



METROPOLITAN TRANSPORTATION AUTHORITY NEWS

Operator Rick Bland Rescues a Busload of Passengers

— despite rain and downed power lines

It had just started to rain on the afternoon of March 27 when Bus Operator Rick Bland started his eastbound run from the Convention Center in downtown Los Angeles. Navigating his Line 70 bus through standing pools of water on Mission Boulevard near Marengo Avenue, the 37-year-old operator happened to glance at the Jack-in-the-Box restaurant across the street. In a flash of a second, he noticed that the lights within a two block area had flickered off.

As he turned east on Marengo, he saw an operator's nightmare unfolding. There, in the westbound lanes, a car apparently had smashed into another MTA bus. As a result of the accident, a telephone pole was down, a street light standard had fallen, and the bus, according to Bland, was in the kind of shape that "even Earl Scheib could not fix."

Bland, carrying a busload of 25 passengers, quickly pulled over, directed his customers to remain calm, and ran across the street to see what he could do to help. Already, the transformer had blown — "There were sparks everywhere, like a big atom bomb," he recounted, later — and live wires lay in the swelling rain puddles surrounding the bus.

"If we as operators would stop in our tracks and allow ourselves to think of just how blessed we are...we would know that it is truly a wonderful thing to give of oneself."

"Please help my wife," a passenger aboard the bus screamed to Bland, who couldn't open the doors at either end of the bus due to the damage and live wires. "She's eight months pregnant." Bland reached up through the windows, and gaining the woman's trust, lifted her, and a second woman, up and out of the window. He then carried the two of them back to his bus, where his passengers sat, looking on in shock.

The Division 9 operator then made several more trips, rescuing all of the passengers through the window. "It was like a tidal wave of people," Bland recalled. He notified the Dispatch Center to request help. He ran back to the smashed bus to find the operator, Guy Williams, dazed and disoriented.

"Please, Rick, don't leave me," Williams pleaded. At first, Bland was surprised Williams knew his name. Then, he recognized him. He hadn't seen his colleague since 1986 when the two of them had worked together at Division 10.

In all, a total of 11 ambulances were sent to the



Rick Bland

scene, carrying 13 people to five different hospitals. Rick Bland is credited with saving their lives.

"We all have a purpose in life," he explained, later. "I just figured that if God smiled down on me and wanted me to help those people, I was going to do it."

Meanwhile, the injured operator is grateful to Bland. Williams wrote in a letter: "If we as operators would stop in our tracks and allow ourselves to think of just how blessed we are...we would know that it is truly a wonderful thing to give of oneself. To offer that little extra assistance to our passengers and not pull away from a stop when, in our minds, we know someone is trying to catch our bus. We all can learn something by looking at Rick as an example of courtesy and concern for other people."

Bland, who has worked as an MTA bus operator for 12 years, is unrattled by the talk of heroism. Sometimes, the single father of two children says he sits on his bed at night and thinks to himself, "Did I really do that?" ✨

The Metro Ambassadors:

Front Row (l to r): Ingrid Cooper, Sonjia Mott, Lisa Frenchie, Dahlia Hernandez, and Denise Sierra.

Second Row: Todd Nguyen, Dion Lawson, Julian Rojas,

Third Row: John Arenas, J. R. Starr, Gary Chan, Maritza Rivera, Jacqueline Cosby

Fourth Row: Cathy Dickinson, Angela Pina, Elizabeth de Carteret, Mark Winn, Oswald Haro, Tiffany Patton, Joe Bueno, Fethi Abdul-Hamid



NOTICE

This newsletter is presented as a monthly, interim newsletter to all MTA employees until a new employee newsletter is developed for the consolidated agency. Plans are also under way for additional newsletters for the MTA's operations and construction units. Next month, look for the results of the Name-the-Newsletter Contest!

Metro Ambassadors Greet the Traveling Public

— and get a chance to learn transportation first hand!

"It was one of the greatest moments of my life," said Metro Ambassador Elizabeth De Carteret about her experience at the Metro Red Line's grand opening ceremony on Jan. 30. "As soon as the lights dimmed and I heard the sirens and horn of the new train coming down the subway tunnel, tears came to my eyes. I realized then that I'd played a part in something very important for the future of Los Angeles."

A recent USC graduate with a BA in art, Elizabeth is one of the 15 people, most of them college students, who are Metro ambassadors.

The ambassadors might be called the "front" men and women for the Metro system. They act as MTA representatives at all fairs and community event exhibits, and at all Metro grand openings. They're also on hand to direct riders during the first few days after a new line opens. They're trained to interact with the public in a competent, friendly manner, ▶

Continued on page 2

"Metro Ambassadors" continued from page 1...

and to be knowledgeable about the Metro system.

In a single year, the ambassadors have participated in more than 150 public events, meeting more than 500,000 people. These figures do not include the hundreds of people who pass through an information booth staffed by the ambassadors on a daily basis at the train stations. They may be the first MTA staff members the public meets when riding one of our trains.

The ambassadors develop, coordinate and staff these events, sometimes working as much as 55 hours in a week, including weekends. They also learn administrative skills, such as compiling inventory, managing master calendars, mailing and distribution, and developing budgets.

"I realized then that I'd played a part in something very important for the future of Los Angeles."

The Metro Ambassador Program was developed by LACTC's marketing department under the direction of Senior Public Affairs Officer Fran Curbello. The program utilizes senior high and college level students, as well as other eligible individuals from various cultural backgrounds in the Los Angeles community, and helps them develop job skills in marketing, public outreach and office administration.

"I'm proud to be part of the program," said Vira Curiel-Garcia, a second-year student in business administration at East Los Angeles College. "I've learned many things that will help me in my future career in transportation, such as management skills, and how to work with a team to make things happen."



Fran Curbello

"The primary objective of this program is to develop people from economically disadvantaged neighborhoods and give them an opportunity to experience the corporate world. They learn how to become competent and reliable managers," Fran explained. "We're moving into a new era of offering public service in transportation, and as an agency, we've got to stay in touch with the needs of the system's users," she added.

Backing her up are the numerous letters she has received from the public, thanking the MTA for the reassurances the ambassadors provide commuters on both the Metrolink and the Red Line systems. "You can thank the ambassadors for getting me hooked on Metrolink," said commuter Santi O'Leary. "Their friendly and courteous service has been a great help."

Ambassador John Arenas, a Cal State Los Angeles graduate in business administration, said, "I've learned how important it is to prepare and improvise for unexpected situations. Best of all, though, is the camaraderie that I've enjoyed with my fellow ambassadors." ✨

A Word from Franklin White

We've begun a new chapter in the rich and colorful history of transportation in Los Angeles County. We are now the MTA. From my vantage point, as your new Chief Executive Officer, I have every reason to expect our future to be bright with accomplishment.

I've only been here a short time, yet I am pleased to see the quality of each of you who make up the MTA.

When I board our buses, I see extraordinarily dedicated men and women behind the wheel who take seriously their responsibility to safely transport 1.3 million passengers every day.

When I board our Red Line and Blue Line rail systems, I see employees who are proud to be a part of Los Angeles County's transportation maturing process. When I see our security organizations helping a new rider or checking for fares, I am satisfied that our system is in safe hands.

Finally, it is my privilege to lead a fine team of executives who, along with their support staff, bring a vast pool of knowledge, experience and vigor to this organization.

Because we are a new organization, the coming weeks will see adjustments as we mold the MTA into the best agency it can be. I'm aware of the anxiety that many of you are experiencing as we analyze our structure. I ask for your patience and cooperation as we work to resolve the many personnel issues we must address.

Information Flow

I'm committed to a flow of information between the CEO's office and MTA employees. It will help to maintain a high morale and keep you involved in MTA decisions.

Let me begin this informational flow now by sharing with you that, while there are signs of improvement, our economic situation will force us to begin a re-evaluation of the "30-Year Plan." We are reviewing projects in light of today's funding levels and revised projections for the future. Our budget analysts and planners are working to prioritize, so that we can move forward on as many programs as possible.

A Look at Rail and Bus Programs

Construction projects continue to move forward, each holding the promise of improved mobility and less gridlock. The Glenn Anderson Freeway



(I-105) is scheduled to open this fall, providing an east-west link between Los Angeles International Airport and the city of Norwalk. The Green Line, which will travel down the middle of the freeway, will roll into service about a year later.

Construction on four stations and tunnels along the Red Line's second segment has reached the halfway point. The tunnels

between MacArthur Park and the Vermont Station are 78% complete, and excavation for the Wilshire-Vermont Station has been completed.

I'm concerned with the appearance of our bus fleet. MTA's Graffiti Task Force has made inroads into solving a persistent graffiti and vandalism problem, and the Zero Tolerance Program on selected MTA lines is showing excellent results. But, I believe we can do better. Staff is continuing to develop innovative and workable solutions.

Vendor Fair a Success

Our recent Vendor Fair at the Los Angeles Convention Center was a huge success, with more than 3,000 people attending. There were 170 information booths helping prospective contractors learn how to become a part of Los Angeles County's transportation future. Supervisor and MTA Board Member Yvonne Brathwaite-Burke and Supervisor Ed Edelman's alternate, Marvin Holen, attended the kickoff event. Their presence demonstrated that our policy makers want to keep the public informed about transportation issues, and give minority-owned firms, DBEs and WBEs a chance to participate.

Call to Projects

We also had an excellent response to the MTA's Call for Projects, whereby we invited government entities from around the county to submit ideas for improving mobility in the areas they represent. We received some 750 responses. If all of them were implemented, the estimated cost would be more than \$6 billion. Since we don't have these resources, we are at work to prioritize a list of projects. Then, the MTA Board must decide which ones to pursue.

Los Angeles County citizens are fortunate to have an exemplary team of people working together as the new MTA. With your patience and perseverance, we will set the standard by which all other transit providers in the nation measure themselves. ✨

It's Just a Number!

Just when you thought you had all your important internal phone numbers memorized, the phone system has changed. Now we have to put another number in front of an extension. But, the good news is we can dial extensions between the 818 and 425 buildings. If you're calling someone at the 425 building, all you have to do is place a 2 in front of the extension. If you're calling someone at the 818 building, put a 4 in front of their extension. Dial away!

Metrolink Shines

Since Metrolink began revenue service in November, ridership has increased by 67%. There were more than 80,000 passengers in February, and the average daily count for March was 5,000 — more than double the original projection of 2,000!

The line's track miles will double in the next eight months with the following openings:

- The current San Bernardino line will extend all the way to San Bernardino in late-May (it currently runs only from Montclair to L.A.);
- The Riverside Line, paralleling the Pomona Freeway, will open in mid-June;
- The Orange County Line, paralleling the Santa Ana Freeway, will open in early December.



Fifteen new stations will also open along with the new lines. Hooray for the Southland's successful new commuter rail service! ✨

Speaking of Ridesharing

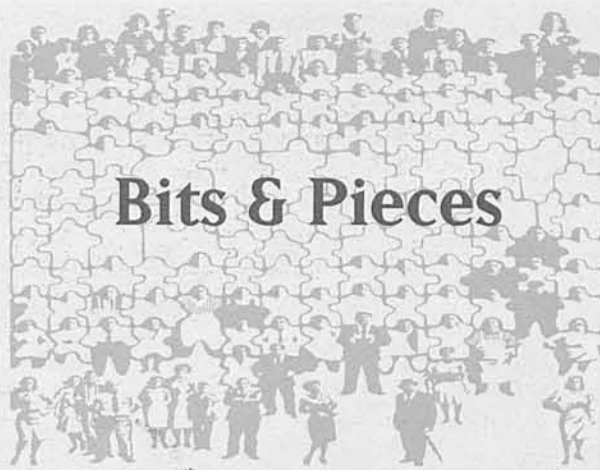
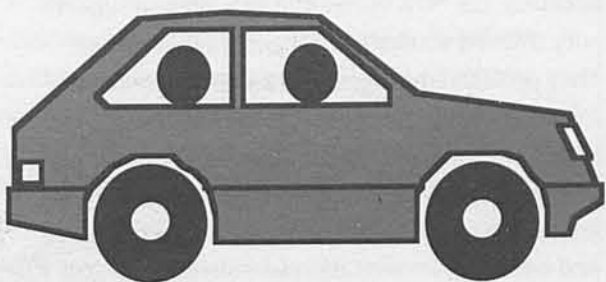
Guaranteed Ride Home Program

If you rideshare at least three times per week and you cannot use your regular rideshare route home due to unexpected overtime, illness or family emergency, you will have a guaranteed ride home. The Rideshare Offices at the 425 and 818 buildings will work with you to provide a ride home at no cost to you.

Thanks to an employee suggestion from Planning and Programming employee, Vic Kamhi, the Rideshare Office is expanding its Guaranteed Ride Home (GRH) program to include a database to match employee drivers who work late and transit riders who occasionally have to stay late due to emergency overtime.

To make a GRH reservation, contact the Rideshare Office no later than 4 p.m. on the day you need a ride. Due to budget constraints, GRH requests are limited to two times per month. Of course, a GRH is available for those true emergencies such as a family crisis, last-minute deadlines, or personal illness.

Look for the program to expand soon! In the meantime, if you have any questions, contact your rideshare coordinator. At the 425 Building, call Jay Furman, Extension 24827; at the 818 Building, call Debra Hori, Extension 46853. ✨



First MTA Vendor Fair a Success

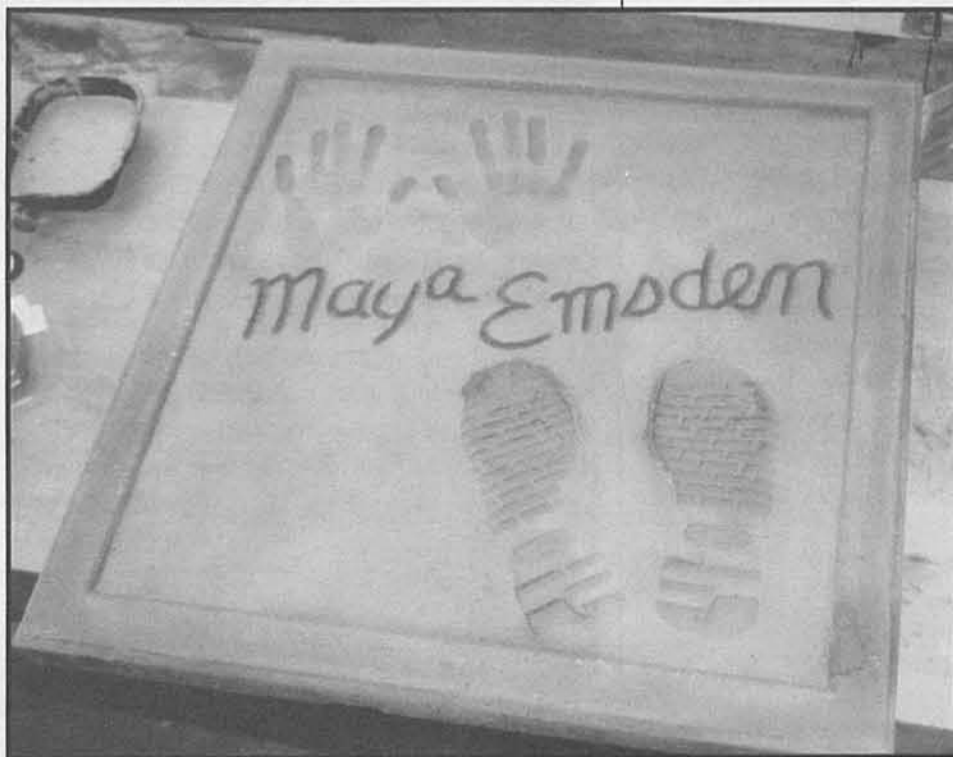
The first annual MTA Vendor Fair, held on April 20 at the Los Angeles Convention Center, was the MTA's first major event as a consolidated agency. More than 3,000 people attended the event, which provided a unique opportunity for contractors who want to do business with the MTA to meet our staff and officials, and learn about our contracting process. There were special workshops geared for DBE and MBE/WBE firms, featuring information on the certification process, compliance programs, goal setting, and the bond guarantee program.



The Vendor Fair Ribbon Cutting featured vendors together with MTA board members and staff. From left to right, Tom Mack of Bechtel Corporation, Jean DeLonaïs of Cheyenne Southwest, Inc. and representing California Indian Business Association, Ella Williams of Aegir Systems, William Yang of William Yang & Associates and representing the Asian Business Association, Franklin White, new MTA CEO, Yvonne Brathwaite Burke, MTA board member, Ed McSpedon, RCC CEO, Marvin Holen, MTA alternate board member, and Alan Pegg, MTA Chief Administrative Officer.

Get Into A-R-T

Art-for-Rail-Transit (A-R-T) invites all MTA employees who live along, and who will eventually use, the Metro Green Line to get involved in the exciting public art projects being built in their communities. Artists will be giving presentations and inviting residents to participate in creating projects for each of the 14 stations from Norwalk to El Segundo. Your families and neighbors are also invited to partici-



"Your Name Here!". Example of a plaque at the Lakewood Boulevard/I-105 Station; Artist, Erika Rothenberg.

pate. Call Maya Emsden at Extension 46829 with your name, address, and which station will be your station.

Transit Operations Supervisor's Son Earns Medical Degree

Melvin Manning, Jr., the son of transit operations supervisor Melvin Manning, will achieve a lifelong dream when he earns his medical doctorate degree from the University of California, San Diego on June 6, 1993. Manning will do his residency training in physical medicine and rehabilitation at Parkland Hospital in Dallas, which is affiliated with the University of Texas.

The junior Manning wishes to thank his dad's MTA colleagues for the messages and support they have provided him throughout the years. "It has served as a source of strength and will be invaluable as I continue to strive for excellence in the field of medicine," writes Manning.

Staff Runs in L.A. Marathon

Whether veteran or neophyte runners, the following 818 Building staff members made a good showing at this year's Los Angeles Marathon on March 7: Valerie Dean, Naomi Nightengale-Keyes, Miriam Simmons, Pat Sims, Gerardo Alvarez and Walt Davis all completed the main, 26-mile race. Mary Morgan, Jane Faerber and Stewart Ondeck each completed the Rogaine 5K run. A few of our runners gave us their thoughts as they crossed the finish line that day.

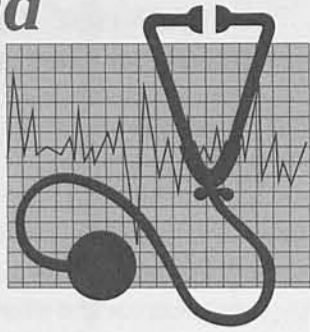
"I thought the finish line was a mirage," said Naomi. "I had a happy and arduous run, but I was really glad it was over. It's something I've always wanted to do — an experience of a lifetime!"

It was Valerie's first marathon. Running with friends who encouraged her, she said, "If they can do it, I can do it!" When she crossed the finish line, she thought, "Thank God it's over. I made it. Where's my medal!"

Walt thinks L.A.'s marathon has reached the status of those in Boston and New York. "I'd watched all three on television, and I was impressed with the spirit of the participants — regular people like me — and I decided it was my turn." When it was over, though, all Walt could think of was "relief!"

"I'm built for long distance, not speed," said Miriam, a veteran marathoner. "I'm in it for the fun and challenge." She was inspired a few years ago when, looking down from a window at the runners in the New York marathon, she saw people of all ages, shapes and sizes. "It was startling to realize that not everyone is in it to win — for a lot of people, it's simply an inner desire to push yourself to the limit. It's believing in yourself," she said. ✨

Taking Care of Yourself: Health, Safety and Wellness News



Employee Assistance Programs

Our jobs are important to all of us, and the MTA consolidation process may be an especially stressful time for MTA employees when it comes to coping with changes on the job.

But managing stress is just one of life's problems that may cause us to need help to cope. If you need assistance with marriage, family and relationship problems — or financial and credit problems — or alcohol and drug abuse — or emotional and stress-related concerns — child care or elder care consultation — or legal matters — Contact your Employee Assistance Program (EAP).

A single program for all MTA employees will likely be implemented eventually. In the meantime, two employee assistance programs — one for previous SCRTD employees, and one for previous LACTC employees — are currently provided:

• **Former SCRTD employees:** Your EAP program is managed by Employee Support Systems Company. For a free, confidential consultation with a qualified and licensed counselor, call their toll-free number, 1(800) 221-0945.

• **Former LACTC employees:** Your EAP program is managed by Occupational Health Services, Inc. For a free, confidential consultation with a qualified, licensed counselor, call their toll-free number, 1(800) 227-1060.

Wellness Program

Civic Center Walk on May 19

May is National Physical Fitness and Sports Month, and what better way to celebrate than by getting involved in a physical fitness activity. Exercise can take a variety of forms - walk, run or jog; swim; use the exercise bike, stair machine or participate in an aerobics class. It doesn't matter what you do, the goal is to exercise regularly and to fight the nation's number one killer, *heart disease*.

A great way to meet your co-workers and employees from other downtown companies is to enter the annual **May 19 Civic Center Walk**. It's a 1.5 mile non-competitive walk during your lunch hour with several water stops and a free Health Fair at the downtown YMCA.

MTA employees from both the 818 Building and the 425 Building are planning to participate in the walk, which will occur between 11 a.m. and 1 p.m. Employees may walk during their specific lunch-hour, during that time.

If you want to walk in a group, contact your respective Wellness Coordinator to determine the start locations and water stops, or look for a flyer about the event. T-shirts will be available for purchase. Contact either Cindy Kondo at the 818 Building, (213) 244-6580, or Luanna Urie at the 425 Building, (213) 972-7164. ✻

The primary weapon against violent crime is one's own ability to remain alert at all times.

Tips for Foiling a Carjacking

by Lt. Walt Schick, Transit Police

We open the morning newspaper every day and read about another horror. Lately, the headlines are filled with stories of every day citizens being victimized by thugs who not only steal occupied cars but brutally assault the owner and passengers.

About 4,500 carjackings occurred in the Los Angeles area last year and the numbers continue to skyrocket at an alarming rate. Affluent neighborhoods and shopping malls are as much a target as are other areas of the city.

The primary weapon against violent crime is one's own ability to remain alert at all times. Be aware of what is happening around you. Don't walk into a dark parking lot or near an isolated ATM. Drive through first and be aware of suspicious-looking activities.

In addition, motorists should observe the following suggestions to prevent a carjacking:

1. Keep the vehicle doors, both on the driver's side and passenger side, locked at all times. If possible, keep the windows closed and use the car's ventilation system for fresh air.
2. Attempt to always travel with someone. Carjacking seems to be targeted at lone motorists.
3. Don't leave valuables in view when your car is unattended. Take an extra few seconds and place the items under the seat or in the trunk.
4. Always have your vehicle keys ready well in

advance of approaching your car. Don't stand in a dark parking lot searching through your purse or pockets attempting to find your door key.

5. When driving, keep your vehicle doors locked and always remain alert when you stop at an intersection. Carjackers have been known to leap into occupied vehicles.

6. Attempt to drive near the center lanes of the roadway. The traffic lanes on both sides of the center lanes provide a built-in security zone.

7. Don't stop for someone attempting to wave you down for assistance. Drive to a safe location and call the local law enforcement agency.

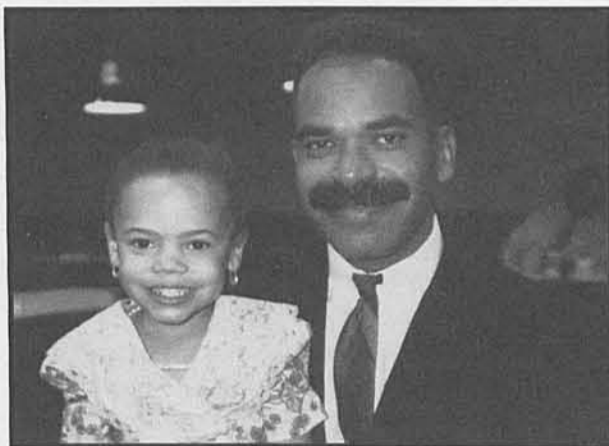
8. Be cautious when involved in minor traffic accidents since many criminals use this bump and rob tactic. If you feel that something just isn't right, don't stop, wave to the other driver to follow you, and proceed to a well-lighted public place or police/fire station.

10. Because your car isn't a BMW or Corvette, don't feel you are immune to this type of crime. It happens to victims who drive all types of cars.

Editors' Note: Lt. Schick has been with the Transit Police since February of last year. He has 20 years of law enforcement experience: he worked 14 years with the Culver City Police Department and six years as a sergeant for the Mammoth Lakes Police Department. In his present position, he recruits prospective Transit Police applicants.

Who's Minding the Kids?

The MTA Dependent Care Program Can Help



Vinton Singer and daughter Brett

Vinton Singer, an MTA contract compliance officer who's been with the agency five years, starts his workday by delivering his three-year-old daughter, Brett, to the Cal Tot Child Care Center in the Ronald Reagan State Office Building — one block away from MTA's 425 Building.

A single parent, Singer previously left his daughter with a babysitter, but soon realized that his bright toddler needed a more structured environment. One day he noticed a bulletin-board flyer that encouraged employees to call the newly-established MTA Dependent Care Program for a referral to a reliable child care center.

Created in September, 1990 as the result of a needs-assessment study, the program's primary goal is to provide all employees with information and educational material to help them meet the challenge of

being working parents.

Through the Child Care Referral Information Bank (CRIB), employees are provided with child care referrals to licensed child care providers in the Southern California area. In addition, referrals are also given to employees needing assistance in finding affordable and appropriate care for aging parents. The program's success has been astounding — to date, almost 300 dependent care referrals have been made to employees.

Singer reached the program's coordinator, who put him in touch with the nearest accredited day care center. Singer is ecstatic about the match — since Cal Tot is so close, he can check in on his daughter during his lunch break. "My daughter loves it," he said. "Most of the time, she doesn't want to go home."

Singer's colleague, Division 14 Storekeeper Marian Haynes, knows what it's like to worry about her children while she's at work. An 11-year MTA veteran, she thought it was a burden to her aunt when she dropped off her two daughters, Amara and Brenna, every morning on the way to work. With the help of the MTA dependent care coordinator, she chose the Victory Baptist Pre-school, which was only five minutes from the division. "It's an excellent program," she said, relieved. "I can get to my children quickly if they need me."

Recently, the MTA sponsored two, on-site supervisory training sessions in dependent care issues. They provided managers and supervisors with the information and skills needed to assist employees with work/family conflicts, as well as to raise their awareness of work/family conflicts experienced by employees. More than 30 managers, supervisors, and other department representatives attended. ▽

Also in the works is a dependent care directory that will list centers that provide overnight and in-home care during non-traditional working hours. This directory will list the names and numbers of private and non-profit organizations available in or near all of the operating divisions, the 425 and 818 buildings. If you would like information about the program, call Jeannette Guerra, MTA's dependent care coordinator, at (213) 972-7155.

Through the Child Care Referral Information Bank (CRIB), employees are provided with child care referrals to licensed child care providers in the Southern California area.

Some agencies that provide 24-hour child care service:

All-Night Agencies:

- Sitter's Unlimited of Long Beach
(310) 596-0550
- Larson Baby-Sitter's Agency of Long Beach
(310) 434-3439
- Baby-sitting 4U of Torrance
(310) 791-5773

Here are some child care providers that offer overnight and weekend care:

All-Night In-home Care:

- The Children's Home Society of California
(310) 901-3157
- Jane Gard, Licensed Child Care Provider
(310) 424-1157

Editors' Note: The MTA does not endorse or make recommendations regarding the quality of any child care provider and/or program. Parents are responsible for making all final decisions. ✱

Applause!

Applause salutes those employees in the MTA Planning and Programming, Operations, RCC and Metrolink organizational units who receive employee recognition awards.

Employee Recognition Awards

The March Employees of the Month:

The Metro Red Line Segment 1 "Can Do" Team

The completion of a project as large as Metro Red Line Segment 1 required the combined efforts of a large team of dedicated professionals. The following are members of the "Can Do" Team (in alphabetical order):

Steve Banta, Bill Bishop, John Byrd, Sal Chavez, Chuck Cole, Fran Curbello, Alan Dale, Charlie Dew, Scott Duncan, Richard Espinoza, David Farley, Henry Fuks, Arnold Gainer, Clyde Garrison, Barbara Gatewood, Bob Gutierrez, Bill Haines, Mary Hamilton, Gerald Harper, John Higgins, Bart Kane, David Kalasnik, Jean Kinsel, Ted Lewis, Laurene Lopez, Bill McCann, Ben Mendoza, Bud Moore, Richard Morton, John Noga, Samantha Pierce, Art Siemens, Charles Stark, John Sohn, Felicia Taylor, George Trnka, Bruce Warrensford, and Marylou Williams.



Segment 1's Vice President and General Manager Charles Stark.

According to Segment 1's vice president and project manager Charles Stark, many other staff members supported the "Can Do" team. "The amazing accomplishment of all the "Can-Do" team members is now carrying passengers seven days a week," said Stark.

April Employee of the Month:

Louisa Simpson

RCC's Manager of Configuration Management, Louisa Simpson, was named April Employee of the Month. Nominated by Jeff Christiansen, RCC's vice president of program management, Louisa won the award for spearheading a multidisciplinary team of consultants and MTA staff in the development of a comprehensive Change Control System for use on all RCC projects.

Surveys of consultants using the new system indicate productivity gains from 40% to 400%. When the system was used on Metro Red Line Contract A136, the backlog of field office change notices dropped by 85%. Change control data can now be consolidated across projects, and reports can be produced in an hour or less.

Thanks to Louisa's technical and management skills, along with her relentless pursuit of a vision, RCC's state-of-the-art Change Control System has become a model of excellence for public works projects. In fact, the system has been deemed so effective that the Dallas Area Rapid Transit (DART) has asked Louisa to assist them in installing a system for their use!

(Editors' Note: Louisa was on a well-deserved vacation and was not available for a photo prior to press time.)

Rail and Bus Operator Awards

James Adams is Rail Operator of the Quarter

James Adams of Glendale has been named Rail Operator of the



Quarter. A former bus operator out of MTA's Division 15 in Sun Valley, the 44-year-old now monitors the safe operation of the automated trains, announces station arrivals and departures and ensures all doors are closed before allowing a train to leave the station.

Although he relishes operating the brand new Red Line equipment, he says he sometimes misses the constant interplay with passengers he experienced as a bus operator.

"I enjoy talking to passengers and really haven't gotten used to being separated from them," he says.

In his spare time, Adams rides horses, mostly along the trails around Hanson Dam. He and his wife, Blanca, have a 2-year-old son, Jeffrey. He has two daughters from a previous marriage.

Operator of the Month:

Hubert Hayes

Division 18 Operator Hubert Hayes was named MTA Operator of the Month for February. Since he first began driving a bus 34 years ago, the 57-year old Hayes has never had an accident charged against his record.



"I hope to round out my career with 35 accident-free years," the Compton resident says. Modestly, he adds that his spotless driving record is a result of "90 percent luck and 10 percent skill."

For the past three years, Hayes has climbed out of bed at 2:45 a.m. for the drive to the MTA division in Carson where he readies his bus for a 4 a.m. rollout on Line 127. The 15.5-mile bus route takes him from Compton, east along Compton Boulevard, to Cal State Dominguez Hills in Carson.

Over the years, Hayes has maintained the maximum number of merits, 90, that an operator can achieve. He has received Division Manager's Commendation awards every year since 1971. In 1991, he received a 32-year Safety Award.

On weekends, Hayes is a 16-handicap golfer and frequent fisherman, enjoying both deep water and fresh water sports. He and his wife of 33 years, Lourdes, have two sons and two daughters. ✱

Washington's Metro System Put to Test During Recent Gay/Lesbian March

by Paul Self

If the true test of a city's transportation system is its ability to handle large crowds quickly and efficiently, then Washington, D.C.'s Metro system came through with flying colors during the March on Washington for Gay, Lesbian and Bi Rights on April 25.

I had the opportunity to go back to Washington to experience this phenomenon first hand and was amazed at the huge numbers of people from all parts of the country who came to this event.

Most impressive was the ability of the city's Metro system to accommodate the huge influx of visitors with no glitches or disruptions in service. In fact, Metro became virtually the only way to get around Washington, since parking was practically non-existent and many streets were closed off along the march route. Visitors who were unaccustomed to a modern subway system were duly impressed with the ease in which they could get in and around the D.C. area — a major feat when you consider that lines at the station platforms were often 4-5 persons deep, and all somehow managed to get on the next train.

According to Metro spokeswoman, Patricia Lambe, Metro ridership on the day before the march was 411,000, and on the day of the march, it was 413,000. Normal Metro ridership on a spring weekend is 184,000 on Saturdays, and 126,000 on Sundays. Lambe said bus ridership also was heavy for the weekend.

Interestingly, the National Park Service crowd estimates for the march are based partly on Metro ridership. Lambe said Metro ridership is calculated by the total number of in and out trips recorded by their electronic fare gates. This figure, coupled with park service estimates, is used to provide preliminary crowd figures.

Transportation planning for such an event starts a couple of months ahead of time, according to Lambe. Metro coordinated their planning with the march organizers. Metro station employees were deployed during the weekend to distribute route maps and multiple-use fare tickets, and a mobile sales unit was used to sell tickets.

"Because the crowd estimates varied so wildly, we had to plan for maximum system usage," said Lambe. "We were pleased that there were no incidents during the weekend and everything ran smoothly."

(Editors' Note: Paul Self is the assistant to the MTA director of communications.) *



MTA News is printed on recycled paper.

Don't Forget About the MTA Hotline!

It's there for your use, 24-hours a day, 7 days a week. The MTA Hotline Number is 1-800-794-7328. Use it to share your ideas about improvements in the workplace, safety suggestions, better use of MTA resources, reports of fraud, waste or abuse, and other comments or concerns. Callers are not required to leave their name, but if you do, it will be held in strict confidence and you will receive

a return call.

The Employee Protection Policy for reporting fraud, waste or abuse has been expanded. Employees are protected against requests for disclosure of

hotline information under the Public Records Act.

If you would prefer to write to the hotline, rather than calling, the address is MTA Hotline, P.O. Box 71743, Los Angeles, CA 90071-0743.



**Los Angeles County
Metropolitan Transportation
Authority**
818 West Seventh Street
Suite 300
Los Angeles, CA 90017

Bulk Rate
U.S. Postage
Paid
Los Angeles, CA
Permit No. 32705

MTA News

An interim newsletter published monthly for the MTA employees and retirees.

Managing Editors: Wendy Taylor and Andrea Greene

Photos: Kelly Harriger and Andrea Greene

Design: Anne Roubideaux

Printing: Printco