

## Metro Report Archives

### May 2002 Articles

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**[Guide Dog Puppies to Ride the Metro Rails](#)** (May 31, 2002) They'll be four-footed and a maybe little clumsy, but the group of 20 puppies will be welcome guests this weekend aboard Metro Rail trains.

**[Metro Gold Line Construction Proceeding after PUC Decision](#)** (May 30, 2002) With the recent favorable ruling by the California Public Utilities Commission, construction on the Metro Gold Line to Pasadena is proceeding rapidly with just 13 months to go before its opening in July 2003.

**[MTA Board Adopts FY 03 Budget](#)** (May 23, 2002) The MTA will spend \$126 million less in the fiscal year beginning July 1 than the current year's budget, yet deliver more bus and rail service.

**[Deputy's Routine Fare Check Foils Robbery – Then He Runs Relay Race](#)** (May 23, 2002) A routine fare check by a deputy sheriff patrolling the Metro Green Line, May 17, foiled a get-away by an armed robber who had stolen a bicycle.

**[Injured Worker Advocate Can Cut Workers' Comp Red Tape](#)** (May 22, 2002) An employee is injured at work, goes to the doctor and is kept off the job for a period of time. The employee files a workers' compensation claim, but there's a snag, a delay, frustration. What now?

**[Danger On The Tracks: Train Jumpers Risk Lives To Save Minutes](#)** (May 21, 2002) The MTA is currently making efforts to put a stop to a potentially deadly practice – "train jumping."

**[Los Angeles County Using More and More Public Transport](#)** (May 17, 2002) New MTA ridership data shows that more and more, Los Angeles commuters are choosing to use public transportation.

**[Dana Coffey Targets Teamwork as Theme for Sector Management](#)** (May 16, 2002) In recent years, Dana Coffey has become a football fan. Not for the thrills of the bone-crunching action, but for the precise timing of the teamwork.

**[New Sector General Manager Tracy Daly Wants to Help 'Reinvent' MTA](#)** (May 15, 2002) Tracy Daly looks forward to being a part of the MTA team. And, as one of five newly appointed service sector general managers, she will play a leading role in the development of a new way of delivering service to the customer.

**[Bike to Work Day Not Just Once-a-Year for Division 3 Mechanic](#)** (May 15, 2002) Bike to Work Day – May 16 – is not just a once-a-year activity for North Los Angeles Division 3 Mechanic "A" Gary Itoku.

**[Articulated Buses Coming to MTA? Committee Will Consider](#)** (May 14, 2002) The Board's Operations committee will consider a plan, this month, to buy 272 articulated buses for use in the San Fernando Valley and for the planned expansion of Metro Rapid service into more areas of Los Angeles.

**[APTA Committee Tasked with Developing Rail Standards](#)** (May 14, 2002) Tasked by the federal government to help improve rail operations safety, 25 members of the American Public Transportation Association's Rail Standards Committee wrapped up two days of meetings, Tuesday, at the MTA.

**[Alex Baum Bicycle Bridge is Newest Link in LA River Bike Path](#)** (May 10, 2002) The opening, Thursday, of a new \$2.2 million bicycle bridge jointly funded by the MTA and the City of Los Angeles is the newest link in the Los Angeles River Bike Path.

**[Crossroads Depot Division Operator Comes to Rescue of Ailing Colleague](#)** (May 9, 2002) When Crossroads Depot Division 2 Operator Carlos Mendizabal stopped behind another MTA bus to pick up passengers, April 25, he noticed something peculiar — the bus wasn't moving and people were waiting to get in.

**[Quick-thinking driver foils bombing suspect](#)** - Article by reporter Ruby Gonzales first appeared in the Wednesday, May 8, issue of the San Gabriel Valley Tribune. San Gabriel Division 9 Operator Jacqueline Luna is the bus operator who outwitted the suspect.

**On the Road: OCI Gets a New Home** (May 8, 2002) For a little over a quarter of a century, the employees of Operations Central Instruction (OCI) called the same place home.

**MTA FY 03 Draft Budget Cuts Costs, But Delivers More Service** (May 7, 2002) The MTA will spend \$126 million less in the fiscal year beginning July 1 than the current year's budget, yet deliver more bus and rail service. The FY 03 budget prepared by MTA CEO Roger Snoble does not include a fare increase and will be more responsive to local communities.

**It takes a village ...** MTA Board Chairman John Fasana joined city officials and Hollywood residents to celebrate the start of construction of Phase II of an affordable housing complex rising on the grounds above the Hollywood Western Metro Rail Station.

**metro.net revisits the events of 1992** (May 3, 2002) The civil disturbances that broke out on the streets of Los Angeles ten years ago this week tested the region's mass transit system as never before. In the stories presented here, metro.net hopes to recapture those tense moments through the recollections of some of those who were involved.

**Take Your Segway to the Subway?** (May 2, 2002) Segway, the newest concept in personal mobility, came to the MTA, recently. Interest in the two-wheeled scooter reflects the agency's desire to monitor cutting-edge transportation technology.

**Pump Up Your Tires – May 16 is Bike to Work Day!** (May 1, 2002) If you haven't tried bicycling to work yet, May 16 is a great time to give it a shot.

## Bulletin Board

- **Procurement's Rudy LeFlore** **Named Chair of APTA Subcommittee** (May 31, 2002)
- **Colleague's Quick Thinking** **Helped Save a Co-Worker's Life** (May 30, 2002) Contract Administrator Ed Velasquez was working in his cubicle at MTA Headquarters, April 1, when he suffered a sudden seizure and lost consciousness.
- **MTA Security Force Welcomes 9 New Officers** (May 30, 2002) Nine new officers, who graduated May 22 from a 16-week training course, have taken their places in the MTA's 104-member security force.
- **Operators Use Ministry Skills to Help Co-workers** (May 28, 2002) When bus operators at Central City Division 1 have personal or professional problems and are in need of guidance, or even just a listening ear, two of their fellow operators are ready for their call.
- **Graduation Celebration:** MTA Report is planning to publish a list of all 2002 graduates who are employees or close family members of employees.
- **WEEKEND WARRIORS: With Sword and Shield, These Employees Recreate a Medieval World** (May 24, 2002) Sword fighting and crossbow shooting. Calligraphy and candle making. While learning these lost medieval arts and recreating Middle Age battles, some MTA employees are giving a different meaning to the term "weekend warrior."
- **Volunteer Judges** **Needed for Bus Rodeo Competition**
- **Bus Operator and Soul Singer, Hank Dixon, to Perform in England** (May 22, 2002) East Valley Division 15 Bus Operator Hank Dixon is a member of The Originals, a soul vocal group with roots that date back to 1969 when their hit song, "Baby, I'm for Real," topped the R&B charts
- **TOWP Policy Change** **Relaxes Vacation Usage Requirements** (May 17, 2002) As the result of a change in MTA policy, non-contract employees no longer will need to figure out how much vacation time they are required to take each year.
- **Medical Team 'Scopes Out' Metro Blue Line Division** (May 16, 2002) In an effort to improve employee safety, managers at Metro Blue Line Division 11 invited a medical team to take a hands-on tour of the facility.

- [‘Angel in Uniform’](#) – **Operator is a Real Lifesaver** (May 14, 2002) For South Bay Division 18 Operator David Lane – a Long Beach Police Reserve officer – June 21, 2001 started just like any other day.
- [Central City Division Senior TOS](#) Dr. Michael Henderson to retire after nearly 30 years on the job.
- [Double Celebration](#) at South Bay Division
- **SAVE THE DATE** [Catoe schedules Brown Bag](#) update on Service Sectors; HR offers **Financial Planning Seminars**.
- [West Hollywood Division 7 Innovation](#) **Improves CNG Fueling Safety** (May 8, 2002) Service attendants, mechanics, and management at West Hollywood Division 7 had a problem – a potentially dangerous problem.
- [Register here](#) for MTA Pit Stop on Bike to Work Day.
- [Metro Bus Operator](#) **Helps Give ‘Band Aid’ To El Salvador** (May 7, 2002) South Bay Division 18 Operator Horace Leftwich recently returned from El Salvador, where the army reservist and his unit, the 300th Army Band, 63rd RSC, spent nine days playing throughout the country as part of Operation New Horizons 2002.
- **COVER STORY** [MTA 'Daughter's Day' Big Success...](#) **Special Reports:** Daughters Day at [West Valley Division 8](#) and [Gateway Division 10](#).
- [Beverly Beaver is](#) Purchasing's 'Buyer of the Quarter'
- [RRC Recognizes 11](#) Employees of the Quarter

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## Pump Up Your Tires – May 16 is 'Bike to Work' Day!

Register now: [www.californiabikecommute.com](http://www.californiabikecommute.com)

By ERIC RAPP

(May 1, 2002) If you haven't tried bicycling to work yet, May 16 is a great time to give it a shot.

Thirty percent of people who tried bike commuting for the first time last year are still riding. Find out what they know on "Bike to Work" Day.

May 16 is this year's "Bike to Work" Day, and while the MTA is doing everything it can to promote bicycling for commuters, MTA employees are also encouraged to give biking a try.

This year MTA cyclists who bike to work will be treated to a continental breakfast and goodie bag at the MTA Morning Pit Stop at Patsouras Plaza.

MTA is granting free rides on bus and rail for participating cyclists. All regular rules apply, including rush hour restrictions.

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PHOTO: Luis Inzunza of MTA Media Relations tries out Metro Bus bike rack.



**Hop on:** MTA offers cyclists free rides on Metro Buses and trains on 'Bike to Work' Day. See [news release](#)

Bike Watch:

- May 9: Official opening of the Alex Baum Bicycle Bridge on Los Feliz near Griffith Park.
- May 13: City of Los Angeles Environmental Affairs Department bicycle rally at City Hall.
- May 16: UCLA Bike to School/Work Day pit stop.
- May 16: Los Angeles City Councilman Tom LaBonge leads "Bike to Work" ride.
- Coming soon: Final countdown to MTA Pit Stop.

## Police Horses Run through Gateway Division 10 for Daughters' Day

By CHRISTINA ESPARZA

(May 1, 2002) To spice up Gateway Division 10's annual Take Your Daughters to Work Day, organizers decided to invite two four-legged guests to entertain a large group of young girls.

Two horses with the Los Angeles Police Mounted Platoon, Bert and Captain, clip-clopped their way into Division 10's maintenance area with their partners, officers Ron Terrazas and Andy Peterson.

"We contacted the SWAT team, last year, and they told us about the mounted division," said Gateway Mechanic Leona Swedenhjelm, one of the event's organizers. "I thought they'd be perfect for the girls because girls like horses."

Teaching the girls about the mounted division was one of only two female officers on the platoon, Officer MaryGrace Weaver. Although Weaver couldn't ride in on her horse, Elvis, because of a recent knee injury, she answered many of the girls' eager questions and shared her experience with the platoon.

"Because there were going to be young ladies here, we thought it would be nice to bring along a female officer," Weaver said. "It helps them see the police in a different perspective. The only time they see us is on the news, which is usually negative. Being here lets them know we're like them —we're human."

Answering various questions from "What color are the horses" to "Have you killed anybody," Weaver explained why horses are needed in law enforcement.

### Horses help with crowds

"We look for anyone breaking the law — like breaking into a car or fighting — then we talk to them and arrest them if we need to," Weaver said. "Horses help when people get a group together and cause problems and don't want to leave. Well, horses help them leave."

After showing a video on what the mounted police do, the girls got to see Bert and Captain up close. And while they were a little disgusted after seeing Bert digest his hay and taking a gander at Captain's teeth, the girls were more than pleased to pet the docile animals.

"It was fun when I got to pet the horse," said 7-year-old Nicole Powell. "I liked when his hair tickled my nose."



▲ Officer Andy Peterson introduces "Captain" to the crowd of youngsters.



▲ Nine-year-old Rachel Rogers, left, and Samantha Valtierra, 13, pet police horse "Captain" at Gateway Division 10 as part of Take Your Daughters to Work Day.



▲ Officer MaryGrace Weaver (in black) explains the job of mounted police officers and their horses.



▲ Nicole Powell, 7, takes notes on the gear used by the Los Angeles Police Mounted Platoon.

Swedenhjelm, who put the event together with volunteers from her division and Venice Division 6, said inviting non-MTA employees to speak at Take Your Daughters to Work Day broadens a young girl's view of the workforce.

"I try to bring guest speakers in because we get a lot of repeat girls and they don't want to hear the same old thing," she said. "Today is a learning day, and it's only an hour out of the day to give them other options."

Weaver agreed.

"It allows them to see what their parents do and to see if it's something they may or may not want to do," she said. "The main thing, though, is that it makes them proud of what their parents do."

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## West Valley Division 8 Employees Take Their Daughters to Work

By AMY HOWELL

(May 1, 2002) Quite a few West Valley Division 8 employees showed up to work, Friday, with their daughters. About 30, in fact.

The employees and the youngsters were participating in the agency-wide "Take Your Daughters to Work Day" festivities.

"We have a very successful event every year," said Division 8 Stenographer Karen Pedini, who has participated since joining the MTA three years ago. Although she did not join the girls and their parents for their bus ride to the Gateway building this year, she did experience the Division 8 leg of the day.

"They were very well-behaved," said Pedini, of the girls. "They seemed to have a really great time."

"There were more participants this year," Pedini said. The girls ranged in age from 8 to 16 and, "there were plenty of kids at each age group. There was a great match for each age."

### An activity-packed day

After gathering at 7 a.m. for a breakfast of muffins, fresh fruit and juice, the girls and their parents boarded a bus driven by Division 8 Operator Patricia DeArmond, and headed to the Gateway Headquarters building.

There, they convened in the Board room to listen to a panel of speakers, which included DeArmond, as well as Division 8 Acting Division Transportation Manager Maria Reynolds and Division 8 Service Attendant Gwen Henry. The girls and their parents also took pictures on the Plaza level.

After their visit to Headquarters, they took the Metro Red Line from Union Station to Universal



West Valley Division Service Attendant and doll collector **Gwen Henry** was popular panelist at 'Take Your Daughter to Work Day' program.

Although her own three children are in their thirties and forties, Division 8 Service Attendant Gwen Henry still saw it fit to participate in "Take Your Daughters to Work Day."

Henry wasn't just part of the crowd, however. She was one of the panelists who spoke to the daughters in attendance during the Gateway building leg of the festivities, describing her job duties and answering questions.

A few girls asked if it was hard to keep the buses clean. "I told them, 'It's like keeping my house clean...like keeping your car clean,'" she said.

"We're very blessed," said Henry, of Division 8's service attendants. "Our buses are the cleanest. They give you everything to work with."

During the panel session, the girls gave Henry the unofficial title of "The Doll Lady", because of the Barbie Doll she brought with her, one of many in her extensive collection of dolls, which also includes Ebony Vision and Precious Moments.

"I started 17 years ago and my biggest collection is Precious Moments. I love Precious Moments," she said. Her Precious Moments collection is estimated at 350, but Henry said she's "probably got more than that."

A self-proclaimed evangelist who says, "God has been good to me," Henry also speaks at women's advances and retreats through her church. "At my church, I'm always running my mouth," she joked. She also does volunteer work that centers on underprivileged children. -- AMY HOWELL

City. At the station, they re-boarded the bus and DeArmond drove them back to Division 8, where they had a pizza party lunch.

After lunch, they boarded the bus yet again, this time to take a tour of the division, which included being shown the procedure that buses regularly go through, such as fueling and cleaning.

After the division tour, they took a play break at Mason Park, and then reconvened at the division for popcorn and *Cinderella II*, while waiting for their parents to take them home.

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Morning panel of speakers featuring "Women of the MTA" included Metro Bus Operator Pat DeArmond, above, right with panelist Gwen Henry, and below, panelist and Acting West Valley Division Transportation Manager Maria Reynolds, at left. PHOTOS: GAYLE ANDERSON





## COVER STORY



- Program Coordinator Kimberlee Vandenakker welcomes girls, parents and division hosts to "Take Your Daughter to Work" day at Gateway.

## MTA 'Daughter's Day' Big Success

- Coming soon: Check your summer calendar for 'Son's Day.'



Girls packed the Board Room for a morning panel discussion and after lunch Guest Speaker presentation.

(May 1, 2002) "We gave out 1,200 goodie bags this year," MTA Work/Life Program Coordinator **Kimberlee Vandenakker** said. Even though the goodie bags are only one indicator, that translates to an increase in attendance of at least 200 for MTA's "Take Your Daughter to Work Day." Daughters hailed from all divisions and Gateway Building to attend a number of activities held at Gateway and to participate in programs sponsored by each division. (See Special Reports: [Police Horses Run Through Division 10 for Daughters' Day](#) by Christina Esparza and [West Valley Division 8 Employees Take Their Daughters to Work](#) by Amy Howell.) Gateway activities featured a panel of "Special Women of the MTA," each panelist representing a unique and diverse career path.

Girls packed the Board Room and fired hard-hitting questions to the front and center panelists: Chief of Staff **Maria Guerra**, Administration DEO **Carolyn Flowers**, Chief Labor Relations Officer **Brenda Diederichs**, Acting West Valley Division Transportation Manager **Maria Reynolds**, Controller **Josie Nicasio**, Senior Electrical Engineer **Ann John**, West Valley Division Service Attendant **Gwen Henry** and West Valley Division Bus Operator **Pat DeArmond**. Girls packed the Board Room again at 1 p.m. for MTA guest speaker and East Valley Bus Operator **Louvenia Harris**, who told a rapt audience about commitment to community service. ([See metro.net report Feb. 22](#)) --from Gayle Anderson



Panelist Gwen Henry, left, a service attendant at West Valley Division 8, enchanted the audience with tales of her extensive and celebrated doll collection. See ["Gwen's Story"](#) in West Valley Division Special Report.

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## RRC Recognizes 11 Employees of the Quarter

By MARIA LASCO

(May 1, 2002) The Regional Rebuild Center (RRC) recognized 11 employees for their service and performance during the 3rd quarter.

All were chosen for recognition by peers from their assigned shops based on their ability to work well with team members, their valuable services, and other personal and professional qualities. In addition, each honoree had perfect attendance, injury-free performance and no record of discipline during the period.

Among the 11 honorees, Darrell Portis was awarded the overall RRC Employee of the Quarter. Michael Singer, RRC manager, and Deputy Executive Officer Milo Victoria were on hand to present the award.

Portis is a Service Attendant in the Electrical Shop. According to his peers, he takes pride in keeping the shop clean, providing his co-workers with a safe work area, free of oil and other shop hazards.

Portis works above and beyond his regular duties to help co-workers with a special job. His work ethic is excellent and has inspired co-workers to keep their work areas clean and safe at all times.

Each Shop Employee of the Quarter received a \$50 gift certificate, reserved parking space near his or her shop, and a certificate of recognition. The RRC Employee of the Quarter received a jacket, \$100 gift certificate, special award of recognition and funding for lunch with his team members.

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Honored as RRC employees of the quarter were, from left, **William Bernard**, Trim Shop; **Henry Dominguez**, Paint Shop; **Frank Estrada**, Transmission Shop; **Jose Torres**, Engine Line; **Darrell Portis**, Electrical Shop; **Connie Diaz**, Systems Shop; **James Evans**, Mechanical Shop; and **Bing Wong**, Running Repair (2nd Shift). Not shown are **David O'Hara**, Running Repair (1st Shift); **Fermin Amezcuita**, Body Shop; and **Rene Perez**, Weld Shop.



**Darrell Portis** (left), overall RRC Employee of the Quarter, is congratulated by RRC Manager **Michael Singer**.



## **Beverly Beaver is Purchasing's 'Buyer of the Quarter'**

By RON DUPUIS

(May 2, 2002) Beverly Beaver has been named Materiel Department's Purchasing "Buyer of the Quarter" for her commitment and dedication to providing outstanding service to her clients.

Beaver is responsible for procurement of all parts and supplies required to support the Metro Red Line fleet and Maintenance of Way.

Beaver continuously uses her experience in the planning and execution of the normal work activities as well as execution of complex procurements.

She consistently exceeds the challenge of researching and finding replacement parts for items that are obsolete as well as establishing additional sources of supply.

Beaver approaches all of her assignments with a positive, professional attitude. Her communication style and friendly personality has worked effectively in dealing with all of her internal, external clients and suppliers.

The quality of her work is outstanding and exemplary; she is always willing to take on new assignments and help others.

Beaver has distinguished herself as being dependable, highly motivated and a true asset to the Purchasing Section, Procurement Department and the MTA.

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■ Beverly Beaver, center, received Purchasing's "Buyer of the Quarter" award in a recent ceremony. From left are Richard Bachman, Purchasing Contract Manager; Ted Montoya, Deputy Executive Officer; Beverly Beaver; Ron Dupuis, Director of Purchasing; and Executive Officer Lonnie Mitchell.



## Take Your Segway to the Subway?

By ERIC RAPP

(May 2, 2002) Segway, the newest concept in personal mobility, came to the MTA, recently. Interest in the two-wheeled scooter reflects the agency's desire to monitor cutting-edge transportation technology.

The Segway is a gyroscope stabilized, electrically driven human transportation device. With a top speed of 12.5 miles per hour and a range of about 11 miles, it's perfect for "those trips where it is just too far to walk, or you might have things to carry, but it seems wasteful to drive," says Stas Wolk, regional sales director for Segway.

TEST RIDE - Stas Wolk, regional sales director for Segway, clears the way for CEO Roger Snoble's spin around the Plaza.



Click on image to enlarge view.

PHOTOS: GAYLE ANDERSON

Transportation Planning Manager Robin Blair oversees the project, determining where the MTA might use new technology and working with legislative bodies and manufacturers to help iron out legal issues.

Transportation  
Planning Manager  
Robin Blair on board  
the Segway.



A few lucky MTA employees, including CEO Roger Snoble, got to try the Segway during its visit to Headquarters. "It's a great feeling and a lot of fun; much more fun than driving," he said.

The gyroscopes at the heart of the Segway help keep riders safe from spills. To go forward or back, a rider simply leans in that direction. Standing up straight keeps the unit balanced and stopped. Turning is accomplished with a throttle-type grip on the handlebars. Most people can learn to ride in less than five minutes.

### New transportation option

Segway isn't meant to replace cars or become an alternative to mass transit, but is intended to be an entirely new transportation option. The designers of the Segway expect it to help reduce pollution and congestion, and revolutionize urban planning.

Because it can carry up to 75 pounds of cargo in saddlebags, it can be used for shopping, errands, or just about any relatively short trip. The batteries can easily be recharged in about six hours from a standard 110-volt outlet.

"I think this will be good for Los Angeles," said Snoble. "It will give people a lot more mobility."

Unfortunately, it won't be possible to buy a Segway for personal use until the end of 2002. The cost is estimated to start at about \$3,000.

Commercial models are available now and are under consideration by the MTA, as well as by the Los Angeles Police and County Sheriff's departments. Some Segways are already in use by the U.S. Postal Service, as well as by police departments in Atlanta and Boston.

More information about Segway is available at [www.segway.com](http://www.segway.com)

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Gateway Division 10 Operator Michael Bullock was brutally attacked.

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### **Operators in the Line of Fire – A Brutal Beating**

By CHRISTINA ESPARZA

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(May 3, 2002) Gateway Division 10 Operator Michael Bullock remembers watching the 1992 civil disturbance on the news and reporting to his job the next day at Central City Division 1.

The former corrections officer wasn't scared, but his supervisor's words echoed in his ears as he was en route: "Go out there and be careful. If they want a free ride, let them. The customer is always right."

Stopping at 8th Street and Western Avenue to use a pay phone, Bullock heard someone approach him from behind and utter angry words about "what they did to Rodney King." Suddenly, he felt a stinging pain.

Bullock was brutally attacked. Left with a broken collarbone and a torn rotator cuff, among other injuries, and unable to flag anyone down for help, he waited for the Transit Police to rescue him.

"It was a rough day," Bullock says.

"It makes you think twice about what's out there and the risks we take as bus operators," says Sam Morales, Acting Transit Operations Supervisor at Division 1.

#### **A temporary morgue**

Morales, who in 1992 was a bus operator, was one of many operators who drove police units from Arthur Winston Division 5, where police and firefighters set up headquarters and a temporary morgue, to troubled areas in Los Angeles.

"To tell you the truth, it was scary because we didn't know what to expect," Morales says.

Crossroads Depot Division 2 Transportation Manager Diane Frazier was acting manager at Division 5 during the civil disturbance, and was called back to work after it started.

"They called and said the police were taking over the division," Frazier remembers. "I asked why, and they said, 'A lot of stuff

is burning around here.' At first I didn't think it was going to be all that it was, but once we knew what it was, we just started handling things."

Burning buildings and broken windows scarred the landscape of Los Angeles that week.

### **Everything was broken and burnt**

"It looked like Beirut," Bullock says. "There wasn't a window intact. Everything was broken and burnt. It was bad."

If the civil unrest taught MTA employees caught in their midst a lesson, it was teamwork. They also learned to be careful and to be grateful for what they have.

"I think the thing I remember most was how operators participated," Frazier says. "They took their own lives in their hands. It made me really proud."

Although still wary from his attack, Bullock isn't bitter.

"I'm a little less comfortable with my fellow man. I watch people more," he says. "But I know he wasn't beating me up, he was beating up the system. You never know what someone's going through before you pick them up."

Every night during that week in 1992, Morales safely and happily went home to his wife and four children.

"You learn the value of what you have at home," he says. "And you appreciate life more."

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## Operators Went 'Above and Beyond' During Civil Unrest

By ERIC RAPP

(May 3, 2002) Arthur Winston Division 5 operator Melvin Dearden was one of many operators caught in the middle of events. As he drove his bus north on Manchester Boulevard near Florence Avenue on April 29, 1992, he was mystified to see people running in the streets, breaking windows.



Melvin Dearden

Because of a faulty radio on his bus, he didn't even know what had happened until a passenger got on and told Dearden that there had been a "not guilty" verdict in the Rodney King trial.

Dearden also didn't know that Division 5 in South Central had been taken over by police and fire personnel, and that dispatchers were sending buses to other divisions.

So despite flames, people trying to assault passengers at bus stops, and having a metal trash can thrown through one of his windows, Dearden finished his route.

When he arrived at his terminal in Westchester, he had to turn around and head to Division 18. So he took his bus back out through the riot-torn streets, finally making it to Carson. "It was chaos in that yard," he said.

"There were two or three hundred operators milling around, all trying to use the same pay phone," he laughs, adding, "it was really something. I'll never forget that day."

### Last Train Out Of Los Angeles

On the first day of the unrest, Metro Blue Line operators managed to make every scheduled run. Operators Charles Walker and Robert Ponce were on the last train from 7th and Metro to Long Beach – one on each end of the train in case they had to stop and change directions.



Charles Walker

Walker already knew things were bad. On his northbound trip, the train suddenly developed a mechanical problem and stopped dead on Washington Boulevard just before San Pedro station.

"People were running all over the place, breaking windows and looting," he remembers. Luckily he was able to get the train into 7th and Metro safely.

The southbound run was worse. "There were people running across the tracks, fires everywhere," Walker remembers. "Somebody pushed a shopping cart onto the tracks."

The operators persevered, though. "We made it all the way to the Transit Mall and back to the yard," he says proudly.

James Bernard, a dispatcher at the Office of Central Instruction, probably echoes the thoughts of everyone when he says, "those were real bad times. I'm glad we've all grown past that."



James Bernard

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## Former Division 5 Operator Volunteered to Transport Troops

By AMY HOWELL

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(May 3, 2002) Bus Operator Eugene Pobol was on his way to work at Division 5 in South Central Los Angeles when "all hell broke loose."



Eugene Pobol

"We were supposed to have a barbeque the day of the riots," says Pobol, who had been a part-time operator for about a year when the civil disturbance occurred. All of the barbeque supplies were used to feed the police and National Guard personnel responsible for restoring civil order.

With bus service cancelled along the line he operated, Pobol had the option of going home. Instead, he volunteered to drive police and National Guard troops to makeshift command posts. After a brief trip back to his house, Pobol joined other operators stationed at the Los Angeles Coliseum.

### Getting involved anyway

"We were getting reports that buses were being shot at," Pobol says. His sentiment was, "Let's not get involved in this—but we did anyway." Pobol and other operators eventually donned flak jackets provided by SCRTD Transit Police Chief Sharon Papa.

Pobol recounts driving National Guard troops to a supermarket-turned-command post as a particularly poignant experience. Police car escorts drove in front, in back and on the left side of the bus.

"It was pretty nerve-wracking," he says.

Pobol recalls the lieutenant aboard the bus telling his troops that a tip from a local resident revealed there was a good chance they would be shot at while making the transition from the bus to the supermarket. The lieutenant instructed his troops to be "locked and loaded."

After dropping off the troops, Pobol, who is currently a full-time operator at West Valley Division 8, headed back to the Coliseum without incident. Although the experience didn't yield any close calls, Pobol says it was "scary enough."

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## It takes a village...

Los Angeles City Councilman Eric Garcetti presents commendation to MTA Board Chairman John Fasana for MTA's role in development of affordable housing in Hollywood at ground-breaking ceremonies held May 3.

PHOTOS by LUIS INZUNZA

MTA Board Chairman John Fasana, fourth from left, joined city officials and Hollywood residents to celebrate the start of construction of Phase II of an affordable housing complex rising on the grounds above the Hollywood Western Metro Rail Station. Known to residents as "transit village," the complex provides access to the Metro



Rail system, which links residents with jobs, schools, hospitals shopping, culture and recreation throughout Los Angeles County. Now open, the first phase of "transit village" already provides 60 units of affordable housing for low-income families. Construction of Phase II will provide a day care center, 61 one- to four-bedroom apartments and a 9,000-square-foot retail center. Completion of the \$14 million dollar project is expected in 2003. Developed by the nonprofit Hollywood Community Housing Corporation and McCormack Baron Salazar Inc., "transit village" is built on land leased from the MTA. |

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## ***metro.net* revisits the events of 1992**



### [Remembering SCRTD's Involvement in the 1992 Civil Disturbance](#)

by AMY HOWELL

### [Operators in the Line of Fire – A Brutal Beating](#)

by CHRISTINA ESPARZA

### [Operators Went 'Above and Beyond' During Civil Unrest](#)

by ERIC RAPP

### [Former Division 5 Operator Volunteered to Transport Troops](#)

by AMY HOWELL

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(May 3, 2002) The civil disturbances that broke out on the streets of Los Angeles ten years ago tested the region's mass transit system as never before. The SCRTD, predecessor agency to the MTA, was called upon to assist local and state officials, law enforcement agencies, firefighters and other emergency response organizations, including the California National Guard. The work of the men and women who drove, maintained and dispatched buses and trains, often in the face of great danger, was a proud moment for the agency.

In the stories presented here, *metro.net* hopes to recapture those tense moments through the recollections of some of those who were involved. These articles were written by the MTA's Transit Operations Correspondent Interns – **Amy Howell**, **Eric Rapp** and **Christina Esparza**. Amy Howell coordinated the coverage. --*Bill Heard, Editor*

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SAVE THE DATE	
<div><p><b>Monday, May 13</b> at noon in the Board Overflow Room, third floor.</p><hr/></div> <div><p><b>Brown Bag Lunch</b></p><ul style="list-style-type: none"><li>• <b>Catoe to discuss Service Sector developments</b></li></ul><p>Deputy CEO John Catoe will host a Brown Bag Luncheon at noon, Monday, May 13, in the Board Overflow Room on the 3rd floor of Gateway.</p><p>The latest developments in Service Sector plans will be the topic of discussion during the bring-your-own-lunch meeting.</p><p>All employees are welcome to attend, but should confirm attendance in advance with Diane Ponce at 922-2214 or send an e-mail to <a href="mailto:ponced@mta.net">ponced@mta.net</a>.</p></div> <div><div><p><b>Wednesday, May 15</b> at noon and 1 p.m. in the University Conference Room, fourth floor.</p><hr/></div><div><p><b>Financial Planning Seminars</b></p><ul style="list-style-type: none"><li>• <b>College Funding</b> at noon</li><li>• <b>Long-term care</b> at 1 p.m.</li></ul><p>Human Resources will offer financial planning seminars on Wednesday, May 15, on two big- ticket items challenging the future.</p><ul style="list-style-type: none"><li>• College funding, or how to accumulate enough money to send your children to college, will be the topic of the seminar that begins at noon.</li><li>• A second seminar on providing for long-term care for the elderly begins at 1 p.m.</li></ul><p>Both seminars will be held in the University Conference Room on the fourth floor of the Gateway Building. The seminars are presented by Financial Planning Advisors. Admission is free.</p><p>To reserve a space to attend the seminars, contact Ed Myatt at 922-7185 or send an e-mail to <a href="mailto:myatte@mta.net">myatte@mta.net</a>.</p></div></div>	

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Division 5 in South Central Los Angeles became a command post for about 4,500 military personnel, police officers and firefighters.

### **Remembering SCRTD's Involvement in the 1992 Civil Disturbance**

By AMY HOWELL

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(May 3, 2002) Ten years ago civil order in Los Angeles came to a screeching halt. Bus, train and other passenger services, provided by the MTA's predecessor, the SCRTD, however, did not.

RTD employees rose to the occasion in the wake of the Rodney King verdict and the civil disturbance that ensued.

When street violence began the evening of Wednesday, April 29, 1992, operators running lines in South Central Los Angeles—the eye of the storm—continued to serve passengers until receiving instructions a few hours later to pull their buses off the streets.

At the request of the Los Angeles Police Department, service on all or part of the 28 lines that served South Central Los Angeles was eventually canceled, to ensure the safety of passengers and operators.

Over the next four days, bus service in less affected areas continued during the day. The RTD even put extra buses on the road to transport Foothill Transit passengers between the El Monte Terminal and Downtown Los Angeles, an area Foothill Transit chose not to serve during the riots.

Despite thick smoke and problems with rioters on the tracks, Metro Blue Line trains were able to continue all scheduled service during the first day and night of the riots. To ensure passenger and operator safety, service was curtailed to a sunrise-to-sunset schedule for the next several days.

Division 5 in South Central Los Angeles became a command post for about 4,500 military personnel, police officers and firefighters. Maintenance workers repeatedly fueled fire



engines, police cars and motorcycles and National Guard vehicles, as well as buses used for police

and troop transport.

At the height of the chaos, operators drove about 140 RTD buses to transport police and National Guard troops to various locations around the city. Mechanics repaired vehicles that had sustained damage from gunfire and mob violence.

Bus Operations Controllers, Facilities Maintenance personnel, Transit Police officers, RTD phone operators and a host of other employees, who made the sometimes hazardous trip from home to their work locations, also kept things running as smoothly as possible during Los Angeles' worst civil disturbance.

Normal RTD bus and train service resumed Monday, May 4, 1992.

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"RTD Responds", which appeared in the May 1992 edition of the SCRTD employee publication, *Headway*, was a source of information for this story. For more information, visit the MTA Library for the May 1992 issue, as well as other issues, of *Headway*.

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- **MTA FY 03  
Draft Budget  
Cuts Costs -  
Delivers More Service**

By MARC LITTMAN

(May 7, 2002) The MTA will spend \$126 million less in the fiscal year beginning July 1 than the current year's budget, yet deliver more bus and rail service.

The FY 03 budget prepared by MTA CEO Roger Snoble does not include a fare increase and will be more responsive to local communities.

The \$2.6 billion budget is balanced. Snoble said the \$126 million reduction will be achieved by reducing administrative overhead, driving down Metro Bus and Rail operating costs, and reducing worker's compensation expenses with an aggressive safety management plan.

"By controlling costs, we will be able to deliver a record amount of bus and rail service next year as well as fund new street and highway and other regional programs," Snoble noted. "We also will decentralize Metro Bus operations into five service sectors in an effort to provide better customer service and be more responsive to local communities."

The MTA Board will hold a public hearing on the budget at 9:30 a.m. Thursday, May 16. The Board also will hold a budget workshop at 1:30 p.m., May 13, and will consider adopting the proposed spending plan at its May 23 meeting. The draft budget is available on the MTA Internet web site at [www.mta.net](http://www.mta.net).

### **More than \$1 billion for buses**

Bus operations will remain the highest priority in FY 03. The MTA will spend 46.8 percent of its budget (\$1.216 billion) on MTA bus operations and capital and municipal bus operator subsidies as well as paratransit service for the disabled who cannot use the regular fixed route transit system.

The MTA will operate a record amount of Metro Bus and contract bus service in the next fiscal year. The budget calls for 7,542,000 revenue service hours, up 56,411 hours from the current year. However, the cost of Metro Bus operations is projected to drop to \$98 an hour from \$98.44 an hour today despite higher labor costs including rising premiums for health care.

The MTA is eliminating administrative positions as one way to drive down operating costs. The agency also will seek to shave \$8.3 million from this year's estimated workers compensation costs in FY 03 with an aggressive Safety's First campaign to reduce accidents in the work place.

> Bus operations remain highest priority in FY 03 draft budget, which includes plans for a new regional pass good for travel on all Metro buses and trains and for expanding Metro Rapid bus service on Vermont and South Broadway.



Included in next year's budget are plans for the five service sectors and expanding Metro Rapid bus service on Vermont and South Broadway, the first of 23 new Metro Rapid lines that will be phased in over the next several years.

The budget also includes money for bus projects in the Mid-City/Westside corridor. A new regional pass good for travel on all Metro buses and trains and 11 municipal bus lines also will debut in FY03. Construction of a 14-mile busway connecting Warner Center in the West San Fernando Valley and the North Hollywood Metro Rail station will commence next spring and should be completed two years later.

The EZpass is a forerunner of an electronic universal fare system (UFS), which should be in place within three years. Funds to procure the UFS system are included in the MTA's FY 03 budget.

### **Funding for street and highway programs**

The second largest slice of the budget pie -- \$497 million or 19.1 percent -- is for highway and other regional transportation programs such as freeway carpool lane construction, freeway sound walls, street widening, better traffic signal coordination, grade separations at railroad crossings, bikeways, ride-sharing incentives, shuttles, and other local transportation programs. It also includes funding for the Metro Freeway Service Patrol to help stranded motorists.

### **Metro Rail service expands**

The next biggest portion of the draft MTA budget -- \$422 million or 16.2 percent -- is for Metro Rail operating costs and construction. This includes funds to start construction next spring for the Eastside extension of the Metro Gold Line from Union Station in downtown Los Angeles to Atlantic and Beverly.

That leg should be completed in 2008 and will connect at Union Station with the Metro Gold Line extension to Pasadena scheduled to open in mid-2003. The MTA's FY 03 budget includes \$16 million to test the new Pasadena line next spring and hire and train operators and mechanics to run it.

The draft budget calls for 573,000 Metro Rail revenue service hours, up 29,000 hours from the current year. Metro Rail will cost \$267.81 an hour to operate, down from \$269.76 this year.

As Metro Rail expands, the cost per passenger mile has become cheaper than transporting bus passengers: 35 cents for rail versus 43 cents for bus.

In addition, in FY 03 the MTA will contribute \$38 million, or 1.4 percent of the budget, to the Metrolink commuter rail operation.

### **Paratransit Gets Increased Subsidies**

The FY 03 draft budget also will fund an array of other transportation programs including subsidies for curb-to-curb paratransit service for the disabled who cannot access regular fixed route public transportation. The spending plan proposes \$67.2 million next year, an increase of \$8.6 million from this year.

### **Debt service reduced**

MTA's debt service next year will be \$315 million, 12.1 percent of the



total budget, down from \$339 million this year.

Rounding out the FY 03 draft budget are expenditures for other governmental programs such as transportation planning, the MTA's Customer Information service, and maintenance of regional busways. These expenditures total \$111 million or 4.3 percent of the total budget.

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## Metro Bus Operator Helps Give 'Band Aid' To El Salvador

By ERIC RAPP

(May 7, 2002) For South Bay Division 18 Operator Horace Leftwich, being in the Army Reserve gives him the chance to help people while doing what he loves – playing his clarinet in a band.

Sgt. 1st Class Leftwich recently returned from El Salvador, where he and his unit, the 300th Army Band, 63rd RSC, spent nine days playing throughout the country as part of Operation New Horizons 2002.

The mission of the operation was to build schools and medical clinics, dig new wells, and conduct readiness training exercises in El Salvador's earthquake-stricken Usulután region.



▲ Sgt. 1st Class Horace Leftwich, a Division 18 Metro Bus operator, helped entertain the people of El Salvador.

The band was there to show that "aside from the military aspect, there was a goodwill and entertainment aspect" to the operation, says Leftwich.

One of his favorite parts of the trip was interacting with Salvadoran children. "We showed them how to hold the instruments, and introduced them to some American music," he says, "like concert, pop, and even a little jazz."

He also enjoyed visiting Mayan ruins near the San Andreas archaeological site, shortly before the band performed for the Salvadoran public at the site.

Leftwich, a 12-year MTA veteran, also plays with the Fullerton College community band in his off hours.

Even after 24 years in the Army Reserve, Leftwich is looking forward to being a part of Operation New Horizons 2003.

"We're going to Belize," he says happily.

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**MTA Pit Stop  
Thursday, May 16**

BE THERE: Patsaouras Plaza, in front of the Gateway Building

CHECK IN: 7:30 to 10:30 a.m.

EAT SOMETHING:  
Continental Breakfast

GOODIE BAGS: Free T-Shirt and cool bike stuff.

PHOTO OP: Group Photo at 10 a.m. at the MTA Pit Stop.

QUESTIONS? e-mail Irma Rivera or call 922-7110.

**Register *here and now*  
for MTA Pit Stop on  
Bike to Work Day!**

Click here to view and print the [MTA Registration Form](#)

(May 7, 2002) MTA employees who register to bike to work on Thursday, May 16, will receive an official t-shirt to wear on Bike to Work Day plus VIP treatment at the official MTA "pit stop" sponsored by the MTA Employee Rideshare Program.

MTA cyclists will be treated to a continental breakfast on Patsaouras Plaza and receive a complimentary "goodie bag" filled with helpful items and cycling tips that aim to increase riders' safety and comfort level.

To register, click [here](#) to print the registration form. Complete the form and send it to Irma Rivera at mail stop 99-4-4 by Monday, May 13.

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## Division 7 Innovation Improves CNG Fueling Safety

By ERIC RAPP

(May 8, 2002) Service attendants, mechanics, and management at West Hollywood Division 7 had a problem – a potentially dangerous problem.

With a bit of clever thinking, they solved the problem, and now bus fueling at Division 7 is safer than ever.

### The problem

Buses that use CNG fuel are equipped with a magnetic switch that should prevent the engine from being started when the fuel door is opened.

Unfortunately, says Ron Whitney, Maintenance Manager at the division, "It doesn't always work. The engine shouldn't start, but sometimes it does."

If the disabling switch malfunctions, the bus will start even with the fuel door open. A service attendant, thinking the fuel door was closed, might pull away from the fueling station with the hose still attached.

Unlike gasoline and diesel fueling hoses, CNG hoses use a nozzle that locks securely onto the fueling tube and is not designed to break away under pressure.

Accidents have happened. Buses have pulled away while still hooked up to the fueling hose, causing severe equipment damage and posing a safety threat.

### The solution

Whitney and Facilities Systems Technician Don Williams came up with an innovative solution to this problem.

"I have to give most of the credit to Don," says Whitney. "He was the one who designed the system."

The idea is simple but ingenious. Every CNG fuel station has a holster that the nozzle slips into when not in use. At the bottom of each holster, Williams and Whitney installed a pressure switch.

The switch is linked to a two-light traffic signal at the front of the fueling lane. When the nozzle is not in the holster,



▲ Division 7 Maintenance Manager Ron Whitney sets a CNG fueling nozzle into a holster fitted with a pressure switch. Removing the nozzle triggers a red stoplight; replacing it activates a green go-light.



▲ Service Attendant Victor Guerrero fuels a CNG bus – a safer procedure with the new fueling alert system developed by the Division 7 maintenance staff.



▲ The red stoplight, activated when the CNG nozzle was lifted off the pressure switch, indicates fueling is in process and the bus must not be moved.

the light is red. Only when the hose and nozzle are disconnected from the bus and replaced securely in the holster will the light turn green.

The system is "one more safety feature," says Whitney. A red light lets the service attendant know that something is wrong, even if the bus does start.

The system has been online for three months and is working well. According to Whitney, there have been no accidents since the system was installed.

"I was just concerned about the people I work with," says Williams.

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## On the Road: OCI Gets a New Home

By AMY HOWELL

(May 8, 2002) For a little over a quarter of a century, the employees of Operations Central Instruction (OCI) called the same place home.

OCI has been headquartered at San Gabriel Valley Division 9 in El Monte since 1977. Now, the San Gabriel Valley service sector office will occupy the site, while OCI settles in on part of the second floor of the Regional Rebuild Center (RRC).

About 20 people helped pack the contents of the original site, said OCI Acting Assistant Manager Demetrius Jones. "It took us about five days to pack."

"There goes my office," he joked, as Bekins movers loaded furniture, boxes and other contents into a large truck last Friday. Movers also were on hand at the RRC to unload the nine truckloads.

Although OCI will share space with Facilities Maintenance and ITS, instructors will have the use of six newly reconstructed classrooms that will accommodate up to 30 students each.

### No more lunch wagons

The new quarters also will provide nine offices to be shared by OCI's 19 instructors. They previously worked in a large common room. And, instead of eating from a lunch wagon, students and instructors will have access to hot lunches in the RRC cafeteria.

"It's an upgrade," said Jones, who coordinated the move.

The 21 buses and the three mechanics assigned to OCI also have made the move to the RRC.

Among the benefits of moving OCI from its remote location in El Monte is the more central location at the RRC.

"It'll be easier for the students and staff to get here," said Jones. "Half of our instructors can now take Metrolink to work."

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^ OCI Acting Assistant Manager Demetrius Jones, right, and Instructor Jorge Galvan double-check packed boxes in Jones' office.



^ Myriad OCI instructional signs are prepped for moving.



^ Bekins movers load furniture, boxes and other OCI contents into a large truck.





< San Gabriel Division Operator Jacqueline Luna

EDITOR'S NOTE: (May 9, 2002) This article first appeared in the Wednesday, May 8, issue of the San Gabriel Valley Tribune. San Gabriel Division 9 Operator Jacqueline Luna is the bus operator who outwitted the suspect.

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## Quick-thinking driver foils bombing suspect

By Ruby Gonzales, San Gabriel Valley Tribune

LOS ANGELES -- A bus driver pretended to have brake problems on Tuesday in order to stop the El Monte-bound vehicle after a passenger allegedly made bomb threats.

Witnesses told police the man also said, "Synchronize your watch, when we get to El Monte we're going to blow."

None of the other nine passengers on the Metropolitan Transportation Authority bus were injured during the 1:25 a.m. incident at Lamar Street, east of North Main Street. Los Angeles police found no bomb in the man's suitcase, just personal belongings.

Steve Harold Wilson, 46, from the Inland Empire, was arrested on suspicion of making a false bomb threat. He'll be arraigned Thursday.

He may be suffering from some type of mental condition, according to Detective Ray Morales of the LAPD's criminal conspiracy section.

"He made a number of threats to blow up the bus," Rodriguez said. "The bus driver was calm, cool and collected. ... kept her wits about her. She feigned a mechanical problem."

The driver, Jacqueline Luna of Whittier, said the man came on board wearing sunglasses and looked like the sketch of the Unabomber. He wore a hooded sweat shirt and was scraggly. He also started acting strange.

"First he pulled something from his hand like a Walkman. He pulled something out of it," Luna said.

The man started pacing inside the bus and was saying something she couldn't hear at first. Police said he was making bomb threats. One of the passengers told Luna the man had a bomb.

Luna called the dispatcher and was told to say she had a problem with the bus. She pulled over and announced there was a problem with the brakes.

"I didn't want panic in the bus," she said.

Luna went outside, looked at the bus, went back inside and told people to wait for another bus.

The man then sat in the front seat and told her he was taking the bus.

"I was concerned about the people inside the bus. I told him, 'The bus has no brakes. If you take it, you'll crash,' " Luna said.

He asked why she cared about him. Luna replied she cared about him and her passengers.

"And he said, `Because you're a nice person, I'll let everybody live today.' "

After an argument with another passenger where he allegedly threatened to blow the bus up again, the man got off. Police arrived.

Another MTA bus took the rest of the passengers.

"All my patrons were thanking me for calling the police. I wanted to thank them. If they didn't tell me, I wouldn't know," Luna said.

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## Crossroads Depot Division Operator Comes to Rescue of Ailing Colleague

By CHRISTINA ESPARZA

(May 9, 2002) When Crossroads Depot Division 2 Operator Carlos Mendizabal stopped behind another MTA bus to pick up passengers, April 25, he noticed something peculiar — the bus wasn't moving and people were waiting to get in.



> Crossroads Depot Division 2 Bus Operator Carlos Mendizabal aided fellow Operator Terrence Coleman when he found Coleman unconscious on the floor of his bus.

While he thought it was most likely a mechanical problem, Mendizabal decided to see what was happening on his leader's bus, instead of just proceeding with his route.

"I knew he was taking too long, so I went to see what was wrong," Mendizabal said. "When I went to the bus, I saw him lying on the floor."

Division 2 Operator Terrence Coleman was sprawled out on the floor of his bus. He wasn't moving. Mendizabal tried to wake him.

"I thought he was asleep," he said. "I tried to wake him up. I started shaking him and I said, 'It's time to go.'"

### His hands were cold and pale

But Coleman wouldn't wake up. Mendizabal checked his pulse and noticed Coleman's hands were cold and had turned pale white. His eyelids were twitching rapidly, although they were closed.

"I knew something was wrong," Mendizabal recalled. "I got scared. I didn't know if he was dead or alive."

Although Mendizabal was frightened, he kept his composure and contacted Bus Operations Control to send rescue vehicles immediately. Mendizabal also called Division 2 Transportation Manager Diane Frazier on his cellular phone to let her know what had happened.

Within five minutes, paramedics and emergency medical technicians were on the scene and Coleman regained consciousness. He was hospitalized at Queen of Angels Hospital until May 4.

Apparently, Coleman was not feeling well that day and had pushed the priority button for help. That, apparently, is the last thing he remembers.

### It could have gone on and on

"I feel like Operator Mendizabal saved his life," Frazier said. "He could have kept going, and the person after him could have kept going, and it could have gone on and on."

Mendizabal received the Operator of the Month Award in January, and, according to Frazier, on April 25 he proved it was justified.

"He was there, he knew what to do, he didn't panic — and he finished his assignment," Frazier said. "After all that happened, he finished the rest of the day."

Coleman's wife, Regina, thanked Mendizabal for coming to her husband's aid and, according to Crossroads Depot Assistant Transportation Manager Joseph Brown who talked to him Monday, Coleman he is grateful for the outpouring of concern that has come from the division, and thankful that Mendizabal did not assume a mechanical failure slowed his bus down.

"I feel good to have done something for him," Mendizabal said.

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### Double Celebration at South Bay Division

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South Bay employees served up commemorative plaque and decorated cake to celebrate promotion of former manager Dana Coffey.

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May 9, 2002 - Employees at South Bay Division 18 love to throw a party, and on Wednesday they had two reasons for a bash. In honor of both their former manager Dana Coffey's promotion to Service Sector General Manager and a slightly belated Cinco de Mayo, employees enjoyed delicious Mexican food and a celebratory cake. - from

*Eric Rapp*

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## Alex Baum Bicycle Bridge is newest link in LA River Bike Path

(May 10, 2002) The opening, Thursday, of a new \$2.2 million bicycle bridge jointly funded by the MTA and the City of Los Angeles is the newest link in the Los Angeles River Bike Path.

Local officials and bikers were out in force for the dedication of the 680-foot Alex Baum Bicycle Bridge that spans the LA River at Los Feliz Boulevard. The bridge is named for Alexandre Baum, 78, founder and chairman of the Los Angeles Bicycle Advisory Committee since 1973.

Baum was cited by Councilman Tom LaBonge for helping create hundreds of miles of bike paths in the city and for his efforts to "expand biking as recreation, for health and as an alternative to cars...."

"We have Alex to thank for prodding us at the MTA to fund about \$7 million for various bike projects all over Los Angeles County annually," said MTA Board Chairman John Fasana. "The Alex Baum Bicycle Bridge is today part of a 500-mile circuit that we hope to expand to 1,800 miles in the future."

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^ The Alex Baum Bicycle Bridge spans the Los Angeles River at Los Feliz Boulevard.



^ LaBonge, Baum and MTA Board Chairman John Fasana took a moment for the camera during the bridge dedication event.



^ Former LA Mayor Richard Riordan (left), Councilman Tom LaBonge, Alex Baum and Councilman Eric Garcetti celebrate the opening of the new bike bridge.



^ Alex Baum speaks at dedication ceremonies.



## Henderson says 'Farewell' to MTA after almost 30 years

PHOTO BY CHRISTINA ESPARZA

By CHRISTINA ESPARZA

(May 10, 2002) While climbing the MTA transportation ladder the last 29 years, Central City Division 1 Senior Transit Operations Supervisor Dr. Michael Henderson also managed to earn a doctorate in theology from Evangel Christian University last year.

The future minister is retiring from the MTA on Wednesday, May 15.

"The people I met and worked with helped shape me as an individual," Henderson says. "And that's what I leave with."

Since 1973, Henderson has worked as a bus operator, an instructor, an assistant manager and a senior instructor. He says the relationships he's made over the years is what he will miss the most.

Henderson also is set to receive another doctorate in religious philosophy, next month, and plans to become a full-time minister at the Strait-Way Church in Inglewood.

A celebration in his honor is scheduled for Wednesday, May 15, at Division 1 from 10 a.m. to 2 p.m.

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Central City Division 1 Senior Transit Operations Supervisor Dr. Michael Henderson retires May 15.

## APTA Committee Tasked with Developing Rail Standards

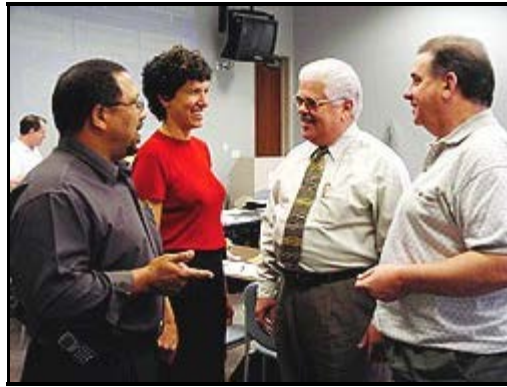
- **Meeting held at MTA**

(May 14, 2002) Tasked by the federal government to help improve rail operations safety, 25 members of the American Public Transportation Association's Rail Standards Committee wrapped up two days of meetings, Tuesday, at the MTA.

The committee's aim, says MTA Rail Transportation Director Jess Diaz, is to "standardize procedures and rules so that all properties – heavy rail, light rail, commuter rail lines – are operating in the same manner."

In addition to its concern with operating procedures, the committee investigates and reviews accidents. Establishing nationwide accident investigation guidelines, Diaz says, will help ensure that accidents are properly and thoroughly investigated whether they involve large or small rail operations.

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Taking a break from their work on APTA's Rail Standards Committee are, from left, Austin Jenkins of Santa Clarita Valley Transportation; Lisa Mancini of San Francisco Municipal Railway; Jess Diaz, the MTA's director of Rail Transportation; and Pete Tereschuck of San Diego Trolley, Inc.

## Articulated Buses Coming to MTA? Committee Will Consider

(May 14, 2002) The Board's Operations committee will consider a plan, this month, to buy 272 articulated buses for use in the San Fernando Valley and for the planned expansion of Metro Rapid service into more areas of Los Angeles.

The committee is expected to vote on a motion authorizing the CEO to solicit proposals for up to 72 CNG-electric or CNG-hybrid 60-foot articulated buses. The buses would provide Bus Rapid Transit service, beginning in April 2005, in the 14-mile East-West Transit Corridor connecting the North Hollywood Metro station and Warner Center.

The motion also calls for soliciting proposals for up to 200 advanced design, 60-foot CNG articulated buses. These vehicles would be deployed along Metro Rapid routes and other high-ridership bus lines.

The MTA expects to add six new Metro Rapid lines within 12 to 18 months, and has identified a total of 25 existing bus lines suitable for articulated buses.

"Our interest in articulated buses is due to the MTA's success with Metro Rapid and to increasing passenger loads on our regular service," says Richard Hunt, deputy executive officer, Vehicle Technology. "We need higher capacity vehicles to carry more and more passengers."

If the Board approves the articulated bus plan, the MTA will issue requests for proposals in June and could present a contract award recommendation to the Board this fall. The Operations committee meets at 1 p.m., May 15.

Although articulated buses are in operation in San Francisco, San Diego and elsewhere, they haven't been seen on the streets of Los Angeles since the late 1980s. The double-length vehicles were in use here for only about a dozen years.

"The first generation of articulated buses had technical problems that made them difficult to operate in many circumstances, especially here in Los Angeles," says Hunt, who visited transit agencies in Europe earlier this year to study the use of articulated vehicles. "Now, technology has improved significantly. They are better designed to be far more maneuverable and more reliable."

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Ten Civis model articulated buses, manufactured in France by Irisbus, will be placed in service later this year by the Las Vegas RTA. The hybrid electric-diesel vehicle has a capacity of 120 passengers.



An SCRTD articulated bus pulls out of the Greyhound depot sometime in the 1980s. The 60-foot, diesel buses entered service in Los Angeles in 1978. Built by AM General from a German design, they cost \$191,000 and seated 65 passengers.

## 'Angel in Uniform' – Operator David Lane Is a Real Lifesaver

By ERIC RAPP

(May 14, 2002) For South Bay Division 18 Operator David Lane – a Long Beach Police Reserve officer – June 21, 2001 started just like any other day.

As he was on patrol that evening, he came to an intersection and noticed a vehicle stopped across the street at a stop sign. It wasn't moving and he couldn't see anyone in the vehicle.

Moments later, a woman burst out of the driver's seat, ran to the passenger side and pulled out a small child. Lane heard her screaming something, but couldn't understand what she was saying. He ran to assist her.

"As I approached her, I could hear that she was screaming 'My baby can't breathe, my baby can't breathe, somebody help me!'", he says.

Lane picked up the child and realized that the situation was serious. "He was gone," says Lane. "His eyes were rolled back in his head and he had turned blue."

### Thought the worst was over

He quickly administered the Heimlich maneuver; the child coughed once and said "Mommy." Thinking that the worst was over, Lane set the boy down. But, although the obstruction was partly cleared, the boy still could not breathe and he fell down.

Lane picked the child up and performed the Heimlich maneuver again. It worked. "The gumball popped out right into my hand."

Paramedics later told Lane that if he'd been another 30 or 40 seconds later the boy could have died.

Since that day, Lane has received a Meritorious Award from the Long Beach Police Department, a Special Recognition Award from the Peace Officers Association of Los Angeles County, and an award from the Long Beach Fire Department.

The most thanks, however, have come from the family of Joshua Honore, the boy whose life Lane saved.

### Angel in uniform

At the Long Beach Police Department's awards ceremony, the boy's mother, Miesha Honore, said that "every single night, we bless the angel in uniform. That's our ritual."

A 27-year MTA veteran, Lane is no newcomer to saving lives. In his role as a reserve police officer, he also once saved a nine-year-old boy from drowning.

And, although he is enjoying the awards and the attention, he hasn't let the



^ Operator David Lane, a 27-year MTA veteran and reserve police officer, is credited with saving a child's life.

fame go to his head.

"I'm just happy I was there at that time," he says.

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**Bike  
to  
Work**



Mechanics Sonny Flores, Chris Hurtado, Roy Ramos and Gary Itoku of North Los Angeles Division 3 plan to ride their bicycles to work on Bike to Work Day, Thursday.

**Bike to Work Day Not Just Once-a-Year for  
North Angeles Division Mechanic Gary Itoku**

By AMY HOWELL

(May 15, 2002) Bike to Work Day – May 16 – is not just a once-a-year activity for North Los Angeles Division 3 Mechanic “A” Gary Itoku.

He rides his bike to work “at least once a week,” along with fellow Division 3 Mechanic “A”s Sonny Flores and Chris Hurtado. The trio meets at Flores’ home in La Habra and bikes to Division 3, a distance of about 25 miles. Also frequently biking to work is Mechanic “A” Roy Ramos.

Itoku drives to La Habra from his home in Chino Hills. He’s never tried riding his bike from Chino Hills to Division 3 because of time restraints and traffic conditions.

Itoku moved from Hawaii to California in 1987 and used to bike 300 to 500 miles a week. “That’s when I was in better shape,” he joked. He stopped riding his bike for a few years, but resumed after joining the MTA in 1993.

He also rides his bike on Saturdays or Sundays “or both” if he can, oftentimes along the Santa Ana or San Gabriel riverbeds. The former is about a 30-mile round trip, while the latter is about a 45-mile round trip. He described both routes as “a short distance.”

When Itoku wants to ride his bike a longer distance, he joins a group that meets annually in Rosarito Beach in Mexico and bikes about 50 miles to Ensenada.

The MTA promotes bicycle commuting as one of the ways to help reduce traffic congestion in Los Angeles. Over the years, the agency has funded miles of bike paths in the county and, most recently, helped dedicate the new Alex Baum Bicycle Bridge over the LA River, built with partial funding from the MTA.

In addition to these bicycle-friendly activities, the MTA has equipped more than 1,600 Metro buses with bike racks that

hold two bikes at a time. The agency has placed bike racks and lockers at 34 Metro Rail stations, providing parking for 596 bicycles.

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## **New Sector General Manager Tracy Daly Wants to Help 'Reinvent' MTA**

By BILL HEARD, Editor

(May 15, 2002) Tracy Daly looks forward to being a part of the MTA team. And, as one of five newly appointed service sector general managers, she will play a leading role in the development of a new way of delivering service to the customer.



Tracy Daly

"I hope employees feel excited about being part of reinventing the MTA," she says. "There's a certain pride that comes when you work on something that hasn't been done quite the same way before. You're right in the thick of making things happen. It bonds people together in a special way."

Daly – who will join the MTA May 27 – is accustomed to change. Her background includes work with a community services agency and a college foundation, chair of a planning commission, eight years with a local transit agency and two years with Metrolink. In each of these posts, she gained knowledge and experience that helped qualify her as an MTA sector general manager.

In her post as assistant executive officer at the Southern California Regional Rail Authority, Daly is second in command of Metrolink. In this position, she helped supervise some 150 employees and more than 400 contract personnel providing rail commuter services to a five-county area.

She also had day-to-day responsibility for managing the support services and technology department, which includes railroad services, contracts and procurement, administrative services, information technology and risk management.

### **Executive at SunLine**

Prior to Metrolink, Daly was assistant general manager of SunLine Transit Agency in the Palm Springs region. She oversaw a staff of 200 employees who were responsible for the administration, planning, operation and maintenance of 50 fixed-route buses and 22 paratransit vans with an annual ridership of more than 3.5 million.

She also had marketing, customer service, legislative advocacy and community liaison, among other functions, under her supervision.

Daly played a major role in SunLine's shift to CNG fuel and was a member of President Clinton's Federal Fleet Conversion Task Force. It was the first transit agency in the nation to convert 100 percent to CNG.

"What was really wonderful about the experience at SunLine was that it was a small agency in a small community and you, literally, had to do everything," Daly says.

Although her service sector assignment hasn't yet been announced, the new general manager expects to apply a spirit of service to the community in her new job.

### **More customer-focused**

"The goal of the sector concept is to take a very large operation and make it more manageable, more responsive to the community, more customer-focused," she says.

Declaring that, "I absolutely need and value," the experience of the MTA employees who will be working alongside her, Daly adds, "As a new employee coming in, it's to the MTA's advantage for me to have as seasoned a team as possible."

"I want to work closely with the employees who actually are delivering our service," she says, "to make sure their ideas are welcomed and that they know the organization cares about them."

Daly is a graduate of Colorado State University, where she earned a BA in technical journalism. She earned a master's in education at the University of Vermont.

She and her husband, Michael, a retired economic development executive, live in Mission Viejo with their dog, Kaze, and cat, Sabrina. She has a stepson, Brian, who is an advertising executive in Stockholm, Sweden. Her interests include reading on the train, movies and theater, travel and, most recently, mosaics.

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## **Dana Coffey Targets Teamwork as Theme for Sector Management**

By BILL HEARD, Editor

(May 16, 2002) In recent years, Dana Coffey has become a football fan. Not for the thrills of the bone-crunching action, but for the precise timing of the teamwork.

"I became interested in football," says the newly named service sector general manager, "after listening to a coach talk to his players talk about teambuilding and how they had to work together. Each player had a specific role, but unless each executed his responsibility, the team couldn't win the game."



Dana Coffey

Teamwork is one of the primary themes Coffey, a 26-year MTA veteran, plans to emphasize as general manager. Focusing on customer service and safety and increasing employee productivity, while constantly improving service quality and increasing ridership, are her goals.

Although her sector assignment hasn't yet been announced, Coffey looks forward to the change and plans to set a positive agenda. Working with employees, she plans to present creative ideas to enhance her assigned sector's image.

To promote and sustain development of teamwork among sector employees, Coffey sees her role as providing positive leadership and support. She intends to be constantly visible and accessible to sector employees and the general public.

### **'Best of the best'**

"We want to help our employees achieve the highest levels of performance by assisting them in obtaining the information and resources they need," she says. "Plain and simple – nothing short of the best of the best."

In return, she hopes employees will "give me an opportunity to continue to lead them toward the goal of making their sector successful and highly competitive." Achieving that goal will be demanding and will mean that each team member must shoulder more responsibility and be more accountable.

"We have a job to do and each of us has a specific role, whether it be as a bus operator, mechanic, service attendant or office staff," she says. "But, our number one product is service and our practice is safety. Those two things have always been consistent and they will remain consistent."

Coffey began her career in 1976 as an SCRTD bus operator at Arthur Winston Division 5. Over the years, she has worked at all 11 bus operating divisions.

She was promoted to division dispatcher in 1978 and then to transit operations supervisor and instructor, serving in that capacity until 1993. That year, she was named an assistant division transportation manager at Venice Division 6 and later transferred to Division 5 as a deputy service operations manager.

### **Promoted to division manager**

In 1995, Coffey worked for six months as deputy service operations

manager in maintenance at Division 5, then was promoted to division transportation manager in the hope that she could correct long-standing problems there.

As manager, Coffey initiated a new management program that led to a series of changes that improved both service and working conditions. In April 2001, she was transferred to South Bay Division 18 where she was serving when she was named sector general manager.

In these positions, Coffey managed 500 to 600 operations employees, was in charge of bus fleets of 180 to 280 coaches and as many as 28 bus lines. She also was responsible for on-time pullouts, in-service schedule adherence and the overall operation of division transportation activities.

A graduate of the Anderson School of Management's Transportation Leadership and Management Program, Coffey currently is enrolled in an accelerated management program. She also has participated in many leadership and management development programs.

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▼ Long Beach Medical Center staff and Metro Blue Line Division 11 Manager Duane Martin look on as Operator Mike Barnes demonstrates the proper way to climb into a train.

- Medical Team  
'Scopes Out'  
Metro Blue Line  
Division

by Eric Rapp



(May 16, 2002) In an effort to improve employee safety, managers at Metro Blue Line Division 11 invited a medical team to take a hands-on tour of the facility. The tour was part of the Local Safety Committee's agenda for the Safety's First program.

The Long Beach Medical Center team – Physician Assistant Joe Cerna, Nurse Carmen Flores and staff member Cynthia Perez – observed working conditions for operators, mechanics and service attendants.

By seeing exactly what employees do on the job, the medical staff will be able to better identify range-of-motion or repetitive stress injuries, as well as assess more serious injuries an employee might incur.

"This was a good opportunity for us to see what employees here do," says Cerna. "It will help us to know what really happened if someone is injured."

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▼ Physician's Assistant Joe Cerna tries the correct method to manually operate a rail switch.



▼ Nurse Carmen Flores tries out the operator's control handle to experience the range of motion needed to drive the train.



PHOTOS BY ERIC RAPP



## Los Angeles County Using More and More Public Transport

By ERIC RAPP

(May 17, 2002) New MTA ridership data shows that more and more, Los Angeles commuters are choosing to use public transportation.

^ Metro Rapid links commuters to Metro Red Line in the San Fernando Valley.

As reported in the Los Angeles Times on May 15, data from the 2000 Census indicates the percentage of Los Angeles commuters who rely on mass transit is double the state average. And Los Angeles has fewer cars per household than other big cities in Los Angeles.

This data should come as no surprise to those who have been following the MTA's transit ridership figures. Metro Red Line daily boardings rose 61 percent in 2001, while the number of bus riders increased by 11.7 percent in the same period.

More growth is on the horizon. With the recent expansion of Metro Blue Line platforms to accommodate three-car trains and the opening of the Metro Gold Line to Pasadena scheduled in July 2003, more and more commuters can choose to leave their car at home and ride the Metro system.

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## TOWP Policy Change Relaxes Vacation Usage Requirements

- Online: [Time Off With Pay policy](#)

(May 17, 2002) As the result of a change in MTA policy, non-contract employees no longer will need to figure out how much vacation time they are required to take each year.

The change in the Time Off With Pay policy, effective immediately, abolishes the mandatory annual requirement that employees must use 80 hours of vacation and 64 holiday hours – a total of 144 hours.

“While we believe it is in the best interest of employees to take their vacation and holiday time,” says Aida Lagrimas, acting director of Human Resources, “we realize that the old policy created difficulties, especially for Operations, which provides services 24 hours a day, seven days a week.”

In addition to causing problems for employees who often were trying to manage their working hours and vacation time, the old TOWP policy was labor intensive for Human Resources, ITS and Payroll, which were inundated with exemption requests and accrual calculations at the end of each fiscal year.

The TOWP policy still includes a three-year cap on the maximum accrual of hours. And an employee who intends to cash out TOWP hours must first use up at least 80 vacation hours in the 12 months preceding cashout and must leave 160 hours in the TOWP bank.

“This policy change should benefit non-contract and AFSCME employees,” says Lagrimas. “They’ll have more flexibility in deciding whether to use the time, how much time they want to use, and when they want to take their vacations in coordination with their supervisors.”

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## Danger on the tracks >



▲ Gates protecting the pedestrian crossing at the Artesia station are fitted with warning signs.



▲ A pedestrian enters a gate fitted with a warning sign at the Artesia station.

PHOTOS: ERIC RAPP

## Train jumpers risk lives to save minutes

By ERIC RAPP

- [Activist captured action on video](#)

(May 21, 2002) The MTA is currently making efforts to put a stop to a potentially deadly practice – “train jumping.”

The dangerous situation arises when Union Pacific freight trains stop for prolonged periods in Compton and in other areas along the rail line. The trains often block grade crossings near Metro Blue line stations or at the intersections where the UP tracks cross Vernon and Florence avenues.

Frustrated pedestrians, stuck on the other side of the tracks, sometimes jump over or crawl under freight train car couplings to get to the Metro Blue Line platform or to cross the street.

Freight trains are often nearly a mile long, and the engineer – who has no way of knowing that people are climbing on the train – may start the train at any moment with no warning. Those who may be caught on or under a car coupling are in serious danger.

Worse yet, some people jump off freight train cars without looking and run right onto Metro Blue Line tracks, possibly into the path of speeding trains. In 1998, a fatality resulted from this very situation.

### Activist captured action on video

Recently, community activist Gary Jacobs brought the problem to the attention of local news producers for KCOP-TV, Channel 13. The station showed Jacobs' home video of people climbing over train couplings to MTA Director of Rail Operations Jess Diaz.

The MTA has responded to the problem by getting the word out. Public Affairs officers have distributed flyers in the community and on Metro Blue Line trains and platforms. Large graphic signs have been erected at the Artesia station.

Procedural changes also have been instituted on Metro Blue Line trains as well. Now, when approaching grade crossings that are blocked by freight trains, operators must stop before entering the crossing.

▼ Scenes from home video shot by community activist Gary Jacobs, aired on KCOP Channel 13 News, show people “train jumping” near Metro Blue Line's Artesia station.



Additionally, says Vijay Khawani, Director of Rail Operations Safety, MTA officials met with Union Pacific representatives to try to find a solution to the problem.

"We showed the video to them," he says. "They will try to work internally to change the way they run trains in the area."

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## Bus Operator and Soul Singer, Hank Dixon, to Perform in England

By AMY HOWELL



- East Valley Division 15 operator Hank Dixon is tenor vocalist, and an original member, of The Originals, a soul vocal group that formed in the late 1960s and is still going strong today.

(May 22, 2002) East Valley Division 15 Bus Operator Hank Dixon soon will be packing his bags for England.

He's not going as a vacationer, though. He's going as an Original.

Dixon is one-fourth of The Originals, a soul vocal group with roots that date back to 1969 when their hit song, "Baby, I'm for Real," topped the R&B charts.

The Originals will be headlining at the Ritz in Manchester, England May 30 to June 4.

"It'll be our first time in England," said Dixon, who serves as the group's tenor vocalist. "I hear we're quite popular over there, so it's quite a thrill to be going."

The Originals got their start on the road to stardom at Motown Records. "We just started doing all the background vocals for Motown until Marvin Gaye heard us," said Dixon. "He penned our hit."

"As soon as the radio stations started playing it, it just busted wide open," Dixon said. "It was the first hit we had."

The Originals' scored their second hit in 1970 with "The Bells."

### Toured with Temptations, Diana Ross

In those years, the group toured with such notable acts as the Temptations, Diana Ross and the Supremes and Bobby Taylor and the Vancouvers.

Currently, The Originals work with Alan Beck, promoter of the Slow Jam concert series. The group also recently appeared on PBS's Oldies But Goodies show, which aired April 29 through May 2.



 Click on image to view.

Today's lineup of The Originals includes, from left: Walter Gaines, Freddy Gorman, Terrie Dixon and Hank Dixon. Below, the original "Originals."



The Originals soul group, as shown on an early album cover, are, from left: Freddy Gorman, Walter Gaines, C.P. Spencer and the MTA's Hank Dixon.

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You can find more information about [The Originals](http://www.cdnow.com) online at [www.cdnow.com](http://www.cdnow.com)

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The other members of The Originals include original members Freddy Gorman and Walter Gaines, as well as Dixon's daughter, Terrie, who joined the group after original member C.P. Spencer retired.

"She just fell right in," said Dixon, of his daughter. "The audience has been really accepting of her."

Dixon himself joined the group after serving in the Army for eight years. "I got in touch with my old buddies and they were looking for another singer," he said. "So I got the job. It was like perfect timing."

### **Background vocalists**

Before his stint in the Army, Dixon actually had already joined forces with Gorman, Gaines and Spencer—first, as The Five Stars, and later, as The Voicemasters. In both cases, they served as background vocalists for Motown Records' recording artists.

When Dixon returned from his military duties, The Voicemasters were still around, but the group soon evolved into The Originals.

Currently a resident of Palmdale, it was Motown that brought Dixon to Southern California. When Motown moved its offices from Detroit to Los Angeles, Dixon went, too. He said he was "trying to be a star" by "following the brass ring."

In addition to daughter and group mate Terrie, Dixon also is father to daughter Tammy and son Anthony. He has been married to his wife, Ella, for 43 years.

The Originals have just recently started to experience greater success. This works in his favor, since Dixon, an operator for just over 21 years, plans to retire in 2003.

"If we keep our health and strength, that's all we need. I think everything else will work out fine."

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## Injured Worker Advocate Can Cut Workers' Comp Red Tape

By BILL HEARD, Editor

(May 22, 2002) An employee is injured at work, goes to the doctor and is kept off the job for a period of time. The employee files a workers' compensation claim, but there's a snag, a delay, frustration. What now?

Now, the employee can contact the MTA's new Injured Worker Advocate – a neutral third party who has the authority to investigate and resolve problems involving workers' comp claims.

The Injured Worker Advocate can help expedite claims processing, ensure that employees receive quality medical care and see that employees' workers' comp questions are answered promptly and completely.

A panel that included both union and MTA staff selected Suzanne Marshall, a rehabilitation counselor with more than 20 years' experience in many areas of practice, as the Injured Worker Advocate. Her activities are partially funded by an 18-month, \$125,000 grant from the Federal Mediation and Conciliation Service.

"We feel it is important for our members to know that there is someone who will be concerned about their rights and their welfare," says UTU General Chairman James Williams, who sat on the selection panel. "It's a step that has long been necessary in dealing with the workers' comp situation."

### Vocational rehabilitation counselor

Marshall worked in Pennsylvania for a number of years as a case manager for workers' compensation, vocational rehabilitation and physical therapy organizations.

At the University of Pittsburgh Medical Center, she assisted stroke victims, traumatic injury patients and patients with chronic conditions who required special help or equipment to remain on the job.

After a move to California in 1991, she managed health and rehabilitation services for an insurance company, American International Group, and later was an employment risk consultant for Marsh & McLennan Companies.

"We believe we've selected a person who will look after the membership and steer them in the right direction," says ATU President Neil Silver. "She's the person to bring the MTA's workers' comp litigation costs down, while alleviating the membership's frustration."

"TCU officials believe the Injured Worker Advocate will be able to help employees get through the nightmare of the worker's compensation system," says TCU Division Chairman Ray Huffer. "We recommend employees call her with any questions or problems with an industrial injury."

### MTA staff handles claims



**Suzanne Marshall**

For questions about the Injured Worker Advocate program, or assistance with a workers' compensation claim, employees can contact Suzanne Marshall at 922-2734, e-mail [marshalls@mta.net](mailto:marshalls@mta.net) or page her at 213.530-9533

In addition to hiring an Injured Worker Advocate, the MTA is handling workers' comp claims with its own staff, instead of using an outside contractor to process claims as it had in the past.

"Employees often didn't understand the process of filling a claim or felt their needs and concerns weren't being addressed," says Marshall, who was a member of Pennsylvania Social Services Union, Local 668, for 14 years. "These were some of the reasons the unions wanted to have an injured worker advocate."

Under the new service sector concept, workers' comp analysts also will be assigned to each sector to provide direct assistance. But, if a situation arises that bogs things down for an employee, Marshall can help.

"I was given very clear directives and assurances before I took the job that it would be independent," she adds. "I'll have the flexibility to cross the boundaries of bureaucracy and cut through some of the red tape, and I've been assured by all parties that will happen."

The biggest plus of the Injured Worker Advocate program for employees, according to Marshall, is that, "they can come to me and get the extra help they normally would go to a lawyer to get. They won't have to pay a lawyer because my services are free of charge."

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UPDATE

## MTA Board Adopts FY 03 Budget

### MTA FY 03 Budget Cuts Costs, Delivers More Service

- [More than \\$1 billion for Buses](#)
- [Paratransit Gets Increased Subsidies](#)
- [Funding for Street and Highway Programs](#)
- [Metro Rail Service Expands](#)
- [Debt Service Reduced](#)

By MARC LITTMAN

(May 23, 2002) The MTA will spend \$126 million less in the fiscal year beginning July 1 than the current year's budget, yet deliver more bus and rail service.

The FY 03 budget adopted, today, by the MTA Board does not include a fare increase and will be more responsive to local communities.

The \$2.6 billion budget is balanced. CEO Roger Snoble said the \$126 million reduction will be achieved by reducing administrative overhead, driving down Metro Bus and Rail operating costs, and reducing worker's compensation expenses with an aggressive safety management plan.

"By controlling costs, we will be able to deliver a record amount of bus and rail service next year as well as fund new street and highway and other regional programs," Snoble noted. "We also will decentralize Metro Bus operations into five Community-Based Transit sectors in an effort to provide better customer service and be more responsive to local communities."

### More than \$1 billion for buses

Bus operations will remain the highest priority in FY 03. The MTA will spend 46.8 percent of its budget (\$1.216 billion) on MTA bus operations and capital and municipal bus operator subsidies as well as paratransit service for the disabled who cannot use the regular fixed route transit system.

The MTA will operate a record amount of Metro Bus and contract bus service in the next fiscal year. The budget calls for 7,542,000 revenue service hours, up

[More> MTA Budget Online](#)

[Proposed Budget Summary for the Fiscal Year Ending June 30, 2003](#)

### FY03 Budget Highlights

#### > More than \$1 billion for buses

Bus operations will remain the highest priority in FY 03. The MTA will spend 46.8 percent of its budget (\$1.216 billion) on MTA bus operations and capital and municipal bus operator subsidies as well as paratransit service for the disabled who cannot use the regular fixed-route transit system.



^ One of new MTA fleet of clean-air CNG-fueled buses.

#### > Street and highway programs

The second largest slice of the budget pie -- \$497 million or 19.1 percent -- is for highway and other regional transportation programs, such as freeway carpool lane construction, freeway sound walls, street widening, better traffic signal coordination, grade separations at railroad crossings, bikeways, ride-sharing incentives, shuttles, and other local transportation programs.



^ Computer-enhanced artist's rendering of the 3rd St./Rowan Avenue station of the Eastside extension.

#### > Metro Rail service

The next biggest portion of the draft MTA budget -- \$422 million or 16.2 percent -- is for Metro Rail operating costs and construction. This includes funds to start construction next spring



56,411 hours from the current year. However, the cost of Metro Bus operations is projected to drop to \$98 an hour from \$98.44 an hour today despite higher labor costs including rising premiums for health care.

for the Eastside extension of the Metro Gold Line from Union Station in downtown Los Angeles to Atlantic and Beverly.

The MTA is eliminating administrative positions as one way to drive down operating costs. The agency also will seek to shave \$8.3 million from this year's estimated workers compensation costs in FY 03 with an aggressive Safety's First campaign to reduce accidents in the work place.

Included in next year's budget are plans for the five Community-Based Transit sectors and expanding Metro Rapid bus service on Vermont and South Broadway, the first of 23 new Metro Rapid lines that will be phased in over the next several years.

The budget also includes money for bus projects in the Mid-City/Westside corridor. A new regional pass good for travel on all Metro buses and trains and 11 municipal bus lines also will debut in FY03. Construction of a 14-mile busway connecting Warner Center in the West San Fernando Valley and the North Hollywood Metro Rail station will commence next spring and should be completed two years later.

The EZpass is a forerunner of an electronic universal fare system (UFS), which should be in place within three years. Funds to procure the UFS system are included in the MTA's FY 03 budget.

### **Funding for street and highway programs**

The second largest slice of the budget pie -- \$497 million or 19.1 percent -- is for highway and other regional transportation programs such as freeway carpool lane construction, freeway sound walls, street widening, better traffic signal coordination, grade separations at railroad crossings, bikeways, ride-sharing incentives, shuttles, and other local transportation programs. It also includes funding for the Metro Freeway Service Patrol to help stranded motorists.

### **Metro Rail service expands**

The next biggest portion of the MTA budget -- \$422 million or 16.2 percent -- is for Metro Rail operating costs and construction. This includes funds to start construction next spring for the Eastside extension of the Metro Gold Line from Union Station in downtown Los Angeles to Atlantic and Beverly.

That leg should be completed in 2008 and will connect at Union Station with the Metro Gold Line extension to Pasadena scheduled to open in mid-2003. The MTA's FY 03 budget includes \$16 million to test the new Pasadena line next spring and hire and train operators and mechanics to run it.

The budget calls for 573,000 Metro Rail revenue service hours, up 29,000 hours from the current year. Metro Rail will cost \$267.81 an hour to operate, down from \$269.76 this year.

As Metro Rail expands, the cost per passenger mile has become cheaper than transporting bus passengers: 35 cents for rail versus 43 cents for bus.

In addition, in FY 03 the MTA will contribute \$38 million, or 1.4 percent of the budget, to the Metrolink commuter rail operation.

### **Paratransit Gets Increased Subsidies**

The FY 03 budget also will fund an array of other transportation programs including subsidies for curb-to-curb paratransit service for the disabled who cannot access regular fixed route public transportation. The spending plan proposes \$67.2 million next year, an increase of \$8.6 million from this year.

### **Debt service reduced**

MTA's debt service next year will be \$315 million, 12.1 percent of the total budget, down from \$339 million this year.

Rounding out the FY 03 budget are expenditures for other governmental programs such as transportation planning, the MTA's Customer Information service, and maintenance of regional busways. These expenditures total \$111 million or 4.3 percent of the total budget.

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## **Deputy's Routine Fare Check Foils Robbery - Then He Runs Relay Race**

(May 23, 2002) A routine fare check by a deputy sheriff patrolling the Metro Green Line, May 17, foiled a get-away by an armed robber who had stolen a bicycle.

Deputy Albert Calibet of the Sheriff's Transit Services Bureau was on duty at the Wilmington station when he saw an 18-year-old man pushing a bike toward him. Calibet asked to see his ticket.

As the nervous teenager produced his fare, two other young men shouted from a distance that they had just been robbed. Calibet quickly detained the suspect, searched him and recovered a small semiautomatic pistol. Other deputies were nearby and came to provide backup for Calibet.

The deputies booked the unhappy suspect for armed robbery and returned the bike back to its grateful owners.

But Calibet's eventful day wasn't over. After finishing his shift at 2:30 a.m., he joined Sheriff's Transit Lt. Mike Herek, Deputies Amore Smith, Ban Nguyen, and Matt Haire later in the morning to participate in the annual Peace Officers Memorial Run.

Joined by co-workers, family, friends, and neighbors on bicycles and the Sheriff's Transit motorcycle escorts, the team carried the memorial torch from Compton Courthouse to the Century Sheriff's Station.

The annual memorial relay, which pays tribute to peace officers who have given their lives in the line of duty, included participants from all area police departments and Sheriff's stations as it wound through some 300 miles of Los Angeles County.

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Information for this story was provided by  
Sheriff's Lt. Michael J. Parker of the Transit Services Bureau.

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> Volunteer judges develop a true appreciation of the art of bus operation from a unique perspective.



PHOTO BY BRENT ZERGER

## Volunteer Judges Needed for Bus Roadeo Competition

(May 23, 2002) With the MTA Bus Roadeo scheduled Saturday, June 22, Metro Operations is recruiting employees to act as judges for the annual event. This year's champions will represent the MTA at the International Bus Roadeo in Las Vegas.

Judges are needed for preliminary bus driving competitions beginning Wednesday, June 12, through Saturday, June 15, at Santa Anita Race Track, Gate 6. The site is located just off Colorado Place in Arcadia. UTU and ATU personnel are not eligible to judge the event.

Typically, the competition begins at 8 a.m. and lasts until about 3 p.m. each day. Volunteer judges will receive a 2002 Roadeo baseball cap, T-shirt and lapel pin.

Volunteers must submit their names and available workdays by Friday, May 31, to Leslie Wilson at 922-4932 or by e-mail. Employees may contact Frank Cecere at 922-6772 for further information.

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### ... A Hoot and a Holler!

GO TO> [metro.net report](#) from last year's volunteer judges...

Laurie Garris and Brent Zerger, both former Public Arts Officers in Metro Art, volunteered as judges for last year's MTA Bus Roadeo. In the article, they describe their experiences at the Roadeo preliminary competition.

## Weekend Warriors

- **With sword and shield in hand, these employees recreate a medieval world.**  
by Christina Esparza

(May 24, 2002) Sword fighting and crossbow shooting. Calligraphy and candle making. While learning these lost medieval arts and recreating Middle Age battles, some MTA employees are giving a different meaning to the term "weekend warrior."

Two such employees are Gateway Division 10 Assistant Transportation Manager Susan Harvey and Central City Division 1 Transit Operations Supervisor Thomas Mattocks. They belong to the Society for the Creative Anachronism, a 50,000-member group dedicated to bringing the Middle Ages alive.

"It was started a little over 35 years ago in the city of Berkeley," Harvey said. "Some people had a medieval theme wedding, and they had games. Apparently it went over so well, somebody said, 'Well, why don't we do this again?' Thus, it was born."

Mattocks learned about the SCA about 13 years ago while reading an article in the Los Angeles Times titled, "10 Fun and Interesting Things to do During the Summer." People on weekends would get dressed in medieval garb, fight fake wars and have celebrations.

"I thought, 'Interesting, these people dress in funny clothes and beat each other up. OK, that's not for me,'" he said. "Three months later, I actually saw one of the events where all the women were dressed up and the men were carrying swords. I stopped, got some information and got involved in it. I got drawn into it a little at a time."

About 2 ½ years ago, Mattocks introduced Harvey to the society.

"My husband passed away a little over three years ago, and after a while Thom said, 'Look, it's time for you to get out, meet people, get a life,'" Harvey said. "So he brought me to some events and I found them fascinating."

### Find your inner Middle Ages persona

Modern-day medieval fighters use rattan, a bamboo-like material, to make fighting swords and hammers. They also have padded armor that protects the kidneys, neck and face. Members of the society create their own personas, rather than assuming an identity of an actual historical figure, and the wars fought are not reenactments.

"You can't be Henry VIII," Harvey explained.



▲ Central City Division 1 Transit Operations Supervisor Thomas Mattocks is dressed as Lord Cedric Myles Madoc, Esq., his persona in the Society of the Creative Anachronism.

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**You, too, can be anachronistic on the weekend:** Discount tickets for the Renaissance Pleasure Faire, albeit Elizabethan, are available at MTA's [Employee Center](#).

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Try this at home...  
More> [www.sca.org](http://www.sca.org)



▲ Gateway Division 10 Assistant Transportation Manager Susan Harvey shows the dress she wears as Cassandra O'r Gwaun, her persona in the SCA.

"This is as if the Middle Ages were still happening. The wars themselves are various scenarios that are set up. We differ from the Civil War [reenactments], where no matter what you do, the North wins. With us, we don't know who wins."

Not only does the society recreate the Middle Ages by "fighting" wars, its members also learn medieval arts, including calligraphy, leatherwork, woodwork, making soap and swords, among other things.

"I made my belt, my wallet and my key chain," Mattocks said.

By being required to study in order to develop their personas, the SCA has helped Mattocks and Harvey learn a lot about history. Mattocks, for instance, wanted to incorporate the Mongols' invasion of Europe in his persona's history.



▲ Sword used in SCA wars are made of rattan, a bamboo-like material.

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PHOTOS: Christina Esparza

#### **A different historical perspective**

"In the United States, we don't cover that history," he said. "There's a lot of things that other peoples and other nations should get a lot of credit for that we don't know because we never teach it here in the U.S."

Learning history, Mattocks said, also helps understand the present.

"You get a better understanding of some of the conflicts going on today, especially in the Middle East," he said. "They date all the way back to this period of time. There hasn't been a period of time where there hasn't been unrest and it's all dated back to this period in history."

Harvey sees the SCA as a nice, educational getaway.

"You learn so many new things. I've always been one to want to learn," she said. "I get away from work, I get away from pressure. I get to be with

friends, spend a lot of time outdoors. There's almost nothing you can't learn here because everybody is so willing to teach."

"There's a lot of camaraderie, a lot of sportsmanship, a lot of teamwork," added Mattocks. "It's like a giant family. You get out of it what you put into it. I don't see any reason to quit, period."

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## Operators Use Ministry Skills to Help Co-workers

By CHRISTINA ESPARZA

(May 28, 2002) When bus operators at Central City Division 1 have personal or professional problems and are in need of guidance, or even just a listening ear, two of their fellow operators are ready for their call.

In fact, it's actually their job.

Bus Operators Earl Franklin and Richard Powell are both ordained ministers and often work as counselors to their fellow employees.

"Both operators are leaders in the division," said Central City Transportation Manager Sonja Owens. "Whenever problems arise with the other operators, they act as my liaisons. Sometimes, operators are intimidated by management and they need someone to lean on. They defuse a lot of negative things in the division."

Franklin decided to become a minister about 14 years ago. After being an Army Reservist and earning the Army Achievement Award five times and the coveted Meritorious Service Medal, he was contemplating becoming a police officer.

"I had a decision to make," Franklin said. "Do I want to take lives, or do I want to save lives? So, I chose religion over becoming a police officer."

### Performs wedding ceremonies

While working as a part-time minister at Christ Church in Los Angeles, he visits hospitals, performs wedding ceremonies and delivers the eulogies at funerals.

In fact, Franklin recently eulogized a woman who made a special request for him after he had spoken at her husband's funeral.

"That made me feel good," he said.

Powell has been a pastor at Blessed Assurance Christian Church for four years now, but he found faith when he was much younger.

At 19 years old, Powell found himself hanging out with a gang and going down a dangerous path. But, one day a pretty girl asked him to attend church with her.

"I went there basically to see her," Powell said with a laugh. "But, soon, I started to go to listen."

### Organizes youth programs

Now, Powell, who currently runs the church out of his home while looking for another building, organizes marriage retreats and youth summer programs, which deal with drug and promiscuity issues.

Central City Transportation Manager **Sonja Owens**, center, says Bus Operators **Earl Franklin**, left, and **Richard Powell** use their skills as ordained ministers to help keep the lines of communication open between operators and management.



"I take enjoyment in knowing I could help people with personal problems," Powell said. "It's a better way to look at life."

The two operators convey to their co-workers that they are there to help, and often get taken up on their offer. Both say co-workers often call them at home when they have problems — regardless of denomination.

"Whatever religion you're in, you have to answer to a higher being," Powell said. "You've got to have faith. Without faith, you won't have answers or comfort."

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## **metro.net to publish list of 2002 graduates**

(May 28, 2002) Are you graduating from college this year? Is your son or daughter graduating from high school this year? If you or a member of your family is graduating from college, vocational school or high school this year, MTA and your coworkers want to know!

*metro.net* is planning to publish a list of all 2002 graduates who are employees or close family members of employees. If you would like yourself or your child or grandchild to be recognized on the list, please fill out the form now being distributed to operating divisions and departments.

At MTA Headquarters, forms will be available in the Library, the Employee Center and in the lobby of the cafeteria. The graduation list will be published on June 26, 2002, so be sure to submit your information before June 19.

If you can't find a form and would like to request that one be mailed or faxed to you, please call Eric Rapp at 922-4364.

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◀ Ed Kichi, right, came to the aid of his colleague, Ed Velasquez, who suffered a seizure at work and lost consciousness.

## Colleague's Quick Thinking Helped Save a Co-Worker's Life

By ERIC RAPP

(May 30, 2002) Contract Administrator Ed Velasquez was working in his cubicle at MTA Headquarters, April 1, when he suffered a sudden seizure and lost consciousness.

"I was on the phone talking to a law firm," he says, "and the next thing I knew I was in the hospital."

Fortunately for Velasquez, a colleague – Senior Contract Administrator Ed Kichi – was the first person able to help. He knew right away that the problem was serious. "Ed was turning colors and he had no pulse."

Using training he had received in the Marine Corps, Kichi quickly stabilized Velasquez and administered CPR. "There was no hesitation," he says. "I never gave it a second thought."

Kichi was able to revive Velasquez and start him breathing again. Mark Penn and Steve Goodwin, also of the Contract Administration department, helped move Velasquez onto his side so he could breathe more easily.

When emergency medical technicians arrived, they credited Kichi's quick action with saving Velasquez's life.

The MTA Board later recognized Kichi with a Resolution of Appreciation for his courage and compassion in helping to save the life of his co-worker.

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## Metro Gold Line Construction Proceeding after PUC Decision

(May 30, 2002) With the recent favorable ruling by the California Public Utilities Commission, construction on the Metro Gold Line to Pasadena is proceeding rapidly with just 13 months to go before its opening in July 2003.

The rail line is "a little better than 50 percent complete," according to a construction authority official.

The Chinatown aerial structure, which rises just northwest of MTA Headquarters, is virtually complete and crews are laying track along the guideway, as well as elsewhere along the 13.6-mile line.

In August, the construction authority plans to begin running test trains on tracks laid in the median of the 210 Freeway.

Construction at 21 rail crossings was interrupted for four months while the PUC pondered whether to require the construction authority to build above-ground or below-ground structures. On May 16, the commission decided that construction could proceed as planned at those intersections.

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Photos: Nate Bagueio



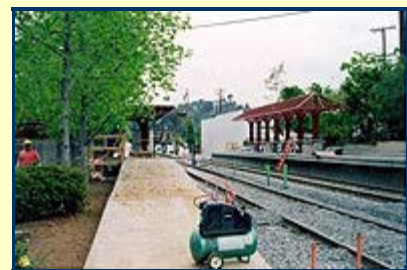
Construction workers tie reinforcing steel for the emergency walkway on the Chinatown aerial structure.



Plastic covers a freshly painted structure on the station platform at the Sierra Madre Villa station.



Crews work on the track installation in the north portal of the Figueroa grade separation.



The roof of the canopy at Mission station in South Pasadena will be finished with copper shingles within the next week.



< The members of the MTA Security graduating class are, from left, Martin Macias, Hector Guevara, Leslie Gary, Gloria Garcia, Anthony Hoang, Antonio Agacer, Emmanuel Anyanwu, Regino Atienza and Ruel Magsanoc.

### MTA Security Force Welcomes 9 New Officers

(May 30, 2002) Nine new officers, who graduated May 22 from a 16-week training course, have taken their places in the MTA's 104-member security force.

Sharing top honors and the title of class president were officers Martin Macias, Leslie Gary and Anthony Hoang. Graduating in the class were Antonio Agacer, Emmanuel Anyanwu, Regino Atienza, Hector Guevara, Gloria Garcia and Ruel Magsanoc.

The nine officers completed a total of 320 hours of training that covered the state penal code, MTA policies and procedures, patrol procedures for bus and rail facilities, community relations, weapons and physical training. Lt. Richard Beardslee coordinated the training program.



Leslie Gary, who shared top class honors with two other officers, is congratulated by, from left, Paul Lennon and Dan Cowden of MTA Security.

In addition to providing security for MTA Headquarters, security officers also are assigned to patrol Metro Rail lines and Metro Bus operating divisions.

They also provide protection for revenue collection personnel and staff special security assignments for film crews and during the New Year's Day activities at the Rose Bowl, and other special events.

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## Guide Dog Puppies to Ride the Metro Rails

(May 31, 2002) They'll be four-footed and maybe a little clumsy, but the group of 20 puppies will be welcome guests this weekend aboard Metro Rail trains.

The puppies and their trainers from the LA Southwest Guide Dog Puppy Raisers and similar organizations from the South Bay, Lakewood, Riverside and Orange County will be participating in the seventh Annual Olvera Street Puppy Walk. The purpose is to train guide dogs how to use public transportation.

The group will board the Metro Blue Line in Long Beach, Saturday morning, for downtown Los Angeles, where they'll transfer to the Metro Red Line. Disembarking at Union Station, they'll visit Olvera Street.

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Visit the L.A. Southwest Guide Dog Raisers website at [www.guidedogpups.com](http://www.guidedogpups.com)



Guide dog puppy in training rode Metro Rail from Long Beach to Union Station to hone his canine obedience skills and get used to a public transportation environment. Below, the group that included 12 guide dogs and 25 trainers arrive at Union Station as part of the annual Metro Rail excursion in 2001.





## Procurement's Rudy LeFlore Named Chair of APTA Subcommittee

By DAVID VILA

(May 31, 2002) Rudy LeFlore, director of MTA Procurement Process Quality, has been named chair of a new APTA subcommittee, the Procurement Efficiency Working Group.



Rudy LeFlore will chair APTA's Procurement Efficiency Working Group.

The new subcommittee was created at the most recent APTA Bus and Paratransit Conference, held in Minnesota. The MTA's Procurement and Material Management department initiated the idea earlier this year and invited 22 of the nation's top transit agencies to participate in forming the subcommittee.

Some of the goals discussed during a meeting in Los Angeles included developing common performance measurements, identifying successful practices of streamlining procurement operations, and developing tools to improve procurement and selling practices in the transit industry.

"There are a number of private sector innovations that can be implemented by transit agencies to the benefit of the public," says LeFlore. "This forum will help us ensure we focus as an industry on preserving our supply base, reducing the cost of our services and focusing on the value that we bring to our respective agencies."

The subcommittee will analyze successful business practices to develop recommendations for a more streamlined and cost-effective procurement process for the transit industry. Its first report is expected by the end of this year.

Other committee members include representatives from transit agencies in Houston, Philadelphia, Minneapolis, New York City, St. Louis, Dallas and Washington D.C.

LeFlore joined the MTA in 1998. He was chosen to chair the new subcommittee because of his strong background in private sector procurement efficiencies. He was previously the senior manager of Purchasing at Boeing, where his division received the prestigious Malcolm Baldrige Quality Excellence Award.

He also was senior manager of Operations and Integration in the Employee Involvement Office at Boeing, where he was responsible for deployment of high performance work systems and self-directed work teams.

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