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CEO Names Carolyn Flowers as Acting Head of Metro Rail

- Search initiated to find full-time rail general manager
- See also: [A farewell from Gerald Francis](#)

(April 3, 2007) CEO Roger Snoble has named acting Chief Operating Officer Carolyn Flowers to head the Metro Rail Division on an interim basis, effective April 2.

With the departure last week of Metro Rail General Manager Gerald Francis, Flowers will oversee Rail Operations, Rail Fleet Services, and Wayside Systems.

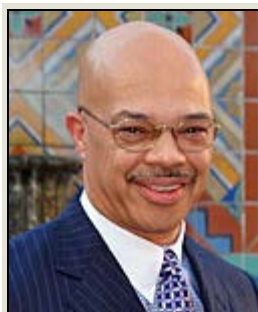
In a communication to the Board of Directors, Snoble said he has "initiated a search to fill the position of Metro Rail general manager with the intention of hiring someone as quickly as possible."

Flowers, who joined Metro in January 1993, served as executive officer for Operations Administration before her current appointment. Earlier, she was OMB budget director.



Carolyn Flowers

A Farewell from Gerald Francis



Gerald Francis

"...I have taken some time to reflect on our accomplishments and recognize the many successful initiatives undertaken by Rail Operations over the past five years. I'm satisfied to say that our communities are better than we found them thanks to your commitment to Metro and its mission.

"During my tenure, the process wasn't always smooth, the discussion not always easy, the results not always immediately evident. But through it all, Rail Operations personnel never wavered from your vision, never lowered your expectations or shied away from criticism. All the while, you have always dedicated yourselves to making Metro "America's Best" and helped shine a national spotlight on our accomplishments.

"Although I will miss many colleagues and friends, I am looking forward to this new challenge and to starting a new phase of my career. I am confident that with the group of dedicated personnel I'm leaving, Metro Rail will continue to reach new and unprecedented accomplishments. As professionals, we face more opportunities than challenges so I think the future is extremely bright.

"I want to personally thank each and every one of you for the support, guidance, and encouragement you have provided me. I have enjoyed my tenure and I appreciate having had the opportunity to work with you.

"I wish you Godspeed as you begin the next chapter. Thanks again for everything."

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Transportation Research Papers Now Available via myMetro.net

(April 3, 2007) The Metro Library now provides online access to the Transportation Research Board's *Transportation Research Record* via myMetro.net.

Employees can go to <http://trb.metapress.com> and access 8,000 research papers, from 1996 to the present. All of the Transportation Research Board's (TRB) publications are available online and most are free. This particular series of individual research papers, however, is TRB's most valuable.

Normally, online access to the full text of the *Transportation Research Record* is available only to sponsoring organizations, and would cost an individual \$25 per article to download.

The Library's special association with TRB and the National Transportation Library allows Metro to participate in unlimited access online via the Intranet.

"While the Library has subscribed to the print version of the *Transportation Research Record* for many years, electronic access via our desktops is a cost-efficient way to ensure timely access to transportation research" says Librarian Matthew Barrett.

There is also a link to the *Transportation Research Record* site on the Library's intranet home page <http://intranet1/dept/mtalibrary/>.

To test access to the report, employees can search with words like "Los Angeles." The system should recognize Metro IP addresses and grant free access to the .pdf version of entire documents.



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2,000 Expected to Attend Greater LA Vendor Fair, April 11

- Vendor Fair goes 'green' with timely theme: Green Growth Equals Contracts, Environment and Opportunities or, use its mathematical equivalent: $G^2=CEO$.

By DAVE SOTERO

(April 3, 2007) Metro will join LAUSD, the MWD and agencies from the city and county, April 11, to sponsor the 14th annual Greater Los Angeles Vendor Fair in West Hall B at the LA Convention Center.

More than 2,000 representatives from businesses interested in contracting opportunities with the agencies are expected to attend.

The Vendor Fair provides information businesses need to compete for hundreds of millions of dollars in agency contracts. The fair also will include a trade show hosted by vendors that provide specialized products and services.

This year's Vendor Fair theme is "Green Growth Equals Contracts, Environment and Opportunities," or $G^2=CEO$.

The green theme reflects the agencies' recognition that to remain competitive companies must understand how they can help create a more environmentally sustainable future for the region.

'Green Pavilion'

Attendees may visit a "Green Pavilion" on the exhibit floor to learn about agencies' environmental initiatives and meet vendors that provide green products and services.

"We would like small vendors to consider how they can match their goods and services with our green agenda as they participate in this year's Vendor Fair," said CEO Roger Snoble.

Metro's Procurement & Material Management Department works closely with vendors interested in meeting the agency's need for goods and services.

Metro's Diversity and Economic Opportunity Department helps small businesses and those operated by women and minorities participate in the agency's contracting opportunities.




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Six Honored as Employees of the Quarter for 2nd Quarter 2007

- New category – suggestions – added to Metro's core values

(April 4, 2007) Six employees, whose work exemplifies four of Metro's core values, have been selected as Employees of the Quarter for the second quarter of FY 2007.

A new category – suggestions – has been added to make eight core values, which include safety, employees, fiscal responsibility, integrity, innovation, customer satisfaction and teamwork.

Employees nominated in the suggestions category are those who present ideas that "will reduce costs for the agency through increased efficiency and productivity, improve procedures, or create safer working conditions for the agency's employees and/or customers."

The six employees honored for the second quarter of FY 2007 are:

Employees

Construction Inspector Sal Hernandez of Construction Quality Management took on essential safety duties in addition to his other responsibilities during the Metro Orange Line's Canoga Park and Ride project. His ability to correct quality concerns before they become grave issues that could impact budget, schedule and public perception has made him an invaluable employee. He is the "go-to" person on many aspects of work on the Orange Line. He is a role model for all who know and work with him.

Innovation

Rail Transportation Operations Supervisor Esther Pippins of the Instruction Department demonstrated exceptional innovation by designing, developing and implementing such programs as the Train Operator Mentor Program, the Americans with Disabilities Act Training Program and the First Responders Emergency Train Operators Program. She also designed the transportation portion of the Metro Rail Rodeo and consults with APTA on the International Rail Rodeo. Her wealth of knowledge has earned her the respect of her superiors, peers and subordinates.

Customer Satisfaction

Senior Service Attendant Charonne Ray of the Non-Revenue Division is responsible for servicing non-revenue vehicles at the Gateway Building. She exceeds customer satisfaction goals by ensuring vehicles are well-cleaned and pleasant smelling. To encourage safe driving, she often leaves assorted candy treats with safe driving tips in Metro vehicles. This creative and unique act illustrates her customer-centric approach. Through her hard work, Ray is making a difference in the appearance of Metro vehicles.

Teamwork

A three-member team – Transportation Operations Supervisor Todd Sweeney and Assistant Operations Control Manager Stephen Rank, both of Bus Operations Control, along with Transportation Operations Supervisor Francisco Chavez of the San Gabriel Valley Service Sector – is being honored for helping restore bus service delayed by the closure of Colorado Boulevard during the 2007 Rose parade. Alerted to the problem by a customer, the three coordinated assignment of a special bus to serve patrons until the boulevard could be reopened. Their efforts prevented patrons from experiencing service delays during the parade.



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Funeral Services Saturday for Retired Operator Norman Garner

(April 4, 2007) Funeral services are slated this weekend for retired Metro Bus Operator Norman Garner, who died March 31 following a long battle with lung cancer.

The funeral service is set for 11 a.m., Saturday, April 7, at the Christian Life Church, 3400 Pacific Ave., Long Beach (310-595-1865), to be followed by a viewing. Burial will be at Rose Hills Cemetery, 3888 Workman Mills Rd., Whittier, (562-699-0921).

Garner, 73, joined the SCRTD in August, 1980. Over his 18 years of service, he was assigned to divisions 12, 10 and 9. He retired from San Gabriel Valley Division 9 in October, 1998.

Garner is survived by his wife, Bertha, of Victorville, his children, brothers and sisters.



Norman Garner



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Metro Store to Offer Chair Massages Beginning April 10

- Licensed masseuse to be available Tuesdays and Thursdays

(April 4, 2007) Tired? Tense? Stressed out? Well, help is on the way! Beginning April 10, the Metro Store will offer chair massages two days a week.

Every Tuesday and Thursday, from 9 a.m. until 3 p.m., licensed massage therapist Adrienne Montoya will be available by appointment, except when the store is closed for lunch from 12:30 to 1:30 p.m.

Employees can make reservations for the 10- or 15-minute massages by visiting the Metro Store on the Plaza level of the Gateway Building or by calling the store at 922-4740. Appointments must be on the employee's own time.

The massages, which can include back and neck, arms and hands, are priced at \$1.20 per minute – \$12 for 10 minutes or \$18 for 15 minutes. Clients will be expected to sign a waiver before the treatments.

"Chair massages reduce neck and shoulder pain and can improve concentration," says Danielle Boutier, director of Communication Services. "They help you relax, but at the same time, can energize you because you've gotten rid of the stress."

If the program is successful at Metro Headquarters, she says, it will be extended to the operating divisions.

There's no need for clients to alter their clothing when getting a chair massage. The massages will be given in a special area of the Metro Store that will afford privacy and a relaxing atmosphere, including soothing music. The masseuse will place a fresh paper covering over the face rest for each client and will clean the chair after each use.

Adrienne Montoya, a licensed massage therapist, is a graduate of Scripps College and also studied at the National Holistic Institute in the Bay Area and at the Massage School of Santa Monica. She is the owner of AbsoluteZen Bodywork.

Montoya has practiced for the past five years at local events and has worked with corporate and governmental clients. She is skilled in such massage techniques as shiatsu, Swedish, acupressure, sports massage and Thai massage, as well as in chair massage.



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Work continues along the six miles of the Metro Gold Line Eastside Extension as the project advances toward its scheduled opening date of late 2009. View of the Atlantic Station looks west along 3rd Street. The future train control room is in the foreground.



Photo by Ned Racine

Eastside Construction Team Counts Newest Safety Record

- 1,000 days without a lost-time accident

By NED RACINE

(April 5, 2007) The Metro Gold Line Eastside Extension contractor continues to set safety records as it works toward the light-rail line's scheduled 2009 opening.

Since construction began, Eastside LRT Constructors has worked approximately 1.75 million hours without a lost-time incident, a key measure of workplace safety. Put another way, the contractor has worked 1,000 days without a lost-time incident.

James Brown, construction safety manager for the Eastside Extension project, believes there are four reasons for the safety milestone.

"One is a consequence of the technology, particularly the tunnel boring machines," Brown said. "Technology has removed a lot of the hazards. I've never seen anything like it."

Brown also cites the fact that the contractor supplies the construction insurance, giving Eastside LRT Constructors a strong incentive to reduce any loss on the job. The third factor he cites is Metro.

Unprecedented safety record

“Metro has a proactive safety program. So, we tell the contractor how to conduct a safety program.” Brown believes the fourth factor in the unprecedented safety record is the Metro project management team’s strong commitment to safety.

Making the 1.75 million man hours particularly impressive is the complex heavy underground work needed to build the Eastside Extension. This accomplishment, a record for a Metro construction project, is also probably a nationwide record.

If the team continues to work as safely, Eastside LRT Constructors will likely reach 2 million work hours in July 2007.

The contractor will celebrate the workers’ current safety accomplishment on April 11, 2007.


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Strategic Partnerships Key to Gateway Cities Service Planning

- Sector planners work with planners for three municipal operators
- [< MORE](#): Highlights of the service changes.

By DAVE HERSHENSON

(April 5, 2007) The Gateway Cities Governance Council recently approved one of the largest and most far reaching service changes since the inception of the service sector.

The service change, which goes into effect June 24 or later could not have been accomplished without the partnerships the Gateway Cities sector established with the three major municipal operators in the region, without the creative coordination with other sectors, and without being responsive to comments received from the public.

General Manager Alex Clifford has made it a high priority to establish strategic alliances with the municipal and local bus operators providing service in the Gateway Cities region, including holding quarterly meetings with all of them.

"We work with the municipal operators serving our area to better coordinate our service changes to meet the needs of our customers," said Clifford. "This is the closest we've worked with three different municipal operators for one shakeup."

The effort resulted in Long Beach Transit, Montebello Bus Lines and Norwalk Transit picking up service in areas where Metro was considering eliminating service due to low ridership and service duplication."

Some of the service changes originally proposed by the Gateway Cities staff were pulled or modified based on comments received during a public hearing held February 8.

'Changes based on feedback'

"That resulted in a modified package of proposals that was submitted to the Governance Council for approval," said Clifford. "Our Council was pleased that we not only listened to the customer feedback, but made a number of changes based on that feedback."

An example of the coordination between the Gateway Cities Sector and a municipal operator is what happened with Line 275, serving Whittier, Santa Fe Springs, Norwalk, La Mirada and Cerritos. Norwalk Transit proposed extending one of its lines to take over the line, which has been one of the least productive lines in the Metro system.

In another instance, Long Beach Transit picked up service that was proposed for cancellation along a segment of Metro Line 60

between Artesia Blvd and downtown Long Beach.

Over a two-year period, the Gateway Cities and Long Beach Transit worked out scheduling and operational issues. Montebello Bus Lines also worked with the Gateway Cities staff, and agreed to assume bus service on segments proposed for cancellation due to service duplication.

“It has taken a long time to develop close working relationships with other bus operators in our sector,” said Clifford, “and this last service change is a great example of how that partnership works, and all of our customers benefit from our close relationship and hard work at coordinating service changes together.”

The Gateway Cities scheduling staff also met with their counterparts at both the San Gabriel Valley and South Bay sectors to modify plans and better coordinate service changes on bus lines that run in multiple sectors with an overall goal of providing more seamless service to the customers.

“The sector general managers and Governance Councils want to ensure that management and coordination of service that may run in multiple sectors does not stop at the sector boundaries” said Clifford.

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Bus shelter, partially funded by Metro, is a main element of the transportation-related improvements at Lynwood's Teen Square. Photos by James Rojas.



Lynwood Celebrates Completion of Teen Square Project

- Metro provided major funding, planning assistance for the transit-oriented project

(April 5, 2007) City of Lynwood officials celebrated the completion of the Teen Square Transit Enhancements project, March 1, during a ceremony at the Lynwood Youth Center.

The Teen Square project includes a semi-circular covered bus shelter with decorative street pavers, landscaping and lighting. A historic clock tower provides a focal point for the area.

Metro planning staffers worked with Lynwood officials through the 2001 Call for Projects to develop the project scope of work and ensure that the city met its funding requirements.

Metro funded \$300,000 of the project's total \$473,630 cost through Transportation Enhancement Activities (TEA) funds, while



Historic clock tower provides a focal point for the Teen Square Transit Enhancement project in Lynwood.

Lynwood funded the remainder.

Metro provides TEA funds “for projects that enhance mobility or encourage quality-of-life in or around transportation facilities...,” according to James Rojas a transportation planning manager on the Central Area Team.

The Teen Square project is intended to promote walking, biking and transit use, and to safely manage the heavy pedestrian traffic in and around the Youth Center, a nearby school, two parks, an indoor swimming pool and a hospital.



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Army Medic Gabriel J. Figueroa Killed In Baghdad

- Tentative funeral plans for son of Metro Blue Line's Javier Figueroa

(April 6, 2007) Army Medic Gabriel J. Figueroa, 20, son of Metro Rail Transportation Operations Supervisor Javier Figueroa, was killed while on patrol in Baghdad, April 3.

The family, who lives in Baldwin Park, has tentative plans for a military burial at 1 p.m., April 14, at Rose Hills Memorial Park and Mortuary in Whittier, depending on when Figueroa's body is returned home.

Gabriel Figueroa enlisted in the Army in 2005 and was assigned to the 1st Battalion, 8th Cavalry Regiment, 2nd Brigade Combat Team of the 1st Cavalry Division at Fort Hood, Tex. He was due to rotate back to the U.S. in December.

"He loved the experience," his mother Elsa told the San Gabriel Valley Tribune. "He loved when the soldiers would walk up to him and say, 'Hey, Doc.'"

A graduate of Sierra Vista High School, Figueroa had volunteered as a Police Explorer with the Baldwin Park Police Department from 2001 to 2003.

Gabriel Figueroa is survived by his father, Javier, who is assigned to the Metro Blue Line; his mother, Elsa; and siblings Xavier, 21; Danica, 18; Sebastian, 15; and Tanya, 13.



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Jerome Jenkins, a cash clerk at Crossroads Depot Division 2 moves one of the mobile vaults trucked to the Crossroads Depot from various divisions. A mobile vault filled with currency and coins may weigh as much as 750 pounds. After his May 2005 stroke, Jenkins spent five months in physical therapy to be able to resume his job.



Stroke Survivor Jerome Jenkins an Example for Other Stroke Victims

By NED RACINE

(April 6, 2007) – Jerome Jenkins' year-long trial began with apparent indigestion and persistent tingling in his hands.

Those symptoms appeared near the end of Jenkins' shift on May 24, 2005. A cash clerk in Revenue Collection, he suddenly faced a life-threatening emergency. Diagnosing that emergency took several hours and illustrates the sometimes subtle symptoms of stroke, the third leading cause of death in the United States.

"He walked past my office," said Beverly Williams, senior supervisor in the Revenue Department, recalling that Jenkins' skin color looked odd. "I said, 'Jerome, are you OK?'"

Jenkins told Williams he felt some indigestion. He didn't tell her he had been running cold water over his hands, hoping to end the tingling.

Advice From a Stroke Survivor

Jerome Jenkins has definite advice for someone who thinks he or she might be having a stroke on the job.

"If you're at the work place, make contact with the right people – your supervisor or co-workers. If you can, take an aspirin or have a bottle of aspirin with you. Have a cell phone close by. Contact people. Let them know that you are having a certain feeling. And if there is anything going on with the head, definitely get yourself checked out.

"Have strong faith in trying to get yourself back. Don't get down on yourself. Don't let people say that 'You can't.' Get rid of the words 'Can't do.' That's the kind of stuff that will hold you back. You have

"I was unable to recognize the episodes [strokes] at work because I wasn't familiar with what a stroke was," Jenkins said. "My picture of a stroke was maybe someone [immobilized] or fainting."

to be mentally tough. Be patient. You can't rush yourself."

See also: [Stroke Myths](#) from the National Stroke Association

Jenkins, then 48, left the Cash Room at Crossroads Depot, Division 2. While crossing the yard to his car, he lost his sense of balance and wondered, "What is going on?" Still, he drove himself home, where, continuing to feel odd, he called paramedics.



Jenkins and Beverly Williams, his supervisor, stand with a token-counting machine. Very similar to machines that bag potato chips, this machine counts and seals tokens in plastic bags for resale.

Paramedics found nothing wrong

The paramedics arrived, but found nothing wrong. "That's what is so strange about a stroke," he said. "Your symptoms could masquerade so [paramedics] cannot pick them up."

Jenkins napped for 30 minutes. When his wife, Victoria Woods, a Metro senior community relations officer, found him difficult to wake, she called paramedics again.

This paramedic team transported Jenkins to Martin Luther King Jr. Harbor Hospital. As with the first team, the paramedics could not find evidence of a stroke, although by now he could not move his limbs.

In the emergency room, Jenkins surprisingly recovered use of his extremities. Only when an hour of more subtle tests were run was a doctor able to tell him he was having a stroke, making him one of 700,000 Americans who suffer a new or recurrent stroke each year.

"I was surprised, shocked really," Jenkins said. "I'm thinking you would pass out or have a bad headache, but I didn't experience any of those. I was just receiving a small ping inside of my head."

A physician administered aspirin, on the chance it might break up the blood clot in Jenkins' brain, even though he was past the two hour-window when

aspirin is considered most helpful for stroke victims.

That night Jenkins transferred to Kaiser Permanente West Los Angeles Medical Center, where he fell asleep about 2 a.m. "Everything was moving, everything was fine."

When he woke up, Jenkins felt extremely hot. He heard the heart monitor going off. "I'm saying in my mind, 'Wow, this isn't good.'" Then he blacked out.

Awaking from the blackout

When he awoke, doctors and nurses were standing over him. The doctors told Jenkins he had had another stroke. He spent the next four days in Intensive Care.

Once his condition stabilized, Kaiser moved Jenkins to Daniel Freeman Memorial Hospital in Inglewood for physical therapy. Before his stroke, he had never been in a hospital. He would live at Daniel Freeman for five months.

On the day Jenkins transferred to Daniel Freeman, he discovered how his strokes had affected him. "I got on the side of the bed to get out . . . I thought maybe I could just jump on out and get going." Instead, he almost fell over when he tried to walk. His nurses had to catch him.

A team of therapists was assigned to Jenkins, one devoted to helping him walk. One piece of luck for the left-handed Jenkins: his left side was unaffected.

Because of the damage to his right side, however, Jenkins was unable to put on his clothes, shower or go to the bathroom by himself. "When you go [into rehab], you have to check all that personal stuff at the door, because you have no personal life. You have to be monitored [constantly] when you have a stroke of this degree."

"Getting used to that was really one of the low points," he said. "I just built a strong inner wall to fight through that and get myself better."

Photos by Ned Racine



Jenkins explains the workings of one of the Cash Room's coin-counting machines. He suffered the first two of his six strokes while on the job.

A turning point

The turning point for Jenkins was getting up on his feet and moving his limbs. "That gives you a lot of inspiration that you are going to make it through. I didn't know how far I was going to be going, but I knew it was

a beginning.”

Part of Jenkins’ rehabilitation was returning to the Cash Room with one of his therapists and working part time.

“He has just made incredible progress,” said Beverly Williams, his supervisor. “He couldn’t lift his right arm at all.” Now Jenkins meets his job requirement of being able to lift 50 pounds. “He does that as well any of my employees.”

Jenkins speaks glowingly about his co-workers. “They’ve been great. Outstanding. They helped me come back and gave me a lot of support when I was in the hospital . . . And then that helps you, too, when the people around you care.”

Jenkins’ return to his duties in the Cash Room was the subject of a video made for Daniel Freeman Hospital. The video, he explained, will be shown to stroke survivors to reassure them, “You can come back to normal, functional life and be productive.”

Although Jenkins was able to assume his pre-stroke job last month, shadows of the six strokes remain. His right leg drags a bit. His speech is a bit slurred. He cannot extend his right arm in some positions. Because he can no longer jump, he cannot play his beloved basketball, although Jenkins works to make that a temporary thing.

Still, Jenkins considers himself lucky. After all, strokes kill more than 150,000 Americans each year.

“It’s been a real journey we’ve been on with him,” Williams reflected.

“I knew I was going to get better. . . I had that mindset,” Jenkins said.

Stroke Myths (From the National Stroke Association www.stroke.org)	
Myth vs.	Reality
Stroke is unpreventable	Stroke is largely preventable
Stroke cannot be treated	Stroke requires emergency treatment
Stroke only strikes the elderly	Stroke can happen to anyone
Stroke happens to the heart	Stroke is a "Brain Attack"
Stroke recovery is necessary for a few months following a stroke	Stroke recovery continues throughout life

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Photos by Gayle Anderson

Passenger Counting System Creating a Revolution in Bus Scheduling

'Smart bus' system helps planners
create more accurate schedules.

Optical device records '24 hours a
day, every line, every stop,' says
one planner

By BILL HEARD, Editor



The computer printout of service performance data from Metro Bus Line 4 runs the length of a hallway as Systems Manager Simon Guevrekian demonstrates. Compiled by the Service Performance Analysis Department, the data come from Automatic Passenger Counters installed on Metro buses.

(April 11, 2007) It would seem to be a simple optical device that counts the customers getting on and off a bus, but this little electric eye and the powerful computer system backing it up are responsible for a revolution in Metro's bus scheduling procedures.

Called Automatic Passenger Counting (APC), it feeds passenger data into the Automated Transportation Management System (ATMS) – a much larger "smart bus" system that can track the movement of each bus, and provides radio communication, computer-aided dispatching and other high-tech elements.

Metro's Automatic Passenger Counting installation, which includes devices at the front and back doors of every coach in the 2,500-bus fleet, is the nation's largest and is admired by service planners at transit agencies across the country. APC is even installed on Metro's three-door

articulated buses, although it is being upgraded for Metro Orange Line coaches which permit passenger entry at all three doors.

Since it went into full operation last June, APC has compiled more than 130 million data records from Metro's almost 200 routes and 18,500 bus stops, according to Simon Guevrekian, systems manager in the Service Performance Analysis Department.

APC provides some 60 different types of data, including line and trip number, bus location, time spent at each stop, the number of passengers boarding and exiting and the average number of boardings at a bus stop, among others.

Service Performance Analysis team members who work on the APC project are, front to rear, Systems Manager Simon Guevrekian, Scheduling Systems Supervisor Ruben Hernandez, Transportation Planning Manager Susan Phifer, and Scheduling Systems Project Leader Rodger Maxwell.



‘Important software development’

“This is probably the most important software development this agency has ever seen,” says Jake Satin-Jacobs, manager of Operations Performance Analysis – Consolidated Reporting. “We have the capacity now to look at how service is running – by the day, by line, by trip, by hour of the day, by operator, division and sector.”

That’s what makes this “data warehouse” so useful for planners like Mike Brewer, service development manager for the San Fernando Valley sector, who’s looking for ways to save some 19,000 bus service hours to help balance Metro’s FY 2008 budget.

“We have to find ways to schedule more efficiently and we’ve used the APC data exclusively to do that,” says Brewer. “We’ve also relied on it heavily to avoid canceling lines and, as a result, we’ve been able to save quite a few lines being considered for cancellation.”

In the San Gabriel Valley, Service Development Manager Jon Hillmer contrasts the real-time APC data he now receives with that once provided by schedule checkers who recorded bus ridership on hand-held devices and were able to provide end-to-end line checks only once a year.

"The data is now 24 hours a day, every line, every stop," he says. "Over time, we'll be able to get a very good picture of a bus line or trip, how much time is needed to complete a trip and how many passengers are boarding at each stop."

Just now, Hillmer and the sector planners and schedule makers are using APC data to develop a plan to link the El Monte Busway with a limited number of bus stops through downtown LA to the Harbor Transitway and on to the Artesia Transit Center or to LAX.



Systems Manager Simon Guevrekian checks a point on a computer printout of service performance data from Metro Bus Line 4. The data was compiled by the Service Performance Analysis Department.

A viable concept?

"This line could serve employment centers along Century Boulevard near the airport," he says. "We're using the APC data to see if the concept is viable."

While the APC data warehouse is useful in large-scale service planning, it also can be used by division transportation managers to look at individual trips and compare the actual daily performance of bus operators in driving their routes and meeting time points.

"It gives us the ability to accurately measure in-service, on-time performance at various levels for schedule and operations fine-tuning," says Guevrekian.

In addition, he says, "We have lots of data samples that allow us to determine seasonal changes or look at Wednesdays versus Mondays, for example. The data warehouse gives us the ability to define our own level of analysis – stop level, route segment level, line level or system level for various time periods."

Wheelchair boardings are an example of the stop-level data available through APC. The Service Performance Analysis department publishes a monthly report that shows the number of wheelchair boardings on each bus trip, by bus stop and operator.

"We can isolate operators who pick up substantially fewer numbers of people in wheelchairs," says Satin-Jacobs. "It's been very effective. The number of wheelchair passenger passups has been decreasing."

On a larger scale, data provided by the APC system helps Metro ensure that buses anywhere in the 1,400-square mile service area are operating according to schedules that are properly drawn up to accurately reflect

conditions on the street.

"Now, we can better balance the number of buses in a given location with the number of people demanding service there," says Satin-Jacobs. "Our passengers benefit totally from this – it's all for them."

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Rubbing Out the Tension: Massage Therapist is on the Job at Metro Store

Adrienne Montoya, a licensed massage therapist, applies skilled hands to the tight shoulders of Denise Charles, administrative analyst, during a chair massage in the Metro Store.

A graduate of Scripps College who also studied at National Holistic Institute, she is skilled in shiatsu, Swedish, acupressure, sports massage and Thai massage, and other massage techniques. She also has previously given massages in a business environment, and finds massages in an office setting "very beneficial for the office, helping employees with health issues and fewer days taken off."

Massages are available on Tuesdays and Thursdays from 9 a.m. to 3 p.m. Employees may receive massages during non-work time. Make reservations by visiting the Metro Store on the Plaza level of the Gateway Building or by calling the store at 922-4740.

The massages, which can include back and neck, arms and hands, are priced at \$1.20 per minute – \$12 for 10 minutes or \$18 for 15 minutes.

Photo by Ned Racine



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Metro's Vendor Fair booth at the Los Angeles Convention Center featured a new articulated bus, painted in Metro Local colors. Kwesi Annan, project engineer, Vehicle Technology, gave tours to Vendor Fair attendees who stepped aboard.



Photos by Ned Racine

14th Annual Greater Los Angeles Vendor Fair Goes Green

- Green Growth theme helps draw 2,100 small business owners to annual public agency vendor outreach event

BY DAVE SOTERO

(April 12, 2007) The 14th Annual Greater Los Angeles Vendor Fair held yesterday at the Los Angeles Convention Center drew 2,100 attendees interested in learning how to tap billions of dollars of local contract opportunities in Los Angeles County.

This year's fair, hosted by five city and county agencies and chaired by Metro, was themed "Green Growth Equals Contracts, Environment and Opportunities" and promoted sustainable development. A "Green Pavilion" on the exhibit floor showcased green vendor products and services.

Los Angeles City Council members Jan Perry and Herb Wesson join Metro's Kellie Irving, Vendor Fair chair; Acting Chief Operating Officer Carolyn Flowers and



other agency representatives in cutting a ribbon to symbolize the opening of the Vendor Fair.

Metro's Executive Officer of Operations, Carolyn Flowers, participated in the morning's official ribbon cutting ceremony, saying Metro's close partnership with the small business community is an important way that the agency ensures fairness in the contracting process, ensuring that as many businesses as possible can take advantage of the opportunities Metro provides.

L.A. City Councilmember Herb Wessen declared that, all together, public agency contract opportunities totaled \$25 billion.

This year's Chair was Metro's Kellie Irving, assisted by Julie Ellis and Nicole Starks-Murray. All were instrumental in helping to organize the large-scale event with the assistance of many Metro departments, including Procurement and Material Management, Commute Services, Diversity and Economic Opportunity, ITS, Transportation Business Advisory Council, Facilities Maintenance, Ethics, Management Audit and General Services.



Joe Hernandez, Diversity and Economic Opportunity manager, joins Robin D. Turner in the Metro booth at the Vendor Fair. Turner considers herself a success story who benefited from the services and support available to small businesses from Metro's Department of Diversity & Economic Opportunity.

By all accounts, workshops were well attended, and the exhibit floor, which featured a 60-foot Metro Liner demonstration bus, was abuzz with activity.

Metro also debuted its online vendor registration process, which enabled new businesses to immediately become certified with the agency to compete for future contracts.



Vaudo questions Metro's Suzanne Berger and Juelene Close, buyers, on Metro Procurement issues during Wednesday's 14th Annual Greater Los Angeles Vendor Fair.

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CEO Roger Snoble leads the official opening of the Metro Orange Line Oct. 28, 2005. Ridership now exceeds estimates projected for the year 2020.



Photo by Gary Leonard

Metro Orange Line Ridership Exceeds 2020 Estimate

(April 12, 2007) Metro Orange Line ridership hit an all-time high in March when an average of 23,243 weekday boardings was recorded – an objective the transitway was not expected to reach until 2020.

"We exceeded the 2020 estimates in the first 18 months of operation, and it continues to build," said San Fernando Valley General Manager Richard Hunt. "We added more service in January to address the heavy loads and that additional capacity is now being used."

Hitting the 23,243 mark is a 28 percent increase in boardings compared to March 2006. Total boardings for March were 619,875, an increase of over 24 percent from the previous year.

Ridership estimates prior to opening the Metro Orange Line were 17,000 weekday boardings by the year 2009, and 22,000 weekday boarding by the year 2020.

"Reaching this milestone is a result of the quality of service we provide in helping people get to destinations important to them," Board Chair Gloria Molina told the Los Angeles *Times*.

Noting that Metro has increased the number of peak hour buses on the Orange Line, Supervisor Zev Yaroslavsky said, "It continues to reflect Angelenos' desire to have better alternatives to sitting in a single-

occupancy vehicle on the freeway for an hour and a half.”

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Installation of the L-brackets effectively narrowed the gap between platform and train car to the three inches required by the ADA.



Photos by Louis Campos

Narrowing the Gap on Metro Rail Platforms

- Distance between platform and car door is too wide at some stations

By NED RACINE

(April 12, 2007) – Metro has begun installing an L-shaped bracket in some Metro Rail stations to reduce the gap between station platforms and trains.

"The ADA [Americans With Disabilities Act] requirement does not allow the gap between the rail car and the platform to exceed three inches," Chip Hazen, ADA compliance administrator, explained. "We had places where the three-inch requirement was exceeded and the gap needs to be narrowed."

Installing the bright yellow brackets to narrow the gap complies with the ADA, improves safety by ensuring that wheelchairs can more easily



The bright yellow L-brackets are being installed at a number of Metro Rail stations following an agreement with the FTA. Below, Passengers step over the yellow L-bracket to board a subway train.



pass through train car doors and by better defining the platform edge for passengers with sight impairments.

The first of the brackets was installed in early April at the Westlake/MacArthur Park station as part of the test phase of a capital project pending approval by the Metro Board. Next a similar type of bracket will be installed at the Transit Mall station in Long Beach or at the Grand station.

The bracket installation results from a Voluntary Compliance Agreement Metro made with the Federal Transit Administration (FTA) and later extended. The FTA determined that gaps existed at some stations on the Red and Blue Lines after a 1996 inspection, according to Hazen.

Louis Campos, facilities maintenance supervisor, said stainless steel anchors hold the 15-foot brackets in place. Maintenance crews spend approximately six hours over the course of two days installing

the brackets.

The crews must work during non-revenue hours between 1 and 4 a.m. because they must turn off power to the tracks they are working near.

Campos estimates that L-brackets will be installed at 13 more rail stations.



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Division Improvements, More New Buses, Rail Training Facility on Board Committee Agendas in April

- [Item 12, Sale of Division 20 Parcel](#)
- [Item 37, Division 3 Project](#)
- [Item 38, Division Improvements Project](#)
- [Item 39, ATMS Upgrade](#)
- [Item 40, Rail Operations Training Facility](#)
- [Item 41, Non-Revenue Vehicles](#)
- [Item 42, RRC Storage Facility](#)
- [Item 43, Bus Procurement](#)
- [Item 46, Metro Headquarters Security Upgrades](#)
- [Item 47, Bus Service Changes](#)
- [Item 52, Public Safety Awareness](#)

(April 17, 2007) Motions calling for operating division improvements, ATMS and security upgrades, more new buses, a new rail training facility and a new warehouse building at the RRC, along with other items of interest to employees, are on the Board committee agendas for April.

This month's Board meeting will be held at 9:30 a.m. on Monday, April 30, instead of on the fourth Thursday of the month.

Among items on the agenda for the Board committee meetings are:

Item 12, Sale of Division 20 Parcel. The Finance and Budget Committee will consider a motion to declare a small, unused portion of Metro Red Line Division 20 property to be surplus and to authorize its sale to an adjacent property owner.

The 42,022-square foot, eye-brow shaped parcel, oriented generally north and south, lies on the southern tip of the Division 20 property near the LA River. The parcel is vacant and can't be accessed from a public

April Committee Meetings

Wednesday, April 18

1 p.m. – Planning and Programming
2:30 p.m. – Finance and Budget

Thursday, April 19

9 a.m. – Executive Management and Audit
10:30 a.m. – Construction
12 noon – Operations

April 30, 9:30 a.m.

Full Board Meeting

street. A report to the Board says this portion of the larger parcel is “not required for any future Metro transit projects....”

Chalmers Santa Fe, LLC, has offered to purchase the land for \$1.05 million. Conditions of the sale exclude a portion of the property that houses signal system equipment and requires the new owner to grant Metro an emergency access easement from Santa Fe Avenue.

Item 37, Division 3 Project. The Operations Committee will consider a motion to set a \$1.6 million life-of-project budget for a major reconstruction of warehousing facilities at North Los Angeles Division 3.

Last May, the Board established a budget of \$894,000 for a project to upgrade only the warehouse facility, but subsequent studies showed that the division, which has operated in its current configuration since the 1970s, required additional work. The expanded project could include demolition of some buildings, and construction of offices and other structures.

This project complements the upgrades described in Item 38, which focuses on improving Division 3 as a whole.

A conceptual design encompassing both projects is to be completed in May. A contractor solicitation will be released after that, with a contract award expected in November. The project should be completed in FY 2008.

Item 38, Division Improvements Project. Five bus operating divisions would undergo major upgrades under a motion to be considered by the Operations Committee. The proposed \$13.7 million project entails renovation and improvements at divisions 1, 3, 8, 9 and 15 – all of which were constructed between 1974 and 1984.

The planned improvements range from division to divisions, however, some include replacing bus washing systems, building more storerooms and installing automatic parts storage systems, modernizing the maintenance shops and shop equipment, renovating operator break areas and administrative spaces, and upgrading security. The goal of the proposed improvements is to increase the life of the facilities by at least 25 years, according to a staff report.

Item 39, ATMS Upgrade. The Operations Committee will consider a motion to set a life-of-project budget of \$12.1 million for upgrading the Advanced Transportation Management System. The ATMS system installation was completed on all 2,400 Metro buses in May 2004.

During the proposed multi-year project, ATMS improvements would include software enhancements and workstation upgrades, additional portable radios, a disaster recovery system, upgrades to the Windows XP program and many other improvements.

A staff report says, “there is a need to expand the ATMS system capabilities to meet the coming operational challenges as well as to take advantage of improvements in the technology and transit industry.”

Item 40, Rail Operations Training Facility. A proposal to build a new training facility for Metro Rail operators and supervisors, rail controllers, maintenance-of-way inspectors and equipment maintenance specialists will be considered by the Operations Committee at its April meeting. Although no site has been selected, the building is expected to be

located at the Metro Red Line Maintenance-of-Way Facility, Location 61.

The training facility, estimated to cost approximately \$17.6 million, will include classrooms and specialized training labs with equipment simulators that can be used to train equipment repair staff. It also will include rail vehicle simulators to train operators prior to over-the-rails training.

Currently, training is conducted at the rail divisions, Rail Operations Control and at the maintenance-of-way buildings, a practice that requires duplicate equipment and facilities, according to a staff report.

Item 41, Non-Revenue Vehicles. The Operations Committee will consider a motion to establish a \$10.8 million life-of-project budget in FY 2008 to purchase non-revenue vehicles to support the Metro Bus system.

Metro's policy for replacement of non-revenue vehicles calls for sedans and light-duty vehicles, such as those used to make operator relief, to be replaced at six years or 100,000 miles and for medium- to heavy-duty trucks to be replaced every seven years or 150,000 miles, according to a staff report.

Due to budget reductions over the past four years, some non-revenue vehicles have exceeded the age and mileage limits set by policy. The report adds that, "Metro has invested labor and material into non-revenue vehicles that far exceed the value of the equipment."

Item 42, RRC Storage Facility. Plans to further centralize Materiel and Facilities Maintenance functions at the Regional Rebuild Center campus continue with a motion before the Operations Committee to establish a life-of-project budget of \$12.9 million for construction of a new building on property adjacent to the RRC.

The Bauchet Street Warehouse and Facilities Maintenance Structure would centralize such Facilities Maintenance, Communications and Materiel functions as warehousing, Stops & Zones, property maintenance and the Sign Shop, all currently located at the soon-to-be-closed South Park facility.

Originally, the plan called for Metro to construct a single Materiel warehouse on a parcel at 490 Bauchet St. at a projected cost of \$2.7 million. Renovating the RRC building to accommodate functions moving from South Park and constructing underground parking for employee cars would have brought the cost of the entire project to an estimated \$18 million.

By purchasing a second property at 496 Bauchet St., Metro will be able to build a larger building with greater capacity and to provide surface parking for Metro vehicles adjacent to the new building. The \$12.9 million estimated cost of the revised project is a savings to Metro of about \$5 million.

Item 43, Bus Procurement. The Operations Committee will consider a motion establishing a budget of \$86.4 million to purchase up to 100 60-foot CNG articulated buses from North American Bus Industries during FY 2008.

Under the motion, the CEO would be authorized to negotiate and execute a contract option with NABI to buy the buses. The original

contract was awarded to NABI in February 2003. Board action would increase the original contract cost from \$221.7 million to \$308.2 million.

The first option for 94 additional buses, currently being delivered to Metro, was authorized in September 2005.

Item 46, Metro Headquarters Security Upgrades. Additional surveillance cameras and card readers would be installed to enhance security at Metro Headquarters under a \$395,000 proposal to be considered by the Operations Committee.

In June 2003, the Board of Directors authorized a five-year program to increase the effectiveness of security systems for the Gateway Building and parking garage. The improvements include a comprehensive closed-circuit TV surveillance system and upgrades to access card reader units.

The agency was awarded \$345,000 in federal funding, through the State of California Transit Security Grant Program, for the security project. To ensure a continued high level of security, the Metro staff also is requesting an additional \$50,000 for future enhancements.

A staff report notes that Metro Headquarters is a "critical operational asset" that houses vital management, planning, construction and financial operations, along with "centralized network servers and other critical ITS functions" and Bus Operations Control. Adequate security and protection, the report says, "is essential to the functioning of the Metro system."

Item 47, Bus Service Changes. In preparation for the June shakeup, Metro is planning a series bus service changes for consideration by the Operations Committee. The goal of the changes is to attract new riders by providing faster service and improving efficiency by reducing service in corridors with low ridership or duplicate service.

Among the changes proposed for 12 of Metro's Tier 1 bus routes are initiating two new Rapid Express services: Line 940 between the South Bay Galleria Transit Center and Patsaouras Transit Plaza and Line 920 between the Wilshire/Vermont Metro Rail station and downtown Santa Monica. The plan also calls for a new Metro Rapid Line 760 between downtown LA and the Metro Blue Line Artesia station, and a new Metro Rapid Line 704 on Santa Monica Boulevard.

Item 52, Public Safety Awareness. The Operations Committee will consider a motion by Director Bonnie Lowenthal directing Metro Communications to work with the Safety and Security Department, the Sheriff's Transit Services Bureau and Metro Security staff to "develop appropriate, highly visible signage that will promote crime deterrence and safety on the Metro bus and Rail system."

The motion directs Communications to "revive and maintain" various safety and security campaigns and safety materials, and to work with the Governance Councils "to promote customer safety and security information appropriate to the individual sector." Communications would be required to provide the Board an implementation plan within 90 days.

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Photos by Bill Heard



Balloon artist Nugget leads kids in a dance during the lunch break. Below, she shapes a special toy for Izabell Llamas, daughter of Salvador Llamas, assistant maintenance manager at Division 9.



Metro Family Day of F-U-N at Knott's Berry Farm

(April 17, 2007) "F-U-N. Have fun!" That's how acting Chief Operating Officer Carolyn Flowers welcomed employees, their families and guests to last Saturday's third annual Metro Family Day at Knott's Berry Farm.



Carolyn Flowers
sets the stage for
f-u-n.

It was an easy directive to follow for the 1,500 who enjoyed a clear, cool and breezy day at the amusement park. Many families arrived early and took a midday break to enjoy a hamburger, chicken and fixin's lunch under canopies in the picnic area.

Kids competed in hula hoop and musical chairs competitions, went hand-over-hand up a climbing wall or – dressed out in a special vest – flung themselves against a Velcro wall to see if they would stick.



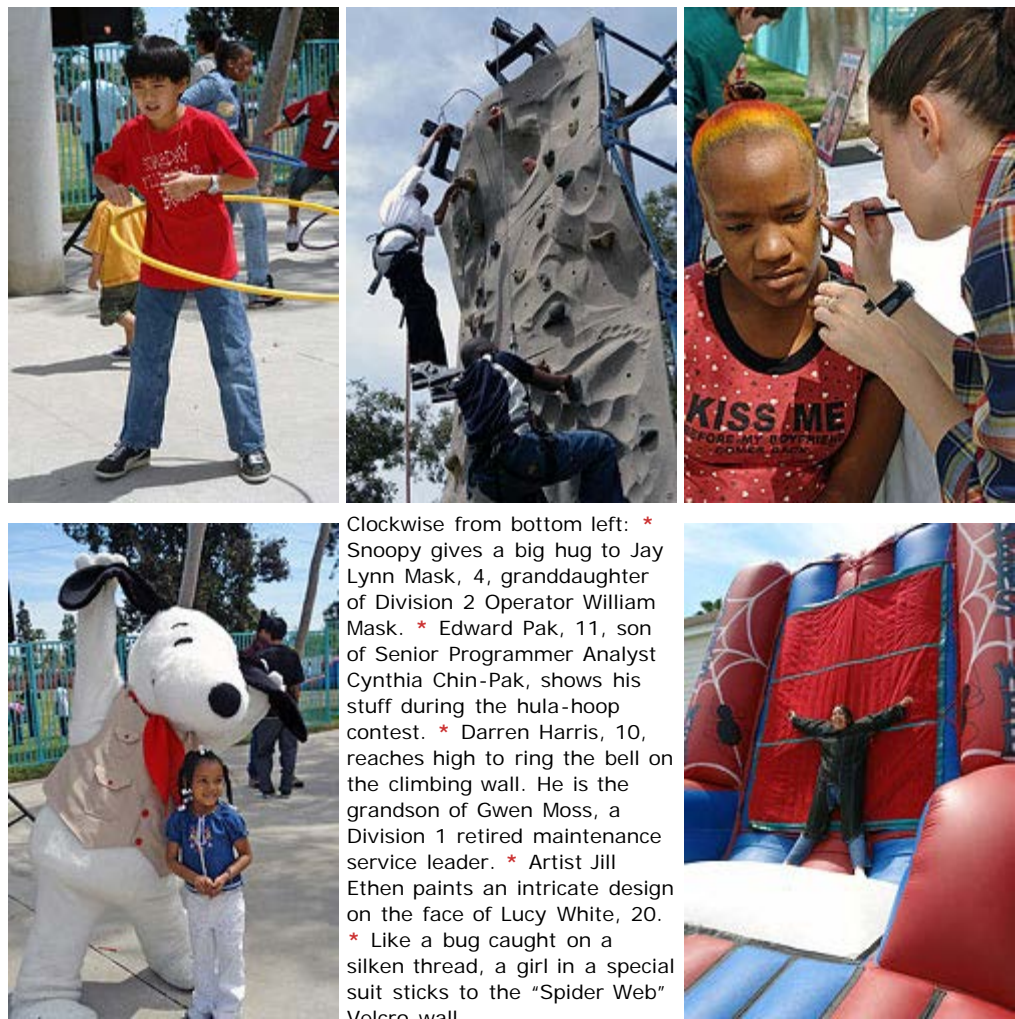
Snuggling up with Snoopy are, from left, Patrice Obienu, 8; Edward Tillman, 4; and James Griffin, 11 – grandchildren of Gwen Moss, a Division 1 retired maintenance service leader. Below, Artist Jennifer Powell limns a colorful design on the face of Kyaara Collins, 10.



The appearance of Snoopy, Charlie Brown and other Peanuts characters made the day extra special for the little ones. And many walked away with

balloon hats, gold fish, swords, poodles and other air-filled animals.

After lunch, many families visited Camp Snoopy or panned for gold dust or braved the roller-coasters and other rides. And many went home with souvenirs – or at least a smile.



Clockwise from bottom left: * Snoopy gives a big hug to Jay Lynn Mask, 4, granddaughter of Division 2 Operator William Mask. * Edward Pak, 11, son of Senior Programmer Analyst Cynthia Chin-Pak, shows his stuff during the hula-hoop contest. * Darren Harris, 10, reaches high to ring the bell on the climbing wall. He is the grandson of Gwen Moss, a Division 1 retired maintenance service leader. * Artist Jill Ethen paints an intricate design on the face of Lucy White, 20. * Like a bug caught on a silken thread, a girl in a special suit sticks to the "Spider Web" Velcro wall.



Good Ol' Charlie Brown was on hand to greet kids and grownups, alike, during the Family Day picnic.



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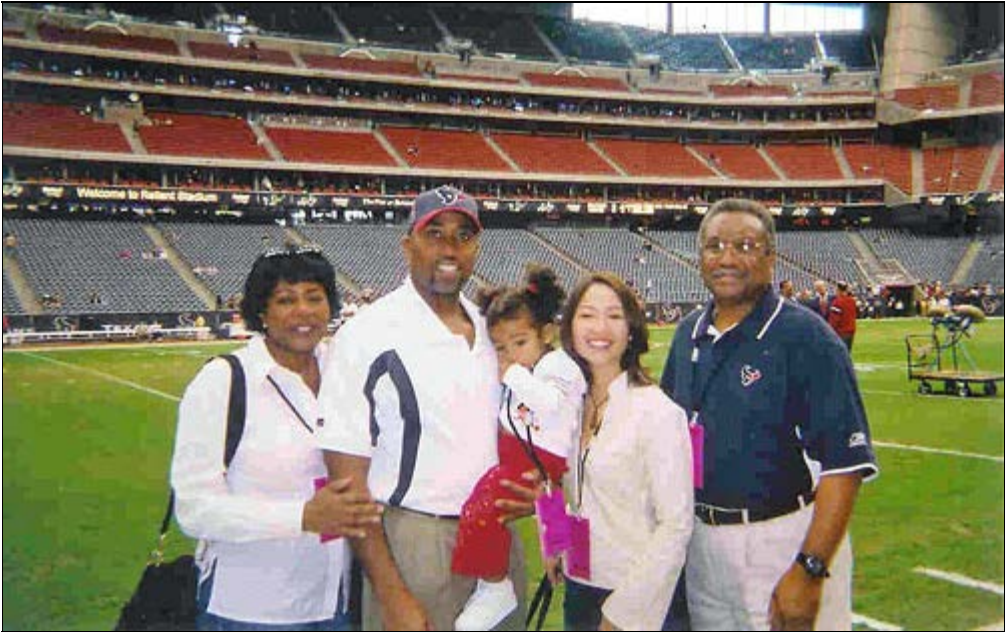
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NFL Coach Brian Stewart, son of engineer Alfred Stewart, center, pauses for a photo op before a Houston Texans game with mother Janet, wife, Kim, and daughter, Leila, father Alfred.



Photos courtesy of Alfred Stewart

Alfred Stewart Sees Son Overcome Bad Breaks to Excel as NFL Coach

- Despite injuries that ended his career on the field, he's now a defensive coach for the Dallas Cowboys

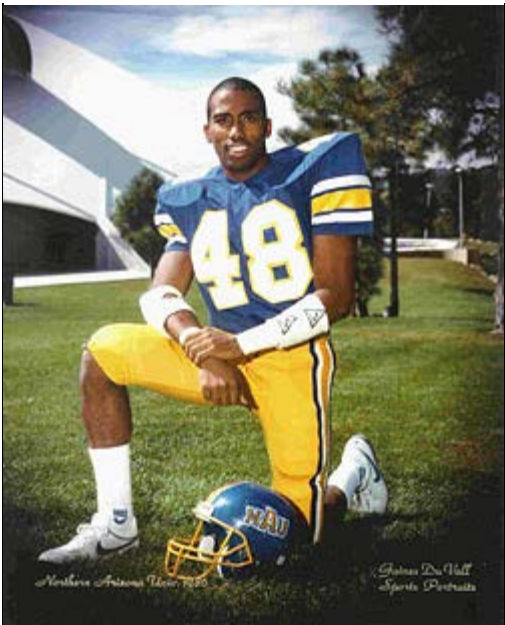
By NED RACINE

(April 18, 2007) Alfred Stewart anticipates watching his son coach the Dallas Cowboys defense this football season, although he seems most proud of the hurdles Brian Stewart has overcome to reach that dream.

Stewart, an engineer in Metro's Operations and Service Delivery Department, has watched Brian become defensive coordinator of the National Football League's Dallas Cowboys in only five years of NFL coaching, a meteoric rise.

What Stewart finds most remarkable, however, is Brian's recovery from having his initial dreams crushed on an Arizona football field.

Brian, then a 22-year-old defensive back, was injured on his first play in the first game of his senior year at



Northern Arizona University in Flagstaff. “They broke his left leg in two places,” Alfred says. “They had to put a pin inside his leg. So his football career really ended that day.”

Brian Stewart, promising defensive back and running back at Northern Arizona University, before a severe knee injury shifted the course of his life.

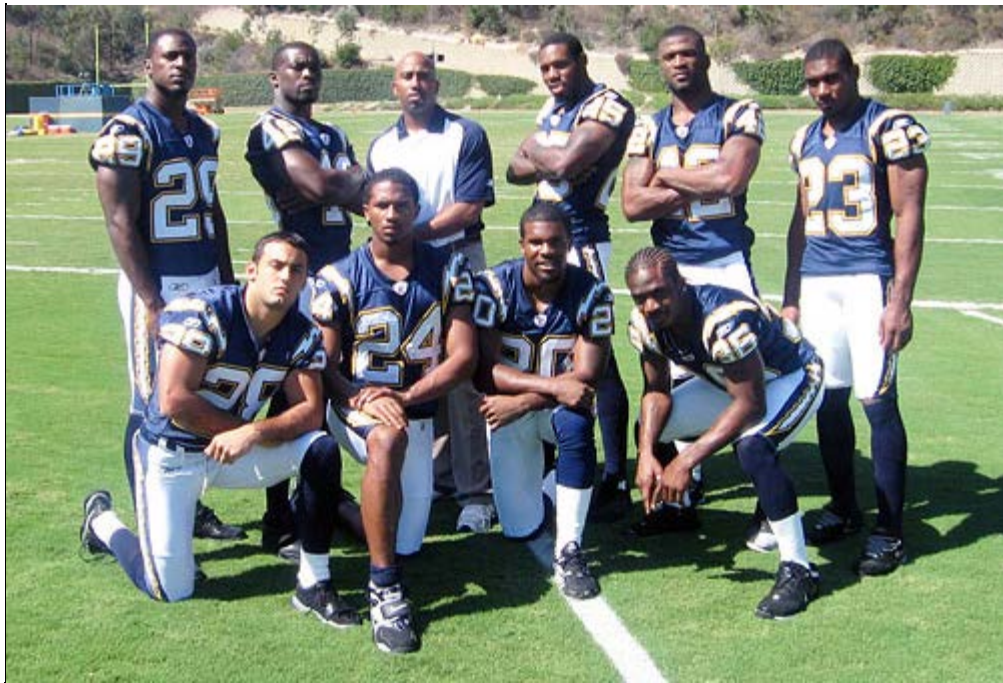
Not only did the injury end a promising football career, it also ended Brian’s dream of becoming an FBI agent or a Los Angeles police officer. After his injury, neither agency would hire him, even though he continued his college education and eventually received his degree in criminal justice.

Injury quite a blow

The injury was quite a blow for Brian, who always excelled at track and football, and began playing Pop Warner football when he was 12 or 13. Even then Brian knew more about football than his father.

“He would study the technical side of it, the ins and outs of football . . . the strategy,” Stewart says. “How coaches make decisions.”

Alfred recalls how the injury affected Brian. “In fact, he was devastated for that whole year and the year after because he knew that what he wanted to do—play in the NFL—was over.”



Brian Stewart surrounded by his San Diego Chargers defensive backs. Stewart has since been hired as defensive coordinator of the Dallas Cowboys.

"It's kind of hard when everyone says, 'You're going to be fine,'" says Brian, who still calls his parents after every game. "They want to sound positive."

Brian tried semi-pro football for a while, but, as his father says, "He didn't have it anymore. He didn't have that quickness and speed that he had had." Brian then pursued a career in security, working as a security analyst for the Walt Disney Company at its Burbank corporate office.

A Santa Monica City College coach told Brian that if he wanted to coach, he would help him. And so, years after his injury, Brian began his first coaching job at Cal Poly San Luis Obispo in 1993. Coaching rekindled his dreams.

Later, when Brian coached defensive backs for the NFL's Houston Texans, he invited his father to walk on the field before the game and tour the players' locker room. Still, it took Alfred a while to understand his son's responsibilities. "The first time I watched . . . I was just watching a football game because I didn't really know what his main job was as a defensive back coach."

Giving to the community

Alfred points out that Brian believes in giving back to his community, citing the annual June football camp his son sponsors at Nogales High School in La Puente, Brian's alma mater.

"Every year, out of his own pocket, he pays for it; he puts on a free football game for [boys and girls] from 6 to 17," Alfred says.

Alfred is most proud that Brian "made his mind up and set certain goals for himself once he decided what he wanted to do in life, after the injury . . ."

Brian told his father, "I am going to be the head coach of an NFL team or a large university." In only five years in the NFL, he nears his goal. Alfred is amazed.

Now 43, Brian believes the biggest thing his parents did for him as an athlete was give him their support. "You get that support, it empowers you."

"Football is his life now," Alfred explained. "I'm definitely flying to Dallas and see some games."

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K.N. Murthy to Join Metro as Deputy Chief Capital Management Officer

- Will join Metro on May 7, reporting to Construction Chief Rick Thorpe



Krishniah N. Murthy

(April 18, 2007) Krishniah N. Murthy, a senior vice president of Parsons Brinckerhoff, Quade & Douglas, has been named Metro's new deputy chief capital management officer, CEO Roger Snoble has announced.

Murthy will join the agency May 7 and will report to Chief Capital Management Officer Rick Thorpe, who serves as Metro's chief of construction.

"His first priority will be to assist me in the reorganization of the Construction Department," said Thorpe, adding that Murthy also would help close out such projects as the Metro Orange Line and the Metro Gold Line to Pasadena.

In addition, Thorpe said Murthy would be involved in the design/build project to construct a northbound carpool lane on the I-405 from the I-10 to U.S. 101, as well as in the I-710 gap closure project, among others.

Murthy was with Parsons Brinckerhoff – an international transportation engineering and construction management firm located in Los Angeles – for the past 34 years. He rose through the ranks of the firm from design engineer to senior vice president.

Over the years, he was involved in managing large transit projects for MARTA in Atlanta and for Metro. He also served as principal-in-charge for such transit projects as Valley Metro rail in Phoenix, Mission Valley East Extension in San Diego, Trinity Commuter rail in Fort Worth, the New Orleans Canal Street Trolley Extension, the New Delhi Metro, and several design/build transit and highway projects.

Murthy also managed a large number of joint venture staffs as well as hundreds of consultants involved in those projects. He is the author of several papers for professional publications advancing technical as well management innovations in the transit industry.





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Sheriff's Campaign Against Taggers Yields Payments and Conviction

By NED RACINE

(April 18, 2007) The Sheriff's Transit Services Bureau (TSB) campaign against taggers defacing Metro property yielded restitution payments and one conviction over the past two weeks.

As a first restitution payment for damages to the Metro Blue Line and Green Line rail cars, the agency received two checks totaling \$25,000 during a court appearance from the parents of Steven Gonzalez, a 25-year-old tagger convicted March 28. Gonzalez was also known as "Orgy."

The balance of \$15,486 will be paid in \$250 monthly installments starting in July 2007, when the defendant will be released from 180 days in Los Angeles County Jail.

Gonzalez was also sentenced to five years' formal parole, according to Sheriff's Sgt. Augie Pando. Any failure to pay the monthly installments will be reported by Metro to the court and probation department.

Tagger sentenced to prison

On April 5, William D. Figueroa, also know as "Dubsr," was found guilty of vandalism and sentenced to three years in state prison. Figueroa was charged with responsibility for 19 documented cases of vandalizing Metro Rapid buses.

Metro staff estimated the 19 episodes of vandalism cost the agency \$49,555. Figueroa admitted being known as "Dubsr" and being a member of UNOK (Unlike No Other Krew). He also told arresting officers he favored tagging the newer articulated buses.

When Sheriff's deputies served the search warrant at Figueroa's residence, they learned from family members that he was currently in custody on an unrelated vandalism case.

Figueroa had two previous arrests and a conviction for vandalism. While searching his residence, Sheriff's deputies found a considerable amount of evidence. Figueroa entered the California Correctional Institution at Tehachapi April 16.

Figueroa was identified as a result of TSB interviews with taggers. These interviews led to two additional taggers, now serving time in state prison.



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[Click here](#) to see full schedule of proposed fare changes.

Metro Sets May 24 Public Hearing to Consider Fare Changes

- 'Metro is struggling to overcome an operating deficit projected at \$1.8 billion over 10 years,' says CEO Roger Snoble.

By RICK JAGER

(April 19, 2007) A public hearing on the first major restructuring of Metro fares in 12 years will be held at 9 a.m., Thursday, May 24, at Metro Headquarters.

The Metro Board of Directors will hear public testimony at the hearing and will consider adopting changes in Metro fares. If adopted, the new fares will be phased in July 1, 2007 with a possible second adjustment on January 1, 2009.

CEO Roger Snoble is proposing to keep the Metro regular cash fare at \$1.25 until 2009. That's the lowest of any major metropolitan area in the nation. New York, Chicago, Philadelphia, San Diego and other cities currently charge \$2 or more.

However, Metro staff is proposing to change the regular base fare to \$2 in January 2009 and substantial changes are proposed this summer and in 2009 for Metro passes, tokens and discount fares.

Discount fares for seniors, students and the disabled have not been changed since 1995. In 2004, Metro cut the regular cash fare a dime to \$1.25, eliminated transfers, instituted the popular \$3 Day Pass and changed the monthly pass by \$10 to \$52, among other adjustments.

'Metro is struggling'

"Metro is struggling to overcome an operating deficit projected at \$1.8 billion over 10 years," explained Snoble. "Our costs for new buses, fuel, labor and other expenses have gone up exponentially over the years while fees to our customers have not changed."

Snoble noted that in 1988 fares covered 44 percent of the cost of operating buses in Los Angeles. Today, the farebox recovery ratio is just under 25 percent and the national average for large transit properties is 38 percent.

The average Metro rider is only paying 58 cents a boarding due to deep discounts to seniors/disabled, students and pass users. Although the changes appear large in percentage terms, they represent pennies in terms of daily use. If the changes are approved, the average rider fare will change from 58 cents to 86 cents per ride.

"We can't sustain these massive subsidies," Snoble said. "Either we raise

fares or cut service. We simply can not operate the existing service let alone offer the public new transit improvements.”

“It is indeed unfortunate that at a time of such high transit demand due to continued population and job growth and the rising cost of all modes of transportation that Metro will not be in a position to serve the demand without additional revenue,” Snoble continued.

Cutting overhead, seeking revenue

Snoble noted that Metro continues cutting overhead. More than 500 administrative and management positions have been eliminated in the past five years and Metro continues to look for other areas of additional revenue, such as increasing advertising opportunities on the Metro system.

Over the past decade, under the federal Consent Decree, Metro also has purchased more than 2,000 new buses and, under court order, greatly expanded bus service it can’t afford to operate.

After hearing public comment on the proposed fare modifications, the Board may consider, and at its discretion may adopt various fare modifications. The Board is not bound by or limited to the specific proposals or amounts described in the hearing notice.

In addition to the hearing, members of the public may comment on the fare change proposal by writing to Metro or by sending e-mail to fares@metro.net or by FAXing comments to 922-4594.

Here are the proposed fare modifications to be considered at the May 24 public hearing:

Regular	Last Change	Current	Proposed 7/1/07	Proposed 1/1/09
Cash	2004	\$1.25	\$1.25	\$2.00
Token	2004	\$1.10	\$1.25	\$2.00
Day	2004	\$3.00	\$5.00	\$8.00
Week	2004	\$14.00	\$20.00	\$32.00
Semi	2004	\$27.00	Eliminate	Eliminate
Month	2004	\$52.00	\$75.00	\$120.00
EZ	2002	\$58.00	\$95.00	\$140.00
Regular – Other				
Cash Zone 1	1995	\$0.50	\$0.80	\$1.30
Cash Zone 2	1995	\$1.00	\$1.60	\$2.60
Monthly premium each zone	1995	\$15.00	\$24.00	\$39.00
Owl/Late-Night/Off-Peak	2004	\$0.75	\$1.25	\$2.00
Metro to Muni Transfer	1995	\$0.25	\$0.50	\$1.00
Senior/Disabled/Medicare				
Cash	1995	\$0.45	\$0.60	\$1.00
Zone 1	2004	\$0.25	\$0.40	\$0.65
Zone 2	2004	\$0.50	\$0.80	\$1.30
Day	2004	\$1.50	\$2.50	\$4.00

Month	1995	\$12.00	\$37.50	\$60.00
EZ	2002	\$29.00	\$47.50	\$70.00
Monthly premium each zone	1988	\$7.50	\$12.00	\$19.50
Metro to Muni Transfer	1988	\$0.10	\$0.25	\$0.50
Students				
K-12	1995	\$20.00	\$45.00	\$72.00
College	1995	\$30.00	\$52.50	\$84.00
Senior Age				
July 1, 2007	63			
July 1, 2008	64			
July 1, 2009	65			



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Metro Bus Operator Charged with Insurance Fraud, Perjury

By PAM MURANO

(April 19, 2007) A Metro Bus operator has been charged with three felony counts of insurance fraud and one count of attempted perjury. Ricardo Valdez, 40, is currently being held at LA County Jail with bail set at \$90,000.

The Central City Division 1 operator was arrested April 13 by the California Department of Insurance Fraud Unit following an investigation by Metro's Special Investigations Unit.

Valdez joined Metro as a part-time operator in 1996. In 1998, he was involved in a non-work related traffic accident and suffered a back injury.

Valdez allegedly attempted to conceal this condition from Metro by blaming the back injury on accumulated trauma from driving a bus. He is charged with filing a fraudulent Workers' Compensation claim for the injury in an attempt to gain benefits from Metro.

Although the agency made no direct payments to Valdez, it did pay \$9,000 in expenses on the case before the alleged fraud was discovered. Metro will seek restitution for those payments and for Metro's expenses related to preparing the criminal case for filing.

Valdez was arraigned on the charges, April 16, at the Los Angeles Criminal Court.



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A section of the Metro Orange Line Bike Path runs past the Desoto station, near the intersection of Desoto Avenue and Victory Boulevard in Canoga Park. Photos by Jori Stern.



Valley Residents Find Path to Happiness Along Metro Orange Line

By JORI STERN

(April 20, 2007) You might not recognize it when you see it, but the bike path between Warner Center and North Hollywood is an integral part of the Metro System.

The Metro Orange Line Bike Path, which opened in 2005, began in 1999 with the idea of "making the Orange Line more than just a bus line," says Transportation Planning Manager Lynne Goldsmith.

In 2006 Metro came up with a plan called the Metro Bicycle Strategic Plan, its entire focus being how to deal with bicycle transit and eliminate car trips. The Metro Orange Line Bike Path was born.

For bicycle riders on the Orange Line what are the most popular routes? According to Goldsmith the most traveled route would be to the North Hollywood station.

She also points out that the bike path near Balboa and Reseda stations is heavily used due to the nearby colleges, commercial real estate and medical facilities.

With so many people using the bike path, is safety ever an issue? Goldsmith says the entire path is "lighted in all places that are not adjacent to the street."

On the bike path near De Soto Station, a runner named Michael, 39, claimed to run about five or six days a week on the pedestrian pathway. "I've never had any safety problems myself."



Michael ,39, uses the bike path to run five or six days a week.

‘Looks pretty nice’

Michael also appreciated the appearance and cleanliness of the bike path. "The gardeners are always here keeping the path up, so it looks pretty nice."

Michelle, 35, and her son John, 15, who were headed on an errand,

ride their bicycles about three to four times a week. Michelle usually rides with her other son from the De Soto Station to the North Hollywood Station, which takes about four hours.

"We ride the Orange Line, the Red Line, the Blue Line, we take everything," Michelle said. She enjoys bicycling along the Orange Line path best. "It's nice to have your own designated area, where you don't have to deal with cars."

Nathan Bell, 21, who was out for a short run before work, shares that view. "It's good that the bikers and walkers have their own path that takes you away from traffic. The trees and shading kind of blocks the buildings so it's nice, I really like it."

Not that distance does not play a part in his opinion. "I live over by Van Owen and Woodley, about a half-hour from work, so it's a great ride."

Feeling of safety

At the College Park Station, Valerie, 47, who runs the path about four to five times a week, enjoys her five-mile trek in part because of the feeling of safety she experiences. "I feel safe on it; for whatever reason. I usually travel in the mornings when there are more people on it."

Anna, 45, sees the bike path in a different light, not only its positive aspects, but how to expand the path.

"It works great for shorter distances, and the path is so clean, I love it," said Anna. "There should be more paths, though. I'd like to see Metro put a path in the Valley by the Aqueduct near the Los Angeles River."

Gil, 25, who rides twice a week to Fallbrook and back, shares that sentiment. He enjoys the fact that the path stretches from one side of the Valley to the other and hopes that Metro will build a stretch next to the river.

Gil prefers to ride in the mornings. He finds the bike path, "Great for getting out in the fresh air." He also enjoys riding along the bike path in the afternoons, "When the sun comes and it's nice and warm for rides."

Two men at the Van Nuys Station who were walking along the bike path for the first time had the best answer of all. Asked why they were taking the path that day Joel, 65 said, "Life is short, and you never know which path you're going to end up taking."



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Joint Security Training Exercise Set April 28 at Union Station

- Transit riders can expect 15-minute delays

By DAVE SOTERO

(April 20, 2007) Union Station transit operators – Metro, Metrolink and Amtrak – will join the LA County Sheriff’s Department, LAPD, Metro Security, Amtrak Police and the U.S. Department of Transportation in a Homeland Security exercise on Saturday, April 28.

The exercise will rehearse a coordinated, multi-agency response to a possible security threat at Union Station. As part of the exercise, law enforcement and security personnel will set up security checkpoints around Union Station and will inspect inbound passenger trains and buses.

The exercise is an important and necessary activity to continually enhance security measures for the protection of the transit-riding public, the agency said in a news release.

Transit patrons arriving at Union Station between 6 a.m. and noon that day may experience service delays of 15 minutes or longer on inbound and outbound rail and bus services due to the joint security training exercise.

Service on the Metro Red Line, the Metro Gold Line, Metrolink and Amtrak will be affected.

At least 10 bus lines that normally discharge passengers at the Gateway Transit Plaza will be temporarily rerouted to adjacent street corners at Cesar Chavez Avenue and Vignes Street.

Those bus lines will be Line 33, 40, 42, 439, 442, 444, 445, 446 (Rte 447) and 745, and Santa Monica Big Blue Bus Line 10.





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Funeral Services, Wednesday, for Retired Operator Lonnie Anders

(April 24, 2007) Funeral services will be held at noon, Wednesday, for retired Metro Bus Operator Lonnie Anders, who died April 17 following a lengthy illness.

A viewing is scheduled at 11 a.m. at Arlington Mortuary, 9645 Magnolia Ave., Riverside (951-689-1011). A funeral service at the mortuary will follow at noon.

A military veteran, Anders will be buried at Riverside National Cemetery, 22495 Van Buren Blvd. in Riverside (951-653-8417).

Anders, 73, joined the SCRTD in July 1959 and was assigned to a number of operating division during his 29 years of service. He retired April 30, 1988 from Central City Division 1.

He is survived by his wife, Arvencer Anders, of Los Angeles.



Lonnie Anders



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Metro's Robin Blair and his colleagues returned from the remote village of Amak, Nicaragua, on push boats such as this.



Photos courtesy of Robin Blair

Into the Jungle:

Metro's Robin Blair Waged War Against Deadly Parasites

- Parasitic worms threaten the health of Nicaraguan children. Medical mission treated 1,851 patients during two-week mission.

By NED RACINE

(April 24, 2007) In northern Nicaragua, where 18th Century English pirates hid, where workers earn approximately \$1.10 per day and mahogany tree trunks sell for \$10,000, Robin Blair spent early 2007 killing worms.

On and off for 10 years Blair, a transportation planning manager, has aided Mision Para Cristo's Medical Missions and the Children's Hunger Fund in their Nicaraguan campaigns. This year, from Jan. 22 to Feb. 2, Blair helped waged a war against water-borne parasites, particularly worms residing in humans.

"Worms thrive in the warmer climates of the earth," said Blair, 52, a 17-year Metro veteran. "Unfortunately, these are the areas of most of the world's poverty. This poverty is accentuated by the presence of worms that cause the depletion of already scarce nutrients in the body."

Working with the Nicaraguan ministries of Education and Health, Blair and his team members worked to improve the health of the Mayange people, an indigenous group living on approximately 1,000 square kilometers of pristine rain forest between Nicaragua and Honduras in Central America.

The Mayange land sits near the equator and the Atlantic Ocean. As a result, Blair said he experienced two kinds of weather: "There's hot and humid, and then the really hot and humid." At least he was there after the December hurricane season.

A remote village

Blair, who sits on the Transportation in the Developing Countries Committee of the Transportation Research Board, traveled to a remote village named Amak in the Rio Bocay region of Nicaragua. He brought his logistical and organizational skills to bear on two goals.

The immediate goal was establishing a temporary medical and dental clinic. His long-term goal was beginning the process of building a permanent high school. Short term, Blair had to plan for sustaining a crew of up to 30 people arriving in Amak, including a medical team of 14.



Rivers converge in Nicaragua's Rio Bocay region. Parts of the region have altitudes up to 3,000 feet, perfect for coffee growing.

Traveling to Amak, Blair found, was not pleasant.

"This is a two-day trip just to get there, and it's a miserable two-day trip." The only paved road he saw disappeared one hour out of Managua, Nicaragua's capital. "So I'm traveling in a beat-up bus for more than 12 hours on four-wheel drive." The last 61 miles were covered in a dugout canoe.

Blair estimated that on the return trip down the Rio Bocay river, his team exited the canoes about 50 times to push them over the rocks. One of the team's doctors broke her leg on the trek back while crossing a part of the river where her canoe needed to be carried over rocks.

'Extremely isolated area'

"It's an extremely isolated area," said Blair, who was touched by the area's beauty. "It is one of the pristine rain forests of the world." The extremely dense forests near the Atlantic Ocean were perfect hideouts for pirates.

Those 17th and 18th Century English buccaneers left a legacy in the Mayange's unique language. Thirty percent of that language consists of Old English.

Blair's brother, an accountant, made the trek to Amak and served as pharmacist, his pharmacy being a wooden table with piles of medicine. Blair estimated the team hauled in between 300 and 400 pounds of medicine contributed by a nonprofit group in Texas.

The team set up a basic pharmacy, a medical clinic, and a dental operation, "which is literally a guy pulling teeth," Blair said.

Beyond addressing immediately health issues, Blair and his colleagues gathered census data, trying to ascertain how many children are in the area and their general state of health. "Over time you're trying to evaluate whether there are conditions you're helping or not helping."



One of the goals of Blair's two-week mission to Nicaragua was to measure the number of children in the area and the state of their health.

Treated 1,851 patients

After two weeks the team had treated 1,851 patients. "Everything from simple stuff" to people on the verge of dying, Blair said. The doctors said four to six people would have died within three weeks if the medical team had not been in Amak. "Primarily children, primarily issues of pneumonia—there is a high rate of infant mortality."

A key target for those hundreds of pounds of medicine carted into Amak was the worms. Patients were given a worm-killing poison that cost approximately 50 cents per treatment. Humans are too large to be affected by the poison. The parasites are not so lucky.

Worms enter the body through various routes—the hookworm enters through the feet—and feed off their human host. Some feed on blood and others siphon nutrients from the digestive system. Those that feed on blood, like the hookworm, may cause anemia.

According to the Worm Project, an organization dedicated to improving nutrition among third-world children, a child who typically eats one pound of food per day can forfeit approximately 20 pounds of food in six months—if untreated. The parasites not only compromise the immediate health of the child, they compromise the child's development into an adult.

The Worm Project website estimates that "one fourth to one third of the world suffers from worms to some degree . . ."

Worms steal nutrients

Because the worms are stealing 30 to 40 percent of the nutrient in the patient's body—including the poison—they soon absorb too much poison to tolerate. They die or flee the patient's body. The poison is good for six months, during that time it prevents the return of the worm or its larvae.

The team treated 500 to 600 children with the anti-parasite medicine.

Back in California, Blair works on building support for a permanent health clinic on Mayange land. "We're there without a political agenda. We're there basically with a human care agenda. That's good for everybody."

"I try not to bring back what I call 'the terror of the place' . . . the horror of the life and lifestyle," said Blair, who helped with disaster relief after Hurricane Mitch in 1998 and El Salvador's earthquakes in 2001. "What I try to bring back is the awe of the place." The beauty of the Mayange land.

Blair is unsure if his experiences in Nicaragua have made him a better person, but he believes they have made him a more balanced person. "I think we are all better off helping another human being than just living ... a self-centered life."

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Deputy Executive Officer Jack Eckles, center, commends Metro Transit Security officers Manual Salcedo, left, and Richard Nelson, right, at Operations Committee meeting April 19.



Officers Awarded Commendation for Fire Rescue

By Jori Stern

(April 25, 2007) In recognition for an extreme act of bravery, Deputy Executive Officer for Safety and Security Jack Eckles presented two senior Metro Transit Security officers with Certificates of Recognition at the Operations Committee April 19.

At 1:00 a.m. on March 28, Metro Transit Security Officer Richard Nelson, on route to the Vermont/Santa Monica Red Line Station, noticed gray smoke coming from a structure about one-quarter mile away.

While exiting the freeway, Nelson immediately called his dispatcher and requested Los Angeles Fire Department to assist. Senior Transit Officer Manuel Salcedo then arrived. As they waited for the fire department, they noticed a light upstairs. Nelson commented to Salcedo, "I wonder if there is anyone upstairs?"

Noticing a wrought iron gate, they yanked the gate open. Upon entering the building, "We saw a lady standing in the middle of the room, just surrounded by smoke and flames," said Nelson, who has been with Metro Security since 1993.

After she was pulled from danger, the woman ran back inside the building. The officers were unaware that she did not speak English. She was trying to tell them that there were other people inside.

After pulling her out a second time, the officers entered. Salcedo climbed upstairs to the smoke-filled second floor, attempting to check all the

rooms and alert any other occupants.

He was overcome with smoke. "I just couldn't breathe anymore, and I had to come back out." The two officers, however, had awakened two other occupants of the building. They were rescued.

Asked if the officers ever considered their own safety first, Nelson said, "It's our instinct. We are there to help people; we just saw somebody in need and didn't really think about it."

They don't consider themselves heroes. "I don't think so, just doing our job," Nelson said. "We were just doing what anyone else would have done," said Salcedo, who has been with Metro Security for 10 years.

Before the Operations Committee, Jack Eckles, Deputy Executive Officer for Safety and Security, who joined the Department of Safety and Security Policy in April, said, "It is always a pleasure to recognize professionalism and, in this case, heroism."

"So many people see us at the desk, and they think that's all we do." said Nelson.

"But at night we have maybe six or 12 cars out on patrol."

Whether it is a problem with a person on a bus at 11:30 p.m. or something wrong with one of the trains at 2:00 a.m.; "This is a 24-hour job that never stops," said Nelson.


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CEO UpDate

At a Crossroads: Metro Needs to Enact a Fare Change

Even with an increase, transit will remain a good bargain for riders and will help keep our commitment to taxpayers

By CEO ROGER SNOBLE



CEO Roger Snoble

We've come to a crossroads here at Metro. For more than a decade, we've put off making a decision that would have helped the agency stay abreast of escalating fuel, new equipment, labor and other operating costs. And now, we can't wait any longer – we have to bite the bullet and enact fare changes.

As you may know, we're proposing to the Board a two-part fare change. If approved, the first would go into effect July 1, the second 18 months later in January 2009. In the first round, the cash fare would remain at \$1.25, while the Day Pass would increase from \$3 to \$5, the weekly pass from \$14 to \$20, and the monthly pass from \$52 to \$75, among other changes.

In 2009, the cash fare would increase to \$2; the Day Pass would be \$8; the weekly pass, \$32; and the monthly pass, \$120. Admittedly, these appear to be pretty hefty increases. But, if you look at it as cost-per-ride, these fare changes are reasonable.

Why? Realize that with the changes we're proposing the fare, on average, would be only 86 cents per ride. Compare that with the price of a gallon of gas – or with almost anything else you buy, including a Coke at McDonald's, and it's a great deal. As a matter of fact, Metro has maintained one of the lowest fare structures in the United States, even as we undertook the greatest service expansion in our history.

One reason we've been able to keep fares low is because taxpayers are heavily subsidizing our riders. The average Metro rider pays only 58 cents a boarding, due to deep discounts for our various passes, and fares cover only 24 percent of the cost of a ride. In 1988, taxpayers covered 56 percent of the cost of a ride; today, it's 76 percent.

That's not what taxpayers expected when they voted twice for local sales taxes. They wanted to further modernize and expand public transit and to improve streets and highways. Either we enact fare changes over the next two years or we'll have to break our commitment to the taxpayers, cut service to our customers and jeopardize the agency's financial situation.

Metro has done its part to maintain and improve service and to keep the agency on solid financial footing. We've tightened our belts by slashing more than 500 administrative positions, cutting Worker's Compensation costs in half, reducing liability through our Safety's First program, and finding ways to improve our efficiency.

So, will we lose customers if we enact fare changes? Initially, yes, but in my experience ridership will return to old levels within six months to a year. Even with a fare increase, it will still be a bargain to ride transit.

So, what's next? The Board has scheduled a hearing for May 24 to take public comment on the proposed fare change. Some time after that, they'll vote on our proposal.

If we can't win an increase in revenues, we'll be forced to cut service. And I mean big cuts that would eliminate routes, shrink operating hours, trim weekend service and lengthen headways on some of our heavier routes. If the Board approves our fare change proposal, we'll be able to keep our same level of service and even make modest improvements. We'll be able to complete the Metro Rapid program and implement Metro Connections to further improve service.

Approving a fare change won't get us out of our structural deficit – \$1.8 billion over the next 10 years – but it will help keep the agency solvent. I'll keep you posted as this situation continues to develop.

April 25, 2007

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Funeral Services, Tuesday, for Juanita Cooper, wife of Benjamin Cooper, UTU Chairman and Treasurer, Local 1564.

- UTU and Trust Fund Offices will be closed all day Tuesday.

Funeral Services will be held on Tuesday, May 1, at 11 a.m. at Church of the Hills in Forest Lawn Memorial Park.

Juanita Cooper, wife of UTU Chairman and Treasurer Benjamin Cooper, died April 21 following a lengthy illness.

A viewing is scheduled for Monday, April 30, from 5 p.m. until 9 p.m. at Faith Chapel in Forest Lawn Memorial Park.

Forest Lawn Memorial Park is located at 6300 Forest Lawn Drive, Los Angeles, CA 90068.

She is survived by her husband Benjamin Cooper, son Benjamin N. Cooper, Jr., and daughter Benita Washington.

