

CEO REPORT

Joseph E. Drew
MTA Chief Executive Officer

April 8, 1996

It may have been April Fool's Day, but when the computers in the Headquarters Building were down much of the day April First, it was no joke.

About 2,000 computer network users were unable to access word processing, e-mail or PowerPoint programs. Thankfully, the FIS and materials management systems, customer information and operations scheduling programs were not affected. But, it took an ITS team of 20 people, who worked a total of more than 600 hours, to bring the situation under control.

Jim Brainerd, our Chief Information Officer, traces the computer network problems to several factors, including faulty equipment, electrical power problems, computers that had been moved without the knowledge of ITS. But the most vexing problem was computer viruses. His team discovered at least eight viruses, one of which had spread to some 250 network users. The viruses were resetting and disabling passwords, destroying documents and corrupting file indexes. One had been downloaded from the Internet onto a home computer and got into our system through a computer disk.

To correct the problem, the ITS team completely rebuilt the domain server — the computer system traffic controller — and re-entered several thousand computer addresses, many manually. To prevent further problems, ITS technicians are watching the system around the clock. They'll be installing some replacement equipment and will improve the power feed.

Because it appears that viruses played a major role in bringing down our system, there are some things you can do to help maintain its integrity — especially if you use your home computer for MTA work.

- Have anti-virus software installed in your home computer.
- Before using a disk in your MTA PC that was used at home, make sure the MTA anti-virus program is active and running.
- Be very cautious about downloading files from the

Internet onto your home computer and don't bring Internet files into the MTA computer system.

- If you get an on-screen message you don't understand, don't ignore it; call the ITS Help Line (2-HELP or 24357) for assistance.
- Don't disable the anti-virus software on your MTA computer.
- Call ITS when a PC is to be moved to avoid corrupting the system.

Please remember that installing any non-MTA-licensed software — even screen savers — onto your workstation PC is not permitted. The MTA could be held liable if outside software should damage equipment or a data base.

If we're all sensitive to this problem, we shouldn't see another April Fool's Day this year. □

Service Award Pins

About 1,000 of you have not yet received formal recognition for your years of service to the MTA. As you may know, employees are eligible for a pin for every five years of service to the MTA or a predecessor agency. Several factors have prevented us from staying up to date on presentation of Service Award pins, but that will change next month.

Diane Delaney-Talton of Employee Activities, who manages this program, expects a shipment of new pins in May. These pins will be presented to those of you who have passed a five-year milestone since October, 1995.

The procedure will be to issue a Service Award pin to each employee a month after the employee passes a five-year seniority date.

The new Service Award pins are gold with the Metro logo and years of service in raised numbers. Employees celebrating 20 years' service receive a pin with a ruby, 25-year pins have a sapphire, 30-year pins have an emerald and 35-year pins a diamond. An extra diamond is added for every additional five years. Arthur Winston, at 62 years' service, is our current champion with six diamonds!

We haven't always given enough recognition to our dedicated employees, and that must change. I strongly encourage department managers to mark the occasion of a Service Award presentation with an appropriate ceremony. It's certainly worth the time and effort. □

Child Care Center

Good news for parents! In June, we expect to open the MTA's new Child Care Center, located on the Plaza just east of the Headquarters entrance.

The two-story, 15,800 square foot center will serve 75 to 80

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children of MTA employees, from infants to pre-school age.

Children's Discovery Centers of America, Inc. of San Rafael (CDC), the nation's fourth largest child care company, will operate the MTA facility under a three-year contract. Founded in 1983, CDC provides child care to over 17,000 children at 160 community-based and 55 employer-sponsored centers nationwide. In the Los Angeles area, CDC operates centers for the County, the Department of Public Works, the City of Alhambra and at the Roybal Federal Building, among others.

We haven't yet developed a fee schedule for child care, but we should announce one soon, along with pre-enrollment activities. Applications will be distributed in early May to identify parents who wish to enroll children in the center □

Gateway Customer Service

Remember that Customer Service questionnaire you filled out some time ago? Almost 400 of you, 28 percent of employees at Headquarters, responded with kudos and criticisms to the General Services Department.

Some results of the survey:

- Superior ratings for the cafeteria, except for the salad bar and the hours of operation. The new hours are breakfast, 6:30 a.m. to 10 a.m.; lunch, 11 a.m. to 2 p.m.; and afternoon break, 2 p.m. to 3:30 p.m.
- Excellent ratings for housekeeping.
- Good marks for mail delivery, with suggestions for improvements in accuracy. Contact the mail room if you have a problem.
- High approval for the copy centers.
- Low marks for elevators, but Building Services is working with the elevator company to improve service. All elevators are working now.

Meanwhile, General Services will continue to work on the items you identified as problems. It takes a while for a new building to "shake down," but conditions at the Headquarters Building are improving all the time. □

Duck, Cover and Hold!

April is Earthquake Preparedness Month. Time for us to brush up on ways to avoid injuries or damage in the next temblor.

MTA Administration has scheduled several speakers during the month. Jill Andrews of USC will discuss earthquake education, April 10; Dr. James Mori of the U.S. Geodetic Survey will describe seismic hazards, April 15; and Pedro Ayala of the American Red Cross will discuss "Living with Earthquakes" on April 23. Times and locations will be announced. An Emergency Preparedness Fair is scheduled, April 25, in the East Portal.

This week you should receive an Administration memo on how to survive an earthquake while in your car. On the 15th, the subject is surviving an earthquake at home, and a memo on the 22nd will discuss children's disaster reactions. Brochures also will be distributed.

Thanks to Brian Soto and Phyllis Meng of General Services, Robert Torres and Jon Vandercook of Risk Management, and Cindy Kondo-Lowe of Employee Development for planning this year's awareness activities. □

BIKESTATION Built for You

The MTA opened a full-service bicycle storage and rental facility — the first in the United States — at the Long Beach Transit Mall, March 29.

The BIKESTATION offers all-day secured storage for 150 bikes at \$1 a day, bicycle rentals, repairs and maintenance tune-ups and a commuter bike club that offers special discounts for regular patrons. The facility also offers two-hour free bike parking for leisure riders who want to explore, shop or dine in the area.

Two Class I bike paths extending more than 33 miles, including 3 miles of scenic shoreline, also are accessible from the BIKESTATION. The BIKESTATION was funded through the MTA's call for projects as an 18-month demonstration project. □

Another First for the MTA

On the same day the BIKESTATION was opened in Long Beach, the MTA also opened the Metro Blue Line TeleVillage, a community-based computing, teleconferencing, information and service center at the Compton Transit Center.

Praised by officials for bringing computer technology to the inner city, the TeleVillage will have 12 Pentium computers, Internet access, e-mail, a video conferencing center, a telework center with two work stations and a community meeting room, among other features. My visit there confirmed we will see this become an increasingly active location.

We expect that the Televillage, which is easily accessible from the Blue Line and by bus, will become a destination in and of itself. It's an ideal opportunity to use computing and telecommunications to improve people's lives. □

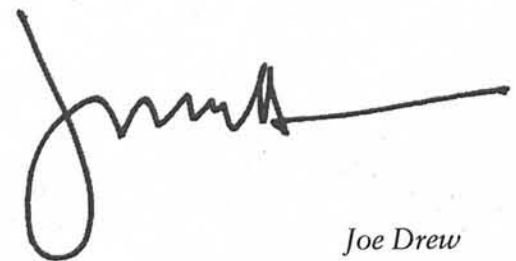
Managing Your Boss

I read something recently by the management expert, Peter Drucker, that may be of interest to you. It's how to manage your boss. Here are some of the points Drucker made:

Few managers, he wrote, seem to realize how important it is to manage the boss. They bellyache about the boss, but do not even try to manage him or her. Some Dos and Don'ts:

- It's a subordinate's duty and in his/her self-interest to make the boss as effective and achieving as possible.
- Ask your boss once a year: "What do I do and what do my people do that helps you do your job? And what do we do that hampers you and makes life more difficult for you?"
- Determine your boss' strengths and weaknesses and decide where you can support and supplement him or her by making the boss' strengths more effective. Make sure your boss understands what can be expected of you, where your priorities are and what your goals and objectives are.
- Protect your boss from surprises. A warning that things may turn out differently than he or she expected can prevent an embarrassment for your boss.

Good advice on bosses, but let's also not forget the importance of our secretaries. Mark April 24th on your calendar. That's Secretary's Day. Keep up the good work. □



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