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Third Annual Metro Family Day, April 14, at Knott's Berry Farm

- Tickets sales start Feb. 1 in Metro Store; sales dates set at divisions

By JORI STERN

(Jan. 2, 2007) The third annual Metro Family Day is scheduled to kick off at Knott's Berry Farm on Saturday, April 14. A limited number of tickets will be on sale in the Metro Store from Feb. 1 through April 4. There is a limit of five tickets per employee, and no tickets will be sold on the day of the event. Special allotments of tickets are scheduled to go on sale in the transportation break rooms at the operating divisions from Feb. 6, through April 3. All sales will be cash only.

Ticket prices for adults are \$18; children ages 3-11, \$10. Admission for children under 2 is free. These prices include park admission, lunch and entertainment. The \$10 parking fee is not included.

The Metro Store is located on the Plaza level of the Gateway Building and is open Monday – Friday from 9 a.m. – 3 p.m., and closed 12:30 – 1:30 every day. It will be closed on Tuesdays from Feb. 6 to April 3.

Knott's Berry Farm hours are from 10 a.m. – 10 p.m., but are subject to change. Hotel rooms at Knott's Berry Farm Resort are available for only \$99. To make a reservation, call 866-752-2444 before March 14 and mention "event."

Danielle Boutier, director of Communication Services, expects that this year's turnout will be about the same as last year's, around 1,500 people.

This will be the third year Metro's Family Day has been held at a theme park. The first year was at Universal City.

DIVISION TICKET SALES

Division	Date	Time
Division 15	February 6	10 a.m. – 3 p.m.
Division 10	February 9	10 a.m. - Noon
Division 21	February 9	1 p.m. – 3 p.m.
Division 8	February 13	10 a.m. – 3 p.m.
Division 22	February 20	10 a.m. – 3 p.m.
Division 1	February 23	10 a.m. - Noon
Division 2	February 23	1 p.m. – 3 p.m.
Division 18	February 27	10 a.m. – 3 p.m.
Division 11	March 6	10 a.m. – 3 p.m.
Division 20	March 9	10 a.m. - Noon

Division 3	March 9	1 p.m. – 3 p.m.
Division 9	March 13	10 a.m. – 3 p.m.
Division 6	March 20	10 a.m. – 3 p.m.
Division 7	March 27	10 a.m. – 3 p.m.
Division 5	April 3	10 a.m. – 3 p.m.

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## Metro Security Officers Detain Robbery Suspects at Universal City Station

By NED RACINE (Jan. 2, 2007) Metro Transit Security officers came to the aid of two men who had been beaten and robbed at the Red Line's University City Station in the early hours of Nov. 25.

Officers Stephen Burnley and Edward Graff, members of a 13-person "sweep team," were clearing the station as part of Metro Security's daily closing of the Red Line system. A man approached Graff and Burnley at 2 a.m. and told them he and a friend had been beaten and robbed.

The injured men took Burnley and Graff to the north section of the Universal City Station parking area. There the two men pointed to a group of men they said were the muggers.

"As we approached them, they started taking off," said Graff, a Transit Security officer for seven years. The suspects attempted to flee in a Chevrolet Suburban.

Graff and Burnley, a Transit Security officer for 27 years, stopped the SUV, drew their guns, ordered the suspects out of the vehicle at gunpoint, and detained them until backup arrived.

Officers from the Los Angeles Police Department's North Hollywood Division arrived approximately six minutes later, followed by two deputies from the Sheriff's Transit Services Bureau.

The deputies handcuffed the suspects and took two into custody for suspicion of armed robbery.

"This is the kind of activities that our officers are involved in, the sweep team officers specifically," said Lt. James Cook, Metro Security PM Watch Commander.





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## Funeral Services Scheduled for Retired TOS Dallas Evans

(Jan. 3, 2007) Funeral services are scheduled later this week for retired Transportation Operations Supervisor Dallas Evans, who died Dec. 29 of an apparent heart attack.

A viewing will be held from 10 a.m. to 7 p.m., Friday, Jan. 5, at the House of Winston Mortuary, 9501 South Vermont Ave. in Los Angeles.

Funeral services are set for 11 a.m., Saturday, Jan. 6, at Macedonia Baptist Church, located at 1751 East 114<sup>th</sup> St. in Los Angeles. Burial at Inglewood Park Cemetery in Inglewood will follow the service.

Evans, 68, joined Metro in May 1979 as a bus operator and rose to become a Transportation Operations Supervisor. Following a period of medical leave that began in July 2004, he retired from Carson Division 18 in May 2005.

A resident of Hawthorne, Evans is survived by his wife Gloria, sister Olivete Hester, brother Joseph Evans and five children: Tammy, Fredrick, Kery, Ingrid and Travion. Survivors also include 10 grandchildren and a great grandchild.



Dallas Evans





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USC and Michigan team up on the Metro Gold Line for the ride to the Rose Bowl game on New Year's Day.



Photos by Gayle Anderson

## Metro's Rail and Bus Team Scored Touchdown New Year's Day

By BILL HEARD, Editor

(Jan. 3, 2007) Metro's rail and bus team scored a touchdown New Year's Day with a shuttle operation that transported Rose Parade and Rose Bowl game fans between Union Station and Pasadena in record time.

With Metro Gold Line trains running every seven minutes – backed by a fleet of 10 Metro Buses – the four stations serving Pasadena were cleared of thousands of passengers within two hours after the parade ended.



Customer Information Agent Marie Tervalon, at left, and Metro Security Officer Ronald Allen, at right, work the Memorial Park Station line of departing parade-goers.

Later that day, the trains and 17 assigned buses required only an hour and a half to transport triumphant USC fans and disappointed Michigan supporters to Union Station.

“We handled our own and got people out of there quite quickly with a combination of buses and trains,” says Bruce Shelburne, the rail division transportation manager who developed the shuttle plan. “It was a really well-behaved crowd. That made the job very easy.”

The New Year’s Day operation came on the heels of the memorial service in Palm Desert for former President Gerald Ford. Metro provided 18 buses, including articulated coaches, and some 30 operators who joined three other area transit agencies in providing overnight shuttle service for mourners.

**A smooth operation**

In Pasadena, more people attended the 2007 New Year’s Day events, but Shelburne says things ran more smoothly than in 2006. Last year’s operation was plagued by rainy weather and a construction scaffold that collapsed on the Gold Line tracks.



TOS Steve Rank directs shuttle-taking public to the post-parade float display. Below, crowd grows to overflowing until gates open at 1:30 p.m.



Metro also provided shuttle service from Sierra Madra Villa station to Pasadena’s Tournament Park, where the Rose Parade floats were on post-parade view to the public.

The shuttle transported some 900 riders to Tournament Park during the afternoon following the parade and another 550 to 600 on Jan. 2, according to Transportation Operations Supervisor Steve Rank, who coordinated the shuttle service.

**Coming and going>** Parade-goers wind down the ramp at Memorial Park Station for the ride home as football fans depart Metro Gold Line trains en route to the Rose Bowl shuttle.





About 50 rail personnel, along with Customer Information Agents Marie Tervalon and Jackie Exeart, were on duty to handle the New Year's Day crowds.

Rank and six other TOSs – Luis Alcantar, Jeannette Mayo, Michael Morris, Tom Lapatka, Jeff Aemmer and Frank Cecere – led the Metro Bus group.

"It was definitely a team effort," says Shelburne. "We appreciate the assistance the other departments gave us."


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## Funeral Services Set for Division 3 Operator Aubrey Turner

(Jan. 4, 2007) Funeral services are scheduled for Metro Bus Operator Aubrey Turner who died Dec. 31 following a lengthy bout with cancer.

A viewing will be held from 6:30 p.m. until 7:30 p.m., today, at the Harris & Ross Mortuary, 4601 South Crenshaw Blvd. in Los Angeles.

The funeral service is scheduled at noon, Friday, at the mortuary. Burial will follow at Inglewood Park Cemetery.

Turner, 54, joined Metro in May 1984 and had completed 22 years of service with the agency. He was assigned most recently to North Los Angeles Division 3, but had been ill since last August.

"He was very pleasant to be around," said Nikki Bentley, Division 3 stenographer, who said Turner leaves behind many friends. "He was hilarious, a real comedian."

A resident of Palm Springs, Turner leaves a sister in Texas.



Aubrey Turner




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## Metro Bus Operator Dies Following Accident in Willowbrook

- Operator Steve Cook had worked at Metro since 2003

(Jan. 4, 2007) A Metro Bus operator died earlier today following an accident in Willowbrook in which the Central City Division 1 bus he was driving struck a tree. The Line 55 bus had no other occupants at the time.



Central City Division  
Bus Operator Steve  
Cook.

Steve Cook, 35, joined Metro in August, 2003 as a BDOF operator and was made full-time in March, 2006.

"He was the sweetest person you'd ever want to meet," said Division Transportation Manager Sonja Owens, who helped Cook find a place to live after he began working at Metro. "He enjoyed working and wanted to make something of himself."

The accident occurred at about 12:45 a.m. and it took Los Angeles County Fire Department rescue workers about 45 minutes to extricate the operator from the bus with the "jaws of life," according to a City News Service report. He was pronounced dead at Martin Luther King Hospital at 2:05 a.m.

According to a report by the Sheriff's Transit Services Bureau, the Metro bus was southbound on Willowbrook Avenue, which parallels the Metro Blue Line tracks. The bus crossed over the northbound traffic lanes and hit a tree near the intersection of El Segundo Boulevard.

The California Highway Patrol, which responded to the scene, has impounded the bus and is holding it for mechanical inspection and further investigation of the accident.





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Celebrating its rank among the nation's transit systems, Metro displayed a giant numeral "1" from the Gateway Building the weekend of Oct. 14-15. APTA presented its 2006 Outstanding Transportation System Achievement Award Oct. 10, naming Metro the number one transit system throughout North America. Here, the number 1 illuminates the sides of Metro Headquarters facing downtown Los Angeles and the 101 Freeway. Volunteers coordinated lights and window blinds in more than 800 windows to create this tribute to Metro excellence. Photo by Deniz Durmus.



## Top Stories of 2006: Metro Set Blistering Pace of Activity and Achievement

- Metro capped the year with APTA's highest honor

By BILL HEARD, Editor

(Jan. 4, 2007) Metro kept up a blistering pace of activity and achievement in 2006. The agency made big news on a number of fronts – increased ridership, labor relations and system expansion among them – and capped off the year by being named America's best transit agency.

The year began with a difficult, but ultimately successful Rose Parade/Rose Bowl rail and bus operation and ended with high-profile shuttle service for mourners attending former President Gerald Ford's memorial in Palm Desert.

As 2006 progressed, we saw the Expo Line begin to take shape with the selection of a CEO, approval of a construction budget and a groundbreaking. Across town, tunneling began and was completed on the Metro Gold Line's Eastside Extension, whose workers set an unprecedented safety record.

Meanwhile, bus and rail ridership saw steady increases as the public reacted to higher gasoline prices and Metro opened new service. The Metro Orange Line, in particular, achieved increased patronage from Valley riders.



Getting into the celebratory moment are, from left, the UTU's Goldy Norton, Deputy Mayor Jaime de la Vega, APTA President William Millar, Board Member Pam O'Connor, CEO Roger Snoble, Board Chair Gloria Molina and Deputy CEO John Catoe. Photo by Gary Leonard.

### **Industry's highest honor**

Metro received the transit industry's highest honor at the APTA Annual Meeting in October when it was named Outstanding Public Transportation System for 2006.

Metro averted labor strife, thanks to a new negotiating strategy, when management and leaders of its three major unions reached agreements prior to contract expiration. The 10-year-old federal Consent Decree also came to an end, although the Bus Riders Union continued to file court appeals.

Saddening the year, however, was the death in April of Metro's venerable Arthur Winston, the 100-year-old patriarch of his namesake Division 5.

Here's a month-by-month look back at Metro's Top Stories of 2006:

### **January**

Although high winds and driving rains pushed a huge construction scaffold into the Metro Gold Line right-of-way just as spectators were leaving the Tournament of Roses Parade, Jan. 2, the Metro bus and rail team managed to transport the crowds by noon. The weather was better and service was much smoother, Jan. 4, when some 13,000 Rose Bowl fans rode the Gold Line or Metro Buses to and from the USC-Texas game.

Metro opened a new bus terminal, Jan. 11, at Pico/Rimpau to serve downtown LA, mid-city and Santa Monica. The terminal is a prototype of Metro Connections facilities.

The Exposition Metro Line Authority Construction Board approved a \$640 million construction project budget and the FY 2006 staffing plan.

### **February**

Seventy-five San Gabriel Valley Metro operators, maintainers and administrative staff turned out, Feb. 3, for a groundbreaking ceremony at the site of a new building to house Division 9 transportation and service sector offices.

The Exposition Metro Line Construction Authority Board selected Metro Construction Chief Rick Thorpe as the Authority's permanent chief executive officer during its Feb. 2 meeting.

Tunneling on the Metro Gold Line Eastside Extension began, Feb. 23, when "Lola" – a 2 million-pound tunnel boring machine – started her march through 1.7 miles of earth under Boyle Heights. Twin sister "Vicki" stood ready to begin excavation on her side of the tunnels.

**March**

The Exposition Metro Line Construction Authority's Board of Directors voted to approve a \$420.2 million design/build contract, marking the official start of the Expo Line project.

The Los Angeles Council of Engineers and Scientists named the Metro Orange Line as the winner of a Project Achievement Award for 2006.

A media event marked the debut, March 15, of the FlyAway Airport Shuttle, a direct, nonstop service from Union Station Patsaouras Plaza to LAX.

With sirens blaring, a "Happy 100th" special bus carried centenarian Arthur Winston to a birthday celebration at his namesake Division 5, March 22, as more than 150 co-workers and Metro executives, family members, friends, public officials and media representatives applauded.

**APRIL**



Tiger Team members, from left, rear, are Dave Kubicek, Ron Dupuis, Ted Montoya and Larry Kelsey. From left, front row are Elizabeth Bennett, Milo Victoria, Tiger Team leader Bruce Feerer, M3 Users group chairman Pat Astredo, and John Roberts. Not shown is team member Pat Lane-Goodson. Photo by Bill Heard.

**M3 Implementation Team had a "Tiger by the Tail"**

CEO Roger Snoble, center rear, commended members of Metro's M3 Tiger Team for their work in coordinating the monumental job of implementing the computer-based Maintenance and Material Management System.





Arthur Winston, at his retirement celebration held at Metro Headquarters, March 23, 2006. Photo by Gary Leonard.

Arthur Winston, who retired March 22, 2006, as Metro’s most senior employee, died April 13 at age 100. Respected for his integrity, dedication to service and unfailing good nature, he inspired his co-workers and in many ways symbolized the spirit of the agency.

Metro completed installation of new L.E.D. “TRAIN” signs at all 59 left-turn lanes in the Metro Blue Line corridor.

**MAY**



At the 7th and Metro station, the demonstrators boarded westbound trains to reach the rally sites on Wilshire. Shelburne estimates the Metro Red Line were transporting more than 20,000 passengers per hour, at peak. About half that number rode the

trains eastbound after the demonstrations. Photo by Gayle Anderson.

Demonstrators en route to the May 1 immigrants' rights rallies on Wilshire Boulevard crowded onto Metro Blue Line trains. Service Development Manager Bruce Shelburne estimated the Blue Line transported some 8,400 northbound passengers per hour, while the Metro Red Line carried more than 20,000 passengers per hour, at peak.

Placing high-capacity buses where they were needed most, Metro phased in 60-foot articulated buses on Metro Rapid Line 720 on heavily congested Wilshire Boulevard.

The Board of Directors adopted a \$3.029 billion budget for FY 2007, but voted to meet within 30 days to consider budget cuts of \$10 million to offset a \$110 million structural deficit.

## JUNE

Weekday ridership on the Metro Orange Line averaged 21,828 boardings, a milestone the Environmental Impact Report predicted wouldn't be reached until 2020.

Mayor Antonio Villaraigosa presided over his final meeting as chairman of the 13-member panel. The incoming chair for FY 2007, Supervisor Gloria Molina, said Los Angeles is at a "quality-of-life crossroads, facing a multitude of challenges."

Metro reached tentative agreements with its three largest labor unions, the UTU, ATU and TCU, following a bargaining period that marked what was called "a better way to approach negotiations in the City of Los Angeles." It was the first time in at least 18 years that agreements were reached before current union contracts expired.

## JULY



Division 10 Service Attendant Betty Williams had been sitting in her black Saturn only minutes before this Line 304 bus careened into it. She was not injured. Photo courtesy of Transportation Manager Karl Downs.

A Metro employee was arrested and held on \$1 million bail after he damaged five buses and 18 other vehicles during an incident that created a path of destruction at Gateway Division 10. Jose Martinez was accused of causing damages conservatively estimated at \$100,000 or more.

Workers building the Metro Gold Line Eastside Extension set a record that astonished long-time construction safety executives – they had no lost-time injuries in the one million work-hours they had spent on the job since July 2004.

Mayor Antonio Villaraigosa's dream of a "subway to the sea" took a step toward becoming reality when the House Committee on Transportation and Infrastructure adopted a bill to lift a federal ban on extending the Metro Red Line west of Western Avenue on Wilshire Boulevard.

**AUGUST**



At the conclusion of the "topping out" celebration for the new Division 9 transportation building, San Gabriel Valley General Manager Jack Gabig, center right, is joined by, from left, Governance Council member Harry Baldwin, Transportation Manager Mike Greenwood, Project Manager Tim Lindholm, Administrative Analyst Jill Smith, Maintenance Manager John McBryan, Governance Council member Bruce Heard, Metro staff members, Sheriff's Transit Services Bureau deputies and representatives of W.E. O'Neill Contractors. Photo by Bill Heard.

Gripping bright yellow markers, officials from the San Gabriel Valley Service Sector lined up, Aug. 22, to celebrate the "topping out" of the new Division 9 transportation building by autographing the steel skeleton of the three-story building.

Metro agreed to sell the 5.05-acre Division 12 property to the City of Long Beach, which plans to convert the site to park land and create a greenbelt along the Los Angeles River. Metro's Board of Directors had earlier approved the \$3.95 million sale.

**SEPTEMBER**

Metro announced a program offering \$300 to employees who successfully recruit bus operators to fill the almost 300 operator vacancies.

The Board of Directors signed a contract with CEO Roger Snoble that extends his term of office by two years to October 2008.





Transit officials break ground, Sept. 29, to mark official start of construction of the the 8.5-mile Exposition Light Rail Line. Photo by Juan Ocampo.

The Exposition Metro Line Construction Authority Board officially broke ground, Sept. 29, on the 8.5-mile Exposition Light Rail Line. Scheduled to open in 2010, it will link downtown LA and Culver City.

**OCTOBER**



Central City Division Maintenance staff, with Maintenance Manager Hector Rojas, center left, gather around APTA President William Millar at official celebration held on the grounds of Central City Division. Photo by Gary Leonard.

Amid a standing ovation from some 2,000 transit professionals, Oct. 10, Metro officials claimed the industry's most prestigious honor – the 2006 Outstanding Public Transportation System Achievement Award – during the APTA Annual Meeting in San Jose. A day later, some 400 employees, elected officials and Board members, gathered beneath a large tent at Central City Division 1 for the official presentation of the award by APTA President William Millar.

With Metro's receipt of its first APTA award adding an extra glow, the agency honored 153 of its best Transit Operations employees during the annual "Night of Stars" banquet in Marina del Rey.

The Metro Orange Line marked its first anniversary of service, Oct. 29. Following its opening, ridership on the line rose nearly every month, with an average of 21,000 average weekday boardings recorded in September, nearly three times what agency planners had expected.

After almost 10 years of federal court oversight of LA County's public transit system, the Consent Decree was allowed to expire as scheduled on Sunday, Oct. 29. Metro compiled a record of achievement that not only earned the agency the transit industry's highest honor in 2006, but also won praise from the special master overseeing the agreement.

**NOVEMBER**

The Board of Directors approved \$5 million for a new solar generation project at Division 18 in Carson and directed the agency to start a comprehensive three-year plan to install solar panels at every bus and rail facility.

Metro completed installation of 24 photo enforcement cameras at 12 intersections along the Metro Orange Line. The Sheriff's Transit Services Bureau issued 3,446 citations along the Orange Line, as of Nov. 3.

With every one of its 11 bus divisions at or above capacity, Metro moved forward with plans to build a new operating facility – currently named the Union Division – across from the Gateway Building, adjacent to the Regional Rebuild Center. Construction is to begin in May 2008, with an opening expected in November 2009.

Deputy CEO John Catoe was chosen as general manager of the Washington Metropolitan Area Transit Authority. He was to assume leadership of WMATA in January 2007. CEO Roger Snoble selected Carolyn Flowers, executive officer for Operations Administration, to serve as acting Chief Operating Officer following that announcement.

U.S. District Judge Terry Hatter denied a motion by the Bus Riders Union to amend a court order and extend portions of the federal Consent Decree.

**DECEMBER**

Metro construction crews completed excavation of the twin 1.7-mile tunnels for the Metro Gold Line Eastside Extension on Dec. 9.

One of the most comprehensive traffic information services ever offered to the public debuted on the Internet at [www.metro.net](http://www.metro.net). The Metro "Real Time Traffic" feature provides free 24/7 traffic updates on freeways in Los Angeles and Ventura counties as well as for major streets in the City of Los Angeles.



Metro celebrants at award presentation held at Central City Division. Photo by Ned Racine.



The Bus Riders Union petitioned the Ninth Circuit of the U.S. Court of Appeals to overturn two District Court rulings that effectively released Metro from the federal Consent Decree.

Officials celebrated the official opening of the new Metro Orange Line Canoga station and park/ride facility in Canoga Park. The project is a one-third mile extension from Variel Avenue to Canoga Avenue.



Metro buses transport mourners lining up at the Indian Wells Tennis Gardens to memorial services in Palm Desert for President Gerald R. Ford. Photo by Gayle Anderson.

Metro and three other regional transit agencies provided overnight shuttle service for mourners paying their respects to former President Gerald Ford who died Dec. 26 in Rancho Mirage. The president lay in repose at St. Margaret's Episcopal Church in Palm Desert.

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Metro buses shuttle mourners lined up at Indian Wells Tennis Gardens to memorial services for President Gerald R. Ford in Palm Desert on December 29.



Photos by Gayle Anderson

## Metro Heeded Call to Duty at Ford Memorial in Palm Desert

Go to> [slide show](#)

Honor Roll> [President Gerald R. Ford Memorial Shuttle Service Volunteers](#)

By GAYLE ANDERSON

(Jan. 5, 2007) When the word came from Palm Desert that President Gerald R. Ford had died in Rancho Mirage Dec. 26, Metro and 3 other transit agencies were recruited by the federal government to provide shuttle services for members of the public who wished to pay their last respects to the friend and neighbor who had served as the 38<sup>th</sup> President of the United States.

The convoy of 18 buses, some 30 operators and two fully equipped field equipment tow trucks left East Valley Division 15 in two shifts at 11:30 a.m., Dec. 29. The first shift, which delivered 16 buses for presidential duty, arrived in Palm Desert about 3 p.m.



Metro buses on the right, and a squadron of OCTA coaches on the left, line the entrance to the Indian Wells Tennis Gardens. Metro and OCTA, with support from the local SunLine Transit, provided the shuttle service.

After refueling at the local SunLine Transit yard, the buses lined up along a gracefully landscaped drive that leads to the Indian Wells Tennis Gardens, where members of the public had been gathering since mid-morning. Under tight security that involved a Riverside County Sheriff's command post at Indian wells and Secret Service checkpoints along the way to St. Margaret's Episcopal Church in Palm Desert, Metro began picking up the first busloads at 4:45 p.m. at the Tennis Gardens before winding their way down the palm-lined boulevards of the desert communities to the church where the president lay in repose.



Metro Bus Operator Victor Pages

The first bus was operated by Victor Pages, an extraboard operator assigned to West Valley Division 8. "I'd call this special duty," said Pages, who as an extraboard operator is prepared to drive every route, know every shift, and practically heed every call that comes over the dispatch information.

The assignment meant Pages would conduct a 12-hour shift that included a convoy to a destination some 120 miles away, navigation of a totally unfamiliar route, and direction from several levels of security checks. "But, in this case," said Pages, "this duty means being a part of history."



Line of mourners began to form mid-morning at Indian Wells Tennis Gardens.

When Pages' 45-foot Metro Rapid bus, already swept and wanded by Riverside County Sheriff Deputies, opened its doors at the entrance to the tennis gardens, the first group of security-cleared and wanded public was allowed to board. The public, who had been waiting well over 6 hours, were relieved to be underway. When the bus finally departed, a cheer went up from the passengers, charging the atmosphere with energy that felt more like a Rose Bowl shuttle than a funeral procession.

Even so, the first passenger to board was a resident of Michigan here to cheer the Wolverines on against USC at the Rose Bowl. Joseph Hansen, a city councilman from Pontiac, Mich., and graduate of the University of Michigan, knew he had to go to Palm Desert when he heard of Ford's death.



Arriving in Palm Desert at approximately 11 a.m., Michigan resident Joseph Hansen, center, was among the first group of mourners to board the shuttle at 4:45 p.m.

"I immediately rented a car and drove out here," he said. "President Ford is from Michigan and played football for the University where I got my two degrees. I owe him that respect, for what he did for Michigan and for what he did for the country."

After a 30-minute delay imposed mid-route by the Secret Service, the first two Metro buses arrived at the church. Under the glare of media lights from the riser set up across the street, mourners were each handed commemorative cards before filing silently into the church.

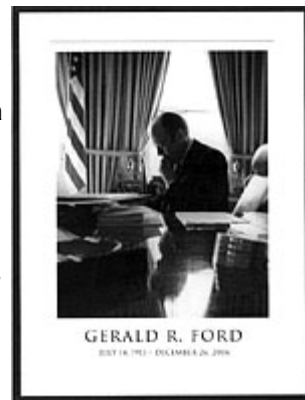




Mourners file silently into St. Margaret's Episcopal Church, where the 38th President of the United States lay in repose.

The cards identified the somber occasion -- one bore the presidential seal and a brief biography on one side and, on the other side, a photo of the late president at his desk in the Oval Office. The other was a prayer card from the church that held the initial services attended by the Ford family, friends and dignitaries such as former California Governor Pete Wilson and former U.S. Rep. Jack Kemp.

The silence continued inside the church, where mourners were greeted by the President's son, Jack Ford, who shook every hand and thanked every individual for coming to pay their respects. It was a touching reminder of a personal connection to the humanity of late President. The children of the president continued to hold vigil in this manner when services continued in Washington D.C. through six days later at the burial in Grand Rapids, Michigan.



Meanwhile, members of the public moved in single file past the flag-draped coffin guarded by United States Marines in full dress from the nearby Twentynine Palms Marine Corps base, and exited into the courtyard where Gerald and Betty Ford had often socialized after Sunday services.



Mourner's depart Metro bus at shuttle's end to sign remembrance books at Indian Wells Tennis Gardens.

Back on the bus, the mourners drove past the glare of media lights on the return trip to Indian Wells, where they exited at a site set up to allow the mourners to sign remembrance books before returning to the vast parking lot and home.

It was full circle for the local mourners, estimated to number in the thousands, but the Metro buses continued their somber duty until Pages and the other operators were relieved by the second shift of Metro bus operators who had departed East Valley Division 15 at 9 p.m.

On into the night, the waiting lines of mourners finally begin to wane in the early morning hours. The Secret Service stopped the proceedings shortly before dawn, sending Metro buses back to SunLine Transit for refueling and the long ride home.



A caravan of Metro buses commandeer the I-10 on the road home to East Valley Division 15. Each sector provided up to 5 buses for the service.

**President Gerald R. Ford Memorial Shuttle Service Volunteers**

**West Valley Division 8:** \* Anthony Bryant \* Jeffery Cummins \* Joseph DeMelo \* Kamran Firouzi \* Robert Higbee \* Frank Marino \* Phillip McCown \* Humberto Munguia \* Victor Pages \* Luis Santos \* Harjot Singh \* Matthew Smiley \* Lawrence Thomas \* Eduardo Uvals \* Saeid Vahedi \* Jojie Velasquez \*

**East Valley Division 15:** \* Vachik Ebrahimian \* Fernando Garcia \* Nicole Jiho \* Alvaro Jimenez \* Crystal Leonard \* Daniel Magana \* Librada Martinez \* Rafael Melgar \* James Nichols \* Dagaberto Rodriguez \* Tino Rodriguez \* Juan Rosas \* Juan Salazar \* Timothy Swayne \* Michael Turner \* Renee Williams \*

**Transportation Operations Supervisors:** \* Luis Alcantar \* Karla Aleman \* John Dover \* Charles Jenkins \* Ovidiu Mateescu \* Russ Modell \* Harvey Thomas \* Xavier Varela \*

**Fleet Management and Support Services personnel:** \* Sean Dunning \* Pete Gamino \* Keith Nielsen \* Paul Rankin

**Special Thanks to:** Bus Operations Control TOS Steve Rank and Metro SFV Asst. Transportation Manager George Trudeau



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## Military Funeral Scheduled for Son of Metro’s Kim Hearn

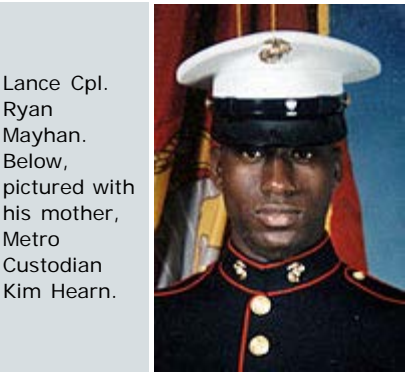
- Lance Cpl. Ryan Mayhan was killed in combat in Iraq

(Jan. 5, 2007) Funeral services with military honors are scheduled Saturday for Marine Lance Cpl. Ryan Mayhan, who died Dec. 21 during combat operations in Iraq. He is the son of Metro Custodian Kim Hearn, who is assigned to the South Bay Service Sector.

The service will be held at 2 p.m. at Inglewood Park Cemetery. Cemetery entrances are located at 720 East Florence Ave. and at 3803 West Manchester Blvd., across from the Great Western Forum.

Mayhan joined the Marine Corps in 2003 and was serving his second deployment in Iraq when he was killed. He was the gunner on a Humvee that was struck by an improvised explosive device during operations in Anbar province. About three weeks earlier, he was wounded in a similar explosion.

Mayhan was a member of the 3rd Battalion, 4th Marine Regiment, 1st Marine Division, based at Twentynine Palms. The battalion had deployed to Iraq for a second tour in September.



Lance Cpl. Ryan Mayhan. Below, pictured with his mother, Metro Custodian Kim Hearn.



In happier times, Kim Hearn and son Ryan celebrate return from his first deployment in Iraq in August 2005.





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## Sector Governance Council Meetings Scheduled for January

By RICK JAGER

(Jan. 5, 2007) Metro's five service sector governance councils will hold their regular monthly public meetings in January to discuss various transportation issues in their service sectors.

- San Gabriel Valley Service Sector, 5 p.m., Monday, Jan. 8, at the sector offices, 3369 Santa Anita Ave., El Monte.
- San Fernando Valley Service Sector, 6:30 p.m., Wednesday, Jan. 10, Marvin Braude Constituent Service Center, 6262 Van Nuys Blvd., Van Nuys.
- Westside/Central Service Sector, 5 p.m., Wednesday, Jan. 10, La Cienega Tennis Center, Sunset Room, 325 S. La Cienega Blvd., Beverly Hills.
- Gateway Service Sector, 2 p.m., Thursday, Jan. 11, The Gas Company, 9240 Firestone Blvd., Downey.
- South Bay Service Sector, 9:30 a.m., Friday, Jan. 12, Carson Community Center, Room 206, 801 E. Carson, Carson.



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After devastating fire that destroyed her family's Long Beach apartment, Metro Bus Operator Monique Henson can count her blessings.

gasoline cards, and money. One operator bought each child an outfit.

The family received \$2,000 in cash, \$750 from Division 10 alone.

According to Caroline Howard, a transportation operations supervisor at Division 10, Henson received some good news Jan. 3. She is being promoted to full-time bus operator beginning Jan. 8 and will continue to work from Division 10. Henson had worked as a part-time bus operator since May 2006.

#### Looking for an apartment

Henson and her children now live with her fiancée's mother in Compton. She has begun looking for an apartment.

Henson said she was surprised by the amount of donations. "I didn't know how to take it. 'Cause I'm usually helping other people, not other people helping me; so I didn't know how to feel about it."

Henson was picking up her children from after-school daycare when the fire broke out around 4 p.m.

#### Metro Operator Surprised by Amount of Donations after Apartment Fire

- Co-workers' generosity allowed family to celebrate Christmas

By NED RACINE

(Jan. 5, 2007) Surprised by the amount of donations her family received, Metro's Monique Henson and her three children managed to celebrate Christmas despite being burned out of their Long Beach apartment Dec. 8.

The deadly fire in the 158-unit Paradise Garden Apartments caused two fatalities and 26 injuries. The Long Beach fire caused \$3 million in damages. It also caused Henson, 26, to lose everything: clothing, furnishings, photos, toys, and other belongings.

Because Gateway Division 10 pitched in to gather donations for Henson, her 6-year-old daughter, Traniquv, and 8-year-old twins, Maliq and Domoniqv, the family received gift cards from Toys R' Us (her children's favorite donation),

"They were scared," she said of her children. "They were just glad they weren't there. They missed their toys but now they have new ones, so they're not worried about it anymore."

"I'm really grateful, and I thank everybody," Henson said.

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## 15 Selected Employees of Quarter for 1st Quarter of FY 2007

- [How to Nominate](#) an Employee of the Quarter
- [Read more](#) about the Employees of the Quarter

(Jan. 9, 2007) Fifteen employees, whose work embodies the seven core Metro values, have been selected as Employees of the Quarter for the first quarter of FY 2007.

Employees were honored in five categories: customer satisfaction, employees, fiscal responsibility, innovation and teamwork. The other two categories are safety and integrity.

### Customer Satisfaction

**Sandra Blanco-Sanchez**, senior Human Resources analyst, took on several complex projects, including responsibility for Metro's Employee Transportation Coordinator (ETC) program, to provide outstanding customer service to Metro department representatives. Blanco-Sanchez improved customer satisfaction by making distribution of fare media to employees more convenient. Program improvement measures included a new database for tracking participants, new application forms, and training efforts for more than 50 ETCs.

### Employees

**Russell Becraft**, signal inspector, Wayside Systems, took a leadership role on the Florence Interlocking Reconfiguration Project. He often worked on the reconfiguration project plans while off duty. His efforts increased productivity, as did his adjustments to ensure the project moved towards a successful completion. Unquestionably, Becraft was the single most important factor in the success of the Florence Interlocking Reconfiguration Project.

### Fiscal Responsibility

**David Vila**, Contract Administration manager; **Otto Ojong**, contract administrator; and **Fe Alcid Little**, secretary, contributed to the Metro Purchase Card (P-Card) Program. With support from Procurement management, Vila initiated the program in 2004 to expedite small purchases and streamline accounting processes. The P-Card Program has experienced exponential increases in users and transactions since its inception. This team went significantly beyond the scope of its usual duties by developing a P-Card website, implementing a training program, and continuing measures to prevent waste, fraud and abuse.

### Innovation

**Lorna Riley**, Customer Service agent, and **Byon Hunt** of Property Maintenance, demonstrated exceptional innovation by dramatically improving Lost and Found operations at Metro's Wilshire Customer Center. Riley designed and implemented storage solutions, including new storage for keys and high-value items, making the area more efficient. Hunt was creative and innovative in his design and construction of the new bike annex. Lost and Found operations and Metro's customers will continue to benefit from this team's ingenuity.

**Teamwork**

A multi-disciplinary team consisting of **Gary Spivack**, **Maria Reynolds** and **David Miklic** of the San Fernando Valley Sector; **Abdul Zohbi** and **Robert Torres** of Corporate Safety; **Mark Van Gessel** of Construction Management; and **Barbara Burns** and **Lorena Yopez** of Community Relations, dramatically improved safety on the Metro Orange Line through outstanding team effort, hard work, and dedication. Working within a tight timeframe and in the public spotlight, the team helped reduce “near misses” reported by operators by more than 85 percent during the first year of operation, among the lowest in the agency.

*-- From Jennifer Salamanca*

<b>How to Nominate an Employee of the Quarter</b>
<p>The Employee of the Quarter program is administered by the Communication Services Department, which is now accepting nominations for the second quarter of FY 2007. The deadline is Jan. 31.</p> <p>The nomination form is located on the Employee Recognition web page at <a href="http://intranet1/employee_recognition/eoq.htm">http://intranet1/employee_recognition/eoq.htm</a> . Once the form is completed by the person making the nomination, it must be approved by the department head and the executive officer, then forwarded to Jennifer Salamanca at Mail Stop 99-19-3.</p> <p>Final selection of the Employee of the Quarter winners will be made by the Employee of the Quarter selection committee, whose members are appointed by business unit executive officers for a period of one fiscal year. Questions about the program should be directed to Salamanca at 922-2263. <a href="#">&gt;top</a></p>

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**John Catoe: 29 Years' Transit Experience in SoCal**

(Jan. 9, 2007) John Catoe, 59, joined Metro in August 2001, following almost six years as director of Transit Services for the City of Santa Monica and head of Big Blue Bus.

He previously served for five years as director of operations with OCTA.

Joining that agency in 1977, he rose through the ranks as transit services analyst, superintendent of operations, manager of operations and director of transportation.

All told, Catoe had some 29 years' transit experience in Southern California.

CEO Roger Snoble named Carolyn Flowers to serve as acting Chief Operating Officer. In that position, she has assumed some of Catoe's responsibilities.

Taking the job as general manager of the Washington Metropolitan Area Transit Authority will be a homecoming for Catoe, the son of a taxi driver and a native of Washington, D.C.

WMATA operates a 106-mile, 86-station Metrorail system that records 206 million annual boardings, and a fleet of some 1,400 buses with 131 million boardings. The agency, which has 11,000 employees, serves a 1,500-

## Catoe's Departure from Metro: 'A Bittersweet Moment'

[PHOTOS](#)

He becomes general manager of WMATA later this month

By BILL HEARD, Editor

(Jan. 9, 2007) One speaker called it "a bittersweet moment," last Friday evening, as Deputy CEO John Catoe bade farewell to Metro, the agency he has served for more than five years.

Some 130 well-wishers – employees, Board members, union leaders, transit advocates and others – gathered for an evening event in a courtyard at Union Station to say goodbye and good luck as Catoe prepares to assume leadership later this month of the Washington Metropolitan Area Transit Authority (WMATA).

In his remarks, Catoe declared that his heart will remain in Southern California and he expressed appreciation to "all the people in this agency who understood excellence, who believed in honesty, and in service to our customers." Any successes were theirs, he said, not his.

"Washington is very lucky to have you," Board Member Bonnie Lowenthal, a member of the Long Beach City Council, told Catoe during her remarks.

"It's been a real honor to work with you," said Supervisor Michael Antonovich, who presented a county proclamation to Catoe. "We appreciate your tenure, your leadership, your vision, energy and enthusiasm."

Proclamations also were presented to Catoe on behalf of Mayor Antonio Villaraigosa and Supervisor Yvonne Burke.

### 'Millions and millions'

Congratulating Catoe on his work at three Southern California transit agencies, CEO Roger Snoble cited the "millions and millions and

square mile area that covers the District of Columbia, southern Maryland and northern Virginia.

Catoe earned a Bachelor's degree in business administration from the University of Redlands in 1981. He is a former chairman of the California Transit Association and is a member of APTA and the American Society for Public Administration.

He plans to keep his current house in Santa Monica, with the idea of returning to California someday. His son Justin, 18, is a freshman at the University of Montana.

millions of customers you have served in your career," adding, "We know you'll do extremely well and we're proud of you."

UTU General Chairman James Williams, who sat across the bargaining table from Catoe during last year's successful union negotiations, said, "Here's to an honest man," and offered a hearty handshake.

Ernest Waters, president of AFSCME Local 3634, said, "It's always a pleasure to have someone as caring as you, and as honest and up-front."

Taking the podium, Catoe thanked a number of staff members, noting that, "If you believe in people and if people are given the opportunity, they will respond. That's what I'm going to take

to Washington."

As the new general manager, Catoe said WMATA needs to follow in Metro's footsteps and become America's best transit system. "But, they can only get there if the employees believe in their abilities, in the services they must offer."

"That's my mission in Washington," he concluded. "But my mission is not only to help Washington, but to help transit systems throughout the country, because we will be viewed by Congress, by the Senate and by others on how effective we are."

---

CEO Roger Snoble congratulates Deputy CEO John Catoe for his efforts in serving "millions and millions and millions" of transit riders in Southern California.



Supervisor  
Michael  
Antonovich  
presents a  
county  
proclamation to  
Catoe and thanks  
him for his  
leadership,





energy and vision.

*Photos by Bill Heard*



UTU General Chairman James Williams, right, offers Catoe a farewell handshake and a tribute as “an honest man.”


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## Public Transportation Ridership Continued to Climb Nationwide in 2006

- Metro's rail and bus ridership also increased

(Jan. 10, 2007) The American Public Transportation Association reports that public transportation ridership nationwide has increased by nearly 3 percent in the first nine months of 2006, as Americans took 7.8 billion trips on public transit.

"Even as gas prices declined, more and more people decided to ride public transportation," said APTA President William W. Millar. "This continued increase in transit ridership demonstrates that when people have transportation choices, they use them."

Light rail had the highest percentage of growth among all modes of transportation with an increase of 5.4 percent.

The areas reporting double digit increases in light rail ridership were Salt Lake City with 23.3 percent, Minneapolis with 22.6 percent, New Jersey with 16.3 percent, Philadelphia with 11.9 percent and Sacramento with 10 percent.

In Los Angeles, ridership on the Metro Blue Line increased 7.5 percent in the first nine months of 2006 over ridership during the same period of 2005. Green Line ridership grew by 12.6 percent, while ridership on the Gold Line shrank by 2.3 percent.

Although no year-to-year comparison could be made for the Metro Orange Line, which opened in October 2005, ridership in the first nine months of operation reached a remarkable 4.57 million on the 14-mile transitway.

## Subway ridership up nationwide

Heavy rail ridership on subways nationwide increased in the first nine months of 2006 by 2.8 percent.

The largest increases in heavy rail were in Boston with 12.9 percent, Los Angeles with 12.2 percent on the Metro Red Line, Jersey City – Port Authority of NY/NJ with 9.9 percent and Staten Island, N.Y. with 9.5 percent.

Metro Red Line ridership in the first nine months of 2006 totaled 31.5 million, while ridership on Metro's three light rail lines reached almost 32 million for a total rail ridership in Los Angeles during that period of 63.5 million.

Bus ridership in small, medium, and large communities all showed increases. Nationally, bus ridership increased by nearly 3 percent in the

first nine months of 2006.

The largest bus agencies showing the highest increases were located Seattle with 11.7 percent, San Antonio with 11.7 percent, Dallas with 10.7 percent, Houston with 8.1 percent, Miami with 6.9 percent and Saint Louis with 6.8 percent.

Ridership on Metro’s directly operated bus lines increased by 3.9 percent in the first nine months of 2006 over the same period in 2005. Total ridership grew from 278.3 million to 289.2 million in that period.


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## CEO UpDate

### 2007

#### Buckle Your Seatbelts, Metro Has a Busy Year Ahead

By CEO ROGER SNOBLE



CEO Roger Snoble

Happy New Year ... and Wow! What a great year we had in 2006! As good as it was, though, I think 2007 could be even better, a year we can all look forward to. One in which we'll see great progress in every part of our organization.

What's in store for Metro in 2007?

We'll move ahead with Metro Connections. The service sectors will look hard at our service, not only at how it operates, but how it can be operated cost-efficiently. They'll need to assess our current service and determine where it can be located to serve more customers.

We'll also expand the number of bus seats available to our customers as we continue to take delivery of 60-foot articulated buses – about 60 more by mid-year for a total of 296. Later in the year, NABI will ship us a 65-foot, custom-made artic that we'll test on the Metro Orange Line and other routes.

In June, I expect a lot of excitement around the debut of the Metro Rapid Express, which will operate during peak periods with only four stops between Wilshire/Vermont in LA and 4th and Wilshire in Santa Monica. Eight more Metro Rapid lines also will be opened this year – two of them to be operated by Big Blue Bus – for a total of 24. By June 2008, all 28 Metro Rapid lines will be in operation.

#### Spotless windows

Safety, reliability and cleanliness in the bus fleet continue to be important. And as I mentioned in my December column, I'm on a campaign to keep our bus windows clean. I appreciate the efforts the sectors and division maintenance staff are making to solve this problem – it's not an easy one because of the cleaning methodology and the labor involved. But, our customers expect to look out the windows without seeing dirt or water spots.

On the rail side, we've just taken delivery of the first AnsaldoBreda 2550 light rail "production car." As you may remember, we've been testing the 2550 car since mid-2005. With more than 30,000 miles behind it, the car has performed amazingly well. Eleven more cars are being assembled at the manufacturer's plant and will be delivered to us in coming months. We can expect great things from the 2550 car,

which we'll use on all three light rail lines.

Meanwhile, rail construction on the Eastside is moving along well. I toured the construction site a few days ago and watched the pouring of foundations for the Little Tokyo station. Tunneling is complete and the bridge over the 101 will be completed soon.

Over on the Exposition Line, construction has started, but it will be near the end of the year before we'll see the first excavations along Flower Street near the junction with the Metro Blue Line.

Countywide Planning also has a full plate since the passage of the state bonding measures. They're working on the proposed extension of the Expo Line to Santa Monica, as well as planning for improved transit in the Crenshaw Corridor.

### **Downtown connector**

Planning is studying the Harbor Subdivision, a Metro-owned right-of-way between downtown LA, LAX and Wilmington. They're also are looking at alternatives for a downtown connector that will link the Blue Line and the Gold Line.

Finally, Metro will see a lot of transit-oriented development activity this year. We have a groundbreaking coming up soon at Hollywood and Vine; we'll decide who will develop our property around the North Hollywood and Universal City stations; and we'll see increased developer interest in our properties along the Gold Line in East LA.

I want to close this month's column by thanking the Metro Bus and Metro Rail staffs for their outstanding work over the holidays. Richard Hunt, George Trudeau, Steve Rank and all the TOSs and bus operators who volunteered for the President Ford memorial activities in Palm Desert were wonderful ambassadors for Metro.

Then, on New Year's Day, the bus and rail team provided world-class service to Rose Parade and Rose Bowl fans. Thanks to Bruce Shelburne, Steve Rank, the supervisors and bus and rail operators for that fine effort.

Buckle your seatbelts – we have a great year ahead!

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## Metro, TCU Sign Three-Year Labor Agreements



CEO Roger Snoble and TCU Local 1315 Division and Local Chair Olivia Nelson-Richard, seated, signed two three-year labor agreements, Wednesday. The agreements covered the years 2003 to 2009. Significant changes in contract language required the dual contract signings. On hand to mark the conclusion of labor negotiations and the contract signings were, from left, TCU Secretary/Treasurer Freddie Flores, Chair Olivia Nelson-Richard, CEO Roger Snoble, TCU President Maggie Cook, Recording Secretary Toni Roberts and Metro Finance Manager Diana Estrada. Back row, from left, DEO James Falicki of Labor & Employee Relations, TCU Trustees Paul Arndt and Manuel Chavez, Communications Manager Alonzo Williams, Materiel Manager Jim Montoya, South Bay General Manager Dana Coffey, TCU Vice President Michael Winston and DEO Brian Soto of General Services. Photos by Bill Heard



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## ACCOLADES

myMetro.net welcomes reports on achievement, honors and recognition of Metro employees from community, volunteer and professional organizations. Click here to send information to [ACCOLADES](#).

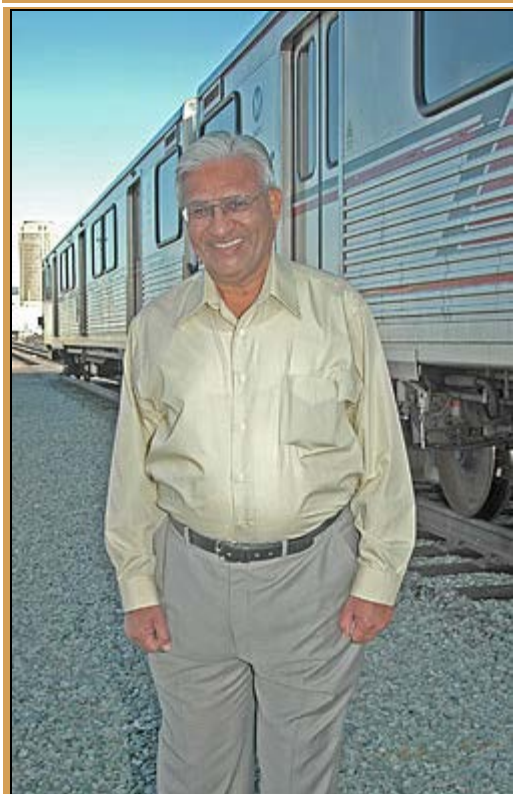


Photo by Ned Racine

### Metro's Vish Mawley Named to Transportation Committee in Ventura County

(Jan. 10, 2007) The Moorpark City Council has appointed Vish Mawley, Ph.D, an engineer in Rail Fleet Services, to serve on Ventura County's Citizens Transportation Advisory Committee, which provides input on transportation issues to the county's Transportation Commission.

He was appointed to serve a two-year term on the two-member advisory committee. Mawley is a former director of the Wilshire Chamber of Commerce and former director of the Sespe Agricultural Water Company in Santa Paula.

The Moorpark resident and MetroLink commuter has already made recommendations which will result in more protection from the elements for MetroLink riders who use the Moorpark Station.

Mawley's life-long interest in railroads began with model trains when he was six and led to 15 years spent designing rail cars in Britain, Switzerland and India. He moved to the United States from his hometown of Indore, India, in 1970.





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Metro officials dedicate the artfully designed Wilshire Customer Center. From left, CEO Roger Snoble, Board members Pam O'Connor, Yvonne Burke and David Fleming, and Metro Art and Design Manager Jorge Pardo. Below, element of building's exterior illustrates work of artist Jim Isermann, who brings the renovation to life with more than 500 folded aluminum sun screens coated in shades of blue, a combination which creates an illusion of cubes in three dimensions. Photos by Dave Sotero.



## Metro's Wilshire Customer Center Undergoes 'Extreme Makeover'

By HELEN ORTIZ

(Jan. 10, 2007) Metro officials today dedicated Metro's newly renovated Wilshire Customer Center, which has undergone an extreme makeover to make it as easy as possible for Metro customers to find the location, purchase transit fares and recover items left on Metro buses and trains.



The center is located along the famed Miracle Mile on Wilshire Boulevard, one of the busiest corridors in Los Angeles County that is used by over 80,000 Metro patrons each weekday.



From left, Metro Art and Design Manager Jorge Pardo, environmental specialist Tom Kefalas, artist Jim Isermann, Metro Design Studio environmental designer Neil Sadler and Facilities Maintenance Director Brady Branstetter take a bow at the renovation dedication. Photo by Ned Racine.

"The Wilshire Customer Center is the latest example of Metro's ongoing commitment to serving its customers," said Roger Snoble, Metro CEO. "This fully upgraded facility will make it easier for our patrons to fulfill their transit requirements, from getting a monthly pass to picking up a bicycle they may have mistakenly left on a Metro vehicle."

The Wilshire Center serves as the centralized home to Metro's renovated Lost and Found Department. Over 2,500 people per month visit this location searching for lost items. On any given day, there are approximately 100 unclaimed bicycles in the facility. Other unclaimed articles include cell phones, laptop computers, clothing, umbrellas and hand tools.

Items may be recovered here within 30 days before they are sold at auction. Proceeds from the auction are estimated at \$11,000 a year and go into Metro's general fund. All unclaimed clothing items are given to the downtown Union Mission.



Metro Customer Programs and Services Director April McKay gives Board member David Fleming and CEO Roger Snoble a tour of Metro's Lost & Found Department. Photos: Ned Racine

At one time, transit passes were only sold at bus divisions. To provide better service, customer centers were opened in four L.A. area locations. Combined, these customer centers serve more than 50,000 patrons per month and sell more than 600,000 passes a year, totaling \$18 million.

The Metro center is the original site of "Tilfords" Restaurant and Lounge, a well-touted mid-century eatery designed by famed Los Angeles architect Welton Beckett.

The customer center first opened on August 25, 1987 when the exterior was stucco and painted gray. Metro Art commissioned artist Jim Isermann, an artist known for his decorative, bold patterns and colors, to transform the façade and promote Metro awareness of the building. Isermann's eye-popping artwork consists of over 500 folded aluminum sun screen panels coated in shades of blue, a combination which creates an illusion of cubes in three dimensions.

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**All aboard:** French police officers assemble at the entrance to the Metro Red Line Hollywood/Highland Station while touring the Metro Red Line on Thursday. The officers are in Los Angeles to participate in a 10-day exchange program with Southern California law enforcement agencies.



Photos by Ned Racine

## French Motorcycle Officers Tour Metro

By NED RACINE

(Jan. 11, 2007) Thirty-eight French motorcycle officers rode the Metro Red Line yesterday as part of a 10-day exchange program with Southern California law enforcement agencies.

"What we expected for this visit in general and especially today is to see how you deal with a lot of topics that we are very interested in, because we face quite the same situation in Paris and France," said Nicolas de Leffe, Police Attaché at the French Embassy in Washington, D.C.

"They have the same worries and problems we have," said Lt. John Bayless, Sheriff's Transit Services Bureau (TSB). "Basically, it's about [using] best practices for crime solving, terrorism, graffiti and training issues."





LASD deputies accompanied the French officers to a briefing at Metro Headquarters and a ride on the Metro Red Line to Hollywood. Duane Martin, Blue Line Division Transportation Manager, (center) led discussions of cross training between Metro and LASD.

Twenty-four Sheriff motorcycle deputies, most from the TSB, accompanied the French officers on their tour.

Duane Martin, Blue Line Division Transportation Manager, told the French officers that having a close relationship between Metro Operations and Metro's security personnel "is paramount to operating a safe system." He stressed the continual training among Metro Operations and the Sheriff's Transit Services Bureau.

The French officers, who had been selected for the exchange program two years ago, also questioned Davide Puglisi, Red Line Division Transportation Manager; and Abdul Zohbi, a Systems Safety manager in Corporate Safety, during a meeting in the Windsor Conference Room. Zohbi answered questions in French.

Questions from the Frenchmen touched on the level of safety within the Metro System, why the Metro Rail system was not larger, how the Metro Red Line was constructed to survive earthquakes, Metro's anti-terrorism measures and how Metro encourages Los Angeles County citizens to ride public transit.

"I thought we had a big system, but they asked why our system was so small!" Bayless said. "The people we move in a week, they move in an hour."

Before riding from Union Station to the Hollywood/Highland Station, the



Several French officers inspect an Arwen rubber-bullet rifle.



French officers go Hollywood on this Metro Red Line ride.

French delegation watched Sheriff's Deputy Rich Faulk demonstrate the explosive-detection skills of canine deputy Deborah, a Belgian Malinois.

Several French officers fired an Arwen rubber-bullet rifle at a firing range. Particularly impressing the French was a Transit Services Bureau supervisor response vehicle.

Vincent Messenger, leader of the motorcycle officers, thought the tour was valuable, even though policing transit systems is not part of his everyday duty.

"I think its an advantage, not only for a motorcycle officer, but for any police office to know how we work from one county to another." In France, Messenger, who was visiting the United States for the first time, supervises 300 officers, including 250 motorcycle officers. He was struck by how modern the Red Line appeared.



Nicolas de Leffe, Police Attaché at the French Embassy in Washington, D.C., center, observes as LASD Deputy Rich Faulk demonstrate the explosive-detection skills of canine deputy Deborah, a Belgian Malinois.

"We have in Paris, especially, a very huge transportation system," said de Leffe, who found the Red Line particularly clean and its stations particularly large. "We have problems of safety, and we're always interested in seeing how other . . . friendly countries deal with that, manage that."

"We have 14 or 15 [rail] lines, and we have 360 stations inside Paris," de Leffe explained. The Paris Metro's first line was completed in 1900.

The French officers have also shadowed the work of the Beverly Hills Police Department, Los Angeles Police Department and Los Angeles County Sheriff's Department. The French officers will assist the Beverly Hills Police Department during at the Golden Globe Awards Jan. 15.





**Going global:** Security concerns guide efforts of international cooperation as Metro officials, French police and Los Angeles Sheriff's Department converge for a photo in front of Metro Headquarters.

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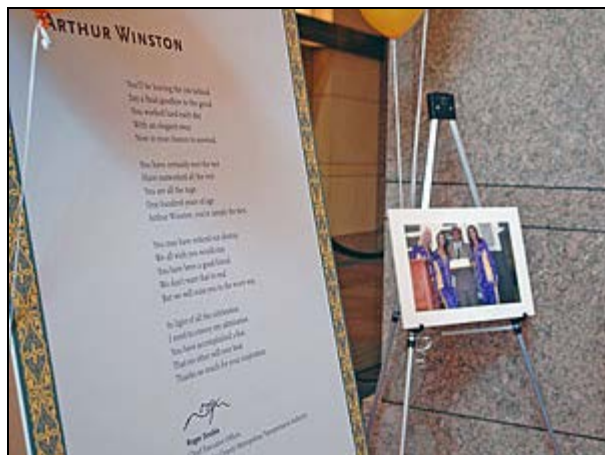
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A poem by CEO Roger Snoble and a photo with the Laker Girls are among the memories Metro employees share at the retirement celebration of 100-year-old Arthur Winston, who died April 13, 2006.

## Remembering Those in the Metro Family Who Died During 2006

(Jan. 11, 2007) Metro recorded the deaths of a number of employees in 2006, including the agency's most senior employee – Arthur Winston – who was widely respected for his integrity and dedication to service.

Winston, who retired on his 100th birthday, March 22, 2006, died in his sleep April 13.

Over a 76-year career that included 72 years of continuous service to the agency, he demonstrated a work ethic that inspired his co-workers and won recognition not only within Metro, but also from local, state and national leaders and from APTA, the transit industry organization.

In addition to Winston's obituary, myMetro.net posted funeral notices for 16 other employees or retirees and a former member of the Board of Directors.

Here, in memoriam, are the names of those we lost in 2006:

- Metro Green Line Storekeeper **Larry Magee** died suddenly, Jan. 27. Magee, 50, joined Metro in January 1987.
- Service Attendant **Annie Coleman**, wife of General Services Supervisor Joe Coleman, died Feb. 21. Coleman, 69, joined Metro in 1979.
- Transportation Operations Supervisor **Joseph (Joe) R. Singleton, Jr.**, died Feb. 23 following a long illness. Singleton, 56, joined Metro in March 1972 and left the agency on long-term medical leave in 1993.
- **Masani "Mas" Fukai**, a former member of the SCRTD and Metro boards of directors, died March 5 in Gardena following a lengthy illness. Fukai, 79, was appointed to the SCRTD Board in February 1993 and continued his service on the LACMTA Board until Dec. 31, 1995.

- **Joyce Hudson**, a records and information coordinator in the Board Secretary's Office, died March 24 following a long illness. Hudson, 58, joined Metro in August 1990.
- Retired Service Attendant **Mary S. Mendoza**, 53, died May 20 following a brief illness. She was the wife of Steve Mendoza, a field equipment technician at the Regional Rebuild Center.
- Gateway Division 10 Operator **Brian Walker** died in an automobile accident May 19. Walker, 49, had been a full-time bus operator since March 21, 1999.
- Retired Central City Division 1 Transportation Manager **Jesse Castorena** died July 3 at age 53 following a five-year battle with pancreatic cancer. He joined Metro as a bus operator in 1973 and rose through the ranks to become transportation manager at Gateway Division 10 and West Hollywood Division 7.
- **Velda Medlock**, Accounts Payable Supervising Clerk, died unexpectedly July 3. She was the proud mother of Sheri Patton, whose graduation from El Camino Community College with an AS in Fashion Merchandising was celebrated in the 2005 Metro Honor Roll.
- Transportation Operations Supervisor **Lowry Pickett** died July 14 at his home in Lynwood. Pickett joined Metro as a part-time operator in May 1981 and worked at a number of bus divisions and the Metro Blue Line.
- **Vernisa Mitchell**, 37, an administrative analyst in Operations Contract Administration, died Aug. 11 following a lengthy illness. She joined Metro in January 2001 and had been on long-term sick leave since February 2006.
- **Armando Ponce**, 45, an equipment records specialist at Central City Division 1, died Sept. 14. He was a Metro employee for over 21 years.
- **Rudy Martinez**, 52, a payroll clerk in Accounting, died Nov. 19 in a motorcycle accident in Upland. He joined Metro in 1978 and had reached his 28th year with the agency.
- Venice Division 6 Operator **Lorraine Parker**, 46, died Nov. 27, following a lengthy battle with cancer. She joined Metro in March 1999 as a BDOF operator and became a full-time operator in October, 1999.
- Retired Secretary **Rhea Parnell**, 67, died Nov. 27. Parnell joined Metro Nov. 10, 1986 as a secretary and retired on Oct. 17, 2003 as a secretary in Facilities Engineering-Operations.
- **Michael Cummings**, 56, a configuration management analyst in Construction, died Dec. 2 after a fall on Thanksgiving Day. He joined Metro in April 1996 as a secretary and later became a construction data assistant.
- **Frank Kirshner**, a retired director of Equipment Engineering, died Dec. 6. An employee for 33 years, he joined the Metropolitan Transit Authority in 1956 and later worked for the SCRTD.
- Retired Service Attendant **Henry (Hank) Macias**, 62, died Dec. 23. He joined Metro as a bus operator in 1987. Later that year, he began working as a service attendant. He retired in September 2000 from San Gabriel Valley Division 9.



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Photo by Ned Racine



Transit Security Officer Rivers Jacques recently returned to Metro from extended Army Reserve duty.

## Training Troops for Combat Provides Lessons for Transit Security

By NED RACINE

(Jan. 11, 2007) Lt. Rivers Jacques of Transit Security recently returned to Metro after serving almost four years training marines, sailors and soldiers for combat in Afghanistan and Iraq.

Jacques, a former helicopter mechanic, has 28 years of combined service in the United States Army and Army Reserve. His latest Army Reserve stint, which he described as lasting "three years, 10 months and 29 days," took him to Ft. Carson, Co.; Ft. Bliss, Tex.; and Ft. Lewis, Wash.

Serving as a command sergeant major, Jacques and his battalion trained Army, Navy, Air Force and federal government personnel, both active and reserve, who were deploying to Afghanistan and Iraq. His rank is rare in the Army Reserve, where he estimates only five percent of the 280,000 personnel are sergeant majors.

Jacques' Army Reserve battalion consists of combat support personnel, including soldiers who transport supplies, Military Police, quartermasters and combat medics. As do most Army Reserve units, his battalion concentrates on combat support while the Army National Guard serves combat duty.

Raised in a military family, Jacques joined the Army in 1978, ignoring his family tradition of Navy service.

Pictured here  
at a U.S. Army





training camp, Jacques, at right, sees parallels between his responsibilities as a command sergeant major in the Army Reserve and his responsibilities with Metro Transit Security.

### **Helos, trucks and jeeps**

"I chose to be in the Army because it was the only branch that would allow me to become a helicopter mechanic," Jacques said. After spending four years as a helicopter mechanic, he became a tank mechanic, eventually working on everything from five-ton trucks to jeeps.

He no longer repairs vehicles. "I haven't turned a wrench in probably well over 10 to 15 years because I've been in positions of higher authority and responsibility."

Now, instead of working on \$150,000 M-60 tank engines, Jacques strives to ensure his troops are proficient in their specialties, a tall order in an increasingly technological Army. "That is really the role of a command sergeant major: taking care of soldiers and really looking after their health and welfare."

"We tried to implement a lot of realism into our training by using a lot of pyrotechnics," Jacques explained. "When I was in Colorado, we had a Hollywood production company come in and put together some of our pyrotechnics. Because they do it in Hollywood movies, and they blow things up and their fireballs go way up in the air. We tried to do that with our soldiers. Not to scare them—that wasn't the intent—but to put as much realism as possible into the training."

He wanted the soldiers to understand what they would be facing in combat, to keep their guard up, to be a hard target. In hardening a target and building awareness, Jacques sees parallels between his responsibilities as a command sergeant major in the Army Reserve and his responsibilities with Metro Transit Security, where he has been a lieutenant since 2000.

### **Tactics and techniques**

"It's the same thing here at the [agency]," the New Orleans native said. "We're trying to implement new tactics, techniques and procedures to fight the war on terrorism." To better wage that fight, Jacques recently returned from Department of Homeland Security training in Alabama.

And although Metro Transit Security is not a military organization, some of what Jacques has learned in the Army Reserve informs his work at Metro.

“Our tactics are not the same,” he said. “But in terms of situational awareness, in terms of threat assessment, [Metro’s concerns are] very relevant to what we were doing in the military. A device is a device. How do you point it out? How do you know what it is? How do you identify it? Once you do identify it, what do you do?”

“We have to develop a mindset to think like the bad guy,” Jacques said. “I’m really blessed with having the opportunity to have that [military] training, and now I can bring it back to the job. It doesn’t do me any good keeping it to myself. I need to share it with the people who are going to be out there.”



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January Board Committee Meetings

Wednesday, Jan. 17

- > Planning and Programming, 1 p.m.
- > Finance and Budget, 2:30 p.m.

Thursday, Jan. 18

- > Executive Management and Audit, 9 a.m.
- > Operations, 12 p.m.
- > Construction: Cancelled

## Board Committees to Consider New Rail Line Analysis, More Development and Plan to Increase Ridership

In this report:

- [Item 6, Harbor Subdivision Analysis](#)
- [Item 7, Call for Projects](#)
- [Item 10, 1st and Lorena Development](#)
- [Item 11, Temple Street Development](#)
- [Item 12, Universal City Development](#)
- [Item 24, Metro Ridership Plan](#)
- [Item 39, Metro Red Line Station Canopies](#)
- [Item 40, 65-Foot Articulated Bus](#)
- [Item 45, Pomona and Atlantic Development](#)

(Jan. 12, 2007) A feasibility analysis of a possible new rail line, four proposed transit-oriented developments, and a broad plan to increase ridership on Metro’s bus and rail services are among topics that will come before Board committees in January.

**Item 6, Harbor Subdivision Analysis.** A feasibility analysis to be presented to the Planning and Programming Committee describes four alternatives and six operating scenarios for rail and bus transit on the Harbor Subdivision, a 26-mile Metro-owned rail right-of-way that connects downtown LA, LAX and Wilmington. Metro bought the right-of-way in 1992 from the former Atchison, Topeka and Santa Fe Railroad, now Burlington Northern Santa Fe.

The feasibility analysis examined each potential mode of transit, but did not conduct in-depth environmental review or community outreach and provides only a rough order of magnitude cost and ridership forecast.

The analysis looked at four operating scenarios for two types of DMUs (self-propelled diesel-powered rail cars), light-rail trains and Bus Rapid Transit. The analysis indicates that “there are no fatal flaws to implementing certain types of passenger transit service,” however, more in-depth environmental and community outreach would be needed, according to a staff report.

**Item 7, Call for Projects.** The Planning and Programming Committee will consider a motion to approve \$86.3 million in supplemental funding to cover cost increases incurred by outside project sponsors for 46 transportation-related projects previously funded in the Call for Projects. The projects range from arterial improvements and interchange reconstruction to bike paths and pedestrian walkways.

The committee also will be asked to approve implementation of the LA River/Taylor Yard pedestrian bridge and bikeway access project as a joint City of Los Angeles-Metro project.

**Item 10, 1st and Lorena Development.** A proposal to construct a mixed-use development at 1st and Lorena streets near the Metro Gold Line extension in East Los Angeles goes before the Planning and Programming Committee for discussion.

A motion would authorize the CEO to negotiate with the developer, 1st and Lorena LLC, to build 43 housing units, retail space and two community rooms, along with 94 parking spaces. The design of the 34,494 square foot site, originally intended for location of a traction power sub-station, has been modified to also accommodate the proposed development.

**Item 11, Temple Street Development.** The Planning and Programming Committee will consider a motion authorizing the CEO to negotiate with a firm proposing a retail and housing development on the 1.2-acre Metro Bus layover zone at the intersection of Temple and Beaudry streets, just south of the 101 Freeway.

The developer, Temple and Beaudry LLC, plans to construct a three-level parking structure and a five-story building with 145 residential units and 11,436 square feet of retail space. The development would be built above a bus garage with space for approximately 24 buses, employee accommodations and restrooms. Construction would begin in 2009.

**Item 12, Universal City Development.** The Planning and Programming Committee will consider a motion authorizing the CEO to negotiate with Thomas Properties Group, Inc., of Los Angeles, which is proposing to build a retail, office and entertainment production project with parking structures at the Universal City station.

The first phase of the proposed project would be a five-story, 200,000 square foot production facility, retail space, a parking structure and a 23-story, 450,000 square foot office building. The production building would include broadcast facilities for NBC/Universal TV entertainment and news programs. The second phase would be an approximately 22-story, 400,000 square foot office building with a parking structure.

**Item 24, Metro Ridership Plan.** In a report to the Executive Management and Audit Committee, the Metro Communications staff will recommend a comprehensive plan aimed at increasing ridership by five percent over the next three years. The report notes that Metro's ridership grew by 4.5 times the national average in 2005 and that so far this fiscal year ridership has been trending at 4.9 percent growth. Such growth could mean an additional \$8.4 million in annual farebox revenues, the report says.

The plan calls for increasing ridership by realigning existing service through Metro Connections and other programs; adding more

“customer-driven” services such as Metro Rapid and Rapid Express lines; and investing more resources in marketing and advertising, especially on TV and with direct mail.

In addition, the plan proposes that Metro maintain the “best fleet on the street” with maintenance programs that would include zero graffiti tolerance; providing customer information through such means as improved signage and 24-hour customer information; improving the “customer environment” with additional amenities, positive operator-customer relations, the use of station agents at some rail stations and transit centers and other programs; and eliminating barriers to transit use by promoting the use of the day pass, regional fares and other means.

**Item 39, Metro Red Line Station Canopies.** The CEO would be authorized to award a contract for preliminary design of 14 canopies to cover escalators and stairs that are exposed to the weather at nine Metro Red Line stations, under a motion before the Operations Committee. Although not currently required, installing the canopies would bring the escalators into compliance with the latest national escalator safety code.

The canopies would be installed at the Civic Center, Pershing Square, Westlake/MacArthur Park, Wilshire/Normandie, Vermont/Beverly, Vermont/Santa Monica, Vermont/Sunset, Hollywood/Western and Universal City stations. The Board report says the canopies would be designed to become “respected urban landmarks while clearly identifying station entrances....”

**Item 40, 65-Foot Articulated Bus.** The Operations Committee will consider a motion authorizing the CEO to modify a contract with bus manufacturer NABI to provide one 65-foot articulated bus. Metro’s current artics are 60 feet long and adding five more feet would increase seating capacity by nine seats or 15.7 percent. According to the staff report, service on the Metro Orange Line could be improved with higher capacity buses.

The 65-foot artic would be operated primarily on the Orange Line, but also could be tested on some city streets. The Metro staff also recommends that, in addition to increased length, the bus would be used to test a new “frameless” window design. Total cost of the project – five-foot extension and windows – is not to exceed \$100,000.

**Item 45, Pomona and Atlantic Development.** The Planning and Programming Committee will consider a motion authorizing the CEO to enter into a joint development agreement with a development firm, Atlantic Partners, LLC, that plans to construct a housing project on a 1.12-acre site owned by Metro at Pomona and Atlantic boulevards in East Los Angeles.

The project would include approximately 130 senior housing units and a shared parking structure with 200 parking spaces for the exclusive use of Metro, its patrons, employees and others. Under the proposal, Metro would pay the developer up to \$4.3 million to cover the agency’s portion of parking structure.





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Sheriff's deputies patrol the Metro Gold Line platform at Union Station.



Photo by Gayle Anderson

## Los Angeles Region Could Receive up to \$7 Million in Homeland Security Funds to Increase Transit Security

By DAVE SOTERO

(Jan. 12, 2007) The U.S. Department of Homeland Security has announced that the greater Los Angeles area is eligible to receive up to \$7 million to enhance security measures for the region's public transportation infrastructure.

Under the Department's FY 2007 Infrastructure Protection Program, funding would become available for a wide range of transit security measures, including strengthening the bus and rail system against explosive attacks, preparedness training, equipment purchase, training exercises, security management and administration costs.

Metro will soon present a complete application for the funding. Grants are scheduled to be awarded this Spring.

The funding represents a 14 percent increase over Homeland Security's previous year allocation of \$6.2 million for the region.

"Additional Homeland Security funds are critically needed for our region, and will enable us to harden our security to deter terrorist threats against our expanding transportation system," said Gloria Molina, Los Angeles County Supervisor and Metro Board Chair. "We are heartened to see an increased percentage of allocated funding this year as we work to

make our system the best and safest transit system possible.”

**Los Angeles has "Tier 1" status**

Homeland Security has listed the greater Los Angeles region as one of eight “Tier 1” major urban areas nationwide eligible for the funding. Funding levels are based on analysis of risk and effectiveness of the proposed investment.

More than \$171 million has been made available this year under Homeland Security’s Transit Security Grant Program. Also new this year, The program has been expanded to ferry systems, which will generate an additional \$122,581 in ferry security funds for the greater L.A. area. Other departmental grant allocations, such as intercity bus security, have not yet been announced.

Metro has received previous funding from Homeland Security. In 2005, Metro and two regional transit agencies received \$6.9 million for transit security programs. And in 2004, Metro received \$5.4 million in transit security grants, bringing the two-year total to \$12.3 million.

Metro currently contracts with the Los Angeles County Sheriff’s Department (LASD) to provide transit security on all Metro Buses and Metro Rail trains.

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## Sheriff's Investigation Nabs Alleged Tagger of Metro Rail Cars

By NED RACINE

(Jan. 16, 2006) A December search of a Hollywood home netted Transit Services Bureau (TSB) Special Unit detectives a bounty of Metro signage and assorted tagging tools.

Serving a search warrant at a North Wilcox Avenue address on Dec. 20, detectives discovered Metro signage and the tagging tools.

Sheriff's deputies booked the suspect, a 17-year-old male, at the West Hollywood Sheriff's Station. During the post-booking interview, the suspect admitted to possessing the Metro signs and damaging Metro rail cars, according to a TSB report.

The suspect was released to his mother.

Based on information obtained during the interview, Sheriff's Detective Frank Richter plans to conduct other searches for suspects that contributed to the damage of Metro property.

The investigation began with the Oct. 27 arrest of the 17-year-old living at the Wilcox address. Arrested at the Universal City station, the juvenile was cited for fare evasion and possession of vandalism tools.

According to Sheriff's Sgt. Augie Pando, the juvenile possessed more than 200 pre-printed "slap tags" bearing the tag name "DINO," including a backwards "N." After his arrest, the juvenile admitted his tagging name was DINO, Pando said.

When arrested, the juvenile – who was splattered with paint – said he was on summary probation for a previous arrest for over \$50,000 in vandalism, according to the report.

On Nov. 2, a TSB Special Unit team discovered two trains vandalized with the tag moniker DINO. On Nov. 14, two more trains were found with similar graffiti. The damage to the four trains totaled approximately \$10,000.





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## Committee Recommends Subway to Beverly Hills City Council

- Proposes stations at Beverly Drive and La Cienega

(Jan. 17, 2007) A committee formed to study mass transit options on the Westside presented its final report and recommendations, recently, to the Beverly Hills City Council.

The Mass Transit Committee unanimously:

- Acknowledged the need and benefits of a Westside Subway Extension to serve the City of Beverly Hills.
- Recommended a Wilshire Boulevard alignment extending from Wilshire/Western and continuing to Century City and beyond.
- Noted its preference for a subway that remains under Wilshire, then heads southwest under Santa Monica to connect to Century City, rather than under commercial and residential properties.
- Recommended two stations in Beverly Hills – one at or near Beverly Drive and Wilshire, and one at or near La Cienega and Wilshire.
- Determined that the recommended stations "appear feasible as to the construction of the stations and manageable with respect to operations, security and potential disruption during the construction phase."

While the committee was only charged with recommending alignment and stations, the report also summarizes its findings on related issues such as security and crime.

The City Council plans to discuss the issue in the near future, take public input, and develop a formal city position on a possible subway extension.





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Prolific Tagger Sentenced to State Prison

By Ned Racine

(Jan. 17, 2007) Louie Hernandez, a 20-year-old tagger from Huntington Park, pleaded guilty, Tuesday, to 17 counts of felony graffiti vandalism of Metro property.

According to Sheriff's Sgt. Augie Pando, Herandez signed a written confession and admitted responsibility for 17 cases of felony graffiti vandalism, totaling more than \$31,000 in damage.

After pleading guilty in Los Angeles County Superior Court, Hernandez was sentenced to four years and four months in the California state prison system.

After a large number of graffiti vandalism incidents on Metro buses, passenger stations and trains, the Sheriff's Transit Services Bureau began an investigation. Deputies later identified the tagger as Louie Hernandez, whose moniker was "Gloer."





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**UPDATE:** (Jan. 18, 2007) Metro Board Chair Gloria Molina released a statement, Thursday, expressing concern about how the mercury spill incident was handled by Metro and other agencies. She called for a "thorough, joint, top-to-bottom investigation on how this incident was handled and what protocols were or were not followed...(and)...on how their existing protocols can be strengthened." The report is due in 30 days. Molina's statement also noted that the mercury spill "did not pose a danger to the public."



Five men, who may have witnessed a mercury spill at the Pershing Square station, are being sought for questioning. A Sheriff's news release focuses on the man pictured above, at left. Download: [LASD Bulletin](#).

LA Terrorism Task Force Investigating Possible Mercury Spill

- Amount of mercury spilled at Pershing Square station not a danger to people

(Jan. 18, 2007) LA's Joint Terrorism Task Force is investigating an apparent spill of poisonous mercury on the platform at the Pershing Square station late on Dec. 22, 2006.

A bulletin issued by the LA County Sheriff's Department seeks information on five men whose images were caught by surveillance cameras in the station. The men could have witnessed the incident and are sought for questioning.

A later news release focused on one young man pictured in the bulletin who was observed on the platform at 10:45 p.m., Dec. 22.

According to the news release, the surveillance video shows the man appearing to "spill a vial of liquid onto the platform." He then went to a nearby call box. In a call recorded by the Rail Operations Center, a man said there had been a mercury spill at the station.

The Joint Terrorism Task Force has no evidence to suggest that the incident is terrorist-related or even criminal in nature, said Sheriff's Detective Dan Regaldo, who along with Detective Keith Schumaker is involved in the investigation.



Regaldo said the Sheriff's HAZMAT team determined that the amount of liquid spilled on the platform was not enough to injury anyone.

Meanwhile, Transit Services Bureau deputies began posting flyers with photos of the possible witnesses at all Metro Red Line stations on Wednesday, Regaldo said.

Anyone with information about the incident should contact Regaldo or Schumaker at 922-3543 or 323-563-5000.

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## Services Scheduled for James W. Cragin, Former Metro Board Member

- James Cragin was instrumental in setting Metro's clean-air policy



**James Cragin**  
1924-2007

By NED RACINE

(Jan. 18, 2007) A Saturday mass is scheduled for James W. Cragin, a former member of the Metro Board, who died Jan. 13 after a long battle with Parkinson's disease and cancer. Cragin was 82.

A rosary will be said for the former Gardena councilman at 7 p.m., Friday, at St. Anthony of Padua Catholic Church in Gardena. At 11 a.m. the next day, a mass will be celebrated at St. Anthony's, located at 1050 West 163rd Street, Gardena, CA 90247.

Cragin will be buried at Holy Cross Cemetery, 5835 West Slauson Ave., Culver City.

Born in Los Angeles in 1924, Cragin joined the U. S. Navy after high school and served three years on the USS Idaho during World War II.

He served as president of the Gardena Citizens Advisory committee before being appointed to the Gardena City Council. He later served 17 years as an elected Gardena councilman and was voted into the Gardena Wall of Fame. He also served on the board of the Sybil Brand Institute.



James Cragin, one of the original members of the Metro Board of Directors, receives resolution of commendation from Board Chair Yvonne Burke at board meeting held April 26, 2001, also attended by wife Mary, pictured at right. Cragin, a former mayor of Gardena and a member of the City Council for almost 20 years, represented communities in the South Bay Region of the League of Cities. He had served on the Board since Feb. 1, 1993.

Nominated by the City Selection Committee to serve on the Metro Board in 1993, Cragin remained on the Board through 2001, frequently serving on the Executive Management and Operations committees.

**Clean Air Initiative**

In a memo to the Board of Directors, CEO Roger Snoble said Cragin was instrumental in adopting Metro's Clean Air Initiative and Policy. Today, Metro operates more than 2,300 alternative fueled Metro buses.

"During his tenure, he spent tireless hours working to improve transportation for Los Angeles County," Snoble wrote. "Metro is a better agency for having known and worked with Director Cragin – a dedicated transit leader. He will be sorely missed."

Cragin is survived by his wife, Mary, and his children Carol, John, Gary, and Larry. His brother, Harold, 25 grandchildren and seven great grandchildren also survive him.

He is also survived by his wife's children Nancy Lye, Kathy Scherer, John Scherer, Bill Scherer, Robert Scherer, Tim Scherer, Paul Scherer and Dave Scherer.

The family asks that any contributions in Cragin's memory be made to the National Parkinson Foundation.



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Central LA Students to Attend Rail Safety Program at Union Station

- Metro's participation will include Metro Experience mobile theater

By ELIZABETH LEIDER

(Jan. 19, 2007) Between 600 and 1,000 fifth-graders from Central Los Angeles area schools will participate next month in a rail safety program at Union Station.

Metro Transit Education Programs along with the San Bernardino Railroad Historical Society, Amtrak, Metrolink and California Operation Lifesaver will take part in the Educational Outreach Program.

Students will learn about railroad safety, modern railroads, railroad history, train travel and the importance of railroads in the economy.

Students will get to see four trains, both historic and modern. The highlight will be locomotive 3751, a fully functional steam locomotive. Locomotive 3751 was built in 1927. Its main job was to haul passenger trains for the Santa Fe Railroad.

The students will also visit the Metro Experience mobile theater, which delivers a message of rail safety through a 3D movie adventure.

On Sunday, Feb. 11 from noon to 5 p.m., there will be an open house for the general public at Union Station Track 13. Metro employees are invited to attend. From Monday Feb. 12 through Friday Feb. 17, the activities are reserved for students only.





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## Hazardous Materials Training Planned for Metro Rail Staff

- Training in response to concern over mercury spill at Pershing Square station
- Sheriff's deputies interviewing possible witnesses to incident

(Jan. 19, 2007) The Sheriff's Transit Services Bureau (TSB) plans to launch hazardous materials training sessions within the next week or so for Metro Rail personnel.

The training sessions are being planned in response to concern voiced Thursday about a mercury spill, Dec. 22, on the platform at the Pershing Square station.

A video of the incident appears to show a man crouched on the platform, then dropping a vial of liquid which spills on the floor. Eight hours passed before the TSB was notified and cleanup of the spill began. Board Chair Gloria Molina has called for an investigation of the response to the incident.

When exposed to air under certain circumstances, mercury can be poisonous. No one was injured in the incident and the HAZMAT personnel who responded to the scene said the amount of mercury spilled was not enough to injure anyone.

Sheriff's detectives said Thursday there was no evidence to suggest the incident was terrorist-related or even of a criminal nature.

## Talks by experts

Lt. Holly Perez, a Metro Rail watch commander, said Friday that the training sessions planned for Metro Rail employees could include a HAZMAT video and talks by experts from the Sheriff's arson and explosives details, the terrorist early warning group and the LA County Fire Department.

Previously, security training for Metro Rail personnel involved recognition of suspicious packages, powders and liquids and the proper response to possible terrorist-related incidents.

Following Thursday's extensive local and national press coverage and the posting of flyers in the subway, TSB deputies have been interviewing witnesses who may be able to provide leads to the man shown in the surveillance video, according to Transit Police Chief Cmdr. Dan Finkelstein.

Finkelstein said Metro Rail personnel at all levels should be trained to properly respond to incidents such as the mercury spill. "We need to think differently now than we did prior to 9/11 and before the terrorist

strikes in Madrid and London.”

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TOS Vincent Wilkes coaches disadvantaged kids in year-round basketball program. | Photo by Carlos Baez

## Metro's Vincent Wilkes Rekindles Dreams by Coaching Kids

- Year-round basketball program helps disadvantaged children

By JORI STERN

(Jan. 19, 2007) Instead of forsaking his dreams of a coaching career, Vincent Wilkes, a transportation operations supervisor at Operations Central Instruction, chose to recapture those dreams through his volunteer efforts helping children.

"I love kids," he says. "To see them blossom and develop, and to be able to teach them and see them respond, that's where the pure joy of teaching comes in."

That's also where Hoopmasters, a year-round basketball program which works with disadvantaged children, comes in.

His philosophy is be your best at whatever you do and Wilkes makes sure the kids follow his lead. The Hoopmasters children, who come from all social and economic backgrounds, range in age from 5 to 17.

The kids can participate as part of two leagues. One a practice league, the other a league that travels to locations, including the regional finals in Florida.

### Made it to the finals

Last year, Wilkes's team of 9- to 10-year olds were good enough to make it into the regional finals but could not go. It's an expensive venture physically, financially, and emotionally, and often hard on the younger ones and their parents. This year he coaches 12-, 13-, and 14-year olds.

"This is the time when they really know what they want to do with their lives," Wilkes says.

After giving up coaching years earlier to focus on his career at Metro, Wilkes found his way back to coaching through Hoopmasters.

He became involved with the organization after joining his brother, who was a volunteer coach.

Wilkes's influences may range in life experience, but not in spirit. One

football coach he recalls fondly was Larry Boglin who, despite having one arm, would be out on the field making tackles with the team and pushing them hard.

**‘Never give up and never quit’**

“He was tough and a little guy, too, but he taught me to never give up and never quit,” Wilkes says. “You’ve got to have that desire to keep moving and drive on; if you say you can’t, then you won’t. You gotta believe.”

John Wooden the former UCLA basketball coach, also played a positive role in Wilkes’s life. He models himself after Wooden’s pyramid of success.

Wooden taught a five-tier pyramid of success, little elements that he chose to work on every day that he believed would make him successful. Wilkes follows this pyramid and makes sure every one of his players has a copy.

“Whatever you’re going do, be the best,” Wilkes says enthusiastically. “[The kids] just need to believe and have confidence in themselves, they don’t have to be on the basketball court, just be a good person.”



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**Metro Seeks \$1.77 Billion in State Funds for Traffic Relief**

(Jan. 23, 2007) Metro is asking the California Transportation Commission for \$1.77 billion in traffic congestion relief funding that would be used for improvements to HOV lanes and other roadwork, along with intelligent transportation systems in LA County.

Following action by the Metro Board in December, the agency filed an application with the CTC, last week, for funding from the statewide Corridor Mobility Improvement Program ("the Corridor Mobility Program).

Sixty percent of the \$2.7 billion statewide total must be programmed for use in the 13 Southern California counties. California voters authorized the Corridor Mobility Program last November as part of Proposition 1B.

An 86-page proposal prepared by members of the Metro Countywide Planning and Caltrans District 7 staffs calls for spending the funds for projects on I-5, I-405, I-10 and state Rt. 138.

Recommendations on apportioning the funding are expected from the CTC staff, Feb. 20, with adoption of the initial program expected at the CTC special meeting, Feb. 28, in Orange County.





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West Valley Division 8 Operator Gloria Jefferson, at right, receives commendation from Assistant Transportation Manager Rachel Bird



## Operator Gloria Jefferson Rescues Customer's Christmas

(Jan. 23, 2007) West Valley Division 8 Operator Gloria Jefferson, shown at right with Assistant Transportation Manager Rachel Bird, came to the rescue, recently, when a customer left an expensive digital camera aboard her Line 245 bus. Passenger Nell Levy had bought the camera only an hour before from a Valley store as a present for a young relative. Apparently distracted by the holiday rush, Levy forgot to take the camera with her when she left the bus. Jefferson found the camera, reported it to the Bus Operations Center and turned it in when she returned to Division 8. Luckily, the receipt with Levy's name on it was still inside. When Levy returned home, her answering machine gave her the good news. "She was elated and couldn't believe someone was calling her to pick up the camera," said Jefferson. "I'm happy. I knew that camera was someone's Christmas present." Jefferson, who joined Metro in December 1999, received a commendation for her prompt action in reporting the lost camera.





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**UPDATE: Mercury Spill Suspect in Custody**

Sheriff's Transit Services Bureau detectives today took into custody a man suspected of spilling mercury at the Pershing Square station. The man is being held for questioning in the Dec. 22 incident. Two warrants already had been issued for the man in unrelated drug cases, according to Transit Police Chief Cmdr. Dan Finkelstein.

**HazMat Training Begins for Rail Staff in Wake of Mercury Incident**

By BILL HEARD, Editor

(Jan. 23, 2007) Hazardous materials recognition and response training for Metro Rail personnel began Monday in the wake of last week's concern about a Dec. 22 mercury spill at the Pershing Square station.

The first classes were held with surveillance TV observers and transportation operations supervisors at the Rail Operations Center. The classes will continue until all Metro Rail employees and Facilities Maintenance personnel who maintain the rail system are trained, according to Transit Police Chief Cmdr. Dan Finkelstein.

A one-hour training session provided by the Sheriff's Transit Services Bureau, according to Lt. Holly Perez, concentrates on hazardous materials recognition and reaction.

Beginning Wednesday, Metro will provide a two-and-a-hour refresher training course focusing on the agency's existing hazardous materials response plan. The classes will meet several times a week and will include lectures and PowerPoint presentations covering how frontline personnel should react in emergency situations.

"I feel really good about what we're doing and how we're going to train every body," said Michelle Brown, Metro Green Line transportation manager and training course coordinator. "We're very serious about this."






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## Sector Governance Council Public Hearings Scheduled for February

- New Metro Rapid, Rapid Express Lines being considered

By RICK JAGER

(Jan. 24, 2007) Metro's five service sector governance councils will hold public hearings in early February to receive community comment on proposed Metro Bus service modifications and enhancements.

Approved changes, following the hearings and formal adoption by the governance councils, will become effective June 24 or later.

Service enhancements being considered include implementation of a new Metro Rapid line along Santa Monica Boulevard, the implementation of a new Rapid Express service on Wilshire Boulevard and the creation of two new lines in the San Fernando Valley.

Metro also is seeking public input as it begins studying a possible express line that could operate between the North Hollywood Metro Red Line and Orange Line stations and the Metro Gold Line with stops in Burbank and Glendale.

The proposed service modifications are designed to improve the efficiency and effectiveness of the bus system through better use of resources.

The governance council public hearings are scheduled in the:

- San Fernando Valley Service Sector, 6:30 p.m., Wednesday, Feb. 7, at the Marvin Braude Constituent Service Center, 6262 Van Nuys Blvd., Van Nuys.
- Gateway Service Sector, 5 p.m., Thursday, Feb. 8, at The Gas Company, 9240 Firestone Blvd., Downey. the governance council's monthly meeting will begin at 2 p.m.
- South Bay Service Sector, 9:30 a.m., Friday, Feb. 9, at the Carson Community Center, Room 209, 801 E. Carson, Carson.
- San Gabriel Valley Service Sector, 5 p.m., Monday, Feb. 12, at the sector offices, 3369 Santa Anita Ave., El Monte. The governance council's monthly meeting will begin at 5 p.m.
- Westside/Central Service Sector, 5 p.m., Wednesday, Feb. 14, at the La Cienega Tennis Center, Sunset Room, 325 S. La Cienega Blvd., Beverly Hills.



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## Hazardous Materials Response Training Begins for Metro Rail Personnel



Photo by Ned Racine

Industrial Hygienist Collins Kalu of Metro Corporate Safety, pictured above, at right, with Metro Blue Line Transportation Manager Duane Martin, discusses hazardous materials and first-responder awareness during a training class, Wednesday, for some 35 rail managers and supervisors. The class was conducted at Metro Red Line Division 20. All Metro Rail personnel and Facilities Maintenance employees who maintain Metro Rail facilities will participate in the two-and-a-half-hour training class. The training, along with an hour-long class provided by the Sheriff's Transit Services Bureau, was developed in response to concern about a Dec. 22 mercury spill at the Pershing Square station.

## Suspect Arrested in Mercury Spill; Authorities Researching Criminal Charges

(Jan. 24, 2007) Sheriff's detectives arrested Armando Bustamante Miranda, Tuesday, as a suspect in the mercury spill at the Pershing Square station. He is being held at the Twin Towers Jail.

Detectives, meanwhile, are working with the LA County District Attorney's office to research appropriate criminal charges – state or federal – to file against the suspect in the Dec. 22 incident, according to Transit Police Chief Cmdr. Dan Finkelstein.

Finkelstein said he also will recommend seeking restitution from Bustamante Miranda, 27, for the effort



Armando Bustamante

involved in the cleanup.

Miranda, 27, is being held in the Twin Towers Jail.

During questioning, the suspect told Sheriff's Det. Dan Regalado that he had found the vial of mercury – a hazardous substance – in a dumpster in West LA. He told the detective he was showing it to passengers at the rail station in hopes of selling it to support his drug habit.

Two warrants had been issued against Bustamante Miranda in unrelated drug charges.

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Metro officials and executives from Italian rail car manufacturer AnsaldoBreda, Inc. officially welcome the new 2550 light rail vehicle on a test run at Union Station July 28, 2005. Photo by Gayle Anderson

## Metro's Newest Light Rail Car – the 2550 – Preps for Debut on Gold Line

By NED RACINE

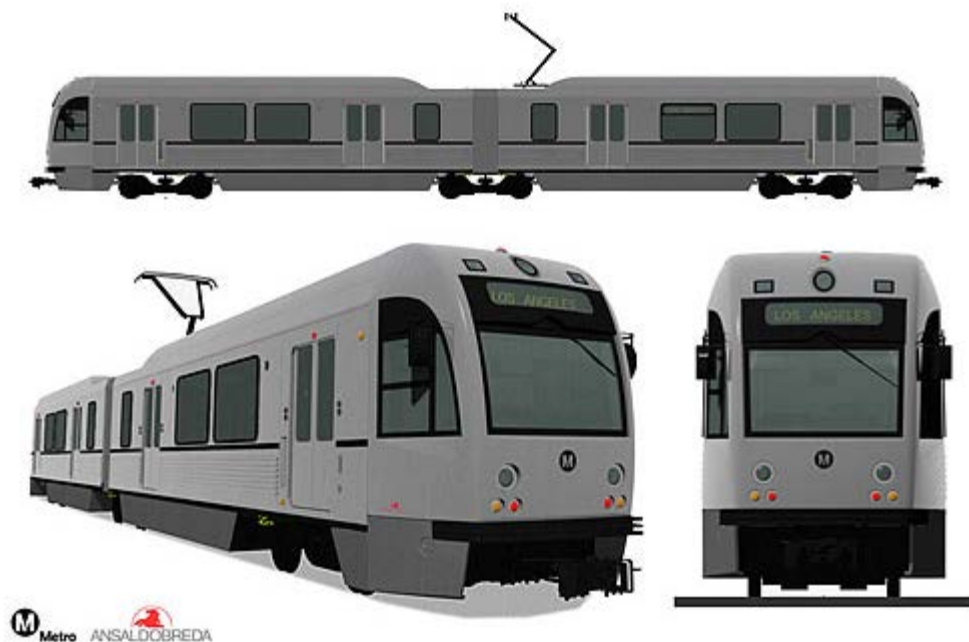
(Jan. 25, 2007) The sleek 2550 light rail vehicle will soon debut on the Metro Gold Line, offering Rail Operations more flexibility in eventually transporting riders along the agency's three light rail lines.

Unlike earlier light rail cars, the 2550 vehicle will service all Metro light rail lines: Blue, Gold, Green and the Gold Line Eastside Extension, currently under construction. This is possible because the 2550's electronics adapt to the signaling systems of each light rail line.

Metro has tested the 2550 prototype vehicle since it was flown to Los Angeles in June 2005. The first three "production cars" were received from the manufacturer recently and two more cars, each costing \$2.9 million, are expected to arrive in February.

Metro has ordered 50 of the 90-foot-long vehicles, each weighing a trim 5.4 tons, from AnsaldoBreda of Naples, Italy, also the manufacturer of the 104 heavy rail vehicles used on the Metro Red Line.

The 2550 contract includes two 50-car options for the procurement of additional rail cars. The last of the 50 cars from the current order will reach Rail Operations in 2008.



Each car seats 76, including space for four wheelchairs. The cars feature a stainless steel body and eight doors, each door compliant with the Americans with Disabilities Act. Because of its floor plan, the 2550 presents fewer obstacles to riders using wheelchairs or walkers.

Enhanced security features in the 104.75-inch-wide cars include six video surveillance cameras and two silent alarms. Combining a global positioning system with six interior public address speakers, each car will automatically announce its arrival at the light rail stations.

The air-conditioned cars have a maximum speed of 65 miles per hour.



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## Visitors from Russian Khabarovsk Region tour Metro to Research Accessibility Measures

Photos by Gayle Anderson



Metro's ADA Compliance Administrator Chip Hazen, at right, and Los Angeles City ADA Compliance Officer Mitch Pomerantz, with guide dog Scotch, host tour of Metro system for visiting delegation from Khabarovsk, a far-away region located in the eastern Russian province of Amur near the China border. The 10-member delegation, along with an interpreter and guide, visited Metro Headquarters on Jan. 24 to learn about Metro's accessibility compliance programs for customers with disabilities. The group toured Metro Headquarters and Metro Rail, reviewing accessibility advances on the Metro Red Line and taking a ride on the Metro Gold Line to Heritage Square/Arroyo Station and back. Chip Hazen, Metro's ADA Compliance Administrator, discussed the accessibility of the rail service. Roman Alarcon, Bus Operations Control Director, demonstrated the various services provided by Metro Rail, including purchasing fare on the TVMs, the textured platform guideways, Braille signage, emergency systems and even handicapped parking zones. During their 15-day stay in Los Angeles, the delegation met with other agencies to learn about other accessibility innovations and compliance measures.



Chip Hazen and interpreter Anna Sokolova lead tour on a Metro Gold Line trip to Heritage Square/Arroyo Station.



Union Station bathed Khabarovsk visitors in afternoon light.



Roman Alarcon demonstrates emergency station at the Metro Red Line platform of Union Station.



A member of the delegation presents a brochure from Khabarovsk to tour leaders as a token of appreciation.



Representatives from "Rights of the Disabled" organization of Khabarovsk gather in front of the East Portal for a photo. Tour leaders are Metro ADA Compliance Administrator Chip Hazen, second from right, and Los Angeles City ADA Compliance Officer Mitch Pomerantz, with guide dog Scotch, center left.


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## Mark Maloney Sees a Real Challenge in Westside/Central Sector

- General manager wants to improve service and bus fleet appearance and reduce accidents by focusing resources on operators and maintenance staff

By BILL HEARD, Editor

(Jan. 25, 2007) Later this month, General Manager Mark Maloney will board as many buses as he can ride and take a hard look at on-street operations in his Westside/Central Service Sector.

The "line saturation" – which also will involve sector staff, Bus Operations Control personnel and Sheriff's deputies – will touch every one of the 16 Westside bus lines. It will take about six months, Maloney estimates, to review every line.

The team will determine whether buses are pulling out of the sector's three operating divisions on time, look at whether road conditions are causing delays, talk to operators about service issues and informally survey customers about the service being provided. The information can be used to refine bus schedules and improve service.

Maloney, 42, became a general manager last June following three years as deputy executive officer in charge of Metro's contract bus lines, Access Services ADA paratransit operation, the Freeway Service Patrol and freeway call box programs. He retains responsibility for those programs, which are now overseen by Deputy Executive Officer Mike Greenwood.

Maloney, who succeeded former General Manager David Armijo, soon discovered that the Westside is perhaps Metro's most challenging sector.

### Heaviest traveled lines

Its bus lines are some of the heaviest traveled – Metro Rapid Line 720, alone,



Westside/Central General Manager Mark Maloney oversees bus operations in some of Metro's heaviest-traveled transit corridors. His three divisions are among the agency's busiest.

### Meet Mark Maloney: General Manager of Westside/Central Service Sector

Mark Maloney joined Metro in June 2003 as deputy executive officer, Transportation Contract Services. During the seven previous years, he managed contract transit services for the City of Glendale.

Maloney began his transportation career in 1988 as a planning technician at the Orange County Transportation Authority. During his eight years at OCTA, he also served as superintendent of service planning and manager of the new service department.

As manager of new service, Maloney was responsible for planning, development and implement of local bus service, rail feeder service, commuter express service and rideshare services. Most recently, he was project manager for computer automated scheduling and service



carries some 50,000 passengers a day. It has some of the longest lines in the system; operates in some of the area's worst traffic; and serves a number of politically sensitive communities.

planning.

Maloney is a 1987 graduate of USC where he earned a bachelor's degree in public administration, urban and regional planning. He and his wife, Vanja, a paralegal in an Orange County law firm, live in Lemon Heights with their 13-year-old son Patrick.

All this, he says, "just makes it that much more difficult to manage and provide quality service, to have good schedules that reflect the traffic patterns."

But, Maloney is proud of the way his staff and employees at Divisions 6, 7 and 10 are stepping up to the challenge. In addition to the Westside/Central staff, the sector operates more than 570 buses and counts some 950 bus operators and 250 maintenance employees, along with 72 division transportation and maintenance managers and supervisor.

**'Everyone who drives by one of our buses is a customer. They're all taxpayers and they're the ones providing the service. They expect to see their tax dollars looking as good as possible and know that we're using them wisely and that we have a good product.'** — Mark Maloney, general manager, Westside/Central

Since taking over the sector, Maloney has concentrated on improving safety and reducing accidents, improving service quality and on-time performance and the return-to-work program for operators on sick leave.

Reducing the number of on-the-road accidents has been particularly vexing, he says, because about 40 percent involve articulated bus driver's side mirrors that are damaged by passing vehicles. A minor accident, but one that takes a bus out of service to properly report the incident.

Solutions to this problem, Maloney says, may include finding ways to increase visibility of the mirrors to oncoming vehicles, making modifications to the mirrors, or modifying the spring-like curb feelers on buses so operators can maneuver closer to the curb at bus stops and stay farther out of the line of traffic.

#### **'Slows down operation'**

The mirror problem "definitely slows down our operation and affects our accident numbers," Maloney says. "The severity of accidents has declined over time, but the accident numbers stay up because of these incidents."

Fixing things also applies to the three Westside/Central operating divisions. Facilities at Division 10 and Division 7 have seen recent upgrades. Plans also are underway to increase the height of the wall surrounding the West Hollywood division to reduce noise in the adjacent neighborhood.

At Division 6, heavy repairs have been made to the transportation and maintenance buildings and to the bus washer. Metro had planned to close the Venice property and move the division to a new location, but that plan fell through. Maloney now expects to operate from the current location for a few more years.

Metro Connections, the plan for a major restructuring of bus service, will begin implementation this year.

“Because we’re so corridor-driven, our Metro Connections changes won’t be that great,” Maloney believes, although he notes that downtown service may change dramatically if a transit hub is located there for incoming Metro Bus lines. That would reduce the number of bus lines running through downtown.

**Introducing Rapid Express**

The sector also will add more Metro Rapid service and, in June, will introduce the new Rapid Express. That service will make only four stops between Wilshire/Western and Santa Monica.

Whatever the future holds for the Westside/Central sector, Maloney wants bus operators to be the eyes and ears of the sector as “frontline customer service representatives.” And he expects to provide the resources they need to do their jobs.

“It’s not easy being an operator on the Westside,” he says. “We run full loads; we have riders from all different backgrounds to serve. We want to make it as easy as possible for the operators, but we know it’s a very hard job.”

The key to service reliability is the mechanical condition of the sector’s buses, Maloney believes. To maintenance employees he says, “If we have a recurring mechanical problem, we want to make sure that the problem is fixed” and he promises the resources to make sure the problem won’t cause service delays.

In addition to the mechanical condition of the buses, the appearance also is important – and not just to Metro’s patrons.

“Everyone who drives by one of our buses is a customer,” says Maloney. “They’re all taxpayers and they’re the ones providing the service. They expect to see their tax dollars looking as good as possible and know that we’re using them wisely and that we have a good product.”

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## Metro Board Approves 65-Foot Metro Liner for Evaluation

BY DAVE SOTERO

(Jan. 26, 2007) The Metro Board approved a \$100,000 addition to the agency's existing contract with North American Bus Industries, Inc., Thursday, allowing the company to produce one 65-foot articulated Metro Liner demonstration bus that will accommodate nine additional seated passengers and up to five standing passengers.

The action is in response to greater than anticipated customer demand for Metro Orange Line service. The 65-foot NABI bus is expected to be completed and ready for evaluation this summer. If it meets Metro's requirements, it could be phased into Orange Line service in the future.

The new vehicle will also contain upgraded frameless windows, adding to its visual appeal. NABI can produce such a vehicle without significant cost, technical or mechanical challenges.

Earlier this week, Metro was granted an exemption from Caltrans to permit operation of the 65-foot vehicle expressly on the Orange Line transitway.

Metro continues to evaluate new bus technologies, including an 80-foot design that would contain double articulated joints and even greater seating capacity.

In related service improvements, Metro Orange Line service frequency improved from five minutes to four minutes during peak service hours as of Jan. 21.





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Adrian Alvarez, foreground left, and Ned Racine, background left, pick up new parking cars from Five Star Parking coordinators Sergio Morales, foreground right, and Fany Fuentes. Photo by Gayle Anderson.



## From Swipe to Tap: New System at Gateway Parking Entrances

By ELIZABETH LEIDER

(Jan. 26, 2007) The underground parking system at Metro Headquarters is changing from a swipe to a tap system. The move will affect employees who are monthly parkers and those who use Metro vehicles.

The change will be made the evening of Wednesday, Jan. 31, and will be in effect at the garage entrances on Vignes Street and Cesar Chavez Avenue.

Beginning Feb. 1, only daily parkers and employees using the new tap cards will be able to gain access to the garage. Daily parkers will continue to take a ticket from the machine at the entrance and pay for their parking on the way out of the garage.

The swipe machines will be replaced with a touch pad that is similar to those installed in elevators at Metro Headquarters to grant access to certain floors, according to Brian Soto, deputy executive officer of General Services.

To make the switch from the old to the new cards easier, Five Star Parking will set up a table in the cafeteria lobby between 11 a.m. and 2 p.m. on Jan. 26, 29, 30 and 31. Employees will get their new cards after filling out an application.

The cards also will be available at the Five Star Parking Office, located on the P1 parking level, before 5 p.m. on Jan. 31.

The cost for monthly parking for Metro employees will remain the same, Soto says.

Monthly parkers are required to keep their old cards until after Feb. 2, when the cards can be returned to General Services, located on the 15 floor of the Gateway Building.

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Photos by Ned Racine

Retired Navy Rear Adm. Lenn Vincent speaks to Los Angeles Gateway Chapter of the National Contract Management Association



## National Association Officer Addresses Metro's Contract Managers

By NED RACINE

(Jan. 26, 2007) Former Navy Rear Admiral Lenn Vincent spoke to some 30 members of the LA Gateway Chapter of the National Contract Management Association, Thursday, painting a picture of a changing profession.

Vincent, president of the NCMA Board of Directors, indicated how security concerns will affect procurement and contract management. He also called on organizations to better integrate contract management staff through the life of their contracts.

Vincent said contract management professionals in the United States set a high standard for procuring goods and services. "Countries ask all the time how we do this."

"Our professionalism is very important in terms of supporting our customers," said Edward Velasquez, a member of NCMA Los Angeles Gateway chapter and a Metro senior contract administrator.



Retired Navy Rear Adm. Lenn Vincent, answers questions during a meeting with Metro contract managers. A former commandant of the Defense Systems Management College, Vincent is president of the NCMA Board of Directors.

“In our [nonprofit] agency, our profit is the efficiency with which we spend public funds,” said Velasquez. “The better we spend it, the more services we can provide.”

“At the end of the day, the end result is a good product or service, whatever your client requires,” Velasquez said.



Retired Rear Adm. Lenn Vincent was greeted by a former Navy colleague, Bruce Feerer, now a deputy executive officer of Metro Procurement. Besides serving under Vincent, Feerer was Vincent's neighbor when they served aboard ships at the San Diego Naval Base.


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## Board Calls for Plan to Increase Metro Ridership by 5 Percent

(Jan. 26, 2007) The Board voted Thursday to direct the Metro Communications staff to proceed with a plan to achieve a five percent annual ridership increase over the next three years.

The communications staff was directed to develop a budget for the plan that would include the cost of the proposals. Sector governance councils and general managers are expected to provide ideas for the plan.

The plan also must address patron security and safety and include incentives aimed at "enticing youth" to use transit instead of driving. A report on the plan is due this spring.

As proposed to the Board, the plan calls for increasing ridership by realigning existing service through Metro Connections and other programs; adding more "customer-driven" services such as Metro Rapid and Rapid Express lines; and investing more resources in marketing and advertising, especially on TV and with direct mail.

In addition, the plan proposes that Metro maintain the "best fleet on the street" with maintenance programs that would include zero graffiti tolerance; providing customer information through such means as improved signage and 24-hour customer information and improving the "customer environment" with additional amenities.

The plan includes developing positive operator-customer relations, the use of station agents at some rail stations and transit centers and other programs; and eliminating barriers to transit use by promoting the use of the day pass, regional fares and other means.

The report to the Board notes that Metro's ridership grew by 4.5 times the national average in 2005 and that so far this fiscal year ridership has been trending at 4.9 percent growth. Such growth could mean an additional \$8.4 million in annual farebox revenues, the report says.







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Student Shown Tagging Metro Bus Identified

- Media event at Santee school marred by incident; school principal to meet with youth; Metro investigating tagging

(Feb. 27, 2007) They know who he is now, that boy pictured on the front page of the Los Angeles Times tagging Metro Bus 7925.

Unknown to the hooded student, however, the bus carried Mayor Antonio Villaraigosa and a host of local school officials during a media event, Monday, at the Santee Education Complex south of downtown LA.

The mayor, along with LAUSD School Board President Marlene Canter, School Board Member Monica Garcia, Superintendent David L. Brewer, Metro's Westside/Central General Manager Mark Maloney and Gateway Cities General Manager Alex Clifford, were briefing local media on a change in Metro Bus Line 48.

Metro re-routed Line 48 to better serve Santee students who previously had to walk through gang territory on Maple Avenue near Adams Boulevard. Some had been robbed and others have skipped school to avoid the gangs.

"Santee students can now ride to and from school without fear of being caught in the crossfire of gang violence," Villaraigosa told the media.

As bus 7925 paused to turn at a busy intersection near the school, those onboard watched open-mouthed as the 17-year-old student ran up and marked graffiti on a side window of the bus.

Photographers snapped the action and the incident was mentioned in news reports Monday night and Tuesday morning.

Santee Principal Vince Carbino told the media he and a school social worker would meet with the young man to "help the student and get him on the right track."

Metro investigators and the Sheriff's Transit Services Bureau also are looking into the incident.

Cover story

Los Angeles Times

latimes.com

search  2:06 PM PST, February



(Anna Cuadras/LAT)

Not a good sign

A young tagger makes his mark on an MTA bus carrying Villaraigosa and other dignitaries to a media event to announce a new bus stop.

ONLINE: [Article w/video](#)>

Graffiti mars school media event




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## Board Moves Forward on 4 Transit-Oriented Developments

- Harbor Subdivision, subway canopies, Call for Projects also see action

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(Jan. 30, 2007) The Board authorized Metro to take action on four new transit-oriented development projects at its Jan 25 meeting. Other motions voted by the Board included approval to proceed with next steps on the Harbor Subdivision, construction of canopies at nine subway stations and approval of funding for 46 projects in the Call for Projects.

**Item 6, Harbor Subdivision Analysis.** The Board authorized the CEO to proceed with the alternative analysis phase of the environmental process for proposed rail and bus transit on the Harbor Subdivision, a 26-mile Metro-owned rail right-of-way that connects downtown LA, LAX and Wilmington.

Metro bought the right-of-way in 1992 from the former Atchison, Topeka and Santa Fe Railroad, now Burlington Northern Santa Fe.

Metro's feasibility analysis looked at four operating scenarios for two types of DMUs (self-propelled diesel-powered rail cars), light-rail trains and Bus Rapid Transit.

**Item 7, Call for Projects.** The Board passed a motion to approve \$86.3 million in supplemental funding to cover cost increases incurred by outside project sponsors for 46 transportation-related projects previously funded in the Call for Projects.

The projects range from arterial improvements and interchange

reconstruction to bike paths and pedestrian walkways.

The Board's action included implementation of the LA River/Taylor Yard pedestrian bridge and bikeway access project as a joint City of Los Angeles-Metro project.

**Item 10, 1st and Lorena Development.** The Board authorized the CEO to negotiate with a developer to construct a mixed-use development at 1st and Lorena streets near the Metro Gold Line extension in East Los Angeles.

1st and Lorena LLC plans to build 43 housing units, retail space and two community rooms, along with 94 parking spaces.

**Item 11, Temple Street Development.** The Board authorized the CEO to negotiate with a firm proposing a retail and housing development on the 1.2-acre Metro Bus layover zone at the intersection of Temple and Beaudry streets, just south of the 101 Freeway.

The developer, Temple and Beaudry LLC, plans to construct a three-level parking structure and a five-story building with 145 residential units and 11,436 square feet of retail space.

The development would be built above a bus garage with space for approximately 24 buses, employee accommodations and restrooms. Construction would begin in 2009.

**Item 12, Universal City Development.** The Board authorized the CEO to negotiate with Thomas Properties Group, Inc., of Los Angeles, which plans to build a retail, office and entertainment production project with parking structures at the Universal City station.

The first phase of the proposed project will be a five-story, 200,000 square foot production facility, retail space, a parking structure and a 23-story, 450,000 square foot office building.

The production building will include broadcast facilities for NBC/Universal TV entertainment and news programs. The second phase will be an approximately 22-story, 400,000 square foot office building with a parking structure.

**Item 39, Metro Red Line Station Canopies.** The Board authorized the CEO to award a contract for preliminary design of 14 canopies to cover escalators and stairs that are exposed to the weather at nine Metro Red Line stations.

Although not currently required, installing the canopies will bring the escalators into compliance with the latest national escalator safety code.

The canopies will be installed at the Civic Center, Pershing Square, Westlake/MacArthur Park, Wilshire/Normandie, Vermont/Beverly, Vermont/Santa Monica, Vermont/Sunset, Hollywood/Western and Universal City stations.

**Item 45, Pomona and Atlantic Development.** The Board authorized the CEO to enter into a joint development agreement with a development firm, Atlantic Partners, LLC, that plans to construct a housing project on a 1.12-acre site owned by Metro at Pomona and Atlantic boulevards in East Los Angeles.

The project is to include approximately 130 senior housing units and a shared parking structure with 200 parking spaces for the exclusive use of Metro, its patrons, employees and others. Under the proposal, Metro will pay the developer up to \$4.3 million to cover the agency's portion of parking structure.

**Item 46, Bus Speed Plan.** The Board approved a motion by Board Chair Gloria Molina directing the Countywide Planning and Development staff to develop a strategy, costs, funding sources and time frame for conducting a bus speed and street design improvement plan for Los Angeles County.

The motion directs the staff to take a look at congested arterial streets with "high transit demand for bus speed improvements" and ways to improve the "quality of street life on the sidewalks of the major arterials where riders wait for the bus."

The staff also was asked to study such bus speed improvements as bus-only lanes, bus by-pass lanes, queue jumpers and signal priority for buses. A report is due to the Board in 120 days.