

Two Bells

THE TRANSIT STORY

PUBLISHED MONTHLY
FOR THE EMPLOYEES
OF THE
LOS ANGELES TRANSIT LINES

*issued on
a few times
a year*

CHRISTMAS ISSUE

DECEMBER 1951

Courtesy Unlimited

J. E. Weaver Named First "Operator of the Month"

During November, the first month designated for what hereafter will be a regular contest in courtesy, more than 200 letters of commendation came to our offices praising operators for special acts of kindness and consideration.

Knowing, as we all do, how often the average individual vows to write a letter—to his congressman, the editor, or whoever—and how rarely he really sits down and writes it, we can assume that these 200 letters represent many times their number in acts of courtesy that won praise in the minds and hearts of patrons who, for one reason or another, never got around to writing that letter.

The number of letters received is eloquent testimony to the fact that Los Angeles Transit Lines' operators are ladies and gentlemen of high quality, tact and good sense and that they have learned one of life's great lessons, how to get along with people.

Three people were asked to serve as judges of the letters submitted. It was

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President E. C. Houghton presents "Operator of the Month" J. E. Weaver with the fifty dollar award.



Peace on Earth . . .

WHEN Christmas draws nigh the world, as if by magic, rises to a greater fullness—all the goodness and sublimity of human nature, hidden for twelve long months, comes into bold relief. The small, the petty, the unworthy vanishes and everything glows in the golden joy of generosity.

This is the sincere season when men speak only with their hearts.

At Christmas time emotions burst forth and we express our love for those close to us; for those in whom we have confidence, trust and a deep feeling of friendship. We express appreciation to those who have brought a pleasure to business, lightening burdens with gracious courtesy and friendly cooperation.

The Christmas Season is a stimulant to better living; a tonic to our spiritual being; a relief from humdrum existence.

This is the period afforded us to shake off the cloak of worries which have oppressed us so that we may face the New Year with hope—new courage.

It was truly a fine Wisdom that gave us this one day in which we might dare to throw away the mask and show the true heart; a day in which we might aid in perpetuating Peace on Earth, Good Will toward Men. For in Peace the earth grows kindly and benevolent. In Peace the earth smiles. In Good Will men, too, grow kindly and find great joy in giving.

It is my wish that this Christmas opens for you a great new world, bringing you and yours the most joyful of holidays and the happiest of New Year's.

E. C. Houghton
President

Care To Ride The Rail-Plane?

In these days when serious minded scientists discuss the feasibility of sending rockets to the Moon, it is only natural that transit, along with every other industry, should receive its share of attention from imaginative designers of radically new, proposed transit systems.

Los Angeles has been treated to many fanciful designs, the latest being the Hottelling Rail-plane, now receiving considerable publicity in the press and attention

of our citizens. This development consists of a streamlined car which operates between two rails, with the whole outer structure built high above ordinary traffic. The car can attain a speed of 150 miles per hour.

In the past few years various proponents of the synchronized subway or Babcock Plan, the Davino Overhead Railway, the Roberts Monorail, the Rails-on-

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Operator of the Month—Cont.

determined that one should be a representative of the Union, one an active member of the Los Angeles Junior Chamber of Commerce and one from the Los Angeles City Administration.

F. J. Donnelly consented to serve as the judge representing the Amalgamated Association of Street, Electric Railway and Motor Coach Employees of America, Walter Cole, Assistant Medical Director of Occidental Life Insurance Company, representing the L. A. Junior Chamber of Commerce and T. M. Chubb, General Manager of the Department of Public Utilities and Transportation, representing the City of Los Angeles.

When they graded the letters, the judges had no way of knowing to which operators they referred, because all names were deleted, thus assuring a fair chance for everyone.

The judges were conscientious in the discharge of their duties, read and checked each letter carefully and evaluated the specific acts of courtesy to which the letters referred. There were so many examples of occasions in which operators had gone beyond the every day requirements of their duties to be kind and helpful that the task was a difficult one.

Finally the choice of the judges rested upon J. E. Weaver and he was named "Operator of the Month," the first to be so designated.

The letter which won the award detailed two separate acts of courtesy which the writer had witnessed: one an occasion upon which Weaver had assisted a blind man in crossing the street and another in which he used great tact in dealing with an intoxicated passenger who was using profane language in the presence of others. The manner in which Weaver calmed this passenger was appreciated by everyone else on the crowded coach.

Many letters referred to similar acts, where operators had been considerate to the blind, the aged or the handicapped. Not a few referred to occasions when operators had handled school children successfully.

A great many spoke with approval merely of a cheerful greeting habitually offered by a favorite operator, apparently a little thing in itself, but a daily act that patrons remember with warmth and appreciation.

Elsewhere in this issue is a photograph of E. C. Houghton, President of Los Angeles Transit Lines, presenting Weaver with the first monthly prize check for \$50 and offering the formal commendations of the company.

Weaver's picture has been posted on a car card in every vehicle in service, where it will remain until the "Operator of the Month" for December is selected.

Weaver has been with the company

The Greatest Christmas Gift . . . Safe Holidays

A proud safety record, a record acknowledged and applauded throughout the community, was compiled last year at the holiday period by operators of Los Angeles Transit Lines.

Driving through the same traffic in which private motorists were compiling a ghastly toll of deaths and injuries, LATL operators carried many hundreds of thousands of passengers without a death or serious injury and with an amazingly small number of reportable accidents of any kind.

Here are some comparative figures for recent years which reflect a constantly improving safety record during the holidays.

REPORTABLE ACCIDENTS

Year	Christmas	New Years*
1947	83	77
1948	69	61
1949	41	51
1950	33	37

*In each case New Year's is identified by the Old Year. The figures given are for a 3-day Christmas period and a 3-day New Year period.

For that matter, the whole safety record last year was outstanding. But, considering the number of new employees, the safety record this year has been good.

The year would indeed close in a blaze

of glory if LATL can meet, beat or even approach the holiday season safety record of last year.

It is asking a lot, but it is highly important, not only from the point of view of cold statistics, or dollars and cents, but measured in terms of human life and human values.

The terrifying traffic record of private motorists last year cast a deep pall over the season's festivities. In all too many homes, where a loved one was killed or maimed, that last holiday season left a mark upon the family's hearts that will never be erased, a mark that will forever dull the recollection of what should have been the happiest time of the year.

But the men and women who pilot the cars and coaches of LATL were faithful to their duty—they got every passenger to his destination safe and sound.

Of course, circumstances beyond the control of the most careful operator, may involve company vehicles in accidents, but so far as it lies within their power, it would be a wonderful performance if our operators were to concentrate with particular intensity upon giving to the community we serve the most precious gift that is theirs to offer—a safe Christmas and New Year's holiday.

since 1947, is married and has two children. At present he is operating a coach out of Division 8.

Courtesy upon the part of the operator is the best form of salesmanship and by all means the best kind of public relations that can be developed in this industry, where we have over a million transac-

tions a day, each one involving a personal contact between operator and patron. This well known fact is often stressed.

It is interesting to note also, however, the relationship between a courteous demeanor and safety. Safety records show that Weaver has not had an avoidable accident in the past five years.

"If your sleigh gets here before my bus, how about a lift."



Care to Ride the Rail-Plane—Cont.

Freeway and other super-duper transit systems have had a field day.

Few of these plans have advanced beyond the stage of drawings, or toy sized models, indeed, one of the most persistent advocates of overhead transit actually is a toy manufacturer.

As for financing, the plans are even less well developed. Most of the proponents of such transit systems will admit honestly that they have no intention of risking their own money in such a venture. One plan, the rails on freeway idea, was to be financed by a \$400,000,000 public bond issue.

Another, the monorail (an idea incidentally that is 60 years old), got so far as the enactment of enabling legislation providing for the establishment of a public authority, which presumably was to borrow some of the taxpayers' unlimited billions from Washington. As generous as federal authorities have been with the taxpayers' money, they have yet to approve this proposal.

Legislative committees, groups of merchants and others always seem willing to chatter around the miniature models and nod seriously while the "engineer" works his little electric switch and gives a vocal vision of the shape of things to come.

And why not?

Did you ever see a small boy receive a toy train set for Christmas? In 30 minutes his Dad is down on the floor running it.

But all these bold plans may have the effect of making the transit rider vaguely dissatisfied with the street cars, busses and electric trolley coaches of LATL. A rider whose head is filled with visions of 100 mile-an-hour speeds in silent, streamlined vehicles that float above the traffic jams, is bound to be somewhat critical of earth-bound equipment.

If such a rider wants a serious answer, it is well to let him know that this industry, like every other large American industry, will be quick to use any new development that has demonstrated any practical value as an economic means of public transit.

If the rider is the more flippant type, it might be well to tell him the much quoted story of the World War II GI whose girl in the U.S.A. got tired of reading his glowing descriptions of the charms of the young ladies near his base in Australia.

"What have the Australian girls got that I haven't got?" she wrote.

"Nothing," he replied. "But they've got it here."

NEW SIDE SIGNS

Gloria Maxwell, who not only is an actress but a regular coach patron, examines closely one of the new side signs with the aid of George Powell, Supt. of Automotive Equipment, right foreground, and T. M. Chubb, General Manager, Department of Public Utilities and Transportation.

Soon 375 coaches will be equipped with side signs at a cost of approximately \$60,000.



Know Your Transfers

Down south of the border in Mexico City you are given a cash fare receipt by the operator and when an inspector boards he scans the receipt and validates it by punching it with his thumb nail.

We haven't reached that ultimate in simplicity, but the new transfers which you are using have been designed after considerable research so that only two punch marks, in most instances, are necessary.

The new transfers became effective November 26, 1951, for weekdays, and transfers of similar design will be issued to you beginning December 29th for Saturdays and Sundays.

The revised forms provide for the indication of the zone of issue and the number of zones the passenger is entitled to travel. When the transfer is issued in an outer zone, one punch mark indicates the zone of issue and the number of zones the passenger is entitled to ride. When it is issued in the Inner Zone, the punch mark indicates the section of the line where the passenger boarded. The second punch mark indicates the expiration time of the transfer.

Correct punching is important to the passenger so that he can get the ride he has paid for. It is also important to the receiving operator, for an incompletely or incorrectly punched transfer may involve him in a dispute with a passenger who may be right.

This May Mean Money to You

It isn't often that anyone gets a chance to get back any of that money deducted from every paycheck, but there are a few LATL employees who are entitled to refunds.

Here are two situations. Read them carefully and see if they fit your circumstances.

One percent of your wages are deducted by your employer as your contribution to the Disability Fund, in accordance with provisions of the California Unemployment Insurance Act.

The law says that if you have worked for more than one employer during the calendar year and your wages have been more than \$3000, you are entitled to a refund on any amount deducted on wages in excess of \$3000.

Under the law, no employee may be taxed more than \$30 in one calendar year.

If you have worked for more than one employer, it is possible that you may have been charged more than \$30 Unemployment Disability Tax.

You can get this rebate only if you file a claim within six months after the calendar year in which the wages were received.

For your convenience, if you qualify for this refund, the Industrial Relations Department has a supply of claim forms which can be obtained upon request.

Here's Number Two

And here is another, somewhat similar situation, that may fit your case.

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This May Mean Money—Cont.

Beginning with the calendar year 1951, the Federal Social Security Law was amended under the Insurance Contributions Act, so that the amount of taxable wages was fixed at \$3600, or less.

The rate of Social Security Tax is 1½ percent.

If you have worked for more than one employer and have earned more than \$3600 in 1951, you may have been taxed more than 1½ percent of \$3600, or \$54 Social Security Tax.

Provision is made for "Special Refunds" in such cases. Here is the procedure.

A claim must be filed before the Commissioner of Internal Revenue within two years after the close of the calendar year in which the erroneous deduction was made. In this case, the refund, if any is allowed, will not be in cash, but will take the form of credit toward payment of any future Social Security Tax.

We Asked For Them . . . Let's Use Them!

If you personally were detailed to lengthen the loading zones for coaches on any major line we are most certain that after you had accomplished the task you would utilize every bit of the zone in pulling up to the curb.

You would move your forty-foot vehicle in a forward motion and stop with both the center and the front doors close to the curb so your passengers could board and alight safely, and so passing traffic could clear the rear end of your coach. This type of berthing takes eighty feet.

It takes quite a lot of effort to lengthen a loading zone more than 10 feet and you can't do the whole system in one operation. You must work on each bus stop separately.

Operation Chalk Marks

The newest development of modern times is that one which is devoted to the smoother, faster movement of vehicles and people. This might be called a science of traffic transportation. Research in this science has brought our modern freeways, parkways, expressways, controlled turns and parking zones. Now research is called upon to discover how to apply a face lifting treatment to a downtown corner so that transit vehicles can move freely.

The problem which posed this study developed on the northwest corner of 7th and Olive Streets in the movement of Line 82 coaches which are southbound on Olive, destined to turn west on 7th. The aim is to provide a means by which these coaches can turn the corner without operating into the street car lane.

Studying the curb at the scene would only produce opinions and theories so the

northwest corner of 7th and Olive, including the track, fire hydrants and signals, were moved by proxy to the river bed beneath the Arroyo Seco freeway bridge. There, a reproduction was drawn in white chalk on the cement floor of the river. Members of the Board of Public Utilities and Transportation of the City and representatives of Los Angeles Transit Lines and Pacific Electric Railway Company manipulated slide rules and juggled computations as a coach operated along, across and over the various chalk lines. Being able to drive the coach in this manner over the curb without jarring results it was possible for various turning movements to be checked and double checked. It was finally decided that if the curb at 7th and Olive were cut back 18 inches our coaches could make this turn easily and make a free movement into the proper lane of traffic on West 7th Street.

City and company engineers are studying the various computations and there is a possibility that the corner may be redesigned.

This is only one corner in our large city but this test and a study is most important for it may lead to other studies and someday even the lowly sidewalks and curbs may be redesigned to fit the movement pattern of vehicles and people.

First you would draw a very comprehensive diagram of the location and present it with an application to the Board of Public Works. You must then appear at a formal hearing and prove why your application is feasible, and necessary.

This would take you about two months before the stop is painted.

The eighty-foot zones are now completely established on Beverly Boulevard and it is our hope that eventually all major coach lines will have these longer zones.

Recently we received a communication from the Board of Public Utilities advising us that coach operators were not berthing their vehicles parallel to the curb, but were slanting in, thus utilizing

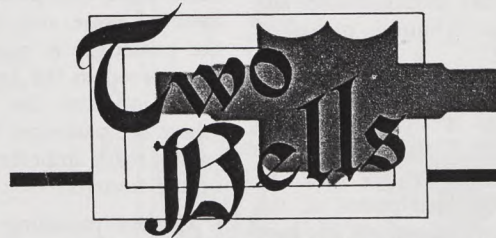
but a small portion of these zones.

In these instances the rear of the coach is impeding traffic in the second lane and property owners wonder why such a long loading zone is needed if it is not to be used.

So, let's watch those loading zones and let's pull our coach in properly every time. That way we will have a better chance of keeping them.

Picture Of The Month

Candy Cane coach loaded with orphans pauses at Sixth and Hill so the kids might drool over the world's largest candy cane.



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