

# MTA NEWS

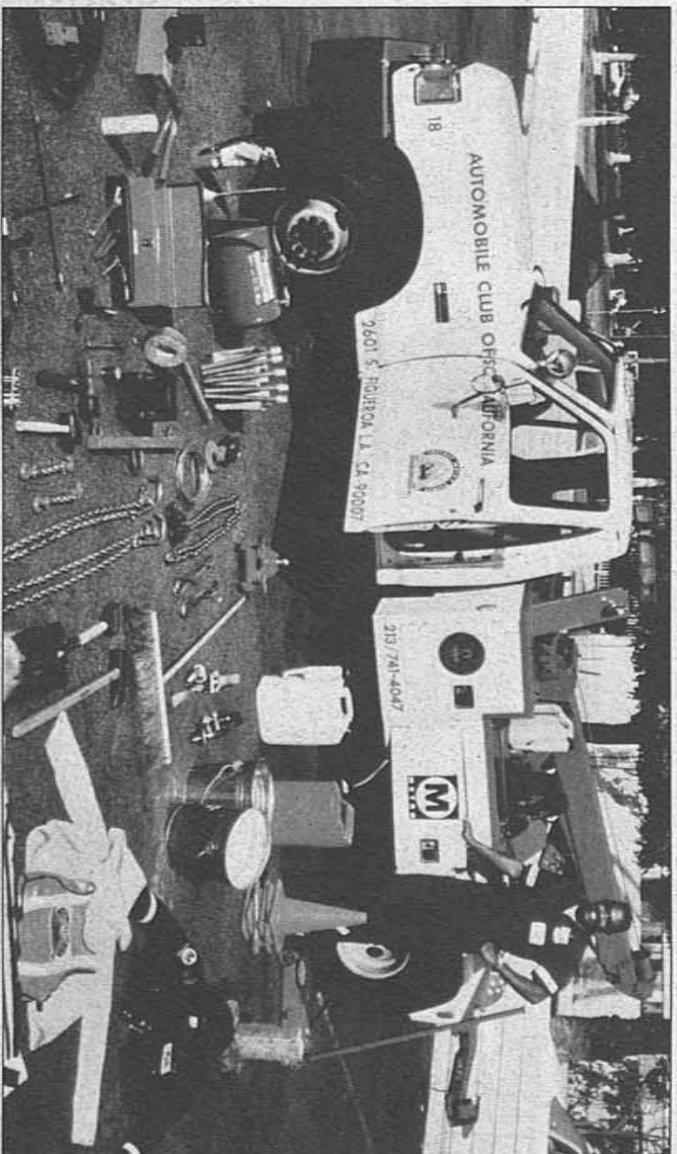


Monthly Employee  
News From The  
Metropolitan  
Transportation  
Authority

DECEMBER ISSUE



*Ready to do business on L.A. freeways. Each tow truck driver assists about eight motorists a day.*



*A Metro Freeway Service Patrol operator carries everything but the kitchen sink to rescue a driver.*

## Freeway Angels

**O**n a recent weekday morning, Mike Smith's car coasted to a stop — not in the parking lot, but smack in the middle of the eastbound Ventura Freeway.

Limping along, he was able to pull over to the far right hand lane near a call box and assess the situation.

The MTA assistant treasurer suspected a dead battery. He had borrowed his in-laws' vehicle the night before because his was in the shop, and he noticed that the headlights seemed a bit dim.

Within minutes, his guardian angel — in the guise of a Metro Freeway Service Patrol truck — pulled up behind him.

*"With its 144 tow trucks roving 40 beats, the Metro Freeway Service Patrol is the largest such program in the country."*

*"The operator was helpful and most courteous,"*

remembers Smith, adding that he didn't show the driver his business card until he had gone through his marketing speech.

Half a million motorists, like Smith, have been rescued by the MTA's popular Freeway Service Patrol program — one of the most visible ways motorists can see Proposition C funds put to work.

Implemented jointly by MTA, CalTrans and the California Highway Patrol, the program's success has inspired similar launchings throughout the

*See Angels, Page 9*



*Ralph Patterson, see page 3*

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# The Call Box

## Public Commendations



"After having to deal with a lot of the idiots in this world, I feel David Cervantes still does an excellent job."

### Dear MTA:

I just want to take a moment to thank **Billy Riley** very much for taking time Wednesday, Dec. 23, to turn in a black bag that contained my clothing.

After I realized I had left them on the 212 bus line, I was sure I would never see my clothes again. But thanks to your kindness, consideration, and honesty, I have them back.

Sincerely,  
**Damita Jemison**  
Los Angeles

### Dear MTA:

On Saturday, Oct. 2, my wife fell on the walk in front of the Shakey's Pizza Parlor on Sunset Boulevard near Kingsley. The driver, **Levetta McCullar**, saw the fall. After my wife did not rise promptly from the fall, the driver stopped her bus nearby, opened the door, and asked me whether she should call for an ambulance.

These concerned actions were very responsible and helpful to us.

I thank the MTA for your driver's training and highly

commend Ms. McCullar.

Sincerely,  
**Ernest Hoyer**  
Los Angeles

### Dear MTA:

I am a senior citizen who rides the MTA at various times. Some of the bus operators are so outstanding in their mannerisms in greeting the public that I feel many of them deserve praise.

I want to send this complimentary letter to say thank you to **Nick Sifuentes** who is a driver on Line 485 to Altadena.

He is a pleasant person — kind to anyone who boards the bus. He is also an efficient driver.

Thanks for giving us the bus service. I am one who really appreciates it.

I used to drive the car a lot, but with the gas prices, violence, carjackings and shootings, I enjoy the bus more.

Sincerely,  
**Irene Johnson**  
Whittier

### Dear MTA:

I am writing to commend MTA on one of its great drivers, **David Cervantes**.

For the past month, I have had to ride the bus to and from work every day. It has been several years since I have ridden a bus and believe me, it was not something I was really looking forward to. It was a great relief to find myself on a bus with such a helpful and very courteous driver.

I have to ride the 70 line early in the morning and again at about four in the afternoon, and after having worked that many hours, he is still treating all of the passengers with a great attitude and a smile. And, after having to deal with a lot of the idiots in this world, I think he still does an excellent job.

He has made for me what I thought would be a terrible trip, instead, a very relaxing and enjoyable way to get to work. As a result of his great attitude, I decided to continue riding the bus even after my car was repaired. Thank you again for the terrific driver you have provided on the 70 line.

Sincerely,  
**Delores Sanchez**  
Montebello

*See Call Box, Page 3*

**In 1993, we worked together to:**

- Adopt a New Budget
- Award All Engineering Contracts for Pasadena Line
- Complete Work Force Reduction Plan
- Select Single MTA Headquarters
- Start Final Design on Red Line Segment 3
- Consummate Drug-Free Agreement for all Rail Construction
- Change Fleet to Alternative Fuel
- Adopt Congestion Management Program
- Save \$30 Million in Ad Costs
- Expand Metrolink System, and Increase Ridership
- Establish Service Delivery Task Force
- Form the Citizen's Construction Mitigation Committee
- Award First Construction Contract for Segment 3
- Secure \$1.3 Billion Full-Funding Grant Agreement for Segment 3
- Adopt Legislative Program
- Steam Clean 425 Building



**"No Smoking" Policy in Place**

**T**he MTA has adopted a no-smoking policy.

Effective immediately, smoking is strictly prohibited in all MTA-owned or operated facilities, including the restrooms and cafeterias in the 425 Building. Employees who wish to stop smoking may contact the Employee Assistance Program at (800) 221-0945 (for former RTD employees), or (800) 227-1060 (for former LACTC employees). ■

**CALL BOX, FROM PAGE 2**

The following letter of thanks was sent to Division 16 Transportation Manager Earl Rollins.

✉ **Dear MTA:**

My name is Cindy Cantere and I am writing to let you know how grateful I am to one of your employees, **Mr. John McKinney**.

I was attending a week-long class in Los Angeles and was commuting to L.A. via MTA rather than making the terrible drive myself. It had been many months since I've had a need to do this but I've always been impressed with the cleanliness of the buses and the helpful, courteous manner of the drivers. In fact, I have on several occasions — and even the day before the incident — recommended to fellow workers/students to park their cars and take the MTA into L.A.

Anyway, to make a long story short, I fell asleep on the bus and was startled when I realized that the bus had turned onto Figueroa rather than continuing up Wilshire, which is where I wanted to go. Mr. McKinney kindly gave me a transfer and told me what to do to catch a bus going up

Wilshire. It didn't dawn on me until after I got off the second bus that my purse was not with me. Needless to say, I died a hundred deaths. Just about my whole life was in that purse and I have never felt so sick. No one in my group gave me a plugged nickel for getting my purse back. And, to be honest, I didn't either but I sure did pray and hope for a miracle.

That miracle happened and my prayers were answered, thanks to Mr. McKinney. I left my purse on his bus, he found it, and turned it in. To say that I'm grateful is an understatement. Mr. McKinney's action has definitely renewed my faith in mankind.

Mr. McKinney is a fine representative for your company and should really be commended. I'm sure you're as proud of him as I am grateful. Please convey my deepest appreciation and gratitude to Mr. McKinney. I will never forget what he did.

**Sincerely,  
Cindy Cantere  
Covina**

## Division 7 Assists in Neighborhood Evacuation



### From Human Resources:

If you are planning to fly out of LAX before April 30, 1994, coupons for discounted parking are available from the Human Resources receptionist on the second floor of the 818 Building.

Park One, the franchise that runs the parking lot near Terminal 1, is offering MTA employees a \$5.50 a day rate. Normally, it would cost \$8.80 a day. Shuttle service is provided from the lot to the airport. ■

The call to the Bus Operations Control Center at 2 a.m. was urgent. A homemade bomb had exploded in a mid-city neighborhood and fearing more blasts, the Los Angeles City Fire Department needed MTA's immediate help in evacuating 214 residents from their homes and apartment buildings.

Dispatchers Peter Mellon, Charles Jenkins, Billy Bennett and John Hale quickly sprang into action. In the middle of the night, they called for four buses from Division 7 and then coordinated the transfer of the sleepy residents from their homes on South Bronson, just north of Pico, to nearby Los Angeles High School. There, a Red Cross center provided temporary shelter and refreshments.

Operators Ray Anaya, Jorge Lozano, Ken Williams, Lewis McKellar, Amado Silva, and Recto DeCena drove the buses. Transit operations supervisors Luis Alcantar, Armando



Some of the residents transported by MTA to shelter. Communications' Bill Heard snapped the photos.

Caceres and Mike Canales provided on-the-scene assistance.

"I just tried to make the people feel good," said Lozano, who transported National Guard troops during last year's riots. "I wish we could do more for them."

The special MTA operation ended in the late morning when five buses, traveling in convoy, transported the residents back home.



As an MTA bus waits to take him to a temporary shelter, reporters interview resident who was displaced in bomb blast.

# In Case You're Wondering...

**T**he following tips may be of help to those of you who moved recently from 425 to the 818 Building:

**Business cards and "From the Desk Of" pads** can be ordered through Julie Hampton on extension 4-6416. Business cards are limited to professionals and management staff and should be ordered only when your old cards have been exhausted. Orders may take from three to six weeks to process. Those of you who have not previously received cards should complete a workorder signed by your department manager. For reorders, simply place your old card onto a blank sheet of paper with changes and send to Julie's attention. Make sure that all the information is current before submitting.

**For all computer or printing problems**, contact the Help Desk at Extension 4-6845. For any

other problems related to MIS, contact Cal Zauderer at extension 4-6106.

**☎ All telephone and fax machine problems** must be reported to CMF at 2-6614. A work order will then be sent to Armando Parada on the 10th floor and repairs will be completed within 24 hours.

And finally, about those **security access codes ...** Facilities' Phyllis Meng cautions

"Every time an employee uses his/her security access code . . . it's recorded on a computer."

employees not to give out their security access code. Every time an employee uses his/her code to enter a floor,

the number and the time it's punched is recorded on a computer in Facilities. That is one way senior staff can keep track of who is in the building after hours and on weekends. Meng says that if another person has your number, *you* may be held accountable for something you know nothing about. ■

## Still to Come

**A** resource handbook that will inform MTA employees on the facilities, graphics and reproduction services available in the 818 and 425 buildings is in the process of being written by the Facilities staff and should be out by this spring. ■

## In Memoriam

**Nakayama, Michael**, began with the Authority on March 20, 1952, retired as a Mechanic "A" Leadman and passed away on October 21, 1993.

**Nunley, Lorena E.**, began with the Authority on August 14, 1983, retired as a Bus Operator Full Time and passed away on October 06, 1993.

**Romo, Jose G.**, began with the Authority on September 19, 1970, retired as a Senior Transit Operations Supervisor and passed away on November 01, 1993.

**Seyferth, Andrew W.**, began with the

Authority on July 08, 1947, retired as Assistant Superintendent of Maintenance and Equipment and passed away on October 20, 1993.

**Sharkey, Herman H.**, began with the Authority on September 08, 1975, retired as a Bus Operator Full Time and passed away on September 12, 1993.

**Spiller, Paul W.**, began with the Authority on September 30, 1947, retired as a Bus Operator and passed away on July 22, 1993.

**Young, Clevester**, began with the Authority on August 15, 1945, retired as a Mechanic "A" Leadman and passed away on October 18, 1993. ■



# From Transit Police Headquarters

by Sgt. Shari Barberic



**T**he quick actions of Transit Police Officer Miguel Ortega prevented serious injury to a three-year-old Inglewood boy on November 18. The toddler slipped as he exited a Metro Red Line train at Metro Station, and was pinned between the train and the edge of the platform.

Officer Ortega, who was stationed nearby, quickly stepped into the car and pulled the emergency cord, keeping the doors from closing. This prevented the train from leaving the station. Ortega then gently eased the child forward, freeing his leg. The child suffered only minor scratches to his foot, and service was delayed for only a short time. The boy, accompanied by his mother and sister, left after treatment by the Los Angeles City Fire Department.

## Arrests Made in Transit Pass Scam

Miracle on Broadway (MOB) and Investigations officers recently arrested two men on a variety of felony charges as the result of an investigation initiated by Officer Dave Ibarra. Through a confidential informant, Officer Ibarra received information that one of the men, already known to Transit Police from a prior arrest, was illegally selling authentic MTA monthly passes.

Officers set up a surveillance which led to the identification of yet another suspect in the

scheme. Further investigation revealed that the second suspect was a contract consultant for the MTA. His job duties included assisting printers in designing MTA monthly passes in such a manner as to deter forgeries. This man had been affiliated with the MTA for six years.

Procedure called for the printer to destroy authentic monthly passes having minor defects. These passes are known as "seconds". The consultant, however, gained possession of the passes by telling the printer that he would accept the seconds and ensure their destruction. The printer, who was not involved in the scam, went along with the request.

Officers arrested the two suspects when they tried to sell the \$42 monthly passes for \$13 each. The consultant got \$10 and the seller pocketed \$3 for each illicit pass sold. When apprehended, the suspects had \$1.5 million worth of bonafide December and January monthly passes as well as a quantity of bi-monthly passes.

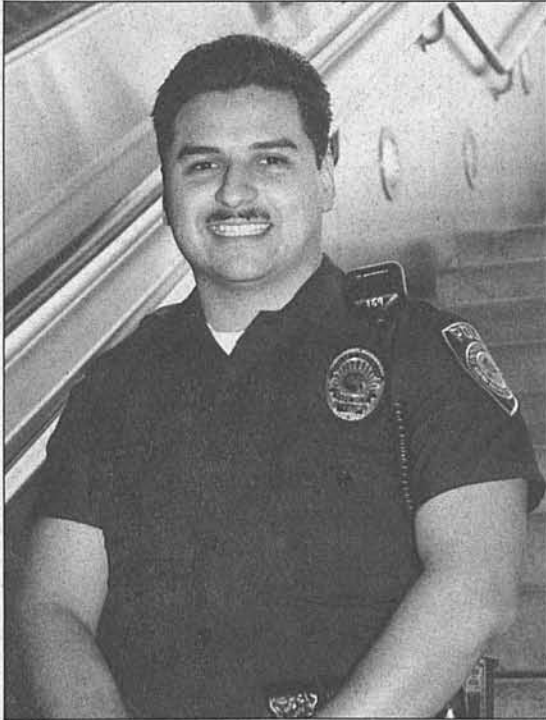
The consultant was charged with grand theft, embezzlement, and conspiracy to possess altered fare media. The other suspect was charged with receiving stolen property, to which he pleaded guilty and received a six month sentence. The consultant awaits trial.

## Metro Gang Force Created

The Metro Gang Force is a state-funded project designed to eradicate incidents of gang violence by utilizing the combined forces of the MTA Police, the Federal Department of Alcohol, Tobacco and Firearms, the Los Angeles County Probation Department and police forces in Bell, South Gate, Huntington Park and Maywood.

Senior Officer Roy Romero, a five year veteran and former GHOST member, has been assigned to the task force since April. He is a recognized expert on "tagbangers" and has trained numerous other law enforcement personnel on graffiti and gangs.

"Officer Miguel Ortega gently eased the child forward, freeing his leg."



*Officer Miguel Ortega at the Westlake Station.*

**Kings With Style (KWS) Gang Targeted**

Recently the Task Force has been targeting the "Kings With Style" (KWS) gang, which is active not only on buses, but also within the boundaries of other task force cities.

"We're identifying all KWS gang members. We determine if they're on probation and, if they are, monitor the terms to ensure compliance," says Senior Officer Romero. "If they screw up, we contact their probation officer for follow-up."

Close cooperation with the Probation Department is a key element in Task Force strategy, as conditions of probation often include prohibitions against associating with other known gang members, possession of weapons, possession of graffiti tools or paint, and limitations on how late the individual may stay out at night.

Task Force members also are utilizing a selective enforcement technique against KWS gang members. This involves citing and/or arresting gang members for all violations of the law, including such infractions as jaywalking and littering.

**Street Terrorism Enforcement Program**

Another effective tactic is to obtain sentencing enhancements against convicted gang members via the Street Terrorism Enforcement Program or "STEP," whereby targeted gang members receive lengthier sentences by virtue of their membership in a violent gang. Task Force members focus on bus lines within the jurisdiction of the member cities in order to reduce incidents of vandalism, assaults, robberies, and disorder on the transit system and in the community.

During the eight months that Senior Officer Romero has been assigned to the Task Force, he estimates that 200-300 gang members have been arrested for a gamut of offenses. The major benefit of the Metro Gang Task Force, according to Chief Papa, is that "our resources are combined with those of other agencies to maximize the effectiveness of our enforcement efforts, resulting in increased attention to gang-related transit crimes within the targeted area."

Operators and other employees are encouraged to contact Senior Officer Romero with any pertinent information or to discuss problems relating to transit crime within the Task Force cities. He may be reached at the Metro Gang Task Force at (213) 889-5274. ■

**Shifting Gears**

**Austin, James W.**, began with the Authority on September 26, 1970 and retired as a Bus Operator Full Time on October 01, 1993.

**Burk, Joe A.**, began with the Authority on May 23, 1974 and retired as a Bus Operator Full Time on October 27, 1993.

**Ellis, Lester P.**, began with the Authority on October 03, 1970 and retired as a Bus Operator Full Time on October 18, 1993.

**Fukumoto, Arthur J.**, began with the Authority on September 23, 1969 and retired as a Mechanic "A" on November 11, 1993.

**Gaddy, James H.**, began with the Authority on March 24, 1976 and retired as a Stock Clerk on September 30, 1993.

## Old Hats

### 818 Employee Activities Center is Closed

**T**he Employee Activities Center in the 818 Building has been temporarily closed, according to Manager Diane Talton. It is due to reopen sometime in January, she says. 818 employees can purchase tickets by phone (call extension 2-4740) or through the mail. There is also a variety of great personal gifts for your family from which to choose. The main Center is housed on the second floor of the 425 Building and is open weekdays until 3 p.m. ■



**T**he following MTA employees from Scheduling and Operations Planning and Printing Services recently reached 20 years of service! They are, bottom row, from left: Pat Bates, printer II; Luis Melendez, bindery operator; Arlillian Moore, data technician; Mike Ortiz, schedulemaker II; and Rudy Cruz, schedulemaker II. Top row, from left, Walt Seyler, senior schedule checking supervisor;

Cruz Ortega, printer I; George Widman, schedulemaker; Scott Holmes, senior supervisor, operations planning; Callier Beard, senior planner; Tracy McFate, schedulemaker II; Lee Smith, timetable shopkeeper; John Green, scheduling supervisor; Steve Parry, director of scheduling and operations planning; and Jim Roberts, schedulemaker II. ■

### Seasons Greetings!

**O**perator Jesus Leal of Division 9 received the following note from a senior citizen who is a regular passenger aboard his Line 259 bus. Leal wants to share this letter with all operators because, as he writes, "a little smile and a 'good morning' goes a long way!" "A friend is someone who likes you, and wants nothing of it but friendship. He or she doesn't like you less when you're crabby, moody or

mean. A friend understands you. A friend can tell you when he or she thinks your wrong without worrying about losing your friendship, and a friend forgives you without making a big deal out of it. You get friends by being the kind of person you want for a friend. You keep them by continuing to be that kind of person."

Signed,  
James Nichols



**ANGELS, FROM PAGE 1**

state. Still, with its 144 trucks roving 40 beats, the Metro Freeway Service Patrol is the largest such program in the country, according to its administrator Diane Perrine. She has drawers full of thank you letters from rescued motorists expressing their renewed faith in government programs. Last month, the MTA received "The Bill Keene Award" — named for the popular retired traffic reporter — heralding the program's success.

"Here we get some immediate returns," says Perrine, who holds a master's degree from UCLA in urban planning. "Our cost ratio is 11 to one, which means that for every dollar the Board spends, we get 11 dollars of congestion relief."



*Freeway savior in action.*

All the work — changing flat tires, refilling radiators, providing enough gas to exit the freeway, and removing inoperable vehicles — is performed by private tow truck companies under contract with the MTA. Estimates are that the program reduced freeway delay by 10 percent last year, and contributed to a three percent decrease in peak hour accidents on patrolled beats during 1992.

Perrine says that more than half of the motorists receiving assistance are helped in less than five minutes, 91 percent of them in less than 20 minutes. Since the program began two and a half years ago, "we've been able to cut the response time in half," says Perrine. After the truck arrives, the driver typically spends 17 minutes assisting the motorists.

The program operates on weekdays from 6 a.m. to 10 a.m. and from 3 p.m. to 7 p.m. Three-quarters of Los Angeles' freeways are covered. Recently, the Freeway Service Patrol started all day service in the downtown loop.

The MTA recently honored three drivers of the year for 1993: Antonio Perry from Bob and Dave's Towing in Whittier; Robert Crabtree of Freddie Mac's in South El Monte; and Juan Fuentes from the Automobile Club of Southern California. ■



*"Thank goodness for Proposition C — women can feel safe on the freeway when their car breaks down."*

**G. Derr**  
Los Angeles

*"He was my savior in a jump suit. Please accept my thanks and congratulations on a great idea and a well-staffed program."*

**Brooks Tomb**  
Manhattan Beach

*"It seemed like an angel appeared the very same time I pulled over and my car was on fire."*

**Evette Connolly**  
Beverly Hills

## Applause!

### Ralph Patterson Named October Operator of the Month

Congrats to Divisions 10 Operator Ralph Patterson, who was selected Operator of the Month for October 1993. The 19-year MTA veteran, who also has worked out of divisions 2 and 7, has accumulated an exceptional record, scoring zero missouts, sick instances, avoidable accidents, and rule violations. For the last 14 years, he has been a line instructor.

Patterson lives in Valinda with his wife of 18 years and two college-age sons, Delano and Marquest. When his sons graduate, Patterson plans to retire to his home in Grambling, Louisiana, to do some



*Operator Ralph Patterson*

"serious" fishing and hunting.

When he's not working, Patterson likes to work in his garden and loves most sports. He especially likes football and his favorite team is the L.A. Raiders.

His manager, Mike Lensch, says he is a credit to himself and his profession. ■

## Bits and Pieces

### Division 3's Lou Trammell and his Daughter Make Judo Headlines

Division 3 Bus Operator Lou Trammell was selected from a field of seven to head the USA Judo Team at the Youth International Invitational Judo Championships held in Ft. Lauderdale on August 19-21.

MTA's Trammell, who has won accolades from the Cypress Park community and City Councilman Mike Hernandez for his dedication to turning around the lives of latchkey teens, was accompanied by his daughter Valerie — herself a star judo competitor.

Trammell writes that his daughter captured a silver medal and will compete in the Canadian Open this spring.

"I suddenly realize I have a future Olympic hopeful on my hand," he says. "In two years, I will be retiring from the MTA and moving to Colorado Springs, home of the Olympic Training Center. I plan to send her to Ed Liddy's school — he was the Olympic Silver Medalist in 1984. Of course, I will continue to help train my daughter, and give her all the support I can."

Trammell and the work he's accomplished for young people, by the way, were featured in a *Los Angeles Times* article three years ago.

### Division 18 Mechanic Larry Morris Selected Outstanding Softball Player

The MTA's Fast Pitch Softball League has just completed another season of thrills and chills. The championship for this year belongs to the Blue Sharks, who were managed and coached by



*Division 3 Operator Lou Trammell with his daughter Valerie.*

# Going the Extra Mile

**D**irector of Transportation Dan Ibarra salutes the following operators for showing extraordinary courtesy to fellow operators, patrons and motorists:

Larry Williams	Div. 15
Joe Barbosa	Div. 1
Emery Neal	Div. 18
Kevin Crawford	Div. 3
Jesse Villegas	Div. 9
William Smiley	Div. 1
John M. Ellis	Div. 8
Patricia Marcozzi	Div. 9
Floyd Covington	Div. 10
David L. Jones	Div. 15
Lucy A. Flores	Div. 15
Orlando A. Lopez	Div. 7
Edward Gomez	Div. 1
Nicanor S. Castillo	Div. 1
Oswald Cons	Div. 1
Jacqueline P. Davis	Div. 18
Valerie Amerson	Div. 2
Vincent Owens	Div. 5
Majid Dawood	Div. 12
Rene L. Morales	Div. 10

And we congratulate the following operators who averted or minimized service delays:

Frank Huston	Div. 8
Arnold Haro	Div. 10
Merlin Waring	Div. 9

Steven A. Morales	Div. 3
Mario Jaurequi	Div. 3
Edward Hanger	Div. 15
James Belcher	Div. 5
Roshaun E. Malone	Div. 10
William Amey	Div. 9
Darryl Campbell	Div. 5
Lovell Ventry	Div. 5
Ruth Mayfield	Div. 1
Lorenzo Ramirez	Div. 8
Sekimi Hoshide	Div. 10
Phyllis Arispe	Div. 15
David Hemion	Div. 15
Vilma Ramos	Div. 18
Antonieta Zuniga	Div. 1
Joseph Bauer	Div. 15
Miguel Zamorano	Div. 6
Hugo Arrcola	Div. 9
Henry Hunter	Div. 18
Aurelia Flores	Div. 7
Randolph Green	Div. 18
Irma Esquivel	Div. 7
Burke Robinson	Div. 5
Lupe M. Marrufo	Div. 15
Romeo Cardoza	Div. 18
Pedro Lara	Div. 3
April L. Richie	Div. 10
Michael C. Guevara	Div. 9

# Schedule Changes

**Garcia, Joe A.**, from Service Attendant to Equipment Service Supervisor.

**Hittinger, Myron F.**, from Senior Equipment Maintenance Supervisor to Equipment Maintenance Manager.

**Rydell, Brian E.**, from Maintenance Specialist to Rail Equipment Maintenance Supervisor. ■

# A Message from Franklin White



"Thank you for making 1993 such a productive year. I wish you and your family an abundance of health, happiness, and prosperity in the coming year.



I congratulate you on your outstanding work in 1993 and look forward to the future with optimism and anticipation. Without question we have major challenges ahead, but together we can look forward to new achievements and an even brighter 1994." ■

## *BITS, FROM PAGE 10*

Division 6 Transportation Operator Tony Braxton.

The outstanding pitching performance of Larry Morris, a Division 18 mechanic enabled the Blue Sharks to go all the way. Morris did not lose a single game in which he pitched. Because of his terrific effort, Morris was selected and received his team's outstanding player award.

"I couldn't have done it without the rest of my teammates," he says. "I look forward to repeating as champs next season." ■

## **MTA NEWS**

MTA News is printed on recycled paper.



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## Clip and Send In!

If you would like to share your achievements with us, please write it down on this form and send it to:

Andrea Greene, Managing Editor  
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Los Angeles, Ca 90017



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