

## Metro Report Archives - July 2004 Articles

### Friday, July 30

['InfoWalls'](#) Provide Customer Information at Three Stations

[Team Leaders](#) Receive 'Employee of the Quarter' Awards

[Pilot Program](#) to Streamline Student ID Card Process

### Thursday, July 29

[Mobility 21 Summit](#): \$9 Billion Plan for 'Top Ten Traffic Busters'

[MTA Scores 25% Reduction](#) in Workers' Comp Claims

[Division 2 Celebrates a Month](#) of Zero Workers' Comp Claims

### Tuesday, July 27

[30 Operators, 7 Mechanics Teams](#) in Saturday's MTA Bus Rodeo

[Deputies Working Overtime](#) to Catch Assault Suspect

[SFV Governance Council Members](#) Tour West Valley Division 8

[Procurement nets \\$9 million](#) in savings

[Metrolink Replacing Rail Ties](#) on San Bernardino Line

### Friday, July 23

[Board Approves Purchase](#) of 75 New 40-Foot Buses

[Division 8 Maintenance](#) Breaks Own Safety Record

[MTA Staff Participates](#) in the 9th Annual Tofu Festival

[Board Commends](#) Eastside Extension Citizens' Group

### Thursday, July 22

[Division 3 Transportation](#) Wins 6th 'How You Doin' Award

[Division 8 Maintenance Team](#) Wins 'How You Doin' for May

[Thom Pelk Helped Fight AIDS/HIV](#) During San Francisco to L.A. Ride

### Tuesday, July 20

[Funeral Services Set](#) for Former Division 9 Manager Mace Bethel

['Kim' Kimball, First MTA Deputy CEO](#), Died July 11 at 75

["M" - the Movie](#) > New screensaver from the Design Studio is a fast-paced action movie now playing at a desktop near you.

### Saturday, July 17

[All Aboard, Los Angeles! Next Stop, East L.A.!](#)

Taking a score of golden shovels in hand, Saturday, local, state and federal officials dug the first ceremonial bits of earth to officially break ground for construction of the Metro Gold Line's Eastside Extension.

### Friday, July 16

[CEO, Deputy CEO Visit](#) to SGV Sector Finds Many Improvements

[SF Valley's 'Phoenix Project'](#) Bringing Management to the Streets

[MTA Bus Operators](#) Throw Birthday Bash for Longtime Patron

### Thursday, July 15

[Employee Store](#) to Close for Renovations

['Clean Sweep' Reality TV Show](#) Invades Employee's Home

[A 'Crowning Moment'](#) for South Bay's Lost and Found Guy

#### **Wednesday, July 14**

[Groundbreaking Saturday](#) for Metro Gold Line Eastside Extension

[Committee Issues Range](#) From Congestion Plan to Anti-Terrorism Training

[Operators to Honor](#) Half-Century Patron on Her 79th Birthday

#### **Tuesday, July 13**

[Non-Contract Employees](#) Eligible for 2.5% Pay Raise

[Four Work Locations Rated Tops](#) in Health and Safety Review

[Plaza Reconstruction Begins](#); Project May Last Into October

[Volunteers Still Needed](#) as Judges for 2004 Bus Rodeo

#### **Thursday, July 8**

[Metro Gold Line Crossing](#) Earns National Award for Safety-conscious Planning

[Division Sets Goals](#) and Breaks Safety Record

#### **Wednesday, July 7**

[Employees May Register](#) to Attend Mobility 21, Aug 3

[Groundbreaking for New](#) Santa Clarita Valley Interchange

#### **Tuesday, July 6**

[MTA Operators](#) to Begin Training for 29th Bus Rodeo

**PLUS** ['Knowledge Rodeo'](#) Determines MTA's Safest Operators

[Metro Rail Station Artwork 'Plantings'](#) Wins National 'Concrete in Transit Award'

[300 Seniors Attend Workshops](#) in Downey and Pasadena

#### **Friday, July 2**

[Honor Roll of 2004](#) Graduates is Being Distributed

[Safety Classes Scheduled](#) for MTA Construction Professionals

MILESTONE BIRTHDAYS:

[Is MTA's Ivan McCargo](#) Going for Arthur Winston's Record?

[Fourth Most Senior Operator](#), Bill Underhill, Celebrates 71st Birthday

#### **Thursday, July 1**

[Ops Service Performance Analysis](#) Pages Debut on myMetro.net

[Operator Scott McDonald](#) to Start a New Chapter in Life

[They're Doin' Great!](#) 'How You Doin'?' trophies for April

[Back to Archives](#)

[Metro.net](#) (web)

#### Resources

► [Safety](#)

► [Pressroom](#) (web)

► [CEO Hotline](#)

► [Metro Projects](#)

► [Facts at a Glance](#)  
(web)

► [Archives](#)

► [Events Calendar](#)

► [Research Center/  
Library](#)

► [Metro Cafe](#) (pdf)

► [Metro Classifieds](#)

► [Retirement  
Round-up](#)

#### Metro Info

► [Strategic Plan](#) (pdf)

► [Org Chart](#) (pdf)

► [Policies](#)

► [Training](#)

► [Help Desk](#)

► [Intranet Policy](#)

#### Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## They're Doin' Great!

North Los Angeles Transportation and Central City Maintenance Divisions  
Claim April 'How You Doin'?' Trophies

[North Los Angeles Transportation](#)

[Central City Maintenance](#)

San Gabriel Valley General Manager Jack Gabig, left, joined Division 3 Transportation Manager Dan Frawley and the team for a celebration of their latest "How You Doin'?" award.



BY LISA HUYNH

(July 1, 2004) North Los Angeles Division 3 is on a roll – winning the "How You Doin'?" award for Outstanding Transportation Division six times in a row.

The team took home a trophy for the month of April 2004.

"This is the sixth month in a row that our operators have won this award," says Transportation Manager Dan Frawley. "Their consistency shows that they truly care about the service they provide to our customers, and that they take great pride in the job that they do."

Division 3 was first in the category of in-service on-time performance and had the least amount of new Worker's Compensation claims.

"I couldn't be more proud of all of our bus operators at Division 3," says Frawley. "I feel privileged to be a part of the team here."

Gateway Cities General Manager Alex Clifford, right of trophy, joined Division 1 Maintenance Manager Bob Hogancamp and his team to celebrate their latest "How You Doin'?" award.



Central City Division 1's Maintenance team won the "How You Doin'?" award for Outstanding Maintenance Division for April 2004.

"We are normally toward the top, but it is very special to be the best," says Maintenance Manager Bob Hogancamp.

General Manager Alex Clifford congratulated and presented the team a trophy.

Division Maintenance came in first in the category of attendance and had the lowest number of new Worker's Compensation claims.

"I have the best group of people at MTA," says Hogancamp. "These people have worked together for a long time and are really close to each other. It is an honor to be accepted here as part of the family."

[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/ Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

Scott McDonald will trade his Metro Bus operator's uniform, this fall, for Army National Guard Military Police "cammies" and service as a peacekeeper in Kosovo.



## Operator Scott McDonald to Start a New Chapter in Life

By RICH MORALLO

(July 1, 2004) A year ago Scott McDonald started a journal. He wanted to record the ups and downs of his life as a Metro operator driving Line 108 along Slauson Avenue in Los Angeles.

"I wanted to express my feelings on what it's like working on the bus day after day," says McDonald, a seven-year Metro employee at Arthur Winston Division 5. "The riding public doesn't see us as individuals with personalities and hobbies and lives, and I wanted to write about that."

This October, McDonald will be starting a new chapter in his diary. He'll be writing about his life as an Army specialist supporting the Kosovo peacekeeping mission in Yugoslavia.

"I'm a little nervous," admits McDonald, who serves with the Army National Guard's 40th Military Police Company. "Something bad could happen over there."

But mostly McDonald is proud to be part of history. "I'm eager and happy to be serving my country, to join in the campaign to keep the peace."

## Grew up in South LA

McDonald grew up in South Los Angeles, near 61st Street and San Pedro Avenue. Initially he was uncertain about military service but he saw a couple of cousins join the Navy and the Army.

He finally joined the Reserves when he was 32 years old and completed basic training in Missouri. "At my age, I thought that was an

accomplishment, going through basic and running and competing against much younger soldiers."

Later, he went on assignments to Germany, Italy and San Luis Obispo.

Now facing an 18-month deployment overseas, McDonald will once again exchange his Metro blue operator's uniform and bus schedules for Army "cammies" and an M-16.

"Our job in Kosovo will be maintaining law and order, providing security for the military installation, and working crowd and riot control when necessary," the Metro operator says.

### **Responsible for weapons**

He will be responsible for a Squad Automatic Weapon, which is a powerful machine gun, as well as a grenade launcher and a 9mm sidearm. "I hope I never have to use any of these weapons," he says.

McDonald also will be in charge of maintaining a four-passenger Humvee vehicle. "In the Army, we joke around and say that MP stands for 'Multi-Purpose.'"

"I'll miss my family and friends," says McDonald. But he plans to come back to Metro after his military leave and resume operator duties transporting Los Angeles residents to where they need to go.

"I'm also going to show my journal to some friends and get their opinion," says McDonald. "Maybe even get my journal published."


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Ops Service Performance Analysis Pages Debut on myMetro.net

- [CHECK IT OUT>](#) Frequently Requested Data Now Available

(July 1, 2004) Do you need to know how many patrons rode Metro buses in May? Or how much Metro spent on graffiti abatement in FY 2003? Do you need a copy of the 4-24 Report or are you interested in a particular performance indicator?

That information and much more can be found on myMetro.net's newest selection of web pages launched today by the Service Performance Analysis department.

Service Performance Analysis is responsible for processing data and developing reports on Metro Rail and Bus Operations performance, including reports on ridership and schedule adherence, among a number of others.

The reports and other information developed by the department are available on the new web pages, along with access to the first phase of the Decision Support System, an application developed in Business Objects that provides viewers with an automatic weekly update of major Operations performance indicators by system, sector, and division.

The site also includes the names and photos of department employees and an organizational chart.

## Department's three units

Operations Service Performance Analysis consists of three units:

The Schedule Checking unit conducts daily schedule, fare and point checks for Consent Decree compliance, fare media analysis, and other uses.

The Systems unit processes data collected by the Schedule Checkers, in addition to providing other data for Consent Decree reporting. The Systems group also provides data support for the Scheduling function.

Unified Analysis and Reporting produces weekly, monthly, quarterly and annual performance reports, administers incentive programs, and supports the "Safety's First" reporting function, as well as creating a number of reports required by the FTA and the State of California.

The Service Performance Analysis pages were developed by Senior Administrative Analyst Jeff Neely and Intranet Webmaster Joe Simpson with Lead Designer Neil Sadler providing art direction and with the assistance of web intern Jean-Philippe Steinmetz.

---

EDITOR'S NOTE: There were 1,153,952 average weekday bus boardings in May 2004. Metro spent \$6.5 million in FY 2003 for graffiti abatement.

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)



[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

EDITOR'S NOTE: Two remarkable Metro employees with an unusual number of years of service celebrate their birthdays this month. Jessica Tyerman profiles [Metro Operator Bill Underhill](#) and Rich Morallo writes about [TOS Ivan McCargo](#).

PHOTO: JESSICA TYERMAN



Div. 9 Assistant Manager Phil Moores, left, Bill Underhill, center, and Metro San Gabriel GM Jack Gabig, right, congratulate Metro Operator Bill Underhill on his 71st birthday.

## Fourth Most Senior Operator, Bill Underhill, Celebrates His 71st Birthday

By JESSICA TYERMAN

(July 2, 2004) It's Friday, July 2. Metro Operator Bill Underhill wakes up predawn to don his freshly dry-cleaned shirt. The sleeves' edges are creased around his three-digit badge, Number 463.

His day of driving begins at 3:15 a.m. with a commute from Anaheim to San Gabriel Valley Division 9. He starts his route, Line 259 to East Los Angeles and Alhambra, at 4:34 a.m.

Underhill actually chooses to work this early morning shift. As the fourth most senior operator in the entire agency – he joined Metro in April 1965 – and the most senior at Division 9, he has the power to choose.

"I like getting up in the morning," he says.

On the bus, Underhill knows most of his passengers by name. Some of them just graduated high school. He remembers when they began riding the bus as eight- or nine-year-olds.

## His 71st birthday

On Friday, July 2, Bill Underhill signs off at 12:30 p.m. Later in the evening he goes to dinner with his wife, Olga, for it also happens to be his 71st birthday.

Underhill has worked at MTA for 39 years and is not planning on

retirement anytime soon. "If you retire you're most likely gonna sit around."

When he does decide to retire, he plans to remain in Orange County, where he and Olga are 25-year residents.

"I enjoy the job; I enjoy working," he says. "You stay healthy by working." Underhill says he maintains his health by taking vitamins.

About the other senior Metro operators, Underhill says, "I know Jack Bailey's number two." Sterling Hampton succeeds Bailey in third place while Donald Dube remains in first place with 45½ years at the agency.

### **An exceptional record**

Not only has Underhill been with MTA for an exceptional period of time, he also has an exceptional record.

"He is nothing short of remarkable!" says Assistant Manager Phil Moores.

Since he was hired in 1965, Underhill has had no chargeable accidents and no "missouts," meaning he has never been tardy. Furthermore, in the last six months he has had no absences.

"His record of attendance is stellar and serves as a great role model to all employees at MTA," says General Manager Jack Gabig.

Underhill is quite a modest man, content with his work schedule and lifestyle.

"I have a lot of friends here," he says.

[Metro.net](#) (web)**Resources**▶ [Safety](#)▶ [Pressroom](#) (web)▶ [CEO Hotline](#)▶ [Metro Projects](#)▶ [Facts at a Glance](#)  
(web)▶ [Archives](#)▶ [Events Calendar](#)▶ [Research Center/  
Library](#)▶ [Metro Cafe](#) (pdf)▶ [Metro Classifieds](#)▶ [Retirement  
Round-up](#)**Metro Info**▶ [Strategic Plan](#) (pdf)▶ [Org Chart](#) (pdf)▶ [Policies](#)▶ [Training](#)▶ [Help Desk](#)▶ [Intranet Policy](#)**Need e-Help?**

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Safety Classes Scheduled for Metro Construction Professionals

- Nationwide, 417,700 injured on construction jobs in 2002
- 30-hour, 10-hour construction safety courses offered by Metro

(July 2, 2004) Construction is one of the most hazardous industries in which to work.

Significant hazards include falls, excavation cave-ins, power tools, material handling, heavy equipment operations and crane rigging just to name a few.

Nationwide, in 2002, the latest year statistics are available, more than 417,700 workers were injured seriously enough to require medical treatment beyond first aid.

That equates to 7.1 injuries for every 200,000 hours worked. Of those 417,700 injuries, 226,800 were so serious that the worker could not return to their normal job for at least one day – a “days away” case rate of 3.8 per 200,000 work hours. By comparison, the national average for all private industry employment is 5.3 medical cases, of which 2.8 are “days away” cases per 200,000 work hours.

### Register Here!

To register for upcoming Construction Safety Training classes visit the OD&T website at <http://training> and click on the Schedule and Registration link.

The classes are listed in the drop-down menu under “Construction Project Management.” Sbragia may be contacted via email or at 922-7369.

PHOTOS: RALPH SBRAGIA



Graduates of the April 22 OSHA 30-hour class were, from left, Bharpur Takhar, John Jaramillo, Kathy Mack, Ed Schmutzler, Joe O'Donnell, Ted Lepe and Dan Estrada.

### 'Honing their hazard awareness'

In order to protect themselves and others from construction hazards, Metro employees who must be on construction sites have been honing their hazard awareness at Construction Safety Training classes provided by Metro safety professionals Stephen Nix and Ralph Sbragia, both of whom are certified by the Board of Certified Safety Professionals and

authorized by U.S. OSHA as Construction Outreach Instructors.

Employees who are required to be on construction sites more than one day each week are completing the OSHA 30-hour Hazard Awareness and Correction Training Course. Meeting once a week for six hours, these employees dedicate five Thursdays or Fridays to improving their skills at recognizing construction hazards and knowing how they should be corrected by Metro Contractors.



Graduates of the May 14 OSHA 30-hour class were, from left, Bob Sechler, Bud Gandy, Kathy Sweet, Vince Ybarra, Bill Moore, Helen Lessick, Bruce Warrensford and Ivan Page.

The curriculum includes information required by OSHA and information selected by Nix and Sbragia that is particularly germane to Metro Construction activities.

In addition to employees who have construction related duties, Facilities Maintenance supervisors have shown an interest in attending the 30-hour course.

"Many of the tasks our facilities maintainers complete are similar to construction work" says Facilities Maintenance Manager Randolph Gordy. "It benefits our supervisors to periodically get a refresher regarding the regulatory safety requirements for these activities."



Graduates of the May 27 OSHA 30 Hour class were, from left, Tom Kefalas, Manuel Gurrola, Valerie Dean, John Doidge, Larry Lyon and Carl Ripaldi.

### Recognizing hazards on the job

Employees who are required to be on construction sites *one day a week or less* attend the OSHA 10-hour Hazards Awareness Course. This course is conducted in two five-hour sessions over two weeks. The curriculum centers on hazard recognition to sharpen the employees' ability to avoid

hazards and to work injury free.

For executive level staff who are not required to be on construction sites other for than occasional escorted visits, a 60- to 90-minute safety orientation is planned. This course will test their knowledge and bring them up to date on significant hazards to be aware of.

The current set of classes began in April. June 17 marked the completion of the 30-hour courses by the third group of participants. The second 10-hour class was completed June 24.

After a short break for the Independence Day holiday, a new series of classes has been scheduled. By the close of June, 25 employees had completed the 30-hour course and eight had completed the 10-hour course.

"As the construction manager, the Metro must manage its regulatory and civil liability for ensuring worker safety as just one part of overall project management," says Sbragia. "The better trained our staff is to recognize jobsite hazards and bring them to the contractor's attention, the more compliant we can expect the contractors to be with respect to the Contract Safety Requirements. The more trained eyes we have on the jobsite, the more likely we are to ensure contractor compliance and prevent a major injury. 'On time and under budget' doesn't mean a thing if someone loses their life getting the project built."

---

EDITOR'S NOTE: This article was written by Ralph Sbragia, CSP, of Construction Project Management Safety.



[Metro.net](#) (web)

**Resources**

▶ [Safety](#)

▶ [Pressroom](#) (web)

▶ [CEO Hotline](#)

▶ [Metro Projects](#)

▶ [Facts at a Glance](#)  
(web)

▶ [Archives](#)

▶ [Events Calendar](#)

▶ [Research Center/  
Library](#)

▶ [Metro Cafe](#) (pdf)

▶ [Metro Classifieds](#)

▶ [Retirement  
Round-up](#)

**Metro Info**

▶ [Strategic Plan](#) (pdf)

▶ [Org Chart](#) (pdf)

▶ [Policies](#)

▶ [Training](#)

▶ [Help Desk](#)

▶ [Intranet Policy](#)

**Need e-Help?**

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Honor Roll of 2004 Graduates is Being Distributed

- Extra copies are available in the Dorothy Peyton Gray Transportation Library, 15th floor
- [online version:](#) Honor Roll 2004

(July 2, 2004) A printed version of the Metro Honor Roll of 2004 graduates is being distributed, today, to all work locations.

The Honor Roll contains the names of 210 college, vocational school and high school graduates – employees and employees’ relatives.

First published in 2002 with the names of 105 graduates, the Honor Roll grew to 268 graduates in 2003.

“The Honor Roll has been one of our most popular annual features,” says Editor Bill Heard. “After the first year, we’ve had to print it on eleven by seventeen paper to accommodate everyone.”

This year’s edition was compiled by Communications Intern Lisa Huynh, a Cal State Northridge graduate, with assistance from Intern Kim Sim, a USC graduate.



[Home](#)[CEO Hotline](#)[Viewpoint](#)[Classified Ads](#)[Archives](#)[Metro.net](#) (web)

## Resources

[Safety](#)[Pressroom](#) (web)[CEO Hotline](#)[Metro Projects](#)[Facts at a Glance](#)  
(web)[Archives](#)[Events Calendar](#)[Research Center/  
Library](#)[Metro Cafe](#) (pdf)[Metro Classifieds](#)[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)[Org Chart](#) (pdf)[Policies](#)[Training](#)[Help Desk](#)[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Metro Rail Station Artwork 'Plantings' Wins National 'Concrete in Transit Award'

July 2 - The Portland Cement Association, a cement company trade group in the United States and Canada, has selected "Plantings" – an installation of artist-designed benches at the 7<sup>th</sup> and Metro station - to receive its 2004 "Concrete in Transit Award."

"Plantings," by the artist team of Kipp Kobayashi, Marta Perlas and Noel Korten, is a series of three seating areas for transit riders awaiting trains and subway cars on the Metro Red Line and Blue Line platforms.

Twelve cubes made of durable lightweight concrete are arranged to produce a branching 'Y' pattern suggestive of plants and trees. The three-foot-square cubes are engraved with designs inspired by floral tile work in the historic Fine Arts Building directly above the station.

Lighting mounted above the cubes projects a series of foliage patterns onto the seating area, giving transit riders the illusion of sitting under a tree.

Two clusters of cubes are located on the Metro Red Line platform and one on the west Metro Blue Line platform.

The Concrete In Transit

WAIT JUST A SECOND...  
downloading series of images

### Plantings

by the artist team of  
Kipp Kobayashi, Marta Perlas and Noel  
Korten

An installation of seating environments on the platform level of the 7<sup>th</sup> Street/Metro Center/Julian Dixon Metro Rail Station. Three seating areas for transit riders consist of three-foot-square cubes made of durable lightweight concrete which are arranged to produce a branching 'Y' pattern suggestive of plants and trees. Lighting elements mounted 25 feet above the cubes project a series foliage patterns onto the seating area, giving transit riders the effect of sitting under a tree.

PHOTOS: GAYLE ANDERSON

Awards Program is held every two years to honor excellence in the design and construction of concrete transit and rail projects.

Metro is now a two-time winner of the national award. The Vermont/Santa Monica station, which features concrete of varying textures in the station design by architectural firm of Ellerbe Becket and artist Robert Millar, received the award in 2000.

Picked from among 34 other submissions, "Plantings" was judged on creativity, transferability, aesthetics, economics and functionality. The awards will be presented during the American Concrete Institute convention in San Francisco



Artist team celebrate installation of 'Plantings' at Metro Art's 'Arts a Trip' event Sept. 16, 2002. From left, Noel Korten, Marta Perlas and Kipp Kobayashi.



[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## 300 Seniors Attend Workshops in Downey and Pasadena

By DAVID HERSHENSON

(July 2, 2004) Some 300 senior citizens participated in the latest round of "Seniors on the Move" workshops in Downey and Pasadena.

The program is co-sponsored by Metro, the LA County Commisison on Aging and local transit agencies, and are scheduled in each of the county supervisors' districts.

At the Downey Senior Center, June 25, more than 100 participants were able to visit exhibit tables with information on various forms of transit, including Metrolink and the Downey Link Transit system, in addition to Metro.

Seniors also attend a workshop on how to plan trips and use public transit, and took a short bus ride to the Norwalk Metro Green Line Station and Norwalk Metrolink Station. Each also received a free senior bus pass for the month of July.

Many of the approximately 200 seniors who participated in the program at the Pasadena Senior Center also rode the Metro Gold Line for the first time. It was a short trip from Memorial Park Station to Allen Avenue Station, but all of the seniors were impressed with the cleanliness and smooth ride.

Many indicated they would use the Gold Line to visit downtown Los Angeles and Chinatown.

Metro staff involved in planning and staffing the Downey seniors



Metro's Ellen Blackman, center, staffs a booth at the Seniors on the Move program presentation in Pasadena.



Transportation Planning Manager Ellen Blackman joins Gateway Cities DAC members Maria Avila and Norma Curasco and Governance Councilmember Wally Shidler to distribute Metro information to Downey seniors.



event included Transportation Planning Manager Ellen Blackman, Communications Manager Vanessa Smith, Community Relations Manager David Hershenson and Transportation Operations Supervisor Larry Haynes.

A group of seniors experiments with the ticket vending machine at Pasadena's Memorial Park Metro Gold Line station.

Gateway Cities Division Advisory Committee (DAC) members Maria Avila and Norma Curasco performed double duty by passing out literature and answering questions at the exhibit table, and drove the Metro Buses used for the bus tour.

Gateway Cities Governance Councilman Wally Shidler, a senior and lifelong bus advocate, also assisted at the exhibit table and gave the "How to Ride Metro" presentation to the group.

-- Chip Hazen contributed to this article.

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Metro Operators to Begin Training for 29th Bus Rodeo

- Volunteers needed as judges for preliminaries, final event
- See Also> [‘Knowledge Rodeo’ Determines Metro’s Safest Operators](#)

(July 6, 2004) The competition, along with the weather, will be heating up this month as Metro Bus operators begin training for the 29th Annual Metro Bus Rodeo scheduled, Saturday, July 31, at the Santa Anita Racetrack Gate 6 parking lot in Arcadia.

Practice sessions will be held in Arcadia from Wednesday, July 14, through Tuesday, July 20. The preliminary competition sessions are scheduled from 7 a.m. to 5 p.m., Wednesday, July 21 through Saturday, July 24.

But, the Bus Rodeo couldn't run without the help of the event judges – all volunteers. Rodeo coordinators are asking employees to volunteer as judges during the preliminaries and for the final competition, itself.

The judges' work is key to the process of selecting Metro's most highly qualified bus operator, who will represent the agency during the American Public Transit Association international finals, Oct. 9, in Atlanta.

## Volunteer contact

Interested employees should contact Robert L. Ellison, Jr. at 922-6774, or e-mail him at [ellisonr@metro.net](mailto:ellisonr@metro.net), by close of business Friday, July 16. Any time a volunteer can give will be appreciated, but a commitment of at least eight hours is preferred.

Prior to the start of the preliminaries, volunteers will be trained in how to score one or more of the 11 Rodeo courses.

Each volunteer judge will receive a Rodeo cap, T-shirt and commemorative pin. A continental breakfast and barbecue lunch will be served to the judges.

---

< [back to top](#)

## ‘Knowledge Rodeo’ Determines Metro’s Safest Operators

(July 6, 2004) Who are Metro's safest bus operators? Results from the first annual "Knowledge Rodeo" are in and 27 operators have been named.

The 27 all met certain eligibility requirements and scored highly on a 50-question exam on defensive driving, traffic rules and laws.

Five operators were named "Safest Operator" in their service sector, 11

operators were named "Safest Operator" in their divisions, while 11 others with no more than two years of service were named "Rookie of the Year."

Testing also is underway this week for the operators to be named "Most Knowledgeable" at each of Metro's 11 operating divisions. The winners will be announced, July 31, at the Metro Bus Rodeo.

### **Safest Operator - Sector**

- Gateway Cities - Jeffry Helquist, Division 2
- San Gabriel Valley - Manuel Guzman, Division 3
- San Fernando Valley - Daniel Pastor, Division 15
- South Bay - Emiliano Chavez, Division 18
- Westside - Ray Anaya, Division 7

### **Safest Operator - Division**

- Division 1 -- Alfred Portillo
- Division 2 -- Jeffry Helquist
- Division 3 -- Manuel Guzman
- Division 5 -- Emmanuel Gladden
- Division 6 -- Carlton Robertson
- Division 7 -- Ray Anaya
- Division 8 -- Martin Crespi
- Division 9 -- Tyrone Bernard
- Division 10 -- Antonio Roxas
- Division 15 -- Daniel Pastor
- Division 18 -- Emiliano Chavez

### **Rookie of the Year**

- Division 1 -- Jorge Balcazar
- Division 2 -- Juan Jaca
- Division 3 -- Srilal Seneviratne
- Division 5 -- Lydia Ferguson
- Division 6 -- Fidencio Rodriguez
- Division 7 -- Michael Reed

- Division 8 -- Adalberto Lara
- Division 9 -- Louis Gutierrez
- Division 10 -- Raul Aguilar
- Division 15 -- Rachell Escamilla
- Division 18 -- Kathy Magee

[<back to top](#)

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)

[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Metro Gold Line Crossing Earns National Award for Safety-conscious Planning

By GAYLE ANDERSON

July 7 – Giving a national nod to the importance of safety, the Federal Transit Administration has bestowed its prestigious Safety Conscious Planning Award on the Metro Gold Line's Marmion Way Corridor crossing.

"The award recognizes transportation planning that demonstrates a working partnership with the community," said Countywide Planning Executive Officer Jim de la Loza, who traveled to Chicago June 28 to pick up the national award on behalf of Metro.

De la Loza credits City Councilman Ed Reyes, who worked as a planner in the early phases of the project and later headed the Pasadena Blue Line Construction Authority, for his contributions and support throughout the collaborative process with the Highland Park community.

The FTA award recognizes successful planning projects, innovative methods and delivery mechanisms, and collaborative efforts and partnerships that increase the effectiveness of safety conscious planning. The Marmion Way Corridor project was one of seven planning efforts selected for the honor among 250 nominations.

The Marmion Way Corridor portion of the Metro Gold Line Light Rail Transit Project is part of the City of Los Angeles' Historic Preservation Overlay Zone within residential Highland Park. The mile-long segment with its narrow, 60-foot right-of-way, required a sensitive urban design to enhance the safety and quality of life for the ethnically diverse area.

With the addition of light rail transit through northeastern Los Angeles, the Marmion Way Corridor posed safety concerns in the community. During the early planning phases, Metro implemented an urban design/community involvement process to bring the community and agency to an understanding and shared vision for the proposed transitway.



Countywide Planning Executive Officer Jim de la Loza with FTA national award for planning effort at Marmion Way Corridor.

Marmion Way Corridor in 1996

in 2003





The community opted for a street-running system during the collaborative planning process. As originally planned, six- to eight-foot walls would have enclosed the transitway.

The innovative approach provided a transitway design that responded to the human needs of the neighborhood's historical character and resulted in a street-running system that incorporates the neighborhood's historical character rather than the walled transitway previously planned.

"Today, pedestrians have sidewalks and bicyclists can ride along a safe and friendly neighborhood street," said Steve Brye, transportation planning manager. "The two-block long plaza adjacent to the historic Highland Park station is an inviting space to meet your neighbors, wait for the train, and have a farmers' market or craft fair."

Brye and transportation planner Art Cueto managed the planning and implementation efforts that bonded the agency with the community and earned national recognition.


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Employees May Register to Attend Mobility 21, Aug 3

- Rail-Volution conference is scheduled, Sept. 18-22

(July 7, 2004) The third annual Mobility 21 Transportation Summit is scheduled, Aug. 3, at the Hilton Burbank Airport & Convention Center.

This year's summit features sessions on linking housing and transportation, transportation funding, improving traffic safety to reduce gridlock and save lives, and transportation and economic growth.

Metro employees who wish to attend Mobility 21 must complete a registration form and include their departmental budget code and their supervisor's signed approval. The form, which was mailed out in June, also can be viewed and printed out by clicking here: [Registration form](#) (PDF).

The Mobility 21 registration fee for employees is \$99 per person. The deadline for submitting the completed form is Friday, July 23. Forms should be mailed to Jennifer Salamanca at 99-19-3.

## Sign up for Rail-Volution

CHECK IT OUT: [www.railvolution.com](http://www.railvolution.com)

Registration forms also are due, Aug. 1, for another big Metro-sponsored conference – Rail-Volution. The annual event is scheduled Sept. 18 to 22 at the Renaissance Hollywood Hotel.

Community, civic and business leaders, elected officials and transportation planners will attend the event, which will promote building livable communities near public transit.

Rail-Volution workshops will include the use of bus and rail as commuter choices, transit-oriented developments and building coalitions between neighborhoods and developers.

Like Mobility 21, employees who wish to attend Rail-Volution must complete a registration form with their departmental budget code and their supervisor's signed approval. The forms should be forwarded to Jennifer Salamanca at 99-19-3.

The employee registration fee for Rail-Volution is \$250.



[Metro.net](#) (web)**Resources**▶ [Safety](#)▶ [Pressroom](#) (web)▶ [CEO Hotline](#)▶ [Metro Projects](#)▶ [Facts at a Glance](#)  
(web)▶ [Archives](#)▶ [Events Calendar](#)▶ [Research Center/  
Library](#)▶ [Metro Cafe](#) (pdf)▶ [Metro Classifieds](#)▶ [Retirement  
Round-up](#)**Metro Info**▶ [Strategic Plan](#) (pdf)▶ [Org Chart](#) (pdf)▶ [Policies](#)▶ [Training](#)▶ [Help Desk](#)▶ [Intranet Policy](#)**Need e-Help?**Call the Help Desk  
at 2-4357[E-Mail Webmaster](#)

Joining local officials during the groundbreaking for the Cross Valley Connector interchange were, from left, Metro's Jim de la Loza, Supervisor Michael Antonovich, Congressman "Buck" McKeon and MTA Board Chairman Frank Roberts.



### Groundbreaking for New Santa Clarita Valley Interchange

(July 7, 2004) Congressman Howard "Buck" McKeon, Supervisor Michael Antonovich and MTA Board Chairman Frank Roberts joined Santa Clarita officials, June 30, to break ground for construction of the Golden Valley Road/Soledad Canyon Road Interchange – part of the Santa Clarita Cross Valley Connector.

Metro contributed \$8.5 million from the 2000 Special Call for Projects toward the \$25.5 million project, which will link Interstate 5 and State Route 14 and provide regional access across the Santa Clarita Valley.

Construction is estimated to be complete by fall 2005. The interchange will benefit local businesses and residents, and will add an important link for goods movement and commuter traffic between Santa Clarita's industrial centers and the rest of Southern California.

In remarks during the ceremony, Roberts said the Cross Valley Connector provides "...access to the area's largest employment centers...with over 1,000 companies and more than 50,000 jobs. The Connector will reduce over 5,000 hours of delay each day."



When completed, the interchange will provide access to more than 1,000 companies and more than 50,000 jobs and eliminate more than 5,000 hours of delay each day.

Noting that the Connector is "...critical to the mobility needs of the region," Roberts said MTA also awarded a \$9.5 million grant to the Newhall Ranch Road segment of the Connector in the 2001 Call for Projects.

Jim de la Loza, executive officer for Countywide Planning and Development, joined Roberts and Antonovich at the groundbreaking.

-- Brian Lin contributed to this story.

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)

[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

Metro's Jami Carrington, center, awards new bikes to winning 'Bike to Work Day' commuters Joel Rane, left, and Gary Anderson.



PHOTO BY BILL HEARD

**Bike to Work Day winners** – With more than 2,000 bicycle commuters signed up for Metro's "Bike to Work Day" drawing, May 20, Joel Rane, left, and Gary Anderson were the lucky winners of two brand new bikes. Metro's Jami Carrington, center, presented the bikes to the men, Monday, along with an award certificate. A librarian at the Central Library, Rane bikes two miles from his Los Feliz home to the Vermont/Sunset Metro Rail station each day. He won an \$850 Breezer commuter bike. Anderson, a Los Angeles Water and Power electrician, bikes 40 miles round-trip about three times a week from his home in Orange to Seal Beach. He'll use his new \$750 Breezer fold-up bike when he rides OCTA buses to a stop about two miles from his office. Zone Perfect Nutrition provided the bicycles for the Bike to Work Day drawing. (7/8/04)

[Metro.net](#) (web)**Resources**▶ [Safety](#)▶ [Pressroom](#) (web)▶ [CEO Hotline](#)▶ [Metro Projects](#)▶ [Facts at a Glance](#)  
(web)▶ [Archives](#)▶ [Events Calendar](#)▶ [Research Center/  
Library](#)▶ [Metro Cafe](#) (pdf)▶ [Metro Classifieds](#)▶ [Retirement  
Round-up](#)**Metro Info**▶ [Strategic Plan](#) (pdf)▶ [Org Chart](#) (pdf)▶ [Policies](#)▶ [Training](#)▶ [Help Desk](#)▶ [Intranet Policy](#)**Need e-Help?**Call the Help Desk  
at 2-4357[E-Mail Webmaster](#)

Spatulas in hand, Division 9 managers prepare breakfast to mark their team's safety accomplishments. From left are Assistant Transportation Division Managers Larry Cosner and Phil Moores and Division Transportation Manager Mike Greenwood.



## Division Sets Goals and Breaks Safety Record

By JESSICA TYERMAN

(July 8, 2004) San Gabriel Valley Division 9 Transportation recently surpassed the division's own safety record. The team celebrated working 75 days without a lost workday injury – a milestone it reached June 26.

Manager Mike Greenwood, Assistant Manager Larry Cosner, Assistant Manager Phil Moores and Safety Specialist Scott Boim prepared and delivered breakfast, June 30, to reward the operators "for making safety a priority," says Moores.

"The bus operators are doing everything right and avoiding painful, costly injuries," says Greenwood. "All the training and emphasis on safety is paying off."

The division hopes to reach 150 days without a lost workday injury. "When our next goal is reached we're thinking about dinner," says Greenwood.

The last injury that occurred in the division was on April 12, 2004. An automobile rear-ended a bus and the operator sustained a back injury.

Injuries at Division 9 Transportation have decreased in every category since last year.

Moores attributed the success to Carol Hildenbrand, the Return to Work Coordinator, and to Risk Management, Labor Relations, County Counsel,



division management and supervisors, and the bus operators.

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)

[Metro.net](#) (web)

## Resources

► [Safety](#)

► [Pressroom](#) (web)

► [CEO Hotline](#)

► [Metro Projects](#)

► [Facts at a Glance](#)  
(web)

► [Archives](#)

► [Events Calendar](#)

► [Research Center/  
Library](#)

► [Metro Cafe](#) (pdf)

► [Metro Classifieds](#)

► [Retirement  
Round-up](#)

## Metro Info

► [Strategic Plan](#) (pdf)

► [Org Chart](#) (pdf)

► [Policies](#)

► [Training](#)

► [Help Desk](#)

► [Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

PHOTO: BILL HEARD



The managers whose work locations rated tops in the annual health and safety review, shown here with Deputy CEO John Catoe (center, rear row) and RRC Administrative Analyst George Williamson (left), are Division 2 Transportation Manager Tom Pelk, Metro Blue Line Maintenance Manager George Kennedy, Metro Red Line Maintenance Manager Tom Lingenfield, Division 9 Transportation Manager Mike Greenwood and Equipment Maintenance Manager Mike Singer of the RRC.

### Four Work Locations Rated Tops in Health and Safety Review

(July 13, 2004) Four Metro work locations have come out with top marks in a recently completed annual review of health and safety performance conducted by the Corporate Safety department.

Ranking highest in safety excellence was Metro Blue Line Division 11 with a score of 18.46 out of 20 points. The accomplishment earned the division a \$5,000 reward.

Crossroads Depot Division 2 transportation scored 17 points to win second place and a reward of \$2,500. The Regional Rebuild Center at Location 30 and Metro Red Line Division 20 maintenance tied with 16.85 points and split a \$1,500 reward.

In addition, San Gabriel Valley Division 9 transportation was commended as the most improved in safety and health performance. The team will receive \$500.

The purpose of the annual health and safety review is to determine the level of compliance with local, state and federal regulations and to provide management with recommendations for any needed corrections.

### 36 worksites participated

Thirty-six worksites participated in the review – 24 in the Metro Bus system, nine in Metro Rail, one in Revenue, one in Administration and one in Communications.

The sites were judged in five areas: management knowledge and performance, compliance review, site inspection and employee observation, OSHA recordkeeping compliance and hazard review.

Other work locations recognized for specific program excellence during the period of April 1, 2003 to April 1, 2004 were the Procurement/Logistics department at Location 30, Carson Division 18 transportation, West Hollywood Division 7 maintenance, West Valley Division 8 maintenance, and the Bus and Rail Operators Training Departments at Operations Central Instruction.

"All sites that participated in the 2003 assessment showed an increase in their understanding of and responsibility to health and safety regulatory issues," said Andrea Burnside, managing director, Operations Administration. "Site and cost center management are to be congratulated."

"I also want to commend Pam Engelke, our Occupational Health and Safety manager, for her excellent work in developing and carrying out this annual safety assessment," said Burnside.

For their part, the transportation and maintenance managers commended their assistants for the program's success. They are Larry Cosner and Phil Moores of Division 9 transportation; Diane Frazier and J.P. Brown of Division 2 transportation; Manuel Precie of Division 20 Metro Red Line Fleet Services; Anthony Precie of Division 11 Metro Blue Line Fleet Services; and Cary Stevens, Harold Peterson and Administrative Analyst George Williamson of RRC Location 30.

[Metro.net](#) (web)

#### Resources

► [Safety](#)

► [Pressroom](#) (web)

► [CEO Hotline](#)

► [Metro Projects](#)

► [Facts at a Glance](#)  
(web)

► [Archives](#)

► [Events Calendar](#)

► [Research Center/  
Library](#)

► [Metro Cafe](#) (pdf)

► [Metro Classifieds](#)

► [Retirement  
Round-up](#)

#### Metro Info

► [Strategic Plan](#) (pdf)

► [Org Chart](#) (pdf)

► [Policies](#)

► [Training](#)

► [Help Desk](#)

► [Intranet Policy](#)

#### Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

Workmen place a temporary steel plate in the busway of Patsaouras Plaza.



PHOTOS: BILL HEARD

## Plaza Reconstruction Begins; Project May Last Into October

By BILL HEARD, Editor

(July 13, 2004) Workers have begun the first phase of extensive repairs to the surface of Patsaouras Plaza, a project that is expected to last into mid-October.

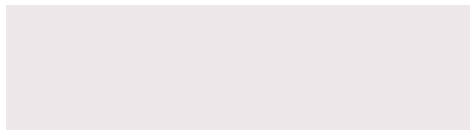
As the repairs progress, buses will have to be rerouted through the Plaza to avoid the restoration work. Signs will be placed along the Plaza to alert customers to the new locations for boarding and discharging passengers.

Since the Transit Plaza was opened in 1995, the constant passage of heavy buses has displaced and cracked the brick pavers in certain locations and has broken the granite blocks that define the pedestrian crosswalks.

The bricks are seated on bedding sand which was poured over a waterproof membrane on top of the reinforced concrete deck. Over the years, a large portion of the sand and the membrane have eroded.

### Water seeped in

At the south turn of the busway, water seeping from the landscaped park undermined the layer of sand supporting the bricks, and the weight and movement of the buses caused them to buckle. Workmen have stripped the area of bricks in preparation for further repairs.





Colored brick pavers will replace the granite slabs that have defined the pedestrian walkways on the Transit Plaza.



One of the areas that suffered the greatest wear is just west of the south turn where an emergency hatch provided access to a DWP transformer that supplies power to the Metro Red Line. The installation of a steel plate over the hatch area added to the wear and tear of the brick pavers.

After consultation with Rail Operations staff, it was determined that the hatchway would be closed permanently, giving the roadway better support.

The area at the top of the Vignes Street ramp also was damaged by bus movement. New bedding sand will be placed and the pavers will be reinstalled.



Workmen have stripped the paver bricks from the deck of the south end of the roadway in the first phase of repairs to the Transit Plaza.

"The ideal option would be to close the whole Plaza down and permit the construction work to go forward and get the work done as quickly as possible," says Velma Marshall, director of Real Estate, "but, we can't keep that many buses off the Plaza for such an extended period of time. The impact to the surrounding streets would create a traffic jam of major proportions for the number of buses that use the Plaza."

### Two-phase repair plan

The two-phase repair plan calls for minimizing inconvenience to passengers by bringing buses onto the Plaza from the El Monte Busway, then rerouting them around the repair sites to open bus berths before exiting via the east ramp.

Marshall expects the repairs to begin around the last week of July or the first week of August and continue for about 10 weeks.

Workers will take care during reconstruction to duplicate the unique tri-color pattern of the brickwork that defines the pedestrian, automobile and bus areas of the roadway. They also will remove the damaged granite and replace it with colored brick to mark the pedestrian

walkways.

The Plaza repair work is being performed by Charles Pankow Builders, the original builders of Gateway Center, and managed by Catellus Urban Development Corp., which provides property management services for the Union Station complex. Nakada + Associates, Inc. is responsible for the repair work design.

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Non-Contract Employees Eligible for 2.5% Pay Raise

(July 13, 2004) With Board approval of Metro's FY 2005 budget and the beginning of the new fiscal year on July 1, non-contract employees are now eligible for a 2.5 percent across-the-board pay increase.

The pay hike should be reflected in paychecks to be issued during one of the regular paydays in September. Those checks also will include pay retroactive to July 1.

"Given our financial situation and the effort everyone has put into working hard over the past year," said CEO Roger Snoble, "I felt giving an across-the-board raise was the best way to reward employees."

"That doesn't mean that individual performance isn't important – it is and we need to continue to track it," Snoble continued. "I think pay-for-performance is important and I fully expect that we will be able to reinstate it next year."

As the CEO noted, this year's salary increase is not linked to a pay-for-performance program, but the FY 2004 employee evaluations will be taken into account in determining who receives the increase.

Employees who rated effective or better are eligible for the 2.5 percent pay raise. Pay increases will not be distributed to any employee who does not have a completed FY 2004 performance review.

Managers currently are working to complete the FY 2004 employee evaluations by Aug. 31. They also will be expected to finish their FY 2005 employee goals and objectives by Sept. 30.


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Volunteers Still Needed as Judges for 2004 Bus Roadeo

(July 13, 2004) Volunteers are still needed to judge events during the preliminaries of the 2004 Metro Bus Roadeo and during the finals scheduled Saturday, July 31, at Santa Anita Racetrack Gate 6.

Competitor practice sessions will be held in Arcadia from Wednesday, July 14, through Tuesday, July 20. The preliminary competition sessions are scheduled from 7 a.m. to 5 p.m., Wednesday, July 21 through Saturday, July 24.

The judges' work is key to the process of selecting Metro's most highly qualified bus operator, who will represent the agency during the American Public Transit Association international finals, Oct. 9, in Atlanta.

Interested employees should contact Robert L. Ellison, Jr. at 922-6774, or e-mail him at [ellisonr@metro.net](mailto:ellisonr@metro.net), by close of business Friday, July 16. Any time a volunteer can give will be appreciated, but a commitment of at least eight hours is preferred.

Prior to the start of the preliminaries, volunteers will be trained in how to score one or more of the 11 Roadeo courses.

Each volunteer judge will receive a Roadeo cap, T-shirt and commemorative pin. A continental breakfast and barbecue lunch will be served to the judges.


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net \(web\)](#)

## Resources

[Safety](#)
[Pressroom \(web\)](#)
[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance \(web\)](#)
[Archives](#)
[Events Calendar](#)
[Research Center/Library](#)
[Metro Cafe \(pdf\)](#)
[Metro Classifieds](#)
[Retirement Round-up](#)

## Metro Info

[Strategic Plan \(pdf\)](#)
[Org Chart \(pdf\)](#)
[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)


### Groundbreaking is Saturday for Metro Gold Line Eastside Extension

(July 14, 2004) Local, state and federal officials will join community and Metro leaders, Saturday, to break ground for the six-mile Eastside Extension connecting the Metro Gold Line with Little Tokyo, Boyle Heights and East Los Angeles.

The Eastside community has waited two decades to gain access to the expanding Metro Rail system and has fought hard to secure a federal funding commitment of \$490.7 million toward the \$898.8 million project. The balance will be paid with local and state funds.

The extension from Union Station in downtown Los Angeles to Pomona/Atlantic is scheduled to open in late 2009.

Invited to participate in the groundbreaking are Congresswoman Lucille Roybal-Allard, State Senator Gloria Romero, Assistant Assembly Majority Leader Ron Calderon, Supervisor Gloria Molina, Los Angeles City Council members Antonio Villaraigosa and Jan Perry, MTA Board Chairman Frank Roberts, CEO Roger Snoble and others.

The Eastside Extension is Metro's highest-priority rail construction project. The six-mile extension will include eight additional stations with stops at Little Tokyo/Arts District, Pico/Aliso, Mariachi Plaza, Soto Street, Indiana, Maravilla, East LA Civic Center and Pomona/Atlantic.

### Underground segment

A 1.8-mile segment running through a densely populated area in Boyle Heights will be constructed underground and will include two underground stations. The remainder of the system will be built at street level.

The Eastside Extension is expected to reach an estimated 23,000 daily boardings by 2020. It will serve a corridor that is densely populated with many people who are transit dependent. The Metro Gold Line Eastside extension also is expected to generate 46,000 jobs.

In June, following the approval of the FFGA, Metro executed a \$600.4 million construction contract with Eastside LRT Constructors. Eastside LRT is a joint venture of Washington Group International, Obayashi Corporation and Shimmick Construction Corporation.

Saturday's groundbreaking will include a multi-faith invocation, Taiko drummers and a mariachi band, as well as a display featuring a virtual tour of the destinations and stations.

Following the groundbreaking, a community celebration is planned at Belvedere Park at the East Los Angeles Civic Center. Members of the many communities along the route – Little Tokyo/Arts District, Boyle Heights and East Los Angeles – will participate.

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#) (web)

[Archives](#)
[Events Calendar](#)
[Research Center/ Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Committee Issues Range From Congestion Plan to Anti-Terrorism Training

(July 14, 2004) MTA Board committees meeting this week will consider issues ranging from adoption of the 2004 Congestion Management Plan to anti-terrorism training.

### Congestion Management Plan, Item 7:

The Planning and Programming Committee will consider adopting the biennial Congestion Management Plan. The document details improvements that include the elimination of some 5.6 million daily vehicle miles traveled, representing \$613 million in annual savings to the public in time and fuel. These improvements benefit local and regional mobility needs and support the county's transportation system.

**2004 Call for Projects, Item 9:** The committee will consider recommendations that include recertifying \$61.6 million in existing FY 2004-05 commitments from previous Call for Projects and authorizing the expenditure of funds to meet those commitments.

**FY 2005 Transit Funds, Item 10:** The committee will consider recommendations that include approving \$1.1 billion in FY 2005 Transit Fund Allocations for LA County jurisdictions, transit operators and Metro Operations.

**Anti-Terrorism Trainer, Item 20:** The Executive Management and Audit Committee will consider a recommendation to modify Metro's contract with the Sheriff's Department to include up to \$116,813 to cover the cost of an anti-terrorism trainer for July 1, 2004 to June 30, 2005. At its May meeting, the Board added \$500,000 in funding to cover LASD emergency services.

With \$4.577 million in funding from a Homeland Security Department grant, Metro will make certain security improvements on the regional Metro Bus and Rail system, including a full-time anti-terrorism trainer. The trainer will teach anti-terrorism techniques to Metro supervisors, managers, in-house training staff and other employees.

**75 New CNG Buses, Item 35:** The Operations Committee will consider a motion to purchase an additional 75 40-foot CNG buses from North American Bus Industries for a not-to-exceed cost of \$30 million.

Buying the new buses will ensure that Metro has enough new coaches – and passenger seats – to comply with a Consent Decree ruling. The ruling requires the agency to buy the equivalent of 145 new buses by June 30, 2005 and another 381 new buses by June 30, 2007 – a total of 526 new buses and 21,052 passenger seats.

## Board Committee Schedule

### Wednesday, July 14

Planning and Programming Committee, 1 p.m.

### Thursday, July 15

Executive Management and Audit Committee, 9:30 a.m.

Finance and Budget Committee, 10:30 a.m.

Construction Committee, 11:30 a.m.

Operations Committee, 1 p.m.

The 75 buses in the NABI order, when combined with other high-capacity 45-foot and 60-foot buses currently on order, will put a total of 205 new buses into revenue service by June 30, 2005.

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)



[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/ Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Operators to Honor Half-Century Patron on Her 79th Birthday

By JESSICA TYERMAN

(July 14, 2004) Rita Hastings is not a typical bus passenger.

She is turning 79, July 17, and has never had a driver's license. In fact, she's never even tried to get behind the wheel. She has been an SCRTD and Metro patron since she moved from Canada to Pasadena in 1956.

"I'm just scared," she says. "That's the only regret I have in life – that I never learned to drive."

El Monte Division 9 Transportation managers and operators will gather at noon, Friday, to celebrate her 79th birthday and honor her loyalty as a Metro patron.

"She has a great personality," says Line 268 Operator Richard Lopez, one of the event coordinators. "She's 79 but says she's 39!"

Hastings has witnessed operators retire and pass away, and continues to talk to several of them regularly. Unfortunately, her arthritis has prevented her from riding the buses daily as she used to.

"All the years..." she says. "I felt like I've known them all my life."

### 'She was my buddy.'

"She stands out," says Operator Elsa Figueroa, who met Hastings while driving lines 268 and 79. "One day she came and surprised me at the station just to ride with me downtown on Line 70. It was really cute. She was my buddy."

Hastings worked for 21 years at a Sierra Madre Church as a kitchen and nursery supervisor and stayed on nine years as a volunteer. She took Line 268 every weekday morning during those 30 years.

PHOTOS: JESSICA TYERMAN



Rita Hastings, 79, has never had a driver's license or driven a car. She depended on Metro for 48 years to get around town.

"At my age, I've seen it all,

done it all, and heard it all... I  
just can't remember it all.  
-- Rita Hastings' coffee mug



Hastings has had her share of good and bad experiences while riding the buses.

One rainy night after working at the church, an operator stopped the bus to kick her off because she did not have her pass. Luckily the next bus picked her up.

"The next day I told Richard, who went right to the supervisor," she says.

### **Flock of wild parrots**

The first time she rode on Richard Lopez's bus to the Arcadia Fashion Park Mall, a flock of wild parrots was frantically flying and screeching in front of the bus. One smashed into the windshield and fell in the middle of the street. Lopez flagged down the Arcadia police with concern that the bird would get hit or cause an accident.

"I've known Richard for so long that he's just like my son!" she says. "Anytime I see him I say, 'Any parrots today?'"

After her husband, Bill, died of cancer in December 1993, Hastings depended even more on Metro for transit. Sadly, his death came only six weeks after her eldest son, John, also died of cancer.

Hastings' arthritis worsened after a bad fall that broke her ribs in September. Her daughter, Jeanne Garrett, insisted that she move to La Puente to be with the family: her husband, Michael, and children, Wesley, 23, and Brooke, 20.

Hastings has two other sons and three daughters who mostly live in the Southern California area. She has 12 grandchildren and three great-grandchildren. Hastings, herself, is from a family of seven; she has three sisters and a brother who still live in Canada.

### **Operators became concerned**

The operators close to Hastings noticed her absence on the bus and became concerned. Since then they have all exchanged telephone numbers to keep in touch.

Now, even using her walker, the closest bus stop is too far for her to walk in order to use the bus regularly.

Her daughter, Jeanne, 45, is following in her mother's footsteps. She also does not have a driver's license. They depend on others for transport.

Hastings wishes she could return to the days of riding the bus, in spite

of her arthritis. "If I wasn't like this, I'd be out dancing," she says. "I'm rarin' to go!"

"I had a good time," she says about riding the buses. "I enjoyed every minute of it."

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)

[Metro.net](#) (web)

## Resources

[Safety](#)[Pressroom](#) (web)[CEO Hotline](#)[Metro Projects](#)[Facts at a Glance](#)  
(web)[Archives](#)[Events Calendar](#)[Research Center/  
Library](#)[Metro Cafe](#) (pdf)[Metro Classifieds](#)[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)[Org Chart](#) (pdf)[Policies](#)[Training](#)[Help Desk](#)[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

Division 18 Operator Wayne Morris, left, thanks Equipment Records Specialist James Sharp for persisting in the search for his missing dental crown.



PHOTO BY NICOLE HALL

## A 'Crowning Moment' for South Bay's Lost and Found Guy

By RICH MORALLO

(July 14, 2004) Purses. Wallets. Backpacks. Cell phones.

Equipment records specialist James Sharp has located these and many other items on Metro buses.

The lost and found department - that's one of the additional duties Sharp handles when he's not busy with vehicle documentation, records filing, vehicle tracking, arranging inspections and preparing bus assignments for operators at Carson Division 18.

It was always just a routine chore - processing missing and claimed items. Then operator Wayne Morris called.

"Somehow a crown fell out of my mouth while I was driving the bus," recalls Morris, describing how he lost a porcelain lower rear molar crown.

### Too busy to look

The operator decided to wait until he finished driving his route and returned to the yard before searching for the crown. But driving along the streets of Los Angeles, and picking up and discharging passengers at dozens of bus stops can be very busy.

Morris forgot to look for the dental piece at the end of his shift. And, he knew it would be like looking for a needle in a haystack.

"The crown is only about an eighth of an inch and, by then, could have been kicked off the bus by a passenger, or swept away or vacuumed up by maintenance crews," he says.

So, Morris contacted Sharp who immediately started tracking the whereabouts of the bus that Morris had driven that day. "When I first located the bus, looked for the crown, but couldn't find it," he says.

But Sharp decided to keep on tracking the bus. "I knew the crown cost a lot of money and I wanted to give Morris a chance to look in that bus himself."

### **Tried to pinpoint the bus**

Three times Sharp was able to pinpoint the bus in the yard, but each time Morris was either off work, or already driving a bus route in the South Bay.

Days later, with Sharp's latest notification on where the bus was in the yard, Morris finally got to look inside the vehicle.

Against all odds, laying there on the floor but wedged almost out of sight under the electrical side panel near the driver's seat, was the crown.

Purses. Wallets. Back packs. Cell phones. And crowns. Another completed lost and found assignment for James Sharp.

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)



[Metro.net](#) (web)

#### Resources

► [Safety](#)

► [Pressroom](#) (web)

► [CEO Hotline](#)

► [Metro Projects](#)

► [Facts at a Glance](#)  
(web)

► [Archives](#)

► [Events Calendar](#)

► [Research Center/  
Library](#)

► [Metro Cafe](#) (pdf)

► [Metro Classifieds](#)

► [Retirement  
Round-up](#)

#### Metro Info

► [Strategic Plan](#) (pdf)

► [Org Chart](#) (pdf)

► [Policies](#)

► [Training](#)

► [Help Desk](#)

► [Intranet Policy](#)

#### Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## It was a 'Clean Sweep' Reality TV Show Invades Employee's Home



PHOTOS COURTESY OF FRAZIER WATTS



Division 7's Frazier Watts says  
he's a "packrat"  
...and he just can't part with his  
80 pairs of shoes

By JESSICA TYERMAN

(July 15, 2004) It took a team of about 30 people armed with cameras and the urge to organize to finally clean up West Hollywood Division 7 Assistant Manager Frazier Watts' act.

The Learning Channel's reality show "Clean Sweep to Get You Organized" took over Watts' home in Lakewood, Friday, April 30, and Saturday, May 1, to revamp his bedroom and living room.

Watts expects the one-hour episode to air on TLC on a Saturday evening this month.

"It's great that there's a group like Clean Sweep that says, 'Let's attack America's packrats,'" says Watts, 41, who joined Metro in June 2003.

Even greater is the fact that they construct handmade items for the home and organize everything from bills to closets in only a day and a half – at no charge.



Watts, an admitted packrat, was taken off-guard when the unidentified group invaded his house Friday morning for inspection. His wife, Cynthia, had called the show, yet he had never heard of it.



About 30 members of the Clean Sweep team invaded and took over Watts' home for a day and a-half.

### **A cluttered beginning**

Watts was soon reassured about the validity of the show when Organizer Peter Walsh, appeared exclaiming in his Australian accent, "We must get rid of the clutter!"

The team not only had the parents' shoe-infested bedroom to clean but a also toy-cluttered living room inhabited by the Watts' four children, Alexis, 2, Reyanna, 3, Darryon, 5, and Latoya, 21.

Cynthia was mainly concerned about her husband's abundance of shoes and the shoeboxes piled in their closet. Watts owns more shoes than his wife, about 80 pairs, and he admits, "I have a shoe fetish."

When the organizer proposed that Watts play 'horseshoe' to keep a pair of shoes for every ringer, Watts refused to risk losing any of his precious shoes. Watts eventually compromised with Walsh and got rid of a couple of pairs.

"Don't argue with them," Watts advises in hindsight. "Play the game and you will reap the benefits."



Cynthia Watts talks to Organizer Peter Walsh during the yard sale.

### **Yard sale!**

With the team's direction, the couple sorted their personal possessions into 'keep,' 'throwaway,' and 'sell' piles. They had a yard sale at the house to rid of as many unnecessary belongings as possible. They donated all unsold items to charity.

"They died when they saw I had a carry-around A-track tape," Watts says. "That was golden."

The Clean Sweep team showered the couple with confetti and rewarded them with a \$100 dinner certificate for selling the A-track tape at the yard sale.

Watts says, "If it weren't for the show, I wouldn't have said, 'Why am I keeping this?'"

"Learning how to organize your closet is just like learning how to manage your credit," Watts says. "There are certain things you don't learn in school... unfortunately, these are the little things we don't think about."

### **The enhanced household**

After staying at a hotel Friday night, the family returned for the yard sale Saturday morning. The team did not allow them in the house during the transformation process, which was completed Saturday evening.

Watts owns more than 80 pairs of shoes and resisted parting with any of them.



The living room and bedroom were completely reorganized, freshly painted, better lit and remodeled with new furniture such as a hand-built entertainment center and storage ottomans.

Carpenter Eric Stromer and his crew built the entertainment center and did woodwork on the dresser and cabinets. Designer Angelo Surmelis handmade pillows and curtains and selected furniture to match.

"The lights came on at the end," Watts says. "Once I saw how they organized my closet and saw how many pants and repeated colors of clothing I had, now it makes it easier to shop to replace."

"This really forced me to do more spring cleaning," Watts says, who is now organizing his garage. "We like what they've done to the home."

[Home](#)[CEO Hotline](#)[Viewpoint](#)[Classified Ads](#)[Archives](#)[Metro.net](#) (web)

## Resources

[Safety](#)[Pressroom](#) (web)[CEO Hotline](#)[Metro Projects](#)[Facts at a Glance](#)  
(web)[Archives](#)[Events Calendar](#)[Research Center/  
Library](#)[Metro Cafe](#) (pdf)[Metro Classifieds](#)[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)[Org Chart](#) (pdf)[Policies](#)[Training](#)[Help Desk](#)[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Employee Store to Close for Renovations

- Pre-inventory sale continues with 50-75 percent off selected items

By SHANTAY IOSIA

(July 15, 2004) A pre-inventory sale in the Metro Store with as much as 50 percent to 75 percent off selected items is underway until Tuesday, July 20 to prepare for the store's temporary closure.

The Metro Store will be closed on Wednesday, July 21 for inventory and renovations and will re-open on August 17. The closure is an annual process that allows the store to account for all of its merchandise.

Danielle Boutier, communications service manager, says Metro is taking advantage of the closure to align the store with the agency's "brand identity" program.

The store is expecting interior changes, such as painting and new merchandizing, as well as the introduction of new Metro logo merchandise. The new line includes apparel, caps and gift items.

To accommodate employees during this time, the store will open on Tuesdays and Thursdays from noon to 1 p.m. to continue its sales of discounted tickets to Universal Studios, Magic Mountain, Hurricane Harbor, Legoland, Knott's Berry Farm and movie theaters.

Boutier also confirmed that promotional orders could still be filled during this time.


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## SF Valley's 'Phoenix Project' Bringing Management to the Streets

By ERIC RAPP

(July 16, 2004) Management and sector staff at Metro San Fernando Valley are hitting the road. No, nobody is leaving – it's all part of a new plan being implemented throughout the sector.

The program, named the "Phoenix Project" to symbolize a new beginning, is a commitment by sector management at all levels to frequently take time to ride San Fernando Valley bus lines, talking and listening to operators and customers.

Assistant Transportation Manager George Trudeau and Senior Safety Specialist Richard Long developed the program, working together to develop schedules and lines for sector staff to target.

"There's only so much you can find out when you're sitting in an office," Trudeau says. "We realized that everybody in management should take some time to see how we're really doing, and to make sure that our employees out there on the front lines know that we understand what their jobs are like."

## Every single person involved

That means every single person in the sector is involved in the Phoenix Project. Last week, nearly the entire management team, from administrative analysts to the sector general manager, fanned out on different San Fernando Valley bus lines, talking to operators and customers.

"I think we had a very productive day," says General Manager David Armijo, "and we'll keep making ourselves available to our employees and our customers. If we can solve problems and be visible, we'll have a very positive impact."

For one customer on the Ventura Rapid Bus, the presence of sector staff helped make his day a bit better.



General Manager David Armijo talks with patrons on the Ventura Metro Rapid Bus at the Universal City station. Below, Senior Safety Specialist Richard Long, in safety vest, hands out Metro information and schedules to customers waiting to board a bus at the Universal City station.



He'd had some concerns about the construction and operation of the Metro Orange Line. By the time he left the bus at Van Nuys Boulevard, his questions had been answered and he went away happier with Metro.

"Our core mission is to run a world-class transit system," says Armijo. "The Phoenix Project really lets us see what we're doing well and what we need to improve on to accomplish that mission."

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)



[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#) (web)

[Archives](#)
[Events Calendar](#)
[Research Center/Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## CEO, Deputy CEO Visit to SGV Sector Finds Many Improvements

(July 16, 2004) Accidents and employee injuries in the San Gabriel Valley Service Sector are down significantly, while on-street supervision of Metro service has greatly increased over the past year, the agency's top leaders learned last Friday.

During a visit to the service sector headquarters, CEO Roger Snoble and Deputy CEO John Catoe heard reports indicating improvements in areas that included transportation, maintenance and service restructuring.

"We're focused on some of the major initiatives of the agency," says General Manager Jack Gabig, "particularly employee safety and Worker's Compensation, as well as the new maintenance initiatives for customer service and cleanliness of the fleet."

The sector's Worker's Compensation costs dropped by 38 percent between FY 2002 and FY 2004, during a period when Metro saw an 8 percent systemwide improvement. Indemnity claims by employees also have been reduced.

## Relieved from desk duty

Relieving many of the sector's Transportation Operations Supervisors of desk duty and putting them back on the road has improved their ability to solve operational problems on the street.

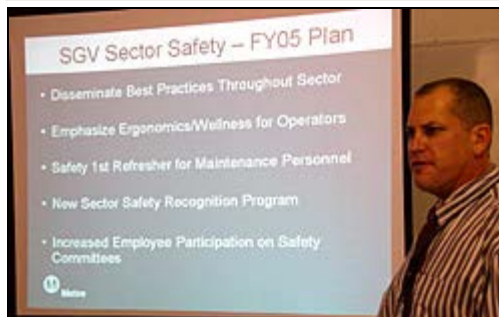
One result of a "very aggressive" program has been a reduction from 15 percent to 7 percent of buses "running hot" and ahead of schedule. Schedulers are now looking more closely at the problem of buses running behind schedule.



Carol Hildenbrand, transitional duty program coordinator, was selected as the San Gabriel Valley sector's Employee of the Quarter. CEO Roger Snoble, right, presented the award along with General Manager Jack Gabig.



Deputy CEO John Catoe, left, and Division 9 Transportation Manager Mike Greenwood talk with Operator Jesus Jimenez.



Senior Safety Specialist Scott Boim outlines the San Gabriel Valley sector's safety plan for FY 2005.



"I like the supervisor's redeployment program," said Snoble. "That will make a huge difference to our customers by ensuring that the service quality is there."

Catoe noted that the San Gabriel Valley sector is pioneering a new Transitional Duty Program aimed at getting injured workers back on the job more quickly. The program will be rolled out to the other sectors soon.

"I'm very impressed with the way the sectors are interacting together," said Catoe. "They look first at operating their services and, secondly, they support the other sectors. It's been an incredible transition in the last two years."

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)

[Metro.net](#) (web)

## Resources

► [Safety](#)

► [Pressroom](#) (web)

► [CEO Hotline](#)

► [Metro Projects](#)

► [Facts at a Glance](#)  
(web)

► [Archives](#)

► [Events Calendar](#)

► [Research Center/  
Library](#)

► [Metro Cafe](#) (pdf)

► [Metro Classifieds](#)

► [Retirement  
Round-up](#)

## Metro Info

► [Strategic Plan](#) (pdf)

► [Org Chart](#) (pdf)

► [Policies](#)

► [Training](#)

► [Help Desk](#)

► [Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

Metro Bus Operators, from left, Joe Cota, Elsa Figueroa, Richard Lopez and Debbie Flores celebrate 79th birthday of longtime patron Rita Hastings, center.



PHOTOS: SHANTAY IOSIA

## Metro Bus Operators Throw Birthday Bash for Favorite Patron

By SHANTAY IOSIA

Friends and family gathered today at San Gabriel Valley Division 9 to celebrate the 79th birthday of longtime patron Rita Hastings. Hastings, a Metro Bus patron since 1956, sat at the head of her decorated table and accepted gifts, kind words and affection.

"I don't know how to thank you," she said to the room full of guests who came to celebrate. "I don't know how to thank you for making my "39th birthday" so special."



From left, Transportation Manager Mike Greenwood, Hastings, and operators Cota and Lopez.

Metro Bus Operator Joe Cota said it was her endearing personality and light humor that drew him to her. "She is the type of person you just want to see all the time." Cota met Hastings on Line 188 about 20 years ago. "Sometimes she would let the buses ahead of me go by just to wait for me," he said.

Elsa Figueroa, a bus operator and longtime friend, baked a pineapple cake and decorated it with a Metro Bus Stop to recreate the scene of Hastings waiting for Cota's bus.

Unable to keep from smiling, Hastings glanced over at the other familiar faces that surrounded her. Operators Debbie Flores and Richard Lopez put great effort into organizing the event in honor of their friend.



Cake re-creates patron's favorite bus stop.

Flores says she wishes she could do more things like this for the public, especially the seniors who rely heavily on public transportation. "We know our regulars," she said. "They take a little longer but we wait for them. When we get there and we don't see them, we wait and we look down the block and here they come."

myMetro July 14 > [Operators to Honor Half-Century Patron on Her 79th Birthday](#)


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

Tossing the ceremonial first shovelfuls of dirt at the Eastside Extension groundbreaking were, from center right, City Councilman Tom Labonge, Supervisor Gloria Molina, Congresswoman Lucille Roybal-Allard, City Councilman Antonio Villaraigosa, CEO Roger Snoble and Metro Board Member Pam O'Connor.



## All Aboard, Los Angeles! Next Stop, East L.A.!

--Congresswoman Lucille Roybal-Allard

More > [Quotables](#)

By BILL HEARD, Editor

(July 17, 2004) Taking a score of golden shovels in hand, Saturday, local, state and federal officials dug the first ceremonial bits of earth to officially break ground for construction of the Metro Gold Line's Eastside Extension.

The \$898.8 million design-build project will connect Union Station with Little Tokyo and communities in East Los Angeles when it opens in late 2009. By 2020 the six-mile line is expected reach 23,000 daily boardings.

With the groundbreaking accomplished, one of next steps in the project will take place in September when Caltrans begins construction





of a bridge over the 101 Freeway to link Union Station with Little Tokyo. The digging of the 1.8-mile tunnel under the Boyle Heights area won't begin for perhaps another year.

Construction begins now! From left, Mike Aparicio of Eastside LRT Constructors, Project Director Dennis Mori, CEO Roger Snoble, Tony Ferruccio of Eastside LRT; and Diego Cardoso of Metro's Central Area Team.



After the groundbreaking ceremony, event coordinators from the Metro staff took a well-deserved break. From left are intern Carisha Larios, Jennifer Salamanca, Duane Martin, Fran Curbello, Valerie Rader and Davide Puglisi.

[Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)

[<Back to article](#)

CEO Roger Snoble welcomes officials to the ground-breaking ceremony for the construction of the Eastside extension of the Metro Gold Line.



U.S. Congresswoman Lucille Roybal-Allard

"Today's groundbreaking marks the beginning of our victory celebration - a victory that will help to enhance the quality of life of families in Little Tokyo, the Arts District, Boyle Heights and the East Los Angeles community."







Board Chairman Frank Roberts:

"This is truly an historic day for Los Angeles and for Eastside residents who rely heavily on public transportation to get where they need to go."

Mayor James Hahn

"The Eastside Gold Line Extension is another link in that chain linking people to all the opportunities this great region offers to everybody."



CEO Roger Snoble

"This is a great day for me, for the staff and for all the people who worked so hard on this line."



## Supervisor Gloria Molina

"This six-mile extension of the Gold Line will serve the most highly transit-dependent community anywhere in this county. It will connect to the entire regional system and we're very, very proud of that."

Arriving  
2009

Metro  
Gold Line  
Eastside  
Extension



[<Back to article](#)


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## 'Kim' Kimball, First Metro Deputy CEO, Died July 11 at 75

(July 20, 2004) L.A. "Kim" Kimball, who served as Metro's first deputy CEO and chief administrative officer from 1993 to 1996, died at his Northridge home, July 11, of liver and lung cancer.

Kimball, 75, was remembered, Monday, during a memorial service at Forest Lawn Memorial Park in Hollywood Hills.

Appointed deputy to Franklin E. White, Metro's first CEO, Kimball helped the agency develop a new structure and operating procedures following the merger of SCRTD's bus and rail operation, LACTC's planning and funding organization, and the Rail Construction Corporation.

He was directly responsible for public affairs, media relations, Art for Rail Transit, government relations and marketing. He also served as executive officer for administration for a year under White's successor, Joe Drew.

"Kim Kimball brought his considerable transit experience to Los Angeles during the critical startup period for Metro," said CEO Roger Snoble, who knew him through participation in APTA. "Kim held key positions in several large transit agencies, including Metro. He played an important role in helping set a positive course for public transit in the county. I, and those who knew him, will miss him."

### Transit career beginnings

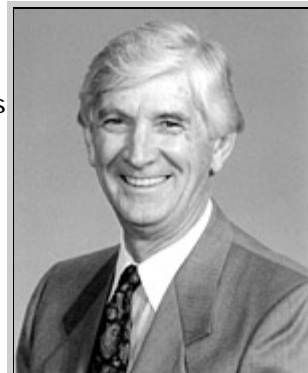
Kimball began a 34-year career in mass transit in 1964 with an administrative position at the newly formed Bay Area Rapid Transit District in Oakland. Following 10 years with BART, he served in executive positions with a number of transit agencies across the country.

He managed the construction of Baltimore's subway system and oversaw its bus operations. He was general manager of Denver's bus system and prepared plans for its light-rail system.

As general manager of AC Transit, 1984-86, Kimball proposed a reorganization of the agency, which was hard-hit by declining revenues. He then moved to New York City where he served as chief transportation officer for NYC Transit and later as general manager of the Metropolitan Suburban Bus Authority in Garden City, N.Y.

After leaving Los Angeles' Metro in 1996, Kimball served for two years as executive director of Tidewater Regional Transit agency in Norfolk, Va. He retired in 1998.

A native of Marysville, Calif., Kimball entered UC Berkeley at age 16 and graduated at age 20 with a degree in political science. After Army service



Kim Kimball

in Germany during the Korean War, he began a career of public service with city management posts in Redwood City and Walnut Creek.

Kimball is survived by his wife, Jennifer; his brothers, Robert and Richard; his three sons, Bryan, Nathan and Cameron; his daughter, Wendy Griffin; and two grandchildren.

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/ Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Funeral Services Set for Former Division 9 Manager Mace Bethel

(July 20, 2004) Mace Bethel, former transportation manager at San Gabriel Valley Division 9, died, July 17, during a motorcycle trip to Bakersfield. He was 51.

A viewing is scheduled from 5 until 9 p.m., Friday, July 23, at Acheson & Graham Mortuary, 7944 Magnolia Ave., Riverside. Funeral services are set for 10 a.m., Saturday, July 24, at the Magnolia Avenue Baptist Church, 8351 Magnolia Ave., in Riverside. Burial will be at Olivewood Memorial Park in Riverside.

"During his 30-plus years at Metro, Mace developed an army of close friends and acquaintances," said Jack Gabig, San Gabriel Valley general manager. "He was a larger-than-life man who left a big impression on everyone around him. We are all deeply saddened by his sudden passing."

Bethel retired from Division 9 in early 2003 after 28 years of service. He joined Metro as a bus operator at age 21 and rose through the ranks to become an instructor, assistant manager and manager. During his career, he also had worked at divisions 1, 3 and 8.

Yvonne Brewer-Smith, San Gabriel Valley sector assistant transportation manager, attended a 1979 instructor's class with Bethel and worked with him over the years. "Mace was very knowledgeable and always shared his knowledge with others. I learned a lot from him and had the pleasure of being one of his staff members."

Bethel, who lived in Riverside, is survived by his wife, Barbara; 14-year-old son Aaron; his mother and brother.



Mace Bethel





[Metro.net](#) (web)

Resources

- [Safety](#)
- [Pressroom](#) (web)
- [CEO Hotline](#)
- [Metro Projects](#)
- [Facts at a Glance](#) (web)
- [Archives](#)
- [Events Calendar](#)
- [Research Center/ Library](#)
- [Metro Cafe](#) (pdf)
- [Metro Classifieds](#)

[Retirement Round-up](#)

Metro Info

- [Strategic Plan](#) (pdf)
- [Org Chart](#) (pdf)
- [Policies](#)
- [Training](#)
- [Help Desk](#)
- [Intranet Policy](#)

Need e-Help?

Call the Help Desk at 2-4357

[E-Mail Webmaster](#)

"M" - the Movie

- New screensaver from Design Studio is a fast-paced action thriller now playing at a desktop near you.



By GAYLE ANDERSON

What's in a logo? It's all there in a new animated screensaver produced by the Design Studio.

The "Metro Words Screensaver," available for downloading at "Forms Online," is a compelling compilation of the making of the new Metro logo. And, it can be yours with the click of a button.

The screensaver tells the story of the making of the new Metro logo – a stylized "M" accompanied by the word "Metro." The 20-second Flash movie-turned-screensaver features some 75 words gathered during interviews and research. The words, as varied in size as in meaning, enter the screen, at first boldly, then at an increasingly faster pace, flashing ideas and collecting concepts one by one until they morph into the shape of the stylized "M."

"The screensaver showcases the ideas behind the new logo," said Design Studio Supervisor Neil Sadler. "The words were actually taken from interviews with staff, executives and customers when the logo was in development."

The "Metro Words Screensaver" was designed for employees as part of the new Metro identity program. It is the first in a series of screensavers produced on a quarterly basis intended to illustrate the themes of major campaigns and Metro programs.

How to download Metro Words Screensaver

GO TO>  
myMetro.net> homepage>  
[Forms Online](#)> [Metro Screensaver](#)

Click on the link  
[Download the Metro Words Screensaver](#)

Choose "Save" option of the File Download dialogue box. You will be prompted for a location to save the file. Select MY DOCUMENTS and download the file (metro\_words.exe) to your computer.

Open the file **metro\_words.exe** to install the screensaver. You will receive a successful installation prompt and the screensaver is ready to use.

To preview the screensaver, right-click on your desktop; Select PROPERTIES to open the DISPLAY PROPERTIES dialog box, Select the SCREEN SAVER tab and click



on PREVIEW.

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)

[Metro.net](#) (web)**Resources**▶ [Safety](#)▶ [Pressroom](#) (web)▶ [CEO Hotline](#)▶ [Metro Projects](#)▶ [Facts at a Glance](#)  
(web)▶ [Archives](#)▶ [Events Calendar](#)▶ [Research Center/  
Library](#)▶ [Metro Cafe](#) (pdf)▶ [Metro Classifieds](#)▶ [Retirement  
Round-up](#)**Metro Info**▶ [Strategic Plan](#) (pdf)▶ [Org Chart](#) (pdf)▶ [Policies](#)▶ [Training](#)▶ [Help Desk](#)▶ [Intranet Policy](#)**Need e-Help?**Call the Help Desk  
at 2-4357[E-Mail Webmaster](#)

San Gabriel Valley General Manager Jack Gabig, second from left, joined Division 3 Transportation Manager Dan Frawley and the team to honor their sixth consecutive "How You Doin'?" award.



## Division 3 Transportation Wins 6th 'How You Doin' Award

BY JESSICA TYERMAN

(July 22, 2004) North Los Angeles Division 3 Transportation outdid itself once again. The team received its sixth consecutive "How You Doin'?" award for May.

The team is only the second division, besides Division 1, to win six times in a row.

"Our operators and staff have been performing at a high level for a long time now," says Transportation Manager Dan Frawley. "It doesn't surprise me that they've won this award for the past six months."

General Manager Jack Gabig visited the division, July 13, to present the team's trophy.

Division 3 held the first-place spot in two categories. They had the best in-service on-time performance and the least number of new Worker's Compensation claims.

"[The operators] are always coming up with good ideas on how to improve our service, says Frawley. "They take pride in the job they do, and I'm very proud of them. I'm honored to be a part of the team here at Division 3."


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

Division 8 Maintenance Manager Jim Pachan (right) and his team celebrate their "How You Doin'?" award for May.



## Division 8 Maintenance Team Wins 'How You Doin' for May

By JESSICA TYERMAN

(July 22, 2004) West Valley Division 8's Maintenance team won the "How You Doin'?" award for Outstanding Maintenance Division for May 2004.

"The employees have done a great job working together to achieve the division of the month award," says Maintenance Manager Jim Pachan.

"The service attendants have kept Division 8 at the top of the bus cleanliness ratings, and the mechanics continue to improve bus reliability."

Division 8 had the least number of new Worker's Compensation claims. The division was also ranked 2nd in three other categories, including most miles between mechanical failures, attendance, and bus cleanliness.

Pachan adds, "The employees are also focused on working safely and have now surpassed 240 days without a lost-time injury."

[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)


For more information on the AIDS/LifeCycle event visit [www.aidslifecycle.org](http://www.aidslifecycle.org)

## Thom Pelk Helped Fight AIDS/HIV During San Francisco to L.A. Ride

By SHANTAY IOSIA

(July 22, 2004) For Metro's Thom Pelk, the battle against AIDS/HIV was fought on the road.

Dressed in his armor of colorful spandex and equipped with the essential liquids, the Crossroads Depot Division 2 transportation manager mounted his elaborate bicycle and headed for the battlefield.

Beginning at the University of San Francisco, June 6, Pelk knew one thing for certain when he entered the third annual AIDS/Lifecycle fundraising event; he would arrive at Dodger stadium seven days and 585 miles later. What lay between remained uncertain, yet his goal was simple. Just ride.

After watching a documentary about the epidemic of AIDS/HIV, Pelk considered participating in the LifeCycle ride.

Once he committed himself to the philanthropic event, nothing could deter his path. He would join the 1,200 cyclists in their journey along the coast. The only obstruction was a minimum donation of \$2,500.

## Reluctant to request donations

< Crossroads Depot Division Transportation manager Thom Pelk reaches halfway point on the AIDS/Lifecycle Ride June 9.

"This experience has and will continue to have an impact on my life. It was made possible by many of my fellow employees here at MTA. From the operators at Division 2 who collected and donated \$300, Gateway staff, Sector staff, Div 2 Assistant Managers and TOS staff. I truly am grateful. You were all with me on this journey...somebody pass the Deep Heat!!" -- Thom Pelk

The riders were required to raise the money before they could register to ride in the war against AIDS/HIV. Pelk was reluctant to request donations. "I expected to pay about \$1,000."

But, support from family, friends and colleagues put him over the minimum amount to participate. His daughter, Megen, 25, who lives in Seattle, and his son, Jakob, 29, who is a firefighter in the Bay area, collected donations for their father's cause.

His wife, Lynette, who works at Boeing, also gathered large contributions from friends and generous patrons. However, Pelk says it was the assistance from the Division 2 operators and many other MTA employees that really made a difference.

"[The Division 2 operators] wanted to have a barbecue and have all the proceeds go toward the ride, but I just couldn't lose any of the operators to make it happen," he says. "So one Friday, they passed around the hat." The operators donated \$300 to the cause and put Pelk well into the qualifying range to ride.

It wasn't until the day of the event that he realized the magnitude of what he was involved in. He kept a journal along the way to log the details of his experience.

"I see the trucks lined up to receive luggage, people in bright spandex outfits and helmets, cleats clanging on the asphalt. It's Showtime!" he wrote. "I am about to do what I've been talking about, thinking about, and training for, for the past five months."



- Richard Simmons impersonators enlivened the LifeCycle riders' camp on the road one evening.

### Bitter reality check

Crowds cheered the riders along the early part of the route through Golden Gate Park, but otherwise first day was a bitter reality check for Pelk. He had underestimated the physical demands of the ride. "[San Francisco] has hills that we don't know. I didn't visualize those hills."

Each day brought new adventures and, like any battle, there were casualties and injuries. "There were spills, falls, broken bones and the walking wounded," he says. A semi-truck hit a rider and a trailed boat struck another.

There were also moments of trial, Pelk says, but when he wanted to give up, he dug deeper and thought about his parents, his cats that died or the MTA employees who contributed to this cause.

Pelk completed his journey within the top 2 percent of the participants and says it has left lasting imprints.

Although the ride is over, the war to save lives is far from complete. The war against cancer, the war against diabetes, and Pelk's next battle he prepares for, the war against Multiple Sclerosis, continues to claim lives.

"I highly encourage anyone who has contemplated such an ordeal to consider participating in an upcoming event. You may wonder what you have gotten yourself into during the course of the ride. But once you have completed the journey I can guarantee that you will have memories that will last a lifetime, and an incredible sense of accomplishment."

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)



[Metro.net](#) (web)

#### Resources

► [Safety](#)

► [Pressroom](#) (web)

► [CEO Hotline](#)

► [Metro Projects](#)

► [Facts at a Glance](#)  
(web)

► [Archives](#)

► [Events Calendar](#)

► [Research Center/  
Library](#)

► [Metro Cafe](#) (pdf)

► [Metro Classifieds](#)

► [Retirement  
Round-up](#)

#### Metro Info

► [Strategic Plan](#) (pdf)

► [Org Chart](#) (pdf)

► [Policies](#)

► [Training](#)

► [Help Desk](#)

► [Intranet Policy](#)

#### Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

The Division 8 maintenance team celebrated 243 injury-free days with a barbecue.



PHOTO: ERIC RAPP

## Division 8 Maintenance Breaks Own Safety Record

By Eric Rapp

(July 23, 2004) Breaking its previous division record of 238 days, West Valley Division 8 racked up its 243 day without a lost-time injury, last week, and celebrated with a barbecue fit for a king.

The division is shooting for a full year without any lost days due to injuries. "If we make it to a year," joked Division 8 Maintenance Manager Jim Pachan, "we're going to Disneyland!"

Jokes aside, Pachan told Maintenance employees they are doing a great job of working safely, and committed that if they could reach the 365-day mark, the division would hold a celebration and Christmas party at an outside facility.

Senior Safety Specialist Richard Long also points out that "it's great that you have these barbecues as a reward, but let's not forget the other reward of working safely – none of you or your coworkers have had to experience the pain and trauma of an injury."


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

Board Chairman Frank Roberts, left, City Councilman Antonio Villaraigosa and Supervisor Gloria Molina, center, commended RAC members, from left Rita Govea Rodriguez, co-chair Diana Tarango, Richard Alonzo, Armando Ybarra, Louis Martinez, Rachel Santos, Joel Bloom and Frances Hashimoto.



PHOTO: BILL HEARD

### Board Commends Eastside Extension Citizens' Group

(July 23, 2004) Members of a citizens' group that fought for construction of the Metro Gold Line's Eastside Extension were commended by the Board, Thursday, for their "dedicated commitment" to the project.

The Board cited the 25 members of the Eastside Review Advisory Committee (RAC) for their "leadership, vision and efforts (resulting) in successfully planning, designing and securing the funding" for the \$898.8 million, six-mile rail line.

The RAC was formed in 1995 to review such issues as the impact rail construction might have on the environment of the Eastside, what mitigation measures might be needed, economic development along the right-of-way, community participation, finance and budgeting.

"They've really been out on the front lines," said Supervisor Gloria Molina. "It is this community group that has been instrumental in being advocates to the community about how essential this (rail line) is."

Local, state and federal officials broke ground at Union Station, July 17, to mark the official beginning of construction of the Eastside Extension. The line is scheduled to open in late 2009.



[Home](#)[CEO Hotline](#)[Viewpoint](#)[Classified Ads](#)[Archives](#)[Metro.net](#) (web)

## Resources

[▶ Safety](#)[▶ Pressroom](#) (web)[▶ CEO Hotline](#)[▶ Metro Projects](#)[▶ Facts at a Glance](#)  
(web)[▶ Archives](#)[▶ Events Calendar](#)[▶ Research Center/  
Library](#)[▶ Metro Cafe](#) (pdf)[▶ Metro Classifieds](#)[▶ Retirement  
Round-up](#)

## Metro Info

[▶ Strategic Plan](#) (pdf)[▶ Org Chart](#) (pdf)[▶ Policies](#)[▶ Training](#)[▶ Help Desk](#)[▶ Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Board Approves Purchase of 75 New 40-Foot Buses

By RICK JAGER

(July 23, 2004) The Board has approved the purchase of 75 CNG buses from North American Bus Industries (NABI).

The \$30 million purchase will ensure that Metro has a sufficient number of new buses available to comply with the Consent Decree's requirement to continue Metro Bus improvements.

"Exercising an option on an existing contract with North American Bus Industries will speed the delivery of these 75 buses," said Board Chairman Frank Roberts. "Our customers will benefit greatly from the infusion of these new buses into the Metro fleet."

On Jan. 12, 2004, Special Master Donald Bliss, who oversees Consent Decree compliance, ordered Metro to purchase the equivalent of 145 new buses by June 30, 2005.

The purchase of the 75 40-foot buses, combined with other high-capacity 45-foot and 60-foot buses currently on order, will allow Metro to place the equivalent of 233 additional 40-foot buses (a total of 9,310 additional passenger seats) into active service by June 30, 2005.


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

Patrons can take the Metro Gold Line to the Tofu Festival in the future, but, for now, the rendering of the Little Tokyo Station will be on display at the community celebration this weekend in Little Tokyo.



## Metro Staff Participates in the 9th Annual Tofu Festival

By JESSICA TYERMAN

(July 23, 2004) Imagine your hands tied behind your back, you hear a bell and you lunge nose-first into a large, white block of... tofu!

It's a tofu-eating contest and it's only one of the events offered at, yes, the Los Angeles Tofu Festival.

Not only does such a festival exist – Metro is one of the patrons for the ninth annual Tofu Festival. This year's theme is "Unleash the Secret Power of Tofu!"

The festival is scheduled Saturday and Sunday, July 24-25, in Little Tokyo at San Pedro and Second Streets. The fun starts at noon both days and ends at 8 p.m. Saturday and 6 p.m. Sunday.

Staff from the Planning and Community Relations departments volunteered to work at the Metro booth. This is the third year Metro has participated in the event. The staff will promote the Metro Gold Line's future Little Tokyo/Arts District station at 1st and Alameda.

"As a part of community outreach and public participation involved in planning the Metro Gold Line Eastside Extension, we became one of the festival patrons," says Henry Gonzalez, project manager, Central Area Planning Team.

The festival also includes more than 40 food and drink booths (not only with tofu products), health information and screening booths, samurai demonstrations, capoeira dances, several taiko drum groups, and other children's activities.

Admission is \$8 for adults and \$5 for children (ages 5-12) and seniors (ages 60 and up). Children less than five years old are free. All proceeds

benefit the Little Tokyo Service Center, which provides counseling, job training and transportation services.

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)




[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/ Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Deputies Working Overtime to Catch Assault Suspect

(July 27, 2004) Deputies assigned to the Sheriff's Transit Services Bureau are working overtime to find the man suspected of sexual assaults on two young women in the past 11 days at Union Station.

Additional deputies have been assigned around the clock to patrol the station and the adjacent parking structure. Metro Security officers and other law enforcement and private security agencies are cooperating in the heightened security effort.

Authorities are seeking a muscular African American male in his late 20s, standing 5-feet, 10-inches to 6-feet, 2-inches, with black hair, brown eyes and facial hair, carrying a black backpack. One of the women was able to fight off the suspect and escape unharmed.

"We're channeling information from different sources that has resulted in a lot of leads," says Metro Police Chief Capt. Dan Finkelstein. "We're working every one of these leads to do everything possible to solve these crimes."

Sheriff's Det. Jeanine Lum is leading the investigation. She says dogs have been used to trace scent trails and deputies have questioned a number of people who might have been near the scene of the assaults.

"I don't usually take these things personally," she says, "but I really want to see this guy in custody."

Two memos sent to Metro's Gateway employees, last week, included security precautions for walking in public areas. Employees also were reminded that they can request a parking lot escort 24 hours a day by contacting Metro Security at 922-7600.

## Personal Security Precautions for Public Areas

- Remain alert and be aware of your surroundings.
- Travel with more than one person whenever possible
- Stay in well-lit areas and areas where there are other people.
- Move quickly and purposefully out of more remote areas.
- Carry your keys between your fingers to use as a weapon, if needed, and to help you open doors more quickly.
- Speed-dial your cell phone with the phone number of your local police (cell phone 911 goes to CHP).
- On Metro property, set your cell phone to speed-dial the 24-hour Transit Services Bureau number at 323-563-5000 and Metro Security at 213-922-7600.
- Call Metro Security at 922-7600 if you feel you need an escort.

[Metro.net](#) (web)

## Resources

► [Safety](#)

► [Pressroom](#) (web)

► [CEO Hotline](#)

► [Metro Projects](#)

► [Facts at a Glance](#)  
(web)

► [Archives](#)

► [Events Calendar](#)

► [Research Center/  
Library](#)

► [Metro Cafe](#) (pdf)

► [Metro Classifieds](#)

► [Retirement  
Round-up](#)

## Metro Info

► [Strategic Plan](#) (pdf)

► [Org Chart](#) (pdf)

► [Policies](#)

► [Training](#)

► [Help Desk](#)

► [Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

PHOTO: LISA HUYNH



THE HEAT IS ON - Mechanics Tim Wong, Jose Gomez and Chris Hurtado diagnose brake board defects under pressure at annual Bus Roadeo in 2003.

## 30 Operators, 7 Mechanics Teams in Saturday's Metro Bus Roadeo

- Plus, family fun and barbecue at Santa Anita Gate 6

(July 27, 2004) Thirty Metro Bus operators – many of whom are familiar from past competitions – will battle for recognition as top operator in the 2004 Metro Bus Roadeo, Saturday, at Santa Anita Racetrack Gate 6 parking lot in Arcadia.

Maintenance teams from seven operating divisions also will vie for this year's honors. Scheduled to compete are maintenance teams from divisions 1, 3, 5, 6, 7, 10 and 18.

The winning operator and maintenance team will represent Metro at the American Public Transit Association international finals, Oct. 9, in Atlanta.

This Saturday's event should be a crowd-pleaser. Maintenance teams will begin check-in at 7 a.m., while the operators will begin their obstacle course runs about 9 a.m.

## Family entertainment

For family entertainment, Roadeo coordinators are planning a gift basket raffle, a DJ and games for the kids. The Sheriff's Department will fly in a helicopter for a rappelling demonstration. There will be a classic car and motorcycle show and departmental information booths.

This year's barbecue, which begins at 11 a.m., will feature ribs, chicken, salad, bread and sodas. A hot dog cart also will be provided for the length of the event, which is expected to end about 1:30 p.m.

## 30 operators competing

The 30 operators scheduled to compete in this year's Bus Roadeo, in order of their standing in the preliminaries, are Samuel Morales, Division

1; Juan Navarro, Division 3; Ralph Jeffrey, Division 5; Luduvico Castro, Division 9; Mark Holland, Division 9; Marcos Mejia-Portillo, Division 1; Wendell Rush, Division 18; and Wisconsin Lim, Division 5.

Also, Fernando Calderon, Division 1; Julio Flores, Division 8; Conrad Noriega, Division 9; Hugo Mercado, Division 1; Luis Martinez, Division 2; David Aguilar, Division 1; Agustin Confesor, Division 8; Ricardo Martinez, Division 9; Jose Sierra, Division 2; Juan Serrano, Division 8; Lorenzo Jimenez, Division 1; and Guadalupe Quiroz, Division 9.

Also, Roberto Ramirez, Division 1; Alberto Hinojos, Division 9; Jesse Cervantes, Division 9; Juan Romo, Division 7; Hugo Repreza, Division 15; Aubrey McGlory, Division 7; Jeffery Wilbanks, Division 2; Manuel Guzman, Division 3; Dan Jenkins, Division 5; and Armando Romualdo, Division 8.

### **7 maintenance teams competing**

Maintenance team members are Fred Hines, Gustavo Sanchez and Sergio Barron of Division 1; Tim Wong, Arnold Del Toro and Cristobal Hurtado of Division 3; and Andrew Warren Jr., Rommel Vargas and Frank Forde of Division 5.

Also, Naren Desai, Jesus Guerra and Jose Ramirez of Division 6; Jesse Romero, Christopher Valenzuela and Baldemar Gonzalez of Division 7; Doug Creveling, David Klinkenborg and Saul Sanchez of Division 10; and Javier Soria, Mina Ros and Luke Logan of Division 18.

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Metrolink Replacing Rail Ties on San Bernardino Line

(July 27, 2004) Metrolink construction crews began replacing the wooden railroad ties, Tuesday, on the San Bernardino Line between Claremont and Rancho Cucamonga. Train schedules may be affected.

The tie replacement crews will work from west to east, starting near the Cambridge Ave. railroad crossing in Claremont and continuing to the railroad crossing at Archibald Avenue in Rancho Cucamonga.

Because of the frequency of service along the San Bernardino Line, tie replacement must be done during the evening and early morning hours.

The following is a schedule of the work for the next few weeks:

- Tuesday, July 27, and Wednesday, July 29, from 10 p.m. - 3:30 a.m.
- August 9 - August 14 between 10 p.m. - 6.m.
- August 16- August 21 between 10 p.m. - 6 a.m.
- August 23 - August 27 between 10 p.m. - 6 a.m.

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)

[Metro.net](#) (web)**Resources**▶ [Safety](#)▶ [Pressroom](#) (web)▶ [CEO Hotline](#)▶ [Metro Projects](#)▶ [Facts at a Glance](#)  
(web)▶ [Archives](#)▶ [Events Calendar](#)▶ [Research Center/  
Library](#)▶ [Metro Cafe](#) (pdf)▶ [Metro Classifieds](#)▶ [Retirement  
Round-up](#)**Metro Info**▶ [Strategic Plan](#) (pdf)▶ [Org Chart](#) (pdf)▶ [Policies](#)▶ [Training](#)▶ [Help Desk](#)▶ [Intranet Policy](#)**Need e-Help?**Call the Help Desk  
at 2-4357[E-Mail Webmaster](#)

Procurement's Mark Lu delivers good news worth more than \$9 million in savings to CEO Roger Snoble.

## Procurement Contributes \$9 million to CEO's "Pinch Every Penny" Campaign



A penny pinched is a penny earned, and in these days of limited budget resources, Procurement and Material Management has rebounded from budget lows with a \$9 million in savings that sent the department's FY04 budget charts upward and took the gloom off of otherwise dismal forecasts.

Deputy Executive Officer Bruce Feerer and Executive Officer Lonnie Mitchell took the good news to the 25<sup>th</sup> floor on Monday, where procurement's top producer Mark Lu personally delivered a check in the amount of \$9,081,408.66 to CEO Roger Snoble.

"That's a lot of pennies," Snoble said in response. "Every little bit helps, but this is a significant savings that represents a lot of hard work."



Contract administrator Mark Lu, at left, prepares to present a symbolic check in the amount of \$9 million to CEO Roger Snoble, at right. Bearers of good news include DEO Bruce Feerer, center left, and EO Lonnie Mitchell.

With more than 400 procurement actions to his credit, Lu, a contract administrator known as the "go-to guy" for all computer-related purchasing, was selected to make the presentation.

The oversized check, which sported a currency-like photo of EO Lonnie Mitchell, symbolized the FY04 savings that Metro cost centers could use to purchase other goods and services.

The contract administration staff had set a goal early on, said Feerer, to

generate more in negotiated savings that the total cost of the Contract Administrators combined salaries.

With that in mind, "staff vigorously tackled negotiations with vendors over contract changes, claims and newly negotiated procurements," said Feerer. These efforts, coupled with increased emphasis on competing for the best price for Metro's requirements, produced savings that significantly exceeded the goal.

Procurement and Material Management can make a significant contribution to Metro's fiscal health in the years ahead," said Feerer. "We'll be back next year with another check. We already started tracking savings for FY05.

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)



[Metro.net](#) (web)**Resources**[Safety](#)[Pressroom](#) (web)[CEO Hotline](#)[Metro Projects](#)[Facts at a Glance](#)  
(web)[Archives](#)[Events Calendar](#)[Research Center/  
Library](#)[Metro Cafe](#) (pdf)[Metro Classifieds](#)[Retirement  
Round-up](#)**Metro Info**[Strategic Plan](#) (pdf)[Org Chart](#) (pdf)[Policies](#)[Training](#)[Help Desk](#)[Intranet Policy](#)**Need e-Help?**Call the Help Desk  
at 2-4357[E-Mail Webmaster](#)

Maintenance Manager Jim Pachan and Transportation Manager Maria Reynolds give San Fernando Valley Governance Council members a tour of Division 8. From left are Pachan, Council Chairman Coby King, Council member Jesus Ochoa, Assistant Administrative Analyst Tresa Yung, Council member Brad Rosenheim and Reynolds.



## SFV Governance Council Members Tour West Valley Division 8

By Eric Rapp

(July 27, 2004) Members of the San Fernando Valley's Governance Council recently learned about the incredible support required to run hundreds of buses each day throughout the West Valley.

Governance Council Chairman Coby King toured Division 8 along with Council members Brad Rosenheim and Jesus Ochoa.

Due to the state's Brown Act public meeting regulations, only three council members could take the tour at the same time. Other council members will be brought in for tours in coming weeks.

The tour swung through the new Sheriff's station at the sector office in Chatsworth, then moved to Division 8 maintenance and transportation. The council members saw how buses are cleaned, fueled, and serviced, and then learned the intricacies of how operators are scheduled.

"I was very impressed with the professionalism and commitment to quality that we observed on today's tour," said King. "We can take great pride in the West Valley's bus operations."



[Home](#)[CEO Hotline](#)[Viewpoint](#)[Classified Ads](#)[Archives](#)[Metro.net](#) (web)

## Resources

[Safety](#)[Pressroom](#) (web)[CEO Hotline](#)[Metro Projects](#)[Facts at a Glance](#)  
(web)[Archives](#)[Events Calendar](#)[Research Center/  
Library](#)[Metro Cafe](#) (pdf)[Metro Classifieds](#)[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)[Org Chart](#) (pdf)[Policies](#)[Training](#)[Help Desk](#)[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Pilot Program to Streamline Student ID Card Process

By RICK JAGER

(July 28, 2004) A pilot program aimed at streamlining the Metro Identification Card application process for Los Angeles Unified School District high school students is set to begin in August at seven area high schools.

The ID Card allows students to buy monthly Metro bus and train passes at a discount for \$20 instead of the regular price of \$52. If the program is successful, Metro plans to expand it to other LAUSD high schools.

Under the pilot program, the staff at selected high schools hope to speed up the process by helping students fill out their Metro ID applications.

"We hope this new pilot program is successful in effectively streamlining the application process," said CEO Roger Snoble.

### Seven schools participating

Seven high schools are participating in the pilot project: Belmont, Carson, Cleveland, Eagle Rock, Fairfax, Los Angeles and Verdugo high schools.

LAUSD staff also is evaluating a program that could be implemented this fall in which students at elementary and junior high schools would no longer be required to submit applications and photos.

Participating schools would issue a photoless student ID card, which would allow the purchase of the \$20 student stamp. Schools may also be requested to gather optional data for statistical tracking of the program.

Future plans would allow the ID Cards to be valid for two years instead of one year. Also under evaluation is a program allowing students to purchase a Metro Day Pass for \$1.50, the same price as disabled and senior citizens.


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Metro Scores 25% Reduction in Workers' Comp Claims

By RICK JAGER

(July 29, 2004) Metro has taken a sizeable bite out of Workers' Compensation claims, a major step toward directing more dollars toward purchasing additional buses.

Despite reforms to the Workers' Compensation system in California, most private businesses, state and public entities are still experiencing double-digit increases in Workers' Compensation costs. Not Metro.

Escalating Workers' Compensation costs across the nation have discouraged the start-up of new businesses, forced some into bankruptcy, and prevented many from expanding operations and adding more workers.

To help rein in Workers' Compensation costs, Metro retained DuPont Safety Resources in 2001 to train managers, supervisors and staff on how to create a safer environment for employees and the public. Approximately 94 percent of Metro employees have received Safety's First training.

### Changed safety culture

DuPont has changed the safety culture of dozens of other companies including General Motors, Unilever, Georgia-Pacific, Esso, Allied Signal and New York City Transit.

Metro's Risk Management fraud detection unit and Metro Operations has also been key in reversing the upward trend in Workers' Compensation costs.

"Metro continues to aggressively pursue fraudulent claims, return injured workers back to work faster, and continues to improve employee behavior and the work environment with respect to safety," said Board Chairman Frank Roberts.

In the fourth quarter of FY 2004, Metro has approximately 25 percent fewer claims reported than the same quarter of FY 2003.

### Costs remain a challenge

Despite fewer claims, however, reducing costs remains a challenge because of increasing medical costs and additional state mandated Workers' Compensation disability increases. In 2003, Metro's Workers' Compensation expense was almost \$51 million. For 2004, the expense is estimated to be approximately \$48 million, a 5 percent decline.

Another indication that Metro's Safety program is working is the number of bus accidents that occur each month.

Last year, Metro averaged 3.9 bus accidents per 100,000 miles traveled. This year, bus accidents are down to 3.7 per 100,000 miles. Fewer accidents meant fewer claims filed by workers injured on the job.

"Compared with other employers across the state who continue to see large annual increases in Workers' Compensation premium cost, Metro's experience has been substantially better due to fewer claims," said Greg Kildare, executive officer, Risk Management. "Our ultimate goal is zero claims. No employee injury is acceptable."

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Mobility 21 Summit: \$9 Billion Plan for 'Top Ten Traffic Busters'

By CLAUDIA KEITH

(July 29, 2004) Transportation, government and business leaders will announce a \$9 billion plan to fund Los Angeles County's "Top Ten Traffic Busters" during the third annual Mobility 21 transportation summit, scheduled Aug. 3 in Burbank.

Metro Chairman Frank Roberts and CEO Roger Snoble, joined by Mayor James Hahn and executives from the Los Angeles Area Chamber of Commerce and the Automobile Club of Southern California, will make the announcement at the Hilton Burbank Airport and Convention Center.

Los Angeles' Top Ten Traffic Busters include the expansion of light rail lines, addition of carpool lanes, improvements to streets and highways, as well as improvements to key corridors to improve the movement of goods. The total price tag for the projects is close to \$9 billion.

"These Top Ten Traffic Busters represent what it will take to just keep up with anticipated growth and traffic," said Snoble. "We need to continue to build a more efficient and comprehensive transportation network, and these ten initiatives will help keep us moving in that direction."

### Bringing together leaders

Mobility 21 is aimed at bringing together leaders from transportation, government, business, labor and the community to develop solutions to the region's transportation challenges.

Members of the Mobility 21 coalition have traveled extensively to Sacramento and Washington, D.C. over the past two years to advocate for more investment in transportation for Los Angeles County.

"We want our legislators to hear this region speak with one voice when it comes to transportation funding," said Roberts. "Through Mobility 21, we are making progress in building consensus and getting projects funded."

A main focus of this year's summit is the movement of goods from the region's ports, and the resulting truck traffic and rail congestion.

Mobility 21 also will cover a wide range of topics, including creating links between housing and transportation, strategic opportunities for transportation funding, improving traffic safety to reduce gridlock and save lives and Los Angeles as the center for global trade, transportation and economic growth.



[Metro.net](#) (web)

## Resources

▶ [Safety](#)

▶ [Pressroom](#) (web)

▶ [CEO Hotline](#)

▶ [Metro Projects](#)

▶ [Facts at a Glance](#)  
(web)

▶ [Archives](#)

▶ [Events Calendar](#)

▶ [Research Center/  
Library](#)

▶ [Metro Cafe](#) (pdf)

▶ [Metro Classifieds](#)

▶ [Retirement  
Round-up](#)

## Metro Info

▶ [Strategic Plan](#) (pdf)

▶ [Org Chart](#) (pdf)

▶ [Policies](#)

▶ [Training](#)

▶ [Help Desk](#)

▶ [Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

PHOTO: DAVE HERSHENSON



Preparing the Division 2 barbecue are, from left, Bus Operator Abel Castro, TOS LaDonna Murphy and Bus Operator Erwin McCrury.

## Division 2 Celebrates a Month of Zero Workers' Comp Claims

By DAVE HERSHENSON

(July 29, 2004) Crossroads Depot Division 2 Transportation employees were recently treated to a thank-you lunch recognizing an outstanding accomplishment for the month of May. They completed a rare milestone of zero Workers' Compensation claims for the entire month.

Division 2 Transportation Manager Thom Pelk was extremely pleased with the lack of workers comp claims during the month of May.

"It is a remarkable achievement, and a great indicator of how our employees are adopting to our high standard of safety awareness," he said. "I believe this is the first time in many years we have gone through an entire month without one Workers' Comp claim, and I hope it is a mark that will be repeated often in the future."

## Employee recognition

To honor the accomplishments, Gateway Cities General Manager Alex Clifford initiated and authorized a thank-you luncheon to recognize the transportation employees for their outstanding effort.

The celebratory lunch was cooked up by Erwin McCrury, with help from Adala Rowser and Pamela Harvey-Miller, and was enjoyed by everyone who attended.

Clifford believes zero Workers' Comp claims was the result of a number of factors.

"The agency has put a tremendous emphasis on safety first, including the implementation of a number of programs to focus our employee's attention on a variety of safety issues," he said. "The ability to go through an entire month without any claims is a testament to the programs we have put in place, and, more importantly, an indicator that

our employees are working safer.”

**Emphasis on safety awareness**

Joycenda Bowers, Gateway Cities Sector Transitional Duty and Return To Work coordinator, was also gratified with the lack of Workers’ Comp claims at Division 2 Transportation.

“I think that having an entire month with zero claims reflects the emphasis we have placed on safety awareness and our hands-on management of our claims process,” she said. “The Division 2 transportation employees deserve credit for pulling together and working safely for the month. I hope it is a sign of more good things to come.

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## Team Leaders Receive 'Employee of the Quarter' Awards

By JESSICA TYERMAN

(July 30, 2004) Three leaders of the Revenue Maintenance Team won Employee of the Quarter awards for the third quarter of FY 2004.

Diane Mumolo, Gary Vu and Bo Nguyen were honored at a luncheon, recently, for their work as Electronic Communications Technician leaders. Each recipient received a trophy and gift basket with "Employee of the Quarter" items from their executive officers.

"Diane, Bo and Gary inspire their coworkers to the maximum level of accomplishment and integrity by their example," said Jes Godinez, who nominated the three. "Each of them has earned the respect and admiration of their peers and superiors alike."

Together, the three have about 40 years of experience at Metro, and approximately half of that time has been as leaders. All of them have previously received Employee of the Month awards.

Mumolo has spent eight of her 17 years at Metro managing several programs, including the preventative maintenance program and new technology installations for new buses.

### 'Tried to do my best'

"I've always tried to do my best," says Mumolo, one of the few women in her field of work. "I know there's a lot of other people that work just as hard or harder."

Vu started as a leader in 1997 and has been working for the agency almost 18 years. One of his roles is to train all new technicians.

"It is an honor for me to receive this award," Vu says. "I came to the department as a leader. There were a lot of challenges for me at the beginning but I soon began to learn."

Nguyen came to Metro with more than 20 years of management experience at the Boeing Co. and has worked for four years at the agency, overseeing maintenance on the Bus Revenue system.

"Working with Diane and Gary is wonderful," says Nguyen. "They are very supportive and they go out of their way to help me on difficult projects."

About the three team leaders Godinez says, "Their dedication and professionalism is a positive indication to the Authority that the Revenue Equipment Maintenance Group is committed to the highest level of service to both the Metro and the riding public."

[Metro.net](#) (web)**Resources**▶ [Safety](#)▶ [Pressroom](#) (web)▶ [CEO Hotline](#)▶ [Metro Projects](#)▶ [Facts at a Glance](#)  
(web)▶ [Archives](#)▶ [Events Calendar](#)▶ [Research Center/  
Library](#)▶ [Metro Cafe](#) (pdf)▶ [Metro Classifieds](#)▶ [Retirement  
Round-up](#)**Metro Info**▶ [Strategic Plan](#) (pdf)▶ [Org Chart](#) (pdf)▶ [Policies](#)▶ [Training](#)▶ [Help Desk](#)▶ [Intranet Policy](#)**Need e-Help?**Call the Help Desk  
at 2-4357[E-Mail Webmaster](#)

## 'InfoWalls' Provide Customer Information at Three Stations

By SHANTAY IOSIA

Customers at three Metro Rail stations are finding much more information on fares, bus connections, safety and security and other facts about the Metro system as a result of a new "information wall" program.

The stations – Union Station, Chinatown, and Norwalk – are the first of six to receive the "Infowalls," in late June as part of a prototype program to better assist customers in their travels.

The Infowall is 20 feet of maps, notices, destinations, safety and timetable information.

"What we are aiming for is giving the customers essential information at one central point in each station," Neil Sadler, graphic design supervisor, says.

The first case displays temporary notices and times for last trips. The second offers instructions and other helpful tips while riding the Metro System; at Norwalk and Union Station both of these displays are printed in English and Spanish. At Chinatown, the information is in English and Chinese.

### Illustrates Metro Rail system

The remaining three showcase maps with varying detail. The first illustrates the Metro Rail system, with the stops and routes of the Metro Red, Blue, Green and Gold Lines. The second, a neighborhood connections map unique to each station, offers routes to various destinations near the particular station.

The third details a portion of the agency's overall bus and rail system map, allowing passengers to determine options to navigate through LA County.

Travelers Fred and Donna Martindale recently found this map most convenient to help find their way to the Financial District.

"We're from Newport Beach and we don't get down here very often," says Martindale, who relies on railways when traveling to LA. "I'm a map person and this helps ensure we know where we're going."



Travelers Fred and Donna Martindale use the infowall at Union Station.

Other than providing last train trip information, the walls do not show specific times due to the volume of information that would be necessary.

### **More information available**

However, Sadler says the Infowalls offer much more information than was available before. The current information displays vary from rail maps to Metro promotional ads. The new Infowalls contain only traveling information and cost about \$35,000 per station.

The next three walls, expected to go up by Labor Day, will be at the Imperial/Wilmington Blue/Green Line station and 7th and Metro's Red/Blue Line station at the Figueroa entrance. The third site is being determined but will be consistent with agency goals to make the customer's travels smoother and more efficient.

The biggest challenge will be installing the Infowalls on the Metro Blue Line. Most of the stops run between streets and the platforms are narrow with little space to accommodate a 20-foot-long Infowall, Mike Barnes, communications manager, says.

"Every entrance is different and has particular concerns that need consideration before installation," he says. "We have to consider the space, flow of traffic and future goals of the agency."

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)