

Metro Report Archives

January 2003 Articles

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[New Pedestrian Bridge](#) (Jan. 31, 2003) Lights add sparkle to a new pedestrian bridge over Metrolink's Moorpark Line tracks at Willis Avenue in Van Nuys.

[MTA Board Appoints William Waters as New Inspector General](#) (Jan 30, 2003) The MTA Board has appointed William Waters as the agency's new Inspector General, replacing Arthur Sinai who retired last year.

[Mayor of Seoul](#) heads Korean delegation on tour of MTA (Jan 30, 2003) Westside/Central General Manager Tracy Daly gives visiting transportation officials a whirlwind tour of transit operations, Metro Rapid, Hollywood and the Metro Red Line.

[Board Will Take Another Look at Security Contract Proposals](#) (Jan. 29, 2003) The MTA Board is expected to take another look in February at a staff proposal to award an exclusive \$47.2 million contract to the Sheriff's Department for security on the Metro system.

[January Update: Board's Votes Covered Range of Transit Issues, Facilities Needs](#) (Jan. 28, 2003) The MTA Board approved motions at its Jan. 23 meeting that covered a range of important transit issues, but also focused on improving bus maintenance facilities.

[Sworn In](#) : MTA Board Secretary Michelle Jackson administers the oath of service, Jan. 17, to members of the newly formed South Bay Sector Governance Council.

[MTA Board Approves 9-Member SGV Sector Governance Council](#) (Jan. 24, 2003) The MTA Board of Directors approved the formation, Thursday, of a nine-member Governance Council for the San Gabriel Valley service sector.

[MTA Board Approves Purchase of 70 More High-Capacity Buses](#) (Jan. 23, 2003) Taking advantage of an option to purchase more high-capacity buses, the MTA Board today approved the acquisition of 70 additional 45-foot "Compo-Bus" coaches.

[Transit Policing. Metro Gold Line 'Quiet Zones,' on Board's Agenda](#) (Jan. 22, 2003) The MTA Board is expected to vote, Thursday, on a motion authorizing the CEO to negotiate with the Sheriff's Department and with the LAPD to provide transit community policing services.

[Segue to Segway at Gateway](#) (Jan. 22, 2003) Segways soon will be turning heads as MTA's Security and Law Enforcement units– the LAPD, LA County Sheriff's department and MTA security – prepare to incorporate them into their daily patrol at various locations.

[INSIDE STORY 2 MTA Employees Recall Metrolink Collision in Burbank](#) (Jan. 21, 2003) It was Monday morning, Jan. 6, the start of a new week and Dana Woodbury was annoyed. He had just missed his 7:45 a.m. commuter train from Canyon Country into Union Station.

[Officials Launch Start of Construction of San Fernando Valley Metro Rapid Transitway](#) (Jan. 21, 2003) MTA kicked off the San Fernando Valley Metro Rapid Transitway project, Friday, at a construction site in Van Nuys during a media event that drew a number of local, state and federal officials.

[MTA Kicks Off Transitway Project in San Fernando Valley](#) (Jan. 17, 2003) MTA kicked off the San Fernando Valley Metro Rapid Transitway project, Friday, at a construction site in Van Nuys during a media event that drew a number of local, state and federal officials.

[Acts of Courage: Remembering MTA's Heroes of 2002](#) (Jan. 16, 2003) In 2002, many MTA employees took extra measures to help their customers by offering superior service and

personal assistance.

Year's Top Stories - Fast-Paced, Productive and Precedent-Setting, 2002 Will Make MTA History (Jan. 14, 2003) The agency set a new direction with the inauguration of five service sectors charged with bringing bus service closer to the people of the communities MTA serves. Launched in July, the new sectors quickly began making improvements in customer service.

Committees Consider Transit Plan, New Buses, Parking Policy at January Meetings (Jan. 10, 2003) A regional transit plan, the purchase of 70 new buses and a policy to govern the Metro system's 15,000 parking spaces are among more than 40 items to be taken up in January by MTA Board committees.

Orientation Meeting / South Bay Governance Council Meets MTA (Jan. 10, 2003) "We welcome you to MTA," said Maria Guerra, MTA chief of staff, as she addressed the first meeting of the South Bay Governance Council.

Honda vs. Jaguar Collision Takes Out Service Center Window (Jan. 9, 2003) At approximately 10 p.m. on Dec. 8, an out-of-control car crashed into the MTA Customer Service Center on the corner of Wilshire and La Brea, smashing through the front window.

MTA Spreads the Message of Safety Along the Metro Gold Line (Jan. 7, 2003) As MTA prepares for the excitement of Metro Gold Line testing, the agency also is working to spread the message of safety. Testing will start later this month.

Larchmont Boulevard Is Greener Thanks to MTA (Jan. 7, 2003) Through the MTA 2001 Call for Projects, the City of Los Angeles Bureau of Street Services was awarded a \$199,000 grant to construct and landscape two new medians and stone monuments along Larchmont Boulevard.

MTA Participates in East LA's Annual Mariachi Festival (Jan. 3, 2003) An audience estimated at 9,000 joined the Twelfth Annual Mariachi Festival, Nov. 17, to listen to local musicians playing traditional Mexican music. Audience members also streamed by an MTA booth where the Metro Gold Line Eastside Extension's Construction Impact Team offered a preview of the rail project to come.

Intensive Driving Course Hones Operators' Road Skills (Jan. 2, 2003) Use 'em or lose 'em! That's what LAPD's defensive driving experts say can happen when Metro Bus operators don't regularly use their full range of driving skills.

Local Grinch 'Steals Christmas' from Metro Blue Line Passenger (Jan. 2, 2003) Deputies collect cash, MTA donates monthly pass to crime victim. 'Twas the Saturday before Christmas, and already dark at 5:45 p.m. when Metro Blue Line patron Fidelina Lopez-Hernandez held the elevator open for another passenger...

Bulletin Board

- **Division 1 Mechanic Mack Evans Stands The Test of Time** (Jan. 31, 2003) When Mack Evans began his career as a mechanic at MTA (then SCRTD) he didn't own a cell phone – they hadn't been invented yet.
- **On-Line Formatting Makes Preparing a Sign Quick and Easy** (Jan. 31, 2003) Need a sign to announce the location of your upcoming meeting?
- **MTA Rail Safety Outreach Program PSA Sends Message: Tracks Mean Trains** (Jan. 30, 2003) The MTA Rail Safety Outreach Program teamed up with an award-winning producer and renowned director the weekend of Jan.10, to create public service announcements with a strong rail safety message.
- **Division 9's David Bricker Returns Passenger's Lost Wallet** (Jan. 29, 2003)

Metro Bus Mechanic David Bricker found a wallet wedged behind the driver's seat, Jan. 21, during one of his early morning inspections.

- [It's a 'Clean Sweep' For Division 1 Maintenance!](#) (Jan. 28, 2003) Central City Division 1 maintenance has become a role model in bus cleanliness. It has been ranked No. 1 for the past nine months.
- [RRC's Roy Kawahara Is One of Rose Parade's 'Chosen Few'](#) (Jan. 24, 2003) Being a part of the Tournament of Roses Parade is an opportunity that many could only dream of. But for the past four years, RRC Warranty and Equipment Mechanic Roy Kawahara has been lucky enough to be given that chance.
- [OIG's Jerry Martin Wears Commodore's Hat in Yachting Group](#) (Jan 24, 2003) Maybe no one actually salutes when he steps aboard a boat these days, but Jerry Martin, a senior investigator in the Office of the Inspector General, holds a commanding position as Commodore of the Southern California Yachting Association (SCYA).
- [Metro Bus Operator Roy Allen Makes Inspirational Comeback After Losing Leg](#)
- [San Gabriel Valley Receives Community Voice](#)
- [Central City Division 1 Teamwork Pays Off With No. 1](#) (Jan. 17,2003) Central City Division 1 celebrated the *How You Doin'?* awards for Best Transportation Division and Best Maintenance Division for October 2002.
- [Gateway Cities DAC Members Learn Public Speaking at Toastmasters Session](#) (Jan. 16, 2003) Martin Luther King Jr.'s I Have A Dream, one of the most recognized speeches of the 20th century, opened the Gateway Cities sector Division Advisory Committee members' training in public speaking.
- [Obituary Memorial Services Set for 23-year Retired Bus and Train Operator Germain T. Williams.](#)
- [MTA Security Officers Raise \\$550 for Los Angeles Mission](#) (Jan. 10, 2003) A drawing sponsored by MTA Security officers raised more than \$550 for the Los Angeles Mission – and made the winners of three raffle prizes happy.
- [Students' Project Benefits Lobbyists, Ethics and ITS Departments](#) (Jan. 9, 2003) A team of six Cal Poly Pomona computer information systems students recently completed a project that streamlined MTA's online lobbyist registration system, reduced staff work and improved data collection and reporting.
- [San Gabriel Valley Sector Spreads Cheer This Holiday Season](#) (Jan. 9, 2003) San Gabriel Valley Sector got into the holiday spirit by collecting more than 50 presents for developmentally disabled adults at the Lincoln Training Center.
- [Obituary Memorial Services Set for SCRTD Veteran Pat Kelly](#)
- [Fish Out of Water? Westside/Central's Mike Davis Experiences Life at Division 10](#) (Jan. 8, 2003) Normally, Mike Davis deals with administrative or financial matters and supervises a staff of five or six. But, for two-and-a-half hectic weeks in December, he had command of 415 employees and 325 buses as interim transportation manager at Gateway Division 10.
- [San Gabriel Valley Division 9 Achieves Top Honors](#) (Jan. 8, 2002) Both San Gabriel Valley Division 9 Maintenance and Transportation teams won "How You Doin!" awards for the first quarter 2003 – a rare accomplishment for any division.

- [**South Bay Sector Achieves Safety Milestone**](#) (Jan. 8, 2003) The Metro South Bay Service Sector achieved an unusual safety milestone, recently, when employees at its operating divisions went an entire week - twice - without filing any new injury claims.
- [**ROC Supervisors, Instructors Complete Frontline Supervision Course**](#) (Jan. 3, 2003) On November 25, 2002, ten supervisors and instructors made history at the Rail Operations Center by successfully completing the 30-hour Frontline Supervision course.
- [**Division 5 Employee Entrepreneurs Display Their Wares**](#) (Jan. 3, 2003) Employee entrepreneurs were out in force, last month, when Arthur Winston Division 5 held a pre-Christmas "Vendor Day Fair."
- [**Operator Isaac Miller Draws Poetic Inspiration from Passengers**](#) (Jan. 2, 2003) Arthur Winston Division 5 Bus Operator Isaac Miller was given the name Sundiata, meaning storyteller, while on a trip to Africa. The name stuck, and Sundiata now appears on KFPK Radio 90.7 FM as a resident poet for the show, *Afrodicia*, every Saturday from 3 to 5 p.m.

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Operator Isaac Miller Draws Poetic Inspiration from Passengers

By DANIELLE GROSSMAN

(Jan. 2, 2003) Arthur Winston Division 5 Bus Operator Isaac Miller was given the name Sundiata, meaning storyteller, while on a trip to Africa.

The name stuck, and Sundiata now appears on KFPK Radio 90.7 FM as a resident poet for the show, *Afrodisia*, every Saturday from 3 to 5 p.m.

"To me, poetry is the outer expression of inner emotions and observations," Miller says.

Inspiration for Miller's poems often comes from listening to people talk to each other on the bus.

"Some of the things they say, they don't even know how profound they are," Miller says.

Miller likes writing poetry, because he believes it is easier for people to hear and accept political statements in artistic form rather than in lecture form.

"I don't really write things for art's sake," Miller says. "I think I have an obligation to be a voice for a lot of things that people think and may not say."

Currently, Miller is working on his second CD, a collaboration of poetry set to a background of music. His first CD is a collection of his poems as read on *Afrodisia*.

Miller's poems have been published in *African Voices* magazine. He is also working on a children's book of African fairytales, or "spidertales" as they're called in Africa.

PHOTO BY RICH MORALLO



Metro Bus Operator Isaac Miller is resident poet at local public radio station.

[Read: Time is the Master](#)
... a poem by Isaac Miller

Time is the Master

My hair has turned colors that can't be duplicated
My eyes see recycled things, perceived as new
by minds that haven't collected as much data.

I don't see different things than other people,
I see the same things differently.
My mouth has become a vessel for the truths that
are unspoken due to fear
unheard due to ignorance
and unpopular due to hate.

My face is a map of the rough side of the mountain
revealing the truths of areas only partially
surveyed and rarely understood.

My rationality has taught me that excess is not good

and enough is as good as a feast.

My spirituality has shown me that if the heart never
heals the scars always show.

And

My personality has come to a place of the importance
of credibility.

Age is not merely an affirmation of wisdom
but an example of perseverance –
It's not only that you're still here
but how self-determination brought you
to the fulfillment of your expectations through the challenges of life.

Age is the shedding of trivial things for the
adoption of the importance of things
that look or seem to be trivial, becoming
a living breath testimony for the beliefs and ideals
that are supportive and liberating.

Endurance is nobility
Time is the master
Love is unconditional
Age is the bonding of those things and more,
while confirming your truth and your reality;
without the affirmation or approval of others.

Age is never a sense of self-importance,
nor can it be of self-reliance;
selfishness is a disease of the young,
and a disdain to the elders.
For it is the elders that bless the bounty
brought to the table of communal Love.
It is the elders that teach the lessons
that were the lessons experienced.

Jim Crow and Apartheid are both the same pollution.

Their eyes have seen the memory of things Past –
the beauty of things Present –
and the wonder of things yet to come.

So... We give thanks for each elder that graces
our presence with the earth beneath their
feet and not covering them.

We give thanks for each one is a pearl to be
treasured in their own uniqueness –
They are the wingless angels of the earth;
and the offerings they bring are priceless.
So... when you look deep deep, deep down into the
eyes of an elder; know that their medical expressions are
affirmations of prayers and manifestations of
things yet to come.
Know that where you stand was possible because their
faith was based on evidence of things not yet seen;
And if you look long enough and
deep enough you may examine your soul and you'll
know that time is the master.
-- Isaac Miller

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Use 'em or Lose 'em

- **Intensive Driving Course Hones Operators' Road Skills**

By BILL HEARD, Editor

(Jan. 2, 2003) Use 'em or lose 'em! That's what LAPD's defensive driving experts say can happen when Metro Bus operators don't regularly use their full range of driving skills.

Driving skills are "perishable" and can deteriorate, says Capt. Kenneth Garner of LAPD's Transit Bus Division. "MTA statistics show there's a spike in accidents at the three-year mark of an operator's career."

Even more dangerous – professional drivers can become overconfident of their abilities and become too aggressive on the road.

During a weekend of intensive instruction last month, a select group of operators – 15 from West Hollywood Division 7 and one from Venice Division 6 – worked with instructors from LAPD's Emergency Vehicle Operations Course (EVOC) to hone their behind-the-wheel skills on an obstacle course set up in a remote corner of Van Nuys Airport.

They also participated in classroom sessions covering vehicle control techniques, road position, proper steering and clearance, throttling and braking, vehicle dynamics and speed judgment, and California vehicle codes.

Refreshing their skills

"Our goals were to provide knowledge the operators could use behind the wheel and help them overcome bad driving habits," says Sgt. Ron Moen, officer in charge of EVOC. "We wanted to refresh their skills and make them better drivers."

General Manager Tracy Daly, who arranged for Westside/Central sector employees to participate in the weekend event, says MTA is looking closely at the type of training provided by LAPD. Some elements may be incorporated into instruction for beginning operators and into refresher courses for experienced operators.

"This is all aimed at reducing accidents and keeping everyone safer," she says. "We want our passengers to know they're in good hands, but when a bus gets into an accident,

PHOTOS BY BILL HEARD



General Manager Tracy Daly was on hand to congratulate obstacle course winners, from left, Operator Phil Winston, second place; Operator O. Wendell Price, first place; and Operator Reginald Ables, third place.



Buses line up for the timed obstacle course run.



TOS Don Delay of Operations Central Instruction keeps a sharp eye as an operator negotiates a tight turn on "The Snail Shell" obstacle course.



General Manager Tracy Daly, LAPD Sgt. Ron

it's a lot more than just our passengers who are involved."

To participate in the driving course, Division 7 Assistant Transportation Manager Derrick Mahome gathered a group of operators whose experience ranged from less than a year to 22 years in the seat. He also worked with LAPD instructors to set up a series of driving problems.

Similar to MTA's annual Bus Rodeo, the courses included a serpentine run, a parallel parking exercise and "The Snail Shell," a circular run that required the operator to make a 360-degree turn, back out of the circle and make a precision stop.

'Having a good time'

"We're having a good time out here," Operator Phil Winston said at one point the second afternoon. "I've very seldom backed up a bus. I've gained some new skills on how to do that."

Operator Paula Richardson, who has 13 years' experience, agreed. "It was a good experience. It's good to be prepared."

Instructors from MTA's Operations Central Instruction supervised the operators during their obstacle course runs. They watched to see whether the operators made the correct turns and stops without knocking over cones. They also judged the weekend's final event, a timed run of all the obstacles.

Although the purpose of the training was to sharpen skills, the 16 operators also were competing for trophies in the timed run.

Taking top honors was Division 7 Operator O. Wendell Price. His colleague, Operator Phil Winston, placed second, while Division 6 Operator Reginald Ables placed third.

Operator Robert Jenkins, 17 years on the job, may have summed up the weekend best. "Everybody should walk away from this training having learned something. If everybody here gets something out of this training, we'll see a decrease in accidents."

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Moen and Division 7 Assistant Transportation Manager Derrick Mahome discuss the training.



Division 7 Operator Jon Linton is ready to start his timed run with Officer Marc Hemsworth of LAPD's Emergency Vehicle Operations Course.



Division 7 Assistant Transportation Manager Derrick Mahome reviews the training course to General Manager Tracy Daly.

Also participating in operator training

were Marcial Mijangos, Deborah Johnson, Robert Beard, Lawrence E. Bell, Lyndon Bailey, Jon Linton, Jerome Watkins, Mark Roat, Michael Korp, Ranulfo Yanez and Leticia Sifuentes. Division 7 instructors were Anthony Salcido, Elva Garibaldi-Dukes and Phillip Samuels. Instructors from OCI were Lee Quick and Don Delay.

Local Grinch 'Steals Christmas' from Metro Blue Line Passenger

- LASD Deputies collect cash, MTA donates monthly pass to crime victim. [See article below.](#)



PHOTOS BY GAYLE ANDERSON

New Metro monthly pass for Metro Blue Line patron Fidelina Lopez-Hernandez, center, replaces pass stolen at the Firestone Station on Dec. 21. LASD deputies collected donations to replace the stolen cash. Pictured with Lopez-Hernandez, are, from left, LASD Team Leader David Vargas, Director of Rail Operations Jess Diaz, LASD Sgt. Allan Stanny and Rail General Manager Gerald Francis.

By GAYLE ANDERSON

(Jan. 2, 2003) 'Twas the Saturday before Christmas, and already dark at 5:45 p.m. when Metro Blue Line patron Fidelina Lopez-Hernandez held the elevator open for a passenger, who was making a mad dash across the Metro Blue Line Firestone Station.

But she didn't get a polite "thank you" from the breathless passenger. Instead, the young man robbed the hapless woman when the doors closed and exited in a blur, taking her purse and its contents with him.

The woman, a senior citizen on her way to do some holiday shopping, was not harmed, but her nerves, along with her plans for the holidays, were shattered. Now stranded, her Metro Pass and \$143 dollars in cash had disappeared with the purse.

As soon as the details from the

LASD deputies replace cash stolen from Metro Blue Line patron Fidelina Lopez-Hernandez on Christmas eve...



Fidelina Lopez-Hernandez arrives at Gateway Building on New Year's eve with LASD Lt. Ernie Gjendem ...

incident report filtered into the Transit Services Bureau, LASD deputies wanted to right this wrong.

Sheriff's Transit Sergeant Ann Ramirez immediately organized a collection among the deputies, reported Lt. Mike Parker. "She couldn't bear to let this particular Grinch get his way."

Spirit of the Season

"The true spirit of the season appeared here at the Transit Services Bureau when LASD deputies Cynthia Cobos and Jose Belmares picked up Ms. Lopez-Hernandez at her home on Christmas eve and brought her to the Rail Operations Center," said Parker.



... and relates the incident to LASD Team Leader David Vargas and Rail Operations Director Jess Diaz.



When she arrived, unaware of the gift about to be bestowed, deputies gathered and gave her \$143 in cash.

"Ms. Lopez-Hernandez' reaction made it all worthwhile," said Parker. "She was overjoyed. Her smile, and words of respect and appreciation showed everyone that the spirit of the season lives on. As she said that day, 'Feliz Navidad.' "

The holiday spirit reappeared on New Year's Eve.

Again, deputies arrived at the woman's home on Gramercy Place in Los Angeles and brought her to the Gateway Building. There, surrounded by deputies, Rail General Manager Gerald Francis presented her with a Metro Pass for January.

"We want you to have a *happy* new year," GM Francis told the smiling woman.

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Division 5 Employee Entrepreneurs Display Their Wares

By VICTORIA WOODS

(Jan. 3, 2003) Employee entrepreneurs were out in force, last month, when Arthur Winston Division 5 held a pre-Christmas "Vendor Day Fair."

The fair was held in response to inquiries from operators who have side businesses selling cruises and time shares, pre-arranged burials, food items, crafts, jewelry, name brand purses, clothing, oils and perfume fragrances, greeting cards, glassware, cookware, automobiles and other items.

After researching the request, Division Manager Patsy Goens agreed to schedule the Vendor Day Fair, which took place Dec. 12, with the understanding that "no vendors would be allowed to provide services or sell goods, etc., on the division property or in the buildings on the property, including the adjacent sidewalks adjoining the physical property to Van Ness Avenue and 54th Street."

The fair was held from 8:30 a.m. until 2 p.m. with displays set up inside the division. Due to its success, Goens is considering having an employee Vendor Day Fair twice a year.

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PHOTOS BY VICTORIA WOODS



Arthur Winston Division employees shop for holiday gifts during the Vendor Day Fair.



Operator Andrew Pratt and his wife, Monique, displayed their Party Lite and Mary Kay products during the Vendor Day Fair. No actual sales were permitted during the fair.



A youthful Mariachi orchestra help Metro San Gabriel Valley Communications Manager Helen Ortiz spread the word on safety.

MTA Participates in East LA's Annual Mariachi Festival

By NED RACINE

(Jan. 3, 2003) An audience estimated at 9,000 joined the Twelfth Annual Mariachi Festival, Nov. 17, to listen to local musicians playing traditional Mexican music.

Audience members also streamed by an MTA booth where the Metro Gold Line Eastside Extension's Construction Impact Team offered a preview of the rail project to come.

Mariachi Plaza, tucked between 1st Street, Boyle Avenue, and Pleasant Street in Boyle Heights, serves as the site of the annual Mariachi Festival and the site of the first underground station on the eight-mile light-rail project.

To reach out to the Boyle Heights community, MTA supported the festival by making its property at 1st and Boyle available for parking. The property will serve as the mucking site when construction on the project's 1.7-mile tunnel begins.

In partnership with Planning, the Construction Impact Team displayed a model of the Boyle station, distributed maps of the alignment, answered participants' questions about the upcoming construction and gave away cardboard rail cars.

Showing MTA's Commitment

"We thought it was particularly important to participate in this year's festival because 1st Street and Boyle will be the location of the first of two underground stations for the Metro Gold Line Eastside Extension," explained Yvette Robles, Senior Community Relations Officer and point person for the Construction Impact Team. "We thought supporting the festival showed our commitment to the community on the eve of construction."

Begun in 1989, the Mariachi Festival takes its name from the traditional Mexican



The Metro Gold Line Eastside Extension's Construction Impact Team offered a preview of the rail project to come at the MTA booth. Pictured here are Metro San Gabriel Valley Communications Manager Helen Ortiz and Regional Transportation Planning & Development Director Diego Cardoso.

band, a form of music that must now compete with American popular music for young listeners' attention.

"We are interested in involving the kids in Mariachi music because it gives them training in instruments, which they can always use, but it also gives them a sense of cultural pride and belonging," said Margarita Cannon, Mariachi Plaza Program Director.

This year's event raised \$17,000. Proceeds provide after-school programs where children can learn the art of Mariachi music.

"We're looking forward to MTA's renovation of Mariachi Plaza," Cannon added.

Mariachi Plaza is a community project of Nosotros, a non-profit organization, co-sponsored by the city of Los Angeles Cultural Affairs Department.

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- Ten supervisors and instructors at the Rail Operations Center have completed the Frontline Supervision course.



Graduates: top row, from left, Victor Robinson, Paul Martin, Ruben Ramirez, Julie Fowler (OD&T), Donnette Burks, Rose Mendoza, Carl Motley, Sally Singleton (OD&T). Bottom row, from left, Miguel Banuelos, Josie Robles, Phyllis Arispe, and Kirk Davis.

ROC Supervisors, Instructors Complete Frontline Supervision Course

By JULIE FOWLER

(Jan. 3, 2003) On November 25, 2002, ten supervisors and instructors made history at the Rail Operations Center by successfully completing the 30-hour Frontline Supervision course.

This course was offered for first time on-site at the ROC, at the request of Hector Guerrero, the Central Control Facility Manager.

Marion Colston-Fayyaz, director, Organization Development and Training, believes that this type of training initiative supports all MTA staff. "Frontline Supervision is a key step in achieving MTA Goal Number 3 - to Attract, Develop and Retain Employees," she says.

Frontline Supervision introduces supervisory skills to support MTA's core values and strategic plan. Curriculum modules include: Leadership, Organizational Dynamics, Communication, Performance Feedback, Teamwork, Recognition, Implementation and Innovation, Empowerment, Conflict Management/Customer Satisfaction, and Handling Multiple Priorities.

Under the guidance of their



Participants included Hector Guerrero, Central Control Facility Manager; Dough Jackson, Assistant Rail Division Transportation Manager, and Gerald Francis, Rail Operations General Manager. Below, Robert Chappell, Director of Wayside Systems; Jess Diaz, Director of Transportation, and Dave Kubicek, Director of Vehicle Maintenance, supported the graduates by attending the graduation ceremony.

instructors, Senior Development and Training Specialists Julie Fowler and Sally Singleton, participants identified ten rail projects to be implemented and/or to be considered as program initiatives to support the strategic plan. Management is actively supporting the projects.



Projects included process improvements in one of the five areas:

- Safety
- Customer Satisfaction
- Integrity
- Valuing Employees
- Fiscal Responsibility

Graduates were Phyllis Arispe, Miguel Banuelos, Donnette Burks, Kirk Davis, Paul Martin, Rose Mendoza, Carl Motley, Ruben Ramirez, Victor Robinson, Josie Robles.

Administration Executive Officer Carolyn Flowers told the graduates, "Your projects demonstrate our commitment to MTA core values."

Rail Operations General Manager Gerald Francis was on hand to distribute course completion certificates. Several MTA Senior Management staff was on hand to congratulate graduates for their outstanding accomplishments, including Carolyn Flowers and Hector Guerrero, Robert Chappell, director of Wayside Systems; Dave Kubicek, director of Rail Services and Jess Diaz, director of Rail Operations.

Francis stressed the significance of Frontline Supervision when he said; "I am particularly impressed with the commitment demonstrated by the ROC team in addressing and implementing action items identified in the Rail Operations strategic plan. The efforts of these teams are a clear indication that Rail Operations is at the forefront of improving the areas of Customer Service, Reliability and Innovation."

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Walking the Line - Safety message goes gold along the Marmion Way corridor.



MTA Spreads the Message of Safety Along the Metro Gold Line

By ALISHA GOMEZ

(Jan. 7, 2003) As MTA prepares for the excitement of Metro Gold Line testing, the agency also is working to spread the message of safety. Testing will start later this month.

About a dozen Sheriff's Explorers and several MTA employees recently went door-to-door along the Marmion Way Corridor, a densely populated area, where narrow streets parallel the Los Angeles to Pasadena rail line.

"I think it went very well," says Joanne Longsdon, MTA Community Relations Manager. She has been spearheading the safety campaigns for Metro Gold Line.

"We've been going out to the community, visiting every single school along the Metro Gold Line segments," she says. "Some of these schools have thousands of students and we've worked all day long, giving back-to-back presentations to reach them."

MTA is working hard to ensure pedestrians will be safe around the new rail. The group went to about 55 houses, five apartment complexes and a total of 16 multi-family homes.

Residents welcomed the safety crew, asking questions about Metro Gold Line testing and receiving bags of safety literature.

Take care around the tracks

"We want people, especially kids, to be careful along the Metro Gold Line alignment because testing will take place at any time of the day or night," says Communication Officer Carlos Valdez.

Safety Scene

photos by Alisha Gomez



Going door-to-door is just one way MTA is getting the word out to the community. The agency has made safety presentations to 15,000 students and plans to reach a total of 25,245 students by Jan. 31.

The schools MTA has visited include St. Ignatius elementary, Monte Vista and Sycamore Elementary and Franklin High School and others.

"We've made ourselves very accessible," says Longsdon. "We've worked with the San Gabriel Valley Sector and the Gateway Cities Service sector and also attended community meetings."

Due to the restrictive area of the corridor, the speed for testing and operating the trains between Avenue 50 and Avenue 58 will be 20 miles an hour or less.

Flagmen at intersections

During the testing, flagmen will be stationed at each intersection to direct both people and traffic, since light signals won't yet be in operation. Once the power is on, warning signals will display the words "Walk – Don't Walk" and all light signals will be synchronized red when trains pass by.

The Explorers and MTA staff stressed that residents must obey all warning signs and that children should not play around the tracks.

The Sheriff's Explorers said they enjoyed the whole experience.

"It was great helping out the community and showing them that safety is important," says Adrian Avila, a volunteer and freshman at Rowland Heights high school.

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Plaque on Larchmont's stone monument is inscribed with the names of supporters who have donated \$100 or more to the development of the median. >

Larchmont Boulevard Is Greener Thanks to MTA

By JENNIFER YEH

(Jan. 7, 2003) Larchmont Boulevard between 1st and 3rd streets is greener now thanks to the support of MTA.

A former Los Angeles Railway right-of-way where the "Yellow Cars" once ran, the street is very wide and feels empty.

Through the MTA 2001 Call for Projects, the City of Los Angeles Bureau of Street Services was awarded a \$199,000 grant to construct and landscape two new medians and stone monuments along Larchmont Boulevard.

This grant was awarded through the Transportation Enhancement Activities (TEA) Mode, a federal program established to enhance the transportation system and facilities.

The Larchmont Median Project was begun three years ago by several community members who worked with local architects and the City Council office to develop an enhancement plan. They were able match the TEA grant with a 25 percent local match.

The plan was intended to enhance the residential character of the street by providing landscaped medians to fill in the wide street. Twenty-eight jacaranda trees were planted and stone monuments were added to give the community a pleasant identity.

The residents, the City of Los Angeles, MTA, Caltrans and City Councilman Tom LaBonge worked together to expedite the project.

The Larchmont Village Enhancement project complements the pedestrian nature of the small-scale shops and provides a great setting to view the famous Hollywood sign.

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Senior Ethics Officer Kimball Johnson, at left, ITS Administrative Intern Monique Pe and Director of ITS Don Stiner recently assisted with upgrading MTA's online lobbyist registration system.

Students' Project Benefits Lobbyists, Ethics and ITS Departments

By AMY HOWELL

(Jan. 7, 2003) A team of six Cal Poly Pomona computer information systems students recently completed a project that streamlined MTA's online lobbyist registration system, reduced staff work and improved data collection and reporting.

MTA's Ethics and Information Technology Services (ITS) departments share responsibility for the system, which enables lobbyists to register via the Internet. ITS administrative intern Monique Pe led the Cal Poly team.

Working with ISD Senior Programmer Analyst Joanne Tran, who originally developed the system, the team periodically consulted with Senior Ethics Officer Kimball Johnson, the primary internal user, to determine what features and modifications were needed to simplify the registration process for lobbyists and staff.

"As a result of what Monique and her team have done, the Ethics Department doesn't have to manually re-key all of the lobbyist registration information anymore," says ITS Director Don Stiner. "It frees up time for a lot more analysis and presents all the relevant data in clear and concise reports."

The Cal Poly team earned an "A" on their Senior Project, a comprehensive assignment required for graduation.

More help, less cumbersome

The new system benefits lobbyists by providing more online registration help and less cumbersome screens. The new system also enables lobbyists to review their registration data prior to submission.

"We wanted a project that would be a challenge for the students and a benefit to us," says Stiner. "They didn't start from scratch—they had an application that worked as originally designed, but one that needed major changes to more closely satisfy current business requirements while upgrading technology."

Pe agrees that the upgrade has improved the lobbyist registration

process. She and her teammates planned an upgrade that would be presented professionally, would be well liked by staff and would be user-friendly for registering lobbyists.

Pe's team initially focused on three of seven registration forms that must be filled out by lobbyists who register online, as well as on several notification letters sent to lobbyists.

Developed an upgrade

They also were asked to develop an upgrade that would electronically transfer registration data to an internal database, eliminating the need for manual re-keying.

The team redesigned the internal and external components of the system, which originally functioned independently, into a unified model. They also rebuilt all of the associated historical data to conform to requirements of the new system.

Additionally, they modified some components of the original system and designed and programmed new components that included a web-based user interface, new databases, front-end screens and automated links.

"When you start designing and developing an application, the most important thing is that the user likes it. If they like it, they're going to use it," Pe says. "According to our client, he really likes the application; he's happy to see it running. That satisfied us at the end of the quarter."

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PHOTO BY JENNIFER YEH

<
Mike Davis,
administrative
and financial
manager at
Metro
Westside/Central,
took an
interesting turn
as interim
transportation
manager at
Gateway Division
10.

Fish Out of Water?

Westside/Central's Mike Davis Experienced Life at Division 10

By BILL HEARD, Editor

(Jan. 8, 2003) Normally, Mike Davis deals with administrative or financial matters and supervises a staff of five or six.

But, for two-and-a-half hectic weeks in December, he had command of 415 employees and 325 buses as interim transportation manager at Gateway Division 10.

Currently, manager of administrative and financial services for the Westside/Central service sector, Davis, 53, has spent most of his 12 years with MTA in financial management, procurement or budgeting.

He was tapped by General Manager Tracy Daly to fill in at Division 10 while she was selecting a new transportation manager. Tom Jasmin, formerly manager of the Bus Operations Control Center, assumed the Division 10 post, Jan. 6.

"I thought it would be a great opportunity for a headquarters manager to experience life at a division," says Daly. "With a greater understanding by our administrators, we can better support the divisions."

A complex evolution

Davis' time at Division 10 covered the December shakeup – a complex evolution in which operators bid for assignments while management shuffles schedules and ensures that operators are certified to drive their new routes.

In addition to handling the shakeup and the day-to-day management challenges, Davis made it his first order of business to be in the yard for rollout at 4:30 a.m. "I shook hands with 75 to 100 operators every morning," he says. "They seemed to appreciate that."

His time in the field also gave Davis a better appreciation of the important role a transportation manager plays in providing MTA's service.

The job is "very intense" and requires good people skills "to get the operators to come to work every day and support you," he says. "You have to talk to the operators and let them vent their frustrations. Sitting

in your office with the door closed just doesn't work out there."

Perhaps his most abiding memory of his time at Division 10 is of the people.

"There are some wonderful people at Division 10 – good men and women," says Davis. "They want the division to become Number One!"

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San Gabriel Valley Division 9 Achieves Top Honors



^ San Gabriel Valley Division 9 Transportation and Maintenance teams.

By LISA HUYNH

(Jan. 8, 2002) Both San Gabriel Valley Division 9 Maintenance and Transportation teams won "How You Doin!" awards for the first quarter 2003 – a rare accomplishment for any division.

The Maintenance team won Best Maintenance Division and the Transportation team won Most Improved Transportation Division. General manager Jack Gabig congratulated the employees for their accomplishments and gave each team a \$500 check.

Gabig commended the maintenance team for its low number of new Workers Compensation claims for the first quarter.

"We have a very high-seniority division, employees are dedicated," says Maintenance Manager John McBryan.

The transportation team also lowered its new Workers Compensation claims and increased its in-service on-time performance.

"No one wins an award alone," says Transportation Manager Mace Bethel. It's all about teamwork. You need to work together to make anything work."

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South Bay Sector Achieves Safety Milestone

By DANIELLE GROSSMAN

(Jan. 8, 2003) The Metro South Bay Service Sector achieved an unusual safety milestone, recently, when employees at its operating divisions went an entire week - twice - without filing any new injury claims.

"We've never looked this good before," says Jackie Anderson, South Bay Workers' Compensation analyst.

No new claims for injuries were reported during the week of Oct. 14 through Oct. 20 or during the week of Nov. 25 through Dec. 1, 2002.

"I've been here for 14 years and have not seen Division 5 or Division 18 go a week without filing a Worker's Compensation claim," Anderson says.

There's been a general decline in Worker's Compensation claims because of the sector's more aggressive safety campaign and management involvement and support.

Anderson believes that a strong management team, timely incident/accident investigations, and her educational efforts at the divisions are helping to keep reported injuries down. Included in her current procedures is the prompt interviews of employees by both the analyst and division managers.

"We're being more safety conscious," she says.

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Honda vs. Jaguar Collision Takes Out Service Center Window

By JENNIFER YEHL

(Jan. 9, 2003) At approximately 10 p.m. on Dec. 8, an out-of-control car crashed into the MTA Customer Service Center on the corner of Wilshire and La Brea, smashing through the front window.

The car, a red Honda Civic, was heading north on La Brea when the driver sped through a red light into the oncoming traffic.

A brand new silver Jaguar traveling west on Wilshire smashed into the Honda, spinning it out of control and into the Customer Service Center.

There were bystanders on the street corner, but fortunately no one was hit or injured.

The three people in the Jaguar suffered no serious injuries. The driver and passenger in the Honda were transported to Cedars Sinai Hospital.

Reopened next day

Despite the mess that the accident caused, the Customer Service Center was still able to open its doors the very next morning, thanks to General Services Supervisor Joe Coleman, Director of Facilities Maintenance Don Ott and other staff members who helped clean up the debris and board up the opening.

The estimated cost for repair was approximately \$5,000.

"This is not the first time that a car has crashed into our building there," says Gail Harvey, Customer and Vendor Services manager.

Customer Service Agent Kevin Moore says it's lucky people weren't in the building both times. If someone had been in there, they could have been injured or killed.

Following the accident, Moore came up with the idea of placing several pillars in front of the building's windows to minimize potential damages and injury to those inside.

To reward Moore for his suggestion, Customer and Vendor Services Communications Manager Vanessa Smith presented him with a Safety Recognition Award.

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Several pillars now stand in front of the Wilshire Customer Center to protect the building from future accidents. Below, Customer Services Communications Manager Vanessa Smith presents Customer Service Agent Kevin Moore with a safety recognition award for the suggestion to place several pillars in front of the building's windows.



Memorial Services Set for SCRTD Veteran Pat Kelly

(Jan. 9, 2003) Pat Kelly, a veteran of 40 years' service at the SCRTD, died Dec. 18. Kelly, who retired in 1986, was a purchase contract manager in the Procurement Department.

Memorial services are scheduled at 11 a.m., Jan. 18, at Queen of Heaven Cemetery, 2161 South Fullerton Road, Rowland Heights. For directions, call 626-965-6212.

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On hand for presentations at Lincoln Training Center were, from left, Sector Community Relations Manager Helen Ortiz, Center Executive Coordinator Toby Jabson, Center Executive Director Caron Nunez and Sector General Manager Jack Gabig. >

San Gabriel Valley Sector Spreads Cheer This Holiday Season

See also: [Division 3, RRC Employees Helped Feed the Needy at Christmas](#)

By LISA HUYNH

(Jan. 9, 2003) San Gabriel Valley Sector got into the holiday spirit by collecting more than 50 presents for developmentally disabled adults at the Lincoln Training Center.

Located in Southern El Monte, the Center houses 400 adults. The sector staff collected the gifts from San Gabriel Valley Division 9 employees and supervisors for three weeks.

The presents included flannels, wallets, gloves and other necessities.

General Manager Jack Gabig and Communications Manager Helen Ortiz distributed the gifts at the Center Dec 20.

Division 3, RRC Employees Helped Feed the Needy at Christmas

(Jan. 9, 2003) Employees from North Los Angeles Division 3 and the Regional Rebuild Center played Santa's little helpers by collecting and delivering boxes of canned goods for homeless families in Los Angeles.

In three short weeks, the employees collected three large boxes of canned goods for the Chernow House, an emergency shelter for homeless families.

The boxes were delivered at the shelter on Dec. 23. -- *from Lisa Huynh*

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Lincoln Training Center clients gathered to receive holiday gifts donated by San Gabriel Valley sector employees.

Committees Consider Transit Plan, New Buses, Parking Policy at January Meetings

- [Regional Transit Plan](#)
- [Bus Purchase Option](#)
- [MTA Parking Policy](#)
- [Prototype Bus Lift](#)

(Jan. 10, 2003) A regional transit plan, the purchase of 70 new buses and a policy to govern the Metro system's 15,000 parking spaces are among more than 40 items to be taken up in January by MTA Board committees.

Committee meetings are scheduled Wednesday, Jan. 15, and Thursday, Jan. 16.

Schedule
Planning & Programming Committee , 1 p.m., Wednesday, Jan. 15
Construction Committee , 2 p.m., Wednesday, Jan. 15
Finance & Budget Committee , 9:30 a.m., Thursday, Jan. 16
Executive Management & Budget Committee , 10:30 a.m., Thursday, Jan. 16
Metro Gold Line Transition Committee , 11:30 a.m., Thursday, Jan. 16
Operations Committee , 1 p.m., Thursday, Jan. 16

• **Regional Transit Plan, Item 41, Operations Committee**

The Operations Committee will consider a motion to adopt a countywide Regional Transit Plan for FY 2003 to 2007.

The Regional Transit Plan, which will be incorporated into the Short Range Transportation plan now under development, focuses on improving transit services through the increased cooperation of local transit agencies.

Grouped around themes of customer service, transit operator cooperation and wise use of resources, the Regional Transit Plan has 14 goals.

Goals include expansion of the Rapid Bus Program, a Universal Fare System, improving telephone information services, more regional transit centers and a regional bus stop signage program.

• **Bus Purchase Option, Item 38, Operations Committee**

The Operations Committee will consider a motion authorizing the CEO to purchase 70 additional high-capacity buses with spare parts and associated equipment for a total of \$28.7 million. The agency originally had ordered 30 of the buses.

If approved, MTA would buy 45-foot, 46-seat NABI coaches made of composite materials. The lightweight, low-floor coaches would be powered by CNG engines.

The buses would be equipped with "slide-glide" rear doors that are wider than those currently used in the fleet to provide better egress and reduce dwell time at bus stops.

NABI already has delivered 780 low-floor CNG buses to MTA and currently is producing 20 more.

• **MTA Parking Policy, Item 14, Planning and Programming Committee**

MTA planners will ask the Board to seek public comment on a draft of a system-wide parking policy. The policy would accompany the agency's Short Range Transportation Plan.

MTA currently controls some 15,000 public parking spaces throughout the Metro

system and may add another 8,000 spaces in coming years.

Lack of parking can slow the development of new transit options. The proposed policy would help manage existing parking facilities and provide direction in the construction of new ones.

The proposal contemplates possible formation of parking “districts” or parking authorities, sharing off-street parking facilities with local businesses, parking charges, rideshare parking preferences and other means of maximizing the use of parking facilities.

- **Prototype Bus Lift, Item 39, Operations Committee**

MTA plans to test an easy-to-maintain, environmentally safe bus lift as a possible replacement for the 15-to-20-year-old units now installed at its operating divisions. The Operations Committee will consider a motion to buy a prototype of the machine, built by Rotary Lift, Inc.

Some 120 in-ground axle-engaging bus lifts are in use at MTA operating divisions. Many have deteriorated noticeably in recent years and can’t easily be repaired.

The Rotary MD30 prototype, which would be installed at South Bay Division 18, would have a steel vault housing coated with fiberglass to deter corrosion and prevent oil leaks. The unit’s modular design can be expanded to accommodate a three-axle articulated bus.

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Purchasing Buyer Beverly Beaver, right, draws the first-place winner's ticket during a raffle to support the Los Angeles Mission. From left are Transit Security Sgt. Ty Henderson, raffle chairman, and Sgt. John Davis.



PHOTO BY BILL HEARD

MTA Security Officers Raise \$550 for Los Angeles Mission

(Jan. 10, 2003) A drawing sponsored by MTA Security officers raised more than \$550 for the Los Angeles Mission – and made the winners of three raffle prizes happy.

The Mission will use the funds toward feeding the homeless, helping needy families and children, and placing people in job programs. This is the third year the Mission has benefited from the security officers' efforts.

Mike Mershon, an elevator mechanic for Mitsubishi Electric, won the first-place Bissell Pro Steamer. Administrative Analyst Ted Hope won the second prize, a graphite fishing rod, reel and tackle. Security Officer Virgilio Canaber won a \$50 gift certificate for a Honey Baked ham or turkey.

The drawing was conducted Friday morning near the 3rd Floor security desk at MTA Headquarters. Security Sgt. Ty Henderson and Senior Officer Loretta Ferem coordinated the raffle.

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Metro South Bay Governance Council - Back row, from left: Jim Hendrickson, John McTaggart, Metro South Bay General Manager Dana Coffey, Curren Price and Howard Sachar. Front row: Terisa Price, Margaret Hudson and Lou Mitchell.



PHOTO BY CHRIS LOVDAHL

South Bay Governance Council Meets MTA

By DANIELLE GROSSMAN

Orientation Meeting (Jan. 10, 2003) “We welcome you to MTA,” said Maria Guerra, MTA chief of staff, as she addressed the first meeting of the South Bay Governance Council.

“We want to thank you, because you’re the first,” Guerra said.

The orientation meeting, held at the Carson Community Center, opened by introducing the members of the governance council to members of the South Bay sector staff.

Guerra described the structure of MTA to better explain how the council fits within the agency, and within the South Bay sector. She also discussed the council’s purpose, to act as liaisons between their communities and the South Bay sector, and their responsibilities.

South Bay General Manager Dana Coffey addressed the council with an overview of the South Bay sector.

The governance council’s first official meeting will be held Friday, Jan. 17. The council will elect a chair and decide how often and when they will meet

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Membership Roster

James Hendrickson

City Manager, Palos Verdes Estates

John McTaggart

RPV City Councilman and current Mayor

Curren Price

Inglewood City Councilman

Howard Sachar

Member, MTA Citizens Advisory Council

Terisa Price

Redondo Beach Transit Manager

Margaret Hudson

Member, Carson Public Safety Commission

Lou Mitchell

President, Watts ACORN

Memorial Services Set for Retired Train Operator Germain T. Williams

(Jan. 14, 2003) Germain T. Williams, a 23-year veteran bus and train operator, died Jan. 10 following a bout with cancer.

Williams began his career as a bus operator in December 1975. Sixteen years later, Williams joined Rail Operations. He was a train operator on both the Metro Blue and Green lines until his retirement on June 30, 1999.

Williams, 52, was a resident of Inglewood.

Memorial services are scheduled Friday, Jan. 17, at 2 p.m. at Angelus Funeral Home, 3875 S. Crenshaw Blvd., at 39th Street. For viewing schedule or other information, call (323) 296-6666.



Germain T. Williams
1950 - 2003

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Walking the Line - Safety message goes gold along the Marmion Way corridor of the Metro Gold Line opening this summer. PHOTO BY ALICIA GOMEZ



Fast-Paced, Productive and Precedent-Setting, 2002 Will Make MTA History

By BILL HEARD, Editor

In this report: The Year's Top Stories

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(Jan. 14, 2003) It's fair to say that the year 2002 – fast-paced, productive and precedent-setting as it was – will be recorded as one of the most significant in MTA history.

The agency set a new direction with the inauguration of five service sectors charged with bringing bus service closer to the people of the communities MTA serves. Launched in July, the new sectors quickly began making improvements in customer service.

MTA also kicked off an aggressive "Safety's First" program that touches every employee from the frontline operators and mechanics to the executive office staff. Statistics already are showing a drop in on-the-job injuries and a reduction in the number of Workers' Compensation claims.

MTA played a key role in uniting local transit services to create a countywide monthly pass – EZ Transit Pass – and partnered with the LA Area Chamber of Commerce to host the county's first-ever transportation summit. *Mobility 21* participants called for Los Angeles County to get its fair share of state and federal funding.

The year also was made just a little sweeter when two Metro Rail operators – Tu Phan and Robert Rodriguez – won the 2002 International Rail Roadeo in Baltimore. It was MTA's first victory in the prestigious competition.

Here's a look back at the top MTA stories of 2002:

January

- Deputy CEO John Catoe formally inaugurated MTA's Safety's First campaign with an event at North Los Angeles Division 3. Also

participating were UTU General Chairman James Williams, Local 1607 President Chairman Rick Ortega and Vice Chairman Joe White.

- MTA made public the final environmental report on a planned six-mile extension of the Metro Gold Line through East Los Angeles.
- The California Public Utilities Commission halted construction at 21 Metro Gold Line rail crossings along a five-mile stretch of track and ordered a safety and environmental review.
- MTA announced it would continue to implement the federal Consent Decree, but planned an appeal to the U.S. Supreme Court.
- Gerald Francis, a former rail executive with Dallas Area Rapid Transit, was selected as general manager for Metro Rail.
- Caltrans and MTA announced the start of a \$4.5 million congestion study. The Ventura Freeway Corridor Improvement Study will cover about 40 miles from Moorpark Freeway in Thousand Oaks to the Harbor Freeway in downtown Los Angeles.



^ Deputy CEO John Catoe inaugurates Safety's First campaign at North Los Angeles Division 3 event.

February

- The MTA Board voted to certify the final environmental report of the Metro Gold Line through East Los Angeles.
- MTA hires the first three service sector general managers: OCTA executive David Armijo for the San Fernando Valley; Montebello Bus Lines executive Jack Gabig for the San Gabriel Valley and Transportation Concepts executive Rich Rogers for the Gateway Cities service sector.
- Construction crews completed installation of four CNG fueling stations at Crossroads Depot Division 2 – an important milestone for MTA in its conversion to alternative fuel vehicles.
- MTA issued the final environmental report for a planned 14-mile Bus Rapid Transit (BRT) “busway” between Warner Center and the Metro Red Line North Hollywood station.

March

- A Superior Court judge ordered Tutor-Saliba-Perini (TSP), its various entities, and bonding companies to pay \$21.7 million in attorney fees MTA incurred in a lawsuit related to TSP's role in building the Metro Red Line. The decision brought the judgment against TSP to \$63 million.
- The U.S. Supreme Court declined to consider MTA's appeal of the Consent Decree. The agency had sought a clarification of how bus load factor compliance should be measured and



MTA officials launch the next generation of clean-fuel buses from San Gabriel Valley Division 9 event.

the federal court's role in solving transportation problems.

- The first of 176 new clean-fuel buses were fueled and dispatched from MTA's El Monte bus division. MTA's 1,900 CNG buses is the largest such transit fleet in the nation.
- MTA kicked off the operating division Local Safety Committees (LSC) as an important element of the Safety's First campaign.

April

- The MTA Board took a major step toward providing seamless countywide transit service by approving a regional pass program. MTA and 12 municipal operators cooperated in the EZ Transit Pass program.
- MTA completed a construction project to modify the structure of the Metro Green Line tracks at the Harbor Freeway station. The job was finished a week earlier than the planned 23 days.
- MTA joined in celebrating the opening of the Alameda Corridor project. The agency provided \$358.7 million for preliminary engineering and construction for the project.

May

- The MTA Board voted to support establishment of service sector governance councils of up to nine members.
- Carson Division 18 Transportation Manager Dana Coffey is named general manager of the South Bay service sector. Tracy Daly, a Metrolink executive, is selected as general manager for the Westside/Central sector.
- MTA hires its first "injured workers advocate to be a neutral third party in the investigation and resolution of Workers' Compensation claims.
- The California Public Utilities Commission voted to allow construction to resume on the Metro Gold Line to Pasadena after addressing concerns about the safety of 21 rail crossings.
- The MTA Board adopted a \$2.6 billion balanced budget that includes \$126 million less in spending during FY 2003, yet delivers more bus and rail service.



^MTA officials break through a celebration banner aboard a Metro Rapid Bus to signal the official opening of the \$34.6 million overpass. Construction that began in 1999 includes the Universal City Station Bus Plaza, additional parking lots and the widening of Lankershim Boulevard.

June

- MTA's Eastside Light Rail Project reached another milestone when the Federal Transit Administration signed a Record of Decision certifying that the project had satisfied all federal environmental guidelines.
- The 101 Freeway overpass adjacent to the Universal City Metro Rail station opened after two and a half years of construction – with no lost-time injuries – an accomplishment any engineer could be proud of.
- North Los Angeles Division 3 Operator Daniel Keosababian won the 2002 MTA Bus Rodeo driving competition. South Bay Division 18 mechanics Luke Logan, Javier Soria and Mina Ros won the maintenance competition.
- Metro Rail operators Tu Phan and Robert Rodriguez win the 2002 International Rail Rodeo in Baltimore. They competed against rail operators from around the U.S. and Canada.

July

- MTA rolled out its first two service sectors to serve the San Gabriel Valley and the San Fernando Valley. The sectors are designed to improve bus service, reliability, customer satisfaction and to enhance travel opportunities for MTA patrons.
- Los Angeles City Councilman Hal Bernson was elected MTA Board chairman.
- Deputy CEO John Catoe announced that MTA no longer will hire individuals with certain criminal records, no matter how long ago the convictions occurred.
- MTA's Metro Motion cable TV show was aired for the first time on two local channels. The 30-minute show is intended to fill the information gaps and encourage viewers to try public transit.
- MTA's progress report to the special master overseeing compliance with the federal Consent Decree said the agency continued to make progress, but needs higher capacity buses, exclusive busways and more Metro Rapid bus lines to improve service.

Average weekday boardings on the Metro Blue Line soared to 73,115.

- A survey of 35,000 Metro Bus riders found that seven out of 10 customers (69 percent) agree that Metro Bus service is improving on a number of fronts. The survey was the largest customer satisfaction survey ever conducted by MTA.



MTA Board Chairman Hal Bernson, CEO Roger Snoble and Deputy CEO John Catoe join officials from all participating transit agencies at the Gateway news conference, which symbolized the significant step the region is taking toward seamless transit service and a Universal Fare System.

August

- MTA and 12 municipal operators joined forces to launch "EZ Transit Pass," the county's first regional transit pass program. The first passes were sold for use in September.
- The first rail car was placed on the Metro Gold Line tracks in South Pasadena, marking a significant milestone for the Metro Rail system.
- MTA launched a major effort to reduce Workers' Compensation fraud with a series of talks by Deputy District Attorney Tom Higgins at MTA Headquarters and the operating divisions.



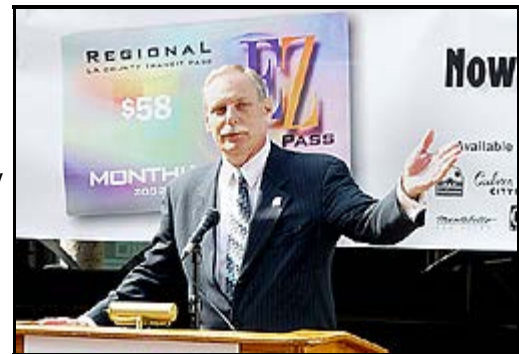
Metro Rapid Bus at Universal City Station.

September

- The MTA Board approved acceleration of the Metro Rapid Bus Program. The 24-line expansion is to be completed by 2008.
- The MTA Board adopted a policy and bylaws for the governance councils. The policy gave the councils authority for bus operations service planning and scheduling.
- The MTA Board designated the Metro Blue Line's Pico station near the Staples Center to the memory of long-time Lakers announcer Chick Hearn.

October

- CEO Roger Snoble completed his first year at MTA. He spearheaded efforts to bring MTA service closer to the customer through the service sector concept, to improve bus service and expand service offerings, among many other initiatives.
- Hollywood celebrated MTA's announcement that an extra hour would be added to Metro Red and Blue Line nighttime service.
- The MTA Board approved the purchase of a "multi-media mobile theater" MTA will use to enhance rail safety education. The mobile unit will be deployed at community events, schools and other venues.



CEO Roger Snoble



Los Angeles County Supervisor Zev Yaroslavsky addresses *Mobility 21* conference. Some 400 elected officials along with business, labor, transit and community leaders attended the day-long transportation summit meeting in downtown LA.

November

- MTA asked Special Master Donald Bliss to "remedy the load factor component" of the federal Consent Decree and to provide guidance to MTA and the Bus Riders Union on how to interpret the decree's load factor

requirements.

- MTA began testing trains on the Metro Gold Line, marking the occasion with a media event and ride from the Mission Street station to the Fillmore station.
- MTA joined with the Los Angeles Area Chamber of Commerce to host Mobility 21, the county's first-ever transportation summit. Participants called for more state and federal funding for transportation improvements to combat the growing congestion that threatens the region's quality of life and economic vitality.
- The MTA Board approved the selection of seven individuals to serve on the Metro South Bay service sector governance council.

December

- MTA and other public agencies marked the opening of a 2,000-foot-long overpass near the Imperial/Rosa Parks Metro Blue Line station. The \$20 million bridge lifts Imperial Highway traffic over Wilmington Avenue and the Metro Blue Line and Union Pacific tracks.
- LA Mayor James Hahn helped inaugurate two new Metro Rapid bus lines: the 11.9-mile Vermont Line 754 and the 10.5-mile South Broadway Line 745.
- MTA opened bids for construction of the Metro Rapid Transitway, the east-west busway that will connect the North Hollywood Metro Red Line station and Warner Center in the San Fernando Valley.



Mayor James Hahn inaugurates the new Metro Rapid service on Vermont Avenue at a Wednesday morning news conference.

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Well-Spoken - Gateway Cities DAC members are better and more confident speakers after taking a Toastmasters crash course in public speaking. Pictured are, *front row, from left:* Cathy Manzo, Communications Officer; Norma Carrasco, Bus Operator, Div. 2; Maria Avila, Bus Operator, Div. 1; *middle row:* Dyana Elorriaga, Mechanic, Div. 1; Rich Rogers, Gateway Cities General Manager; Frank Clarke, Buyer and past MTA Toastmaster President; David Hershenson, Community Relations Manager; Albert Hinojos, Bus Operator, Div. 1; *back row:* Michael Burke, Mechanic, Div. 1; George Youngblood, Mechanic, Div. 1; Robert Rodriguez, Bus Operator, Div. 2; Art Aguilar, Mechanic, Div. 1



Speaking Up Is Hard To Do. . .

Gateway Cities DAC Members Learn Public Speaking

By DANIELLE GROSSMAN

(Jan. 16, 2003) Martin Luther King Jr.'s *I Have A Dream*, one of the most recognized speeches of the 20th century, opened the Gateway Cities sector Division Advisory Committee members' training in public speaking. The Gateway Cities DAC, comprised of employees from Divisions 1 and 2, gives anti-graffiti presentations to schools and participates in community events representing MTA. Much of their time is volunteered.



Taking it in - Maria Avila, Albert Hinojos, Robert Rodriguez, George Youngblood, Art Aguilar, David Hershenson, Norma Carrasco, Dyana Elorriaga, George Youngblood pick up pointers listening to speaker.

Frank Clarke, a former president of the MTA Toastmasters International chapter, took the day to train DAC members, Jan. 9, on how to be better and more confident public speakers. He invited fellow MTA Toastmasters member Bill Satterfield to kick off the program with his recital of the "I Have A Dream" speech.

"One of the requests we've received during past DAC meetings was to get some assistance in presenting, so our members could be more

professional in their presentation skills," said sector Communications Manager Dave Hershenson.

Clarke discussed some of the things to be aware of when speaking publicly. Things such as material preparation, eye contact with the audience, being relaxed, creating variety in the tone and speed of your voice, and not using "umm" or "uh."

"The idea is trying to channel the nervousness into a positive force in the presentation," Clarke said.

Arturo Aguilar, a Crossroads Depot Division 2 mechanic and DAC member, believes that the training will help him when speaking to kids in the community.

"The key point for me was learning that when we're dealing with kids from grammar school all the way up to junior high school, you have to keep their attention," said Aguilar. "Kids lose their attention fast. We're learning how to keep there attention and at the same time try to get our message across."

"The training is educational, and we're all learning from it," Aguilar said. "I think we're going to go a long way with it."

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Above, Toastmaster Frank Clarke leads training session. Below, Crossroads Depot Division 2 DAC member Arturo Aguilar practices the public speaking skills he learned in the Toastmasters' training session.



Acts of Courage: Remembering MTA's Heroes of 2002



IN THE LINE OF DUTY - The MTA Board commended five Metro Bus operators, July 25, for three separate acts of courage in providing life-saving assistance to members of the public. From left are Operator Myra Jackson of Division 3, Operator Garry Brown of Division 10, Operator Sara Bernal and Trainee Tamara Houston of Division 3 and Don Smith of Division 10. PHOTO BY BILL HEARD

(Jan. 16, 2003) The tragic events of Sept. 11, 2001, gave Americans – and the world – an example of camaraderie and bravery in the face of extreme danger.

The unparalleled heroism of that day has since inspired others to help their fellow citizens through acts of kindness and courage in everyday life. In 2002, many MTA employees took extra measures to help their customers by offering superior service and personal assistance.

Twelve of those employees, however, are remarkable for acts that went above and beyond the call of duty. From something as simple as returning a large amount of cash to its rightful owner to helping save a person's life, their deeds were noted during 2002.

This story celebrates and remembers the MTA heroes of 2002.

- **North Los Angeles Division 3 Operator William Michael** prevented a serious accident from occurring, Jan. 8, when he steered a car from oncoming traffic. After witnessing the car collide with a bus, Michael stopped his own bus when he saw the unconscious driver's car rolling towards traffic. After steering the car to safety, Michael used his First Aid and CPR training to help the man and four injured passengers on the bus, while waiting for paramedics.
- **Chatsworth Division 8 Operator Aaron Gonzalez** found \$741 in cash on his bus on Jan. 24 and turned it in to his division office where the owner later claimed the money.
- **El Monte Division 9 Operator Larry Aguiñ** helped police break a wave of park and ride car theft cases on Feb. 1 when he reported suspicious activity from two juvenile males at the

Artesia Transit Center's park and ride lot.

- **Senior Contract Administrator Ed Kichi** was the first person able to help a colleague who had suffered a seizure and lost consciousness in a nearby cubicle on April 1. Using training he had received in the Marine Corps, Kichi quickly stabilized Ed Velasquez and administered CPR. 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.
- **Crossroads Depot Division 2 Operator Carlos Mendizabal** followed his instinct on April 25 and helped a colleague get quick medical attention. Instead of proceeding with his usual route, Mendizabal decided to investigate when he noticed a colleague's bus stopped, but not allowing passengers on. Mendizabal found the operator unconscious on the floor and called for medical assistance.
- **North Los Angeles Division 3 Operator Myra Jackson** pulled her bus over, July 22, after witnessing a man get shot several times in a drive-by shooting. The wounded victim dragged himself aboard the bus, and Jackson drove him to her layover zone where paramedics were called to provide treatment.
- **North Los Angeles Division 3 Operator Sara Bernal and BDOF Operator trainee Tamara Houston** helped get medical attention, July 23, for a 79-year-old woman who was bleeding profusely when a varicose vein in one of her legs burst. While waiting for medics to arrive, Bernal used her own shirt to tie off the woman's leg and then elevated it to slow profuse bleeding.
- **Arthur Winston Division 5 Operator Rhonda Newsome** helped reunite a lost 3-year-old child—who had boarded her bus alone—with her mother.
- **West Valley Division 8 Operator Richard Brady** assisted at the scene of a fatal traffic accident, Dec. 1, by extinguishing a car fire and assisting the injured after witnessing two cars collide.

Two other employees were honored during 2002 for life-saving actions that occurred in 2001:

- **South Bay Division 18 Operator David Lane** 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. Lane was commended for saving the life of a small child on June 21, 2001, while on duty as a Long Beach Police Reserve officer. Lane performed the Heimlich maneuver on the boy who was choking on a gumball in the back seat of a car.
- **Ryan Williams**, who works as a Utility "A" in the Logistics Department, received the Life Saving Achievement Award in September from the American Red Cross, which presented it on behalf of President Bush. Williams was commended for saving the life of a one-year-old girl in April 2001, when he dislodged a barrette from the child's air passageway, allowing her to

breathe.

--Story compiled by Danielle Grossman.

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Central City Division celebrated the "How You Doin'?" awards for Best Transportation Division and Best Maintenance Division for October 2002.

Central City Division 1 Teamwork Pays Off With No. 1

By DANIELLE GROSSMAN

(Jan. 17, 2003) Central City Division 1 is proof that when maintenance and transportation work together, they can both be No. 1.

The division celebrated the "How You Doin'?" awards for Best Transportation Division and Best Maintenance Division for October 2002.

"It's not very often that the agency gets this opportunity to recognize both the transportation and maintenance teams for the same month for a program," said General Manager Rich Rogers.

"It's a team effort," he said. "I wanted to give my personal thanks to each of you, individually, for the efforts you put out. Not only for October, but day in and day out."

The transportation team ranked first place in on-time pull-outs, in-service on-time performance, and for the lowest number of complaints and new Worker's Compensation claims.

The Maintenance team ranked first in on-time pull-outs and lowest number of new Worker's Compensation claims.



Winner's Circle - Proud managers, from left, Bob Hogancamp, maintenance; GM Rich Rogers, and Sonja Owens, transportation.

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SWORN IN: MTA Board Secretary Michelle Jackson administers the oath of service, Jan. 17, to members of the newly formed South Bay Sector Governance Council. Deputy CEO John Catoe briefed members on the agency's budget crisis. General Manager Dana Coffey outlined the sector's annual work program and bus route planning process. The council also heard discussions of the Safety's First program and government affairs program.



PHOTO BY RICH MORALLO

The seven council members are Terisa Price of Redondo Beach Transit, chair; Jim Hendrickson of Palos Verdes Estates, vice chair; John McTaggart of Rancho Palos Verdes, Lou Mitchell of Watts, Curren Price of Inglewood, Howard Sachar of the MTA's Citizen Advisory Committee and Margaret Hudson of Carson.

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Artist's rendering illustrates new, five-span bridge that will spirit high-capacity, clean-fuel Metro Rapid buses across the Los Angeles River.

MTA Kicks Off Transitway Project in San Fernando Valley

By DAVE SOTERO

- When it opens in 2005, the Transitway will provide quicker, more efficient bus service to Valley commuters and easier access to Metro Rail.

(Jan. 17, 2003) MTA kicked off the San Fernando Valley Metro Rapid Transitway project, Friday, at a construction site in Van Nuys during a media event that drew a number of local, state and federal officials.

The 14-mile landscaped Transitway, with 13 stations spaced about a mile apart, will run between the North Hollywood Metro Rail station and Warner Center. When opened in 2005, it will provide quicker, more efficient bus service to Valley commuters and easier access to Metro Rail.

The project will cost \$329.5 million, with an additional \$10.9 million for a bikeway project to be built in parallel with the Transitway. MTA has awarded Fontana-based Brutoco Engineering & Construction Company a \$3.8 million contract for construction of the first phase of the project.

Under the fixed-price contract, Brutoco will build the first and largest of three bridges located along the Transitway. The new, five-span bridge over the LA River will be capable of spiriting high-capacity, clean-fuel Metro Rapid buses across the Los Angeles River. The overall Transitway project has the potential to create up to 9,500 full-time jobs in the area, according to MTA project estimates.

Transitway a reality

"The San Fernando Valley Metro Rapid Transitway project, after years of planning, is now a reality with the award of this first major contract to begin construction," said MTA Board Chairman Hal Bernson.

"The construction of the Transitway is what the transit-dependent in the San Fernando Valley need. This innovative project would be like a Metro Rail system on rubber wheels that will allow riders to cut travel time substantially," said LA Mayor James Hahn. "The project is good for the environment and will help keep Los Angeles moving."

Trips made between Warner Center and North Hollywood now will take about 35-40 minutes using Metro Rapid buses, compared to 50 minutes for the same trip using current on-street buses.

"The Valley has waited a long time for this hugely important regional transportation improvement project," said CEO Roger Snoble. "In light of the state's current budget crisis, the need for public works projects that spur economic development and create jobs for Californians is critical. This project is ready to go."

Confident of completion

"Along with the Eastside Light Rail Project to extend the Metro Gold Line, the San Fernando Valley Metro Rapid Transitway project is a top MTA priority," Snoble said. "We are confident that it will receive the necessary state funds to complete it."

The Transitway will pass through communities that include North Hollywood, Valley Glen, Van Nuys, Sherman Oaks, Encino, Tarzana and Woodland Hills. It will link such activity centers as Pierce College, the Sepulveda Basin Recreation Area, the Van Nuys Government Center, Valley College and North Hollywood.

As part of the project, MTA plans to build bike and pedestrian paths along the route to give residents more transportation options when using the Transitway.

Project planners also have factored beautification into the Transitway plans and will landscape 80 acres, planting 7,000 trees and 900,000 drought-tolerant shrubs. Park-and-ride lots will be built at five stations, providing 3,300 new parking spaces.

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INSIDE STORY

2 MTA Employees Recall Metrolink Collision in Burbank

By BILL HEARD, Editor

Dana Woodbury is still sore from bruises and scrapes suffered during the crash of Metrolink 210. These days, he still is uneasy commuting by rail, although he takes the train to work.

John Dover was back at work, Jan 21, despite aches and pains. Still reluctant to board a train, he drove to work. He starts therapy soon for his shoulder and arm injuries.



PHOTOS BY GAYLE ANDERSON

(Jan. 21, 2003) It was Monday morning, Jan. 6, the start of a new week and Dana Woodbury was annoyed. He had just missed his 7:45 a.m. commuter train from Canyon Country into Union Station.

An MTA transportation planning manager who joined MTA in 1982, Woodbury, 52, grabbed a cup of coffee as he waited to board the next train, Metrolink's 210. The train was late coming up from LA. It would stop at Via Princessa, where Woodbury waited, and make a turnaround trip to the city.

When at last the four-car train pulled into the station, the conductor apologized to his patrons for the late arrival. Woodbury boarded the second car and took a seat on the right. He relaxed with his coffee as the train eased out of the station a few minutes behind its scheduled departure time of 8:47 a.m.

TOS John Dover caught the 210 at Santa Clarita.



John Dover, a 27-year MTA employee and transportation operations supervisor attached to the Bus Operations Control Center, caught the 210 one stop down the line at Santa Clarita. "When I got aboard, the conductor said, 'I hope we won't have any more delays to downtown.'"

Dover, 51, found a seat in his favorite location – on the left-hand side, mid-level in the first car near the engineer's compartment. On this journey, the engine was positioned at the rear of the train.

Underway again, both men settled in for the hour-long commute.

60 passengers, crew on board

At Newhall, more passengers boarded. Others climbed aboard at the Sylmar/San Fernando and Sun Valley stations. As the train gathered speed en route to Burbank, about 60 passengers and crew were on board.

"We had just left the Sun Valley station about 20 minutes out from LA," Woodbury remembers of the tragedy that was about to strike. "We had just gotten up to speed and may have been going 70."

Suddenly, Woodbury felt "a marked jolt as if we'd hit something on the tracks." Debris, pieces of a crossing gate, flew past. Out his window, he saw the lights of a broken crossing signal still flashing. "I knew instantly we must have hit something at a crossing."

Dana Woodbury, a transportation planning manager, returned to work Jan. 13.



One car ahead, Dover felt an impact and saw the engineer stand up and take a sideways step out of his compartment. "He said something like, "We hit a truck!"

And, indeed, before the engineer could apply the brakes the train had ploughed into a stake-bed truck that had driven through or around the crossing gate at San Fernando Road and Buena Vista in Burbank. It was 9:30 a.m.

"He just pulled out in front of me. I couldn't react. I couldn't react," Dover heard the engineer say. The train continued for at least 1,000 feet while derailling.

Lurching toward a wall

The front of the first car began to rise and roll over. Glancing out a window, Dover saw it was lurching toward a retaining wall that separated the track bed from the Golden State Freeway.

"I'm holding on and we're getting closer to the retaining wall," he says, recalling the grinding sound the car made skidding across the ground. "Then we hit it and the next thing I know, I'm thrown to the other side." The noise became even louder as the car scraped along the concrete wall.

The car had been thrown on its right side and now was facing the direction from which it had come. The engineer was lying across the door of his compartment. A woman passenger was pinned beneath a table and couldn't move.

Dover discovered he was bleeding from a deep gash that ran from the middle of his forehead to behind his right ear. His shoulders and neck were stiff and his left arm was hurting badly. As he moved to assist the engineer and the trapped passenger, he could see people running toward the train.

Meanwhile, in the next car back, Woodbury grabbed for a handhold as the train began to sway violently from side to side and then rise into the air. He was momentarily irritated that he spilled coffee on his trousers.

He got down between the seats to protect himself but was propelled across the car when it fell onto its left side. He hit the wall hard, bruising his backside and spraining both wrists.

Held on to their children

Near him were two women with babies. Fortunately, they had been sitting on the left side and were not thrown around. Both managed to hold on to their children throughout the crash.

Another passenger, pinned between his seat and the wall, called for assistance. Woodbury helped free the man. "We tried to figure out how to get out. The windows were too high to climb out of and one end of our car was blocked because the third car was propped up on it."

The shaken passengers moved cautiously, stepping on the window and walls of the overturned car, climbing over seats and the passengers' scattered possessions to reach the forward door.

Just as the group reached the door, rescue workers began climbing in. The passengers stumbled out into the daylight and were astonished by the devastation.

"It was a shock," says Woodbury. "It brought tears to my eyes."

The train was off the tracks, cars on their sides, rails torn from the roadbed. Splinters from the mangled ties lay all about. The injured sat on the ground awaiting help or moved slowly along the train, dazed, some bleeding. Emergency workers moved among them, rendering first aid and providing comfort.

Used 'jaws of life'

It took John Dover a lot longer to get out of the first car – maybe 45 minutes – and it wasn't easy. Rescuers had to use the "jaws of life" to free the door. The engineer was taken out on a backboard, then the injured woman was lifted out before the rest scrambled to safety.

Although he walked away, Dover received first aid for his injured head and, along with several others, was transported to Providence St. Joseph Medical Center in Burbank. He was treated for his wound and for the abrasions on his shins and right thigh. He was given medication for the pain in his left arm and shoulders.

His wife, Gail, and daughter, Christy, his mother-in-law, Cathy, and a fellow BOCC employee, TOS Russ Modell, met him at the hospital.

"My wife had tears in her eyes. She said, 'I'm sure glad to see you,'" says Dover, who returned to work on Tuesday, Jan. 21. "I said, 'I'm glad to see you, too.'"

Thirty-three passengers and crew on the 210 were injured in the crash. Engineer Jim Cook suffered a broken wrist and other injuries. A 48-year-old woman and two others incurred serious injuries. The driver of the stake-bed truck was killed on impact.

Although in some pain from his bruises and sprains, Woodbury remained at the scene, giving a statement to a police investigator. He called his wife, Sherrie, who immediately drove in from Acton to pick him up.

As he looks back on the event, it all seemed to move in slow motion.

"I didn't feel a lot of fear," says Woodbury, who returned to work, Jan. 13. "You're in the moment and don't have time to think about it. You just hope when it ends that you'll still be here."

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MTA joins local, state and federal officials for a kick-off of the San Fernando Valley Metro rapid Transitway, an ambitious high-priority transportation project that will bring quicker, more efficient bus service to schools, colleges and major business centers.

[See metro.net report:](#)

MTA Kicks Off Transitway Project in San Fernando Valley



PHOTO BY LISA HUYNH

Los Angeles River Bridge Crossing at Victory Boulevard and Louise Avenue in Van Nuys is the start of construction site for the San Fernando Valley Metro Rapid Transitway Project.

PHOTO BY DAVE SOTERO



Mayor Jim Hahn, flanked by local, state and federal officials including State Assemblywoman Fran Pavley, MTA Board members John Fasana and Frank Roberts, MTA Board Chairman Hal Bernson, County Supervisor Zev Yaroslavsky, State Transportation Secretary Maria Contreras-Sweet, MTA CEO Roger Snoble, LADOT's James Okazaki, and City Councilman Tom LaBonge, guides construction crane lowering materials and building fence posts at the Los Angeles River bridge construction site.



PHOTO BY DAVE SOTERO.

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Transit Policing, Metro Gold Line 'Quiet Zones,' on Board's Agenda

IN THIS REPORT:

[Quiet Zones](#)

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(Jan. 22, 2003) The MTA Board is expected to vote, Thursday, on a motion authorizing the CEO to negotiate with the Sheriff's Department and with the LAPD to provide transit community policing services.

If approved, MTA could negotiate a memorandum of understanding with either or both of the law enforcement agencies for a period of five years, inclusive of two one-year options.

The motion, Item 5 on the Board's agenda, also would permit the CEO to extend the LASD's and LAPD's current contracts through March 31, 2003. The total cost of extending the two contracts would be \$8.4 million.

The January Board meeting is scheduled at 9:30 a.m., Thursday, Jan. 23.

'Quiet Zones'

The Board is expected to take up a motion by Supervisor Gloria Molina, Item 50, that would establish "quiet zones" in the area of the Metro Gold Line crossings at Avenue 45 near Montecito Heights and Avenue 50 in Mount Washington.

The motion notes that the California Public Utility Commission "has declined to order a quiet zone" prohibiting the use of horns and bells in those neighborhoods, but has ordered MTA to use a "quacker" warning device.

Molina calls for rules prescribing when train operators should sound quackers or other signals and for operating procedures that balance the safety of vehicles and pedestrians with the community's wish to eliminate unnecessary noise from passing trains.

Public comment rules

Item 32, approved by the Executive Management and Audit Committee and listed on the agenda's consent calendar, is a proposed revision of the rules for public comment during Board and committee meetings.

Among other things, the proposed revision would permit members of the public to speak on an item at both the committee and Board meetings. Public comment periods of at least five minutes could be conducted before and during consideration of an item, with each person being allowed one minute to speak.

The public also could address the board on non-agenda items "within the subject matter jurisdiction of the Board" during a public comment period at the end of meetings. The comment period could last for up to 30 minutes, with each person allowed to speak no more than once for a minute.

The meeting's chair may limit the comment period on any item or the total amount of time allowed for public testimony based on the number of persons requesting to speak and the business of the Board. Elected officials may be called to speak out of order or before the item is considered.

Other items of interest in January are:

- Item 41, adoption of a countywide Regional Transit Plan;
- Item 38, a motion authorizing the CEO to purchase 70 additional high-capacity buses;

- Item 14, a motion asking the Board to seek public comment on a draft of a system-wide parking policy; and
- Item 39, a motion to purchase an easy-to-maintain, environmentally safe prototype bus lift.

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Segue to Segways at Gateway

by Alisha Gomez

- MTA's Security and Law Enforcement units are the first to receive training on the Segway, an electrically driven and gyroscope-stabilized scooter.



PHOTOS: LISA HUYNH

Members of MTA Security line up their Segways at a training session conducted by Segway instructors.

(Jan. 22, 2003) Segways soon will be turning heads as MTA's Security and Law Enforcement units— the LAPD, LA County Sheriff's department and MTA security — prepare to incorporate them into their daily patrol at various locations. The three units were the first to receive training, recently, on how to use the two-wheeled scooters. The Segway is electrically driven and gyroscope stabilized.

"The Segways will enhance our foot patrol and help in our special assignment areas," says Sgt. John Davis, MTA Transit Security. "It also can supplement bicycle patrol."

What it's Like

After a classroom session, seven officers from MTA security, seven LAPD officers and about 12 Sheriff's deputies tested out the scooters on P1 at Gateway.

After about six months of deployment, Davis says MTA, along with transit law enforcement partners, will decide if more Segways will be brought in. The LAPD and the Sheriff's Department each will get three Segways for now. MTA Security will deploy two Segways.

Four additional units will be available for special transportation testing and projects. They will be allocated to various uses by the MTA's Transportation Planning Manager, Robin Blair, who also is the project manager.

"We're going to see how they are enhancing our foot patrol and our means of security," says Davis.

Numerous times each year MTA Security and transit law enforcement units are assigned to provide security at

special events like the Christopher Street West parade in West Hollywood, the Rose Parade in Pasadena, Fiesta on Broadway, the Long Beach Grand Prix, the Christmas Parade in Hollywood and others. In such scenarios, officers would patrol these events while on the Segway.

MTA also is hoping to try the Segways for enhanced security on the various rail lines.

"Overall, everyone from the three law enforcement and security enforcement groups have been very pleased with the Segways," says Davis. "People were flabbergasted with the efficiency, how maneuverable they are and how easy it was to use them."

"They're efficient, and not bulky," he says. "We're fortunate that we are one of the groups who are able to use the Segways."

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Author, above, relays her lesson on the Segway.

Riding the Segway scooters is really quite simple after taking a few lessons from the Segway representatives.

At first, the scooters can feel a bit wobbly, only because riders tend to be uncertain of their balance. But after a few turns, forward and backward movements, riding a Segway is a convenient, easy and fun experience.

Three keys - red, black and yellow - determine the speed of the scooter. Black is a beginning speed of about 6 miles an hour; red is a bit faster at about 7 to 8 miles an hour; and yellow is the fastest key at about 12 1/2 miles an hour.

To turn the Segway on, a rider uses one of the keys, depending on the desired speed. A little screen on the handlebars shows when the scooter is on. The rider then presses a red button on the handle bar and the Segway automatically turns to balance

mode.

To go forward, riders simply lean with their feet forward. To stop, riders stay up straight, completely balanced. When going backwards, riders lean back with their feet. The more weight on the toes, the faster a rider goes in forward motion. The more weight on the heels, the faster a rider goes in backward motion.

The Segway has a zero degree turning radius so it turns in place. The left handle bar has a control knob to turn the scooter right or left. Riders usually lean with the motion to help the Segway turn easier.

Not only is the Segway fun, but also it is a great way to get around when taking those short walks. The scooter's battery lasts anywhere from 11 to 17 miles, depending on the speed and terrain riding on (if it is hilly or flat). --*Alisha Gomez*



West Hollywood Division Operator Roy Allen: "I can't put into words how happy I am to be back."

Division 7's Roy Allen Makes Inspirational Comeback After Losing Leg

By JENNIFER YEH

(Jan. 23, 2003) When Roy Allen went for a regular doctor's visit two years ago, he had no idea that his life was going to take a critical turn.

A Metro Bus operator at West Hollywood Division 7, Allen, 46, was faced with a life or death decision. Doctors told him he had to have his left leg amputated or he could die from a blood condition.

The complication to Allen's health started when doctors discovered he had a blood clot in his aorta. Some time later, the blood clot broke up into smaller pieces and traveled into the smaller veins of his foot, blocking circulation.

After an unsuccessful surgery in an attempt to save his leg, doctors and Allen agreed on the next available option.

"I was upset when the doctor told me I needed to have my leg removed, but I had no choice but to just deal with it," says Allen. "Either that or not be here today."

Low self-esteem

The result of the surgery left Allen with low self-esteem. And making matters worse, the DMV took away his commercial driver's license.

"They said I no longer met the physical requirements and they didn't even give me a chance to take the driver's test," he says.

"I wanted to get back to work," says Allen. "I really missed being around everyone. I used to see my colleagues on the street driving when I was going to the doctor's office and I would be crushed because I wasn't on the bus driving."

With encouragement from his mother, Allen put all his pain aside and worked hard to get back on his feet. He attended physical therapy twice a week and practiced vigorously on his own.

"At one point I was on crutches and I knew I had to work extra hard if I wanted get back on my feet, so I threw down my crutches and took it from there," he says. "When I fell I picked myself back up and kept on trying."

Allen, who joined MTA in July 1999, admits he has always wanted to drive a bus. "I really love the job so I pushed myself to get back."

Began a comeback

Allen began his comeback in May 2002 by working as a bus operator recruiter in the Special Assistance Program (SAP) program at MTA Headquarters.

"People in the SAP program really helped me a lot," he says. "I was on disability and they got me into the program. They built my self-

esteem back up, convinced me to appeal the DMV decision to get my driver's license back, and pushed me to come back and drive because they saw that's what I really wanted to do."

In December 2002, Allen succeeded in getting his license back and returning to the job he loves. He admits having a prosthetic has slowed him down, but it hasn't stopped him from doing what he enjoys.

"You wouldn't believe how happy I was when they told me I could come back," he says. "It just blew me away. I feel like a new person."

Overcoming a major obstacle hasn't been easy for Allen. He gives a lot of credit to his family and friends who have helped make it possible for him get back on his feet.

"I love everyone at Gateway who has helped me," he says, "and all my friends at Division 7 who have motivated me to come back."

His message to others is: "If you have a goal in life, don't let anybody say you can't do it. You should always do what you enjoy no matter what. Always put your best effort forward. Take it from me, I am happy right now."

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Powered by compressed natural gas, the low-floor "Compo-Bus" will be five feet longer than current MTA coaches and will seat 46 passengers, 16 percent more seats than the traditional 40-foot buses now in operation.

MTA Board Approves Purchase of 70 More High-capacity Buses

By RICK JAGER

(Jan. 23, 2003) Taking advantage of an option to purchase more high-capacity buses, the MTA Board today approved the acquisition of 70 additional 45-foot "Compo-Bus" coaches.

Powered by compressed natural gas, the low-floor "Compo-Bus" will be five feet longer than current MTA coaches and will seat 46 passengers, 16 percent more seats than the traditional 40-foot buses now in operation.

The approval of the option to buy an additional 70 buses will bring the total number of "Compo-Bus" coaches in the MTA fleet to 100. The Board last year approved the first order of 30, which are expected to begin arriving this summer.

Each bus is priced at \$373,156 and employs some of the technology developed by MTA in its Advanced Technology Transit Bus program, including a shell constructed of lighter composite materials. Hence the name "Compo-Bus."

The composite material used primarily is fiberglass with a balsa core construction method similar to that found in the marine industry.

The "Compo-Bus" will be lighter than a conventional 45-foot steel-framed bus, resulting in better fuel economy and reduced brake wear. Other benefits of using composite material include simplicity of repair and absolute resistance to corrosion.

North American Bus Industries (NABI) of Anniston, Ala., will manufacture the "Compo-Bus." The total contract price for the additional 70 buses, plus spare parts and diagnostic equipment, is \$28,679,137.

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From left, Secretary Nancy Chung, President Raymond Lee, Donna Pomerantz and Olympia Santana of the student forum group. MTA Communications Manager Helen Ortiz, Disability Committee member Doreen Wong and MTA Transportation Communications Manager Callier Beard.

San Gabriel Valley Receives Community Voice

(Jan. 23, 2003) Communications Manager Helen Ortiz and Transportation Planning Manager Callier Beard paid a visit to Pasadena City College, Jan. 16, to talk about proposed service changes regarding the Metro Gold Line.

Ortiz and Beard discussed proposed service changes with a student forum advocacy group at the college called "Helping Hands." During the presentation members of the group recommended some changes, which included using larger print in MTA brochures.

San Gabriel Valley Sector staff will take public comment about proposed service changes following the opening of the Pasadena Metro Gold Line at a public hearing on Jan. 25. The hearing will take place at the Pasadena Senior Citizen's Center. -- from *Lisa Huynh*

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MTA Board Approves 9-Member SGV Sector Governance Council

(Jan. 24, 2003) The MTA Board of Directors approved the formation, Thursday, of a nine-member Governance Council for the San Gabriel Valley service sector.

The members of the Governance Council will represent the cities in the San Gabriel Valley. The Governance Council will work with sector General Manager Jack Gabig and his staff to improve Metro Bus service in the area.

Acting on a motion by Supervisor Gloria Molina and Duarte City Council Member John Fasana, the Board approved the San Gabriel Valley Council of Government's (SGVCOG) nominations for membership on the Governance Council. Five members of the Governance Council will be selected by SGVCOG.

SGVCOG also would nominate two other members, who would be non-elected officials, to serve on the Governance Council. The final two members of the nine-member Council would be nominated by the three Los Angeles County supervisors whose districts encompass the area.

Councils to localize control

In addition to their role in improving bus service, Governance Councils are intended to localize control of the Metro Bus system. Members will ensure that MTA focuses on its customers and transportation needs in their service areas.

Governance Councils will oversee planning and implementation of Metro Bus service within their areas. Their responsibilities include approval of the sector general manager's annual budget proposals and conducting public hearings concerning proposed changes in bus service.

The councils also review and develop policy recommendations for MTA Board approval and contribute to the general manager's annual performance review.

The San Gabriel Valley Governance Council is the second of five to be approved by the MTA Board. The South Bay Governance Council conducted its first meetings earlier this month in Carson.

Members have been proposed for a Governance Council in the San Fernando Valley and councils also will be formed in the Westside/Central and Gateway Cities service sectors.

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Jerry Martin, a senior investigator in the Office of the Inspector General, holds a commanding position as Commodore of the Southern California Yachting Association (SCYA).



OIG's Jerry Martin Wears Commodore's Hat in Yachting Group

(Jan 24, 2003) Maybe no one actually salutes when he steps aboard a boat these days, but Jerry Martin, a senior investigator in the Office of the Inspector General, holds a commanding position as Commodore of the Southern California Yachting Association (SCYA).

Recently installed in the post, Martin leads a group of 90 yacht clubs that operate between Morro Bay and San Diego and that includes clubs in Fresno, Nevada and Arizona. He previously has served in several offices reporting to SCYA commodores.

Martin is an experienced sailor who has won a number of long-distance races on the West Coast. Piloting fast 30-foot sailboats with five-to-seven-member crews, he has won the Newport to Ensenada race, the Marina Del Ray to San Diego event and the Santa Barbara to King Harbor race through the Channel Islands.

Martin also is certified by the United States Sailing Association as a judge and senior race officer, officiating at races throughout the West. He volunteers for duty with the U.S. Coast Guard Auxiliary and is qualified as a crewman and instructor in boating safety.

Martin has been involved in yacht club management for 25 years, serving as commodore of three yachting organizations. As SCYA's commodore, he is chief administrative officer with responsibility for personnel and all social functions, as well as overseeing those who coordinate yacht races and other events.

Martin joined the Office of the Inspector General in April 2001 following a career as a special investigator in the U.S. Army, the federal government and Northrup Corp.

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Mechanic Roy Kawahara, right, is the driving force beneath "Jesus, God's Gift," the float representing the Lutheran Church in the 114th Tournament of Roses Parade.



RRC's Roy Kawahara Is One of Rose Parade's 'Chosen Few'

By JENNIFER YEH

(Jan. 24, 2003) Being a part of the Tournament of Roses Parade is an opportunity that many could only dream of. But for the past four years, RRC Warranty and Equipment Mechanic Roy Kawahara has been lucky enough to be given that chance.

Kawahara is one of the chosen few who got to drive down Colorado Boulevard on New Year's morning in one of many colorful flower-decorated floats.

This year he drove a 40-foot float for the Lutheran Church titled, "Jesus, God's Gift".

"I couldn't see out, I had to have an observer tell me what to do, to go right or left, to slow down or speed up," says Kawahara.

"The seat inside the float is not the most comfortable," he says. "All I have to sit on is a piece of plywood and it gets hot in there because I have to sit next to the engine."

Kawahara learned of the opportunity when a friend of his, who also drives in the parade, told him that the Tournament of Roses was looking for extra drivers. He jumped at the opportunity.

Trained to drive floats

But, first, he had to be trained to drive the massive floats. "We had to go through test runs to make sure we were familiar with the steering and a fire drill in case the float catches on fire," he says.

Kawahara describes Rose Parade volunteering as tiring, but fun.

"The day before the parade, we have to be there at 9 o'clock in the morning to move the floats out of the garages to be judged," he says. "We have a break from 3 p.m. to 5 p.m. and go back to work at 7 p.m. Some of us have to stay with the floats throughout the night to make sure people don't try to take flowers."

Although the job may seem exhausting, Kawahara describes seeing people's reactions to the floats as one of the most interesting parts of the job. "If it wasn't for the people driving and observing there wouldn't be a parade."

Why does he continue to go back year after year?

"It's a world-wide parade and I'm in it," he says, proudly.

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Seniors Learn to Use Public Transportation at Workshop

By RICH MORALLO

About 400 senior citizens attending a "Seniors on the Move" workshop at the Inglewood Senior Center, Jan. 22, learned how to use public transportation with ease and convenience for shopping, business and social trips.

Supervisor Yvonne Brathwaite Burke and South Bay General Manager Dana Coffey presented updates on local transportation projects and programs during the program.

The Los Angeles County Commission on Aging, which sponsored the workshop, provides community transportation training for seniors throughout the county.

"We processed more than 400 senior applications and provided about 100 February monthly ID card stamps at the event," said Communications Manager Vanessa Smith of Metro Customer and Vendor Services.

Employees of the ID card vendor, Metavante, traveled from Willowbrook, Ill., to participate at the workshop and process the hundreds of ID cards.

"Based on the support of our vendor at this event, they hopefully will be able to assist us with similar efforts in the future", said Gail Harvey, executive manager, Customer and Vendor Services, who also attended the program.

Workshop participants also picked up transit and safety information at several information tables and then took a bus ride to visit the Metro Green Line.

"We drove past the Inglewood Transit Center and went to the Hawthorne/105 Metro Green Line station where the seniors learned how to use the ticket vending machines and toured the platform," said Transportation Planning Manager Ellen Blackman, one of the event coordinators.



Josue Salazar of Lennox was one of the participants at the "Seniors on the Move" workshop.

It's a 'Clean Sweep' For Division 1 Maintenance

By DANIELLE GROSSMAN

(Jan. 28, 2003) Central City Division 1 maintenance has become a role model in bus cleanliness. It has been ranked No. 1 for the past nine months.

"Bus cleanliness is the next most important thing to on-time performance for the general public," says Maintenance Manager Bob Hogancamp.

During the division's *How You Doin'?* award presentation, sector General Manager Rich Rogers commented, "We feel bus cleanliness is such an important element that we're going to include vehicle cleanliness as one of the major contributing factors that will weigh in the decision on which maintenance division is judged No. 1."

The program owes its success to the 29 service attendants who clean the buses seven days a week, Hogancamp says. A year ago the service attendants were asked to design and implement a program that would result in cleaner buses. Their program has proven successful.

The program works because the attendants clean the buses the way that they *want* to, not the way they're *told* to, Hogancamp says. Giving them more control over the program has resulted in more consistent and thorough bus cleanings.

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JANUARY UPDATE:

Board's Votes Covered Range of Transit Issues, Facilities Needs

(Jan. 28, 2003) The MTA Board approved motions at its Jan. 23 meeting that covered a range of important transit issues, but also focused on improving bus maintenance facilities.

Regional Transit Plan. The Board adopted the countywide Regional Transit Plan for FY 2003 to 2007. The plan focuses on improving transit services through the increased cooperation of local transit agencies. It is grouped around themes of customer service, transit operator cooperation and wise use of resources.

System-Wide Parking Policy. With Board approval, MTA will now seek public comment on a draft of a system-wide parking policy. The policy would accompany the agency's Short Range Transportation Plan.

Lack of parking can slow the development of new transit options. The proposed policy would help manage existing parking facilities and provide direction in the construction of new ones.

MTA currently controls some 15,000 public parking spaces throughout the Metro system and may add another 8,000 spaces in coming years.

Public Comment Rules. The Board voted to revise the rules for public comment to allow members of the public to speak on an item at both the committee and Board meetings. Public comment periods of at least five minutes may be conducted before and during consideration of an item, with each person being allowed one minute to speak.

The public also may address the board on non-agenda items "within the subject matter jurisdiction of the Board" during a public comment period at the end of meetings. The comment period could last for up to 30 minutes, with each person allowed to speak no more than once for a minute.

Replacing Garage Doors. The Board approved MTA plans to replace worn-out garage doors at three field facilities. The agency will buy 55 roll-up doors for installation at Non-Revenue Division 4, West Hollywood Division 7 and South Park Location 14.

The current garage doors at the three locations are worn and fatigued from long service – 20 years at Division 7, 40 years at Division 4 and almost 50 years at South Park. Some don't operate at all and others operate poorly due to advanced wear.

Crews will install 23 doors at Division 4, 11 doors at Division 7 and 21 at South Park. The new doors are expected to reduce maintenance and repair costs and the potential for employee injuries, while improving worker productivity and enhancing the appearance of the maintenance yards.

New Bus Lifts. The Board also approved MTA plans to test an easy-to-maintain, environmentally safe bus lift as a possible replacement for the 15-to-20-year-old units now installed at its operating divisions. The agency will buy a prototype of the machine, built by Rotary Lift, Inc.

Some 120 in-ground axle-engaging bus lifts are in use at MTA operating divisions. Many have deteriorated noticeably in recent years and can't easily be repaired.

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Chief Bratton and Sheriff Baca listen to the security contract discussions at MTA Board meeting. Seated with them are LAPD Transit Group Commander Robert Hansohn, at left, and Deputy Chief Sharon Papa.



Board Will Take Another Look at Security Contract Proposals

By BILL HEARD, Editor

(Jan. 29, 2003) The MTA Board is expected to take another look in February at a staff proposal to award an exclusive \$47.2 million contract to the Sheriff's Department for security on the Metro system.

Deputy CEO John Catoe told the Board, during its Jan. 23 meeting, that the MTA could save \$21.6 million during the first three years of the five-year contract outlined in the Sheriff's Department proposal.

"This recommendation provides an excellent security program at the lowest cost to the MTA," Catoe told the Board, adding that it would provide more patrol officers than are currently deployed, civilian fare inspectors and security for the Metro Gold Line.

After a lengthy discussion and presentations from MTA staff, Sheriff Lee Baca, LAPD Chief William Bratton and their staffs, the Board delayed a decision until its February meeting on the negotiation and execution of memorandums of understanding for community transit policing services.

MTA's existing contracts with the two law enforcement agencies expired this month, but the Board has voted to extend their monthly payments.

The Board also is expected next month to take up a motion by Mayor James Hahn that calls for retaining both the Sheriff's Department and the LAPD for three years while MTA re-establishes its own transit police force. The former Transit Police Department was merged with the Sheriff's Department and LAPD in 1997.

PHOTOS: BILL HEARD



Los Angeles County Sheriff Lee Baca and LAPD Chief William Bratton gave presentations during the MTA Board's discussion of their security contract proposals.



Alternative recommendations

The MTA staff report includes alternative recommendations for five-year agreements with the two law enforcement agencies.

Under these alternatives, the Sheriff's Department would have responsibility for security on the Metro Blue, Green and Gold Lines and in the San Gabriel Valley, Gateway Cities and South Bay service sectors. The LAPD would be assigned to patrol the Metro Red Line and the Westside/Central and San Fernando Valley service sectors.

A third alternative calls for the staff to develop a proposal to phase out both agencies over a three- to five-year period and either phase in an MTA security force or the Sheriff's Department.

Some 150 Sheriff's deputies currently patrol the Metro Blue and Green Lines and Metro Bus lines in service areas outside the incorporated City of Los Angeles. The LAPD has assigned about 200 officers to patrol the Metro Red Line and bus lines within city boundaries.

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Division 9's David Bricker Returns Passenger's Lost Wallet

By LISA HUYNH

(Jan. 29, 2003) Integrity and honesty are the rules Metro Bus Mechanic David Bricker tries to live by each day.

Bricker, who is assigned to San Gabriel Valley Division 9, found a wallet wedged behind the driver's seat, Jan. 21, during one of his early morning inspections.



Metro Bus Mechanic David Bricker found and returned a wallet after his daily bus inspections.

The wallet contained more than \$70, credit cards and a driver's license.

He immediately turned it in to Equipment Maintenance Supervisor Joe Quintero, who ran a check, but discovered that the wallet didn't belong to any of the employees.

Bricker then took it to the El Monte Sheriff's Station, where deputies ran their own search and returned the wallet to its rightful owner.

"I always try to be straight and honest with people," says Bricker.

"I know how it feels to lose things, especially a license or credit cards. It takes a lot of time and is expensive to get these items replaced."

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**MTA Rail
Safety
Outreach
Program
PSA Sends
Message:**

Tracks Mean Trains

By LISA
HUYNH and
JENNIFER YEH



Scene from the PSA shows a mother and her child who decide to beat the train by crossing the tracks, but don't make it in time.

(Jan. 30, 2003) The MTA Rail Safety Outreach Program teamed up with an award-winning producer and renowned director the weekend of Jan.10, to create public service announcements with a strong rail safety message.

The filming took place at the Mission Street station in South Pasadena. There were approximately 80 participants, including crewmembers and extras.

The PSAs are aimed at patrons who take the train and residents who live near train tracks. They will be an important element in MTA's outreach to communities and especially to schools along the Metro Gold Line and Metro Blue Line.

"Because the two lines run along city streets through intersections, there is a higher chance of interaction between the trains and pedestrians and automobiles," said Senior Communications Officer Yoon Ham. "Since our main focus is children, we plan to make this PSA appealing to them."

Jana Sue Memel from Chanticleer Films produced the PSA. She has in recent years been nominated for 11 Academy Awards and has brought home three Oscars for her short films. Addison Wright, who has directed several major films and music videos, also directed the PSA.

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PSA PREVIEW



In this scene, a little boy on his bicycle tries to beat the train, but soon realizes that the train is much faster.



In one of the skits, a family decides to cross the tracks to catch the train, but their trip ends in tragedy when one family member gets caught between the tracks. Actors from left, T.C. Chau, Suwannee Chokemesil, Jesse Manapat and Hunter Peoples.

Operation Lifesaver Tips:

Do not walk, run, cycle or operate all-

Real-life occurrences

The scenes in the film are depictions of real-life occurrences.

The skits illustrate the dangers of pedestrians running on train ramps, sitting on the edge of the ramp, crawling between trains, and the danger of drivers who attempt to race the trains. Props, such as a wrecked vehicle, were used to represent the severity of the consequences.

terrain vehicles on railroad tracks, rights-of-way or through tunnels.

Cross tracks only at designated pedestrian or roadway crossings. Observe and obey all warning signs and signals.

Do not attempt to hop aboard rail equipment at any time.

Remember: Rails and recreation do not mix!

The filming allowed MTA employees, family members and outside volunteers the opportunity to be cast as extras. They included Leanne Ramirez, 7, daughter of RRC employee Albert Ramirez, who said, "I'm really excited because I'm going to be in a commercial."

Ramirez and her brother Edward, 9, engaged in a scene where they were filmed running on the platform to catch a train.

Those who contributed their time spent countless hours retaking scenes and waiting for the film crew to set up.

Transportation Planning Managers David Sikes and Susan Phifer, along with her daughter, Emma Simon, and a friend were among those who spent all day on the set.

"We've been here since 7 a.m.," said Phifer, "but it's fun to watch it all come together."

'A lot of hurry up and wait'

Sikes described the morning as, "a lot of hurry up and wait, but it's been enjoyable to watch it all. This is a nice way for me to participate in the safety issue for the Metro Gold Line."

Sikes and Phifer both played passengers in the background in a skit titled "Dangling". In the skit, two teenagers sit on the platform with their legs draping over the edge while a train approaches. The implication is that one of the teenagers doesn't get up in time when the train arrives.

"I hope it comes out to be a good safety message for the MTA and the community that the line serves," said Phifer.

The PSA will be shown in movie theaters, on television and possibly broadcast on radio once editing is completed in mid-April or May.

It also will be featured in MTA's multi-media mobile theatre. The theater, which seats roughly 16 people, will show realistic three-dimensional presentations.

"Our main message that we want to get across to people is that "Tracks means Trains," said Ham.

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Mayor of Seoul heads Korean delegation on tour of MTA



- Westside/Central General Manager Tracy Daly gives Seoul Mayor Lee Myung-bak and visiting transportation officials a whirlwind tour of transit operations, Metro Rapid, Hollywood and the Metro Red Line.

By GAYLE ANDERSON

MTA rolled out the red carpet, Jan. 18, for the Mayor of Seoul, South Korea, and a delegation of transportation officials from that city here on a fact-finding mission and inspection tour of restoration projects and innovative transportation systems.

Key to the mission was to review MTA's transit operations and discover elements that could be applied to a major transportation reorganization underway in Seoul.

MTA was the first stop in a nine-day tour that took the delegation to Boston; Providence, R.I.; Sao Paulo, Brazil, and finally, Curitiba, Brazil, the progressive city that pioneered the BRT concept.

The delegation, led by Mayor Lee Myung-bak, took particular interest in Metro Rapid, the precedent-setting program eyed by the mayor to improve the quality of service in South Korea's capital city.

Metro Westside/Central General Manager Tracy Daly took the delegation on a whirlwind tour of MTA's greatest hits, showcasing Metro Rapid, the joint development site of Hollywood & Highland and the Metro Red Line.

The tour began with a ride to MTA Headquarters on the LADOT's downtown DASH and a briefing on that service from LADOT planning supervisor Phil Aker. At MTA Headquarters, Daly presented an overview of public transportation in Los Angeles and



From Seoul to L.A. - Scenes from Mayor Lee Myung-bak's whirlwind tour of MTA with General Manager Tracy Daly, Jody Feerst Litvak, Jinny Park, Dan Cowden and LADOT's Phil Aker.



Briefing at Headquarters



Inside BOCC



Ready to Roll

provided a demonstration of the Bus Operations Control Center.

Daly noted the South Koreans' keen interest in eco-friendly solutions.

"I am happy to report that the MTA operates the largest CNG fleet in the United States. Nearly 80 percent of our bus fleet – 1,862 out of some 2,800 buses -- are CNGs." The Seoul delegation, impressed with the CNG fleet, reported that 20% of their fleet is CNG powered.

The meeting also revealed that the population of Seoul, roughly equal to that of Los Angeles County at about 10 million, inhabits an area of approximately 236 square miles, about one-sixth the size of the 4,081-square-mile L.A. region served by the MTA. You don't have to do the math to imagine rush hour in Seoul without public transportation.

A BRT system similar to Metro Rapid, which aims to beat the traffic clock, is high on the mayor's agenda for transportation reorganization in Seoul.

"Metro Rapid doesn't have to go faster to get there faster," Daly told the delegation. "With its arterial routes and traffic signal control, Metro Rapid can decrease travel time by nearly 25 percent."

Next came a trip to every tourist's favorite destination, Hollywood. But the best part was getting there aboard a Metro Rapid bus, from which the mayor and company could take in city sights along the way to Hollywood via Koreatown.

With only 30 minutes to spare in the four-hour schedule, Mayor Lee managed a quick look at the home of the Oscars and tried out the footprints at Grauman's Chinese Theater, where he proved to be a perfect fit for actor Morgan Freeman.

The Hollywood/Highland Station provided a grand entrance to the Metro Red Line. "Your subway is very beautiful," said Mayor Lee, through an interpreter. "I can see how the art makes the travel much nicer for the passengers."

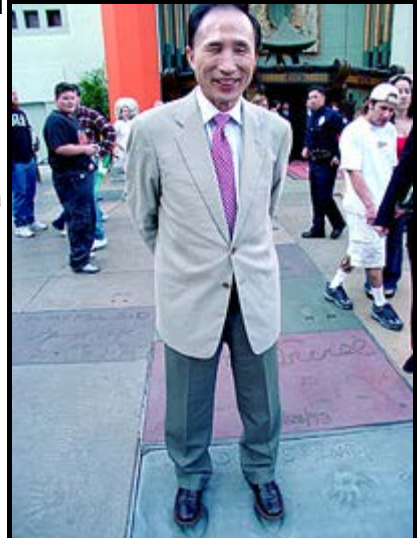
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It's the home of the Oscars



Hollywood Scene



Morgan Freeman fits



Riding the Red Line

PHOTOS BY GAYLE ANDERSON

MTA Board Appoints William Waters as New Inspector General

By RICK JAGER

(Jan 30, 2003) The MTA Board has appointed William Waters as the agency's new Inspector General, replacing Arthur Sinai who retired last year.

Waters has been acting Inspector General since July, running the day-to-day operations of the Office of Inspector General (OIG).

As Inspector General, Waters oversees an investigations unit that is responsible for detecting and investigating potential criminal violations, and for reviewing matters of fraud, waste and abuse at MTA.

He also is responsible for an audits unit that evaluates MTA policies and procedures and ensures that the agency's internal controls are functioning as intended. The management reviews and analyses unit is responsible for responding to OIG HOTLINE calls and letters.

"My commitment as inspector general is to work with the MTA Board and MTA leadership to ensure taxpayers' hard-earned dollars are being spent wisely and honestly," says Waters.

Worked with DEA

Waters joined OIG in 1998 as deputy inspector general in charge of investigations. Previously, Waters had a successful career with the U.S. Department of Justice, Drug Enforcement Administration (DEA).

He served as the executive director of the Southern California Drug Task Force in Los Angeles. Under his leadership, the task force gained local and national recognition as a model for outstanding performance and efficiency and was the recipient of state and national awards for superior accomplishment.

Waters received a Bachelors degree in criminal justice and government administration from California State University, Sacramento, and became a Certified Inspector General (CIG) in June 2000.

Waters has more than 32 years of professional experience in law enforcement. He and his wife, Jackie, reside in Simi Valley and have three grown children, two daughters and a son, and four grandchildren.

He enjoys boating and fishing and occasionally likes to play golf.

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MTA Inspector General
William Waters

Division 1 Mechanic Mack Evans Stands the Test of Time

By DAVID HERSHENSON

(Jan. 31, 2003) When Mack Evans began his career as a mechanic at MTA (then SCRTD) he didn't own a cell phone – they hadn't been invented yet.

In fact, there were more rotary dial phones in homes than touch tone phones, there was no such thing as a 310 or 562 or 818 area code, and telephone answering machines were just finding their way into homes.

The year was 1967 and LBJ was president, The Beatles' *Lonely Hearts Club Band* album lost out to Frank Sinatra for the Grammy award, and *Bonnie and Clyde*, *The Graduate* and *Cool Hand Luke* were debuting in movie theaters across the country (but not in multiplexes, because there were none).

Evans served nine years in the U.S. Army, earning a mechanic's certification from the Fort Knox Armor School in Kentucky and serving in Germany.

At the end of his enlistment, he interviewed for a mechanic position at Central City Division 1 and was hired three days later. He has been there ever since.

Evans now has the second highest seniority at MTA, behind the legendary 95 year-old service attendant lead Arthur Winston. He has replaced or repaired more than 3,000 transmissions during his stint at Division 1. He has no plans on leaving any time soon.

He's sticking with it!

"I've loved my job from day one, that's why I'm still here," Evans said. "As long as my health holds up, I intend to be around for a while longer."

Evans has seen a lot of changes since he began working at Division 1. When he first started there were no hydraulic lifts at the division, no air conditioning and no automatic transmissions. Although he has progressed from a driving a '63 Chevy Impala to a Corvette, Evans still takes the bus to work every day.

Division 1 Maintenance Manager Bob Hogancamp marvels at the work Evans does.

"Mack is one of the most stable and steady mechanics we have," says Hogancamp. "You don't ever have to go looking for him – he's always working on something."

Evans rarely misses a day of work and has accumulated around 2,000



PHOTO: LISA HUYNH

35 years and counting, Central City Division Mechanic Mack Evans holds the second highest seniority at MTA, surpassed only by the legendary 95-year-old service attendant lead Arthur Winston. Below, Evans at work.



PHOTO: DAVE HERSHENSON

sick hours, not including the hundreds of hours he has donated to fellow employees in need over the years.

Even though he has seen a lot of changes in his 35-plus years at Division 1, most people say he's the same friendly and dependable guy, today, as when they met him – and he still doesn't own a cell phone.

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New Pedestrian Bridge

Lights add sparkle to a new pedestrian bridge over Metrolink's Ventura County Line tracks at Willis Avenue in Van Nuys. The bridge, partly funded with \$1.8 million in TEA funds from MTA, was dedicated Jan. 28 by Los Angeles City Councilmember Ruth Galanter and local school children from Fulton Middle School and Valerio Elementary.

The bridge provides a safe walkway for residents and children attending neighborhood schools south of the rail line. The nearest at-grade crossing is about a half-mile away. According to MTA project manager James Rojas, the project included the bridge, fencing, lighting, roadway modifications, sidewalk and landscaping.

Photos courtesy of LADOT



Local school children help Los Angeles City Councilwoman Ruth Galanter cut the ceremonial ribbon to dedicate a new pedestrian bridge over Metrolink's Moorpark line tracks in Van Nuys. Below, detail reveals artistic achievement of the design.



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On-Line Formatting Makes Preparing a Sign Quick and Easy



Try THIS! Click on image to make a sign from an interactive pdf file. Or, directions> Intranet 1 home page > click on [forms online](#) in the Resources section of the right-hand column > scroll down to Communications and click on [Standard Directional Signage Template](#). When meeting_sign.pdf file appears, select from one of six templates, highlight each heading and enter appropriate information. At the printer prompt, select "current page."

(Jan. 31, 2003) Need a sign to announce the location of your upcoming meeting?

Well, now from your desktop computer you can go on-line and use a special template that – within minutes – will help you create an attractive, informative sign directing participants to your meeting.

All you have to do is fill in the required information – and print!

The Communications Department designed the signs for use in elevator lobbies and other posting areas where they will be visible to visitors unfamiliar with MTA Headquarters.

"We need to give our visitors clear directions once they enter the Gateway building," says Brian Soto, General Services director. "We're asking meeting planners to use only the standard on-line design for their signs. These signs will have all the relevant information and a uniform appearance."

To make a directional sign, click on "Forms Online" in the Resources section of the Intranet home page. Then click "Standard Directional Signage" under the Communications heading.

A meeting planner will have six options for signs with arrows pointing in different directions. The planner needs only to type in the meeting's title, location, date, time and any additional information required.

Print, and it's done.

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