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## Board Vote Advances Division 9 Expansion Plans

- New transportation building, maintenance improvements

(April 1, 2005) Expansion of transportation and maintenance facilities at San Gabriel Valley Division 9 moved ahead a significant step, this month, with Board approval of an increase in the life of project budget to \$16.5 million.

Metro's Facilities-Operations is expected to award a design/build contract for construction of a state-of-the-art transportation building in April. The building will house division offices, an operator break room and locker room, a Sheriff's substation and the sector administrative offices.

Preliminary design work has been completed, and the building has been designed to meet environmental and energy standards of the United States Green Building Council. Construction could begin in late summer, with a completion date of September 2006. Division 9 was built in 1974.

With the construction of the new transportation building, Metro will be able to increase the amount of bus parking and make way for expansion and/or reconstruction of Division 9's maintenance building.

With the extra capacity, the division will be able to expand from its current 192 buses to accommodate 300 CNG buses, matching expected fleet growth through at least 2010.

The Phase 1 maintenance improvements, which included new battery, tire and brake shops and the addition of a storage canopy, have been completed. Construction of the new transportation building will complete Phase 1 of the improvement project.

The Board-approved construction budget includes funding already expended for improvements to the division maintenance operation and funds for construction of the new transportation building.

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2004 Champs> Metro Red Line operators Tu Phan, foreground, Jesus Valdez, center, and Manjit Singh, at left, placed first, second and third, respectively, at the 9th annual Metro Raildeo in 2004. Coach Esther Pippins, Rail Transit Operations Supervisor, accompanied the Metro team to the international competition held in Miami.



## Metro Rail's Best Will Go Head-to-Head at 2005 Raildeo, April 9

(April 1, 2005) Metro's best rail operators and maintenance specialists are preparing for a head-to-head competition on Saturday, April 9, when the 2005 Raildeo is held at the Metro Blue Line yard.

The two operators and three maintenance specialists who win the local event will represent Metro as a team during the American Public Transportation Association International Rail Rodeo finals, June 2-6 in Pittsburgh, Pa.

This year's Metro Raildeo will be open only to the transportation and maintenance competitors and judges. A separate Rail Operations Summer Celebration for employees and their families will be held Saturday, June 25, at the Metro Red Line facility.

"When our team comes back from the Internationals, we'll have a celebration acknowledging them and all those who participated in the Raildeo," says General Manager Gerald Francis.

## Rail Ops Summer Celebration

The Summer Celebration will feature the Metro Experience mobile theater, live entertainment, a motorcycle show, games and activities for children and a barbecue.

## Coming Soon: 2005 Metro Bus Rodeo

July 15-19>  
Operator Practice Sessions

July 20-23>  
Preliminary Competition

July 30 >  
Bus Rodeo Finals, Santa Anita

Operators competing in the Raildeo, scheduled from 7 a.m. to 4 p.m., will be expected to successfully complete such events as a pre-departure inspection, equipment troubleshooting, a rulebook test and an obstacle course designed to test driving skills.

Events for the maintenance specialists, scheduled from 10 a.m. to 2 pm., include identification of defective equipment components and wheel defects, torque wrench application, use of measuring devices and a mystery box problem. Each competitor will spend a total of almost three hours on the various events.

Last year, operators Tu Phan and Jesus Valdez competed on behalf of Metro in the international finals in Miami. In 2003, maintenance specialists Eric Czintos, Ronnie Burt and Glenn Abraham competed for Metro and finished first in the 2003 international event.

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## Travels with Bridgette: Preschool Kids Learn Rail Safety

By RICH MORALLO

(April 5, 2005) Metro's Bridgette Thomas, surrounded by 30 preschool youngsters, turned on her portable PA system and spoke into the microphone, "Children, remember to stay close to your mothers at all times."

As the children nudged closer to their parents, Thomas – a records and information coordinator – smiled and motioned the group towards the middle of the platform at the Del Amo Metro Blue Line station.

The southbound train arrived and when it departed with the young travelers and their parents, Thomas was strolling along the aisle to make sure everyone was safe in their seats.

Thomas was escorting children from Good Blessings Head Start that day on a trip to Long Beach.

"Traveling with the group allowed me to represent Metro and to interact with children," said Thomas, who also volunteers to manage her son's football and basketball teams. "Dealing with children is one of the things I love to do."

## A safety reminder

Before they caught the train, Thomas went over the safety guidelines with the Metro Rail visitors, who had walked to the station from their nearby school. The same group had earlier received a classroom visit from other Metro representatives who talked to the students about

Bridgette Thomas is a records and information coordinator in the Records and Mail Services Department.



Children from the Good Blessings Head Start group caught the Metro Blue Line at the Del Amo station.



safety near trains and at train stations.

Four Sheriff's deputies and fare inspectors travelled with Thomas to Long Beach and later escorted the head start group back to the Del Amo station.



"This train is faster than the bus," laughed Carla Celestrain, one of the students. Teacher Matilda Izmajdobich, a first time rider, wished the train traveled to more places.

Thomas, who typically spends her day conducting records inventory evaluations, believes that Metro should continue to interact with the community.

"At Metro we care about the areas we service," Thomas said, "and the more the community is educated about Metro, the safer their travel will be."

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CEO Roger Snoble, center, hosted Congressional aides, from left, Aaron Klein, economist for the Senate Committee on Banking, Housing and Urban Affairs; Ken House, minority staff director for the House Transportation and Infrastructure Committee; Joyce Rose, professional staff member for the House Transportation and Infrastructure Committee Subcommittee on Highways and Transit; Sherry Little, senior professional staff member for the Senate Committee on Banking, Housing and Urban Affairs; and Rich Steinmann, FTA liaison representative for the Senate Committee on Banking, Housing and Urban Affairs.



## Senior Congressional Aides Tour Metro Facilities

By RAFFI HAMPARIAN

(April 5, 2005) A group of senior Congressional transportation aides visited Metro, last week, to tour the agency's facilities and construction sites and to discuss transportation issues.

The group included staff directors for the chairman and ranking member of the House Transportation and Infrastructure Committee.

Senior aides representing the chairman and ranking member of the Senate Banking Committee, which has jurisdiction over the transit portion of the Senate Transportation Reauthorization bill, also attended.



Congressional aides touring the Metro system

During the tour, CEO Roger Snoble expressed Metro's appreciation for the Congressional staffers' leadership in addressing, through the reauthorization of TEA21, the transportation challenges and opportunities faced by Metro.

## Innovative methods

The staffers witnessed several of the innovative methods



visited the historic Mariachi Plaza to view construction of the Eastside Extension are, from left, Aaron Klein, Joyce Rose, Rich Steinmann, Ken House and Sherry Little.

Metro is employing, through construction of the Metro Orange Line and the operation of the Rapid Bus system, to solve the unique transportation challenges facing Los Angeles County.

The staffers had a chance to ride the Metro Red Line and the Metro Gold Line. They also visited the Eastside Extension construction site and the Bus Operations Center, and learned about Metro's commitment to development of housing and businesses near transit facilities.

The Congressional aides were also given detailed information about Metro's serious concerns related to changes being planned for the Congestion Mitigation and Air Quality Program in the Senate Transportation Reauthorization bill.

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## More than 1,400 Expected at Metro Family Day, April 16

By ARLENE LIM

(April 5, 2005) The first annual Metro Family Day, April 16, is fast approaching and with most of the 1,500 tickets sold, many employees are excited about the event.

A total of 1,428 Metro employees and their families will be enjoying games, food, prizes, and entertainment at the Universal City Concourse. Participants will also be able to use their tickets for admission to the theme park for the day.

The more casual nature of the event and family-friendly environment have all added to the popularity of the event, says Danielle Boutier, communication services manager.

"Ticket sales obviously tell us that it's been popular," says Boutier, who hoped that the event would be successful and admits the success has exceeded her expectations. "I think it's a hit and I'm looking forward to it."

If you didn't get a chance to grab your ticket for this go-around, there's always next year.

"I think if this one is the success we think it will be," says Boutier, "we'll do it again next year."




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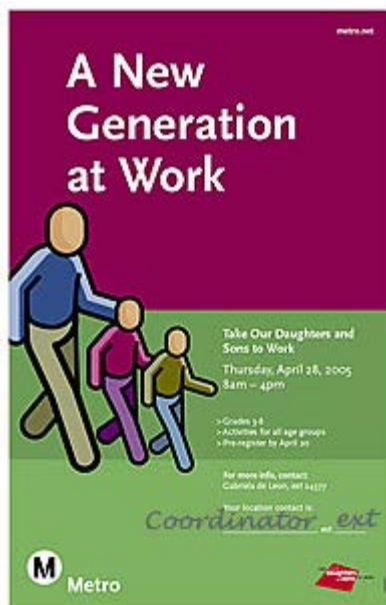
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Look for the poster at central locations to contact your assigned event coordinator. Registration forms are available on the HR internal website. [Click here](#) to download.

## April 28 is 'Take Our Daughters and Sons to Work Day'

(April 6, 2005) Every April, parents are invited to bring their youngsters to work for "Take Our Daughters and Sons To Work Day" — a nationwide program geared to show girls and boys opportunities at an early age.

This year, the event is set for Thursday, April 28. Metro employees can bring their children — in grades three through eight — to work with them.

The theme for 2005 is "Sharing Power and Possibility." This is the 11th year Metro will participate in the program.

Several tours are being planned for the day, including the popular bus simulator at the Regional Rebuild Center, the "mission control" room of Bus Operations Control, tours of the operating divisions as well as tours of the Design Studio, print shop and copy

center.

Other activities tentatively scheduled are workshops about careers at Metro and job interviews, as well as a general wrap-up meeting in the Board Room.

Employees who are interested in participating in "Take Our Daughters and Sons to Work Day" must register with their location coordinators no later than April 20.

The coordinator's name and telephone extension are listed on the poster displayed in the elevator lobbies and at central locations.

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Metro Orange Line COUNTDOWN

Metro Orange Line  
COUNTDOWN

Photos by Ned Racine  
Senior Community Relations  
Officer Ned Racine is on the  
scene at the Metro Orange  
Line, where construction of the  
transitway is underway in the  
San Fernando Valley. Photos of  
the station platform work,  
landscaping and storm drain  
work were taken March 18 and  
March 24 at the Laurel  
Canyon, Woodman, and  
Sepulveda stations.

April 6, 2005



Blue flowers at Variel and  
Victory POV: Looking  
southeast



A runner jogs on the  
bike path at Variel  
and Victory. POV:  
Looking east



Laurel Canyon Station:  
Scaffolding for canopy.  
POV: Looking east.





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Ninety-one-year-old O.V. Smith attended the "Seniors on the Move" workshop where she met, from left rear, Metro's TOS Larry Haynes, Communications Manager Vanessa Smith of Customer and Vendor Services and TOS Kevin Dukes. PHOTOS BY RICH MORALLO



## 100 Senior Citizens Learn About Transit at 'Seniors on the Move'

By RICH MORALLO

(April 6, 2005) Running slightly late, last Thursday morning, Ms. O.V. Smith, 91, drove her car to the Mount Carmel Senior Citizen Center in Los Angeles and applied for a Metro Senior ID card.

"Now, I have to get in there to listen to the information," Smith said as she hurried to the auditorium to participate in the transit workshops.



Edith Williams looks forward to riding Metro service with her Senior ID card.

Smith and about 100 other area senior citizens spent the morning attending a "Seniors on the Move" program, a county campaign that introduces public transportation alternatives to residents.

"I'm here to learn how to use the bus," said Ophsie Campbell from the Normandie Senior Housing complex.

Fellow housing resident Charles Moore said he came to get a bus pass. "The pass would be cheaper than paying one-way in



cash all the time."

### **Safety and trip planning**

The workshop participants learned about transit options, safety tips and trip planning and also took a ride on a Metro Rapid bus to the Florence Metro Blue Line train station to see how bus connections work with Metro Rail.

Throughout the morning, they also filed by tables staffed by the Center for Healthy Aging, Access Paratransit, LADOT Dash and City Ride, and Metro South Bay.

Beryl Moore, president of the local senior club, said the workshops were important to the 50 members in her group.

"Learning about public transit is vital for seniors who live alone," she said. "If they don't drive they have to learn how to get out and take care of their shopping and appointments."

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## Board Adds Funds to Non-Revenue Division 4 Expansion Project

- Construction should be completed in December

(April 7, 2005) The Board of Directors increased funding in March for a planned expansion, including construction of a new repair building, at Non-Revenue Division 4 in Downey.

The Board's action increased the Life of Project budget by \$910,000 to \$2.5 million to reflect construction contractor bids.

With the planned expansion, Division 4 will accommodate more vehicles and repair activities required for Metro to centralize maintenance of all non-revenue vehicles at one location.

Relocation and centralization of these vehicles is the first of several relocation projects required to support the planned closure of Metro's South Park facility.

## More maintenance bays

Plans call for building a new repair structure with additional maintenance bays and a new car wash. An adjacent Metro-owned lot will be paved for parking and storage of additional non-revenue vehicles.

Facilities-Operations plans to award a construction contract in July and expects that construction will be completed in December. A contract was awarded in January for clearing, paving and striping the adjacent parcel.

Employees at Division 4 currently repair and maintain some 250 Metro cars and trucks not used in revenue service. That number would double to about 500 after the expansion.

In addition to the maintenance facilities at Division 4, the Gateway Cities Service Sector offices also are located on the property.


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## Downtown Breakfast Club Honors Metro with a Rose Award

(April 7, 2005) Metro is one of only 17 organizations to receive the Downtown Breakfast Club's prestigious Rose Award for their contributions to Los Angeles over the past quarter century.

Deputy CEO John Catoe accepted the award, Thursday, on behalf of the agency during the Breakfast Club's annual Roses and Lemons award ceremony at the Millennium Biltmore Hotel. This year's event marked the Breakfast Club's 25th anniversary.



Deputy CEO John Catoe received the Rose Award on behalf of Metro from the Downtown Breakfast Club's David Prosser.

Metro, along with the Downtown News and the Ketchum YMCA, was honored in the Creature Comforts category. The award cited the Metro Blue, Red and Gold Lines along with the extensive Metro Bus system and the agency's support of local transit providers.

The Breakfast Club also said Metro services help make downtown more livable and a better place to work, while the Metro Art program makes using transit a more enjoyable experience.

## An earlier award

In 2004, the Breakfast Club presented Metro a Rose Award in the Good Ideas category for the opening of the Metro Gold Line. The agency was honored along with Mercado La Paloma and the S. Mark Taper Adult Day Health Care Center.

Other organizations receiving awards for 2005 included the Library Tower and the City Hall restoration project, Engine Company 28 restaurant and the Patina Group, the Central Library, the Disney Concert Hall and the Staples Center.

The Downtown Breakfast Club is an organization of professionals who each year recognize, foster and encourage the orderly and planned growth of downtown Los Angeles.

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## Employees encouraged to patronize Eastside businesses

(April 8, 2005) As construction crews continue to make progress with the Eastside Extension, Metro is working closely with businesses and residents to mitigate the impact of the project in Boyle Heights.

Crews will begin installing "soldier piles" at 1st and Soto this weekend, and decking of the street at 1st and Boyle is almost complete.

In addition to providing construction updates and partnering with the contractor in the mitigation effort, Community Relations – Capital Projects is encouraging Metro employees to patronize local businesses impacted by the project.

"We'd like to partner with employees as well," says Senior Community Relations Officer Yvette Robles. "From planning a vacation to dry cleaning, from upholstery services to ordering an awards trophy or having a delicious lunch, all of these services and more are convenient to our employees on their lunch hour or going to or from work."

## Only a 10-minute ride

The Eastside business district is no more than a 10-minute ride from One Gateway Plaza, Robles points out, and both 1st and Boyle and 1st and Soto have dozens of stores and restaurants.

"By using these services, employees would help keep a vibrant business community healthy during construction," she says.

Community Relations has put together a handy matrix of restaurants in the construction zone that provide catering services. Copies of local restaurant menus are available from Intern Jackie Cornejo at 922-4687.

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Deputy CEO John Catoe receives Community Service Award from GLAAACC officials, from left, Chairman Gene Hale, John Catoe, Board Member Bettye Dixon, and President-elect Angela Gibson. The Community Service Award is given to a community organization or individual that has made outstanding contributions to economic development and to the overall betterment of the African American community.



## Hernandez, Catoe Honored by African American Chamber

(April 8, 2005) Two Metro employees were honored by the Greater Los Angeles African American Chamber of Commerce in March for their efforts to promote small business contracting in transportation.



Joe Hernandez, who manages the Labor Compliance, Contract Compliance, Certification, and Outreach Units in the Diversity and Economic Opportunity Department, received the Small Business Advocate award for advocating utilization of small minority owned firms on Metro contracting.

Joe Hernandez

The award recognized Hernandez for the past year's efforts to outreach to small firms on the Metro Gold Line's Eastside Extension contract.

Deputy CEO John Catoe also received an award from the group during the March 24 ceremony in recognition of his leadership in transportation.

The African American Chamber presented the honors during its annual economic awards dinner to individuals and corporations that have contributed to the economic growth and development of the African American community.



"In their various capacities, these individuals have utilized all of the resources at their disposal to ensure the success of small and African American-owned businesses," said Chamber Chairman Gene Hale.

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## Funeral Arrangements Pending for Carmen Aguayo

(April 8, 2005) Funeral arrangements are pending for Carmen Aguayo, a senior customer service agent with 22 years' service, who died April 6 at Kaiser Baldwin Park Hospital.



Carmen Aguayo

Although Aguayo suffered from a respiratory disease, her death caught her friends and co-workers by surprise.

"She was always happy and joyful," said Maria Esparza, a customer service agent who worked with Aguayo for 18 years. "Her customers loved to talk to her. She was a good employee."

Aguayo, who was born in Guadalajara, Mexico, would have been 50 years old on her birthday, April 17. She joined Metro in March, 1983.

"She was the best person in the world," said Lorraine Hernandez, an employment processing clerk. "She was so happy to hold her grandson."

"Carmen was one of the first persons I met when I began my career here at Metro 19 years ago", said Vanessa Smith, communications manager and her direct supervisor. "She was always consistent with her upbeat personality and friendly smile."

"Carmen was one of our best customer service agents and will truly be missed", said Gail M. Harvey, executive manager, Customer & Vendor Services.

Aguayo is survived by her husband, Art; two daughters, Alex, 11, and Raquel, 22; a grandson, John Jr., 16 months; her mother and father; two brothers and a sister.

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PHOTOS: LUIS INZUNZA



### Raildeo Champs in Action

The heat is on for the emerging trophy winners at Metro's 2005 Raildeo. Above, Rail Transportation Manager Davide Puglisi tallies winning operator Tu Phan's performance and, at right, Mechanic Ronnie Burt is under the clock in a nerve-wracking countdown.

[Stats:](#) How they finished.

## 'Best of Best' Rail Team to represent Metro at APTA Finals

- Veterans Tu Phan, Ronnie Burt, Eric Czintos to lead team
- Rail Operations Summer Celebration, Saturday, June 25

By ARLENE LIM

(April 12, 2005) It was a contest to determine the "best of the best." Train operators and equipment maintenance specialists competed in the 2005 Metro Raildeo, last Saturday, for the right to represent Metro in international rail competition.

Taking top honors in the

Competition - 2005

maintenance contest were equipment maintenance specialists Ronnie Burt, Eric Czintos, and Rafael Mastrangelo Jr., who placed first, second, and third, respectively.

The three, along with operators Tu Phan and Ruben Ramirez, will now move on to the American Public Transportation Association International Rail Rodeo, June 2-6 in Pittsburgh, Pa. Tu Phan and his teammate, Robert Rodriguez, won that event in 2002.

"That's what we're trying to do here, get the best of the best and get the right team," said Burt, who along with Czintos is no stranger to winning. Both were members of the team that took home first place at the 2003 international competition.

### Winners' prizes

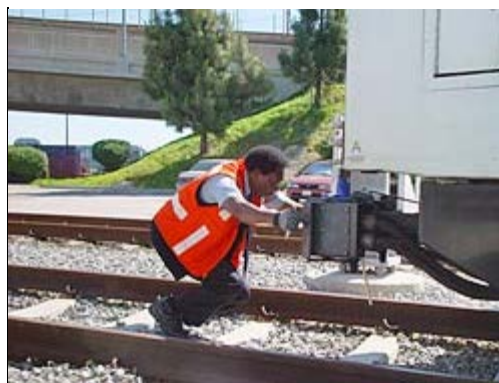
The winners will not only go to the Internationals, but will also receive a U.S. Savings Bond of \$300, \$200, \$100 for first, second, and third place. Burt will also be awarded an electric screwdriver for his first place win.

Hosted at the Metro Blue Line yard, 10 of the 17 participants competed in the rail operations events, while seven participated in the maintenance portion of the Raildeo.

Events in this year's maintenance Raildeo included a 30-minute written test and nine other events, consisting of a mystery box, wheel defect event and safety table. All ten of the events, which lasted 15 minutes each, were each worth 100 points, with a maximum total of 1,000 points.

This year's events were designed to better prepare the competitors for the Internationals.

"We tried to make it as close as we can, so that they can get the



Operator Robert Markham isn't pushing the train; he's fixing it!



Mechanics must reassemble complicated equipment.



A judge times Jose Rodriguez donning hazard wear.



Getting through the paperwork is part of the deal.

experience of what it will be like at the Internationals,” said Russell Homan, senior rail fleet services instructor.

**‘Coolest under fire’**

“The competition always depends on whoever is the coolest under fire,” said Robert Markham, Metro Blue Line operator, and Raildeo competitor. “We all get excited when we’re in competition and sometimes we forget the little things, but whoever is the coolest and remembers the most, will be the best,”

Metro Red Line Operator Tu Phan, Metro Gold Line Operator Ruben Ramirez and Metro Red Line Operator Ramon Alvarez were the ‘coolest’ operators at the Raildeo this year, placing first, second, and third.

The 10 rail operators competed in five events: Uniform Inspection, Raildeo Quiz, Raildeo Course, Pre-Departure Inspection, and the newly added Customer Service/ADA.

**‘Better chance of competing’**

“I put in a customer service event, because I thought it was an area we needed to work on, so we’d have a better chance of competing,” explained Raildeo Coordinator Esther Pippins.

As better preparation for the Internationals, not only did Pippins add an event, but also made the operator events in the Raildeo a bit tougher.

“It’s an unusually challenging course this time, and we’re getting good results,” said Davide Puglisi, rail division transportation manager and raildeo judge. “It’s difficult because we’re going out on the main line.

Now that the competition is over, a separate Rail Operations Summer Celebration – with food, live entertainment and fun for the kids – is set for Saturday, June 25, at the Metro Red Line facility. The event will celebrate the Metro Rail team and all Raildeo participants.

METRO RAILDEO 2005 > RESULTS					
Operator	Total Score	Rank	Mechanic	Total Score	Rank
Phan, Tu	848	1	Burt, Ronnie	905	1
Ramirez, Ruben	702	2	Czintos, Eric	885	2
Alvarez Ramon	698	3	Mastrangelo, Rafaele	786	3
Hill, Renee	689	4	Rodriguez, Jose	670	4
Maes-Melendez, Vicky	678	5	Anderson, Dean	664	5
Nataniel, Lorenzo	654	6	Pelesasa, Anthony	581	6
Markham, Robert	624	7	Padilla, Jose*	375	7
Caddell, Russell	622	8			
Barnes, Michael	570	9			
Cain, Aaron	566	10	*Jose Padilla could not complete the events due to a prior commitment.		




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## Funeral Arrangements Set for Carmen Aguayo

(April 12, 2005) Funeral arrangements have been confirmed for Carmen Aguayo, a senior customer service agent with 22 years' service, who died April 6 at Kaiser Baldwin Park Hospital.



Carmen Aguayo

A viewing is scheduled from 7 – 9 p.m., Wednesday, April 13 and a mass will be celebrated at 9 a.m., Thursday, April 14 at Our Lady of Talpa Church, 2914 East 4th Street (corner S. Evergreen Ave/E. 4th St) in Los Angeles.

Aguayo is survived by her husband, Art; two daughters, Alex, 11, and Raquel, 22; a grandson, John Jr., 16 months; her mother and father; two brothers and a sister.

In lieu of flowers, contributions for her daughters and grandchild can be sent to her oldest daughter, Raquel Manriquez, 5483 Keats Street, Los Angeles, CA 90032-1726.

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Metro Gold Line  
Eastside Extension

UPDATE

Metro Gold Line Eastside  
Extension

Photos by Ned Racine  
4/12/2005

CalTrans is building the bridge  
that will carry Gold Line trains  
across the 101. In these  
photographs, Ned Racine, Sr.  
Community Relations Officer  
on the scene, shows the  
work taking place on the south  
side of I-101 opposite the  
terminus of the Metro Gold  
Line tracks at Union Station.  
Photos were taken April 1.



Series  
illustrates



construction  
of bridge  
supports



for the 101  
Freeway.




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## Metro Red Line Ridership Increased in First Quarter, 2005

(April 12, 2005) Metro Red Line ridership increased noticeable in the first three months of 2005 when patronage jumped to almost 8.9 million – 11.8 percent over the same period in 2004.

The Metro Green Line saw a hike of 7.5 percent in ridership for the quarter, while the Metro Blue Line increased 3 percent over the period one year ago.

Ridership on the Metro Gold Line was down 3.6 percent. Metro Bus ridership was essentially flat compared with the 2004 figures.

Officials cited rising gas prices as a factor in ridership gains, but also credited Metro's expansion of service, more public use of the Internet Trip Planner and an increase in employer pass sales, among others.

The rise in gas prices may have affected rail ridership more than bus ridership, officials believe. Trips taken on rail, on average, tend to be longer than bus trips. The longer the trip, the greater the impact of gas prices.

Heavy rains during the first three months of the year may have held down bus ridership, while a mudslide that blocked part of the Metro Gold Line tracks for several days affected service and discouraged riders.


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Operator Jose Marquez and his family, who left El Salvador to avoid civil war, have prospered in the United States.

## Division 2's Jose Marquez: A Father's Sacrifice is Rewarded

By DAVID HERSHENSON

(April 13, 2005) Jose Marquez, a Crossroads Depot Division 2 operator, gave up a prestigious position 25 years ago to provide a better life for his family. He was a professor of sociology at the University of El Salvador in 1980 when civil war was tearing apart the country.

"Although I loved my country, I had to find a way to get out of El Salvador at that time," says Marquez. "The army came in and closed down the university, people were killing each other – it was not a safe place to raise a family."

Marquez gave up his job and moved with his wife and four children to Pasadena, where he was offered a place to stay with his sister-in-law. The family eventually moved into their own place in Altadena and he worked several jobs to support his family, including assembling electronics boards, teaching mentally disabled students, and working as a supervisor at an electronics company.

A few years ago, a Metro Red Line operator friend suggested that Marquez consider applying for a job driving a Metro Bus. He followed up on the advice and began working as a Metro Bus operator in 1996.

Marquez hosted somewhat of a family reunion a few weeks ago when relatives from El Salvador, Costa Rica, Houston and New York joined him and his family to celebrate the outstanding accomplishment of his youngest son, Frank.

## Distinguished medical student

In addition to earning a medical degree from the University of Southern California, Frank was awarded the Dr. Edward Zampanta award as the most distinguished Latino medical student at USC Keck School of Medicine. The award was presented at the USC Mexican American Alumni Association Scholarship Dinner.

Carlos Rodriguez, a principal budget analyst in Metro's Office of Management and Budget, attended the dinner and was impressed with the sacrifice Marquez made for his family and the appreciation his son

demonstrated in his acceptance speech.

"Frank thanked his father for showing him the value of hard work and humility and explained that his father showed him the meaning of commitment and hard work by working as an MTA driver and taking pride in his work," says Rodriguez. "Jose Marquez's son is not only the most distinguished Latino medical student, but is one of the top medical students at USC."

Dr. Frank Marquez will begin his residency at UCLA Medical Center this June.

"I am so proud of Frank and all of my children," says Marquez. "I really love my family."

### **Reasons to be proud**

His other children have all given him reasons to be proud. Marlon, his eldest son, earned a degree in electrical engineering from UCLA and is working in the aerospace industry. Daughter Nancy also received her degree from UCLA in international economics and works as a supervisor in the insurance business.

Marquez's second youngest, David, is a counselor for the Pasadena Unified School District and received his degree from LaVerne University. Marquez's wife, Sylvia, whom he met while attending college in El Salvador, is a counselor for Pasadena's Head Start program.

Transportation Manager Thom Pelk says Marquez is a valuable member of the Division 2 team.

"His reliability and commitment to his job are apparent and reflective in his employment record," says Pelk. "We are very fortunate to have Mr. Marquez on our team."

Jose Marquez's sacrifice to provide a better life for his family has certainly been rewarded.





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LASD Lt. Mike Herek

**Lt. Mike Herek Completes FBI Course**

Sheriff's Lt. Mike Herek, Metro's director of security, recently completed a prestigious 10-week law enforcement training course at the FBI's National Academy in Quantico, Va. The course includes advanced investigative, management and fitness training for veteran officers. The 244-member class included officers from across the nation and from 28 foreign countries. FBI Director Robert S. Mueller, III, was principal speaker at the graduation ceremony.

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Metro Orange Line

COUNTDOWN

Metro Orange Line

Photos by Ned Racine  
taken April 13, 2005  
Senior Community Relations  
Officer Ned Racine is on the  
scene at the Metro Orange  
Line, where construction of the  
transitway is underway in the  
San Fernando Valley.  
Scroll below to select images.



East of the 405 overp  
fronting Friar Street a  
panels are lowered to  
poured-concrete base



Workers assemble the co



Workers filling low po



First they moisten the lo





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### Metro, Local Partners to get \$6.9 Million in Transit Security Funds

(April 13, 2005) Metro and two regional transit agencies will receive a total of \$6.9 million this year for transit security programs, the U.S. Department of Homeland Security (DHS) announced Tuesday.

Metro will partner with the Southern California Regional Rail Authority's Metrolink in using \$4.8 million of the grant for rail security, and with the Orange County Transportation Authority in using \$2.1 million for bus security. The agencies are members of the Regional Transit Security Working Group.

The grants earmarked for Southern California were part of some \$141.6 million in transit security funding DHS will distribute to transit systems nationwide.

The San Francisco/Oakland/San Jose area will receive \$7 million for rail security and \$2 million for bus security. San Diego will receive \$2.1 million for rail security and \$550,000 for bus security. Sacramento will receive \$625,000 for rail security.

The largest security grant will go to the New York City/Jersey City/Newark area -- \$37.5 million for rail security and \$4.5 million for bus security.

In 2004, Metro also received \$5.4 in transit security grants, bringing the two-year total to \$12.3 million for use by Metro and the region's transit agencies.

Noting that the funds are intended for the protection of transit systems and the commuting public from terrorism, especially explosives and non-conventional threats, DHS executive Matt A. Mayer said the grants will be directed "toward the greatest risk while contributing to the overall security of our nation's transit systems."


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## Corporate Safety Web Pages Join myMetro.Net

- Check it out: [Welcome to Corporate Safety](#)

(April 14, 2005) MyMetro.net welcomes Corporate Safety to the growing list of department web pages on the Intranet web site. The total now stands at 20, in addition to the news headlines home page.

Accessed from the drop-down menu on the upper right-hand side of the home page, the Corporate Safety site includes links to bus, rail and fire/life safety, safety certification, OSHA information, emergency preparedness and the Transitsafe program.

Corporate Safety's home page notes that the department's mission is to provide leadership and resources to promote safety improvements "for the benefit of our employees, customers, community and business partners."

Features of the department's web pages include a slide show titled, "Managing Safety: What I Can Do To Work Safely," as well as links to the Safety's 1st program, safety policies, rules and procedures and to a list of a dozen safety reporting, injury and claims forms.

Users also will find on the site a directory of safety personnel with their responsibilities and phone numbers, a listing of safety department representatives for various work locations, and a Corporate Safety organization chart.

To access the new Corporate Safety web pages, follow this link:  
[http://intranet1/corporate\\_safety/default.htm](http://intranet1/corporate_safety/default.htm).


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## Almost 1,500 Expected for Saturday's Metro Family Day Event

- Vouchers required at check-in for special wristband ID
- [Directions](#) for Metro Red Line, driving and parking

(April 14, 2005) Metro Family Day at Universal Studios is only two days away and almost 1,500 employees, families and guests are expected to attend the Saturday event.

Scheduled from 11 a.m. until 1 p.m. at the Universal Amphitheater Concourse, the outing will include a barbecue-style buffet lunch, games, prizes, cartoon characters, music and entertainment.

Check-in for the Family Day event will begin when the theme park opens at 9 a.m., but all employees and guests must be checked in by 12:30 p.m. Communication Services will staff check-in tables near the central fountain at the park's main gate just off Universal Studios Boulevard.

Employees and guests must present their vouchers at check-in to receive theme park admission tickets and a special wristband for entry to the Family Day event. All tickets have been sold and none will be sold at the door, according to Danielle Boutier, communication services executive manager. Metro ID badges will not be accepted for entry to the picnic area.

## Take the Metro Red Line

Universal Studios can be reached via Metro Red Line by exiting at the Universal City station, crossing Lankershim Boulevard and taking the shuttle to CityWalk. Shuttles run every 15 minutes on Saturdays, from 8:30 a.m. until 8 p.m. It's a short walk from the shuttle's drop-off point to the main gate check-in tables.

To reach Universal Studios from U.S. 101 South, take the Lankershim exit and make a left turn off the ramp onto Cahuenga Boulevard and drive south until you reach Universal Studios Boulevard. Make a left onto Universal Studios Boulevard and proceed up the hill to the entrance to CityWalk.

From U.S. 101 North, take the Universal Studios Boulevard exit and make a right turn onto the Boulevard. Proceed up the hill to the entrance to CityWalk.

General parking costs \$10 for an unlimited period and is located at the top of Universal Studios Boulevard and Universal Hollywood Drive. Preferred parking costs \$17 and is located in the Rocky & Bullwinkle Lot near the Amphitheater and the theme park.






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Division 18 TOS Hector Hernandez says everyone at his division is continuously reminded to work safely. Safety material, such as this pamphlet from the National Safety Council, is always available at South Bay operating divisions.



## South Bay Divisions Keep Lost-Time Injuries Under Control

- Division 18 has 200 injury-free days; Division 5 has 172

By RICH MORALLO

(April 14, 2005) Everyone has a role to play in injury reduction.

With those words Assistant Transportation Manager Craig Smith summed up the collective efforts of Carson Division 18 operators, supervisors and managers that resulted in the staff's reaching 200 days with no lost-time injury cases.

Managers are setting effective safety policies, supervisors are conducting bus line safety rides, and operators are providing feedback and suggestions.

"We explain to our people the consequences of being off work, the cost involved for both the individual and the agency, the possible pain that may never go away, and the expenses resulting from medical bills, therapy, and litigation," Smith says.

"Communication has also become a cornerstone to our campaign in reducing injuries," adds Smith, as he describes how safe procedures and injury prevention remain constant discussion topics among workers.

Field observation feedback sessions where supervisors observe and commend or correct unsafe behavior, has also contributed to injury reduction.

### 'How to work carefully'

"Our supervisors and managers are looking at working conditions of our operators and reminding our folks how to work carefully," says Assistant Transportation Manager Curley Little.

In his 31 years with Metro, Transportation Operations Supervisor Hector

Hernandez has never seen so much attention and emphasis on safety.

"Everyone is continually reminded how to keep from being injured on the job," says Hernandez as he talked about the safety posters, material and tips available in the offices.

Meanwhile, workers at Arthur Winston Division 5 have also reached a milestone by going 172 days with no lost-time injury. Communication is important there, too.

### **Reminding coworkers of safety**

"We flag each other, remind our coworkers, for example, when they aren't wearing their safety vest," says Mechanic Steve Clay.

Maintenance Manager Alex DiNuzzo describes the aggressive safety training and regular safety meetings.

"All shift supervisors meet weekly with their crews to rap about safety," DiNuzzo says, adding that the division takes pride in following strict housekeeping guidelines.

"Daily shop cleanup after each shift and making everyone safety conscious has provided us a safe working environment," says Assistant Maintenance Manager Sergio Rubalcava.

### **'Significant milestones'**

Senior Safety Specialist Jon Vandercook praises the safety efforts of the South Bay divisions. "These milestones are even more significant when you note the numbers of people who have committed themselves to working safely – 130 maintenance staff at Arthur Winston Division and 560 transportation staff at Carson Division 18."

"The secret to our success is teamwork and our injury reduction campaign is not a one-man band," says Jackie Anderson, transitional duty/return-to-work program coordinator. "Managers, supervisors, union stewards, medical clinic staff and myself – we all are on the same sheet of music."

She also describes how the three-point contact procedure of communicating, investigating and following-up is effective in addressing safety issues.

"We interview employees, coordinate with industrial clinics to provide medical treatment and return staff to work, or accommodate restrictions to place staff on limited duty, which reduces our lost work days," says Anderson.

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Deputy CEO John Catoe takes delivery of Metro's 2000th Clean Air Bus at Earth Day ceremony with the support of Chung Liu, at center, Deputy Executive Officer of Technology Advancement for the South Coast Air Quality Management District, and Darrell Clarke, right, Chair of the Sierra Club's Angeles Chapter Transportation Committee. *Photos by Luis Inzunza*



## Metro Marks Earth Day by Taking Delivery of 2,000th Clean Air Bus

- Metro Liner to be used on Metro Orange Line, high ridership corridors

By DAVE SOTERO

(April 15, 2005) Marking its environmental contribution to Earth Day, Metro announced Friday that it has taken delivery of its 2,000th transit vehicle that operates on clean-burning compressed natural gas.

In a ceremony with the South Coast Air Quality Management District, California Air Resources Board and Sierra Club, Metro officially took delivery of the custom-built CNG Metro Liner, a 60-foot, high-capacity articulated transit vehicle manufactured by North American Bus Industries.

Metro has ordered 200 Metro Liners, which will be put into service on

many of Metro's highest ridership corridors, and on the Metro Orange Line scheduled to open in the San Fernando Valley later this year.

"Today Metro celebrates a significant milestone for clean air transportation in Los Angeles County," said Deputy CEO John Catoe. "We were the first transit agency to commit to compressed natural gas buses on such a massive scale, and today we operate the largest CNG fleet in the nation, with 80 percent of our entire fleet running on CNG.

#### **'Cleaner air for everyone'**

"Metro is pleased that its alternative fuel vehicle procurement policy, begun 12 years ago, is today contributing to cleaner air for everyone," Catoe added.

Compared with its diesel-powered buses, the agency's CNG bus fleet reduces emissions of particulate matter by over 90 percent, carbon monoxide by over 80 percent, and greenhouse gases by over 20 percent.

"We applaud Metro's continued commitment to increase its clean bus fleet," said Chung Liu, of the South Coast Air Quality Management District. "Metro's leadership in building the largest clean-fueled transit bus fleet in the nation has significantly reduced unhealthful diesel exhaust in this area."

"As we celebrate Earth Day this year, I'd like to highlight Metro's contribution to regional air quality," said Darrell Clarke, who chairs the Sierra Club's Angeles Chapter Transportation Committee. "Metro's record fleet of cleaner-fuel CNG buses and electrically powered trains provide an important alternative to automobile air pollution."

Metro's long-standing commitment to alternative fuel vehicles has also helped drive innovations in bus technology.

#### **Built from scratch**

The Metro Liner was built from scratch for the demanding Los Angeles market, and is an entirely new aerodynamic design. The bus has the industry's first engine built from the ground up to operate on CNG. Its 320-horsepower engine is 25 percent more powerful than a typical bus engine.

Metro's experience with CNG buses has been positive.

While maintenance costs are typically 15-20 percent higher than diesel buses, due to higher parts costs and increased maintenance requirements, Metro expects this price differential to decrease as diesel engines and exhaust systems require reconfiguration to meet increasingly stringent California Air Resources Board emission reduction rules.

"The California Air Resources Board is proud to partner with Metro to ensure that this new generation of buses is as clean as possible," said Bob Cross, chief of CARB's Mobile Source Control Division. "Together we are making great strides toward improving air quality, as well as meeting the diverse transportation needs of Southern California."




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## Special Master Orders Metro to Add 134 Metro Rapid Buses

By BILL HEARD, Editor

(April 15, 2005) The Special Master over the federal Consent Decree issued an order, Thursday, requiring Metro to add at least 134 buses to the Metro Rapid fleet and to have all 28 proposed Metro Rapid lines in service by Dec. 31, 2008.

Under the order, the Board of Directors was directed by the Special Master Donald Bliss to "re-evaluate the sources of bus-eligible funding (including those currently in use for rail projects) and, unless economically infeasible..." use the funding to expand and operate Metro Rapid service.

A total of 11 Metro Rapid lines are currently in service and three more will be introduced, June 27, on Fairfax Avenue, Beverly Boulevard and Lincoln Boulevard. The Lincoln Boulevard service – to be called Rapid 3 – will be operated by Santa Monica Big Blue Bus.

Bliss's order also said that no more than 33 percent of Metro Rapid service can be taken from existing local or limited bus service, nor can Metro cut service elsewhere in the system and re-allocate it to the Metro Rapid network.

## Service improvements required

In fact, the order says the implementation plan must include improvements to local and intersecting service, saying that a Metro Rapid network "will do little to improve countywide access...if bus service in other parts of the system suffer from degraded service."

The implementation plan is due to the Special Master by July 31, 2005 and is effective on that date. Proposals for amending or modifying the order or the new service plan are due Aug. 31, 2005 and Metro has until Sept. 20, 2005 to reply to any comments. Bliss encouraged the agency to implement any "appropriate and feasible" parts of the plan during the June 2005 shakeup.

In a statement issued late Thursday, Metro said it is reviewing the Special Master's order and noted that the agency is in compliance with the Consent Decree.

"Since the Consent Decree was signed in 1996," the statement continues, "we have added more than 1.6 million annual bus service hours, which have not resulted in a corresponding increase in demand. To date, the additional capital and operating costs associated with this service expansion have totaled more than \$1 billion of taxpayer money."

Assistant County Counsel Steve Carnevale wrote in a memo to the Board of Directors that operating 134 new buses during peak hours only would mean an extra 200,000 service hours and would have "a

significant budget impact beginning in the next fiscal year.”

The Board is expected to review the Special Master’s order and possibly consider a response at its April 28 meeting.

### **Pilot Project lines**

The Special Master’s order also requires Metro to continue operating and improving 11 Pilot Project local, limited or community circulator bus lines, unless it can get agreement that the lines are not economically feasible or used by riders. In that case, new bus lines can be substituted, but the funding for the program, the number of vehicles and vehicle seats can’t be cut.

Metro was ordered to consider whether to adopt a Bus Riders Union (BRU) proposal to improve freeway service. The proposal included shorter headways, evening and weekend express service and elimination of higher freeway fares.

Finally, Metro was ordered to consider the BRU’s proposal for a 50-shuttle network in five canyon neighborhoods. The agency has been operating shuttle Line 218 (Laurel Canyon Boulevard) in the Hollywood Hills connecting the San Fernando Valley to West Los Angeles, although few riders use the service.

The Special Master’s order said Metro should consider the BRU’s proposal for shuttle service to Topanga Canyon, Benedict Canyon, Mulholland Drive, Kanan Road, Malibu Canyon and Agoura Hills.

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Metro Gold Line  
Eastside Extension

UPDATE

Metro Gold Line Eastside  
Extension

Photos by Ned Racine  
4/15/2005

Photos, taken April 7, show workers boring holes in First Street, just west of Cummings Street, in preparation for chemical grouting. CalTrans required that grouting be injected under the U.S. 101 overpass to reduce any potential settling that might be caused by the tunnel boring machine working under First Street. When they are done, workers will have drilled approximately 250 holes under the overpass. Holes range from a depth of 47 to 52 feet.



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## Metro Rapid Service, Signal Priority on Committee Agendas

- Also, bike lockers and racks, contract bus service

(April 19, 2005) Two items involving Metro Rapid service are on agendas for Board committees in April – one concerning new service on Fairfax Avenue and on North Sepulveda and a second involving a contract for a countywide signal priority expansion project.

**Item 7, New Metro Rapid Service.** The Planning and Programming and Operations committees will consider a motion to provide Metro Rapid service on Fairfax Avenue between Hollywood & Vine and the West LA Transit Center beginning in June 2005.

The motion includes rescheduling the opening of Metro Rapid service on North Sepulveda from June 2005 to June 2006, with a goal of implementing it as early as December 2005, if funds are available.

The five-year plan for Metro Rapid calls for service on 28 transit corridors to be phased in through FY-2008.

**Item 10, Metro Rapid Signal Priority.** The Planning and Programming Committee will consider a motion to award a three-year, \$6.7 million contract with an \$800,000 option to PB Farradyne for a countywide Metro Rapid signal priority expansion project.

The plan would provide signal priority for Metro Rapid buses operating in transit corridors outside the City of Los Angeles. Targeted corridors include Florence Avenue, Soto Street, Hawthorne Boulevard and Long Beach Boulevard.

The first Metro Rapid line with signal priority outside the City of LA was Line 710, opened in February 2004 on Crenshaw Boulevard.

By 2009, the agency expects to open nine Metro Rapid corridors through 28 separate jurisdictions. Four of these routes are slated to open within the next two fiscal years, and have “an immediate need to initiate signal priority design, equipment procurement and implementation,” according to the staff report.

**Item 31, Bike Lockers and Racks.** The Construction Committee will consider a motion authorizing the CEO to award a \$234,628 contract Johnson Barnes & Finch, Inc., of Lakeside, Calif., for 104 bicycle lockers and 78 bicycle racks for use on the Metro Orange Line.

## Board of Directors

### April Committee Meetings

#### Wednesday, April 20

Planning and Programming, 1 p.m.

#### Thursday, April 21

Executive Management and Audit, 9 a.m.

Finance and Budget, 10:30 a.m.

Construction, 11:30 a.m.

Operations, 1 p.m.

Eight bike lockers and six racks will be installed at each of the 13 full-featured stations on the line. The Metro Orange Line is slated to open later this year to operate between the North Hollywood Metro Rail station and Warner Center in the San Fernando Valley.

**Items 43, 44 and 45, Contract Bus Service.** The Operations Committee will consider motions to award five-year, fixed-unit rate contracts to three transit firms to operate Metro contract bus service.

- **Item 43** would authorize the CEO to award a \$43.2 million contract to Transportation Concepts to operate four routes – Lines 96, 167, 218 and 603 – in the North Region.
- **Item 44** would authorize the CEO to award a \$33.2 million contract to Southland Transit to operate six routes – Lines 177, 254, 256, 266, 270 and 605 – in the East Region.
- **Item 45** would authorize the CEO to award a \$76.9 million contract to First Transit, Inc., to operate 10 routes – Lines 125, 128, 130, 205, 214, 225, 232, 607, 608 and 625 – in the South Region.




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Jim Pachan has been named maintenance manager at West Hollywood Division 7.

## Jim Pachan Named Maintenance Manager at Division 7

(April 19, 2005) Jim Pachan, who served as director of Corporate Safety since August 2004, has been named maintenance manager at West Hollywood Division 7, General Manager David Armijo announced Monday.

Pachan previously was maintenance manager at West Valley Division 8 and also had served in that capacity at East Valley Division 15 beginning in 2000.

"I previously worked with Jim in the San Fernando Valley and have tremendous confidence in his skills and abilities," said Armijo. "I know he will be an asset to the sector and division

teams."

Armijo also congratulated current former Maintenance Manager Ron Whitney, who is retiring after five and a half years with Metro.

"Ron has had a long and distinguished career in transportation," Armijo said. Whitney previously worked in maintenance for 25 years at the Orange County Transportation Authority.

## Major accomplishments

Andrea Burnside, managing director of Operations Administration, said one of Pachan's major accomplishments as director of Corporate Safety was developing a multi-pronged program aimed at further driving down bus accident rates.

"He did the legwork necessary to create a successful program," she said, "including contacting other agencies, meeting with our managers and bus operators with outstanding accident records, and researching the latest advances in vehicle safety features."

The program, which is now being implemented, included such strategies as a points-based accident system, enhancing the accident review board process, proactive training, rewards and recognition, and new bus safety features.

## Started as a mechanic

Pachan joined Metro in August 1982 as a mechanic at Division 15. Employed there for seven years, he later worked at Division 7 for a year. He was appointed an Equipment Engineering supervisor in 1989, and a chief administration analyst in the Maintenance Department in 1997.

A native of Eagle Bend, Minn., Pachan completed a two-year course in heavy equipment mechanics at the Staples Vocational Technical Institute. He moved to California in 1981 and worked for a Caterpillar dealership prior to joining Metro.

Pachan graduated from Cal State Northridge in 1995 with a B.S. in business administration. He earned an MBA from Cal State Northridge in 2000.

He and his wife, Jennifer, live in Santa Clarita with her son, Chad, 16, and her daughter, Kendal, 14.

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Almost 1,500 employees, family members and guests gathered in the concourse of the Universal Amphitheater to enjoy Metro's agency-wide picnic.



PHOTOS: GAYLE ANDERSON

## Metro Family Day Meets Approval of Employees, Families

- Kids and adults enjoyed the outing at Universal Studios

By BILL HEARD, Editor

(April 19, 2005) A warm, sunny day. Red- and blue-checkered tablecloths. Plenty of food and fun for everyone. It was Metro Family Day at Universal Studios.

Almost 1,500 employees, family members and guests crowded into a grassy area just outside the Universal Amphitheater to enjoy the event. It was the first agency-wide picnic in recent memory and spirits were high.

"This is nice," said retiree LaVerne Payton, who came in from Palmdale and was gathered around a sunny table with 11 other members of her family. The former East Valley Division 15 bus operator remembered agency picnics in Chatsworth and added, "I think we should do something every year."

### Scenes from Metro Family Day



Jennifer Salamanca greets arrivals at Metro ticket table. Below, Div. 1 Operator David Martinez and wife Diane carbo-load.

Many employees came early, checked in outside the main gate, and strolled through the theme park, playing the carnival-style games or boarding the rides. An orange Metro wristband issued at check-in allowed free entrance to the theme park and a coupon ensured a discount of 10 percent on park merchandise.

When a good crowd had gathered in the picnic grounds, they were welcomed by Deputy CEO John Catoe. CEO Roger Snoble was at home recovering from neck surgery earlier in the week.

### Burgers and hot dogs

Many of the kids didn't know which to do first – participate in the games to win a prize or line up for the food. Burgers, foot-long hot dogs and barbecued chicken topped a menu that included cole slaw and potato salad, piles of fruit, cookies, brownies and other desserts.

Senior Legal Secretary Delfina Rios of the County Counsel's office brought her 9-year-old twins, Jose and Luis, and her 9-year-old granddaughter, Jasmine, in from Upland. She held 23-month-old granddaughter, Julia, on her lap while an artist painted a yellow flower on the little girl's cheek.

"The luncheon was really good," said Rios, who was visiting Universal Studios for the first time. "The kids liked the games and we took pictures with Sponge Bob, Spiderman and Shrek."

Metro Bus Operator Jack Dedrick of Division 8 brought his daughters Danielle, 8, and Melanie, 12. The girls played games, had their faces decorated and enjoyed themselves thoroughly.

"This was fun because you could take your whole family," said Dedrick. "It was pretty good for a first-time deal."

### 'Nice show for the kids'

Ernest Scotti, secretary of UTU Local



Deputy CEO John Catoe relaxes with Ron Jue, Fran Curbello and a Universal Studios event planner. Below, Div 10 Operator Francisco Martinez with wife Emeteria and sons Abraham and Israel.



Metro kids tap celebrities for photo op. Below, OCI TOS Anthony Salcido with daughter Angelina.





1565 and a bus operator at Division 15, brought members of his family. "It was a nice show for the kids, music, good food. It was a good effort – a good job done by the MTA."

Lewis McKellar, a West Hollywood Division 7 operator and former UTU official, agreed. "It was invigorating for the employees. I think it will increase morale."

Mattie Jones, a computer operations analyst, her husband, Cornelius and granddaughter, ZZ, enjoyed the Family Day event and their visit to the theme park, but had to leave earlier than planned. Jones was on call for ITS and had to go to work.

"It was a nice place, the food and the people were nice at Universal Studios," she said. "I had a very, very, very enjoyable time. I will come again if they have it."

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**Credit Roll:** Metro Family Day was staffed by Danielle Boutier , Jennifer Salamanca , Alicia Rodriguez , Fran Curbello and interns Crystal Martel and Sasa Bahadori.



Metro Cafe grill chef Juan Carlos Hernandez enjoys other people's cooking. Below, Metro kids compete in marshmallow race.



Fe Alcid-Little tours theme park attractions. Below, Martin Batistelli and son Nicholas take in Water World.



Div. 10 Operator Berlina Looney, at right, brought along family members Bernard and Angela Payton.





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The Division 3 Transportation team shows they were Number One again in the "How You Doin'?" monthly contest.



## SG Valley Divisions Continue Winning Ways in February

By ELIZABETH ARMIJO-HOLBROOK

(April 19, 2005) The San Gabriel Valley Service Sector continued it's winning ways by garnering not one, but two "How You Doin'?" awards in February. Division 3 Transportation reclaimed the Number One spot as did Division 9 Maintenance.

In fact, the San Gabriel Valley sector has had a division in the top spot almost every month for the past twelve months.

Bob Holland, assistant transportation manager at Division 3, said the operators are responsible for the division's outstanding performance. "They do what they have to do and that (the award) just shows it."



San Gabriel Valley General Manager Jack Gabig, center, and the Division 9 Maintenance team celebrated their "How You Doin'?" win for February.

"Division 9 Maintenance is proud and grateful to receive the award," said Rich Famighetti, assistant maintenance manager. "We have all

worked really hard to offer safe, reliable and clean equipment to our customers, the bus operators.”

Famighetti credits an outstanding group of workers and staff who have a can-do attitude.

“Receiving the award for February was great, and the icing on the cake was passing the California Highway Patrol Annual Terminal inspection,” added Famighetti. “We accomplished this just two weeks later in mid-March with an amazingly low amount of defects noted.

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Two gang members arrested during the anti-truancy operation at the Metro Blue Line Imperial station are led away for processing. Photo courtesy of Sheriff's Transit Services Bureau.



### Anti-Truancy Sweep in Compton Nets Kids Ditching School

(April 20, 2005) Almost 150 high school kids playing hooky, last week, were swept up by Sheriff's deputies, school police and probation officers during an anti-truancy operation on the Metro Blue Line.

In addition to citing 143 youngsters with truancy, the officers issued 62 transit-related citations, detained two juveniles for vandalism, two on bail warrants and arrested one for possession or sale of narcotics.

"Juveniles who are truant are causing problems, disturbing our transit passengers and burglarizing cars in some of the station parking lots," said Sheriff's Lt. Paul Becker. "We wanted to impact that and get information about their activities."

Although the April 14 operation was concentrated in Compton and the four Metro Blue Line stations between Imperial and Del Amo, only about half the 143 youngsters were from the Compton School District.

### Ditched school to visit friends

The youngsters, ranging in age from 15 to 17, were mostly traveling in groups of four and five. About 75 percent were male. Most said they had ditched school to visit friends. Previous anti-truancy operations on the Metro Red Line netted similar results, Becker said.

Officers tested an electronic identification device during the anti-truancy operation. The "Portable Live Scan," which looks similar to a PDA (Personal Digital Assistant) can record a thumbprint and, via satellite, transmit the print to the U.S. Department of Justice for a criminal background check.

The scanner also can transmit driver's license information to the California Department of Motor Vehicles, which can provide a suspect's driver's license photo to verify identification.

Joining the anti-truancy operation were deputies from Metro's Transit Services Bureau and the Sheriff's Compton Station, school police from Compton, Long Beach and Los Angeles, officers from County Probation and from the Department of Child and Family Services.

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Poet Steve Peterson is among group of poets on board Metro Red Line April 14 for National Poetry Month readings.



PHOTOS: DENIZ DURMUS

## Poets Stage Live Poetry Readings on Board Metro Rail for Rush-hour Commuters during National Poetry Month of April

- NEXT UP: Thursday, April 21. Poets Lynne Bronstein, Larry Jaffe, Lynne Thompson, Gloria Vando, and Elena Karina Byrne, plus Hip Hop Emcees SP.83 and Dumbfoundead, will board at 7th Street/Metro Center Station for readings on Metro Blue Line trains from 4 p.m. to 6 p.m.
- LISTEN UP: "[Chasing Poets on the Red Line](#)" Hear or read the KCRW commentary online. Go to [www.kcrw.org](http://www.kcrw.org), select "Arts & Culture", select "The Urban Man."
- TUNE IN: "Poet's Cafe," Wednesday, April 20, at noon, on KPFK 90.7 FM

By GAYLE ANDERSON

April 20 - Breaking through the rush hour monotone, acclaimed L.A.-based poets are riding the rails, lifting the heart, and inviting Metro Rail riders to cherish the moment in celebration of National Poetry Month in April.

The poets are staging live readings of poetry in the Metro Rail system at rush hour from 4 p.m. to 6 p.m. on three Thursdays in April.

The rush-hour readings are part of *Poetry in Motion*, a national arts program. At Metro, the work of poets is inscribed on placards and placed aboard nearly 2,400 Metro buses, bringing poetry to more than one million bus riders a day.



*Poetry in Motion L.A.* has staged rush-hour readings during National Poetry Month since its inception in 1999.

The month-long celebration of National Poetry Month will culminate in a staged reading at 4 p.m., April 28, in the courtyard adjacent to the Metro Gold Line Mission Station in South Pasadena.

Poets Richard Beban, George Chacon, Michael C. Ford, Liz González, Kaaren Kitchell, Regina O’Melveny, and Elena Karina Byrne will read their work. Admission is free for all readings.

Poet Keren Taylor at Hollywood/Vine Station. At right, poet Kate Soto on board Metro Red Line.



Poet Keren Taylor is among group of poets reading to waiting commuters at Pershing Square Station.



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Former LA County Supervisor Deane Dana Died Thursday

- Dana served on Metro’s Board of Directors

(April 21, 2005) Former Los Angeles County Supervisor Deane Dana died earlier today at Torrance Memorial Hospital. He was 78.

Funeral arrangements are pending.

Dana, who also was a member of Metro’s Board of Directors, served as county supervisor for the Fourth District from 1980 until 1996, when he retired. He was succeeded by Supervisor Don Knabe.

In March 2002, Knabe dedicated the Deane Dana Friendship Park and Nature Center on the Palos Verdes Peninsula to the former supervisor.

An outdoor enthusiast and resident of Palos Verdes Estates, Dana was known for his support of parks and recreation programs.

Dana is survived by his wife, Doris, four children and five grandchildren.

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Tennis team members, from left, George Branch, Kalieh Honish, Thomas Traylor and Stephen Ramsey with the 2005 Sportsmanship Trophy. *Photo by Bill Heard*



### Employee Tennis Team Has Competed in Two Tournaments

(April 21, 2005) They're still in the process of organizing, but a Metro tennis team already has participated in two tournaments – and has brought home a trophy.

The team competed against six other company teams, April 10, in the 23rd Annual Bunny Bowl Tennis Classic at the Whittier Narrows Tennis Center. They were awarded the 2005 Sportsmanship Trophy.

The tournament was a round-robin singles, doubles and mixed doubles competition against teams sponsored by Boeing, Cal Tech, Jet Propulsion Laboratories, Northrup-Grumman, Southern California Edison and the Polish Tennis Team.

Team members were Metro employees Charles Best, George Branch, Kalieh Honish, Willard Johnson, Melvin Navarro, Stephen Ramsey and Thomas Traylor. Also participating were Michelle Traylor and Judy Chow.

"We're networking to see who would be interested in participating in the tournaments as part of A Metro team," says team organizer Thomas Traylor. "We're looking for all levels of players, particularly women players."

Traylor's goal is to attract enough players to Metro's tennis team to form an organization, elect officers and sponsor regular play.

The team's next scheduled tournament is the 24th Annual Holiday Bowl, Oct. 16, at the Whittier Narrows Tennis Center. In the tourney, players will be grouped by skill level.






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Transportation Operations Supervisors Rachel and Regina Bird, along with other Arthur Winston Division 5 managers, set up shop in the parking lot when a fire scare caused a two-hour evacuation of the transportation building. *Photo by Michael Walton*



## Fire Alarm Didn't Delay Rollout at Arthur Winston Division

By RICH MORALLO

(April 22, 2005) At 1:30 p.m., last Tuesday, Rachel Bird was nearing the end of her shift at the dispatch window in the transportation building at Arthur Winston Division 5.

Then she smelled smoke.

"An operator came up to the counter and said he could smell fire," said Bird, a transportation operations supervisor. She could also see light smoke forming inside the building.

Assistant Transportation Manager Keith Green promptly sounded the alarm as Bird directed operators outdoors to the south parking lot. Other supervisors checked the second floor to make sure everyone was clearing the building.

The Fire Department arrived within minutes but Bird, her sister and fellow TOS Regina, and other supervisors still had bus service business to take care of.

"We did a head count for all of the operators, checked badge numbers and gave out assignments so the buses could continue to roll out and provide service to our customers," said Bird.

"The supervisors had put all of the necessary paperwork, schedules and keys to assign buses to our operators in a steno cart and processed about 100 operators over two hours in the parking lot," said Green.

Later, Bird learned that construction work on the roof may have

caused the smoke that crept into the ventilation shaft and the building. But, not even a little smoke could delay service.

"We kept our buses rolling," said Bird.

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Photos by Arlene Lim



Friends at Venice Division team up for fundraiser for co-worker Lorraine Parker, a Metro Bus Operator fighting bone cancer.

## Division 6 Employees Helping in Co-Workers' Fight for Life

By ARLENE LIM

(April 22, 2005) After surviving a tough battle with breast cancer – even coming back to work for awhile – Metro Bus Operator Lorraine Parker is again in the fight of her life, but this time with stage four bone cancer.

Her friends and co-workers at Venice Division 6 came together, April 15, for a fundraiser both to help one of their near and dear and to benefit Breast Cancer research.

"We're rooting for her," said Alva Corrasco, assistant manager of Transportation.

This division is small, so the employees are very family-oriented. "When one hurts, we



Organizer Shenita Coleman, at left, gets hugs from co-workers Darryl Evans and Anna McDonald. Below, organizer Melvin Braxton serves Fish Fry Friday lunch to Darryl Evans.

all hurt," said Operator Shenita Coleman.

To raise money and help ease the hurt, Coleman and Operator Melvin Braxton organized Fish Fry Friday. For \$10, employees could enjoy a plate piled high with fish, shrimp and French fries, just to name a few.



Proceeds from the event, which totaled about \$400, will go to Parker to help relieve some of the financial hardship she is experiencing.

Coleman says there are still more fundraisers to come, one every month. The organizers are even thinking of getting permission to go to the different divisions in the Westside/Central sector to help spread cancer awareness and raise additional funds.

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## 19 Employees Selected as Employees of the Quarter for 2nd Quarter

- ONLINE: [Employees of the Quarter](#)

(April 22, 2005) Nineteen employees, whose work exemplifies six of the seven core Metro values, have been selected as Employees of the Quarter for the second quarter of FY 2005.

The employees are being honored in the categories of employees, fiscal responsibility, integrity, innovation, customer satisfaction and teamwork. The seventh category is safety.

### Employee Category

Chosen in the second quarter in the Employee category was Engineering Associate Gary Albertson of the Rail Fleet Services/Engineering Department. The award cited his work in creating a highly efficient, easy-to-use spreadsheet that helped his department work more efficiently and saved money for Metro.

### Fiscal Responsibility Category

Seven employees were selected in the Fiscal Responsibility category – Douglas Anderson, Paula Grigsby, Robert Lapin, Jia-Ming Yueh, Maryam Ershagi, Patrick Soto and Alonzo Williams – of the Customer Relations and Information Management departments.

The group was responsible for developing TripMaster, a new Internet web-based system that helps customers plan their trips on Metro and local transit systems. TripMaster replaced the previous Computerized Customer Information System (CCIS).

### Integrity Category

Assistant Administrative Analyst Edie Howard was named in the Integrity category. She was cited for managing implementation of Rideshare Rewards, Club Metro and the employer rideshare incentive programs for more than six years.

### Innovation Category

In the Innovation category, Schedule Supervisor Thang Tran was selected for developing efficient, cost-saving Route Masters for both Arthur Winston Division 5 and Carson Division 18.

### Customer Satisfaction Category

Eight employees were named in the Customer Satisfaction category – Gilbert Longino, Stephan Johnson, Harold Shepherd, Oscar Anguiano, Von Barnes, Rene Robles, Robert Ramos and Robert Ketrang – all of General Services.

Team members were cited for their diligence and professionalism in efficiently moving equipment, often on short notice, throughout the Headquarters building, helping in-house customers fulfill their



assignments.

### **Teamwork Category**

Transitional Duty Coordinator Sandra Kelly-Williams of the Westside/Central Service Sector was selected in the Teamwork category. She was nominated for her work in coordinating and minimizing lost workdays for three service sector transportation and maintenance divisions with a total of 1,300 employees.

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## Vijay Khawani Named to Head Revamped Metro Corporate Safety

- Department to consolidate rail and bus safety programs
- First order of business – a bus accident reduction program

By BILL HEARD, Editor

(April 22, 2005) Vijay Khawani, a veteran of more than 17 years in transit safety, has been named to head Metro's reorganized Corporate Safety Department.

Khawani, 42, who joined Metro in March 1992, had served as director of the Rail Operations Safety Department since 2001. That department has now been consolidated with Corporate Safety, formerly headed by Jim Pachan, who recently was named maintenance manager at West Hollywood Division 7.

The reorganized department will encompass bus and rail systems safety, facility safety, fire/life safety, accident reconstruction, safety audit, OSHA-mandated programs, industrial hygiene, and the TransitSafe program. Construction Safety and the service sector safety specialists will continue as separate functions. Some 14 employees will staff the Corporate Safety Department.

"Vijay, the Corporate Safety staff, and our partner DuPont make a strong, experienced team, well equipped to manage the safety challenges ahead," says Andrea Burnside, managing director, Operations Administration. "Their marching orders for FY 2006 are to drive down vehicle accident rates, while continuing our successes with injury claims reduction."

### Managed rail safety program

As head of Rail Operations Safety, Khawani was responsible for managing all aspects of rail safety and the Metro Blue Line grade crossing safety improvement program. He also supervised state and federal regulatory compliance on all rail projects.

Prior to joining Metro, Khawani served for four years – 1987 to 1992 – with the California Public Utilities Commission where he was responsible for safety oversight and enforcement activities of the



**Vijay Khawani**

### Director Metro Corporate Safety

-Joined Metro in 1992.

-Named director, Rail Operations Safety in 2001. Responsible for implementation of Metro's rail system safety program, accident investigation plan, internal safety audits, CPUC triennial audits and the operational evaluation program.

-Served as manager, Operations and Maintenance Safety from 1992 to 2001. Managed CPUC's safety oversight plan for the Metro Blue, Green and Red Lines. Initiated a long-term maintenance funding program for Blue Line grade crossing safety.

-Previously served as a transportation engineer, California Public Utilities Commission, 1987 to 1992. Implemented the CPUC's safety oversight program for Los Angeles and San Diego transit systems. Investigated accidents on the Metro Blue Line and the San Diego Trolley.

Los Angeles and San Diego transit systems.

One of Khawani’s primary responsibilities in his new position will be to implement a new seven-point bus accident reduction program.

Although the number of bus accident claims fell by 22 percent between October 2001 and June 2004, and bus vehicle accidents dropped by 13 percent between FY 2002 and FY 2005, improvements are still needed, according to Burnside.

**New accident reduction program**

The accident reduction program calls for a points-based reporting system that will improve the ability of management and safety specialists to analyze accident and injury severity, and to better track the success of training and safety programs.

The points-based reporting system will provide focus for an improved operator training program that will emphasize defensive driving. It is not currently being considered for discipline, which is a matter for collective bargaining, Burnside says.

Increased operator training will include one- and two-day defensive driving courses for operators who have been involved in multiple avoidable accidents.

Other aspects of the accident reduction program include more training for the safety specialists and transportation operations supervisors assigned to the Accident Review Board; a rewards and recognition program for Metro’s safest bus operators; and the addition of bus safety features that would improve operator visibility and warnings for pedestrians and motorists.

An effort also will be made to map the location of frequent accidents to identify problem areas and streets and highways with high accident rates. The program also includes a public awareness and bus safety education campaign targeting pedestrians, motorists and bicyclists.

Developed regulations addressing safety hazards at grade crossings.

- Earned a Bachelor of Science degree in electrical engineering from UCLA, 1986.

- Khawani and his wife, Neelam, live with their two sons, Dillon 9, and Ashwin, 7, in Westhills.

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Metro Gold Line  
Eastside Extension

UPDATE

Metro Gold Line Eastside  
Extension

Photos by Ned Racine  
April 25, 2005 - underground near  
Mariachi Plaza

Photos show the excavation under the  
concrete decking near Mariachi Plaza on  
First Street and Boyle Avenue.



Crews are installing the  
whalers, the horizontal  
supports that combine  
with the already installed  
soldier piles to create the  
structure of the Mariachi  
Plaza Station.



Workers have to  
excavate carefully  
around existing water  
lines.



April 25



April 25




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## Metro Promoting 11th Annual Bike to Work Day, May 19

- Prizes and free rides for bikers

(April 26, 2005) Metro will promote the 11th annual Bike to Work Day, Thursday, May 19, by offering a commuter bike and other prizes to those who register in advance at [Metro.net/biketowork](#) and pledge to pedal to work or school that day.

Metro also will offer free rides on its buses and trains, May 19, to bicyclists who use Metro for part of their commute and board with a bicycle or bike helmet.

Metro is supporting a series of events, including the Los Angeles River Ride Sunday, May 15, and the interfaith Blessing of the Bicycles event, May 19, at Good Samaritan Hospital in Los Angeles.

Metro.net has details of these and other bicycling events, a guide for employers participating in Bike to Work Day and helpful information for bike riders, including LA City bike maps and Metro connections and resource links.

## 'Good for your pocketbook'

"Bicycling helps reduce congestion and auto emissions, and it's not only good for your health, it's good for your pocketbook, too," said Board Chairman Frank Roberts. "With gasoline prices setting new records almost daily, it pays to consider alternative means of commuting and Metro can help."

In the past decade, Metro has provided an estimated \$83 million for more than 100 bikeway projects in LA County. This includes the Metro Orange Line bikeway, opening later this year, the Long Beach Bikestation, bike lockers and racks at Metro Rail and Metrolink stations, as well as bike safety education for children.

It is estimated that bicyclists make 2.4 percent of all daily travel trips in LA County. Metro's goal by the year 2025 is to double the number of bike trips to 5 percent to help ease traffic congestion.




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## TOS Paul Alleyne Once Hated Writing, but Now is a Published Author

By ARLENE LIM

(April 26, 2005) Paul Alleyne can now add published author to a resume that already includes more than 20 years of service at Metro.

Alleyne began his career at Metro as a bus operator in 1983 and has since climbed the ranks. Now, Transit Operator Supervisor Alleyne calls West Hollywood Division 7 home.

Alleyne's debut novel, *"Whatever It Takes"*, was self-published earlier this year through I Universe and is now available worldwide.

The novel is filled with twists about love, friendship, redemption and forgiveness. It follows Traci Adams, who at a young age, was kidnapped from her family. Though facing many adversities growing up, Traci hires a private investigator to find her mother and sister.

"I was interested in doing a story that was purely fictional but, at the same time, reflected real situations," said Alleyne. "It's a story people can learn from and be entertained by."

### First came a screenplay

Alleyne's first attempt at developing the story was a screenplay, which later developed into the novel. The entire novel took Alleyne about a year and a half to write.

Alleyne didn't always love writing the way he does now. "In high school I hated to write. I hated writing essays."

These days he always has pens and note pads around, ready to write ideas down at a moment's notice. Alleyne advises young writers to do the same. "Write and get into the practice of always writing, it will get you to the next level."

Besides having a passion for writing, Alleyne loves all things visual. He enjoys photography, painting and furniture design, to name a few.

Currently, Alleyne is working on a screenplay of *"Whatever It Takes"* and three new titles, two of which are fictional. If sales take off, he also has plans of re-editing *"Whatever It Takes"* and re-releasing it as a hardback.

PHOTO: ARLENE LIM



Metro TOS Paul Alleyne

*"Whatever It Takes"* is available at all major retailers including Amazon, Barnes & Noble and through IUniverse.com both as a paperback and an e-book.

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PHOTO: JUAN OCAMPO

Los Angeles City Councilwoman Jan Perry unveils Downtown's first 'Way Finding' sign at Disney Concert Hall site.

## By The Numbers

The Downtown LA Walks Way-Finding Program Includes:

- 1,333 directional signs
- 300 city blocks
- 317 intersections
- 545 signs for motorists
- 471 pedestrian signs
- 30 freeway off-ramps

## 'Way-Finding' Signs Will Steer Walkers, Drivers in Downtown L.A.

BY DAVE SOTERO

(April 26, 2005) Visitors to Downtown Los Angeles will soon be able to navigate its many unique districts and use public transit more easily, thanks to a \$2 million project to install more than 1,300 directional signs in the city.

Sponsored by Downtown LA Walks, the "Way-Finding Program" was launched, Tuesday, with the unveiling of the very first sign at Walt Disney Concert Hall. Metro has been a key partner in the development and funding of the program, contributing about \$1.3 million.

Billed as the nation's largest way-finding program, the directional signs will be installed over the next three months. The signs are designed to help people find their way through the greater downtown area by foot, by car and by Metro.

All major Metro facilities, including the Metro Red Line and portions of the Metro Blue and Gold Lines in downtown, will be featured.

**'Improve accessibility of transit'**

"The inclusion of Metro facilities on these signs will help improve the accessibility of public transit throughout the downtown area," said James De La Loza, Metro's chief planning officer. "The signs will provide pedestrians with a greater level of confidence to navigate a broader radius of downtown, knowing that they can easily get back via the Metro system."

The signs will have a distinct look and feel that blends with the architecture and style of the Downtown area. There are thirteen different sign icons describing specific downtown districts.

Text signs as well as colorful maps will provide pedestrians with directions and walking routes for subway stations, government offices, historical points of interest, and frequently visited destinations.



Along with Metro, the Community Redevelopment Agency, individual members of the Confederation of Downtown Associations and LADOT also contributed funding.

The Way-Finding Program is part of Metro's Transportation Demand Management programs to improve mobility in L.A. County.


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## Metro Café, RRC Cafeteria Menus Getting 'Over the Top' Items

By ARLENE LIM

(April 27, 2005) The Metro Café and Regional Rebuild Center Cafeteria have started a program that introduces new items on the menu every quarter.

This quarter, the promotion is "Over the Top" featuring 22 new items that will be introduced throughout the quarter. The new items will be featured at the grill, deli, grab-and-go, or entrée stations.

The focal point of these new 'over the top' foods is the new sauces, chutneys and toppings that promise to add more flavor, excitement and flare to the classics.

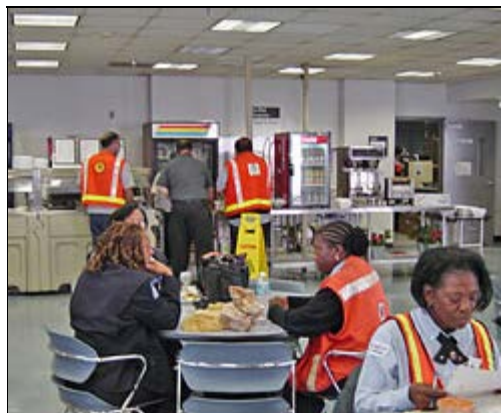
This is brand new for RRC, which often doesn't get some of the things offered at the café. A goal at RRC is to provide fresher foods and a wider selection to choose from, says Executive Chef Raphael Vazquez.

### Chef welcomes requests

Another addition to RRC is new made-to-order items like stir-fry. If there is a craving for more than what is on the menu, Chef Vazquez says he welcomes requests.

The cafeteria has already begun to introduce new items at RRC, and depending on how well received the new items are, it may introduce even more.

PHOTOS: BILL HEARD



The RRC cafeteria averages some 225 meal transactions a day.

### Coming Soon: New 'Over the Top' Foods

- Huevos Rancheros Stack
- Tabouleh Hummus Pita Wrap
- Southwest Turkey Burgers with Pineapple Pico De Gallo
- White Pizza Topped with Greek Style Salsa
- Uptown Waldorf Chicken Salad
- Aztec Chicken Salad
- Metro Café's May Events
- Cinco de Mayo Celebration
- Asian Pacific American Heritage Month, featuring Chinese, Hawaiian, Indian and Japanese cuisines .





Metro Café's Luis Gavidia serves lunch to Production Planner Mike Lozano at the Regional Rebuild Center cafeteria.

"The final goal is to improve the look of the location and the presentation of the food," adds Timikel Sharpe, interim general manager of the cafeteria. She notes that the RRC cafeteria averages some 225 meal transactions a day, while the cafeteria at the Gateway Building averages 1,480.

For those who have been patiently waiting for the yogurt machine, General Services has ordered one, and it's on its way!

"A new machine has been ordered and is coming," and will be ready for use at the Metro Café in the coming month or so, says Sharpe.

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## VIEW FROM THE 25th FLOOR

### Metro Family Day, A Veteran Metro Rail Team and A Rose

By CEO ROGER SNOBLE



CEO Roger Snoble

I missed a great party earlier this month, stranded at home due to neck surgery. But, I'm told that Metro Family Day at Universal City was a success on all levels, with almost 1,500 participating, fun for the kids, good food and an opportunity to see old friends.

Family Day could be the start of a new annual tradition here at Metro, based on the enthusiasm for the first one. My thanks to Danielle Boutier, Jennifer Salamanca, Alicia Rodriguez, Fran Curbello, interns Crystal Martel and Sasa Bahadori for their hard work to create a very special employee event.

### 2005 Metro Raildeo

I also want to congratulate all those who participated in the 2005 Metro Raildeo! We'll have a great team representing us in June at the APTA International Rail Rodeo in Pittsburgh.

We can be proud of the team we'll send to Pittsburgh: Metro Rail operators Tu Phan and Ruben Ramirez, along with equipment maintenance specialists Ronnie Burt, Eric Czintos and Rafaele Mastrangelo. Raildeo runners-up were Operator Ramon Alvarez and Maintenance Specialist Jose Rodriguez.

Tu Phan has gone to the International finals five times, winning in 2002. Burt, Czintos, and Glenn Abraham, won the International maintenance contest in 2003.

Rail Operations plans a Summer Celebration at the Metro Red Line yard, June 25, to celebrate our International team and honor all who competed in the local Raildeo.

### Rose Award and Vendor Fair

I was pleased to learn that the Downtown Breakfast Club recognized the value of Metro Bus and Rail service by honoring the agency, earlier this month. The club gave us one of its famous Rose Awards for making downtown more livable and a better place to work.

Metro also plays an important role in supporting small business. We're co-sponsoring the Greater Los Angeles Vendor Fair, today, at the LA Convention Center. Many thanks to the employees who have volunteered to help out. These include employees from Procurement and Material Management, Diversity and Economic Opportunity, Commute Services, Ethics, Pre-Qualification, Metro Construction and Real Estate.

### **Orange Line hours**

On another note, I want to clear up some confusion over the 60,000 service hours we're planning to allocate to the Metro Orange Line when it opens next fall. We're not cutting Metro Bus service, although we are asking the Service Sectors to trim unproductive bus trips by that amount.

It's important to note that, since last June, we've added some 333,000 service hours and we're adding 76,600 more hours beginning July 1. We want to maintain overall bus service levels even in our current financial situation. These actions are fully compatible with the Special Master's Consent Decree order.

### **Special Master's order**

As you may have read on the Intranet, we're under orders from the Special Master to add 134 more buses to the Metro Rapid fleet. The order also directed the Board to take a new look at our funding, including rail funding, to expand and operate Metro Rapid service.

In recent years, we've added hundreds of new buses and more than 1.6 million hours of bus service. But, bus ridership remains flat. Now, with our budget already stretched thin, we'll be hard-pressed to respond to the Special Master's new order.

This month and in the days to come, we'll be talking with the Board about our next steps. It won't be easy, but we'll work hard to find the best solution that will allow us to meet the demands of the Consent Decree, while continuing to be good stewards of the taxpayers' dollar.

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April 27, 2005

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At Boys and Girls Club of Carson, from left, Wanda Washington, Kathleen Martin, Mayor Jim Dear and Kenya Harris.



PHOTOS: ROY TURNER

## 'DAC Attack' Spreads Metro's Message in Area Communities

By RICH MORALLO

(April 27, 2005) The "DAC Attack" is on the offensive, spreading from school campuses to senior citizen meetings, from neighborhood block parties to community centers.

"The DAC Attack is our aggressive community outreach program where members of the Division Ambassador Council look for opportunities to connect to our communities," said Kenya Harris, a Carson Division 18 operator.

Harris and 80 other Metro South Bay operators, mechanics, service attendants and supervisors volunteer on their free time to distribute transit and safety messages to the public.

"Be safe and Go Metro are our basic messages," said Harris, as she described how she and fellow-DAC members are happy and proud to be Metro ambassadors of safety and goodwill. Recently DAC supported events at senior centers in San Pedro and Los Angeles, as well as street fairs and campus events in the South Bay.

## DAC members excited

Harris and fellow DAC member Kathleen Martin gave a transit presentation to 60 youngsters at the Boys & Girls Club of Carson. Martin, who has talked to hundreds of residents in Compton, Chesterfield Square and San Pedro, said DAC members are excited by volunteering to talk to the neighborhoods.

Another DAC member, Michael Williams-Carr, visited Lloyd High School during career day in Lawndale.

"It is essential that Metro reaches out to the entire community and lets them know what we are all about," said Williams-Carr, the transportation manager at Arthur Winston Division 5.

Operators Dwight Graham and Darrel Stephens spent hours preparing for a community open house at the Arthur Winston Division.



Mechanic Barney Harris and his wife, Marilyn, during the open house at Arthur Winston Division 5.

"Whatever it takes to keep the community informed, we'll do," said Stephens as he Graham helped decorate vendor booths and pass out flyers in the neighborhood. Mechanic Barney Harris and his wife, Marilyn, also assisted at the open house by staffing an information table.

DAC often partners with other Metro departments in community outreach efforts.

### **Career day teamwork**

Metro Rail's Hector Gutierrez and Anthony Lawson, along with Metro Westside Central's Sandra Kelly-Williams teamed up with DAC's Roy Turner and Louvenia Harris during career day at Inglewood Christian School.

"The event was awesome. The students were so inquisitive," said Harris.

The South Bay and Westside/Central service sectors cooperated closely to make the event a success. Westside/Central helped to coordinate Metro's participation in the event, contributing more than 1,000 promotional items, disseminating career information pamphlets and by participating in student interviews about Metro Careers.

Lawson, a Metro Green Line maintenance specialist, said, "We, as a community, are the owners, supporters and future innovators of transit."

"Participating in events such as these introduces and aspires children to set positive and ascertainable career goals," says Kelly-Williams, Westside/ Central's Return to Work/Transitional Duty coordinator. "Metro was glad to be a participant in making this a reality for the children at Inglewood Christian School."






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## Board Approves Exposition Light Rail Line Funding Plan

- Project on accelerated schedule for June 2010 completion

By ED SCANNELL

(April 28, 2005) The Board of Directors approved a \$640 million full funding plan, Thursday, for construction of the Exposition Light Rail Transit Project, which would operate from downtown Los Angeles to Venice/Robertson Boulevards in Culver City.

The plan includes the use of local funding instead of federal New Starts funding, thereby keeping the project on an accelerated schedule for a June 2010 completion.

Federal Transit Administration (FTA) environmental clearance is needed to enable the Exposition Construction Authority to award a contract for design and construction of the project beginning in early 2006.

"The Expo project will have great significance for LA's westside and the region," said Board Chairman Frank Roberts. "In addition to providing an east-west commuting option through the heart of Los Angeles, this line will link users to the rest of the Metro Rail System and aid Los Angeles County in its ongoing efforts to meet some of the nation's most stringent air quality requirements."

## Share track with Metro Blue Line

The 9.6-mile Exposition light rail line will share common track and two stations (7th St./Metro Center and Pico/Chick Hearn) with the Metro Blue Line as it leaves downtown Los Angeles.

Just south of Downtown, the line will proceed west on the Metro-owned rail right-of-way on Exposition Boulevard, which parallels the heavily congested I-10 Freeway, with a terminus at Venice/Robertson.

Approximately eight new stations will be constructed between Downtown LA and Culver City. A future second phase would extend the Exposition line to the City of Santa Monica.

The funding plan anticipates the use of:

- \$127.5 million in federal Congestion Mitigation and Air Quality Improvement (CMAQ) funds,
- \$90.3 million in Proposition C 25 percent funds,
- \$9.8 million in federal Transportation Enhancements Activities (TEA) funds,
- \$15 million in other federal discretionary funds, and up to

- \$50 million in local contributions from cities and private stakeholders along the route.

### **Augmented funding**

These proposed new funding sources will augment existing funding commitments, including:

- \$87.5 million in CMAQ funds;
- \$240.9 million in Proposition C 25 percent transit-related highway funds;
- \$3.8 million in federal TEA funds;
- \$4.2 million in Proposition C 10 percent funds (commuter rail/transit centers); and
- \$11.0 million in state funds from the Traffic Congestion Relief Program (TCRP).

"In recent years the nationwide competition for federal New Starts funding has grown considerably and the Federal Transit Administration's evaluation process for this funding has become very time consuming," said Metro Construction Chief Rick Thorpe. "This new funding plan allows us to complete the project and bring relief to one of the county's most congested corridors three to five years sooner."

Next steps include issuance of a Final Environmental Impact Statement/Report (FEIS/FEIR), followed by the receipt of a Record of Decision (ROD) for the project from the FTA.


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## A Message to Employees from Deputy CEO John Catoe

### • KCBS-TV to air news story about Metro bus operator driving records, bus accidents and fatalities

KCBS-TV News plans to air a special two-part story beginning tonight that takes a look at the driving records of Metro bus operators and the number of bus accidents and fatalities that have occurred over the last five years.

The report focuses on a small number of current Metro bus operators and in no way represents the vast majority of our operators who continue to do an outstanding job providing a vital service to the community.

While one accident is one too many, Metro has seen its accident rates decline over the last five years from 4.15 accidents per 100,000 miles traveled in FY00 to 3.47 in FY05.

This is a remarkable accomplishment considering that Metro buses travel nearly 80 million miles a year, 210,000 miles each day, carrying 330 million boarding passengers over a 1,400-square mile service area.

While KCBS News will report that some operators may have been driving on suspended licenses or have records of DUI's and/or reckless driving citations on their personal driving records as opposed to their professional records, the vast majority of our bus operators maintain proper driving records and licenses and operate in a highly professional manner which this agency is grateful for each and every day.

Metro has developed seven new strategies in our continued effort to drive down bus and passenger accidents. Those include establishing a point-based accident reporting system, enhancing the accident review board process, developing a proactive training program and offering rewards and recognition for safe driving.

In addition, we will continue to explore new ways to enhance safety features on all our buses and have implemented new accident mapping software to better track accidents involving Metro buses.

With your help, we will continue to be the best we can be.

Keep up the good work.


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## Metro's Wheelchair Boardings Roll Up a Startling 188 Percent

By BILL HEARD, Editor

(April 28, 2005) In the 11-month period between April 2004 and March 2005, wheelchair ridership on Metro buses soared by as much as 188 percent – from 11,000 to 31,600 wheelchair boardings per month.

ADA Compliance Administrator Chip Hazen, who has spent much of his 30-year transit career working on access issues, finds the surge in wheelchair ridership to be remarkable. He attributes the increase in boardings to a number of factors, including better equipment and bus operator courtesy, and believes the growth will continue.

Some of the increase can be attributed to new ATMS technology aboard Metro buses that permits more accurate monitoring of wheelchair boardings. But, Hazen believes that at least half the 20,000 increase represents new wheelchair riders.

Among the other factors that may have contributed to more wheelchair riders is a decision several years ago by the Board of Directors to allow wheelchair passengers – and their personal care assistants – to ride free on Metro buses.

Another reason could be that new low-floor buses with easier-to-use wheelchair ramps now make up a greater percentage of Metro's fleet.

### 'Cut the time in half'

"The lifts on high-floor buses took about two minutes to bring a wheelchair aboard, while the ramps on low-floor buses take less than a minute," says Hazen. "We've cut the time in half just by having a different type of bus out there."

He also notes that the number of complaints about accessibility – including operators failing to call stops, inoperative lifts and passups – has not increased in the past three years.

### Wheelchair Boardings Elsewhere in the Nation

In Orange County, OCTA wheelchair boardings on the 817 buses in daily fixed route service were relatively stable in the first quarter of calendar 2004 compared with the first quarter of calendar 2005 – about 43,000 boardings each quarter.

A spokesman speculated that the wet weather earlier this year affected OCTA's first quarter wheelchair boardings. He noted, however, that in the good-weather month of July 2004, OCTA recorded its highest number of wheelchair boardings – 17,681.

In New York, the MTA averaged 35,482 disabled boardings a month on its buses in 2004, according to a spokeswoman. She said that most boardings are by wheelchair passengers, although lifts also may be used by other disabled patrons. The agency operates 3,850 buses during peak periods.

The ADA administrator for WMATA in Washington, D.C., says an average of 11,000 wheelchair passengers ride the system's 1,400 buses each month. Currently, only about 94 percent of the fleet is accessible, although WMATA has 250 new buses with wheelchair equipment on order and plans to replace its 110 non-accessible buses first. The entire Metro rail system is accessible to the disabled.

A spokesman for the Chicago Transit Authority said his agency



"I attribute this to our operators," says Hazen. "They do an excellent job."

One other hint that wheelchair ridership has gone up is a reported decrease in the number of disabled riders using Access Services' curb-to-curb paratransit service. That ridership fell about four percent from calendar year 2003 to 2004.

"People are figuring out that our system is easier to use than the paratransit service," says Hazen. "They don't have to make an appointment and wait to be picked up. They can just go out to the bus stop and be assured that a bus will stop for them."

boards about 13,000 wheelchair passengers a month on its 1,700 buses in regular daily service. The number of boardings also reflects some passengers who may be disabled, but are not in wheelchairs.

Metro counts only wheelchair passengers in its monthly wheelchair boarding figures, according to Chip Hazen, ADA Compliance Administrator.

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## Scenes from "Bring Your Daughters and Sons to Work Day"

Photographer Mark Clifford captures some of the adventures of Metro kids on the job.

## 600 Employees' Children Attend 'Take Our Daughters and Sons to Work Day'



Arturo Garcia was one of many kids who rode a Segway during Metro's annual "Take Our Daughters and Sons to Work Day."



*Photos by Bill Heard*

Senior HR Analyst Jeannette Bell questions Real Estate Intern Steven Dominguez during a mock job interview.

(April 29, 2005) Arturo Garcia was concentrating really hard as he leaned forward slightly. The Segway he was riding inched forward and then scooted several feet across the Gateway lobby floor – much to his delight.

Arturo was one of some 600 kids who participated in this year's "Take Our Daughters and Sons to Work" event at Metro. A ride on a Segway, conducted by Metro Security officers and Sheriff's deputies from the Transit Services Bureau, was popular with the kids.

Formed up in groups, the children were ushered through a round of activities that began with breakfast in the Metro Café and included a Metro Red Line trip to tour the Division 20 rail yard and an afternoon ride on the Metro Gold Line.

## Fun at Metro [see photos](#)

Other activities included tours of Operations Central Instruction, the Copy Center, the Bus Operations Center and the Design Studio and a mock job interview. Out in the sectors, kids toured the divisions and rode buses through the bus washers – a perennial favorite.

The day's events ended with a presentation by Deputy CEO John Catoe and Carolyn Flowers, executive officer, Operations.



Look Ma! Copy center operator Raul Gomez lets Metro kids have fun with paper in the copy center. At left, Marco Pedemonte, center, and Steve Clay, at right, lead Arthur Winston Division kids on tour of copy center hosted by Supervisor Thomas Rodriguez, back row, center.

*Photos by Gayle Anderson*



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PHOTOS BY RICH MORALLO



Division 18 Instructor Roy Steens was in high spirits at his surprise retirement party.

## Division 18 Retirees Have Fond Memories of Years on the Job

By RICH MORALLO

(April 29, 2005) As Division 18 Instructor Roy Steens and Service Attendant Linda Burns were spending their final days before retirement, they remembered fondly their respective careers and experiences at Metro.

Beginning as a Metro Bus operator, Steen had almost 31 years on the job and had worked at all the divisions. Burns is a 23-year veteran who started on the graveyard shift but stuck to the job of maintaining the bus fleet.

Steens recalled the day he volunteered to go out with an operator trainee on her first day driving on Los Angeles streets. The other instructors had hesitated to take the assignment since the student had knocked down 11 pylons in the Los Angeles riverbed training course the day before.

"She did excellent on the streets that day; she was just a little nervous," recalled Steens, who bid farewell, April 13, to Metro and Carson Division 18.

## Became an instructor

In 1974, Steens left his job running a press and printing labels to work for the SCRTD. After operating a bus for 4 1/2 years, Steens became an instructor and through the years worked at all of the divisions.

"A good instructor is thorough, attentive and makes the student comfortable," advises Steens, who now looks forward to traveling and hunting.

At Steens' farewell party Assistant Transportation Manager Curley Little said, "Roy, there are 365 days in the year, and now they are all holidays for you."



Division 18 Operator Glinda Alston, at left, congratulates retiring Service Attendant Linda Burns, right, in the Carson Division 18 bus yard.

On April 21, her last day at Division 18, Burns walked out onto the bus yard and hugged operator Glinda Alston. "I've been crying tears of joy," said Burns whose coworkers gave her a surprise party.

Burns never thought she would last 23 1/2 years at Metro.

#### **Supervisor encouraged her**

"When I applied to work at the agency I didn't know what a service attendant did, and working the 11 p.m. to 7:30 a.m. graveyard shift didn't help either," she said. "But my supervisor always encouraged me and said I did good work."

So, the service attendant stayed to help maintain the bus fleet through the years. "The money was good, the benefits were good, and the people - I just love my coworkers," exclaimed Burns.

Now making plans to move to Louisiana, Burns will miss the staff at Division 18.

A friend, Lee Harris, walked out onto the yard and handed Burns a soda. "This is my final gift for completing your assignment here," he smiled at Burns.




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## Metro Gold Line Back in Full Service After 24-Hour Effort

(April 29, 2005) A Wayside Systems rail traction power crew restored full service on the Metro Gold Line early this afternoon, some 24 hours after a downed power line at the Arroyo Verde grade crossing brought service to a halt on the northbound track.

The crew worked all night to restring damaged power and support cables along a mile of track between the Arroyo Verde and Orange Grove grade crossings.

Rail Operations Center controllers, meanwhile, kept trains moving on 30-minute headways by single-tracking between the Del Mar and Southwest Museum stations. Metro buses from divisions 3, 9 and 10 provided express service, when needed, into Downtown LA.

The incident occurred just after 1 p.m., Thursday, when a 4,160-volt electrical line being hoisted into place by a utility crew slipped onto the wires that power Gold Line trains, according to Wayside Systems Manager Andy Hughes.

The electrical line became entangled in the pantographs of a passing train, damaging both the wires and the train's two pantographs.

None of the 73 persons aboard the train, including the operator, were injured. The passengers were evacuated with the assistance of the South Pasadena police and fire departments, and were shuttled to the Mission Station to continue their trips.

Rail Transportation Manager Roman Alarcon had kudos for all involved in recovering from the incident. "We worked as a team to minimize delays," he said.


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## Governance Councils set May Meetings, Annual Sector Meeting

By RICK JAGER

(April 29, 2005) Metro's service sector governance councils will conduct monthly public meetings in May to discuss transportation issues.

In addition, members of all five governance councils will gather for their annual meeting at 4 p.m., Monday, May 23, in the Board Room.

The governance council meeting times and locations for May are:

- San Fernando Valley Service Sector, 6:30 p.m., Wednesday, May 4, Marvin Braude Constituent Service Center, 6262 Van Nuys Blvd., Van Nuys.
- Westside/Central Service Sector, 3 p.m., Thursday, May 5, La Cienega Tennis Center, Sunset Room, 325 S. La Cienega Blvd., Beverly Hills.
- San Gabriel Valley Service Sector, 5 p.m., Tuesday, May 10, San Gabriel Valley Sector Office, 3369 Santa Anita Ave., El Monte.
- Gateway Service Sector, 2 p.m., Thursday, May 12, The Gas Company, 9240 Firestone Blvd., Downey.
- South Bay Service Sector, 9:30 a.m., Saturday, May 21, Carson Metro Bus Division, 450 West Griffith St., Carson.