

CEO REPORT

Joseph E. Drew
MTA Chief Executive Officer

May 17, 1996

Last week, Art Leahy, executive officer for Operations, and Kim Kimball, executive officer for Administration left their positions.

I am now moving to reorganize the agency's leadership to ensure that the policies set by the Board, and the mission given us to improve service, can be met.

Word of the departures got out before I was ready to release the information, and I regret any embarrassment this may have caused for either Art or Kim. I have great respect for both men and I have valued their contributions to the MTA. We all wish them well.

Earlier this week, I named Linda Bohlinger to be deputy CEO for Finance and Administration. David Kelsey, county counsel, will coordinate our Administrative division for a short time, and I've named Jim de la Loza as interim executive officer for Regional Transportation Planning and Development. Pat McLaughlin will head the Department of Organizational Development and Management.

Rae James, executive officer for Communications, also will serve as my interim chief of staff. Judy Schwartz, former Board liaison, will oversee the Office of the CEO. I will appoint a deputy CEO for Operations and Construction and make other announcements shortly. This reorganization at the executive level is intended to expedite decision-making and to strengthen our ability to perform the vital tasks we have before us. It is not a signal of layoffs or of a general shake-up in the MTA.

The following are excerpts of messages that Art Leahy and Kim Kimball wanted to share with you:

"I have been blessed to have had the opportunity to serve the public during this quarter-century, and to have been part of such a great team...The future holds many challenges for the MTA, and I know that you will achieve many successes.

I know that you will maintain and continue the professionalism which is needed...The MTA and Mr. Drew require your best efforts. It is your duty to yourself, the MTA, and the CEO to deliver the very best, and I know that you will do this...I am proud to have served with you...."

Arthur T. Leahy

"Thank you for your friendship and assistance during my short time with you. I will always remember your smiles, warm handshakes and the endless energy you shared with me. I hope our relationship will give you as much satisfaction upon reflection as it has given me."

L.A. "Kim" Kimball

Honoring Our People

The people who carry the MTA banner every day were honored as we marked Try Transit Week, May 13 - 17. At the MTA Employee of the Year luncheon on Monday, we paid tribute to 38 of our best: the bus operators, rail operators, maintenance employees and customer information agents of the month for 1995.

On behalf of the MTA, I'm pleased to extend congratulations to Bus Operator of the Year Sterling Hampton of Division 5; Rail Operator of the Year Joe Ellis, a Metro Red Line operator; Bus Maintenance Employee of the Year Phillip Rodriguez of the Regional Rebuild Center; Rail Maintenance Employee of the Year Kevin Doan, of the Metro Blue Line; and Customer Information Agent of the Year Maria Alamilla. The Eastern Region, headed by Regional General Manager Tony Chavira, received an Award of Distinction for having had five Bus Operators of the Month and three Maintenance Employees of the Month in 1995.

Congratulations, also, to the following employees for their achievement in 1995: *Bus Operators of the Month*, Billie C. Underhill, John Halyak, Joe B. Moore, Oscar L. Aguayo, Jimmie Williams, Larry Williams, Wordrow Williams, Simmie Sanders, Lonnie Anders, Sterling Hampton, Harry G. Smith and Donald Dube. *Bus Maintenance Employees of the Month*, Michael Hagan, Gustavo Sabala, Thomas Holland, Warren Knox, Melissa Victoria Pedraza, Daniel

Iwant to commend Bus Operator Tim Taylor for his quick thinking and cool handling of an incident, May 7, on Sunset Boulevard. When a suspected gunman boarded his bus, Taylor's first concern was for his 15 passengers. He faked an engine problem and got everyone off safely. Police later arrested the gunman. □

Ramirez, Arturo Marquez, Zbigniew Zarakowski, Roy Rodgers, Phillip Rodriguez, Michael Payne and Gwendolyn Moss. *Customer Information Agents of the Month*, Alicia Vasquez, Angelica Nevarez, Jay Hammonds, Greg Pitts, Irma Castellanos, John Turk III, Claire Fitzgerald, Charlene Carr, Regina Abernathy, Kong-Siong Liao, Maria Alamilla and Stephen Isago.

Wednesday, May 15, was Transit Employee Appreciation Day. A celebration was held in the East Portal of Union Station Gateway and many employees from the operating divisions attended. Headquarters personnel took the opportunity to get better acquainted with their division colleagues during this event.

Employee appreciation events also have been scheduled at each of the operating divisions in the months ahead. The first events are set for June 12 at Division 5 and June 21 at Division 8. We owe a lot to the folks who meet and serve our customers every day. In these small ways we can show our appreciation to a great group of men and women. □

Charitable Giving Campaign

On May 20, we'll begin an exciting project, one that has great potential for benefiting both our community and the MTA. It's "Gateway to Giving," the MTA's first corporate contributions campaign. The campaign begins with an event on the Plaza level and will continue through June 21.

As campaign chairman, I see Gateway to Giving as our opportunity to give something back to our customers and to be a good corporate citizen, while at the same time working together as a team. Our goal is to raise a total of \$432,000, primarily through payroll deductions, for nine Fund Distribution Agencies representing a host of worthy causes that range from human services to education and from health care to the environment. Your gift will keep on giving year-round.

The executive officers, who will serve as my co-chairs, have appointed campaign coordinators for each department. They'll be contacting you with information. Representatives from the various charitable agencies also will give presentations at Headquarters and at the operating divisions.

You'll be hearing more about Gateway to Giving in the days ahead. I'm excited about the campaign and I encourage each of you to get involved. There's no more satisfying feeling than to help someone in need. □

Music with Messages

Callers who phone the MTA and are put on hold now will get information about the agency along with instrumental music. A new telephone message service, provided under contract with Muzac, will give us an opportunity to tell our patrons more about the MTA.

Our thanks to Irma Licea of Communications for the message tape idea, and to task force members Paula Grigsby of Customer Relations, Torri Hill-Williams of Marketing, Oscar Quiroga and Larry Fordon of Telecom for their work in getting the project going. It's good ideas and work like this that keep us competitive. □

Employee Exit Interviews

What was it like working at the MTA? That and other questions will be asked of employees who voluntarily resign or

retire from the agency as part of a new Employee Exit Interview program administered by Human Resources.

The Exit Interview program will give employees an opportunity to express their views about working at the MTA. The voluntary interviews will give us information about employee attrition, job and organizational satisfaction and will enable us to assess the quality of supervision, training, compensation and benefits. All answers provided by employees will be kept confidential.

Information gained from the exit interviews will be used to improve employee selection and training, terms and conditions of employment, and organizational performance. It will allow us to identify and resolve organizational problems, which should help reduce employee turnover. The interviews will take about 30 minutes and, whenever possible, will be conducted during the employee's last week on the job. For those who can't make it, Human Resources will send a questionnaire to the employee's home.

Some very helpful information can come from these exit interviews. I hope each departing employee will take the opportunity to share his or her thoughts with us. □

Bookmark Poetry

"Riding home from the library/Don't need a window seat,/Got a fairy tale to read/From this bag of books by my feet." That's the opening stanza of a poem by Kristine O'Connell George, whose work appears on an MTA bookmark with accompanying art by Naomi Howland.

Metro Art issued the bookmark as one of a series of 10 commissioned by the MTA to promote National Library Week and National Poetry Month in April. The project was so well received by library and bus patrons, plans are to commission another series of bookmarks next year.

Our thanks to Alessandra Moctezuma of Metro Art, who led the project; Tuan Le of Graphics, the designer; and to MTA Printing Services, who printed the multi-color bookmarks in-house. You can obtain an MTA bookmark by contacting Denise Mora of Metro Art at 922-2727. □

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Congratulations, again, to our outstanding Operations and Communications employees. We're committed to supporting you in meeting our four operations challenges: Clean, safe, reliable and on-time service! □



Joe Drew

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Editor:	Bill Heard
Designer:	Terry McMahon
Executive Officer, Communications:	Rae James
Asst. Director, Internal Communications:	Phyllis Tucker
Manager, Printing Services:	Al Moore

