

INSIDE

m o v e s

LACTC/RCC
NEWSLETTER

SUMMER 1992

BIG TURNOUT PROJECTED FOR PICNIC

Maybe it's the "build your own" chili dog bar. Or the limbo contest. Whatever irresistible attraction is piquing employee interest, ticket sales for the LACTC Third Annual Family Picnic are heating up.

Human Resources Administrative Assistant Cindy Yasuda says they are expecting an even bigger turnout than last year's 380 participants. Good memories of El Dorado Park West in Long Beach, the event's location for the second year in a row, may be a factor. "The park is really beautiful and spacious," says Cindy. Ocean breezes cool the grassy Willow Grove picnic area, overlooking a duck pond,

where staff will gather on Saturday, July 18 from 11 AM to 4 PM.

In addition to the Chili Dog Bar, a generous picnic lunch is included in the ticket price. The menu features traditional favorites like hamburgers, BBQ chicken, corn on the cob, and ice cream. Snacks and beverages like soda, lemonade and popcorn will also be available continuously.

Settle your stomach after lunch with a little gentle exercise. Games for both adults and children are scheduled all day long, from a watermelon eating contest to a grass ski relay.

Tickets are \$12.00 per person for those on the LACTC payroll and immediate family. Additional guest tickets are \$15.50 each. Children ages 5 to 13 are only \$7.00, and children under age 4 are free. So is parking. Remember, Friday July 10 is the last day to order tickets. No tickets will be sold on the day of the event. If you haven't received an event flyer, call Cindy Yasuda at ext. 6809 for information.

Exchange your business suit for some loud shorts. Let go of your dignity and grab a chili dog. Let's see if we can play as hard as we work! ■

STAFF INPUT WILL INFLUENCE MERGER REORGANIZATION

Staff – not an outside management consulting firm – will be the new Merger Steering Committee's advisors on reorganization.

At a joint meeting of the LACTC and SCRDT boards June 10, the commissioners unanimously adopted Mayor Bradley's resolution regarding measures and guidelines, including a staff advisory function, for proceeding with the merger. The resolution, filled with language that reflects a determination to work together "cooperatively and unselfishly", created a new 7-member Merger Steering Committee. This group supersedes the ad hoc reorganization committees of the LACTC and SCRDT.

The resolution directed chairman of the LACTC/County Supervisor Mike Antonovich and SCRDT Board of Directors President Marv Holen to appoint five committee members in addition to themselves. These members are: LACTC Commissioner/City of Rancho Palos Verdes Councilmember Jacki Bacharach, LACTC Vice-Chair/City of Los Angeles Councilman Richard Alatorre, LACTC Alternate Commissioner/

Continued on page 2



INSIDE m o v e s

"Staff Imput..." continued from page 1

SCRTD Board Member Mas Fukai, Mayor Tom Bradley, and RTD Board Member/Glendale City Councilman Carl Raggio. The committee's meetings will be open to the public.

The resolution committed the Merger Steering Committee to hiring, by June 30, a facilitator "to assist the Committee in its deliberations on the design of the merged agency".

Perhaps the most critical decision in the resolution is to call on "a cross-section of objective and consensus-building employees" from both agencies for reorganization guidance. Staff advisors will help analyze the organizations' functions and examine options for departments, and their influence on the committee's decisions will be substantial. Notices will soon be posted throughout the LACTC

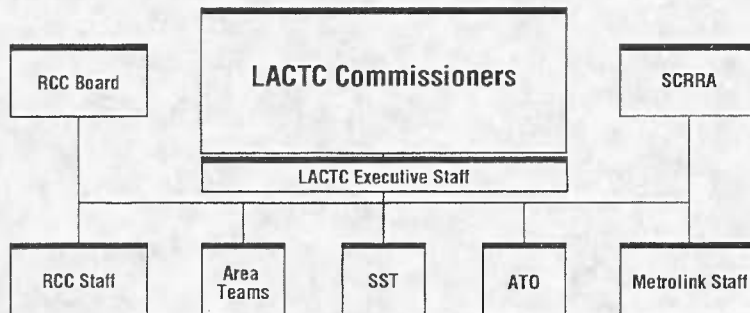
and SCRTD soliciting staff resumes for these advisory positions.

This decision means staff — the people who really know how a transportation agency should work — will have the opportunity to help shape the MTA. "They'll really be looking at how to do the work best," says Neil

Peterson, "not just moving boxes around on an organizational chart."

Watch for notices to appear sometime this month, after the Merger Steering Committee has its first public meeting. There's never been a more important commission duty to volunteer for. ■

SO FAST, IT'S GONE



FAST is no more. Now it's called ATO: Administrative and Technical Operations Division. A recent reorganization has broken the FAST group into two sections: Financial and Administrative. The Financial group includes the Treasurer, Controller and Long Range Planning/Capital Programs. Joint Development, Insurance, Legal, Human Resources, General Services and Contract Compliance are all now grouped as Administrative departments.

INSIDE m o v e s

The Inside Moves Staff

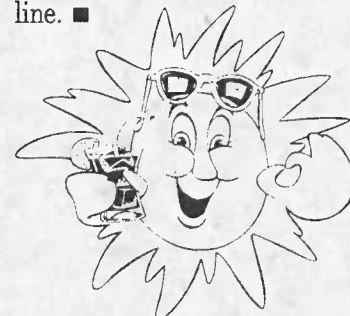
Managing Editor Wendy Taylor
 Editor Carol Wald
 Photos Kelly Harriger
 Graphics Anne Roubideaux

Special thanks to our contributors:
 Lee Brayton Joe Jones
 Jane Matsumoto Paul Self

INSIDE MOVES IS OUT — FOR NOW

This summer issue is the last you'll see of **Inside Moves** until further notice. The Communications Department has decided to suspend publication while redeveloping LACTC's staff newsletter into a more sophisticated and serious internal communications organ. Research on

the redevelopment is underway, and a proposal is expected to be presented to management sometime in the fall. Merger reorganization considerations may, however, affect the newsletter's future as well. In the meantime, have a great summer. See you down the line. ■



LACTC REBUILD L.A. EFFORTS LAY STRONG FOUNDATIONS

The LACTC has moved quickly since beginning its own internal Rebuild L.A. efforts in mid-May. Staff presented a number of recommendations to the Planning and Mobility Improvement Committee on May 13; the commission approved five of them on May 27. Staff is now incorporating the following activities into LACTC's current projects:

- **Transit Enterprise Zones:** Pursue amendments to state legislation and enactment of federal legislation that would apply the enterprise zone



New employee Dan Simpson,
Utilities Coordinator, RCC.

idea to transit corridors with high unemployment.

- **Accelerated Joint Development Coordinated with City of L.A. Redevelopment Areas:** Work closely with the City of L.A. to make sure LACTC's accelerated joint de-

velopment programs for impacted areas are fully integrated with the city's expanded redevelopment efforts in these areas.

- **Study Suspended Light Rail Technology for Crenshaw Corridor:** Pursue federal funds for a preliminary evaluation of this technology, one of several to be considered in an integrated land use/transportation study for the corridor.

- **Accelerate the Crenshaw Corridor Study:** Work closely with the Crenshaw community to make sure the study reflects residents' needs.

- **Pursue Accelerated State and Federal Funding for Projects:** Staff have recommended that funding be accelerated for a number of programs affecting impacted areas, including several Red Line and Blue Line projects, along with job training and apprenticeship programs in these projects; the Watts Cultural Crescent Greenway Project; and a rail right-of-way Maintenance and Graffiti Removal Job Program for Youth.

In addition to these efforts, an LACTC staff Rebuild L.A. Task Force, led by Jim McLaughlin, is looking at other ways to help. It's not too late to get involved. Call one of the following subcommittee chairs or co-chairs to find out about the next meetings:

- **Community Liaison:** Miriam Simmons, ext. 6891

- **Job Training:** Naomi Nightingale, ext. 6410, Kecia Washington, ext. 6752



New employee
Carol Fredholm,
Project
Manager,
Joint
Development.

- **Funding and Economic Development:** Wayne Moore, ext. 6757

- **Government Infrastructure:** Claudette Moody, ext. 6525

The commission supports the Task Force's efforts fully. The LACTC can make a difference in South Central. Be a part of it. ■

FACILITY FACTS



FAXING BEATS FEET

Did you know that it costs less to fax documents than to send them by courier — and that the cost of a fax is comparable to that of a telephone call?

After completing a comparative cost analysis, Facilities Management has concluded that if documents are to be transmitted locally, faxing is less expensive and more timely than sending them by courier.

Facilities Management urges commission staff to help save the taxpayers' money by faxing documents instead of using couriers whenever possible. In addition to cutting costs, you'll also be cutting congestion.

INSIDE MOVES

NEW EMPLOYEE ASSISTANCE PROGRAM OFFERS FREE HELP

Prevention, not just crisis intervention. That's the purpose of the LACTC's new Employee Assistance Program. Paid for by the LACTC, EAP is a new, confidential referral service that you can call on for help when life hurts. Whether the problem is a relationship, money, emotional difficulties, stress, substance abuse, child care or even long term care for an aging parent, EAP can help you handle it. Just call their



toll-free number, and they'll refer you to a qualified, professional counsellor for up to five free sessions.

Jane Matsumoto, Internal Relations Coordinator for Human Resources,

explains why the LACTC decided to pay for the program. "Employers are realizing that preventing small problems from becoming big ones is the way to keep people from being removed from the work force. Early resolution is the key."

If you missed the EAP orientation sessions, call Jane Matsumoto at ext. 6346 for information, or telephone EAP directly at 1-800-227-1060. Jane is also organizing an on-going series of related "brown-bagger" workshops that will train staff to reduce job-related stress. Managers and supervisors, watch for the special sessions that will train you to detect and seek early resolution for employee personal problems. ■

PERSONAL BEST

LACTC and RCC employees continue to make their mark in the professional world. We're proud to have you on board.

Steve Finnegan, South Bay Area Team Project Manager for Metro SAFE (Service Authority for Freeway Emergencies - Callbox), received his masters degree from the UCLA Graduate School of Planning and Architecture on June 13.

Vinh Ho, Copy Center, received the Employee of the Year Award from Pitney Bowes Management Services.

Joe Parise, Copy Center Supervisor, received the Supervisor of the Quarter Award from Pitney Bowes

Management Services. Parise has had a perfect attendance record for six years.

Rick Persavo, Copy Center, received an Employee of the Fourth Quarter Award from Pitney Bowes Management Services.

Robert L. Sanders, Director of Records Management, was named a contributing editor to Records Management Quarterly in April. RMQ is published by the American Records Management Association.

His column, entitled "The Many Faces of Records Management", debuted in April with an article entitled "Planners and Firefighters: A Records Management Synthesis."

The article discusses how records managers in today's swiftly changing organizations can replace complicated, rigid disaster/crisis records retrieval plans with flexible, modular plans that leave room for creative emergency solutions.

Stacy Yamato, RCC Public Affairs Officer for the Green Line, was formerly part of a KNBC team that won an Emmy for a one-minute public service announcement on education. The spot is part of an ongoing series, entitled "The Spirit of Education", that spotlights people in the public school system who make extraordinary contributions. The award-winning PSA aired on KNBC for several weeks during 1991. ■

EMPLOYEE RECOGNITION AWARDS

Many new commission employees may not be familiar with the Employee Recognition Program. This monthly award program provides an avenue for recognizing invaluable contributions to the commission. Anyone can submit a nomination; you can even nominate yourself! The winner is announced at each month's General Staff Meeting, and receives an impressive framed certificate, as well as the acclaim of the entire commission staff.

Since our last issue, five commission staff members have been recognized publicly for their outstanding work.



Diane Horton, Training Coordinator, SST Human Resources, was the LACTC's Employee Recognition Award winner for February.

February - Diane Horton, Training Coordinator, SST Human Resources, was chosen for her "hard work in career guidance and skill assessment". Diane "has single-handedly planned, organized and monitored a training program for the LACTC . . . everything from moving furniture . . . to presenting time

management training components". Her nominator, Jose Mesa, told the committee that "nobody has done so much in the limited time they've been here to support our mission statement that 'People are Our Most Important Asset!'"



Irma Licea, Policies and Procedures Administrative Assistant, SST, won the Employee Recognition Award in March.

March - Irma Licea, Policies and Procedures Administrative Assistant, SST, stands out because she always goes the extra mile to get the job done. Al Morelli, who nominated this former intern, says she has done an outstanding job on revising the Human Resources Policy Manual, and that she actively looks for ways to cut costs and increase productivity. Well done, Irma.

April - Dave Solow, Deputy Executive Director, SCRRA/Metrolink Executive Administration. Director of Commuter Rail Development Richard Stanger, Dave's boss, wanted to recognize his deputy's above-and-beyond-the-call-of-duty efforts. In his management of Metrolink rail vehicle procurement, Dave brought L.A. a first-class vehicle in only 14 months — a project



April's Employee Recognition Award went to David Solow, Deputy Executive Director, SCRRA/ Metrolink Executive Administration.

that normally takes 17 months or more. Thanks for making us all look good, Dave.

May - Jim Sowell, Manager of Environmental Compliance, RCC/Public Affairs was the sensitive, cheerful, indefatigable person who coordinated planning of the Barnsdall Park tunneling projects, one of the largest tunneling projects in the United States. His supervisor, Joel Sandberg, Vice President and Project Manager of Red Line Segment 2, nominated him because of his amazing work in steering this \$200 million job through a labyrinth of public agencies, environmental reviews, and neighborhood groups. We knew it took someone very special to achieve that.

June - Don Stiner, Manager of Program Control, RCC, was one of the pioneers in the creation of the RCC organization. Art Hadnett, RCC Lead Project Coordination Engineer, nominated Don after he single-handedly put together and taught some of the courses for an 11 week

Continued on page 6.

"Employee Recognition Awards" continued from page 5.

cost/schedule fundamentals training course attended by over 100 professionals. He has shown a dedication to his profession that exceeds all expectation. Congratulations, Don, we're proud to be your colleagues.

The 6-member ERA Committee, chosen to represent a broad cross section of LACTC staff, faces a tough choice each month. Even though they can only give one award, the members feel that every nominee deserves recognition for their outstanding service.

The committee circulates awards nomination forms to all staff each month, as well as placing supplies at stations throughout the commission where other personnel forms are found. For more forms, call Cindy Kondo at ext. 6580. Nominate an outstanding peer or supervisor. When we celebrate the excellence of those around us, we all win. ■



New employees Bill Currier (left), Director, Operations, SCRRA/Metrolink and Vijay Khawani, Manager, Govt & Public Affairs, South Bay.

A TWO- WHEELED ALTERNATIVE TRANSIT HERO

Communications Office Assistant Luis Inunza is one of the LACTC staffers who really walks—or rather rides—his talk. For the past month and a half, Luis has been leaving his Alhambra home at 6:45 AM each morning to ride his mountain bike the 7-1/2 miles to work.

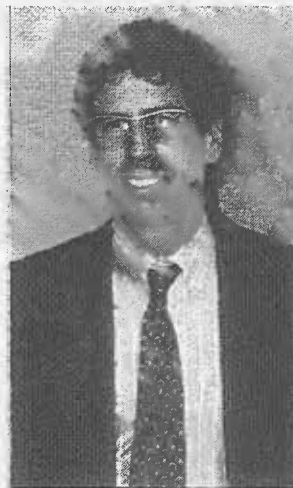
Even without special bikeways, the daily 15-mile round trip is no problem, says Inunza. His only minor discomfort has been occasionally getting a blast of bus exhaust.

What can the LACTC do to encourage more staffers to ride their bikes



Luis Inunza, Communications Office Assistant, commutes 15 miles round trip each day on his mountain bike.

to work? "Showers would be nice," Inunza suggests, "I'm pretty sweaty when I get to work in the morning."



New employee John Given, Project Manager, Joint Development.



New employee Alice Lewin, Administrative Assistant, SCRRA/Metrolink.

LACTC, RCC AND SCRTD STAFF PROMINENT AT APTA CONFERENCE

When the American Passenger Transport Association (APTA) held its national Rapid Transit Conference at the Bonaventure Hotel last month, staff played a prominent role. In addition



LACTC A.R.T. Program Director Jessica Cusick addresses a panel on joint development at the June APTA Rapid Transit Conference.

to appearances at the general session by LACTC Executive Director Neil Peterson and RCC President and CEO Ed McSpedon, staff participated in panels on a wide range of transit-related topics. **Inside Moves**

recognizes these outstanding professionals for their special contribution to the stature of Los Angeles rapid transit.

Inside Moves made every effort to assure that the list of participants below was complete and accurate. The editor extends her profound apologies for any errors and/or omissions.

Sudhir Agrawal, P.E., Engineer Manager, Facilities Engineering, RCC, commented on Metro Rail Ventilation Systems.

Richard Alatorre, Vice Chairman, LACTC, discussed The Minority Community's Role in Solving Emerging Rail Transit Issues.

Jacki Bacharach, Commissioner, LACTC, gave a talk on the SCRRA Clean Locomotive Program.

Imani Brown, Vendor Relations Manager, LACTC, spoke about A Technological Focus on Vendor Relations.

Jessica Cusick, Director, A.R.T. Program, discussed the LACTC's Public Art Program: Designing Joint Development Opportunities.

Alan Dale, Director, Systems Engineering, RCC, spoke on Development of a Los Angeles Standard Light Rail Vehicle, and moderated a discussion on Standards, Specs, Systems and Procedures.

Rod Dawson, Executive Vice President, Technical Operations, RCC, made a presentation



New employee Frank Medina, Director, DBE.

entitled Management Organization for a Major Rail Construction Program: An Owner's Perspective.

Ron Drake, Director of Construction, Red Line Segment 2, RCC, discussed the RCC's Approach to the Development of Mined Subway Stations in Soft Ground.

Leslie Durrant, Manager, Systems Engineering, RCC, expressed his views on Fast Track Negotiated Procurement for Fare Collection Equipment.

Thomas Eng, Manager, Safety Certification, RCC, read a paper entitled An Examination of Railroad Crossing Accidents on the Metro Blue Line.

Ray Grabinski, Commissioner, LACTC, addressed a panel on Unlocking the Mysteries of Successful Rail Construction with a presentation on Local Policy and Citizen Perspective.

David Hershenson, Vendor Relations Manager, LACTC, offered his perspective on Software Applications in Transit Operations.

Continued on page 8

"APTA Conference" continued from page 7.

Norm Jester, Director, Special Projects, LACTC, addressed a session on Commuter Rail and Air Quality with a talk on Railroad Electrification in the Los Angeles Basin.

Ram Krishna, Section Manager, Systems Engineering, RCC, discussed the Use of Programmable Logic Controllers in Metro Green Line Traction Power Substations.

John Mack, Director, Contract Compliance, LACTC, moderated a session on DBE Contracting for the '90s.

David Mazzo, Facilities Engineering Manager, RCC, talked about Evaluation of Hot-Mix Asphalt Trackbed for the Los Angeles Transit System.

Ed McSpedon, President and CEO, RCC, gave a Light Rail Update, and An Owner's Perspective on Unlocking the Mysteries of Rail Construction.

Linda Meadow, Manager, System Safety, RCC, spoke about Automated Tools for System Safety Program Management.

Michael Merrick, Utilities Coordinator, RCC, talked about Raised Temporary Deck Structures on Cut and Cover Excavations.

Nancy Michali, Manager, Rail Development, Central Area Team, LACTC, discussed Design Solutions for Greater Mobility.

Robert Minahan, Deputy Executive Director, SCRRA, moderated a panel on Construction Updates.

Sharon Neely, Director, Transportation Policy, LACTC, moderated a panel on Land Use Supportive Policies for Successful Rail Transit.

Nick Patsouras, Alternate Commissioner, LACTC, moderated a panel on Solving Emerging Rail Transit Issues, and addressed a panel on Trolley Bus Planning with a paper entitled Discussing the Planning Issues from a Policy Perspective.

Neil Peterson, Executive Director, LACTC, gave a talk on Developing Innovative Local Financing Techniques, and another on Local and Global Market Conditions Impacting Manufacturing and Construction.

Ray Remy, Alternate Commissioner, LACTC, spoke about the Business Sector's Role in Doubling Ridership During the '90s.

George A. Swede Sr., Transportation Development Specialist, LACTC, moderated a panel on Automated Guideway Transit, and gave the same panel A Status Report on A.G.T. in 1992.

Al Thiede, Vice-President, Engineering, RCC, gave a talk entitled Designing a World-Class Metro Rail System: Pratfalls and Pitfalls.

Nancy Whelan, Program Manager, Capital Planning, made a presentation on the 30-Year Integrated Transportation Plan to a panel on Innovative Funding and Financial Planning.

In addition to speakers, **Inside Moves** salutes the many other LACTC and RCC staff volunteers

from Strategic Marketing and other departments who devoted long hours to manning our information booth, conducting tours and press conferences, and more.

A final word of gratitude must go to the Executive Steering Committee responsible for planning the conference: Frank Zarider, Liz Crenshaw, Elaine Stewart, Fran Curbello and Ava Jordan-Gay.

Thanks, everyone, for helping to make the conference a success. ■

WHAT'S THE BIG IDEA?

THE EMPLOYEE INVOLVEMENT PROGRAM

LACTC staff are changing the way we work. Since Neil Peterson announced the Employee Involvement Program last March, dozens of commission employees have stepped forward with, in Neil's words, "ideas to generally improve our working environment and/or save taxpayer dollars."

Ideas received from employees have ranged from suggestions for cutting paper and styrofoam waste in our coffee rooms to replacing the costly six different Blue, Red and Green

Continued on page 9

"Employee Involvement" continued from page 8.

Line information kiosks with a single standard, easily modifiable design. One suggestion is already saving the commission some money: an inexpensive, run-it-yourself poster-making machine that is perfect for creating internal event announcements. The new machine reduces the cost of producing a poster from about \$90 to about \$5. (See related item on page 11 for more information.)

"The whole idea of the program is to encourage people to feel they are a part of the team, to not only point out a problem, but be part of the solution," says Linda Riemer, Employee Improvement Program coordinator. She's received about 54 ideas so far.

Staff submits ideas to Linda Riemer on special Employee Involvement Program forms that are placed at stations where time sheets are available. Linda analyzes all ideas, gets feedback from appropriate departments about feasibility, then submits the idea and feedback to a volunteer steering committee created to recognize outstanding contributions to the commission. The committee, made up of eleven employees from various LACTC and RCC departments, decides which ideas to implement. Neil will soon be including all of the adopted ideas in his Monthly Executive Director's Report to the commissioners.

Linda and the staff members she consults give contributing employees prompt, thoughtful written responses to all suggestions after each is researched. Everyone who partici-

pates receives an Employee Involvement Program Certificate, and all are recognized by name in general staff meetings. There are also rumors of more substantial rewards in the works.

There's another way for shy staff members to make suggestions: the Employee Input Line. The toll free number, installed in April, was set up to provide an employee input alternative for those who want to stay out of the spotlight. Caller names and ideas are kept confidential, and each caller receives a weekly update on the status of his/her idea. Callers can also refrain from giving their names if they wish.

Angela Spaccia, Management Services, reviews and follows up on any calls received on the line, routing them to the appropriate expert staff member for research. Angela says that staff who are asked to research ideas have responded quickly and enthusiastically. Callers, on their end, have been pleased with the promptness and thoroughness of the response. About eight ideas received on the line are now in various stages of research and evaluation.

If you want to submit an idea to Linda Riemer, send it through inter-office mail or stop by her office on the eleventh floor. For more idea submission forms, give her a call at extension 7180. The toll free Employee Input Line is 1-800-794-7328. ■



HOLLYWOOD BOWL TICKETS STILL AVAILABLE

Wooded hillsides, dark, starry skies, good food, and great sounds: the Hollywood Bowl's Summer Festival series reunites music with nature's rhythms. It's a civilized Los Angeles tradition people look forward to all year. The first three Summer Festival events are sold out, but you have three last chances for musical picnicking under the stars. Activities Depot has discounted tickets available for the following evening programs:

August 21
"Strike Up the Band for Gershwin"

August 29
"Broadway in Hollywood"

September 12
"Fireworks Finale"

Call Jane Matsumoto, ext. 6346, for information on how to buy tickets. Make a "note" on your calendar, and get in on one of Los Angeles' quintessential summer cultural experiences.

RCC'S TEAMETRO INVITES LACTC STAFF TO JOIN QUALITY EFFORTS

TeaMetro, the RCC's Partnership for Excellence in Rail Construction (PERC) total quality management program, now has seven Work Process Improvement (WPI) teams tackling the tough job of evaluating and streamlining the way things are done at the RCC.

Because some work processes involve people from both the RCC and the LACTC, the RCC invites LACTC staff to join TeaMetro and participate in this important quality improvement effort. The PERC Steering Committee recently distributed flyers to all staff encouraging everyone to get involved in the program.

Each of the WPI teams is examining a particular work process, looking for ways to save money and time or



New employee Jackie Roberts,
Secretary, Operations & Maintenance
Engineering, RCC.



New employees Paul Quintero, Student Intern,
and Victoria Thomas, Communications Dept.

improve safety and quality. While most of the seven teams are looking at processes related to rail construction, several focus on internal communications. For example, one team is studying the way correspondence is routed through the RCC. Another is examining the routing for RCC board agenda item signatures.

The teams consist of the people who actually take part in the work process. A WPI team includes representatives from all departments involved in a work process, and sometimes involves representatives from outside contractors and consultants. Each team has a facilitator from the PERC Coordinator Steering Committee to help guide the group's efforts.

What will LACTC participants be doing when they join TeaMetro? They'll help WPI teams track work processes on flow charts, study each step, and determine where a process bogs down or becomes delayed. Then teams will examine those areas in more detail and make alterations. Since teams include all the people who participate in a process, changes will be easy to implement.



"Even these seemingly small changes can really make a difference, since we know that, collectively, each improvement contributes to our totally quality product," RCC President and CEO Ed McSpedon says. The management team of the RCC is committed to implementing any changes that WPI teams recommend. "If we are going to achieve our vision of becoming the model of excellence in public works design and construction, then we need to look closely and continuously at everything we do to make sure it is leading us in that direction."

Additional copies of the WPI opportunity nomination form can be obtained by calling extension 6465. For further information, contact Malcolm Ingram, RCC Director of Quality Assurance, at extension 6846, or any of the PERC Coordinators listed on the back of the WPI nomination form. If you interact with the RCC in a work process, TeaMetro wants you! ■



New employee Steve Finnegan,
Project Manager, South Bay Area Team.

POSTER MACHINE NOW AVAILABLE



Producing small quantities of posters for staff events, bid announcements and workshops is now simpler and less expensive, thanks to an idea submitted to the Employee Involvement Program by Josee Laroche, Policies and Procedures Administrative Analyst.

Josee pointed out that an inexpensive poster-making machine would reduce the cost of producing posters in-house from about \$90 to about \$5 a piece. Since staff members could easily run this very simple machine themselves, posters for internal events would be

removed from the Graphics Department work load, increasing efficiency.

The Employee Improvement Program Steering Committee and the Graphics Department bought the idea — and the machine. You can see samples of its product in the Employee Improvement Program posters that are now on display around the commission.

The new poster-making machine produces 30" X 23-1/2" posters from 8-1/2" X 11" originals in 15 seconds. There is no limit to the number of posters you can make. Jose has conducted training sessions for about 35 people so far. Watch for flyers in the coming months announcing additional sessions. But the instructions on the machine are so easy to follow, you don't have to wait for Josee's training. Just call Brian Adams at ext. 6839. LACTC's poster-maker is located in Central Receiving on the ninth Floor.

AUDIX TRICKS

For those of us who never find time to delve into our voice mail manuals, Communications Secretary Paul Self's condensed voice mail tips make it easy to take advantage of the Audix system's miraculous features. Reprinted here are some of his extremely helpful hints to the Communications staff.

Call Forwarding and Send Calls

Did you know that when you're not able to answer your telephone, it rings an average of three times before it transfers into your voice mail or to another line? To remedy this, here's a tip to allow your calls to go directly to your staff support person or to your voice mail:

Send Calls (*3)

If you're away from your desk for an extended period of time, or want to automatically send calls to your voice mail when you leave the office, press *3. Your calls will then be sent to either your voice mail directly or to the staff person your telephone is programmed to send calls to.

To cancel "send calls", press #3. Some of you may already have a "send calls" button. In that case, simply press the key to send calls and press again to cancel.

Continued on page 12



New employee Clayton Tinkham,
Signal Manager, SCRRA/Metrolink.



New employee Raven Viltz,
Administrative Analyst, Legal Services.



"Audix" continued from page 11.

Call Forwarding (*2)

If you want to forward your calls to another extension for a period of time (example: to another work station, a staff support person or a conference room), press *2 followed by the forwarding extension (example: to forward calls to the Long Beach Room on the 11th floor, press *2 335). To cancel call forwarding, press #2.

Automatic Voice Mail

How often have you tried to leave a message in a voice mail box, only to have a *live* person — who is *not* the person you want to speak to — answer the telephone? The solution is to bypass call forwarding and leave a message directly on the voice mail of the person you want to contact.

- 1) Dial 6507.
- 2) Enter your extension and # and your password or #.
- 3) Press 1 to record and speak your message.
- 4) Press 1 again when you're done with your message and *#, *# to hear and approve it.

Tailor Voice Mail Outgoing Announcements to Your Audience

Did you know that you can create more than one kind of outgoing announcement? This way you can tailor your announcements to your audience: internal vs. external callers, "flex day" announcement, "out sick" announcement, "vacation" announcement, etc.

To create an announcement:

- 1) Dial 6507 to enter voice mail and enter your extension and #.
- 2) Enter your password or #.
- 3) Press 3 for Administer Greetings function.
- 4) Press 1 to create a greeting.
- 5) Enter greeting number (you can create up to nine).
- 6) Record your greeting (for internal, external, after-hours calls, etc.)
- 7) Press 1 when you finish, and review by pressing 2, 3. Or press *# to approve without reviewing.
- 8) To activate for:
 - all calls, press 0;
 - internal calls, press 1;
 - external calls, press 2;
 - after-hours calls, press 3.

So, for example, you can create the following greetings:

Greeting #1: Your standard external calls greeting.

Greeting #2: A greeting just for internal calls.

Greeting #3: An alternate greeting when you're on flex or vacation time, perhaps directing callers to contact another staff member or to leave a detailed message.

Discover the magic of Audix. As Paul Self, voice mail wizard, knows, when you take advantage of what it can do, voice mail really can improve communications. ■



THE FUN NEVER STOPS

LACTC's Fun Club has a long list of diverting activities in mind for the coming months. Among the events planned are a "build-your-own-ice cream sundae" eat-in, creation of an LACTC cook book, a beach party, a bike outing, a Halloween party, and maybe even some out-of-town trips to places like Las Vegas.

The Fun Club always welcomes new pleasure seekers. To participate, call any of the Fun Club cabinet members: Jose Mesa, Lorraine Host, Cindy Yasuda, Matt Barrett or Irma Licea. It's a great way to get to know LACTC people. ■

ACTIVITIES CALENDAR

July 18 3rd Annual LACTC Family Picnic
11 AM - 4 PM, El Dorado Park, Long Beach

August 1 Slo-pitch softball game with SCAG
8:30 AM - noon, Brookside Park, Pasadena

December 5 LACTC Annual Holiday Party
Hyatt Regency Los Angeles/Broadway Plaza



Watch the office walls and your boxes for more details about these activities, or call Jane Matsumoto at ext. 6346. Want to help plan any of the LACTC's major social events? Call Jane or Fun Club president Jose Mesa at ext. 6521.



Staff members examine a display on cholesterol screening at May's LACTC Health Fair.



Pamela Porter, USC Professor of Sociology and Demographics, speaks to the Juneteenth luncheon crowd about celebrating African-American culture. Records Management Assistant Joanne Franklin (right, standing in front of window), winner of the potato salad contest, looks on.