

METRO TRANSIT NEWS

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A NEW SERVICE: TIME TABLE MERCHANDISER RACKS



Chief of Marketing Services Bob Shoemaker (L) shows one of the newest Metro community services to Jim Esclavon, Community Service Representative for the Citizens Service Bureau, Municipal Building. This 8-pocket rack is the first of several sizes (up to 100 pockets) being con-

structed for installation in major gathering points throughout King County such as municipal centers, transportation depots, shopping areas. Citizens Service Bureau, which is under supervision of the Mayor's office keeps all Metro time tables on hand as a convenience for the public.

Seattleites Fly With Metro On Magic Carpet

Transit systems around the country have talked about no-fare service. Some smaller towns have tried it on a limited scale. But Metro was the first system in a major city to launch a year-long free ride experiment. Magic Carpet service, subsidized by a \$64,000 grant from the City of Seattle, began September 9 and it's big news.

Newsweek magazine described it in almost a full page story. It said: "Restaurant trade in Seattle's Pioneer Square historical district, half a mile from downtown, has been booming since fares were abolished, and midtown workers feel a new mobility. Riders rarely have to wait more than a minute for a bus and are being won over to the system in droves. 'It's great!' exclaims one downtown civil servant. 'I can leave city hall, catch a bus to shop or to Pioneer Square for lunch.'

"Even the bus drivers, who estimate they are carrying double or triple the number of passengers they once did in peak hours, seem delighted to be a part of it all. 'Sure, the number of people slows us down a little,' says one. 'But now that we don't have to watch over the farebox, we can get them on and off a lot faster.'

"In the glow of the noble experiment, in fact, there is evidence of a growing *esprit*. 'We moved out of Seattle twenty years ago to the suburbs,' confides one happy shopper, 'but if this is what the city is going to be like in the future, I feel like moving back in!'

"...for the moment free busing itself — at least in such a limited area — has the look of a thumping success."

In addition to Newsweek, the Toronto Star, New York Times, Sunset magazine, Wall Street Journal and all major television networks told Seattle's success story to the nation. A Houston, Texas radio station is working on a documentary on the Magic Carpet with an eye to offering that city's citizens a referendum to permit a tax subsidy for just such free service.

In-depth Study Of System Initiated

A new in-depth study was begun last month in the West Seattle corridor lying generally between 116th South and the Duwamish Waterway. This is the first part of a system-wide study program to determine how Metro can best serve residents of the county.

The study is under the supervision of Jim Patrick, Supervisor of Route and Service Planning, with assistance from Jerry Dow, Chief of Route Planning. Team members are Scheduler Larry Sumner (leader), Supervisors Jim Shoemaker and Bob Ridgeway and Operator Jim Rossiter.

The program began with each team member, working individually, studying the geographic layout of the corridor, pinpointing job and population areas and becoming familiar with the present Metro service. Plans are to ride each route, either on bus or by Metro car, looking for any problems in overload conditions or scheduling.

Firms will be contacted regarding number of personnel, employee start and stop hours, employee destination. Passengers will be interviewed to determine what kinds of service might be most desirable. There will also be community meetings with West Seattle residents.

As each man works independently, he will develop general ideas on revisions of existing service, schedule or route changes, new service or extended lines, expanded hours or new routing. Then working as a team, the men will compare opinions on how Metro can best serve the area. Key recommendations will be formulated and presented to Director of Transit Carle Salley on November 16.

Service changes or additions recommended by the corridor study team will probably be initiated in Metro Transit's service revisions in late January.

KATHY WINS

Kathleen Murdock, clerk in Accounting and daughter of Darleen Collyer, Chief of Telephone Information, has been a KJR listener since age 16. But her radio was silent the night Kevin O'Brien called to say she'd won a chance to guess the KJR Cash Call Contest jackpot.

He gave her a hint. She guessed on the nose and now has a \$365 nestegg in her Metro Credit Union account. Wise girl.

You're Invited!



All Metro Transit employees are invited to celebrate Hallowe'en Eve, October 30, with the gang at Metro headquarters. Open house hours are 3:30-6:30 p.m. and the address is 410 West Harrison Street.

You will be greeted by Metro staffers in the first floor conference room, just inside the front door. Get your name tags. Metro brochures and directions on how to proceed. Open house festivities will include refreshments (baked from scratch by Metro personnel), bobbing for

Hallowe'en apples and tours through the water quality lab and the CATAD computer room.

It will be interesting to meet everyone at Metro and learn just who does what. If you have any questions, please call Alinda Newby or Donna Schmidt at ATwater 4-5100.

Masks are welcome but you'll have to take them off before you leave because the people at Metro want to get to know you too. See you there!

In The Spotlight

Gehrts Is Named As Operator Of Month



Charles Gehrts boards his bus with a smile. He has an excellent driving record to his credit.

Top driver of the month is Charles Gehrts of North Seattle Station. He has earned a 10-year Safe Driver Award during nearly 12 years as an Operator.

His good record he attributes to watching the other drivers on the road, anticipating what they might do and being aware of all that

goes on around him and his bus.

Originally from Wisconsin, he came to Seattle in 1959. He has served in all three branches of the military or their reserve units.

In September he was sworn into the Army Reserve.

During the Pueblo crisis in 1968 he was recalled from reserve into the Air Force for a year, stationed at McChord Air Force Base. During that period he served as the non-commissioned officer in charge of the base driver school. He also did accident investigation work. Previously he served six years in the Navy.

Gehrts is active in sports and his church, Faith Lutheran, where he is on the Council. He likes to bowl and enjoys all types of active sports like basketball and softball, playing in church leagues.

He has also been in the JC's for eight years.

He and his wife Ann have two children at home.

'No Clipping?'

Paper Clips Hold Football Game Fares

Husky fans have found the new Husky Limited service the fun way to go to the football games. Without charter service from their favorite restaurant or club, most had no more inconvenience than perhaps walking across the street.

But the drivers had a bit of a problem. The fare is \$2.00 or \$3.00 depending on origin and paper bills, even when folded, do not always drop easily into the farebox. There was a lot of banging on the boxes but even then a Cashier crew had to work into the night to clear numerous plugged fareboxes.

As a result Operators were issued paper clips for the second game. They passed out one per passenger for every paper bill or ticket to be included in their fare, asking them to fold their money four times before dropping it into the box.

Things went somewhat smoother, with only a few jammed fareboxes. However, Cashiers had the job of sorting two coffee cans of paper clips and turning them in for re-use.

According to Senior Cashier B.B. Patterson, his crew has dubbed the Husky Limited the "Paper Clip Express."

Fans Go By Bus

Over six per cent of the 52,000 attending the first University of Washington Husky football game got there via Metro.

The number was approximately 3,200 passengers on Husky Limited and 250 by regular Metro routes. The special Husky service used a total of 111 buses.

For the second game, patronage was up nearly 500 game going riders for a total of almost 3,700.

Fare Collection A Bit Different In Europe

In their exploratory tour of European transportation companies Manager of Equipment and Facilities Jess Dawson and Manager of Transit Technology John Aurelius made notes on many phases of operations.

FARES AND FARE COLLECTION

Several countries used an unusual fare collection system. Passengers boarded at any door and did not have to pass the driver. This reduced boarding time and made it possible for a very long vehicle to be operated by one person.

However, it was mandatory that everyone have a ticket in his possession that had been stamped within the last hour. Books or single tickets are for sale and stamp machines are located near bus stops. A spot check of passengers is made and anyone found without a currently stamped ticket is fined ten times the amount of the fare. And the fine is collected on the spot!

In Paris, a manufacturer demonstrated a transfer printer they built for use in Montreal, Canada. It used a plain roll of paper. Each day the driver would set the machine with the route number, date code and hour. He then printed fresh transfers as needed. This avoids any preprinting and handling of transfers and greatly reduces storage space. It would also eliminate the bother of turning back unused transfers at the end of each shift.

European fares differed from city to city, much as they do here. Generally they seemed higher. For instance, fares in Germany averaged about 44 cents for a one-way ride. In Stockholm, Sweden it was 35 cents but regular passengers could purchase a 30-day pass for unlimited use for \$13.00.

Bernadine Abrahamson 'Regreftfully' Retires

Retiring because of her health, not because she wanted to, Bernadine Abrahamson left Metro Transit in August after nine years, her latest position being an Information Clerk.

She started with Transit as a PBX Operator when the office had a switchboard. She took training as an Operator from the phone company and the University of Washington before joining Transit.

Her file contains commendations from grateful people she has helped, like the lady who lost a diamond ring in a farebox and a man whose elderly mother had wandered away from home.

Bernadine has always liked outdoor sports, now has taken up crocheting to relax by and is currently working on an afghan.

A native of Illinois, she came to Seattle at 16. Her husband is a native of Ballard and is a Maintenance Machinist for Boeing.



Bernadine Abrahamson

They have four children and 14 grandchildren with another one on the way. A daughter lives in Oregon, a son in South Carolina with his family. Other sons live in Ballard and Darrington.

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MARKETING ADDS CHIEF

Duane Riedesel was added to the Marketing staff in July as Chief of Market Planning and is enthusiastic about the directions Metro is taking in Transit operations.

Even in his short time here, Riedesel says he has seen tremendous improvement in quality of service and in cooperation from Metro, the community and especially from the Operators.

Born in Yakima, he moved here in 1957 and studied business and communications at Everett Community College and the University of Washington. He began his communications career as a copy boy for the Seattle Times, then went into sales, promotion, the advertising agency field and freelanced for Octopus, Inc., marketing consultants for Metro Transit.



Duane Riedesel

Riedesel enjoys hunting, fishing, handball and most outdoor sports. He is planning to try snow skiing this year on short skis after which he hopes to be able to teach his three year old daughter. She shares his love of the outdoors, at her age indulging mostly in walks on the beach.

Passengers Compliment Metro Operators

Customer relations begins with Operators and many patrons have taken time to phone or write about their pleasant experiences with Metro drivers. Commendations have been received for the following.

Kim Bergeson, Joseph Beaver and Joe Daniels for being "kind, courteous and helpful."

All telephone information people were complimented for their friendly and efficient fielding of many inquiries by a volunteer worker for Travelers' Aid.

Roger Koss was termed "super nice;" **Gilbert Johnson** "very honest" for turning in a woman's purse and returning a reward check she sent him.

Frank Minnick received a commendation for being polite "to young and old" and driving smoothly; **Edward Anderson** for promptly turning in a tote bag left on his bus; **Walter Mandel** for "his professional driving, patient and gentlemanly manner." Also cited for extraordinary acts of help and kindness were **Clifford Hoffa, Thomas Spell, Oscar Hanson and John Gossett.**

William Falkenburg was missed during a summer illness and greeted back by commendation; **John Reardon's** smile and cheery attitude makes riding with him a pleasure; **Michael Rider** is pleasant to ride with and **Michael Chamberlain** was cited for handling a difficult situation with boisterous smoking teenagers with tact and consideration for his other passengers.

Also cited for friendly and helpful attitudes and good driving were **William Wingate, Len Mikes, James Horner, Duane Rankin, Molly Back, Lester Green and Toni Sue Amundson. Terry Hissong, Supervisor,** was also cited for his helpful courtesy.

HAWKINS IN MARKETING

Joseph Hawkins, Transit Operator for a time, has returned to the team, now serving as a Service Representative in the Marketing Division.

While Joe had enjoyed working with the people at Seattle Transit, he left to look for a career with more of a challenge.

For about two years he had his own business managing musical groups throughout the Pacific Northwest, booking club dates, helping clients with promotional tapes and arranging teen dances. His varied career has also included selling cars, writing insurance and designing men's suits. Through his various ventures, Joe says, probably the most important thing he learned is that in order to promote anything effectively, you have to orient the product toward public desire.



Joseph Hawkins

"When I saw the change in direction after Metro took over in January," Joe said, "I knew this is where I wanted to be."

"With funds available, Metro has been able to make substantial improvements in service. I am very happy to be back and to be helping with plans for the future."

NO MORE NIGHT WORK FOR ARCHIE



The Colemans examine a trophy from one of Archie's many hunting expeditions, a sport he still enjoys.

Archie Coleman can start getting accustomed to sleeping nights instead of days after the first of the year. He retires after 29 years on the night shift as Transit Operator.

He has enjoyed hunting and fishing since he was a boy growing up in Lewis County. He once crossed Mt. St. Helens with a group of hunters in 18 below zero weather. He killed an 11-foot cougar and the group bagged a total of 16 buck deer. He also killed a 400 pound bear on one trip.

His parents, 21 and 17 years old at the time, homesteaded 160 acres in Lewis County. They later sold it to the Milwaukee Railroad and bought other property. Coleman's youngest and oldest sisters still live in the county.

Blanche, his wife, does not work. Coleman always felt that "with such an attractive wife, I wanted her at home!" Their only Seattle relative is a great-nephew, an architect for the city.

McMULLEN, BADGE NO. 1, RETIRED



One memento of a long career is a poster signed by astronauts when they rode McMullen's monorail.

Arthur McMullen worked up to Badge No. 1 during a 40-year career with Seattle's public transportation system, and took with him a lifetime of memories when he retired September 1, along with a 25-year Safe Driver Award.

He was hired in September 1933 as a Trainman at Jefferson Station. He worked as a Loader, Conductor, and was the driver on the demonstration trolley in 1937. He also qualified later as Operator on motor coaches, trolley coaches, and in 1965 on the monorail. He has driven the monorail for nearly nine years and came to think of it "his."

A lot of celebrities rode his train to the Seattle Center and back and he was in quite a few motion pictures featuring them and the train.

McMullen is presently recovering from two major operations. He painted the house and added a sundeck this summer. He and his wife Joan play bridge with a group regularly. They have a married son and a granddaughter 13 months old.

STREAMLINED ORGANIZATION REFLECTS ADDED COMMUNITY-ORIENTED SERVICES, MORE MEANINGFUL TITLES



Director of Transit

CARLE H. SALLEY



Manager of Transit Operations

SVEN O. ENGSTROM



Manager of Marketing and Service Planning

LARRY L. COFFMAN



Manager of Equipment and Facilities

JESS J. DAWSON



EDWARD L. RAFTER

Supervisor of Operations Control



HENRY SODERLUND

Supervisor of Base Operations



RICHARD GRIFFITH

Supervisor of Safety and Instruction



JULIUS (BUD) OLSON

Supervisor of Customer Assistance



JAMES R. PATRICK

Supervisor of Route and Service Planning



JOEL H. WASTI

Supervisor of Marketing



GILBERT S. HOBBS

Supervisor of Power and Buildings



RALPH G. HARGIN

Supervisor of Vehicle Maintenance



JOHN (AL) CUSHING

Supervisor of Stores



KENNETH H. TEAGUE

Chief of Traffic Coordination



GERALD E. MCGUIRE

Chief of Service Quality



DONALD G. MURRAY

Chief of Instruction



BEN GILBERTS

Chief of Safety



LOUIS S. CRAGIN

Chief of Customer Relations



DARLENE COLLYER

Chief of Telephone Information



E. QUANE RIEDESEL

Chief of Market Planning



BOB SHOEMAKER

Chief of Marketing Services



PAUL D. TRIPPETT

Chief of Power Group



DONALD ROCKWELL

Chief of Buildings Group



TOIVO (ED) HASTIG

Chief of Warehousing



ROBERT G. SOKOL

Chief of Atlantic Base Operation



PHILLIP JORGENSEN

Chief of North Seattle Base Operation



ROBERT A. STOEHR

Chief of Dearborn Base Operation



JOHN W. EARLEY

Chief of Route Facilities



JERRY A. DOW

Chief of Route Planning



HOWARD B. PICTH

Chief of Service Scheduling



RODNEY ARMOUR

Special Projects Planner



HARVEY E. HARGIN

Chief of Mechanical Group



VICTOR C. CITRON

Chief of Paint Group



CHARLEY JOHNSON

Chief of Body Group



ALVIN L. RACH

Chief of Electrical Group



POSITION BEING FILLED

Chief of Machine and Unit Repair Group

MOUNT ENDS LONG CAREER, PLANS TO BE A FARMER



Ken and Hazel Mount contemplate the leisure life to be shared by the canine family members. Hazel is holding their poodle Sherry. The one at Ken's feet is Jody who belongs to a son living at home.

Kenneth Mount retired from Metro Transit after 31½ years as an Operator. He earned a 27-year Safe Driver Award and several commendations from appreciative patrons.

A native Seattleite, Ken was born at the foot of Queen Anne Hill. The family moved to a fruit ranch in eastern Washington for 16 years before returning to Seattle. His father was a street car Conductor for a time, then joined the Police Force.

Some time after the first of the year Ken plans to move to Snohomish County and become a gentleman farmer. He will build a home on some land he owns.

Ken and Hazel have two sons living at home, as well as her mother; a daughter in Snohomish and two grandchildren aged 10 and 12.

One outstanding memory of his early years was a passenger who delivered a ton of coal to his home, one sackful at a time aboard Mount's streetcar.

SATURDAY'S TRANSIT SPECIALS

PUYALLUP FAIR LIMITED

Each year the Puyallup Fair offers an exciting opportunity for people to spend a day with family and friends and enjoy some of the great heritage of this area. One of those "not so pleasant" experiences is, however, getting trapped in the before and after traffic jam. Please give us a call at 583-4800 for time and location for the trips most convenient for you.

HUSKY LIMITED

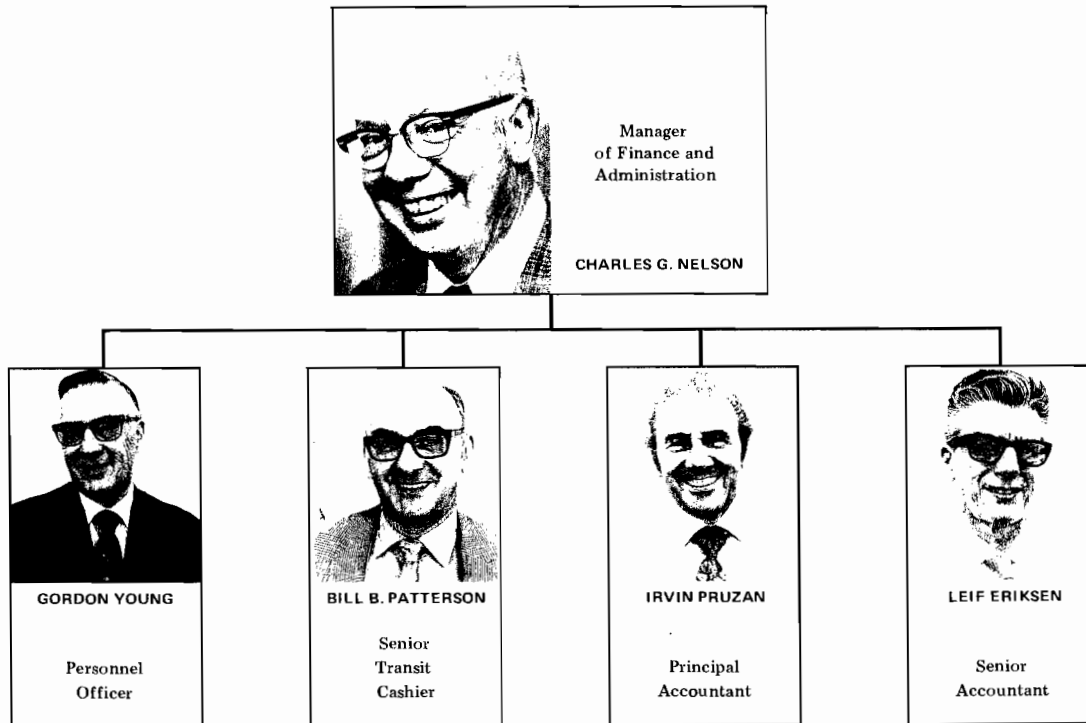
There's nothing like getting caught in one of those fantous Husky traffic jams to slow down the excitement of a fun day. Metro Transit has an answer for football fans: Husky Limited Service. Metro Transit has special buses running on 69 routes throughout King County direct to Husky Stadium.

METRO TRANSIT

New Metro Services

Adding to a growing network of services tailored to the needs of King County residents were this fall's special runs to the Puyallup Fair and buses on 69 county-wide routes serving Husky Stadium. Service to Longacres Race Track was inaugurated this summer. This Metro ad ran in several local publications.

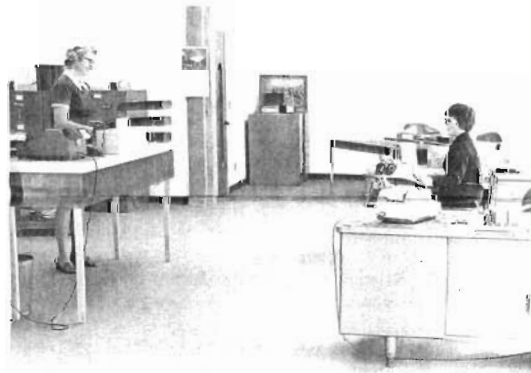
CHART SHOWS FINANCIAL ADMINISTRATION RESPONSIBILITY



We've Moved Credit Union, Local #587 In New Home



This is the attractive new building where the Metro Credit Union and Local #587 share quarters on the second floor. Address is 607 South Jackson Street. United Savings and Loan Bank uses the first floor.



Long-time Credit Union employees Naomi Ward, left, and Lillian Van der Wel say: "We're geared for bigger and better business in our spacious new offices." Three Metro routes stop across the street: #10 Capitol Hill/Mount Baker, #3 Jefferson Park/North Queen Anne and #7 Rainier/15th Avenue N.E.



#587 Financial Secretary Don Zier was caught by the photographer before he was quite unpacked. He finds the location great as it's quite near the domed stadium site. "We have free parking at the rear of the building and we're within the Magic Carpet zone so bus service is free too," Zier said.

New Service Adds New Passengers

Metro's Puyallup Fair service carried 5,260 passengers during the 9-day fair, according to Director of Transit Carle Salley.

"This is more than double the number of passengers carried last year by Metropolitan Transit, or an increase of 104 per cent, Salley said. Metro operated with approximately the same fare structure and schedule that was offered last year.

Metro Transit's first season of "Pony Express" service ended the 1973 season with a ridership increase of 22 per cent over the volume carried last year by Metropolitan.

Another Metro success story was the Fun Run service which carried 92,774 paying passengers this year, an increase of 48 per cent over 1972."



Transit Corps Members

Transit children active in the Cascade Drum and Bugle Corps are Gail Gilberts, flag bearer, Dale Catli and Scott Gilberts, horn players. The Gilberts' parents are Safety Director Gilberts and his wife Carol. Dale is the son of Larry Catli, Mechanic, and Hillary. There is room for more music students from 12 to 21; contact the school band leader.

Piccoli Has Junior Fare At Discount

As they have done in the past, the Piccoli Junior Theatre Guild is offering tickets to Metro Transit employees on a 2-for-1 basis. Please show your ID card when picking up tickets.

"The Sorcerers Apprentice" is a musical comedy playing through November 11. "Peter Rabbit and Friends," a Beatrix Potter Revue, will be presented in December and "The Reluctant Dragon" in March.

These live stage shows are principally for kindergarten and primary school children. Shows are on Saturdays and Sundays at the Piccoli Theatre, Seattle Center.

For additional information call MAin 3-5080.



Major Leaguer

Bob Reynolds, son of Operator Gordon Reynolds, began playing baseball at age 8. After playing the various junior leagues he pitched for the Ingraham High champs in 1966. He had 12 wins, 1 loss and 147 strike outs to his credit. Bob signed with the San Francisco Giants and continued his outstanding career and is now with the Baltimore Orioles.



By Charles V. (Tom) Gibbs
Executive Director

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Much to the relief of all involved — especially the Metro staff who worked so long and hard in getting it completed — Metro's \$108 million Capital Improvement Grant Application to the Urban Mass Transportation Administration has been assembled and filed with UMTA.

The environmental assessment hearing held on October 15 enabled us to gain the public's views on what we have proposed in the application. Their input is vital. The success of any transit system depends to a large extent on how well the public using that system is satisfied with it. When the grant application is approved, we can get down to the business of carrying out the plans for the county-wide transit plan that the voters approved in September of 1972.

We decided to file a single 25-point application with UMTA rather than have to submit several separate applications (which would have slowed down the process of obtaining the necessary funding). We are all anxious to make the comprehensive transit plan we have envisioned for this area a reality, and I know how discouraging the process of making it happen can sometimes be. When we obtain this UMTA funding, we will have made a huge stride toward achieving this goal.

In part, the grant application calls for the purchase of 50 new high-capacity electric trolley coaches, 150 high-capacity motor coaches, 250 40-foot motor coaches, 150 30-foot motor coaches, five special coaches for disabled riders and rehabilitation of the electric trolley overhead power system.

Also, we hope to obtain funding for the purchase of 6,000 new bus stop signs, an information display system, and a vehicle location and control system. Monies for painting Metro coaches with the new "Sunrise" color scheme, the construction of new garage facilities, park and ride lots and shelters will also be provided.

Provisions for the construction of a central office facility for all Metro's administrative facets is also included in the application. What this means is that someday, with the exception of people at Metro's sewage treatment plants, most Metro employees will work together in the same building rather than be spread around as we now are.

What with the completion of the UMTA grant application, the initiation of the Magic Carpet service and other recent service improvements, we can all see the progress made in improving this area's transportation system. But progress has also been made in our water pollution control endeavors.

Last month in this column, I explained the requirements of recent federal water pollution control legislation as they apply to Metro. Briefly, we would like to leapfrog the 1977 requirement of secondary sewage treatment and go directly to the more stringent requirements for 1983 which the act refers to as "best practicable treatment" (BPT).

Secondary treatment, such as provided at our Renton Treatment Plant, is particularly important in treatment processes which discharge into rivers and fresh water bodies. However, extensive water quality monitoring in Puget Sound (where Metro's West Point Plant discharges) indicates that the discharge of primary treated sewage has had no measurable impact on those waters since this plant has been in operation. We feel the estimated \$55 million to provide secondary treatment at our West Point Plant — with no improvement in water quality — is an unnecessary expenditure of public funds that could be better spent for sewer separation or the improvement of Lake Union's waters.

Early this month, members of the Metro Council along with members of the Metro staff and myself were in Washington, D.C., to approach our Congressional delegations and meet with representatives from the Environmental Protection Agency (EPA) and national environmental groups about this strategy for leapfrogging to the 1983 BPT requirement. Along with other large Pacific Coast dischargers in Hawaii, Alaska and California, Metro would like to begin work now toward the 1983 deadline.

The Washington trip was encouraging. EPA seems to go along with the technical advantages of our strategy and gave us the impression that they would not oppose, and might even support, the amendment to the federal water quality act now being proposed. Congress is reluctant to open the act to amendment, as some dischargers might try to then amend it to get around meeting any of the act's goals — and this could be a problem for us.

Meetings we had with national environmental groups also went well. Support from these organizations is especially important to EPA and to the Congressmen who voted for the act at the urging of these groups. The federal act's environmental objective is that of obtaining clean waters — and the proposed amendment is environmentally sound. Passage of the proposed amendment would allow federal funds to be spent in areas of the country where real water quality problems exist rather than in areas, such as ours, which would not benefit from secondary treatment.

Both Metro's clean-water and transit programs contribute to maintaining the pleasant environment of this area that we all enjoy. This is something we should all realize and take pride in.

There is going to be an all-Metro Halloween open house at the central office, 3:30 to 6:30 p.m., on October 30 and I want to encourage all of you to attend. This will be an excellent chance for Transit employees especially to see another part of Metro and for all of us to see people we haven't seen for awhile and to meet new people. I look forward to seeing you there!

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