

INSIDE *M*oves



NOVEMBER 1992



Los Angeles County
Transportation
Commission



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METRO employees jump for joy during a short break outside the office. Actually, they're posing as models for a new brochure about the Metro Freeway Service Patrol program. We'll have to wait for the finished brochure to figure out the concept behind the photo.

Staff photographer Kelly Harriger has captured employees (left to right): General Services Coordinator Raynard Price, Records Management Administrative Analyst Monique Ambrester, Metrolink Marketing Intern Brendan Shepherd, A.R.T. Project Manager Maya Emsden, and Southeast Area Team Project Manager Dale Royal.

Neil's



We're Making History in Los Angeles

As we come to the end of another milestone year, I'd like to express my pride in LACTC's recent accomplishments.

Metrolink, of course, heads the list. October's grand opening capped off plenty of hard work, long hours, and extraordinary efforts by the many who never gave up on a commitment made just two years ago.

Also this year, we saw the Red Line tunnel breakthrough from Segment 1 to Segment 2. Again, thanks to a bunch of hardcore, dedicated rail builders and their supporting staff, contractors and subcontractors, RCC expects Segment 1 to open much sooner than the scheduled March date. Then, last June, the first golden clip was fastened into place on the Green Line tracks, which means the project is on schedule for a 1995 opening.

Finally, in July, the Freeway Service Patrol program marked the end of its first, highly-successful year, the call-box system moved into a major expansion, Proposition C's validity was upheld by the State Supreme Court, and LACTC took a leadership role in Rebuild L.A. efforts. All of you played a tremendous role in these successes — from area teams to the accounting staff, from communications to contracts, and everyone else in between, I say kudos to all!

The Year Ahead

As you know, we're looking ahead to a year of major changes. As we proceed with the merger process, I'm confident that our entire staff will experience a smooth transition into the new MTA.

You may be wondering, in light of the reorganization, why we're reviewing some of our current policies and procedures. The reason is simple. We want to be as healthy as we can be going into the new organization.

The commission has grown substantially in the last two years, so it makes sense to look at ways we've been doing things to see if there is room for improvement — prior to the merger.

Your involvement in this assessment is important. For example, you were recently asked to look at LACTC's Guiding Principles to determine if, as an organization, we're meeting our own expectations. A questionnaire was sent out, and your comments have been received. A final report will be made to the Executive Committee in December, and any necessary changes will be quickly implemented. I'm personally committed to fulfilling these principles.

Also, we're working to improve our channels of communication within the commission. Through the Employee Involvement

Please see Neil's continued on page 5

Communication Channels Open Up

There's more than one way to express yourself — and be heard — around the office these days. Whether you have an improvement idea, a gripe, a serious complaint, or you simply have a question that needs answering, the following is a rundown of the various LACTC internal communication channels. You can pick the one that is the most appropriate for you.

☎ The LACTC Hotline 1(800) 794-7328

Use it to provide suggestions and ideas for saving the commission money, simplifying our procedures and protecting our property. You are also invited to use this line to report any suspected cases of fraud, waste or abuse within the commission.

Callers are anonymous unless they wish to leave a name and number to receive a call back. A device designed to distort a caller's voice may be installed soon.

Questions that are personal in nature are handled individually and confidentially, while questions of general interest are referred to the Management Services Department for evaluation and resolution (see article profiling Management Services on Page 5).

• MTA Questions? Call (213) 244-6484

The MTA Hotline is an in-house phone line that has been set aside to respond to employees' questions or comments about our future as the MTA. Pat McLaughlin, director of the San Fernando Valley/No. County Area Team, retrieves the messages on this line and answers questions about the merger process. Pat also provides periodic updates for staff based on the questions asked, and this information will be covered in *Inside Moves*.

Also, copies of the minutes from the Merger Steering Committee meetings are on display on News of the Week boards in the elevator lobbies on each floor.

• Suggestion Boxes

Some people may be more comfortable communicating in writing than by telephone, so suggestion boxes have been placed on every floor. The boxes can be used for the same purpose as either the hotline or the in-house Q&A line. They can also be used to make suggestions to the Employee Involvement Program (EIP).

If you want a personal response, simply sign your name. Pat McLaughlin will pick up these comments and suggestions and either answer them directly if they apply to the merger process, or forward them to Management Services or EIP for action.

• Employee Involvement Program (EIP)

Right-of-ways, highways, refrigerators, software, career training, community partnerships...what do all of these have in common? They are all subjects of employee concern, along with suggested solutions, that have been expressed through the Employee Involvement Program (EIP).

If you're interested in participating, contact Linda Riemer at extension 7180 for an EIP form, or you can drop your idea into one of the suggestion boxes located on each floor. Anyone interested in actively participating on the EIP Steering Committee should also contact Linda for information.

• Inside Moves — a Q & A Column

Last, but not least, a Q & A column — called *What's on Your Mind?* — will be a regular newsletter feature.

Questions of wide general interest will be printed, along with their answers. Those asking the questions will not be identified.

FROM THE EDITOR

Rebirth of a Newsletter

Well, here it is — the long-promised rebirth of LACTC's employee newsletter. It's a monthly newsletter, and my goal is to have it arrive in your inter-office mail by the first Friday of each month.

Obviously, this first issue is more than a little late. Startup newsletters usually experience growing pains, what with getting concept and copy approvals, and then designing a brand new format. Subsequent issues should run smoother, but it will take four months to get a regular schedule in place. Each month, I hope to publish a week earlier than the preceding month, catching up by March. The December issue should arrive about Dec. 23.

Because this issue is late, some time-sensitive items were either cut before press time or some event dates may have passed. In any case, this first issue gives you a chance to sample the flavor of LACTC's new employee newsletter. I welcome all constructive comments and criticism.

Calling All Volunteers!

This is your employee newsletter, and your input and feedback are necessary to shape future issues! An editorial board will meet once a month to review subjects and articles for the next month's issue. If you want to sit on the editorial board, become a regular roving reporter, or simply provide a single story idea — call me at ext. 6899.

Same Old Familiar Name

Little did I know when I started this project that we would still call it *Inside Moves*. I was sure a new name would go along with the new look. But alas, following the Name-the-Newsletter contest, and after receiving nearly 100 suggestions—including three entries and several phone calls

Please see Editor continued on page 8



INSIDE MOVES

A monthly newsletter for and about METRO employees, including LACTC, RCC and Metrolink staffs, as well as all LACTC consultants, contractors and contract employees. Produced by LACTC's Management Services Department

Managing Editor: Wendy Taylor

Photos: Kelly Harriger

Design: Huerta Design

Special thanks to this issue's contributors:

Matt Barrett, Mike Davis, John Drayton, Cindy Kondo-Lowe, Jane Matsumoto, Phyllis Meng, David Miller, Linda Riemer, Seth Walsh



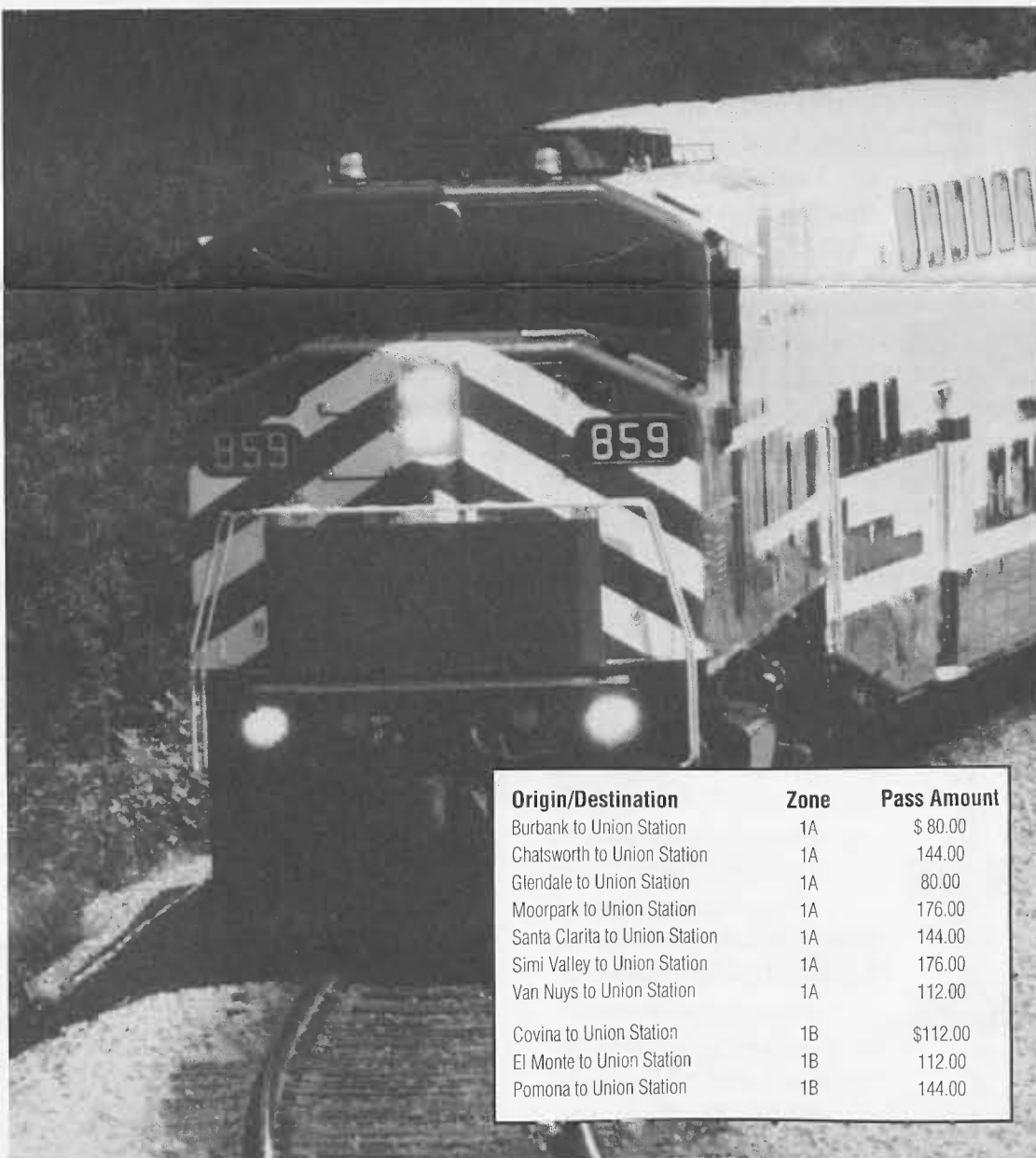
IT PAYS TO USE METROLINK

SUBSIDY AVAILABLE TO EMPLOYEES

What could be better than riding the bus to work? Taking the Metrolink train, of course! If you live near Burbank, Chatsworth, Glendale, Moorpark, Santa Clarita, Simi Valley, Van Nuys, Covina, El Monte or Pomona, and you're interested in obtaining a Metrolink Monthly Pass, contact the Share and Care office in Human Resources at extension 6853. It's as simple as filling out a form.

LACTC will contribute up to the maximum-allowed monthly SCRTD bus-pass amount (currently \$102) toward a monthly Metrolink Pass. For instance, if you live near the Covina station, by checking the chart below you'll find that the monthly pass amount is \$112. LACTC will contribute \$102; arrangements will be made with payroll to automatically deduct the difference from your paycheck.

A map is available in the Share and Care Office to help you determine which station you live near. Passes will be distributed to staff at the beginning of each month.



Origin/Destination	Zone	Pass Amount
Burbank to Union Station	1A	\$ 80.00
Chatsworth to Union Station	1A	144.00
Glendale to Union Station	1A	80.00
Moorpark to Union Station	1A	176.00
Santa Clarita to Union Station	1A	144.00
Simi Valley to Union Station	1A	176.00
Van Nuys to Union Station	1A	112.00
Covina to Union Station	1B	\$112.00
El Monte to Union Station	1B	112.00
Pomona to Union Station	1B	144.00

WHAT'S ON your mind

As a regular *Inside Moves* feature, this column will address a few questions each month. In addition to questions directed to this column, questions will be pulled from the hotlines and the suggestion boxes.

Q: How will our current LACTC jobs, benefits, pay scale and pension be affected under the new MTA banner?

A: At a November meeting of the Merger Steering Committee Chairman Richard Alatorre offered his personal reassurance to the staffs of both the SCRTD and LACTC that employee concerns, such as current jobs, benefits, pensions, classification and compensation, are considered top priorities.

"Although there will be some restructuring and shifting of departments and responsibilities in compliance with AB 152 to clarify roles and eliminate duplication," he said, "the plan calls for full utilization of all existing staff."

Two consultants will assist the steering committee in developing a scope of work and recommendations to deal with employee classification, compensation, a performance-based pay system, and benefits and pension. The consultants will help the committee, and ultimately the joint boards, assess the differences between the two agencies and come up with an equitable plan for all.

"The bottom line," said Alatorre, "will remain equal opportunity for all."

Q: Why do we publish so many newsletters?

A: That's a good question, one that many have asked. Next month, *Inside Moves* will present a breakdown of all the internal and external publications produced on behalf of the LACTC, the SCRRRA, and the RCC.

Generally, each publication has a specific purpose for a specific audience. Most of these newsletters are directed to various outside audiences. For example, RCC's *Courier* is a newsletter directed to residents and businesses located in the communities directly affected by rail-building activities. Thus, the *Courier* is primarily a mitigation tool.

Metro Moves, LACTC's main external newsletter, is also written specifically for outside audiences. Covering the latest news and information about the L.A. Metro System, it has a mailing list of over 6,500, including L.A.'s traveling public (upon request), elected officials, municipal, state and federal agencies, corporate employee transportation coordinators, and transportation peers throughout the country.

PEANUTS® by Charles M. Schulz



New PERCs for RCC Employees

RCC's new PERC Program uses both modern management techniques that encourages participation and decision-making from all levels in the RCC organization.

"Partnership for Excellence in Rail Construction," or PERC, is a new RCC program aimed at implementing the Total Quality Management (TQM) techniques that have become successfully implemented in the private sector. The PERC program, which is an incremental work process improvement program, allows RCC to continuously improve quality and efficiency in all areas.

According to RCC's John McCamy, PERC is a valuable tool: "RCC has grown so much, especially in the last year. PERC caused us to stop, think, and look at our relationships...PERC raised awareness, especially at working levels, of improvements that can be made in how we work."

Working Together for Common Goals

The idea behind PERC is to get all RCC departments, consultants and contractors working together toward common goals. By "partnering" key players on these common goals, RCC expects to see changes that create win-win situations where everyone saves time, money and resources.

Once common objectives are established, the next step is to break out the seven or eight key components critical to success, thereby allowing RCC to establish performance measures for those areas. When these "success" measures are established, RCC's staff will be able to continue refining these processes and related procedures.

PERC Works

While the public sector is just beginning to implement PERC style programs, many of the nation's most successful companies, including Toyota Motors, Ford Motors, Xerox and Motorola, have been using

similar programs for years to realize tremendous improvements. The objective is not just to save money, but rather improve efficiency and control of variables. Taking care of these areas should ultimately lead to a cost savings.

While some companies have been unable to implement similar programs, both Malcom Ingram, RCC's director of Quality Assurance, and Herb Burnham, senior consultant from Fluor Daniel, are confident that the PERC program will work for RCC. Together they have spent several months



(Editors Note: This column will alternate each month with articles from RCC and SCRRRA)



Malcolm Ingram, Director of Quality Assurance for the Rail Construction Corporation.

preparing and training RCC staff and management in the nuances of the PERC program. Their training plan requires that all RCC staff and selected RCC consultants and contractors go through the same intensive training seminars and refresher courses on the PERC program.

Work Process Improvement

Unlike other quality improvement programs, PERC encourages employees to "tinker" with established procedures, looking for incremental improvements over current benchmarks, and then to have employees document these improvements. Starting this month, baseline Key Result Areas and process performance measures, or Critical Activities, will be finalized for RCC Project Teams. TEAMETRO members will then use the Work Process Improvement technique to analyze and refine critical processes, looking for small, incremental improvements.

These performance measures will be reported on a quarterly basis, with "lessons learned" being continually reviewed and acted upon. Each of the RCC teams has developed its own PERC mission statement and goals, and each of these plans ties back to the overall RCC PERC mission, vision and key result areas.

SHAPING UP WITH BENEFITS

The COBRA Connection

COBRA, the Consolidated Omnibus Budget Retirement Act, is federal legislation that requires most employers including the LACTC to offer its employees and their covered dependents the opportunity for a temporary extension of health coverage at group rates in certain instances where coverage would otherwise end. That's a mouthful, but very important to your continued financial security and health.

What does this mean to me?

I'm a full-time employee with full health care coverage.

Okay, so you have full coverage, but . . .

Do you know that in certain circumstances that dental and vision coverage ends for your children when they reach age 19?... or that medical insurance ends at age 23 or before?

Do you know what happens to your health insurance when you go on an unpaid leave of absence beyond 30 days?

Do you know that if you get divorced or separated from your spouse, the court may order you to pay your former spouse's medical insurance?

Do you know what happens when you leave your job, and you don't have immediate medical coverage at the new job?

The facts about health benefits continuation coverage and your rights and responsibilities under the law will be available to you in an easy-to-read pamphlet titled "COBRA." Benefits Administration will be sending all active employees a copy in December. In the meantime, if you have questions or concerns, call David Miller in Human Resources, at extension 6888 or Sue Napolitano at extension 6545.

Change of Address: Also, if you change your address, name, beneficiary or have a qualified family status change, please take some time to visit Human Resources to fill out a Change in Personal Information Form.

Employee Day on the Red Line!

Take a Preview Ride on Segment 1
Sunday, December 13
Watch for flyers - Save the Date!

THE INSIDERS REPORT

Department Profile of the Month

(Editor's Note: This column will profile a different LACTC, RCC or SCRRA department each month.)

Taking the *Mystery* out of Management Services?



Heaven help us! Management Services staff look for divine inspiration during a staff meeting. From left to right, Seth Walsh, Wendy Taylor, Angela Spaccia, Matthew Barrett, Susan Youngs, Mike Davis, Joanne Kawai, Linda Riemer, Charles McKee, and John Drayton. Secretary Leisa Bunkley was not present for the photo.

As director of Management Services and Accounting, Angela Spaccia oversees two seemingly diverse departments. Accounting is a well-defined, straight-forward function. But what about Management Services?

"Good question," says Angela. "We're still in a fine-tuning stage, but essentially the department supports the needs of LACTC's executive management. That encompasses such things as internal communications, operational, performance and work-force analysis, assisting departments meet audit recommendations, and following up to see if the recommendations have been implemented."

Data Gatherers and Analysts

Management Services, a division of ATO, was created to give LACTC the ability to better respond on short notice to commissioners' and media inquiries. The department helps LACTC management respond effectively to either public or commissioner scrutiny. Management Services has thus become the mechanism by which departments within the commission can quickly gather and analyze data, and respond to such questions. If the questions are from the media, the information is provided to the media via LACTC's communication department under the direction of Stephanie Brady.

Diverse Issues Addressed

So far, Management Services has worked with a variety of LACTC departments to address such diverse issues as travel practices, vehicle usage, business meal expenditures, fixed asset controls, off-site meeting conferences, as well as coordinating the Triennial Performance Audit.

Each member of the management services staff brings a particular skill or expertise to the wide variety of functions provided by the department.

The primary roles of the group's members are:

- ◆ Department Director: Angela Spaccia
- ◆ Internal Communications: Wendy Taylor
- ◆ Employee Involvement Program: Linda Riemer
- ◆ Management Analysts: Matt Barrett, Mike Davis, John Drayton, Joanne Kawai, Charles McKee, Susan Youngs
- ◆ Administrative Support: Leisa Bunkley and Seth Walsh

While these people each have different skills and backgrounds, they maintain that they work well together and take their responsibilities seriously. "We have had a significant impact on the way the agency looks at its expenses," said

senior analyst Davis. "But more often our real challenge is helping staff solve new problems with short turn-around times."

Barrett agrees with Davis' assessment. "Our work is always changing, different and new. We're often required to meet impossible deadlines. However, on the bright side, I like the personal contact with employees and seeing how we compare to other transit agencies."

Expanded Services

The department's duties have expanded dramatically since its inception. While the Management Services initially carried a stigma of being the commission's in-house watch dog, in reality, the department's time is not spent scrutinizing other departments. Its primary responsibilities are to respond to executive management requests, and support the analytical needs of all internal departments. For example, when a department determines a need for a special project or new program, they can call upon Management Services to act as an analytical consultant for the project.

Internal Communications, EIP and Employee Hotline

Additionally, internal communications (including the employee newsletter), and the EIP and the Employee Hotline program fall under the Management Services umbrella. The EIP and Employee Hotline are two new LACTC programs introduced this year. Both are designed to give employees a forum to discuss concerns about the commission.

All in all, Management Services is committed to making things run as smoothly as possible throughout the commission. If you have any further questions, or need assistance, contact a member of the group.

Next month's Insider profile:

LACTC's Marketing Department.

Neil's - continued from page 2

Program, the LACTC Hotline, suggestion boxes, and this newsletter, employees have several ways to become more proactive in the communication process.

Now is the time — in the remaining months before LACTC becomes part of the MTA — to take stock and make any necessary changes to reinforce our role in the future organization and, at the same time, remain true to our mission — *Leading the Way to Greater Mobility in Los Angeles County.*

◆ A · P · P · L · A · U · S · E ◆

EMPLOYEE RECOGNITION AWARDS

Since our last issue, three staff members have been recognized for their outstanding work through LACTC's Employee Recognition Awards program. They are:



JULY
ENRIQUE VALENZUELA,
PUBLIC AFFAIRS OFFICER,
RCC

was chosen for his team-playing efforts and continuing commitment to the RCC partnering concept. His nominator, Al Ruppel, says Enrique was instrumental in helping him negotiate difficult agreements allowing Al to focus his attention on other critical assignments. He always strives to be the best, always helping others on the team, making everyone's job easier every way he can. Well done, Enrique. We're proud to have you on our team!



AUGUST
RON MATHIEU,
PROJECT MANAGER FACILITIES
COORDINATION, SCRRA,

stands out according to nominators Bob Minahan and Richard Stanger because he went the extra mile to coordinate with various agencies to allow SCRRA to fast track the design and construction activities to meet the October 26th grand opening schedule. Ron was also recognized for taking the initiative to obtain \$1.3 million in federal grade-crossing funds that he discovered were not being used. His attitude and determination were outstanding!



SEPTEMBER
NAOMI NIGHTINGALE-KEYES,
MANAGER OF GOVERNMENT AND
PUBLIC AFFAIRS,
SOUTHEAST AREA TEAM,

was nominated by Dave Barnhart and the LACTC Rebuild LA Task Force because she took personal responsibility to ensure that special funds granted to the City of L.A. were used effectively by unemployed youth to accomplish needed work. By her example and direction, Naomi helped each young person develop work ethic and a sense of pride. She even drove a truck, planted trees and pulled weeds!

The ERA Committee would also like to pay tribute to all the staff who made this program work and to their nominees since the inception of the program back in February, 1992. Listed below are the names of all the employees who have been recognized by their peers and superiors through this program for outstanding service:

- Gerardo Alanzo • Sheila Badji • Wil Barrantes • Rene Berlin • Jami Carrington • Fran Curbello • Steve Finnegan • Anne Fischer • Bill Gaskill • Steve Gleason • Herman Hagen • Martha Hamilton-Dunn • Don Holman • Lou Hubaud • Luis Inzunza • Kathy Jones Irish • Barbara Jarvick • Joe Jones • Beatrice Lee • LACTC Media Staff • Phyllis Meng • Al Morelli • David Pollard • Les Porter • John Rinard • Duncan Robb • Cindy Shavers • Michael Smith

PERSONAL BEST

"Big Sister" Claudette Moody Appears on TV

Claudette Moody, LACTC administrator of State Affairs, and her "little sister" Ebony were featured on a CBS-TV education special hosted by actor Edward James Olmos in September called "Mentoring Matches." Claudette has been a big sister to Ebony for five years as a part of the Big Sisters of Los Angeles program. ♡ The program is open to young girls between the ages of 6 and 18 years old. Although Ebony has recently graduated from the program and is now a freshman at Santa Monica City College, she and Claudette expect to maintain their close friendship.

The Fish Tank Story



(left to right) Steve Brye, Richard Alatorre and Neil Peterson are on hand at Soto Street Elementary School in East Los Angeles where the children are raising Bluegill fish to replenish MacArthur Park Lake when subway construction is complete.

LACTC employees Steve Brye, Armando Ramirez, Nancy Michali, Frank Zarider, Larry Garcia, and Jim de la Loza have all gone fishing — but not on company time! ♡ These folks donated money and their spare time, along with aquariums and fish, so that elementary school children in five eastside schools can anticipate the day that MacArthur Park Lake is refilled. With their help, the children are breeding Bluegill fish to replenish the lake when the Metro Red Line subway construction in the dry lake bed is completed. ♡ When the group was unable to obtain funding, they carried on using their own money. "Setting up a small-scale classroom fish tank costs less than a \$100, and the committee felt that its endeavors might encourage a large-scale corporate effort," said Eastern Extension project manager Ramirez. ♡ The group was also able to recruit volunteer biology professors from Claremont College to introduce environmental concepts to the young fish farmers. Along with the lessons in the care and rearing of fish, the students are learning about the public permit process with the California Department of Fish and Game. ♡ The elementary schools involved in the Fish Tank program are Glassel Park, Saint Mary's Catholic School, Second Street, Sheridan and Soto.

(Editor's Note: Inside Moves wants your suggestions for this ongoing column. Use the What's Happening form on the back page of the newsletter and return it to the Editor.)



Kelly Salloun



Many LACTC employees burn the candle at both ends. Some have second careers or are in training for more advanced careers in the business of transportation. Some have interesting hobbies, others are more artistically creative, actively producing music, art or poetry late into the night, pursuits completely incongruous with their day job.

By day, Kelly Salloun assists in the busy office of Kathy Torigoe, secretary for the commissioners. After 5, however, she is, as L.A. Weekly recently described her: "... a beguilingly elegant song stylist a thoughtful, lovely singer whose languorous, interpretive readings of standards serve to both soothe the beast and rouse the aesthete."

Kelly began her singing career while growing up in the small town of Kelowna, B.C., Canada. "I was the youngest of a large family and got to listen to all my brothers' and sisters' records. As in most families, my mother wanted us to take piano lessons. One of my older brothers was a musician and he got me interested in jazz. The very first album I bought was a Billie Holiday album."

Kelly never had a second thought about her singing career and eventually made her way to Los Angeles to study singing, composing and arranging

at a private jazz school. She then went on to perform with several different bands, playing here in L.A. and touring the country.

Since officially starting her professional singing career in 1981, she's performed in Europe, the Far East and throughout the United States. She's even played the White House. Along the way, she's played with some pretty well-known jazz musicians, including drummer Johnny Kirkwood and jazz guitarist Al Viola.

"Singing is an instrument that, in my mind, you get a certain amount of training and then you just go with it. You have to practice or it doesn't mean anything. It doesn't do any good to just take lessons and not perform. Performing is half the lesson. Your nerves, the adrenaline, it affects your voice; it's not just breathing, it's very psychological and emotional. You have to be performing to feel it working for you."

Kelly Salloun performed her own arrangements of Gershwin, Cole Porter, Billie Holiday, Frank Sinatra, as well as her own original tunes at the Atlas Grill, 3760 Wilshire Blvd. in November.

(Editor's Note: Inside Moves wants your suggestions for this ongoing column. Use the What's Happening form on the back page of the newsletter and return it to the Editor.)

COMMISSION KUDOS

LACTC wins an APTA Ad Wheel Award for its Annual Report

LACTC's first published annual report, entitled *Los Angeles Gets Moving*, has won a First Place 1992 Ad Wheel award — in recognition of outstanding achievement in transit marketing — from American Public Transit Association. The award was presented at APTA's 1992 Annual Meeting held in San Diego on October 19th.

OFF TRAVEL Department

Airlines: Good News! U.S. Air will continue its government air fares through 1993. We're waiting to hear from United, American and Delta.

Hotels: Low hotel rates have been established across the U.S. Chains such as Hilton, Hyatt, Holiday Inn, and Radisson provide government rates. Cities, in addition to Los Angeles, where the LACTC has established rates include: Chicago, New York, San Francisco, Washington, D.C., Sacramento, and London, England.

Car Rentals: LACTC now has an established rate with PAYLESS car rentals in Los Angeles. Please inform all those who must travel into the L.A. area for LACTC business.

News for Consultants: Please advise any of your LACTC consultants that LACTC's Travel Coordinator can assist them in their travel needs when conducting LACTC business. Many of our discounts can be passed on to them.

New Travel Policy: It's out! Please refer to your new LACTC Travel Policy and Procedures Manual. Some of the changes are:

- New lodging limits
- Mileage reimbursement
- Business meals
- Foreign travel
- Personal travel combined with business
- Rental cars

For more information on the items discussed above, contact LACTC's travel coordinator Carol Sabo at extension 7143. Bon Voyage!

Employee Development Datebook

<p>1</p> <p>This column will provide information about business training and personal development opportunities available through LACTC's staff development department.</p>	<p>2</p> <p>Watch for the published results of the employee survey to determine what training topics are desired the most by employees.</p>	<p>3</p> <p>In November, two Performance Management Process training workshops were held for all management and supervisory staff, and on Nov. 19, an Administrative Services Orientation was held for the professional and management staff.</p>
<p>4</p> <p>Watch for flyers about future workshops or call Diane Horton at extension 6889 for workshop time, location and enrollment information.</p>	<p>5</p> <p>December 9 9:00 to 11:00 a.m. DBE/MBE/WBE Training Seminar For all staff involved with contracting for goods and services. Sign up by December 7 Contact Lynette Peters, x6335</p>	<p>6</p> <p>December 10 8:00a.m. to 12 noon Administrative Services Orientation For all staff who need clarification of internal procedures. Sign up by December 8 Contact Craig Roth, x7119</p>

EXTRA Curricular

LACTC's Human Resources Department provides a full-range of employee activities, workshops and wellness programs.

See's holiday candy:

Employee Activities will take your candy orders from Nov. 16th through Dec. 4th, for delivery during the week of Dec. 7th. Candy will be sold until Dec. 18th while supply lasts. Watch for details and order forms in your mailbox

December Activities:

LACTC's holiday carolers, Week of Nov. 30th:

Once again these happy folks will be singing throughout the halls and corridors for a whole week prior to the Holiday Party on Dec. 5th. Please contact Claudette Moody or Carol Martin to obtain rehearsal schedule if you're ready to sing!

Workstation decoration contest, Week of Dec. 14th:

Get into the holiday spirit with LACTC's traditional contest during the week of Dec. 14th. Judges will be dropping by on Dec. 16th and 17th. Prizes will be awarded for a variety of categories. If you would like to be a volunteer judges, please call either Cindy Yasuda at extension 6809, or Jane Matsumoto at extension 6346.

Santa Claus Day — Dec. 24th:

Bring your children for this traditional LACTC event from 9:00 to 11:00 a.m. on Christmas Eve to meet Santa Claus, and be treated to lots of fun and holiday goodies!



The social event of the season!

Holiday Party on Saturday December 5, 1992

- Regency Ballroom, Hyatt Regency, Broadway Plaza • Fabulous door prizes • The best in entertainment • Wonderful decorations • Dancing all night long (well, almost) • A gourmet meal (of course) • Song requests ahead of time • Reduced Room Rates (\$79/double occupancy).

Don't miss this unforgettable occasion. You'll want to see — and be seen — as your fellow workers dress up in their finest! If you haven't got your tickets, hurry. It may be too late. In fact, by the time this newsletter hits, the party may be over!

Your Credit History

With a recent change in federal law, you can now get a free copy of your credit report. If

you've never seen one, you are in for a surprise on what your creditors report to the various credit reporting agencies. For example, payment history on a monthly basis for the past 2 years and outstanding balances are usually shown for all revolving credit cards, charge cards, car loans, mortgages, student loans, bank and credit union loans and other types of loans. Can be pretty sobering stuff!

In most cases, information is totally accurate. However, there are exceptions.

PERSONAL FINANCES

Now's the time to check it out. To get your free copy, simply fill out this form and mail it along with verification of your current address (a copy of your

driver's license or a recent billing statement) to TRW. In addition, if you have moved within the last five years, you will need to provide a list of your old addresses. It takes about four (4) weeks.

Meanwhile, you can contact the Human Resources Department if you have any questions: David Miller at extension 6888 or Jane Matsumoto at extension 6346.

What's - continued from page 4

However, no one wants to leave you out. So all of these publications are distributed to employees — whether or not you are the intended audience.

Q: Does LACTC recycle paper and other items?

A: We asked the Facilities Department for the answer. A paper-recycling program was first started when LACTC moved to 818 W. 7th St. in April, 1990. Receptacles were placed in all coffee/copy rooms. Staff would empty these containers into a larger bin that was then picked up by a recycling company.

Later, in July of the same year, building owner Harry Macklowe Real Estate entered into a contract with Community Recycling and Resource Company. This company inspects all of the building's daily trash, and removes both paper and wood products. The paper is sent to its reprocessing plant and re-manufactured into paper products. The wood is chipped and re-used. Aluminum, plastic and glass are separated and hauled to a re-processor. Approximately 70% of the building's trash is recycled; therefore, only 30% is hauled to a landfill.

Q: What happened to our plastic spoons?

A: Again, we went to Facilities to answer the question. LACTC has historically provided coffee, tea and sundries to staff. In response to allegations related to LACTC's spending policies and practices, a Limited Financial Review was completed in May by Los Angeles County/City auditors. The auditors estimated the annual cost of these items as \$70,900.

As a result, LACTC staff researched the following:

- Reduced prices with a coffee supply vendor.
- Staff-sponsored "coffee-clubs"; logistical problems identified.
- Surveys of other public and private organizations about their practices.
- Determined that a reduction of coffee items could pose a safety risk due to electrical requirements if staff used privately owned units.
- Determined that the omission of cleaning products could cause a health risk to employees.

The final recommendation is to provide coffee and coffee-related supplies only (sundries such as sweeteners and coffee creamer), with stricter inventory and distribution controls, and eliminate paper plates, bowls, plastic utensils (spoons, etc.), condiments, saran wrap, foil, etc.

By renegotiating coffee, tea and sundries prices, implementing stricter controls, and eliminating the above-mentioned items, LACTC can save \$30,100 a year. On June 24, the commission passed a motion that coffee, tea and related sundries continue to be provided employees, at an annual cost not to exceed \$40,800 for fiscal year 1993. A detailed report will be prepared at the end of the year.

EXIT NOTES

Look for these future articles in Inside Moves!

- Marketing a Rail System
- Rebuild LA
- LACTC's Early Days — A Report from the Oldtimers

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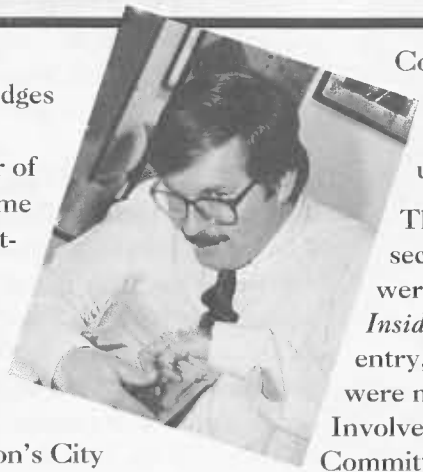
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Editor continued from page 2
 requesting the old name — the judges chose the old name!

Not only that, the winner of the contest turns out to be the same employee who named the newsletter the first time — none other than Steve Lantz, director of the Westside Area Team. He was the first one to submit the old name as an entry, so he won the prize: Lunch for two at the Hilton's City Grill (compliments of the restaurant). Congratulations, Steve!



Contest winner Steve Lantz grabs a quick bite from the candy jar. Looks like he can use the prize!

The two names that came in second and third, respectively, were Anne Roubideaux's entry, *Inside Track*, and Mark Mendoza's entry, *Metro Beat*. Contest judges were members of the Employee Involvement Program (EIP) Steering Committee and others who have volunteered to participate in an ongoing editorial board. WT

WHAT'S HAPPENING?

Ideas for future articles in Inside Moves
 Complete the following and return it to:

I would like to see the following covered in Inside Moves:

Who: _____
the person or department

What: _____
the subject or issue is about

When: _____
(if applicable) any dates involved

Where or How: _____
to reach person or research the subject

Why: _____
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