

R U N N I N G T I M E S

A NEWSLETTER OF METRO BUS AND METRO RAIL OPERATIONS

Gateway Headquarters Opens

It's official. Occupation of the Gateway Headquarters building started in September when MTA employees from 425 Main Street moved into the landmark site.

Located in the northeast corner of the downtown area at Vignes Street and Cesar Chavez Blvd, the headquarters building is 690 feet tall, has 28 stories (25 of which will be occupied, and the remainder for building equipment), and has about 630,000 square feet of floor space.

Staff currently located at the 818 W. 7th Street building will also be relocating to the new building and should be moved in by the end of December. For the first time, all headquarters staff will be located in one building, eliminating the loss of time previously spent in traveling to conduct business at the two former sites. In all, there will be about 1,700 MTA employees in the new building.

A new transit center

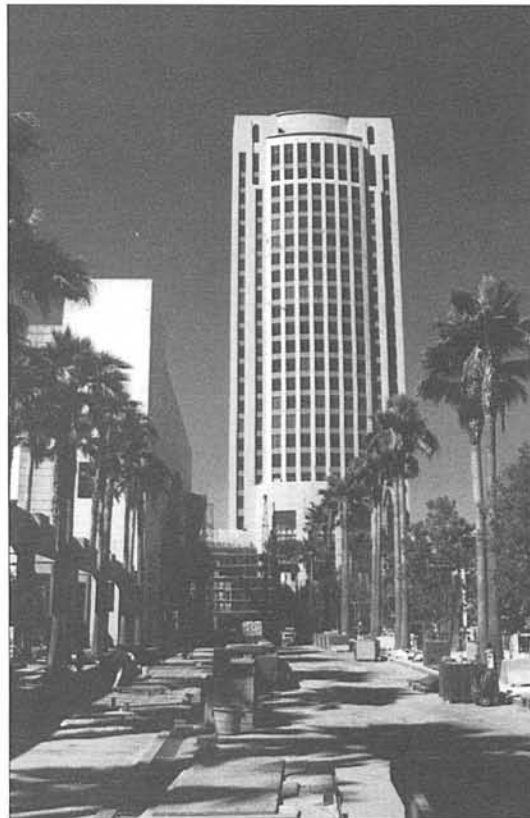
The entire Union Station Gateway Project consists of two major facilities. In addition to our new office building, a transit center has been constructed and is scheduled to begin operation on October 22. The transit facility contains a bus plaza that enables bus passengers from an easy connection to the Red Line and Metrolink. Included

Metrolink. Included within the transit facility are 2,500 parking spaces to handle the expected large demand for users of the Red Line.

A turnkey project

The Gateway construction is a major joint development turnkey project. The Catellus Development Corporation, an international development company, is the construction manager for the project, which involves designing and building the

continued, on back



A view of the new Gateway headquarters building. The Transit Center is on the left side of picture.

Headquarters Departmental Stacking Plan

- L25 Executive Offices, External Affairs
- L24 Construction, Revenue, General Counsel
- L22, 23 Planning & Programming
- L21 Finance, Accounting, Budget, Cashier, Treasurer
- L20 Audit, Finance, Public Affairs
- L19 Marketing, Graphics, A.R.T., Media Relations, Intergovernmental Relations
- L16, 17, 18 Construction
- L15 Library, General Services, Training Center
- L14 Employee Relations, Risk Management—Construction, Real Estate
- L13 Employee Communications, Career Development, Strategic Planning
- L12 Procurement
- L11 Operations Exec Officer & Deputy Exec Officers, Regional General Managers, Rail Operations Support
- L10 Information Technology Systems (ITS), Operations Labor Relations
- L9 Transit Police
- L8 Facilities Engr., Risk Management—Operations
- L7 Scheduling, Operations Planning
- L6 Operations Control, Transit Police Dispatch, MTA LiTE, S.A.F.E., Congestion Relief, TRS
- L5 ITS
- L4 Human Resources
- L3 Boardroom, Board Secretary, Pressroom, Cafeteria
- L2 Customer Information, Telephone Information, Telecommunications, Data Center
- Plaza
- Level 1 Credit Union, Employee Activities, Customer Relations, Transit Police, Retail
- P1 Mail Center, Ticket Storage, Stores, Retail, Parking
- P2 General Services, Timetable Storage, Print Shop, Parking
- P3, 4 Parking



Foothill Transit is MTA Maintenance Customer

As soon as formal documentation is completed, Foothill Transit will be contracting with the MTA's Regional Rebuild Center (RRC) for major bus refurbishment and other non-engine work. The MTA Board of Directors authorized the agency to execute an agreement with Foothill Transit that will enable us to perform maintenance work on their 102 buses.

The three-year agreement is for about \$570,000 a year. "The maintenance services contract with Foothill could be even higher," said Dan Ibarra, MTA Director of Operations Control, Training, and LiTE (Local Transit Enterprise), "if they elect to have MTA perform more work than is included in the basic package."

The service contract with Foothill is the first of what is anticipated to be many that the MTA will obtain in a competitive procurement environment. The three-year contract bid made by MTA was coordinated by Ibarra and Ralph de la Cruz, operations' deputy executive officer — service delivery, using the MTA's newest revenue generation program, the LiTE. This program will market available MTA services, such as those at the RRC, where there is available facility capacity to handle more than MTA vehicles.

"The program is a central element of MTA's commitment to look closely at its assets, and creatively avail them to other agencies," stated Art Leahy, Operations' Executive Officer, "not only will LiTE increase productivity, it will assure that Los Angeles County taxpayers get the most out of their transportation tax dollars." □



Foothill Transit & MTA officials celebrating maintenance contract award. Pictured (L to R): MTA Board Member Bob Arthur, Joe Drew — MTA Deputy CEO, Mel Wilson — Chairman, Operations Committee of MTA, Foothill Transit Board Member Robert Sykes, MTA Board Member Phyllis Papen, and Roger Chapin, Executive Director, Foothill Transit.

L. A. County Probation Program

As we enter the third month of contracting with the Probation Department, we can see the results of the work crews cleaning our buses inside and out. Monday through Friday, probation work crews can be seen at terminals #28 (18th & Broadway) and #31 (Regional Rebuild Center) during daylight hours. On Saturdays, they are at terminals #26 (LAX), #40 (Pico-Rimpau) and #41 (6th & Wilton). On Sundays, the crews return to terminals #28 & #31.

Please direct your concerns or inquiries about this program to Bill Gay at (213) 922-5835. □

MARS Program Update

As we reported to you in our last newsletter, MARS (Mediation and Restitution Services) is not an alien invasion, but MTA's own, in-house restitution program.

Under the capable leadership of Cedric McRae, who is the coordinator for the program, MARS has successfully established restitution site locations at terminals 28 (18th & Broadway) & 31 (Regional Rebuild Center). A third location is at Transit Police headquarters on Figueroa Street. A fourth site will soon be located at terminal 26 (LAX) for adult referrals. As of Sept. 19, MARS referrals have cleaned over 4,200 buses!

The second component of the program is mediation. The MARS staff has just conducted its first phase of training for MTA employees who wish to participate as mediators in the mediation process. Two training sessions were offered in late September to introduce MTA staff to the mediation concept.

Preliminary training was provided for volunteer employees to act as "victims" in representing MTA in negotiations with the vandal offender. The objective of the "victim" is to represent MTA in an offender-mediator-victim scenario. The goal is to seek monetary or community service hours as restitution for the damages. More than 25 MTA DAC members and other MTA employees participated.

For more information about mediation participation or the MARS program in general, please contact Cedric at (213) 922-5720. □

DAC 1 Team Participates in AIDS Memorial at Pasadena Rose Bowl

The MTA's Vandalism Abatement Program was represented by the Division Advisory Committee (DAC) in an extraordinary display of the NAMES Project AIDS Memorial Quilt at the Pasadena Rose Bowl on Saturday and Sunday September 23 and 24. DAC's participation was organized and coordinated by DAC 1 member Robert Rodriguez.

Nearly 15,000 panels of the quilt, covering an area the size of eight football fields, were displayed. The mission of the NAMES Project is to help bring an end to the AIDS epidemic. The goals of the project are to:

- (1) provide a creative means for remembrance and healing;
- (2) illustrate the enormity of the AIDS epidemic;
- (3) increase public awareness of AIDS;
- (4) assist with HIV prevention education; and,
- (5) raise funds for community based AIDS service organizations.

Members of the MTA DAC team were Robert Rodriguez, Maria Avila, Elizabeth Arrellano (DAC 1), Elvira Perez, Daniel Cox (VAP staff) and Pat Mayes of DAC 15. Additional support came from Becky Benitez, Pat Cordova, Barbara Dominguez and Anthea Fray, all from Division 1.

The DAC team displayed a total of 15 panels. Special training before the event ensured that participants understood this special ceremonial ritual. The event included such celebrities as Scott Bakula, Amanda Bearse, Judith Light, and John Lithgow.

Team leader Robert Rodriguez said, "We felt the event was highly emotional and we were very proud to represent the MTA's DAC program."

Events such as the AIDS Memorial Quilt and other community events are what make the DAC program such a vital resource of community goodwill for the MTA. □



AIDS Quilt participants from the DAC program (left to right) Barbara Dominguez, Anthea Fray, DAC event organizer Robert Rodriguez, Becky Bentiz, Maria Avila, and Pat Cordova.

DAC Members of Distinction

The DAC is a volunteer employee community outreach effort established at each bus and rail division. Each division's DAC is comprised of Operators, Mechanics and other divisional staff. A Member of Distinction award is given monthly to an individual who has contributed significantly to this effort.



DAC Members of Distinction — From left to right Operations Committee Chairman Mel Wilson, Scott Manco, Division 8 Service Operations Manager Dorothy Fluker, Juan Augspurger, Regional General Manager Jon Hillmer, and Deputy Service Operations Manager John McBryan.

• May — Juan Augspurger

Juan Augspurger, a Division 3 Operator employed by the Authority for 12 years, was named the May Member of Distinction. He was responsible for Division 3's participation in the planning and organizing of a Cypress Park Cinco de Mayo parade and festivities. As a result of his efforts, the parade was a huge success.

Juan, who lives in West Covina with his wife Luz and children Anthony, Melissa, James, and Christopher, is valued and appreciated for all his extra contributions to the MTA and the community it serves.

• June — Scott Manco

As June's Member of Distinction. Scott Manco is currently the DAC co-chair at Division 8, and was one of the original members of the program when it was started at the MTA. He continues to donate countless volunteer hours on weekends and after work.

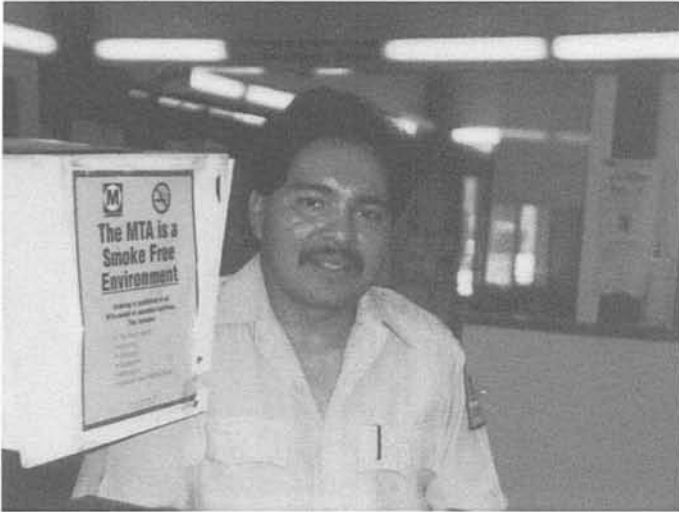
Scott is a native of Cleveland and has been with the Authority since 1986. He lives in Castaic with his wife and two children.

• August — Joe Santoyo

Joe Santoyo, a bus operator for 10 years from Division 1, was named the DAC Member of Distinction for August. Joe stands

continued, next page

out as a DAC member because he is enthusiastic and initiates projects from beginning to end. He takes an idea from inception and diligently works on the goals until completion.



DAC Member of Distinction for August — Joe Santoyo, Bus Operator from Division 1.

Joe created Vandalism Abatement Program (VAP) games and is currently working on a DAC game board. Joe informs the VAP staff of upcoming community events in which participation is beneficial. He started more than one Take Pride — Stop Tag group and is an expert on giving Division 1 tours. The tours are an excellent way to create partnerships with community groups and presents the MTA in a positive light to the public.

Joe is a team player and has demonstrated leadership as the immediate past Secretary at DAC 1. Joe is always dependable, even on a minute's notice; he even volunteers on his days off!

Joe resides in Pico Rivera with his wife Bianca and their two children Joe Jr. and Monique. He is also an active community and youth leader within the Girls Scouts of America and a Cub Leader and Trainer in the Rio Hondo District of the Boy Scouts.

Congratulations Juan, Scott and Joe — your unselfish efforts make the region a better place! □



Operator Jose Aguirre Rates Special Commendation

Just by the nature of the job, being a bus operator often places an individual in an extremely vulnerable position. This was dramatically pointed out by an incident that occurred on Sunday, June 2.

Operator Jose Aguirre of Division 1 was operating a Line 66 bus that day. He was traveling eastbound on 8th Street, at around 2:50 p.m. There was a standing load of passengers on the bus at that time, comprised mostly of women, children and elderly individuals.. As the bus approached Vermont, Jose was alerted by frantic cries for help from passengers and was informed that a male passenger had a gun. Jose immediately followed procedures and “sat” the bus down while simultaneously instructing passengers to alight the vehicle. He immediately contacted the Operations Control Dispatch.

As the passengers debarked, Jose saw a teenaged male in the rear of the bus who was attacking an older male passenger, stabbing him repeatedly with a screwdriver. The assailant noticed Jose and began to also attack him. At that point, the struggle escalated. Jose dropped the radio handset, and while defending himself, relieved the teenager of his weapon. With the help of another passenger, he restrained the assailant until Transit Police could arrive.

The MTA thanks Jose and commends him for his quick actions. By enabling his passengers to safely escape, it is possible he saved a life. Jose was honored at the September Operations Committee meeting. □



Jose Aguirre honored — (from left to right) Executive Officer Operations Art Leahy, Jose Aguirre, and Regional General Manager Tony Chavira.

Performance Measure of the Month

MTA Operations analyzes 33 separate performance measures to assess the operating and financial status of the Metro Bus system. It is important to understand what these measures are; therefore, we will describe selected measures in each issue of Running Times.

This month, we will describe two performance indicators that measure the effectiveness of our bus equipment maintenance operation. They are: Miles between Chargeable Roadcalls and On-Time Inspection Rate.

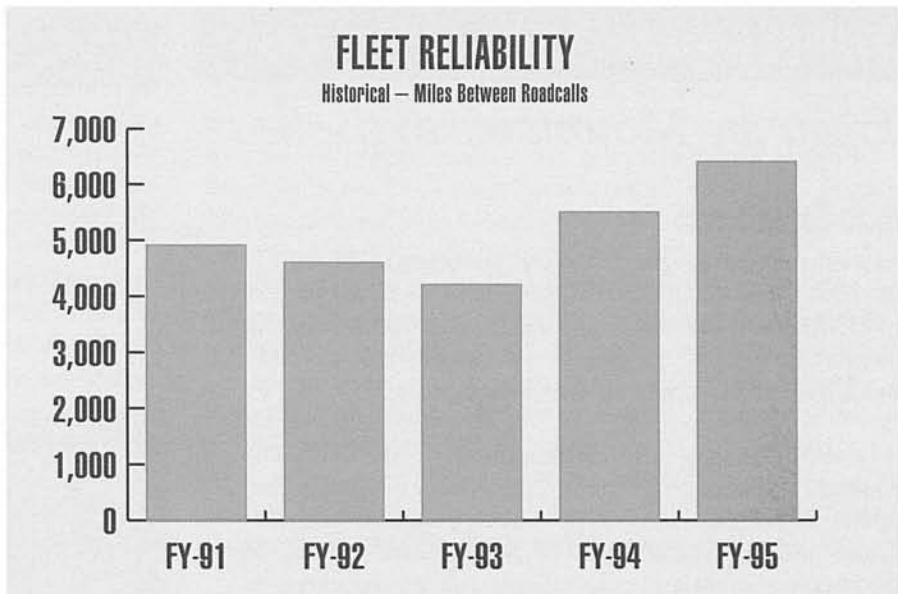
Miles Between Chargeable Road Calls

Definition: Vehicle miles between roadcalls resulting from mechanical failures that can cause passenger service disruption of more than ten minutes. A roadcall that is not mechanical in nature, or can be repaired without interrupting passenger service by more than ten minutes is not counted in this measure.

Significance: This indicator measures the degree that passengers experience service free of mechanical problems. A high number of miles per roadcall indicates a relatively low level of service disruptions due to mechanical failure.

Target: 6,500+ miles on average between a chargeable roadcall

Trend: The MTA has been improving on this statistic. Between 1993 and 1995, the miles between roadcall have increased by 52% (see graph).



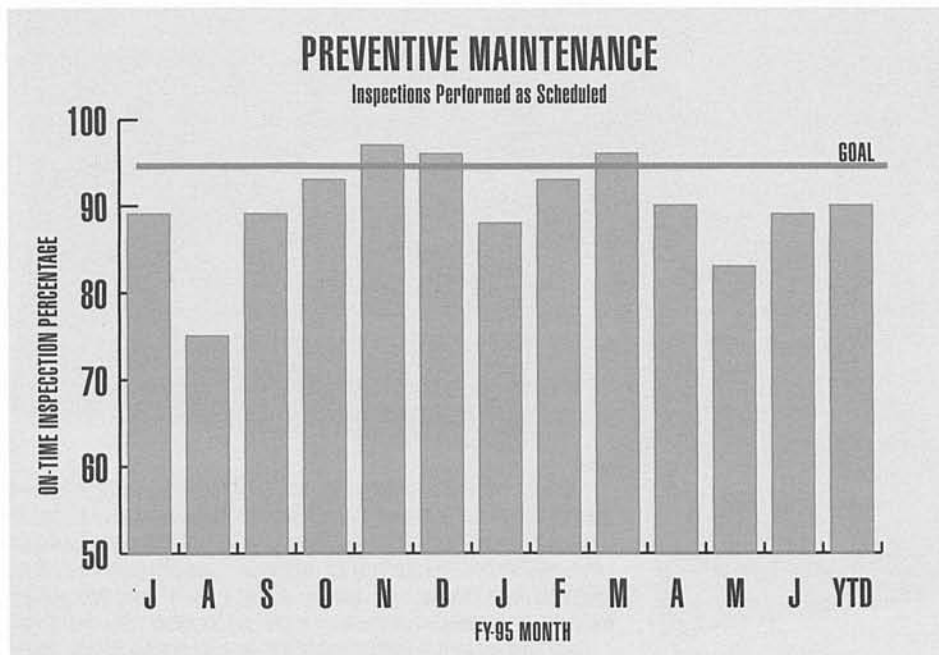
On-Time Inspection Rate

Definition: The vehicle preventive maintenance program provides for regularly scheduled inspections of buses. This measure indicates the percentage of buses that have been inspected with fewer than 6,500 miles from the last inspection.

Significance: This indicator measures the degree that bus operating divisions adhere to planned maintenance schedules. A high rate of on-time inspections is desirable because it indicates that we are implementing our preventive maintenance program. Available data suggests a strong correlation between effective preventive maintenance and equipment reliability.

Target: 95% of all inspections occur within 6,500 miles of previous inspection.

Trend: Performance in this indicator has not yet reached the target goal of 95%. FY 95 data indicated about 90% adherence rate (see graph). Preliminary data for FY 96 indicates that the rate of on-time inspections is down from last year. □



Eastern Region

From the Mountains to the Sea

Open House Fiesta

More than 2,000 people, "from the mountains to the sea," attended the Eastern Region's Open House Fiesta at Division 9 in El Monte on Saturday, September 23. KMEX television news covered the event for the evening news and KRLA provided music and entertainment for event participants.

A caravan of vintage buses arrived courtesy of the Pacific Bus Museum and were prominently displayed for viewing by the public. Other transportation properties, including Foothill Transit and Greyhound, joined the MTA bus and rail team for the afternoon event that included games, free travel itineraries and tours.

Crowds began arriving at 11:30 a.m. and Eastern Regional General Manager Antonio Chavira officially welcomed the public at noon. Elected officials, representatives, Authority heads, and local employers from cities as far away as Claremont and Diamond Bar were present to meet the Eastern Region's management team at the reception held at the Central Instruction facility, located adjacent to Division 9.

Operations Executive Officer, Arthur Leahy, addressed the group and led a tour of the operating facility and bus terminal. Both Art and Tony encouraged everyone present to contact the management team directly with questions or concerns regarding

service or customer issues.

An Information Booth was set up for the public, and there were game booths, including a lottery-type wheel of fortune. Prizes were given, from MTA pencils to t-shirts. Customer Relations staff manned a booth that provided specific transit trip itineraries upon request.

Children fell in love with the MTA bus family mascots and the Transit Police's "No Tag" robot. More than 800 glaucoma and blood pressure tests were performed from the health screening medical booth. Sparkletts water did a brisk business, handing out 2,500 cups of water to quench the thirsty crowd during the six-hour event.

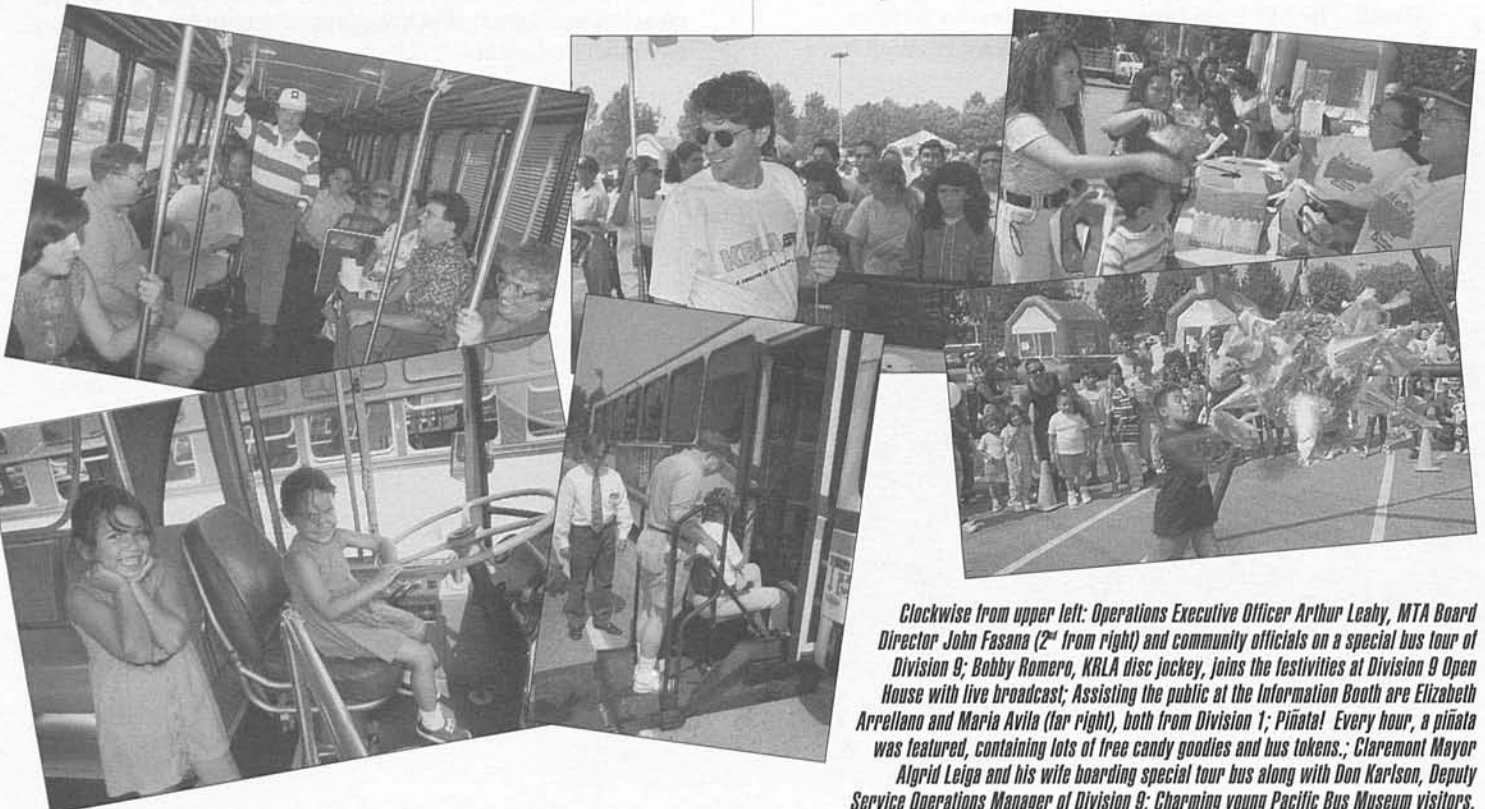
Continuous long lines formed at the free food booth and the crew there reported running out of food by 5 p.m. A good time was had by all!

Paul Murphy's Daughter Heads for College

Lizzie Vega, daughter of Division 9 Bus Operator Paul Murphy, is in her freshman year at Cal State University, San Bernardino. A recent graduate of Pacific High School in San Bernardino, Lizzie loves children and hopes to become a pediatrician. Good luck, Lizzie! □



College Bound — Lizzie Vega, recent high school graduate, and now a freshman enrolled at Cal State San Bernardino

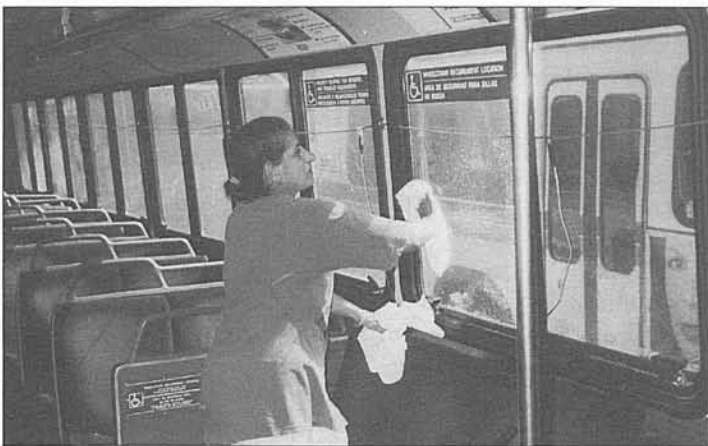


Clockwise from upper left: Operations Executive Officer Arthur Leahy, MTA Board Director John Fasana (2nd from right) and community officials on a special bus tour of Division 9; Bobby Romero, KRLA disc jockey, joins the festivities at Division 9 Open House with live broadcast; Assisting the public at the Information Booth are Elizabeth Arrellano and Maria Avila (far right), both from Division 1; Piñata! Every hour, a piñata was featured, containing lots of free candy goodies and bus tokens.; Claremont Mayor Algrid Leiga and his wife boarding special tour bus along with Don Karlson, Deputy Service Operations Manager of Division 9; Charming young Pacific Bus Museum visitors.

Northern Region

Customer Satisfaction is a Priority

The Northern Region's divisions have taken aggressive actions to enhance the appearance of our bus fleet. As we all know, only a very small percentage of our customers are creating large problems for us and the rest of our clientele. They etch windows and seat surfaces, damage seats and floors. The vast majority of our riders cause few problems for us.



Interior Cleaning — *Service Attendant Hortencia Gonzales is shown cleaning the interior of her division's buses. The program is designed to enhance the appearance of the bus system to new and potential riders.*

It is very evident to us that Rule #1 of customer satisfaction is *if we don't take care of the customer... somebody else will*. We feel strongly that the cleanliness of our buses is a major factor in the quality of service we provide and, subsequently, our customer satisfaction.

Some of the steps that are being taken to achieve this goal, are as follows:

First, we have re-engineered the nightly servicing of the buses so that the interiors are wiped free of dust, all graffiti is removed and floors are free of dirt and sticky spills. Floors are mopped at least every other day.

This is then supplemented by more extensive monthly interior cleaning using new chemicals to provide a cleaner look and shinier floors. Soon, we plan to place small division logos near the front door of each bus when it reaches peak quality appearance. These buses will then be maintained at that level.

You may also have noticed that there are fewer worn/damaged seats. We have initiated a major campaign to ultimately replace more than 60,000 seat inserts and then will maintain them in a zero tolerance state.

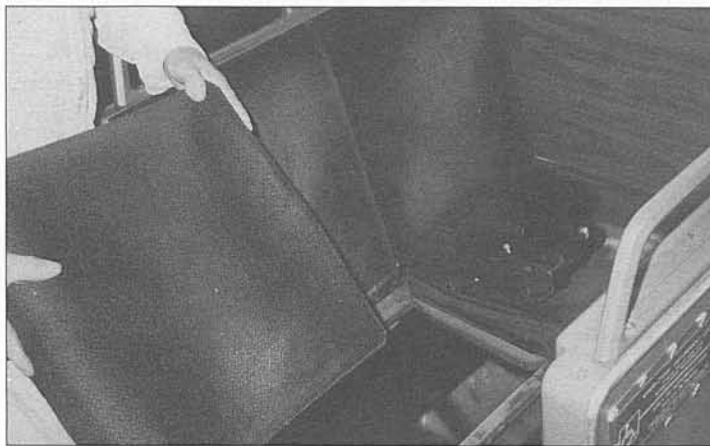
To add to these improvements, work has begun to change out all the dark and etched windows, replacing them with a lighter shade glass and a plastic window protector that can easily and inexpensively be changed out when etched. Many may have seen the new type of windows and protective guards on the 40 new 4500 series CNG buses running out of Division 15. Soon, 50 more of these new CNG buses will run out of Division 8.

Our Maintenance Assistants and their leaders are heading up the efforts to make these improvements. The initial comments from operators are positive. As seat and window parts begin to arrive in large quantities, the mechanics will be fully engaged to get them installed. Ultimately, the customer will demonstrate our success with their satisfaction.

Our Rule #1 for customer satisfaction is that, *We do take care of the customer... and there is no need for anybody else.*

Bus-to-Block Program

Bus-to-block programs have been initiated at each of our divisions. This concept assigns the same bus to the same bus run every day. This will give our operators and customers consistency in equipment along with ownership. Another potential benefit will be the ability to more easily identify locations and times when vandalism and graffiti are occurring, which, in turn, will identify remedial actions. □



Seat Replacement Program — *The Northern Region has instituted a seat replacement and maintenance program.*



Southern Region

Regional General Manager Ralph Wilson encourages all staff members of this region to be committed to fulfill the MTA's goal that includes quality service to patrons of the community. Here are some recent highlights and accomplishments of the region.

Open House Scheduled

The Southern Region's Open House activities are scheduled for Saturday, Oct. 21, at Division 18. The hours will be 11 a.m. to 3 p.m. MTA Board Members and community leaders have been invited to participate in these festivities. All of you are cordially invited to attend this gala affair. See ya there!!!

Southern Region Employees Recognized

Congratulations are in order for several employees of the Southern Region, specifically, Division 5's Wordrow Williams #2743, who was honored as July's **Operator of the Month** at the September Operations Committee meeting of the MTA Board of Directors.

Division 5's Operator Michael Cole should be recognized, too. He was recently decorated with a **Citizen's Award**. While operating in line service, he observed an unattended moving vehicle with several minor children inside. Operator Cole unselfishly secured his bus and rescued the occupants.

Division 5 seems to be in the spotlight. Operators who retired from this division include: Elmore Tircuit - 16 years, Leroy Kyles - 23 years, and Howard Kuykendall - 12 years. Best wishes are in order for these gentlemen.

Special recognition goes to part-time Operator Diane O'Neal, Badge #16281 of Division 2. Operator O'Neal appeared on the *Sea-Doo Jet-Ski Racing 1995 Collectors' Series Athletic Card*. Her record appears on the back of the card and is quite impressive: 1994 - #4 Overall World Finals (Expert); #3 Overall National Tour (Expert); 1993 - World Champion 640 Limited Runabout; #4 Overall World Finals. Good for you, Diane!

Congratulations to Division 2 for passing an unannounced CHP inspection. Out of a randomly selected twenty buses, only one was removed from service. All records and documents were found to be satisfactory.

Division 18 is the largest operating division of the eleven bus operating divisions and has implemented a management restructuring program. The result of this change will be to provide seven day coverage at the division by a Deputy Service Operations Manager. As well, the Service Operations Manager at Division 18, A. J. Taylor, meets with each maintenance shift on a monthly basis to discuss changes and solicit fresh ideas.

Director Wilson Appreciated

MTA Board Director Mel Wilson (he's also the Operations Committee Chairman) was presented with a Certificate of Appreciation by Southern Regional General Manager Ralph Wilson and Service Operations Manager A. J. Taylor during a recent visit to Division 18. The award was presented for the director's interest and support of divisional operations. Director Wilson had the opportunity to meet many of Division 18's staff from both management and labor.

New to the Southern Region

There is a new face in the Southern Region! The Southern Region welcomes Carolyn Flowers as its new Chief Administrative Analyst, effective October 16. Carolyn was previously with the MTA's Equal Opportunity Department, where she has been working for the past three years, and was involved in project management of the MTA Disparity Study,



Southern Region's Chief Administrative Analyst, Carolyn Flowers

quarterly reports to the Federal Transportation Administration, budgets and other administrative functions. Prior to joining the MTA, she worked for the computer and software manufacturer, Wang Laboratories, for 10 years doing financial and marketing activities. Carolyn also has some roots within the bus industry, as she began her career doing financial analyses for Rockwell International's Automotive Operations, working in the Truck Axle Division, which manufactured OEM axle and brake parts for major truck and bus manufacturers.

Carolyn is "almost a native" of Los Angeles. She was born in the south, but grew up in Los Angeles. A graduate of Dorsey High School, she recalls days when she sat on the bus doing her homework or "cramming" before she got to class. She stayed in Los Angeles and obtained her master's degree from UCLA.

Ms. Flowers loves to travel. In fact the picture for this article was taken this year in Paris, a trip that also included going on a safari in Kenya. She likes to participate in golf, hiking, skiing and just about anything outdoors.

She is looking forward to her new assignment and the opportunity to learn more about the core activities of the MTA. Carolyn is very excited about joining the Southern Region's operational team and has indicated that she can't wait to experience some "Southern Hospitality" at the upcoming (October 21) Southern Region Open House. □

Western Region

Memorial to Patricia-Ann Trujillo

The employees of Division 7 and the rest of the Western Region family are saddened by the loss of Bus Operator Patricia-Ann Trujillo. Patricia began her career in transit at Division 1 as a Part-Time Operator on December 7, 1983. She was later transferred to Division 7 during her conversion to full-time status in the summer of 1984. For the following 11 years, Division 7 was home to Patricia-Ann. Patricia passed away on Sept. 20, 1995.

Employees Recognized

We are proud of Division 10's Jimmy Williams, Badge 4098 for being named Operator of the Month for May, 1995, and John Zarakowski, Badge 5416 from Division 6, for being selected as the Maintenance Employee of the Month for August 1995. Congratulations to both of you for a job well done!

Division 7 Barbecue a Success

A barbecue was held at Division 7 on Friday, Sept. 29, and according to accounts from both the volunteer cooks and servers, as well as the several hundred who feasted on the fixin's, the event was a huge success. The menu featured delicious BBQ chicken, spicy hotlinks, BBQ ribs, scrumptious gumbo, rice, and desserts. A nominal fee was charged to help defray the cost of the food.

By mixing good food with an ongoing humor, the cooks could hardly keep up with the demand. The division sure knows how to eat. True to the Western Region, "If you feed them, they will come!"

New and Innovative Programs

The Western Region is proud to participate in several new programs and to be a part of renewed interest in existing initiatives. The following programs are the result of the combined efforts of MTA management, regional management and the employees:

Convex Mirror Pilot: Division 7 has completed installation of convex mirrors on all of its buses. This program provides operators with a better vantage point and can help reduce the number of traffic accidents. As we all know, accidents drive up our operating costs. The operators are being given classes in the proper usage of the new mirrors.

We have been surveying them to ascertain their professional view of the program. In addition, we will measure performance to ensure that the program is meeting all expectations. To date, it has been well received and is accomplishing our objectives. Since this is a pilot for three months, alternative convex mirrors (mirrors of different size) may be introduced and tested. This program, if successful, could go systemwide in the fall.

Customer Relations: All divisions in the region have increased the emphasis on Operator-Customer Relations. Transit riders, of course, have transit choices, including the MTA or other transit providers. The MTA wants to offer these riders the best transportation alternatives possible. The Western Region is striving to be the "Nordstroms" of the transportation industry. To achieve this goal we are developing and conducting courses in customer relations and interpersonal skills for all members of the regional team including administrative staff, TOS's, operators, mechanics and clerical support.

Customer Complaint Program: In an effort to be more responsive to the issues and suggestions that concern our patrons, we will initiate a pilot customer complaint program. The program will be introduced on the 33 Line from Division 10. Car cards will be placed in all buses on that line inviting our customers to contact the division directly. All Division 10 personnel who answer the calls will be trained in proper customer relations techniques. The intent of the program is to quickly investigate and respond to identified issues. It is our hope to be able to institute this program regionwide.

Interior Cleanliness Program: Like the rest of the MTA, the region is experimenting with new products to improve the quality of interior cleanliness. We are using new floor cleaning items to produce shinier floors. We will be making a concerted effort to replace damaged seat inserts and heavily etched windows. Operators will be assisting in this effort by helping to remove papers and other debris at the end of the line. This is one of our major priorities for this coming year.

Management Ride Program: All regional management staff are committed to ride our service at least four times each week. All rides are reviewed for both bus appearance and operator performance. Management is out there for both our employees and our patrons. We welcome your input. □



Green Line Grand Opening

Workers Applauded

The Green Line, which runs along the median of the I-105 Freeway, opened to much fanfare and celebration on Aug. 12. Without the able assistance of all the following (hope we got you all), this massive endeavor would not have succeeded. Thanks go to all of you for a job well done. Just a reminder...the next rail opening is scheduled for next summer.

- Art Leahy
Executive Officer, Operations

RAIL OPERATIONS

Ralph de la Cruz
Ed Vandeventer
John Byrd
Bud Moore
Rich Morton

Division 11 and 20

Tom Jasmin
Bob Ogus

Frank Alejandro
Tom Brissey
Tony Cabrera
Hal Carlson
Nate Castillo
Jess Diaz
Elizabeth Estany
Rick Flores
Jess Guajardo
Hector Gutierrez
Willard Johnson
Don Lautenbach
Don Little
Rita Malone
Freddie Marlowe
Tom Medlock
Richard Richards
Henry Sauls
John Spiegel
Dennis Villard

Division 11 Operators

Lindle Amparano
Sylvester Andrews
Mary Barrios
Ernest Brown
Carlita Chalk
William Cheng
Hugh Coleman
Eric Congiardo
Robert Davis
Ramiro de la Garza
Gregory Ferris
Joel Gibson
Robert Haskins
Lester Hollins
Jerome Humphries
Joseph Johns
Arnold Johnson
Warren Koons
Robert Kramer
Ralph Lee
Yandell Lister
Nobert Martinez
William McClendon
Ernest Miller
Ricardo Miranda
Patrick Mitchell
L. Patrick

Alan Pitchard
Garrett Poindexter
Guadalupe Quiroz
Elliot Riberio
Josie Robles
Jesus Ruiz
Abdul Saafir
William Smith
Thena Thomas
Walter Tice
Dan Walls
Virgil Wilson

Central Control Facility

Everett Wooden

Roman Alarcon
Bennie Bedford
Henry Castaneda
Robert Castanon
Dan Creal
Oscar de los Santos
Arnold Gainey
Fausto Gonzalez
Gary Greene
Hector Guerrero
James Hampton
Doug Jackson
Shirley Mangram
Duane Martin
Robert Ponce
John St. Cyr

Rail Vehicle Maintenance

Alan Addie
Luz Ahumada
Gary Albertson
Gerald Allison
Alvin Bell
Andre Bellinger
Mory Bonakdor
Rudy Carlesso
Mike Cervantes
William Crocker
Tadeo Cubero
Marilyn Dear
Nam Duong
Michael Enis
Rich Esquivel
Darnell Fleming
Kenneth Gaines
Bernard Glunt
Shawn Goff
Edgar Gordillo
Lamar Harris
Russell Hershberger
Steven Hinojos
Russell Homan
Margaret Hustava
Gregory James
Gordon Lancaster

Tom Lingenfield
Mike Morehead
Nghia Nguyen
Fernando Ornales
Noel Price
John Rodriguez
Glenn Siumau
Ed Smith
Mike Staley
Joseph Tong
Armando Torres
Juan Velasquez

Rail Technical Support

Elsayed Abdelrasoul
Rufino Amparo
Filipe Aveiro
Eric Barron
Marty Maggard
Ismael Munoz

FACILITIES MAINTENANCE

Ed Walsh
Richard Hunt
Joe Jones

Rail Maintenance of Way

Art Crabtree

Leroy Bonifay
Charlie Briggs
Gilbert Cabral
Alan Clark
Ezequiel Cobian
Mitchell Collier

Granville Cowden
Scott Darrow
Albert Dodson
Arthur Ekborn
Bill Fearon
Salvador Gallegos
Mark Germanowski
Daniel Glover
Charles Grayson
Scott Harmon
Arturo Hernandez
Douglas Hirtz
Douglas Jaeger
Joe Knapik
Chester Langan
Cedric Monzek
Joe Nguyen
Steve Norton
Art Siemens
Kevin Smith
Kent Vo
Monte Wilson

Other Facilities Maintenance

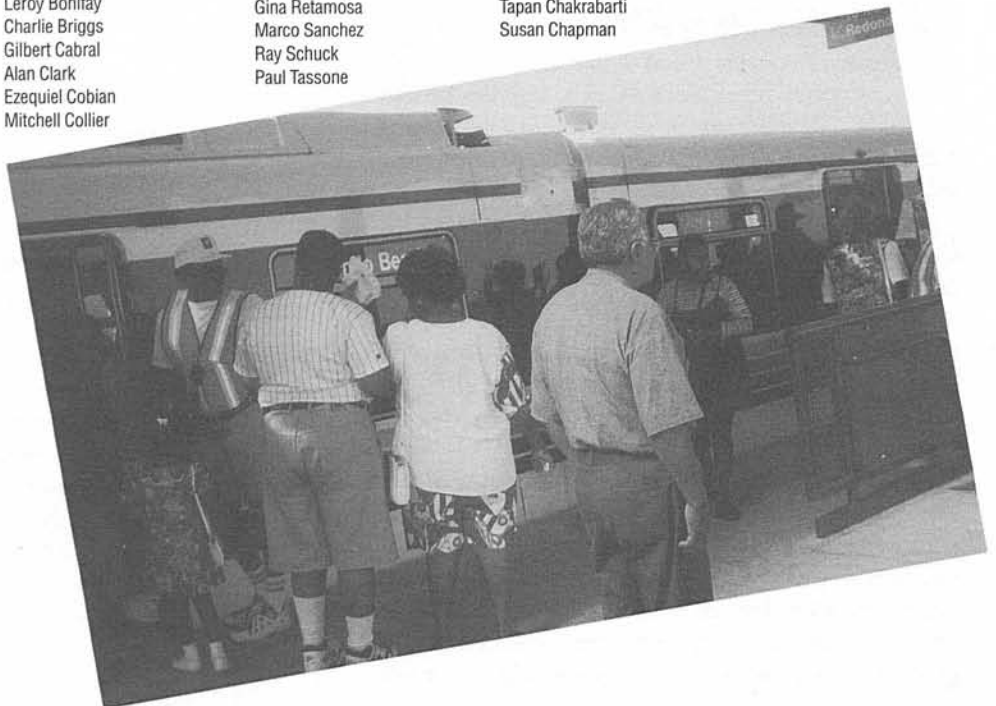
Aida Asuncion
Jim Bergdoll
Antonio Bernardino
Joe Cole
Joe Coleman
Joe Di Pietra
Francisco Garcia
Phil Godwin
Joe Gomez
Axel Heller
Moses Houston
Harold Jensen
George Johnson
Kay Koopman
Richard Kovach
Rudy Leuvano
Daniel Lindstrom
Jerry Mendoza
Robert Morgan
Tommy Morris
Jeff Mumolo
Manuel Orellana
Don Parvin
Jesse Payne
George Pelley
Gina Retamosa
Marco Sanchez
Ray Schuck
Paul Tassone

Ed Turienzo
Theresa Williams
Steve Yakemonis

Crowd Control Volunteers

Sharon Abernatha
John Achramowicz
Ken Acox
Carmen Aguayo
Ricardo Aguirre
Maria Alcala
Tanya Allen
Imelda Alonzo
Guillermo Anaya
Anton Anderson
Barbara Anderson
Marvin Aragon
Sudhir Argwal
Joe Armstrong
Dennis Arnold
Aurora Bahou
Frank Barbagallo
Roy Barnes
M. Batistelli
Don Baumgardner
Callier Beard
Wil Beard
Lynn Bell
Rudy Beuermann
Debbie Bishop
Linda Blanchard
Cheryl Breaux
Marla Brenner
Mike Brewer
Arthur Brown
Joe Brown
Steve Brown
Winston Buchanan
Paul Burke
Martha Butler
Emilio Caballero
Pat Campbell
Jino Canizares
Ralph Carapia
George Carr
Andy Carter
Roberto Castillo
Frank Castro
Juan Castro
Tapan Chakrabarti
Susan Chapman

Ha Chau
Surin Chetnakarnkek
Carolyn Childress
Manet Churanakoses
Pat Clark
Juan Contreras
Noe Cortez
Rudy Cruz
Brenda Davis
Jim Davis
Mike DeGhetto
Nestor De Leon
Lupe Delgadillo
Brent Devol
Alex DiNuzzo
Maria Diaz
Dixie Dorsett
Joyce Dowell
Consuelo Duenas
Salvador Duran
George Echert
Dan Estrada
Jackie Excart
Carlos Fabro
G. Felix
John Fischer
Dorothy Fluker
Tyrone Fordham
Rufus Francis
Teresa Franks
Diane Frazier
John Freeman
Marta Fuentes
Francisco Gabaldon
Lola Gagner
Andy Galindez
Tamika Gear
Jerry Givens
Rod Goldman
Armida Gomez
Jesse Gonzalez
Ralph Gray
James Green
Janet Green
Keith Green
Scott Greene
Alicia Grondin
Jenaette Guerra
Edgar Guerrero



Jennet Guerrero
 Rich Gwin
 John Hale
 Mike Harris
 Bill Haynes
 Dieter Hemsing
 Art Henry
 Chuck Hernandez
 Rick Hittinger
 Bob Holland
 Harold Hollis
 Birtie Holohan
 Mike Holohan
 Tom Horton
 Randall Ikeda
 Benny Iverson
 Robert Jackson
 Robert Kang
 Mike Laichareonsup
 Roger Largaespada
 Victor Laury
 Newitt Lawson
 Byron Lee
 Alma Lemux
 James Lewis
 Herbert Lewis
 Ilda Lico
 Isaac Lim
 John Lindsey
 Curley Little
 Jody Little-Williams
 Deborah Lovett
 Jim Lukens
 Joel Luna
 George Marino
 Dennis Martel
 Kellie Martin
 Veronica Martinez
 Tom Mattocks
 Brent Mayfield
 Marty McCaffery
 Jim McElhattan

Shirley McKenzie
 Fred McReynolds
 Paul McWaters
 Don Mendoza
 Tim Mengle
 Dan Miller
 Helen Miller-Ray
 Shirley Mitchell
 Mike Mockler
 Art Monarrez
 Joe Montelongo
 Kevin Moore
 Maria Morales
 Betty Mosley
 Grant Myers
 Kathy Neptune
 Richard Newton
 Ted Nguyen
 Nita Northington
 Lisa Oechsel
 Don Ott
 Jack Owens
 Lena Paez
 Diana Parra
 Manny Perez
 Faye Perry
 Susan Phifer
 Cesar Pineda
 Ruth Purbough
 Tony Quintanilla
 Stephanie Ramos
 Edith Ratliff
 Marion Ray
 Esther Reed
 Ron Reedy
 Al Reyes
 Grace Reyes
 Maria Reynolds
 Sophia Reza
 Blanca Rivera
 Tanzeem Rizvi
 James Roberts
 John Roberts
 LaVerne Romero

Ernie Romo
 Cassandra Ross
 Sandra Sandoval
 Tony Sandoval
 Art Santiago
 Jose Sarmiento
 Frank Schroder
 K. Sechler
 Bruce Shelburne
 Suresh Shrivavle
 Delores Silva
 Gary Spivack
 Roy Starks
 Roy Steens
 Sharon Sterling
 Steve Stone
 Lynn Struthers
 David Swinton
 John Taschian
 Collette Thomas
 Rebecca Thompson
 Vanderbilt Thompson
 Terrie Thornton
 Vahram Tijidjan
 William Tillitt
 Cynthia Toles
 Harold Torres
 Robert Torres
 Bob Townley
 Kelly Tran
 Barbara Trigg
 Miranda Tucker
 Madeline Van Leuvan
 Martin Vega
 J. Vigil
 Eugene Villacorta
 Alfred Wang
 Judi Watson
 Paul Wilkinson
 Cordelia Williams
 Francis Williams
 Ray Wilson
 Carl Winfred
 Atusko Yamada
 Edith Youngblood

E. Youngken
 Manuel Zaragosa

TRANSIT POLICE

Chief Sharon Papa
 Capt. Ronald Eutsey

Lt. Jerald Morin
 Tim Murphy
 Sterling Putman
 Kit Armstrong
 Robert Delgadillo
 Jay Frey
 Johnnie Jones
 Stephen Jones
 Pam Lane
 Eduardo Levuano
 Jon Mays
 Scott Pawlicki
 Gilbert Rascon
 Everett Rodriguez
 William Thompson

Sr. Ofcr. Aerwin Angus
 Gary Borg
 Albert Calibet
 Jackie Goss
 James Grimes
 Luis Hernandez
 James Higgins
 John Horst
 Ken Lefever
 Robert Mahoney
 Rogelio Romero
 Michael Singleton
 Myron Smith
 Tim Smith
 William Smith
 Jay Vucinich
 Mark Warner
 William Wells
 Lamark Williams
 Floyd Alvarado
 Adam Altamirano
 Nivaldo Alvarez
 Domenic Ancona
 Sean Angotti

Ofcr. Joel Arce
 Thomas Ashley
 Leonard Avila
 Arturo Ayala
 Nestor Ayson
 Eligio Barajas
 Jesus Barbosa
 Scott Barrett
 Lonnie Benson
 Todd Bogart
 John Boverie
 Tim Brockus
 Joseph Brosler
 Derek Brown
 Ronald Brown
 Thomas Brown
 David Bustillos
 Chris Carson
 Raymundo
 Castaneda
 Jose Ceja
 Thomas Chappel
 John Contreras
 Raymond Contreras
 Glen Copeland
 Bruce Coss
 Stephen Crawford
 Ed Crosby
 Gunther Cruz
 Victor Dixon
 John Downey
 Rod Evans
 Jose Fernandez
 Hector Figueroa
 Raymond Findley
 Alfred Garcia
 Robert Garcia
 Sandra Garcia
 Mark Gordon
 Donald Graham
 Roderick Green
 James Grimes
 Anthony Hackett
 David Hankins
 Mark Hernandez
 Kermit Hicks
 Edward Higashi
 James Higgins
 Isaac Hill
 Lawrence Hubley
 Belinda Jenkins
 Daniel Jenkins
 John Kelley
 Brian Keltner
 Michael Kim
 Ronald Ledesma
 John Lee
 Shannon Lewis
 Jose Martinez
 Jeffrey Meeks
 Dwight Nolan
 David Norman
 Glenn Noya
 Miguel Ortega
 Ed Petterez
 Manuel Plasencia
 George Prado
 Patrick Pudelek
 Joe Quezada
 Gabriel Ramirez
 Angel Rivera
 Daniel Robins
 Randy Rodriguez
 Enrique Rojas
 Randy Robertson

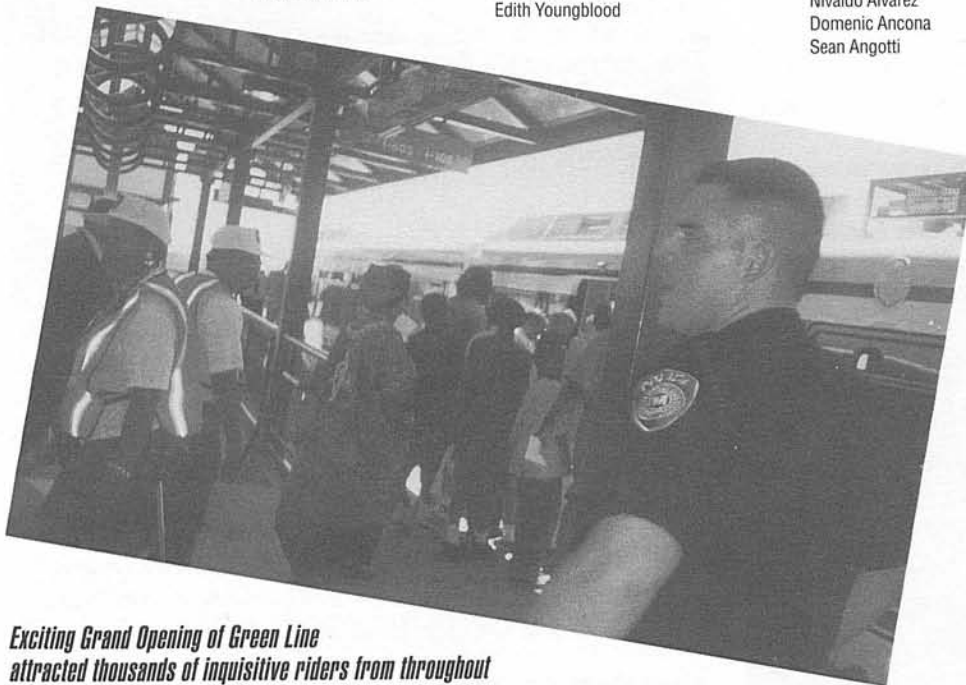
Ofcr. Reginald Robinson
 Jerry Royster
 Robert Sass
 Tim Scaerce
 Rodolfo Serrato
 Vince Sierra
 Robert Smith
 Brian Spencer
 Tim Stanley
 Gregory Styes
 Keith Suarez
 James Terlaan
 Ira Terry
 George Tillman
 Anthony Tutino
 John Twine
 Joshua Van
 Blaircom
 Sean Von Arx
 Mark Warner
 Todd Waymire
 Annell Witherspoon
 Gilberto Zambrano
 Carlton Zellers

Transit Police Administrative Staff

Michelle Berry
 Birthella Tidwell
 Carlos Valdez
 Richard Witte

CONSTRUCTION, MARKETING

Lee Agee
 Mike Barnes
 Andy Bennett
 Sarah Brown
 Eddie Choy
 Jim Cohen
 Dave Compton
 Fran Curbello
 Cathy Dickinson
 Les Durrant
 Maya Emsden
 Linda Ford-McCaffrey
 Al Griesbach
 John Jackson
 Ram Krishna
 Linda Meadows
 Marvin Merriweather
 Leon Morales
 Fernando Quesada
 Angela Pina
 James Retana
 Jeff Ringsrud
 La Verne Romero
 Anne Roubideaux
 Al Ruppel
 Suzanne Schmutzler
 Dave Sievers
 Don Stiner
 Robert Townley
 George Trnka
 Ed Vargas
 Bonnie Verdin
 La Verne Woods
 Stacy Yamato



Exciting Grand Opening of Green Line attracted thousands of inquisitive riders from throughout the area. MTA crowd control volunteers in safety vests and Transit Police were both instrumental in safely carrying the multitude of riders.

Operators of the Month

May — Jimmy Williams

Division 10's Jimmy Williams began working for the Authority in 1975, and has been at his current work site for the past ten years. In the past seven years, he has only been absent twice and has maintained the maximum number of merits.



MTA Board Member James Cragin (left) with Jimmy Williams, Regional General Manager Ellen Levine, and Service Operations Manager Rick Hittinger

When asked how he copes with driving his present work assignment (Line 20) with its high ridership, his reply is that he takes it "one trip at a time." He adds, with a smile, "There is never a dull moment. Wilshire keeps you busy!"

Operator Williams is originally from New York and the father of two daughters, Kellie, 22, and Brandi, 18. He enjoys movies, sports, and the outdoors. He plans to retire in approximately five years so that he can travel and enjoy life to its fullest.

June — Larry Jessie

Larry Jessie from Division 9 was chosen June's Operator of the Month. He has been with the MTA for 22 years and the quality of his work has remained consistently superior over that entire span of time. He has had no long-term absences, missouts,



Operator Larry Jessie is flanked (l to r) by Board Member Richard Alatorre, Division 9 Service Operations Manager Evelyn Friziella, Mrs. Jessie, and Regional General Manager Tony Chavira.

accidents or violations and has maintained the maximum number of merits.

July — Wordrow Williams

Woody, as he is affectionately called, has been employed by the MTA for 28 years. During this time, he has maintained a consistent and exemplary service record and has received many letters of commendation from patrons. His fellow workers were not surprised when he was selected as Operator of the Month; Woody's conscientious attitude and professional demeanor has won the admiration of his co-workers and supervisors.

Woody's record during the qualifying period was outstanding. He had no instances of sick, missouts, rule violations or avoidable accidents, and maintained the maximum number of merits.

Congratulations go all three Operators and keep up your excellent work!



Wordrow Wilson flanked by Regional General Manager Ralph Wilson (left) and Division 5 Service Operations Manager Mace Bethel

Maintenance Employees of the Month

June — Daniel Ramirez

Daniel Ramirez was selected as the Maintenance Employee of the Month for June. He is currently assigned to Division 12 as a Maintenance Assistant/Vaulter and has proven to be a consistently dependable, and team-oriented, employee. He is well liked by his peers and supervisors. He currently is on special assignment to the Vandalism Abatement Program as an acting Public Affairs Officer.

Daniel is single and likes to travel. He has a bachelor's degree in Public Administration and is currently pursuing a master's degree in Public Policy at Cal State Long Beach.

July — Arturo Marquez

Arturo Marquez has been at the Authority since 1981 and is currently assigned to Division 3392/Instruction as a Mechanic



Board Member Richard Alatorre (left) with Maintenance Employee of Month Daniel Ramirez, Deputy Service Operations Manager Tony Sandoval and Regional General Manager Tony Chavira.

“A.” Arturo has worked in the instruction section for over five years and he’s known for his courtesy and competency in handling a multitude of tasks. His current responsibilities include the purchasing and repairing of shop tools and equipment. He also lends support to instructors in the preparation of training classes.

Arturo is one of those unique individuals who interacts well with both management and peers. For this reason, he is considered the backbone of the instruction section and an inspiration to his co-workers.



Arturo Marquez is flanked by Board Member Richard Alatorre and Director of MTA LiTE and Operations Support Dan Ibarra

August — John Zarakowski

Division 6’s John Zarakowski is the August Maintenance Employee of the Month. John has been with the Authority since 1974, and is currently a Mechanic “A” shift leader. His responsibilities include assigning daily jobs to floor mechanics and ordering bus parts from Stores. Additionally, John ensures the timely completion of all floor assignments to assist the entire division in making roll-out.

He is also considered a significant asset to the agency because of



From left to right, MTA Board Member Bob Arthur, Regional General Manager Ellen Levine, and Maintenance Employee of the Month John Zarakowski

his extensive mechanical knowledge of the many types of buses at the MTA.

John’s friendly demeanor and his professional rapport with management helped him earn this award.

Congratulations go to Daniel, Arturo and John for a job well done!

Customer Relations Employees of the Month

May/June — Information Operator John Turk III

John Turk III was selected Information Operator for May/June. John has been employed by the Authority for only a year; however during this time, he has maintained an impeccable attendance record, and received numerous awards and commendations.

John’s superior performance and dedication to a job well done is appreciated by his superiors and serves as an inspiration to his co-workers.

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Information Operator of the Month John Turk III stands next to (l to r) Assistant Director of Customer Relations Scott Mugford and Operations Committee Chairman Mel Wilson

P R O M O T I O N S

The following is a listing of recent promotions within Operations. Congratulations to you all!

Bruno Ángel	Laborer "A" to Maintenance Assistant	Charles Hernandez	Shipping & Receiving Clerk to Storekeeper
David Arellano	Stock Clerk to Storekeeper	Lindsey Jiles	Stock Clerk to Storekeeper
RoseMarie Cendejas	Sr. Customer Information Supervisor to Manager of Customer Information (Acting)	Jeff Johnson	Supervising Engineer to Director of Equipment Engineering
Robert Chappell	Rail Traction Supervisor to Engineering Associate	Rahmatollah Kangarloo	Janitor to Mopper Waxer
Nannette Clegg	Service Inspector to CCTV Observer	Lawrence Kelly	Truck Driver/Clerk to Sr. Truck Driver/Clerk
Clarence Dupuy	Electronic Comm Technician to System Electronics Communications Technician	Luciano Moore	Mechanic "B" to Mechanic "A"
Victor Espiritu	Custodian to Stock Clerk	William Mundan	Mechanic "C" to Mechanic "B"
Carl Fleming	Mechanic "A" to Mechanic "A" Leader	Angel Noriega	Storekeeper to Materiel Supervisor
Lola Gagner	Customer Info Instructor to Sr Customer Info Supervisor (Acting)	Melissa Pedraza	General Clerk III to Typist Clerk
Gregory Garza	Stock Clerk to Dept Systems Asst (Acting)	Barbara Pierce	Customer Information Agent I to Customer Service Agent I
Jon Grace	Passenger Relations Tech to Administrative Analyst (Acting)	Robert Ponce	Train Operator to Rail TOS
		Antonio Prieto	Custodian to Stock Clerk
		Peter Williams	Property Maintainer "B" to Property Maintainer "A"

I N M E M O R I A M

Edwin Anderson	Safety Certification Manager	7-12-95	43 years
Eugene Barnett	Transit Operations Supervisor	7-17-95	37 years
Melvin Carnival	Transit Operations Supervisor	7-24-95	28 years
Thomas Hurst	Bus Operator	7-4-95	6 years
Donald Moore	Bus Operator	7-17-95	26 years
Patricia-Ann Trujillo	Bus Operator	9-20-95	11 years
Manuel Villanueva	Utility "A"	7-28-95	19 years

C H A N G I N G G E A R S

As in every organization, there are those who have worked and contributed significantly to its success. We congratulate the following individuals for their efforts and wish them a happy retirement.

Jerrold Abramson	Train Operator	7-5-95	25 years
Dennis Bainbridge	Bus Operator	8-31-95	23 years
Floyd Blakely	Bus Operator	9-1-95	11 years
Eberechuku Chinwah	Mechanic "B"	6-1-95	23 years
Tommie Dunmore	Bus Operator	8-31-95	23 years
Carlos Garcia	Train Operator	8-5-95	26 years
Johnny Grayson	Mechanic "A"	8-2-95	26 years
Oscar Green	Bus Operator	8-29-95	23 years
Warren Knox	Mechanic "A"	7-13-95	23 years
Howard Kuykendall	Bus Operator	8-31-95	12 years
Leroy Kyles	Bus Operator	8-4-95	23 years
Jose Maldonado	Bus Operator	7-16-95	14 years
Lindszey Martin	Utility "A"	8-27-95	23 years
Amadeo Montoya	Bus Operator	8-16-95	23 years
Paul Ondas	Mechanic "A"	7-31-95	23 years
Thomas Reclusado	Bus Operator	8-21-95	23 years
Lionel Romero	Bus Operator	8-25-95	25 years
Leon Stevenson	Bus Operator	9-30-95	28 years
Richard Surface	Bus Operator	8-1-95	23 years
William Tillitt, Sr.	Train Operator	8-27-95	23 years
Louis Trammell	Bus Operator	8-31-95	23 years
George Wiley	Bus Operator	7-16-95	23 years
Juanzel Williams	Bus Operator	7-29-95	23 years

June/July — Information Operator Albert Meza

Albert Meza has been employed by the Authority for 15 years, and due to his superior job performance, he continues to receive awards and commendations. Albert was trained at a time when computers were not utilized to respond to telephone bus travel requests. For this reason, he is respectfully referred to as being from the "old school." His knowledge of MTA lines and service has been committed to memory. For this reason, he is often chosen to represent the agency at job fairs and various other functions.



Albert Meza honored — (from left to right) Assistant Director of Customer Relations Scott Mugford, Board Member Richard Alatorre, Albert Meza, and Acting Customer Information Manager RoseMarie Cendejas

July — Information Operator of the Month Claire Fitzgerald

Claire Fitzgerald is not your average award winner; she's actually won the monthly award five times! Employed by the Authority in 1978, Claire has maintained an impeccable attendance record and received numerous awards and commendations through the years. She is a dedicated employee and genuinely concerned about the quality of the work. These attributes, plus her personable manner, have also inspired management to assign her to marketing functions at such significant events as the 1984 Olympics and the 1988 visit to Los Angeles by Pope Paul.

Congratulations John, Albert and Claire — and keep up the good work!



R U N N I N G T I M E S

Running Times is a publication of the MTA's Operations Division. Items you would like to see included may be submitted for consideration to Byron Lee.

Editor	Byron Lee
Art Director	Anne Roubideaux
Designer	Terry McMahon
	Don Knowlton
Copy Editors	Wendy Taylor
	Nadine Beffa

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Submission of Items to Running Times

Have you got any news you'd like reported? If you do please send it to me at the Gateway building (Location 100) by the 15th of the month.

Subjects allowed are open-ended: announcement of an upcoming division or personal special event, report of a new baby in the family. Jot down a few sentences, or write an entire article! Photos may also be included. Oh, by the way, please include your name, work location, job title, so we can give you the proper credit, and also your telephone extension in case we need to get more information.

We will try to include your information in the next issue.

Thanks, *Byron Lee*

Gateway, continued

facilities within a specified budget and schedule. The MTA is responsible for project oversight, including cost, schedule/program control, quality assurance, and labor/DBE compliance. MTA, as the owner of the property, is responsible for any real estate acquisition, and more importantly, for the project's funding. Funding for the headquarters building is provided by General Revenue Bonds, and funding for the transit center comes from local, state and federal grants.

The ultimate goal — cost savings

The cost of the headquarters building is about \$145.5 million. As mentioned in the CEO's weekly newsletter of September 11, 1995, the MTA's ownership of its building, instead of leasing, will save the MTA about \$36.3 million over a 30-year period. The cost for the transit center, which includes the bus plaza, public parking garage and a major realignment of Vignes Street, will total about \$149.5 million.

The relocation of staff and infrastructure from the 425 building into Gateway could not have been accomplished without the coordinated and concerted effort of a hardworking team of MTA staff, the general contractor and his subcontractors, consultants, movers, furniture installers and Catellus staff. This is a proud moment for the MTA and its employees.