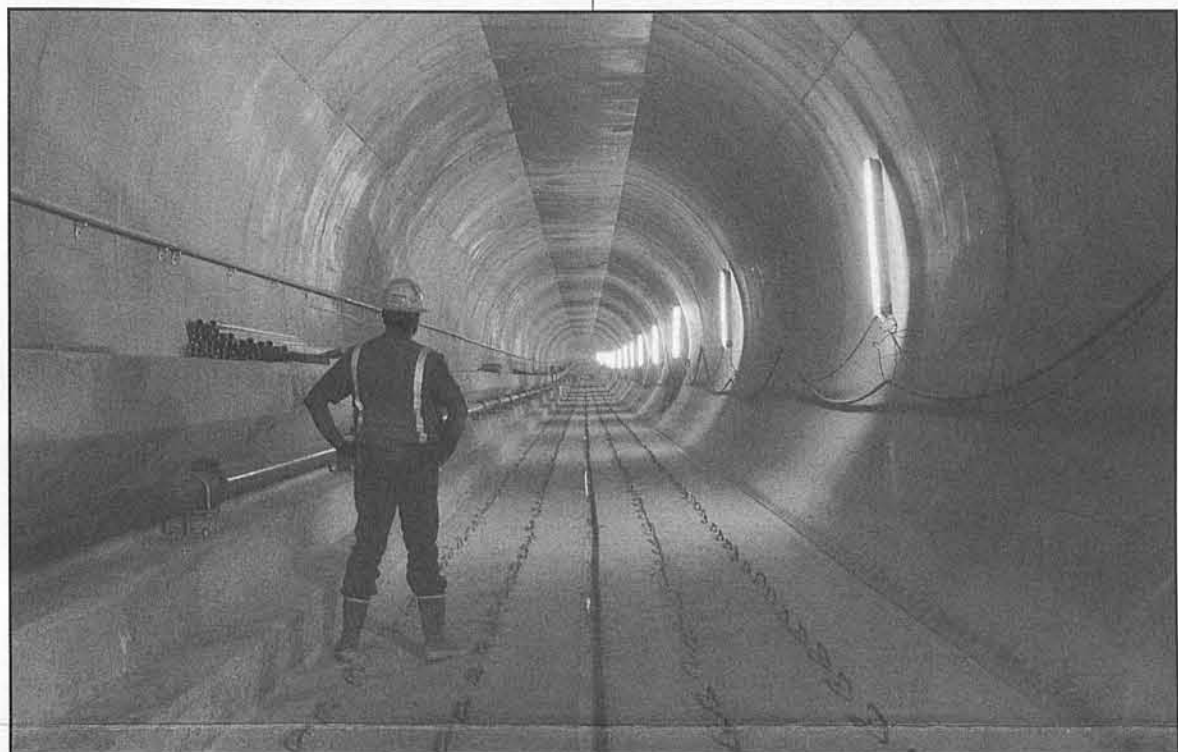


Safety Panel Agrees:

Subway Tunnels Safe



Red Line construction worker pauses to reflect in Segment 2 tunnel.

Expert Study Supports Construction Integrity

The independent panel of tunnel experts hired by the MTA to investigate the structural integrity of the Metro Red Line completed its 5-month investigation and released a report last month. The three-member panel was headed by University of Illinois civil engineering professor Edward J. Cording.

A separate outside audit of the project management practices during subway's construction was prepared by the construction claims management firm of Barba-Arkhn International, Inc.

Earthquake Safe

"We can state categorically that the riding public is safe," said MTA Chairman Richard Alatorre at a press conference held to announce the findings. "More importantly," he said, referring to the Northridge earthquake on Jan. 17, "we have a system that withstood an earthquake of almost 7.0 magnitude."

In fact, the experts agreed that the tunnel could handle a quake "two or three times" higher in magnitude. "Although some wall thicknesses range from 6 to 10 inches instead of the contract-specified 12 inches," said Franklin White, the MTA's CEO, "I'm convinced that with proper maintenance,

our tunnels are safe, and will remain so over a very long period of time."

"We know now, of course," added White, "that there were some shortcomings in the construction and particularly, based on the separate audit report, in the supervision of that construction. Again, the point is that despite these conditions, the tunnels are safe."

Key Findings

Dr. Cording's panel conducted a series of tests, with the following key findings:

- Cracking as a result of shrinkage in concrete tunnels is not uncommon, and the concrete material in the tunnels is of acceptable strength and quality.
- The Northridge earthquake was an excellent test. Some cracks near tunnel cross passages were widened slightly. The experts said this is a typical phenomenon in an earthquake.
- Groundwater leakage exceeds the design limits in some spots, which over time may cause minor corrosion where the leaks occur, but that is not unusual; additional grouting and minor repairs are to be expected over the life of any tunnel.
- There were additional areas where the walls and the inner reinforcement of the tunnel's crown were not as thick as originally specified; again, the experts emphasized the overall structural integrity. "From the results of our studies," said Cording, "six inches of concrete will do the job."

► Continued on page 2

North Hollywood Groundbreaking Event

Subway Coming to the Valley

After more than 40 years, rail will return to the Valley. Ground has been broken for the third segment of the Metro Red Line, which will extend 6.3 miles from Hollywood Boulevard and Vine Street to Lankershim Boulevard and Chandler in North Hollywood. In fact, the March 11

groundbreaking event took place at the same location where the old Pacific Electric Red Car used to pull into its North Hollywood station.

Segment 3, which will take about six years to complete, will serve the communities of Hollywood, North Hollywood,

► Continued on page 3

INSIDE

Marathon Fans Learn Rail Safety	Page 4
Lightning Strikes Blue Line	Page 5
MTA Fraud Unit Saves Millions	Page 5
Rail Building Costs Way Down	Page 6
How to Work on Metrolink	Page 7
Doing Business With MTA	Page 7



The Red Line's structural integrity passed two rigorous tests: a thorough examination by experts and an earthquake.

"Subways Safe" continued from page 1

- There were some voids found in the crown of the tunnel between the concrete liner and the plastic membrane (HDPE) designed to guard against water leakage. Additional grouting can correct this.
- There some areas in the lining where additional reinforcement bars were not used. The panel reported that this, too, was not cause for concern; that additional bars are not necessary for the lining to perform better under fixed loads or during earthquakes.

Construction Management Review

Barba-Arkhn's construction management audit found a lack of communication between the construction management "consultants" and the "client."

The "consultants" were a joint venture of The Ralph M. Parsons Company, DeLeuw, Cather & Company, and Dillingham Construction N.A., Inc., known collectively as PDCD. The original "client" was the Southern California Rapid Transit District (SCRTD) who oversaw the subway project until 1990 when the Rail Construction Corporation (RCC) — then a subsidiary of the Los Angeles County Transportation Commission (LACTC) — took it over.

The construction management audit specifically detailed the lack of support and communication between the inspector and resident engineer (R.E.) on one contract, saying the R.E. failed to initial each inspection report after reviewing it for content and completeness. The R.E., said the report, did not acknowledge his review or address issues raised within at

To quote the experts' report, the subway tunnels between Union Station and MacArthur Park are "structurally adequate" and can withstand earthquakes "without collapse or significant structural damage."

least 50% of these reports — which in many instances contained information about deficient or non-conforming work that was not explained, resolved or noted in the product. That individual no longer works for PDCD.

Lessons Learned

Since then, PDCD, which was reconfigured as Parsons-Dillingham, put a new management team into place. According to the Barba-Arkhn audit, many of the communication problems, duplications of effort, and other difficulties encountered during construction of the Red Line's Segment 1, have since been eliminated or resolved in Segment 2. The audit commended RCC's management environment, and the overall benefit of its "lessons learned" program.

A Remedy in the Works

The Cording Panel recommended additional grouting to fill gaps between the concrete tunnel liner and its polyethylene membrane, emphasizing areas of the crown "to enhance durability and minimize the migration of water..." The panel also recommended continued chemical grouting of individual cracks, and continued monitoring of water leakage.

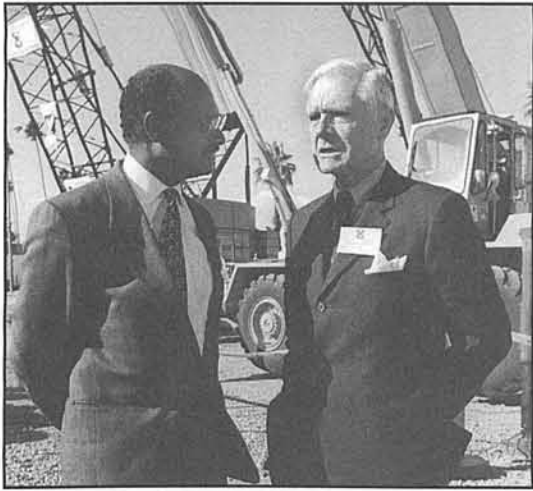
The MTA took immediate steps to correct the tunnel problems, as follows:

- The construction firm of Tutor-Saliba

Corporation, which built the first Red Line segment, and the Parsons-Dillingham construction management firms have been asked, and have both agreed to, undertake these improvements and to bear the costs for the improvements.

- Quality assurance inspection will be provided by Wiss Janney, a firm that performed work for the Cording Panel.
- An MTA task force was immediately established following the release of the reports, to identify, plan and implement a strategy to expedite the work.
- On March 12, work crews began filling some 300-plus core holes that were drilled at the direction of the Cording Panel. Some of these were entry points for water and gases into the tunnel. This repair work is being accomplished on weekends so that Red Line train service will not be significantly affected.
- Parsons-Dillingham will also reimburse the MTA for the cost of both reports. The Cording Panel report is expected to cost about \$1.25 million. Barba-Arkhn spent a total of four months on its investigation, for an estimated cost of \$150,000.
- Finally, the MTA is evaluating Parsons-Dillingham's performance on work currently under way.

▶ Continued on page 8



MTA's CEO Franklin White chats with Stuart Taylor, regional administrator for the Federal Transit Administration, who was an honored guest at the event.

"Subway to Valley" continued from page 1
Mid-City and East Los Angeles, adding 11.6 miles to the total Red Line.

Red Line Reality

The subway, which is being built in three distinct segments, is planned to stretch 25 miles from Union Station in downtown Los Angeles, wind its way under the densest part of Los Angeles County, and on to its North Hollywood terminus. Once completed in the year 2000, the line will include 25 stations.

The first 4.4-mile segment has been operating successfully since January, 1993, and is currently carrying an average of 18,000 riders per weekday. The second segment is 30% complete, with construction proceeding along two corridors. The first leg, called the Wilshire Corridor, is 80% complete; it extends west along Wilshire Boulevard from the Westlake/MacArthur Park Station to the Wilshire Western Station. The second and longer leg (Vermont/Hollywood Corridor) turns north on Vermont Avenue and goes west along Hollywood Boulevard, terminating at the Hollywood/Vine Station.

"Today's ceremony marks the return of rail transit to the San Fernando Valley," said Franklin White, the MTA's CEO. "The Red Line will connect the Valley and the Hollywood area with downtown Los Angeles, creating an economic boon to all three areas. It will definitely help to alleviate freeway stress between these primary areas."

"This project is not only the first step in bringing modern rapid transit to San

"The Red Line will connect the Valley and the Hollywood area with downtown Los Angeles, creating an economic boon to all three areas. It will definitely help to alleviate freeway stress between these primary areas."

Fernando Valley residents," said Mayor Richard Riordan at the ceremony, "but it will also stimulate private investment in the Valley and create jobs in the region. Red Line construction generates a \$3-million investment into the economy every day, \$650,000 of which goes to minority and women-owned businesses," he added.

Segment 3 Work Begins

Tunnel excavation will begin at the groundbreaking site and continue south to Universal City. The first tunneling contract, in the amount of \$65.4 million, was awarded to Ohbayashi Corporation, which will be responsible for the construction of the first two miles of twin tunnels. The tunnels will run mostly under Lankershim Boulevard between Weddington Street in North Hollywood and Bluffside Drive in Universal City. Excavation is scheduled to begin in April.

Workers will operate tunnel digging machines capable of excavating at least 70 feet of tunnel a day. The digging machines will arrive in time to begin tunneling late this summer or early fall. Early utility

relocation work is already under way so that tunnel construction may proceed on schedule. Trenches are being excavated for relocating water, sewer and phone utilities.

During the next two months, the contractor will operate a drill and crane to install soldier piles along both sides of Lankershim Boulevard between Weddington and Chandler. The piles are I-beam girders to be installed to a depth of 75 feet as part of the support system for the excavation.

Two lanes north, and one lane south on Lankershim Boulevard between Weddington and Chandler will remain open for local traffic.

What it Costs to Build

Segment 3 will cost \$2.46 billion, and is funded by federal, state and local dollars. Federal dollars account for 57% of the total cost; local funds make up 30%, and state funds account for the remaining 17%. "The MTA is committed to building the project within budget and on schedule," said White. **M**



Celebrating the most recent rail construction milestone are, from left: Rail Construction Corporation President and CEO Ed McSpedon; RCC Board Member Robert Kruse, and MTA Chief Executive Officer Franklin White.



Los Angeles Mayor Richard Riordan, an MTA Board member, poses with MTA rail safety mascot Travis the Owl.

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Television crews record the first shovelful of dirt turned for Segment 3.

L.A. Marathoners and Their Fans Learn About Rail Safety

Transportation was a major theme of the ninth annual Los Angeles Marathon held March 6, and MTA was there in force.

Marathon fans who stopped by MTA's rail safety booth near the starting line learned what to do and what not to do around trains as they rooted for their favorite runners. Youngsters got rail safety tips from MTA's rail safety mascot, Travis the Owl.

A colorful new mural also was unveiled that conveys the transportation theme with a depiction of marathon runners streaking toward a Los Angeles skyline as it might appear 30 years from now. Featured in the drawing is a futuristic freeway and rail system.

The mural was drawn by artist Ramiro Fauve of Glendale, who was chosen for the project by marathon organizers because of his extensive mural experience throughout Southern California and the country. Fauve's work can be seen on about 20 large murals in the Los Angeles area.

The new mural was painted on a wall between the Overland Avenue and National Avenue exits of the Santa Monica Freeway. MTA assisted the artist in the installation of the mural.

The MTA also entered a team of 19 runners in the race. Deputy Chief Executive Officer Kim Kimball, Marketing Director Alice Wiggins and Judy Schwartz, MTA's Board Liaison, were among MTA representatives on hand at the finish line to welcome the winner of the men's and women's races, as well as cheer on MTA's finishers.

"It's gratifying to see so many MTA employees become involved in what has



Hundreds of marathoners headed down Figueroa Street at the start of the Los Angeles Marathon.

become a major community event in the past decade," said Franklin White, MTA's chief executive officer. "Not only do we have our own team of runners, we took the opportunity to educate the public about rail safety precautions."

The rail safety booth was part of a health and safety fair, held behind the Los Angeles Memorial Sports Arena near Parking Lot 6, just steps from the course. Approximately 16 organizations participated, including the American Cancer Society, the American Red Cross, the Watts Health Foundation and the Salvation Army.

There were a variety of health screenings available from the different organizations, ranging from mammographies, HIV and syphilis testing and general health information.

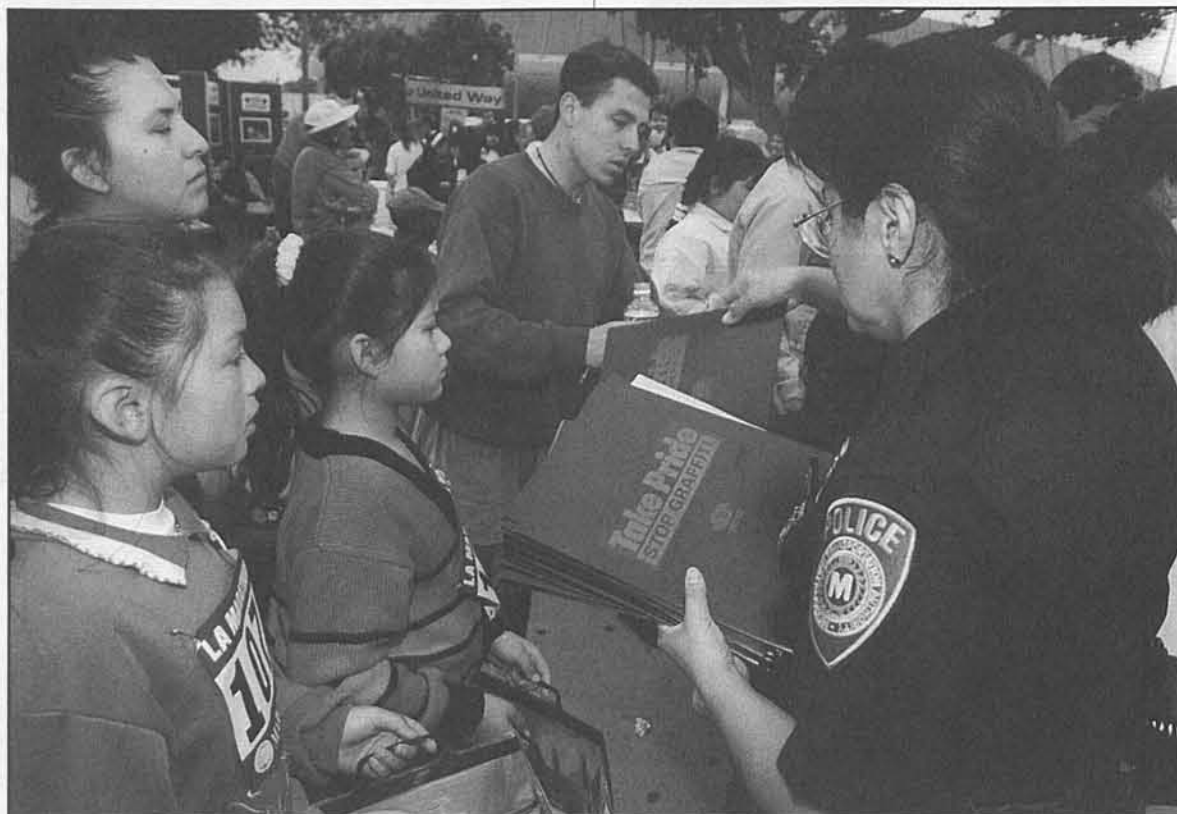
The rail safety booth, co-sponsored by

the Transportation Foundation of Los Angeles, distributed information about Metro Blue Line, Red Line and Metrolink rail safety tips to help teach drivers and pedestrians how to behave around trains. MTA Transit Police officers also were on hand to educate the public about MTA's anti-graffiti effort.

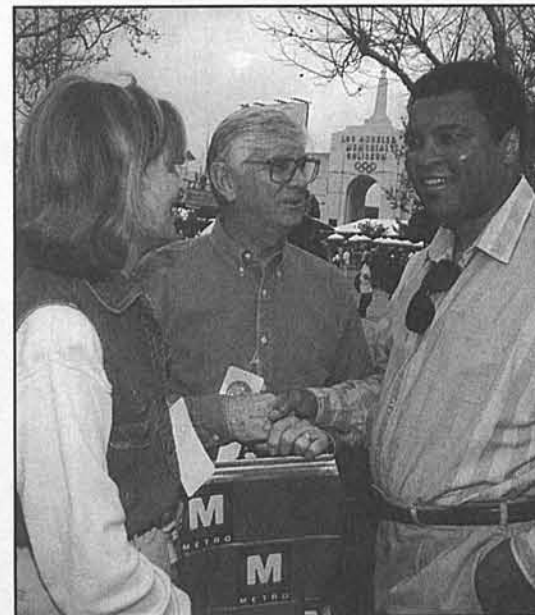
75 MTA bus lines rerouted

MTA rerouted 75 Metro Bus lines in Los Angeles and Hollywood to make way for the runners of the marathon. The interruptions and reroutings occurred at intervals between 7:30 a.m. and 2 p.m. in downtown Los Angeles, Hollywood, Mid-Wilshire and Exposition Park.

Changing the schedules of more than a third of MTA's bus lines for a brief period is no easy task, but MTA's Scheduling and Operations Planning Department has it down to a science after nearly a decade. **M**



Youngsters at the MTA's rail safety display showed a keen interest in the MTA Transit Police's "Stop Graffiti" material.



While Board Liaison Judy Schwartz and Deputy CEO Kim Kimball waited to see who would win the marathon, they had a chance to hobnob with another marathon fan who knows something about winning — former heavyweight boxing champ Muhammad Ali.

People Movers

News About the MTA's Rail and Bus Operations

Lightning Bolt Briefly Halts Blue Line; 36 Buses Bridge the Gap

An unexpectedly fierce thunderstorm parked itself over Los Angeles the afternoon of March 7 and tossed a bolt of lightning toward the Blue Line's Florence Station, effectively knocking out power between the Washington Station and the Imperial Station — about seven miles of the route.

Stations affected by the outage included Vernon, Slauson, Florence, Firestone and 103rd Street. Service was uninterrupted from Imperial Station south to Long Beach.

There were no injuries, but passengers had to be evacuated from Blue Line trains and placed on buses to complete their commutes. This resulted in the biggest bus bridge in recent memory. A total of 36 MTA buses were dispatched to pick up stranded Blue Line riders every 30 minutes for the rest of the evening.

Shuttle service between 7th Street/Metro Center Station and Washington Station also was provided to complete the connection.

The lightning strike also affected rail crossing gates, which automatically lowered as they are programmed to do when they lose power as a safety precaution.

Several MTA crews worked alongside Southern California Edison personnel through the night to restore power along the line. Approximately 95% of service was up and running on schedule the following morning, with full-speed service restored by about 9 a.m.

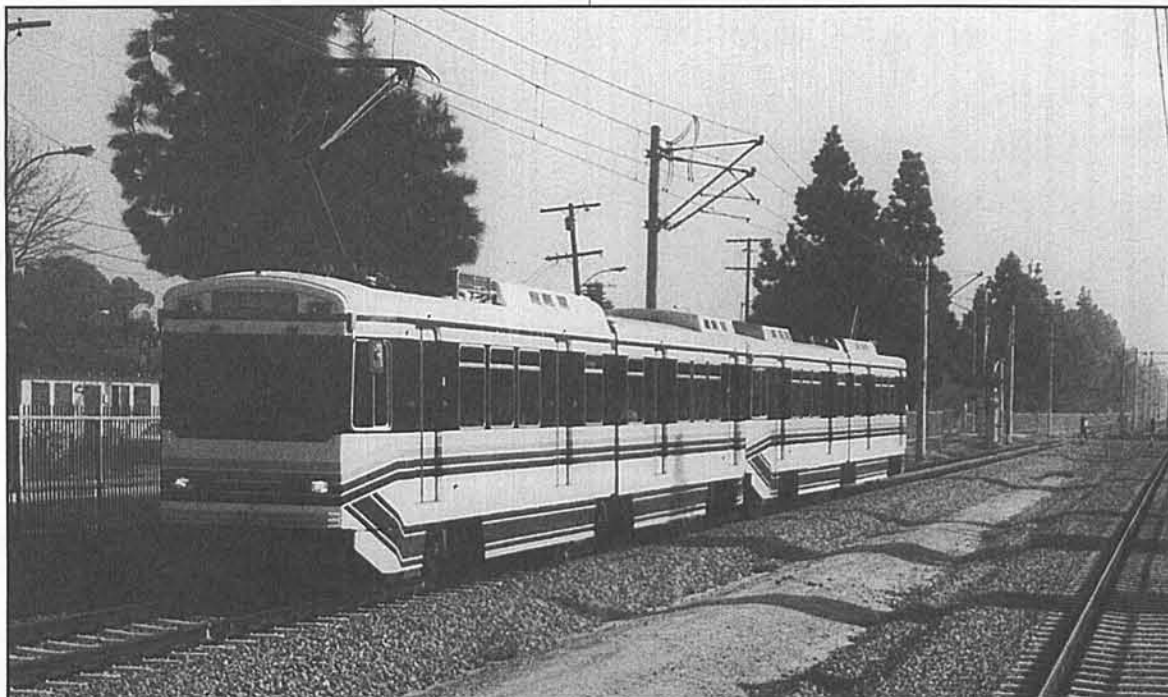
MTA Anti-Fraud Unit Saves Agency \$12 Million

A special MTA insurance claims fraud investigations unit formed in 1988 has saved the agency more than \$12 million over the five years of the unit's existence.

The seven-person Special Investigation Unit (SIU) consists of MTA Transit Police, MTA Risk Management operations staff and experienced fraud investigators from Hertz Claims Management, MTA's claims contractor.

Since the SIU began through a contract with Hertz, it has investigated and brought to closure more than 3,400 cases of insurance claims fraud, resulting in an estimated saving of \$12.26 million.

Seventy-two of the cases were referred to



On March 7, lightning temporarily knocked power out of the overhead Blue Line wires.

the MTA Transit Police for criminal investigation, leading to 29 arrests and 21 convictions.

"Before 1988, we were experiencing a large number of public liability and disability claims from people who purported to have been on, or near, one of our buses at the time of an accident," said Nanci Eksterowicz, Acting Assistant Director of Risk Management — Operations, who was instrumental in forming the SIU.

"With the assistance of our Transit Police Department and our claims administrator, Hertz Claims Management, we now have a formidable force that has drastically cut down the number of fraudulent claims we get."

Types of insurance fraud fall into five general categories: the type of injury could not have occurred on an MTA vehicle; the claimant was not on an MTA vehicle; falsification of accident; inflation of injury treatment costs; injury occurred as the result of a separate accident unrelated to MTA.

The MTA is one of only three transit properties in the nation that has a formal fraud deterrent unit. In-depth investigations, plus the use of tools such as videotapes, direct access to the California Department of Vehicles information and handwriting analysis, have contributed to the unit's high success rate.

"The Transportation Research Board in Washington, D.C., recently asked about our program to include in a nationwide study it is preparing on the claims fraud issue," noted MTA Chief Executive Officer Franklin White.

"The success of the Special Investigations Unit is making others sit up and take notice — including those who might try to abuse the system."

This year, MTA's Risk Management Department will implement participation with the American Tort Reform Association

(ATRA) in a nationwide public information campaign designed to encourage public transportation users to get involved in reporting claims fraud.

ATRA is a nationally recognized organization dedicated to reducing fraud and lawsuit abuse.


Fare, Service Adjustment Hearing Slated for April 23

The MTA will hold a public hearing on fare and service adjustments Saturday, April 23, in the Board of Supervisors Hearing Room of the Hall of Administration, 500 West Temple Street, Los Angeles, beginning at 10 a.m.

The hearing is intended to receive public comment on possible MTA fare and service adjustments.

"Some combination of fare increases and service cuts are inevitable if we are to balance our budget, as we are committed to do," said MTA CEO Franklin White. "We want the public's help in making these adjustments wisely, and with the least amount of hardship to our passengers," he said.

White noted that both the MTA Board and staff understand that changes to fares and service are an important issue for the riding public. "Holding a public hearing dedicated to these issues will ensure we get a good cross section of opinion regarding the best way to go regarding fares and service," he said.

Interested persons are invited to attend the public hearing and testify regarding the various proposals under review. Written testimony also will be accepted through April 23, and should be addressed to: Office of the MTA Secretary, LACMTA, P.O. Box 194, Los Angeles, CA 90053, Attn: Fare/Service Adjustments. 

Working on the Railroad

Rail Construction News

Construction Costs Drop Dramatically As Metro Red Line Work Progresses

The second phase of L.A.'s new subway is costing \$100 million less per mile than the first 4.4-mile segment that currently runs from Union Station through downtown to MacArthur Park. According to the Rail Construction Corporation (RCC), the construction arm of the Los Angeles County Metropolitan Transportation Authority (MTA), the cost reductions are due to a number of new management strategies and continuous improvement efforts based on experience gleaned during building the first segment.

To date, after three years of construction on the 6.7-mile second phase of the Metro Red Line, these efforts have reduced the overall cost from about \$300 million per mile to about \$200 million per mile — and the MTA is making every effort to further reduce costs as subway construction moves forward.

"This is indeed good news for Los Angeles commuters," said Franklin White, the MTA's chief executive officer. "It means we'll be able to build more transit improvements with our money than would have otherwise been possible."

In a report released last October, the Federal Transit Administration (FTA) gave the MTA high marks for management of its rail construction program. The federal oversight team noted that the second phase of the Red Line was experiencing lower than anticipated bid prices on its construction contracts. The

"This represents a quantum improvement for L.A. subway construction and compares very favorably with projects of similar complexity nationally," said McSpedon.

report attributed the good news to "improvements in the quality of the bid documents, and a general perception that RCC is providing equitable settlements to contractors' requests for change." The federal officials further stated that "the RCC also appears to be in control of (construction) claims."

"We attribute the cost reductions to a number of factors," said Edward McSpedon, the MTA's executive officer of rail construction and president of RCC.

"Strategic contract packaging, which fosters more competition for subway work, is just one of the ways we've streamlined the process.

"For example, the bid prices for the Hollywood Boulevard and Vermont Avenue stations are much lower than our estimated costs, because many bidders are competing and their prices are excellent," said McSpedon.

RCC also simplified contract administration, established a track record for on-time invoice payment and settlement of contract disputes, strengthened change order management and control, and developed more efficient working relationships with its contractors through a management philosophy known as "partnering."

"These procedures have helped us develop an atmosphere of timely problem solving rather than blame-finding and costly litigation," added McSpedon.

The tunnel and station under construction at Wilshire Boulevard and Normandie Avenue, known as Contract B221, is a good example of the anticipated cost savings on the second phase of the subway project. The contract is expected to complete with a total value of change orders equal to less than 15% of the contract award value, and with no claims.


"This represents a quantum improvement for L.A. subway construction and compares very favorably with projects of similar complexity nationally," said McSpedon.

Further money-saving steps include:

- Implementing an enhanced construction safety program, which has substantially reduced construction-site accidents and insurance costs;
- Minimizing schedule delays by delegating problem-solving authority to those closest to problem situations;
- Incorporating cost-saving incentives into consultant contracts;
- Improving design quality via a formal "lessons-learned" program, and by shifting to computer-aided design from manual methods;
- Establishing a "Metro Innovations" program to encourage cost-saving engineering ideas;
- Enhancing value engineering programs to encourage construction contractors to develop more cost-effective building techniques;
- Embarking on an organization-wide, top-to-bottom, total quality management program to improve performance through daily efforts.

Only the Beginning

"While the dollar savings is great, it's only the beginning," said McSpedon. "Even more important is the continuous attitude improvement among the members of our rail construction team. We expect to keep getting better as we go along. At the same time, we've been able to focus more attention on community concerns during construction."

The Metro Red Line's second phase, a 6.7-mile line to Wilshire Boulevard and Western Avenue, passed the two-thirds completion point last year and is heading for an on-schedule opening in 1996. 



A tunnel builder readies concrete tunnel sections for installation.

Metrolink Contracting Opportunities

Minority and women business participation has always been part of the Metrolink contracting policy. The first contracts let back in 1990 for passenger cars and locomotives had 5% disadvantaged business enterprise (DBE) goals. When the Southern California Regional Rail Authority (SCRRA) was formed in 1991, it set an initial system-wide DBE goal of 13%.

In February, 1993, the SCRRA established a minority and women business enterprise program and overall system goals of 15% for MBE and 5% for WBE.

Because the SCRRA embraces more than one county, MBE and WBE firms certified by, or whose certification is recognized by, any one of the five county transportation agencies, are eligible to be counted toward goals for contracts.

The agencies whose certifications are recognized are:

- Los Angeles County Metropolitan Transportation Authority (MTA)
- Orange County Transportation Authority
- San Bernardino Associated Governments (SANBAG)
- Ventura County Transportation Commission
- Riverside County Transportation Commission
- California Department of Transportation (Caltrans)

Contracts are typically advertised in the following media:

- The Los Angeles Times
- Dodge Green Sheet (Construction)



Workers maintain Metrolink tracks.

- The major county newspapers covering areas where the work is to take place
- Minority Business Exchange
- Professional specialty media or national trade journals.

Also, announcements of invitations for bids are mailed to firms recommended by the MTA's Equal Opportunity staff and those firms that have been on SCRRA planholder lists. **M**

Briefly Speaking

MTA to Offer Telecommuting Option

The MTA is pursuing a policy to permit appropriate employees to telecommute from home or a remote work station. A proposed policy, prepared by MTA staff, will go to the MTA Board for consideration. Once a program is approved by the board, participating employees will be carefully selected based on job tasks, their past performance and the comfort of their manager in supervising them in such an arrangement. Telecommuting is considered an important tool for management, one that can be of mutual benefit to both the MTA and the employees — not to mention the bonus for regional mobility and cleaner air.

How to Do Business With the MTA

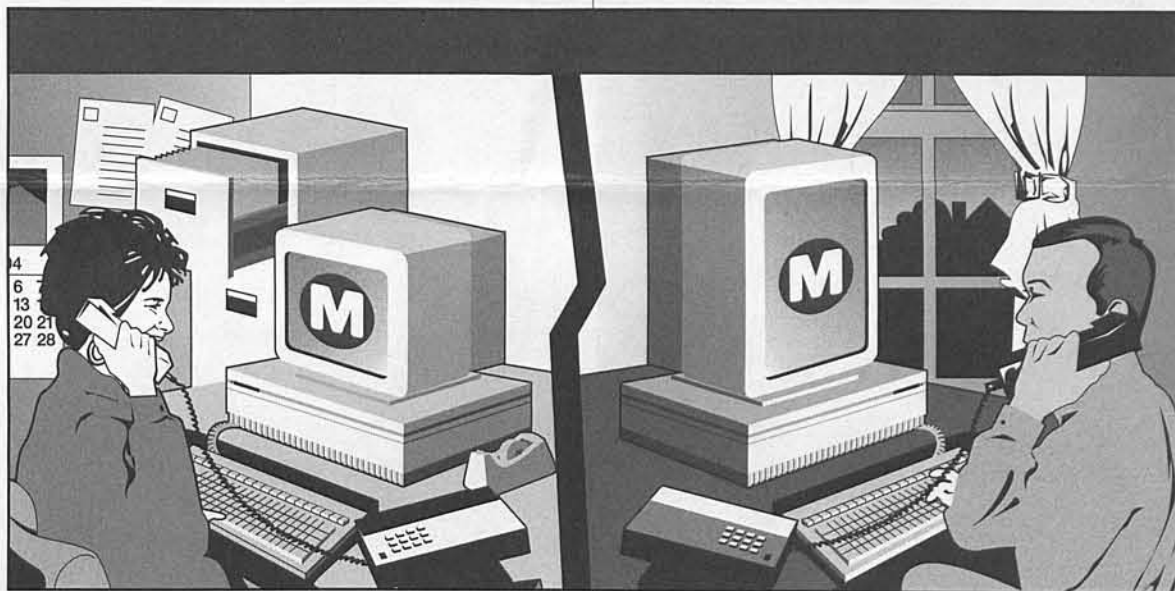
A hot line has been launched for prospective business owners interested in working with the MTA. The line enables prospective minority and women business owners to get information about the certification process necessary to work for the agency.

The 24-hour number is (213) 244-6333. Messages will receive a response within 48 hours.

The Vendor Fair is Coming

The second annual MTA Vendor Fair will be held on June 14 at the Los Angeles Convention Center. In response to the positive feedback from last year's fair, educational workshops will be expanded to include two new sessions to the day's program.

Workshops to be offered include the STEPS (Success Through Excellence in Professional Services), the Transit Bond



Guarantee Program (TGBP) workshop, and a workshop on DBE/MBE/WBE opportunities. New workshops will feature a number of MBE/WBE firms who have won contracts with the MTA, who will share their success strategies, and a panel of financial specialists from the private and public sectors who will present opportunities for small firms to gain capital or financing.

The new workshops were developed following a survey at last year's Vendor Fair, which indicated that nearly half of the 3,000 attendees found the workshops and seminars to be the most valuable parts of the program.

Call Box Staff Increased

The MTA and the California Highway Patrol have increased staffing levels at the CHP Communications Center where freeway call boxes are answered.

The MTA and the CHP also have agreed to assign operators dedicated exclusively to answer calls from call box users. In the

past, call box operators also answered 911 calls and public information calls.



The improvements, implemented earlier this year, will result in faster service to more than 40,000 motorists who seek help monthly through call boxes in Los Angeles County.

Metro Call Boxes are designed to improve both the mobility and safety on Southern California freeways for Los Angeles County motorists. Call boxes accomplish these goals by providing a critical telephone link to quickly inform the CHP of road hazards and emergencies.

In addition to improving customer service at the CHP, the MTA also is working with L.A. Cellular to ensure continuous and high

► Continued on page 8

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MTA Chief Executive Officer

"Subways Safe" continued from page 2 Still On Schedule

Meanwhile, RCC continues to keep the Red Line project moving along on schedule. Restoration of MacArthur Park Lake, where Segment 1 ends and Segment 2 starts, has been completed, and the park has been restored to the community. Segment 2 will open at Wilshire Boulevard and Western Avenue in 1996 and at Hollywood Boulevard and Vine Street in 1998. Segment 3, scheduled to open in the year 2000, will branch in three directions — to North Hollywood, East Los Angeles, and the Mid-City Pico/San


Vicente area. When completed, the Red Line subway will run about 25 miles. 

"Call Boxes" continued from page 7

quality cellular telephone service, and with GTE to ensure immediate response to damaged call boxes.

Call boxes are financed by a \$1 per year surcharge on each motor vehicle registered in Los Angeles County. Approximately \$6.5 million is collected annually from this surcharge. Funds received by this account are required by law to be used exclusively for a system of call boxes or other motorist aid services approved by Caltrans and the CHP.

The Metro Call Box system is the largest and most active in the nation. The system features more than 4,000 solar-powered cellular call boxes installed along 700 miles of freeways and highways. Call boxes are located between one-quarter mile to one-half mile apart on the freeway and about one to five miles apart on remote highways.

To operate a Metro Call Box, a motorist simply opens the yellow door, lifts the telephone receiver and presses the single large red button. The call is answered by a CHP operator who dispatches aid from an automobile club, repair shop, tow truck service, CHP unit, family or friend. 



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