

CEO REPORT

Joseph E. Drew
MTA Chief Executive Officer

June 10, 1996

I was pleased recently to announce the interim appointment of James P. Reichert, as executive officer, Transit Operations. He comes to us from his most recent assignment as chief operating officer/assistant executive officer of the Orange County Transportation Authority (OCTA).

At OCTA, Reichert was responsible for the consolidation of the agency after the merger of the transit district and the county transit commission. The new agency is accountable for surface streets and highway development, as well as for transit planning and operation of a 750-vehicle train and bus fleet. His more than 30 years of transportation management experience includes directing planning, engineering and operational support.

Jim Reichert's interim appointment will give us an opportunity to recruit a permanent executive officer for Transit

Operations, while continuing to serve our customers without interruption. His experience with an organizational merger similar to the one we've experienced will be helpful as the MTA continues to

evolve. Many transitional issues still remain to be resolved and I will look to Reichert for insights and ideas for how we can avoid pitfalls and continue to improve our transit operations.

Let's all welcome Jim Reichert to the MTA Team. Please give him your cooperation and assistance as we move forward together. □

Gearing Up the Wilshire Line

Pre-revenue operation on the Wilshire extension of the Metro Red Line began May 19, thanks to a smooth turnover to Operations by Metro Rail Construction. I'm pleased to report that the turnover was ahead of the schedule established in our Full Funding Grant Agreement with the federal government.

Congratulations to the hard-working Metro Rail construction team led by Charles Stark and his staff of Henry Fuks, John Sohn, Charles Dew and Tom Lee. Project engineers were Sudhir Agrawall, Girish Roy, Les Durrant, Andy Bennett, Roger Dames and Bill Gaskill. Juanita Carey was project secretary. Larry Kelsey headed the contracts team of Dennis Antonucci, Olga Cervantes, Mark Harman and Ella Brown. Rich Mora, John McCamy and Bill Brown were the project controls, cost and schedules team. Jack McDowell, Vijay Khwani, Tom Eng and Lil Terry were members of the rail activation group.

At this writing, the Operations start-up group under John Byrd, acting rail general manager, is operating Red Line trains all the way through to the Wilshire/Western station. Westlake station remains the western-most passenger station until the new line opens July 13. The new hours of operation for the subway are 4:12 a.m. until 11:45 p.m., with five-minute headways during peak hours.

Members of the Operations team are Frank Alejandro, Rita Malone, Jesse Diaz, Kirk Davis, Miguel Moran, Mike Martinez, John Panneck, Charles Walker, Warren Stockton, Mike Moore, Barbara Service, Thurman Green, Ricardo Perez, Kevin McGrath and Fausto Gonzalez. The group is responsible for testing all systems, training operators, supervisors and other Operations personnel, as well as conducting emergency drills with the fire and police departments. □

Earl Clark, UTU Leader

Rarely does the passing of a leader bring unanimous agreement on the character of the person as has the death of Earl Clark, general chairman of the United Transportation Union since 1971.

Following his death, May 17, at age 70, I released this statement to the media: "We are saddened at the loss of Earl Clark, a true labor leader of national stature. His leadership among the rank and file of the UTU...was outstanding. His dedication and leadership in improving the work environment for his fellow operators, and improving public transportation in this region, will be sorely missed. Our prayers and best wishes go out to his family."

At the May Board meeting, Mayor Richard Riordan said Earl Clark was as "tough as nails" but was a man of "total integrity." The mayor added, "We're going to miss him. Our prayers are with him and his union."

MTA Chairman Larry Zarian said the UTU general chairman always "had compassion for those at the negotiating table with him. He was not confrontational, but his message was clear: he wanted what was best for his union members. I considered him a friend." □

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Construction Impact Response

To help residents and businesses impacted by Metro Rail construction, we have established a multi-department Construction Impact Response Program for each construction project. The goal of our \$2 million Construction Impact Response Program is to respond, and to resolve people's complaints, within 72 hours.

Members of the seven-member teams will be drawn from the MTA Construction, public affairs, risk management, budget and legal departments. The teams also will include an independent claims adjuster and a representative from the project contractor. We will work with elected officials, community leaders and business organizations to determine the appropriate levels of assistance to give in each construction area.

Through this new program, the first in the country, we will have a smarter, faster way to solve problems without a lot of finger pointing. The MTA will make "good faith payments" on damage claims, provide low-interest loans and cover the cost of structural repairs for limited property damage. We'll also be able to make short-term rental and mortgage payments for businesses and homeowners impacted by construction. □

Http://www.mta.net

That's the address of the MTA's new Internet home page now "under construction" as a joint Information Technology Services (ITS) and Marketing Department project. Currently, only a minimal amount of data about the MTA is on our home page, but plans are to provide a wealth of information for public access.

Log on to our home page now and you'll get an "Introduction to the MTA" with a description of the agency, a breakdown of Board membership and an explanation of MTA responsibilities. In the near future, computer users will have access to information about meetings and events, job bulletins, MTA business opportunities, bus and rail schedules and much more.

Through our web site, the MTA will be able to provide public access, on-line, to information we otherwise would have to provide in printed form. Taxpayers will save money when members of the public can print out on their own printers, in their own homes or offices, the many documents available from the MTA. Prior to introduction of our home page, we'll distribute a brochure explaining how people who don't own computers can access the MTA web site through libraries, schools and other public places.

Members of the MTA Internet home page team are Paul Wilkinson and Maggie Chen of ITS, and Harry Goldsborough and Thomas Amiya of Marketing. Soon, every department will be asked to identify an Internet coordinator to help determine what information will be included on the system. Let's work together to make this exciting project happen. □

MTA Board Legislation

Legislators in Sacramento have reached a compromise on restructuring the MTA Board of Directors. As the result of an agreement that was supported by Board members, the legislation authorizes 14 MTA directors. Four will represent the City of Los Angeles; the five County Supervisors will be members; and five will represent the League of Cities. The bill would eliminate the 13 alternate Board members.

The legislation adds one at-large representative to the four Board members now chosen by the League of Cities, which accounts for 60 percent of the county's population. It also allows the mayor of Los Angeles and each of the county

supervisors to appoint elected or non-elected members to the Board. They would be full voting members, not alternates.

The bill now must be approved by both houses and signed by Governor Wilson. □

Temporary Phone Books

By now, you've probably received a new interagency phone directory from the ITS. The book is only temporary - a draft - and requires corrections before a final version is issued, according to the project manager, Ron Hoover.

Please check your own listing, including department number and mail address for accuracy. Among the first pages of the new phone book is a change form you can use to inform ITS about any necessary corrections. When the form is complete, FAX it to Hoover. You also can call him at 922-6692.

The deadline for making corrections to the new directory is June 20th. The new phone book is due out in July. □

Empowering the Organization

I have come to believe that organizations work best when employees are empowered to take responsibility, make changes and work in new and innovative ways. Here's a quote I like from the book, "Empowerment Takes More Than a Minute" by Blanchard, Carlos and Randolph:

"Empowered employees benefit the organization and themselves. They have a greater sense of purpose in their jobs and lives, and their involvement translates directly into continuous improvement in the workplace systems and processes. In an empowered organization, employees bring their best ideas and initiatives to the workplace with a sense of excitement, ownership, and pride. In addition, they act with responsibility and put the best interests of the organization first.

"The traditional management model of the manager *in control* and employees *under control* is no longer effective. To create an empowered workplace, management's role in organizations must move from a command-and-control mind-set to a responsibility-oriented and supportive environment in which all employees have the opportunity to do their best."

As we move forward together, I hope to see more examples of empowerment within our organization. I'll do whatever I can to support this movement. □



Joe Drew

A publication of MTA CEO's Office

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