERS  
WITH ONLY  
**5 % DOWN**  
3% YOUR \$      2% GIFT \$



FREE PRE-QUALIFYING OVER THE PHONE

 **(818) 914-2796** *HABLAMOS  
ESPAÑOL;*

\* Rates subject to change without notice

**REFINANCE - PURCHASE - FAST CASH**  
**TODAY WHILE RATES ARE STILL LOW..!!**

- BILLS PILING UP/CONSOLIDATE BILLS**
- CASH OUT/HOME IMPROVEMENTS/REMODELING**
- INCOME PROPERTY/INVESTMENTS**
- EDUCATION/MEDICAL EXPENSES**
- VACATION HOME/VACATION CASH**
- AND MORE!**

## FREE INFORMATION

Real Estate Broker/Cal. Dept. of Real Estate and Licensed under  
Dept. of Corporations.

# RECREATION NEWS



X X X X

Save money at the movies. Discount tickets available for the following movie theatre chains: Edwards \$4.25; AVCO General Cinema \$4.50; AMC \$4.50; Pacific Walk-In or Drive In \$4.50; United Artist \$4.50 and Cineplex Odeon \$4.75.

X X X X

Summer is here - family discount tickets are available for Magic Mountain, Sea World, Universal Studios Tour, Knotts Berry Farm and Wild Bill Western Extravaganza. Also available are discount cards for Palm Springs, Aerial Tram, Golf and Stuff, Queen Mary, Spruce Goose and the San Diego Zoo.

## July

- 25 Circus - Anaheim 11:30 A.M. \$12.00
- 30 Dodgers vs San Diego - Autographed Ball Night \$8.50

## August

- 1 Circus - Long Beach 11:30 A.M. \$12.00
- 2 Dodgers vs San Diego - Trading Card Day
- 5 Dodgers vs Houston - Sports Watch Night
- 7 Los Lobos - Greek Theatre \$26.00
- 8 Circus - Los Angeles Sports Arena 11:30 A.M. \$12.00
- 9 George Strait - Greek Theatre \$28.00
- 14 Santana - Greek \$30.00
- 14-15 Juan Gabriel - Universal Amphitheatre \$42.50
- 15 Dodgers vs San Francisco
- 16 Phantom of the Opera 2:30 P.M. \$60.50
- 19 Dodgers vs New York
- 21 Jose Jose - Greek \$25.00
- 22 Dodgers vs Chicago - Hollywood Star Night
- 22 Tony Bennett - Greek Theatre \$27.50
- 29 Phyllis Hyman - Universal \$22.50

X X X X

Water Parks now open at discounted prices. Tickets must be purchased from Employee Activities.

Raging Waters - San Dimas  
Adults \$14.00 (11 and over)

Wild Rivers  
Adults \$10.00 (10 and over)  
Children \$8.00 (3 - 9)

X X X X

## Mobile Unit Schedule

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

July	Loc.	Aug.	Loc.
20	12	3	7
21	11	4	5
22	1	5	6
23	10	6	18
24	3	7	2
27	CMF	10	4
28	9	11	12
29	16	12	11
30	8	13	1
31	15	14	10
		17	3
		18	CMF
		19	9

X X X X

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.



## **LAWRY'S CALIFORNIA CENTER IS OPEN!**

**Southern California's Best Outdoor Restaurant is open.**

*Trade your hectic day for tranquil gardens, splashing fountains and lush, green foliage.*

*This secluded spot near downtown Los Angeles is known for its marvelous food and serenity. Come for a leisurely lunch, dinner or appetizers. Lunch served from 11:00 a.m. to 2:30 p.m. all year long and dinner and cocktails from 4:30 p.m. to 10:00 p.m. April through September. Special self service appetizer bar on Friday, Saturday and Sunday from 4:30 p.m. to 7:30 p.m. Our Gift and Gourmet Shop displays seasonal merchandise for entertaining and gift giving in the California lifestyle.*

**(Directions from downtown: Take the 110 "Pasadena" Freeway north. Pass through the tunnels and take the second left exit at Figueroa Street. Turn right onto Figueroa and turn left at the first signal, Avenue 26. Lawry's main entrance is one and a half blocks on the left).**



**Cheering Division 3 Operators Manuel Villa, Susan Tompkins, Danny Keosababian, Lisa Arredondo, and Salvador Sanchez all place in the finals of the 1992 Bus Rodeo. Never before have so many operators from one division done so well! Details in our August edition.**



**Chalking up a Perfect 100 in the Brake Board Competition, the Quality Assurance team of Lou Knutson, Brian Markey, and Chuck Judson steal the show and place first in the Maintenance Rodeo.**

Southern California  
Rapid Transit District  
425 So. Main St., 2nd Floor  
Los Angeles, CA 90013

**Bulk Rate  
U.S. Postage  
Paid  
Los Angeles, Ca.  
Permit No. 32705**