

1993

# MTA NEWS



Monthly Employee News From The Los Angeles County Metropolitan Transportation Authority

SEPTEMBER ISSUE

## Division 5 Strikes a Chord with the Community

PRIDE AT "5" GOSPEL CHOIR MEMBERS CREDIT THE POWER OF SONG WITH UNITING THEMSELVES AND SOUTH CENTRAL

**O**perator Lonell Anderson believes that when you can't reach people through talking, you can get to them through singing.

He's banking on his Pride at "5" Gospel Choir, which has already spruced up the division's image, to spark recovery in the surrounding neighborhoods. The singing group, made up of operators, mechanics, and support staff, was born out of last year's riots.

Shaken by what he saw as he drove his bus down Florence on the first night of the turbulence, Anderson made a personal pledge soon after to help heal the city.

"We can live together, work together, and be together," thought the former dietitian and single father of one.

He wondered how his colleagues could help. Bus operators, he figured, are very visible in South Central where many residents depend on the bus to get them to markets and to work. Why not do something that puts a human face on the operator?

Anderson, a seasoned gospel performer, thought a choir, steeped in spirituality and respect for the community's youth, might be the answer.

Enlisting the help of close friend and fellow operator Althea Goodall — "I thought something was missing at our division," she says — he sent fliers to every division, inviting employees' participation.

"If you can't sing, I'll help you," he told operators, who

responded to his call but weren't sure their voices would make the grade.

Anderson credits Division 5 Transportation Manager Roy Starks, who worked miracles boosting morale several years ago at Division 3, with backing his dream 100 percent.

*See Division 5, page 4*



*Pride at "5" Gospel Choir works miracles.*

## RCC Wins International Award

1993 HAS BEEN AN AWARD-WINNING YEAR FOR LOS ANGELES METRO RAIL PROJECTS

**T**he Metro Red Line Segment 1 project has been selected as the 1993 International Project of the Year by the prestigious Project Management Institute.

Ed McSpedon, MTA's executive officer of construction and president of the RCC, will accept the award to be presented Oct. 6 at PMI's annual seminar/symposium in San Diego. The project had to win two other levels of competition to be eligible for the international title.

*See RCC Award, page 7*



*Joe Swift—page 11*

### INSIDE

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# A Message from Franklin White



Franklin White

**A**fter much hard work and reflection by MTA staff members and board members alike, we have what I believe is a responsible FY 1994 budget of \$3.3 billion in place.

I see this budget, the first in MTA's young history, as an excellent starting point for our future. It is a balanced budget this year, because we are dipping into our remaining reserve funds. We still will face an estimated shortfall of \$140 million in the FY 1995 budget, which will require continued improvement of our operational efficiency and a look at our fare and service structure.

There are many positive aspects to the budget which, as is the case with most compromises, will please some people and not others. Here are some of the best things this budget has to offer:

- Reduces overcrowding by adding 40 buses to 25 of MTA's most crowded bus lines.
- Maintains bus and train fares at current levels.
- Adds \$18 million for the purchase of new buses.
- Procures more than 320 additional buses and para-transit vehicles.
- Prepares for the 1995 start-up of Metro Green Line operations, including a bus-rail interface.
- Commences the next phase of development of the Pasadena Line.
- Closes the \$140 million shortfall by improving operational efficiency and re-examining fare and service structures.

I wish to thank not only those who were involved in the preparation of this budget, but everyone in the agency who waited patiently as we overcame the challenging issues we faced.

**"In the August issue, I offered to use this space to answer concerns employees might have, and encouraged you to write them down and send them to me."**

## ANSWERS TO YOUR QUESTIONS

In the August issue of *MTA News*, I offered to use this space to answer concerns employees might have, and encouraged you to write them down and send them to me. Press time for the September issue of *MTA News* came before anyone could respond, so I've chosen to answer three questions I have heard employees ask:

**Q.: Everyone has heard about 246 layoffs suggested in the current budget. But are there more layoffs possible in the coming months after that?**

A.: The 246 number is driven almost exclusively by the number of duplications created by the merger of the two agencies. No one knows for sure what actions future budgets may dictate, but I'm not considering any additional terminations beyond the 246 for the foreseeable future.

**Q.: I was very glad to hear at our last employees' meeting that you want to improve the conditions around the 425 building. Can you tell us what is planned, and when we can expect to see the improvements?**

A.: There are a number of options we are exploring to make the working atmosphere at our 425 Main Street location more pleasant. We are considering major cleanings of the surrounding streets, especially the alley behind the building. We are talking with our neighbors in the area and looking at costs. In my October column, I hope to have a more detailed list of specific actions we will take.

**Q.: Would MTA please consider providing day care to children of MTA employees? In addition to families with two working parents, there are many single parents working the agency who would especially appreciate this service.**

See Questions/Answers, page 10

# Stop Driving Yourself Crazy – Rideshare!

by Debra Hori, Employee Transportation Coordinator

**W**e know that Los Angeles has the worst air pollution problem in the country, yet 79 percent of commuters here continue to drive to work alone. So join thousands of us Southern Californians October 4 - 7, 1993, who will be doing something different — giving up our drive-along commute for a day or two!

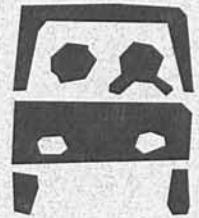
By leaving our cars at home, we will be doing our part in improving air quality, traffic congestion, and wear

and tear on our cars and ourselves. Giving up your solo commute is easier with the help of your work site employee transportation coordinator (ETC) who is trained to help put employees into rideshare arrangements. If you don't already rideshare, consider giving it a try — at least once. See your ETC and he or she will try to match you up with a rideshare partner or give you bus/rail information.

Simply fill out a Rideshare Week pledge card which will be distributed to you by your ETC. Those of you who return the pledge card promising to rideshare are eligible to receive a colorful Rideshare Week T-shirt as a thank you from the MTA Rideshare Program.

Return your completed pledge card to your ETC no later than Friday, October 1 to be eligible for the Southern California Rideshare Week prize drawing. The grand prize trip is a week in London. Other vacation prizes include trips to Hawaii, Mexico, and weekend getaways.

This year, the MTA Rideshare Program is adding a special raffle that will be held at each division which has a Regulation XV plan. Each division employee who pledges to rideshare also will be eligible for an as yet unannounced special grand prize drawing. Look for details on the time and place of your division's drawing. ■



*Rideshare Week  
October 4-7, 1993*

## Ridesharing at 818 is Up

**M**TA employees in the 818 Building rideshare more this year than they did last year — that's according to a survey done last month by MTA's Rideshare Program.

Recently tabulated results show that the average vehicle ridership (AVR) jumped from 2.0 passengers last year to 2.4 this year. The target for ridesharing, set by the SCAQMD, is 1.75 passengers per car.

By the way, the 425 Building does slightly better in the rideshare category — it comes in with a 2.52.

"Either way, most companies would kill to have those kind of numbers," says 425's ETC Jay Fuhrman. Keep up the good work. ■

## ETC Changes

In the August issue of *MTA News*, we provided you with the names of your employee transportation coordinators, who will detail commute options. Please note the following additions and changes to that list:

Division 4	
Lupe Gomez	2-6304
Division 8	
Jewel Junior	2-6570
Division 11	
Robert Castanon	2-5596
Division 20	
Bill Haines	2-3305
South Park	
Dave Ulmer	2-7064
CMF	
Glenice Como	2-5836

## Can You Top This Commute?

**F**or years, we've heard stories about how far MTA employees commute to work. Pouring over our rideshare surveys, we've located those who we think really go the distance:

Dick Dimon, support services supervisor, travels from Palm Desert to the 425 Building, driving to Riverside and boarding Metrolink for the ride to Union Station. Charles McKee, an administrative analyst at the 818 Building, comes from El Cajon in San Diego County.

Chris Frandberg, a mechanic at CMF, lives in Lake Elsinore and has organized a vanpool to take others who live out that way into town. Rob Hartert, a photolithographic operator in the Print Shop, makes his home in Running Springs, and was snowed in for a day last winter. There's an operator working out of Division 8 (Chatsworth) who commutes from California City, which is 10 miles beyond Mojave! And we know of a CMF mechanic who comes in from Ojai. Call us at 4-6943 if you can beat this. ■



*Choir members Cheron Anthony and Geraldine Henderson before rehearsal.*

### **DIVISION 5, FROM PAGE 1**

"We want to form a partnership with the community," says Starks, explaining that every one of this division's lines traverses or touches South Central. "But we need the community to provide the atmosphere for us to do our jobs."

**"The choir is like a refreshment. . . But more importantly, it lets people on the outside know there's more to our jobs than just driving a bus."**

The results of the choir's efforts have been phenomenal. Not only has choir membership tripled, but the group is often booked weeks in advance for community performances, like it

was recently for a performance at the Jordan Downs Housing Project.

"You get to go out and meet people," says Utility A and choir President Geraldine Henderson, who says the choir's ability to bring together people of different backgrounds, also has reduced tensions between the maintenance and transportation departments.

"The choir is like a refreshment," chuckles Operator Tye Billings, who says some of her passengers recognize her from singing at community events. "It relaxes you because you're stressed out trying not to have an

accident. But most importantly, it lets people on the outside know that there's more to our jobs than just driving a bus."

Choir members rehearse twice weekly — every Thursday at 7:30 p.m. and on Saturdays at 4 p.m. They pay weekly dues that go toward paying for their bright green robes, and are saving to buy toys and food for needy youngsters.

Anderson, who used to perform with the late James Cleveland and Andrae Crouch, hopes the Pride at "5" choir can spearhead fundraisers for youth and initiate a big brother/sister program. "There are so many good things coming out of this community," he asserts.

Operator Gregory Oliver, who drives the second busiest line in the system, the 204, agrees. "On the bus, I can always put a song in my head and it takes away all the aggravation," he says.

"I smile all the time now as opposed to walking around mad all the time," says Mechanic Carl Henderson.

Last month the group lost one of its first members. When the choir sang at Operator Jimmy Bragg's funeral, "it turned a solemn occasion into a joyous one," says Dan Ibarra, director of transportation, who attended the funeral and was moved by the commitment of the group to rebuild the community.

"It made the family feel good," says Goodall, pausing. "And I feel good. I believe we're going high places." ■

## **New Policies for MTA Employees Being Shaped**

**M**any of you are wondering when new policies and procedures will be adopted by the merged organization.

Angela Saldana, director of the management support division of administrative services, says her department is charged with developing an official policy, which will be a blend of the best procedures from the old RTD and LACTC. She says such policies — such

as those governing smoking, procurement, drug and alcohol testing, attendance, and work schedules — should be in place by the end of this fiscal year.

Until then, Saldana says, employees should refer to the policies of their former agency.

The new policies are being created by input from a lead contact person in each department. ■

# TCU Employees Win Child Care Grants

NEW PILOT PROJECT BY UNION GETS A BIG THUMBS UP

**W**hen it comes to child care, Ray Huffer, an equipment records specialist, and his wife, Linda, a human resources clerk, are well acquainted with the problems of finding capable child care.

Thirteen years ago, they had intended to leave their young son with Linda's mother during the work day, but soon learned that the mobile home in which she lived prohibited infants.

"Back then there were no lists of child care providers, nor was Social Services much help in finding someone I could trust," recalls Huffer, a 20-year MTA employee. "The dilemma made for long days for Ray and me."

Those memories sparked the imagination of her husband, who is now the local chairman of the Transportation Communications International Union (TCU). The union represents 675 employees in the storerooms, print shop, customer service centers, computer terminals, and mail room.

When he was asked to join a fledgling child care committee two years ago, he jumped at the chance to initiate his idea.

Huffer, with strong backing of the union, created a special \$10,000 allocation for child care assistance during the 1994 fiscal year. Next, he and Dependent Care Coordinator Jeannette Guerra designed a lottery to which all TCU employees could apply.

The lottery was held in July. A dozen employees received grants ranging from \$533 to \$1,300 a year, depending on which level of care the child requires.

One of the recipients, Guillermo Goytia, a customer relations representative, says he and his wife are thrilled that the money he saves in child care every month can be applied to their youngster's future education.



*Cookie Roberson with daughter, Raquel*

Another recipient, Cookie Roberson, a secretary in the human resources department, says she's grateful for the savings. "Before the lottery, I paid my provider \$240 a month for taking care of my 10-month-old daughter, Raquel," she says. "Now I put a portion of the \$108 I save a month toward school supplies for my older son, Ryan."

Typist-clerk Lorraine Ebarb-Hernandez is breathing a sigh of relief too. The \$1,300 grant she received goes

toward her daughter, Tyler's, care. "The money we save goes toward household expenses," she says. "It sure came in handy."

Huffer points to a recent study done by MTA's Dependent Care Office that shows about a quarter of employee absences is due to child care problems.

"Subsidizing child care is a general trend in the industry," he notes. "We're very happy with the program thus far."

Huffer and Guerra say the program will be reviewed later this year and then they'll make a decision as to its future. In the meantime, parents who weren't so lucky in the lottery this year are hoping that it is a go for next. ■

**"...a recent study done by MTA's Dependent Care Office shows about a quarter of employee absences is due to child care problems."**

## About Family Care and Medical Leave . . .

**U**nder the Family Care and Medical Leave policy, MTA employees may take a leave of absence for a maximum of 12 work weeks. The reasons for which employees may use the leave are:

1. Individual's own serious health condition.
2. Serious health condition of spouse, child, or parent.
3. Birth of employee's child.
4. Adoption or foster care placement of a child by an employee.

To be eligible, an employee must have been employed at MTA for at least one year and have worked a minimum of 1200 hours during the preceding year.

The MTA is in the process of adopting a formal policy. Call Nina Capoccia at 4-6335 if you have questions. ■

# In the Heat of the Battle

"WE'RE GOING TO TAKE OUR BUSES BACK!"  
IS THE RALLYING CRY AMONG DIVISIONS

**I**n the middle of a sentence, Division 5 Service Attendant Fay Tinson coughs, her voice becoming hoarse.

It happens often to the grandmother of 14 who blames graffiti vandals for the discomfort.

"It's dangerous cleaning the buses," she says, her voice trailing off to a whisper. "Some of us are allergic to the different chemicals we use to get out the tough markings, let alone to the inks that the taggers use."

Tinson is one of 44 MTA employees who was recently honored by the MTA Board for her volunteer activism and determination to — as she and her colleagues put

it — take the buses back. Even though the 19-year veteran lives in Moreno Valley, she spends many of her off hours stumping on South Central high school campuses for clean buses. The reason that graffiti has snowballed so, she says with an air of certainty, is that children today have no self-esteem.

"They need to know that they're loved and that they're somebody," she says. "Society has taken that role away from schools and parents."

At Locke, Washington, Jordan, Manual Arts, and Jefferson high schools, Tinson talks about respect. She appeals to her audience, firm in the belief that

one must never talk down to children.

Initial meetings with school principals are set up by her colleague, Division 5 typist-clerk Miranda Tucker. An alumnus of nearby Washington High, Tucker got involved initially because she thought the graffiti campaign would give her something interesting to do. Then one day, Tucker, who's working at night on her master's degree in public administration, came home to find her house at the corner of Century and Vermont badly graffitied.

"I was outraged," she recalls. "After that, I got into it with both feet."

The division to which both women are assigned — Division 5 — has the unfortunate distinction of being the most graffiti-plagued in the system. Her boss, Rick Hittinger, who himself has devoted much time to community meetings and giving tours of the division to local teens on Saturdays, says his crew can spend four to six hours on a deep scrub, removing every paint splotch except window etchings and "when its put back onto the streets it doesn't look like it has been cleaned for six months."

Ken Miller, interim director of surface and subway equipment maintenance, is banking on MTA's new, highly visible Zero-Tolerance Program to get the graffiti problem under control. The FY '94 budget includes

*See In The Heat, page 7*

"People think that when you walk out the front door, the bad seed is standing there . . . But give kids some responsibility and you'll find that we have an awful lot of good kids out there."



*The MTA board of directors last month honored employees who have donated hours of personal time in the war against graffiti.*

## Anti-Graffiti Heroes

The following MTA employees were honored by the MTA Board of Directors for volunteering their time to crush graffiti:

Harold Anderson	Robert de La Fuente	Joann Johnson	Ricardo Perez	Fay Tinson
Elizabeth Arellano	William Durkee	Louis Johnson	Larry Pollard	Miranda Tucker
Lisa Arredondo	Lawless Gibson	Henry Madrid	Marian Ray	Tim Van Horn
Maria Avila	Hisais Gonzales	Ricardo Moran	Ron Reedy	Raul Villegas
Darin Bailey	Patricia Gray	Gwen Moss	Robert Rodrigues	Harriet Walsh
Richard Botello	Manuel Guerra	Sarah Nichols	Evelyn Sanchez	Joe White
Ray Castillo	Alberto Hinojos	John Nunez	Nick Sifuentes	Roland Wirt
Jim Davis	Rick Hittinger	Jim Mix	Roy Starks	
Melvina Davis	Martha Lopez	Ricky Morris	Albert Tenchavez	

### IN THE HEAT, FROM PAGE 6

monies to paint 500 buses systemwide.

"The emphasis will be placed on buses at divisions 5 (South Central), 10 (East Los Angeles), and 18 (Carson) and will cost about \$4,000 a bus," says Miller, who says buses should be spot painted every six years, but severe graffiti like that plaguing much of the fleet necessitates painting them every four years.

Both Tinson and Tucker are relieved that the Zero-Tolerance Program, which requires that any graffiti applied during a run be removed or the bus is pulled out of service, will be expanded to include Division 5 on October 1. Hittinger estimates that it will take three months to get the buses completely clean, but "by December 1, we will have a graffiti-free roll-out."

"We're really looking forward to taking our buses back and getting control of them," he says, insisting

### RCC AWARD, FROM PAGE 1

"It's one thing to have as our goal the building of a world-class rail system, but it's another to be recognized by industry peers as that goal becomes a reality," said McSpedon. "It's the commitment of the Metro Red Line Segment 1 Team that made it happen."

RCC has received seven other distinguished construc-

tion, engineering, and management awards this year alone, including Project of the Year from the California Transportation Foundation.

that the presence of graffiti breeds even more. In the building across the way, Division 5 Transportation Manager Roy Starks, who organized the first group of operators to go into the community and talk about how graffiti personally affected them, agrees with Hittinger and applauds the new emphasis.

"It's our fault we allowed it to get out of hand," he says matter-of-factly. "But in my heart, I know that the partnership my operators are making with the community, in addition to the Zero-Tolerance Program, will end the assault."

Tinson concurs. "People think that when you walk out of the front door, the bad seed is standing there. That's sad, when it does happen. But give kids some responsibility, and you'll see that we have an awful lot of good kids out there." ■

The Project Management Institute (PMI), headquartered in Drexel Hill, PA, has more than 9,000 members and 60 chapters throughout the world. ■



*Division 3 Operator Lisa Arredondo (pictured here with her children) has put in countless hours talking to youths about the tragedy of graffiti.*

## Division 2 Vanpool Puts Stress on the Back Burner

by Jay Fuhrman, Employee Transportation Coordinator

**G**ail Woods used to fight traffic, gridlock and congestion 62 miles each way from her home in Moreno Valley to work at Division 2.

"It was terrible," she says. "I spent \$230 a month alone on gasoline plus enduring the aggravation of driving."

Now Woods and a dozen of her co-workers at Division 2 (downtown) ride together in a comfortable, air-conditioned 15 passenger van, thanks to the MTA's Employee Vanpool Program.

"Even my kids see the difference in me. When I come home I don't take a nap and they notice I'm not snappy and grouchy," adds Woods, who celebrates her 12th anniversary with the MTA month.

Like other vans in the program, Division 2 employees pay a monthly fee to the agency based on the van's round trip mileage, gasoline consumption, number of passengers, etc. Payment is made each month automatically through the MTA's payroll deduction process.

The Division 2 van, which has been operating since February 1993, leaves Moreno Valley at 4:25 a.m., makes two stops along the way, and arrives at Division 2 at 6 a.m.

"The van doesn't wait for anyone, so we have to be at the pick-up point on time," explains Mechanic Paul Wathrous, who meets the van in Rialto. "I carpool to the pick-up spot so I save \$160 a month on gas plus \$40 on insurance. We get in to work a half hour early and we're never late. My attendance has definitely improved."

Mechanic Lee Denson of Moreno Valley lives the farthest — 64 miles — and is the van's primary driver: "I

"I used to do the bumper-to-bumper thing. But I transferred from the swing shift at Division 16 (Pomona) to day shift at Division 2 to be in the van."



*Bottom (from left to right): Jack Atkins, Lee Denson, Willie Thompson. Standing: Alden Gainey. Top: Lorraine Bowen, Gail Woods. Rashie McCracken, Dave Chamness, Abdul Janmohammed, Paul Wathrous.*

love it. Yeah, the driving gets tiring, but I save \$80 a month, it's convenient, and we have lots of fun. We listen to jazz, KFWB, tell jokes and tease each other. We really flow with each other."

Apparently the closeness and camaraderie rub off on the MTA in other ways. "It's definitely working," says Division 2 Manager Therol Golden. "It's a morale builder. They're more relaxed."

"Oh yeah, we're relaxed," laughs vanpool member and Equipment Record Specialist Rashie "The Man" McCracken. "I used to do the bumper-to-bumper thing. But I transferred from the swing shift at Division 16 (Pomona) to day shift at Division 2 to be in the van. It's great."

Other employee vanpools are operating at divisions 5, 8, 9 and 15, with more to be added soon at divisions 10 and 18. For further information on the MTA's Employee Vanpool Program, please contact Jay Fuhrman at 2-4827. ■

# On the Beat

## NEWS FROM TRANSIT POLICE HEADQUARTERS

by Sgt. Shari Barberic

**E**ach year, thousands of law enforcement officers from throughout the State of California gather to compete in one of the world's largest athletic events, the California Police Summer Games. This year's competition was held in Los Angeles County, and featured 50 events ranging from archery to track and field.

Transit Police officers participated in a wide variety of sports during the week-long games, which were held during the week of June 20-25. Each athlete competed on his or her own time, representing the MTA Police Department. Eight Transit Police officers were awarded medals during this year's competition.

Just four months old, the Transit Police Department's new G-I Transit Police program with Gardena

Municipal Bus Lines is already a big hit. The program contracts for two MTA Transit Police officers who are dedicated to providing security and police response on all lines operated by Gardena Municipal Bus Lines.

During the August 12 Safety Ad-Hoc Committee meeting, Gardena Municipal Bus Lines Transportation Superintendent Tom Whittle had high praise for the program.

The two-year pilot program was initiated on April 19 in response to the specific needs of Gardena's bus system, which had been experiencing increased incidents of crime, and was incurring graffiti damages of \$150,000 a year. Two thirds of the system operates outside the city of Gardena, and the routes traverse 12

*See On the Beat, page 10*



## About the Winners . . .

**L**t. Ernest Munoz is a 13-year veteran, currently assigned to Internal Affairs. He won one bronze medal in doubles racquetball, and another bronze medal in singles racquetball, grand master class.

Sergeant Everett Rodriguez is a 23-year veteran of the department who is presently assigned to Red Line patrol. He won a gold medal in power lifting, master class.

Sergeant William Thomson is a 10-year veteran who is assigned to patrol. He won a gold medal in wrist wrestling in the senior over 200 lb. class.

Senior Officer Frank Higuera won a bronze medal in the police pistol competition, expert class. He has been with the department for four years and is assigned to internal affairs. Also a four-year veteran, Officer Joel Arce won a bronze medal in gold in the open class, "A" division, with a 0-10 handicap. Officer Arce is assigned to recruitment.

Officer Anthony Hackett has been with the department for three years. He is assigned to community



*Top (from left to right): Alberto Citraro, Robert Smith and Joel Arce. Bottom: Frank Higuera, Chief Sharon Papa and Tony Hackett*

relations, and is a DARE program officer. He won a bronze medal in men's open, five-on-five basketball.

Officer Albert Citraro won a bronze medal in distinguished pistol, semi-auto, open class. He has been with the department for two years, and works Red Line patrol. Officer Robert Smith is a new addition to the department. He is completing his field training program and is assigned to patrol. He won a gold medal in the open class, personal water craft jet ski competition. ■

## MTA Facility Staff Host Meeting

**O**n July 28, MTA facilities staff from the 818 and 425 buildings hosted an International Facility Management Association (IFMA) meeting at the 818 headquarters building.

Phyllis Meng, 818 Facility support; Joe Jones, 818 Facility Manager; and Brian Soto, 425 Facility Manager, hosted the meeting. Herman Hagen, public affairs officer, conducted a tour of the Red Line.

IFMA is an international organization with 12,000 members worldwide. Membership includes professional facility personnel and suppliers of facility-related products and services. Facility management is

### ON THE BEAT, FROM PAGE 9

police jurisdictions. This frequently resulted in transit crimes receiving a lesser priority of police response which, in turn, delayed assistance due to the time it took to determine the proper jurisdiction.

Modeled after the "Cop on the Beat" program, its greatest asset is the daily face-to-face interaction between the assigned officers and GMBL personnel.

Officers Robert Garcia and Louis Evans make daily contact with operators, supervisors and maintenance personnel in order to provide immediate response to graffiti, fare evasion and unruly behavior. The officers are headquartered in the local bus yard, where they have lockers and office space. They have fostered an atmosphere of cooperation and cemented a positive

### QUESTIONS/ANSWERS, FROM PAGE 2

A.: There is excellent news to report on the issue of day care. MTA has a list of approximately 16,000 day care providers in the Southern California area. These facilities provide virtually any form of day care you desire. To find out which provider is best for you, all you need is a zip code, plus the phone number of Jeannette Guerra in our Human Resources Department: extension 2-7168. Give Jeannette a call, and she will help you.

The MTA itself does not currently offer day care



*Herman Hagen, public affairs officer, briefs IFMA delegates.*

an integrative management process that considers people, process, and place in an organizational context. IFMA assists its members in providing and maintaining humane and effective workplaces. ■

relationship between GMBL personnel and the MTA Transit Police Department.

As part of an ongoing evaluation process, Gardena Municipal Bus Lines conducted a survey of its operators to determine the effectiveness of the program thus far. Results indicate that all operators reported they received the help they needed and felt more secure with G-I Transit Police in service. Additionally, GMBL has documented a 60 percent reduction in transit crime since the program's inception, as well as increased prosecutions of graffiti vandals thanks to the expertise and dedication of the Transit Police, particularly Officers Louis Evans and Robert Garcia. ■

service. Plans for our new headquarters being built behind Union Station do include a day care facility, probably to be operated by an outside contractor at costs that will be extremely competitive in the industry.

Our newly adopted budget is the first stepping stone on the path to fiscally sound provision of public transportation. I'm extremely pleased that we have cleared another major hurdle, and look forward to resolving more of our many challenges in the months ahead. ■

## MTA Group Makes Life Brighter for Child in Kenya

A group of MTA employees recently donated \$700 to Operation Smile, a private, non-profit organization that provides reconstructive surgery for children with facial deformities from cleft palate, burns and tumors.

The funds, which will cover the cost of a corrective operation for one child, were contributed by members of the former LACTC Fun Club. When the club disbanded, its members searched for a group to which they could donate left-over monies. Bob Minahan of the MTA advanced technology and economic development department, suggested Operation Smile, which, thus far, has performed miracles for children in The Philippines, Nicaragua, the Middle East, Russia, and several Latin America countries.

Thanks to the following contributors: Tom Carmichael, Alan Dale, Peter DeHaan, Ed Foreman, Jerry Givens, Diane Horton, Lou Hubaud, Joanne Kawai, Cindy Kondo Lowe, Sammanthe Mock, Jane



*Top row (from left): Ed Foreman, Bob Minahan, Alan Dale, Jim Ortner, and Tom Carmichael. Bottom row (from left): Sammanthe Mock, Joan Vertrees, and Cindy Kondo Lowe*

Matsumoto, Ben Mendoza, Bob Minahan, Naomi Nightingale-Reyes, Fred Origel, Jim Ortner, John Sohn, Al Thede, Kathy Torigoe, Joan Vertrees, Vera Walsh, Marie White and Cindy Yasuda.

Minahan, who is the group's logistics coordinator, flies to Nairobi, Kenya next month, accompanied by a team of 50 plastic surgeons, anesthesiologists, nurses, and support volunteers. They will do about 250 operations at no cost to children at three sites over a two-week period. Minahan, who is the project manager for the Ventura aerial alignment, will pick a child for the group to sponsor.

He plans to chronicle the child's surgery and recovery in an upcoming issue of *MTA News*. ■

## Applause!

### EMPLOYEE RECOGNITION AWARDS



*Joe Swift*

#### JOE SWIFT SELECTED RAIL OPERATOR OF QUARTER

Joe Swift has been named MTA rail operator of the second quarter of 1993.

A 24-year veteran of public transportation, Swift began work as a bus

operator assigned to Division 2 at East 15th and San Pedro streets in downtown Los Angeles and subsequently worked in seven other bus divisions.

In February 1991 Swift transferred to the Blue Line. He has had zero instances of sick, missouts (missed shifts

because of tardiness), rule violations or avoidable accidents.

Swift has lived in El Monte for six years. His hobbies include bowling, table tennis, tennis, fishing and radio-controlled model airplanes.

"Getting passengers from point A to point B safely and on time is the most important thing about operating the Blue Line light rail," Swift said. "I just wish that motorists wouldn't try to drive around the safety gates at grade crossings."

Among the six radio-controlled model planes owned by Swift are a Sky Tiger, an Eagle, a Scorpion and his favorite, a Super Chipmunk. He flies the planes at Whittier Narrows north of the Pomona Freeway, and at the Sepulveda Basin. ■



# Bits and Pieces

## TOP EARNS ACCOLADES

### MTA NEWS

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*From left, Dr. Beverly O'Neill, Long Beach City College superintendent; Beatrice Lee, and Dr. James Serles, president of Long Beach City College board of trustees.*

**B**eatrice Lee, Transportation Occupations Program (TOP) administrator, recently accepted an award on behalf of the MTA from the Long Beach City College Foundation Board of Trustees. The award, the 1993 Delta Phi Kappa membership, acknowledges the monetary contribution made by TOP for school years 1989 through 1992. TOP provides high school students with specialized instruction and on-the-job training in the design and construction of major rail transportation projects.



*Denise Diggs*

### CUSTOMER RELATIONS' DENISE DIGGS EARNS SOCIAL WORK DEGREE

Kudos to Denise Diggs, a customer information agent, who says her patience, determination and tenacity finally paid off with her graduation this summer from California State University, Long Beach.

The Lakewood resident maintained a 3.41 grade point average, earning her bachelor's degree in sociology. She intends to begin work on her master's degree in the spring of '94.

Says Diggs: "In our society today, we need people who are dedicated to helping others help themselves. Our communities are overcome by drugs, crime, the threat of AIDS and job unavailability; we need more individuals to serve as guiding lights."

The eight-year MTA veteran says she looks forward to involving herself in the community. ■



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