

CEO REPORT

Joseph E. Drew
MTA Chief Executive Officer

July 1, 1996

Board Chairman Larry Zarian and I were in Washington last month to represent the MTA as one of only four transit properties asked to testify before Congress concerning extending the life of the ISTEA. This important legislation provides funding for many transportation programs nationwide.

During our visit, we also met with some two dozen members of Congress to update them on our various projects. They expressed particular interest in a meeting I have scheduled, July 9, with the heads of some 200 companies involved in our construction projects to discuss safety, quality and cost-efficiency.

The chairman and I also met with the chief counsel and chief investigator of a U.S. Senate subcommittee that recently announced an investigation of the MTA. We offered our complete cooperation.

In considering this investigation, let's remember that the MTA has responded positively to the recommendations made in the various reviews of agency management, poli-

cies and practices. We've made many improvements in our construction management procedures, quality assurance and safety oversight. Beneficial changes also have been made in our transporta-

tion planning processes and in Transit Operations to improve service, safety and cleanliness. □

Matsumoto to Lead Administration

I'm pleased to announce the appointment of Terry Matsumoto as the MTA's new Executive Officer for Administration. He will report to Linda Bohlinger, Deputy CEO for Finance and Administration.

Matsumoto, who previously served as Director of

Strategic Funding Analysis in the Regional Transportation Planning and Development division and was the former Controller of the MTA, has more than 25 years of professional and managerial experience in both the private and public sectors. Prior to joining the MTA, he was with the City of Los Angeles' Community Redevelopment Agency as a key member of the management team.

A certified public accountant, Matsumoto's previous experience includes managing financial functions for Republic Geothermal, Inc., divisional finance and administration for Tetra Tech, Inc., in Arlington, VA, and auditing with Coopers & Lybrand. He earned BA and MBA degrees at UCLA. □

Celebrating Wilshire

The time for celebrating the opening of the Metro Red Line's Wilshire Corridor, July 13 and 14, is drawing closer and the excitement is rising. MTA employees and families had a sneak preview, June 30, with rides on the new 2.1-mile segment and tours of the new stations.

An Appreciation Day was held for those assigned to the MOS-2 start-up team, including the construction group, bus and rail operators and supervisors, Transit Police and facilities employees. Congratulations also are in order for a number of employees not included in a recent issue of CEO Report, but who have worked hard to make the new line a success.

Thanks to: **Facilities Technical Support:** Joe DiPietra and Bud Moore. **Red Line Facilities Maintenance:** Rufino Amparo, Marty Batistelli, Kriengsak Bamrugcheep, Antonio Bernardino, Kent Chow, Dave Edwards, James Falcon, Allan Feinstein, Gary Felix, Hal Flory, John Garcia, Sean Hale, Axle Heller, Joe Holguin, Harold Jensen, Greg Koerber, Kay Koopman-Glass, Gene Lulseged, Dave Martin, Jerry Mendoza, Jeff Mumolo, Art Nelson, George Pelley, Ken Perius, Gina Retamosa, Fausto Saavedra, Marco Sandoval, Ray Schuck, Kevin Sechler, Rick Taylor, Ron Trimble, Jose Vigil, Steve Yakemonis, Earl Youngken and Edwina Ward. **Public Affairs:** Carlos Escobedo, Benita Horn, Virginia Hunter, Jane Matsumoto, Marilyn Morton, Andre Parvenu, Carlos Rodriguez, Jessica Smith and Michael Turner. □

*let's remember that the MTA
has responded positively to
the recommendations made
in the various reviews*

Have a concern?

Call the CEO HotLine at 922-6282.

**Give your name and location if you
want a personal reply.**

Visits to Operating Divisions

I want to express my appreciation to employees at Division 5 and Division 8 for the reception given me during visits with them in June. I was very impressed with the condition of the facilities and with the energy they're giving the maintenance of our equipment.

Division 5 is responsible for perhaps the MTA's most heavily traveled bus lines, serving the heart of the city. Employees at Division 8 were justly proud of their record for achieving the cleanest buses in the fleet for five consecutive months. Professional pride seemed high at both divisions and the care of equipment, along with providing good service, was upper-most in the employees' minds.

During group meetings at both divisions, I was impressed with the concerns raised by bus operators, mechanics and service attendants. Questions covered security, alternative fuel buses, radios, adding more buses to the fleet and many other topics. I've asked staff members to follow up with action on the issues raised during my visits. We'll see some results soon.

My next visits are with employees at Division 12 on July 25 and with those at Division 6 on July 30. I look forward to both meetings. □

Recycling? We're Still Doing It.

Recycling was an everyday practice at the 425 and 818 buildings, but many of you aren't aware that recycling continues at the Gateway Headquarters. We're required by law to recycle 25% of our trash — we're recycling 50%!

Have you noticed the black or blue trash bags in the break rooms? They're for discarded food items and wet trash. The clear bags in your office waste basket are intended only for disposal of recyclable paper trash. Building Services asks us not to place food or wet trash in office waste baskets.

A recycling vendor separates the paper, plastic, glass and other recyclable items from the trash collected each day at Headquarters. This contract saves the MTA time and money. A new trash hauling and recycling contract, to be awarded soon, will include operating divisions, as well as Headquarters.

So, do the environment a favor: Separate trash properly by using the correct bags. □

New High-Tech Buses

The next procurement of MTA clean air buses, due to join the fleet in late 1997 and early 1998, not only will offer our passengers an improved commuting experience, they'll be easier to operate and maintain.

The 250 Neoplan CNG buses approved by the Board last week will be similar in appearance to the 294 coaches the MTA already is receiving from the Colorado manufacturer. These buses have solar management glass windows that block heat, but supply more light to the coach interiors. Seats resemble those installed on Metro Blue Line trains. The 40-foot buses have aluminum window frames and a high-tech coating on walls and ceilings that is graffiti-resistant and easily cleaned.

The difference between the two groups of buses is mostly hidden from view. The newer buses will have three interior security cameras and one external camera. At the flip of a switch, digitized pictures from the cameras can be transferred via radio to the Bus Control Center at the Gateway Headquarters.

The buses also will have an integrated system that can diagnose mechanical and electronic problems. The new system

can perform most pre-trip audits required by the California Highway Patrol prior to bus rollout. The operator still must make a walkaround inspection of lights, warning flashers and tires, but the visual inspection will be coordinated with the electronic audit.

Our operators and passengers are reacting very favorably to the new Neoplan buses. I look forward to the day when this type of equipment will be standard on all our lines. □

Hot News on E-Mail

Many of you now have access to two new sources of up-to-date information via the Microsoft Exchange (e-mail) system. Media Relations recently began filing MTA news releases as e-mail documents. Human Resources is now posting MTA job opportunities each week on e-mail.

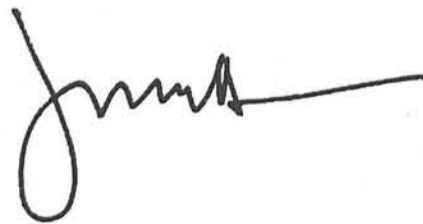
Currently, only about 150 employees are on the automatic e-mail list for news releases, but virtually everyone should be receiving job posting notifications. If you want to have our news releases delivered to your e-mail address, call Ruth Platt of Media Relations at 22711. If you're not getting job postings, call Matt Varughese in HR at 27139. □

Closing Thoughts

Let's think for a moment about the information employees need to improve the MTA's performance. We can sort the information into five broad categories:

- **Context** - This creates a framework and perspective for what occurs within the organization and makes everything else make sense.
- **Vision** - This tells us what our organization will look like after all the improvements and changes are made. It's our target statement.
- **Linkage** - What's in it for me? Linkage is the connector between people and the organization.
- **Role** - How can each employee contribute to the MTA's success? Their jobs must be defined in ways that their individual roles are clear.
- **Support** - We must create a supportive infrastructure that will enable employees to carry out their tasks in the most efficient manner.

Context, vision, linkage, role and support. Important elements of effective leadership. □



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A publication of MTA CEO's Office

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