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PHOTOS BY RICH MORALLO



Sgt Gaylord Imura and Transportation Operations Supervisor Joe Raigoza, along with other Transit Services Bureau and Metro South Bay teams, have formed a partnership to promote management and law enforcement visibility on the streets.

## South Bay Line Checks Keep Everyone on Their Toes

By RICH MORALLO

(May 7, 2004) Metro operator Dwight Graham remembers the moment well. It was early on a Monday, about 7:30 a.m. as he was driving a Line 115 bus westerly on Manchester Avenue in Los Angeles.

"That's when I saw them, standing at the corner at Van Ness Avenue - one of our assistant managers from Arthur Winston Division 5, a transportation operations supervisor and a Sheriff's deputy," Graham recalls. "And they all wanted to board the bus."



TOS Joe Raigoza greets Metro Bus Operator Dionne Wood.

Graham described how the group spent a quick minute saying "Hi," to him and the passengers.

"That was a pleasant surprise. Metro is letting the public know that they are out there making sure everyone is OK," says Graham, a 21-year agency veteran.

Making sure everyone is OK is exactly what teams of South Bay Service Sector transit managers and Sheriff's deputies are doing weekly as they wait on street corners to board buses and greet operators and their customers.

## Alternate line checks

"We started this program in December and alternate the line checks between the morning and afternoon," says Beth Kranda, a former assistant transportation manager at Division 5 and recently assigned to Division 1 as an assistant transportation manager.

The program has covered eight Metro bus lines, so far, and the managers pair up with the deputies to increase law enforcement visibility.

The deputies do a quick security check on the bus, and with their transit counterparts, board about 25 buses over a three-hour window.

"This is a good, cooperative experience as the deputies and transit supervisors learn each other's missions in mass transit," says Sheriff's Lt. Mike Herek, director of Metro Security with the Sheriff's Transit Services Bureau.

"At the same time, we want to stress to the operators the importance of complying with the bus schedule and keeping on time," says Kranda.

### **18 percent improvement**

In February, the in-service on-time performance for Division 5 and Carson Division 18 improved more than 18 percent. The line checks have also helped deter operators from arriving too early at stops.

Kranda says operators like to see the teams out on the street and will often tell the supervisors and deputies what is happening along the streets and report transit and law enforcement issues.

Bertram Lyde, a lead supervisor with Long Beach Transit, recently went along on a line check to observe.

"This is the greatest thing since sliced bread," Lyde says, noting that the operation benefits the customers, the drivers and public transportation.

"Customers perceive that the transit system is safe and will ride the buses," says Lyde, who added that Long Beach Transit has begun following Metro's program of having teams check up on buses in the field.