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## Board Approves Purchase of 100 60-Foot Articulated Buses

- Other actions include sale of parcel, Division 3 upgrade, Headquarters security, bus service changes

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- [Item 42.](#) RRC Storage Facility
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- [Item 47.](#) Bus Service Changes
- [Item 52.](#) Public Safety Awareness

By JOSÉ UBALDO

(May 1, 2007) The Board of Directors on Monday approved the purchase up to 100 new 60-foot CNG buses from North American Bus Industries.

The total procurement is \$86,428,426, which includes fareboxes, radios and spare parts. The Board directed the staff to prepare a report for the Finance and Budget Committee on options for financing the bus purchase.

Delivery of the new articulated buses will be completed by spring 2008. The new 57-seat buses can seat almost 50 percent more passengers than a 40-foot, low-floor bus and will be used to improve service on the most popular Metro bus lines.

"This purchase reaffirms Metro's commitment to provide the best service for the bus riders of the Los Angeles region," said Board Chair Gloria Molina.

Metro now has a fleet of 2,500 buses of which 90 percent are fueled by natural gas. Today, Metro operates 275 articulated buses and plans to have another 20 in service by this summer.

### In other action

The Board also took action on the following items:

**Item 12, Sale of Division 20 Parcel.** The Board carried over to its June meeting 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.

**Item 26, Study Metro Rail Gating.** The Board approved a motion

directing the staff to engage a fare collection expert to study installation of gates at Metro Rail stations and implementation of distance-based fares.

**Item 37, Division 3 Project.** The Board approved 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. The project includes demolition of some buildings, and construction of offices and other structures.

**Item 38, Division Improvements Project.** A motion to upgrade five bus operating divisions was forwarded to the June Board meeting.

**Item 39, ATMS Upgrade.** A motion setting a life-of-project budget of \$12.1 million for upgrading the Advanced Transportation Management System was forwarded to the June Board meeting.

**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 was forwarded to the June Board meeting.

**Item 41, Non-Revenue Vehicles.** 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 was forwarded to the June Board meeting.

**Item 42, RRC Storage Facility.** Plans to further centralize Materiel and Facilities Maintenance functions at the Regional Rebuild Center campus were forwarded to the June Board meeting.

**Item 46, Metro Headquarters Security Upgrades.** The Board approved a motion to provide additional surveillance cameras and card readers to enhance security at Metro Headquarters. The \$395,000 project will be partially funded by \$345,000 in federal funding through the State of California Transit Security Grant Program.

The improvements include a comprehensive closed-circuit TV surveillance system and upgrades to access card reader units.

**Item 47, Bus Service Changes.** The Board approved a series of bus service changes aimed at attracting new riders by providing faster service and improving efficiency by reducing service in corridors with low ridership or duplicate service.

Among the approved changes are initiating Rapid Express Line 940 between the South Bay Galleria Transit Center and Patsaouras Transit Plaza and Rapid Express Line 920 between the Wilshire/Vermont Metro Rail station and downtown Santa Monica. Also approved were 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.

Board action on the proposed cancellation of Line 442 was carried over pending a report from the Los Angeles Department of Transportation.

**Item 52, Public Safety Awareness.** The Board approved a motion 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."





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Rail TOS Esther Pippins queries visitors to Division 20's Tower on what they learned from their tour of the Red Line maintenance area. She later explained the workings of the status board.



Photos by Ned Racine

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

- Tours included bus and rail divisions, Metro Headquarters; CEO Roger Snoble answers kids' questions

By NED RACINE

(May 1, 2007) Joshua Ni, six years old, walked through the Metro Red Line Division 20 maintenance shops, dwarfed by heavy-rail cars, while Robert Rodriguez, a Red Line train operator, explained the purpose of "collector shoes" and "stingers" – electrical devices that move the trains.

This year's "Take Our Daughters and Sons to Work" event at Metro drew Joshua and approximately 400 other kids, according to Elizabeth Porras, an assistant administration analyst and the event's corporate coordinator.

Children visiting Metro Headquarters took tours of



Jeannette Bell, senior EEO program investigator, offered a demonstration of "Is This an Interview?" Corey Adams, Quincy Murray, Stephanie Andrews and Amanda Wang heard Bell's interview tips. Helen Lejeune rises above.



Operations Central Instruction (OCI), the Copy Center, the Bus Operations Center and the Design Studio. New this year was a tour of Metro's Dorothy Peyton Gray Library.

Dora Macias, 8, a frequent Metro Rail rider, rode with her father Charles Macias, a transportation operations supervisor, taking the subway east to Division 20. Later, children congregated in the tower five stories above the rail yard.

From the vantage of the tower, Esther Pippins, a rail transportation operations supervisor, explained to Hakeema Muhammad and Gavin Hurst the process for moving 72 rail cars through the rail yard each 24 hours.

**Back at Headquarters**

Attending Jeannette Bell's 2:30 p.m. class on interview skills, Amanda Wang, almost 11, and Stephanie Andrews, completely 11, learned from the senior EEO program investigator that interviewers have no appetite for applicants eating carrots during a job interview. Katie Talbert, administrative intern, drew laughter with her portrayal of an applicant who dresses and acts inappropriately.

For many children, activities began with breakfast in the Metro Café and continued with their photographs being taken on the Plaza level with Metro Security dogs Nakita and Nitro. The children also received small gifts contributed by the California Highway Patrol.

At Division 10 Maintenance, kids rode buses through the bus washers – a perennial favorite. At Division 18 Transportation, children began the day with a continental breakfast and then traveled to OCI where they drove the bus simulator.

During the Metro Blue Line tour at Division 11, Eric Czintos gave



Anne Karna, senior marketing and communications officer, demonstrates how Metro advertises its services. Nicholas James imagines. Later, the children created their own marketing poster.



Michael Winston, Division 7 Maintenance storekeeper, brought his daughter, Mariah, to the cafeteria for lunch. West Hollywood Division 7 brought a large contingent to the Gateway Building for "Bring Our Daughters and Sons to Work" activities.



Annelise Gerhardt shows her enthusiasm for the day's activities while sitting on her mother's lap in the Metro Café. Juliana Lupian stands beside Wendy Gerhardt, senior Human Resources analyst.

Dora Macias, 8, pauses during her trip from Union Station to Division 20 with her father Charles Macias, a

children a maintenance and repair test. Kayla Crewnshaw, daughter of Rosie Haynes, Blue Line train operator, earned the top score. Kayla answered all 10 technical questions correctly on the written test.



transportation  
operations  
supervisor.

The day's events ended in the Board Room with CEO Roger Snoble taking questions from Metro's future patrons and – possibly – employees.




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## May Day Marches Posed Challenge for Metro Rail and Bus Operations

- Subway station closed during MacArthur Park melee; both rallies created bus detour headaches

By BILL HEARD, Editor

(May 2, 2007) Metro's response to the May Day immigrant's rights marches in Los Angeles reflected the nature of the rallies, themselves – relatively trouble-free for the first event, chaotic during the afternoon rally.

Metro Rail operated peak subway service throughout the day and scheduled additional cars on the Blue Line, according to Rail Division Transportation Manager Bruce Shelburne, but "in comparison with last year, ridership was very light on the trains."

The problem came when unruly marchers gathered at MacArthur Park jostled with police, who at one point fired foam bullets into the crowd. A number of marchers, media representatives and police suffered minor injuries. Some were transported to hospitals.

During that incident, Shelburne said, the MacArthur Park station was closed. Sheriff's deputies formed a perimeter around the entrance to keep people out, although the station doors remained open.

From about 6:30 p.m. until almost 8 p.m., east- and westbound trains passed through the station, but patrons were not allowed to disembark.

"Before we had to close the station, we were able to get a lot of families out of the area," Shelburne said. "We kept the station open as long as we could."

## Morning march delayed

Both marches presented more difficulty for Metro Bus operations, according to Steve Rank, assistant Operations Control manager, beginning with about an hour's delay in the start of the morning march from Olympic Boulevard along Broadway to City Hall. During the march, Broadway buses and east-west lines crossing Broadway between Pico Boulevard and Temple Street were detoured.

"We had anticipated that we'd be done detouring most of our downtown bus lines by 12 or 12:30," he said, "but we didn't start putting buses back on their regular routes until about 1:30, and we didn't have everything back on regular route until about 3 o'clock."

The afternoon rally, for which march organizers had no permit, caused significant delays on Metro bus routes beginning about 4 p.m. A 12-

block section of Wilshire Boulevard between Alvarado and Vermont was closed and buses were detoured in that area between 6th and 8th streets.

None of those closures had been planned and “we were flying by the seat of our pants,” Rank said, but his group had prepared a series of contingency detours that the 13 road supervisors and two assistant managers working the May Day event helped put into effect as they were needed.

“Some of those detours lasted well into the evening,” he said. “We didn’t get all the buses back on regular routes until 9 o’clock last night.”

Metro’s response to this year’s immigrant’s rights marches, despite the subway station closing and unscheduled bus detours, went much more smoothly than the 2006 rally when all transit and law enforcement agencies were overwhelmed by the massive turnout, both Shelburne and Rank said.

“Our preparation was good,” said Shelburne. “We prepared for the worst.”


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## Sector Governance Council Meetings, Fare Forums Scheduled for May

- Regional Forums will accept public comment on fare restructuring proposal

By RICK JAGER

(May 2, 2007) Metro's five service sector governance councils will hold their regular monthly public meetings in May to discuss various transportation issues in their service sectors.

In addition, the sectors will hold Regional Fare Forums either as part of their regular meetings, following their regular meetings or, in the case of the Gateway Cities Sector, on a separate day prior to the monthly meeting.

Each sector will provide information about the proposed fare restructuring proposal and will accept public comment that will be collected and incorporated into the record of testimony. E-mails and FAXes also will be accepted as part of the record.

The Transportation Business Advisory Council also will conduct a fare forum at 8:30 a.m., Thursday, May 3, in the Gateway Plaza Room at Metro Headquarters.

The Board of Directors will conduct a formal public hearing on the fare restructuring proposals at 9 a.m., Thursday, May 24 in the Board Room.

### Council meetings and fare forums

The May governance council meetings and Regional Fare Forums are scheduled at:

- San Fernando Valley Service Sector, 6:30 p.m., today, at the Marvin Braude Constituent Service Center, 6262 Van Nuys Blvd., Van Nuys. The fare forum will follow the council meeting.
- The Gateway Service Sector will conduct a fare forum at 6 p.m., Wednesday, May 9, at the Gateway offices in the Non-Revenue Building, 7878 Telegraph Road, Downey. The Governance Council meeting will be held at 2 p.m., Thursday, May 10, at The Gas Company, 9240 Firestone Blvd., Downey.
- South Bay Service Sector, 9:30 a.m., Friday, May 11, Carson Community Center, 801 East Carson St., Carson. A fare forum will be conducted at 11 a.m.
- San Gabriel Valley Service Sector, 5 p.m., Monday, May 14, at the sector offices, 3369 Santa Anita Ave., El Monte. A fare forum will

be conducted at 7 p.m.

- Westside/Central Service Sector, 5 p.m., Wednesday, May 9, La Cienega Tennis Center, Sunset Room, 325 S. La Cienega Blvd., Beverly Hills. A fare forum will follow the council meeting.

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Transportation Security Administration officers search the baggage of Lisa Duong of Los Angeles and Elizabeth Shin of North Hills at a pedestrian checkpoint outside Union Station.



Photos by Ned Racine

## Milestone Anti-Terrorist Exercise 'Locks Out' Union Station Complex

- Bomb dogs, cops and security officers worked 'on the same frequency' to stymie mock multi-target terrorist attack

By NED RACINE

(May 2, 2007) Under a flawless blue sky, local, regional, and national law enforcement and transit authorities ran a real-time test of security measures at the Union Station Gateway (USG) complex last Saturday, employing a less-than-sunny scenario.

Saturday's event, the first anti-terrorist exercise sponsored since 2002 by the Security Task Force, a group of agencies and businesses concerned with USG security, attempted to "lock out" Los Angeles' downtown transportation center.

"The coordination, deployment, and communications went very well so that all the players were on the





same frequency—literally,” said Jack Eckles, DEO for System Safety & Security. “They were all [integrated] into the overall plan and purpose of what they were doing, so when they deployed, they all understood their role.” He noted that this level of integration during a multi-agency exercise is difficult.

Sheriff's Deputy Kyle Hayden leads Xxzylo, a two-year-old Vizsla, through a luggage inspection. One piece of luggage carried a mock explosive. Xxzylo was named after a victim of the September 11, 2001 attacks.

According to the exercise's grim scenario, the Department of Homeland Security had raised its threat level to “red,” following a coordinated terrorist attack on a commuter rail system somewhere in the United States. “Terrorist” teams tried, unsuccessfully, to penetrate USG's security forces to place mock explosive devices in five critical areas inside USG. The majority of terrorist teams were “captured” on Metrolink trains.

Public participation in the exercise was voluntary, although Dan Cowden, Metro transit security manager, estimated that 50 percent of passengers, pedestrians and drivers chose to take part in the exercise.

**Transit industry's largest drill**

According to Cowden, the exercise was the transit industry's largest multi-agency drill since the September 11, 2001 attacks. He estimated approximately 250 officers took part in the exercise, which lasted from 7 a.m. to noon.



Sheriff's Deputies Sheriff Morsi and Randy Williams check the luggage of Janet Delgado of Los Angeles at a pedestrian checkpoint at the east entrance of the Union Station Gateway complex.

“I was very pleased with the results,” said Sheriff's Lt. Leo Norton, co-planner of the exercise with Sheriff's Lt. John Herrera. “We learned an awful lot in terms of logistics; how long it took to set up.” In reviewing the exercise, Norton discovered that it delayed the Metrolink trains only 15 minutes.

Deputies from the Transit Services Bureau and Metro Security officers screened bus and rail passengers and pedestrians—and their luggage—as well as vehicles entering the USG complex. No passenger cars were allowed into the transit plaza.

K-9 units also were a key part of the exercise. The dogs examined luggage that participating passengers placed in the aisle of rail cars. Dogs from the TSB and Los Angeles Police Department discovered a mock explosive device transported via vehicle to the Alameda Street entrance to Union Station.

Officer Juan Alba, of the Los Angeles Airport Police, searched Metro Gold Line trains at the Chinatown Station with Eno, a German shepherd. “People are more leery of the dogs, but they don't mind being searched.”

**Other checkpoints**

Other checkpoints near USG included the Civic Center station, the Vignes



Officer Juan Alba, Los Angeles Airport Police, pauses between searches of Metro Gold Line trains at the Chinatown Station. Eno, a German shepherd, rests his nose.

Street pedestrian and vehicle entrances to USG and multiple Metrolink stations.

Participating agencies included the Transportation Security Administration (TSA), Los Angeles Fire Department, Los Angeles Airport Police, Metrolink Sheriff's unit and Amtrak Police Department.

Observers included the Federal Bureau of Investigation, California Office of Homeland Security, U.S. Department of Homeland Security, Orange County Sheriff's Department, California Public Utilities Commission, Federal Air Marshall Program and the

head of security for New York's Metropolitan Transportation Authority.

"We learned a lot from the TSA," Norton said. "They were extremely professional."

"They really cared about the scenario," Norton said of the public who chose to participate. "They really took it seriously. That's really great when you can create a scenario that everyone treats as real and wants to play."




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## Melvin Clark Named Acting GM of Metro Rail Operations

- Patrick Astredo named director of M3 project

(May 3, 2007) Melvin Clark, deputy executive officer for Rail Transportation, has been named acting general manager of Metro Rail Operations.

Clark will report directly to Interim Chief Operating Officer Carolyn Flowers until a permanent rail operations general manager has been recruited.

In announcing Clark's appointment, Flowers also said Patrick Astredo has been named director of Operations Systems Support, reporting to her. Astredo, formerly an equipment maintenance manager in Fleet Management and Support Services, will manage the M3 maintenance and material management system.

Clark, 49, has 26 years' experience in rail operations with regional transit agencies, rail engineering firms and railroad corporations. He joined Metro as director of rail activation in April 2002 and was named deputy executive officer in March 2003.

Beginning as a signal design intern at the Chicago Transit Authority in 1981, he later worked as a signal designer and signals engineer with two engineering firms, and in signals engineering and train control positions with Norfolk Southern in the 1980s and as train control engineer and, later, chief train control engineer with Atlanta's MARTA system in the early 1990s.

Prior to joining Metro, Clark served from 1996 to 2002 as manager of signals and communication and then as division director of rail systems with the Bi-State Development Agency, now known as "Metro," in St. Louis.

Clark holds a BA in science – electronics management from Southern Illinois University in Carbondale and has completed technical, management and leadership courses at Carnegie Mellon University, Auburn University and Harvard University.

He is a member of the American Railway Engineering and Maintenance Association, the SIU Electronic Systems Technologies and ITT Technical Institute Electronics Technology Advisory Committees.

Clark and his wife, Denise, live in Santa Clarita with their children, James, 18; Joseph, 13; Christiana, 11; and Katherine, 8.



Melvin Clark




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## LA City Council Approves Bus-Only Lanes for Wilshire Blvd.

- Also votes to temporarily close one-mile demo project opened in 2004

(May 8, 2007) Metro's plan for bus-only lanes on Wilshire Boulevard took a big step forward and a small step back, last week, with a vote by the Los Angeles City Council.

The Council approved a series of Transportation Committee recommendations, May 2, that included directing LADOT to create peak-period, bus-only lanes from Valencia Street near Good Samaritan Hospital in downtown LA to the Santa Monica city line at Centinela Avenue – a distance of about nine miles. Metro Rapid Line 720 follows route through the city.

At the same time, however, the Council also approved an LADOT recommendation to temporarily close the bus-only lanes that have been in operation on the one-mile stretch between Centinela and Barrington Avenue. The lanes were opened in March 2004 as a six-month demonstration project that the Council later voted to make permanent.

Metro's project managers have credited the lanes with improving bus travel times during morning peak by up to 6 percent and during afternoon peak periods by up to 14 percent. Service reliability improved by up to 16 percent during morning peak and between 12 and 27 percent during the afternoon peak period.

Despite the benefit to transit commuters, some merchants who own businesses along that stretch of Wilshire complained about the loss of on-street parking, due to curb-side parking restrictions, and inconvenience to their customers. The Council's action did not restore curb-side parking during peak periods.

When completed in perhaps five years, the bus-only lanes will once again include the one-mile Centinela to Barrington segment – a move supported by council members who voted to temporarily close the lanes. The project, which is included in the Long Range Transportation Plan, is estimated to cost \$16.5 million. Metro is expected to fund that sum.

### 'They support bus-only lanes'

"The good part is that the City Council has officially gone on record as saying they support bus-only lanes on Wilshire Boulevard," says Deputy Executive Officer David Mieger of the Westside Area Team.

Still at issue, however, are two other segments of the proposed bus-only lane. They are a 2.5-mile section in Beverly Hills and 2.4 miles at the western end of the line in Santa Monica.

"We've been talking with Beverly Hills officials over the past several years," says Mieger. "They don't want to be the only city doing it, but if LA agrees to the project, they will seriously consider participating."

In Santa Monica, transit officials have set Lincoln Boulevard, which crosses Wilshire, as their first priority for bus-only lanes, says Mieger. "Based on how well they perform on Lincoln, they'll consider other streets."

LADOT staffers were directed to report back to the Council in 45 days with a funding plan and a project implementation plan. They also are to identify a source for funding a public outreach effort for the project.

Commenting on the benefit bus commuters have seen with the one-mile demonstration project, Mieger says, "During the worst part of the congestion, buses are moving through rapidly, and that's the real benefit."

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## 'Hollywood Tagger' Blamed for \$31,000 in Damage to Metro Property

- Deputies collar suspect after lengthy investigation

By NED RACINE

(May 8, 2007) Completing an investigation that began in 2005, Transit Services Bureau (TSB) deputies arrested a former Hollywood High School student, April 26, for allegedly causing an estimated \$31,000 in damage to Metro property.

TSB deputies Kyle Ynclan and Dennis Chuck began investigating a series of vandalism crimes against Metro property in 2005. The tagger used the moniker "A59ER."

According to Sheriff's Sgt. Augie Pando, most of A59ER's damage was initially limited to a few slap tags and a few scratched bus windows. Since then, A59ER became a prolific tagger of Metro buses and Hollywood-area businesses.

Following an anonymous tip, deputies Ynclan and Chuck spoke with Hollywood High School officials and school police. They identified A59ER as Sergio Escobar, who is 19 years old.

At 7 a.m. on Saturday, April 26, deputies Chuck and Ynclan served a warrant for Escobar's arrest at his Hollywood residence. Escobar was arrested without incident and, according to the deputies' report, confessed to the crimes.

Pando said an added benefit from the Escobar arrest was information gathered during the search of his residence, information that may lead to further arrests.

During the home search, Deputies Ynclan and Chuck discovered numerous items linking Escobar to A59ER, including a Metro bus pass and vandalism tools used to etch bus window frames.

After his arrest, Escobar wrote an apology for the damages he caused Metro property. Currently in jail awaiting trial, he faces 14 felony counts.



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Click on image to go to Metro's '[Bike to Work](#)' page.



### Bike Rally, Fair to Kick Off 13th Annual Bike to Work Week

- Metro also will launch its new Bike Safety Campaign

By JOSÉ UBALDO

(May 9, 2007) Metro will kick off its 13th annual celebration of Bike to Work Week, May 14, with a bike rally and fair featuring actor and environmental activist Ed Begley, Jr. and a free concert by the Ditty Bops at Los Angeles City Hall.

Joining Los Angeles City Council members Wendy Greuel, Eric Garcetti and Tom LaBonge at the 11:30 a.m. kickoff rally on the City Hall south lawn, will be members of the Los Angeles County Bike Coalition (LACBC) and LADOT.

Metro will offer as prizes several commuter bikes and bike accessories to those who register in advance online at [metro.net/biketowork](#) and pledge to help alleviate gridlock by pedaling to work, school or other destinations on Thursday, May 17, Bike to Work Day.

Metro also will offer free rides to bicyclists on Metro buses and trains on Bike to Work Day. The LADOT Commuter Express, Beach Cities Transit, Commerce Municipal Bus Lines, Gardena Municipal Lines, Long Beach Transit, Montebello Bus Lines, Norwalk Transit, Santa Clarita Transit, Torrance Transit, and Whittier Transit also will offer free rides to bicyclists who use transit for part of their commute day.

### Launch Bike Safety Campaign

During the same week, Metro will launch its new Bike Safety Campaign with posters on the backs of Metro buses, posters folded as take-ones and newspaper ad reminding drivers and bicyclists to share the road and obey the bicycle traffic signals to avoid accidents.

Other activities co-hosted by Metro with local organizations on Bike to Work Day will include bike pit stops where bicyclists can stop for refreshments and free giveaways between 7 a.m. and 10 a.m. For exact locations go to [metro.net/biketowork](#).



Metro also is supporting a series of events such as the fourth annual interfaith Blessing of the Bicycles at the Good Samaritan Hospital in Los Angeles and the Los Angeles River Ride on Sunday, June 10, sponsored by the LACBC.

Details of these and other bicycling events, a guide for employers participating in Bike to Work events, helpful transit information for bike riders, including LA City and Metro bike maps and resource links, are accessible on Metro.net. The Metro Commute staff also is available to answer questions by calling 922-2811.



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## Honor Roll: Celebrating Metro's 2007 Graduates

- Download and print your [2007 Honor Roll Form](#) here. (PDF)

(May 9, 2007) May and June are the "cap and gown" months for many families – a time to honor our high school, vocational school and college graduates.

Once again this year, the names of graduates will be listed in a special "Metro Honor Roll," a compilation of those who earned their diplomas, certificates or degrees in 2007.

If you or someone in your immediate family graduated last winter or will graduate this semester, *myMetro.net* wants to know. Last year more than 175 graduates were listed on the Honor Roll.

The names of Metro employees and the children and spouses of employees are eligible to be included in "Metro Honor Roll." Due to a lack of space, the names of employees' grandchildren can no longer be included.

### Posted on web site June 21

The "Metro Honor Roll" will be posted, June 21, on the *myMetro.net* web site and will be distributed as a special employee publication the following week.

To be included, employees must fill out and submit a Metro Honor Roll form no later than June 14. Forms should be returned to Bill Heard at mail stop 99-19-8 or faxed to 213-922-2704.

Forms are being delivered to all work locations. They also are available in a .pdf file on the Intranet, in the MTA Research Center library, in the Metro Store and in the Metro Café lobby.

Metro Honor Roll forms also are available by mail or FAX by contacting Communications Manager Bill Heard at 922-7479.

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APTA International Bus Rodeo Grand Champion Award winners are, from left, Mechanic Frank Forde, Operator Mark Holland, Mechanic Rommel Vargas and Mechanic Andrew Warren. They're shown here with the trophies they won at last September's Metro Bus Rodeo at Santa Anita.



Photo by Gayle Anderson

## Metro Wins 'Grand Champion Award' at International Bus Rodeo

- Warren, Vargas, Forde and Holland to bring home the trophy

(May 9, 2007) Metro made beautiful music in Nashville this past weekend when its four-member Transit Operations team struck all the right chords to win the Grand Champion Award at the APTA International Bus Rodeo.

The team's combined score in the maintenance event and in the driving portion of the Rodeo carried it to the top against teams of operators and mechanics from transit properties across the United States and Canada.

"This is certainly Metro's year to shine," said CEO Roger Snoble. "First, we're named America's Best Transit System and now, to add to the luster, our team wins the APTA International Bus Rodeo! Congratulations to Transit Operations and to our outstanding team members Andrew Warren Jr., Rommel Vargas and Frank Forde of Arthur Winston Division 5 Maintenance and Operator Mark Holland of San Gabriel Valley Division 9."

The Warren-Vargas-Forde team earlier represented Metro at APTA International competitions in Salt Lake City and in Dallas. This year, the men competed against 46 maintenance teams in six timed technical events, finishing in first or second place in four of the events -- 35 points ahead of the second place finisher, Sacramento Regional Transit District.

Metro last won the APTA maintenance competition in 1997.

Holland also is a familiar Metro face at the APTA competitions. In Nashville

this year, he competed against 77 bus operators in the 40-foot bus category and finished in the top one-third. He has represented the agency five times previously, beginning in Montreal in 1988. He also competed for Metro at Internationals in San Antonio, Orlando, Philadelphia and Salt Lake City.

**Particularly sweet**

At Snoble noted, this year's win was particularly sweet, coming on the heels of Metro's "America's Best" honor.

"LA is, in fact, Number One in the nation," said team coordinator Frank Cecere, who along with colleague Steve Mullaly accompanied the team to the International event.

"Both Steve and Frank work tireless hours preparing our Roadeo teams for this very challenging competition," said San Fernando Valley General Manager Richard Hunt. "Much of our team success is attributed to Steve, Frank and the instruction staff."

Meanwhile, Metro's Rail Roadeo team is preparing for the APTA International Rail Roadeo scheduled June 2 in Toronto.

Representing Metro at that event will be Red Line operators Tu Phan and Robert Rodriguez and equipment maintenance specialists Eric Czintos and Ronnie Burt of the Blue Line and Rafaele Mastrangelo Jr. of the Red Line.

All five members of the Metro team have been multiple winners at the local level and have represented the agency at a number of APTA Internationals.

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## Metro Art's live poetry readings at Union Station invite rush-hour commuters to cherish the moment



Photos by Peter Watkinson

^ Poet Teka-Lark Lo takes the stage at Union Station East Portal in an event produced by Metro Art in collaboration with the Poetry Society of America. Behind her, rush-hour poets await their turn at the mic: from left, Brendan Constantine, Tony Barnstone, coordinator Elena Karina Byrne and Imani Tolliver.

- **Check it out** in the [Downtown News](#)
- **KNBC Video:** 6 o'clock news report with Cary Berglund. To view, [click here](#) or follow this path: nbc4.tv>video>entertainment>culture and community> select "3" from prev/next bar >"Poetry in Motion" report.

By GAYLE ANDERSON

(May 9, 2007) The muse may be mysterious in her wanderings, but in April, the month designated by the Poetry Society of America as National Poetry Month, she can be counted on to keep her annual rendezvous with Metro, a decidedly alternative space for poets who converge upon the Metro system to read poetry to



Poets Imani Tolliver, above, and Liz González, below, read to a rush-hour crowd of commuters, a line of monthly transit pass buyers and media in the East Portal of Union Station on April 30.



rush-hour commuters during National Poetry Month.

Breaking through the rush-hour monotone, poets Tony Barnstone, Brendan Constantine, Liz González, Teka-Lark Lo, Rubén Martínez, Imani Tolliver and Elena Karina Byrne invoked the muse to lift the heart and soothe the spirit of Metro patrons and public transportation users rushing through the East Portal en route to waiting trains and other destinations.

The rush-hour readings personify and extend the experience of Poetry in Motion ® L.A., where the work of poets inscribed on placards placed aboard nearly 2,400 Metro buses brings poetry to more than one million bus riders a day.



"Many cities have a Poetry in Motion program in their transit system, but nobody else has these live readings," Maya Emsden, DEO of Creative Services, told the Downtown News. "We just thought that was a really wonderful, immediate way of having transit customers meet poets."

Metro Art, in partnership with Poetry in Motion L.A., has staged annual rush-hour readings during National Poetry Month since 1999. The alternative space in the context of a transit system - at bus stops, on board Metro Rail or at staged readings - has become a welcome platform for the spoken and written word, delivered to delighted audiences by local poets in live readings.



A rush-hour commuter stops to hear poet Brendan Constantine. Below, Metro Red Line commuters make a beeline to Metrolink trains and beyond.



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Looking northeast, this aerial photo shows the six-story complex surrounding the Wilshire/Vermont Station. The complex features 449 studio, one- and two-bedroom apartments, shops and restaurants and a new subway entrance.



Photo courtesy of Warren Aerial Photo.

Two Metro Red Line Stations  
Witness Remarkable Changes

By NED RACINE

(May 10, 2007) The Wilshire/Vermont and Hollywood/Vine Red Line stations are witnessing remarkable changes in their respective neighborhoods.

The new Wilshire Vermont Station complex will sit directly over the Wilshire/Vermont station. The six-story complex incorporates a new station entrance, as well as 449 studio, one- and two-bedroom apartments, shops and restaurants. The complex also includes two three-story underground garages flanking the subway station.

According to Greg Angelo, director of real property management and development, the complex will open this summer. Ground was broken on the housing and retail project on



A bus shelter evoking Grauman's Chinese Theater lies in pieces at the street-level entrance to the Hollywood/Vine station. Artist Gilbert Lujan's pieces, including a stretch

April 23, 2004.

Demolition continues over and around the Hollywood/Vine station, in preparation for construction of one of the largest mixed-use, transit-oriented developments in Los Angeles.

Groundbreaking for that \$600 million project occurred Feb. 12, with completion estimated for the second quarter of 2009. Street level elements of the station will be demolished, with transit plaza improvements to come later.

The project will include a 305-room luxury W Hotel, 143 W Residences, 375 rental apartments (including 78 affordable units) and approximately 50,000 square feet of retail space.



With Peter Shire's *Los Angeles Seen* (1996) in the foreground, the south side of the Wilshire Vermont Station complex nears completion. Looking east, this photograph shows the temporary entrance on the left. In the background the Los Angeles Unified School District is building a middle school.

• Photos by Ned Racine

limousine, the Brown Derby Restaurant, and a theater marquee are being demolished to allow construction of one of Los Angeles' largest mixed-use, transit-oriented developments.



The new entrance to the Wilshire/Vermont Station. Below, workers attach one-inch stainless steel mesh to the permanent entrance of the Wilshire/Vermont station.



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## Snoble's Congressional Testimony Suggests Fixes to New Starts Program

By NED RACINE

(May 11, 2007) Appearing before a U.S. House subcommittee yesterday morning, CEO Roger Snoble recommended five improvements to the New Starts and Small Starts programs that would make the programs less onerous to local transit agencies.

Testifying before the Transportation and Infrastructure Subcommittee on Highways and Transit as part of its hearings on the two Federal Transit Administration (FTA) programs, Snoble noted that increased federal involvement in local project development has become a burden for local project sponsors.

Referring to federal oversight that has grown "to the point of micro-management," Snoble offered five suggestions for improving the FTA's New Starts program in its next reauthorization by Congress:

- Recognize True Allocation of Risk
- Streamline and Simplify the New Starts Rating Process
- Establish a Bilateral Commitment to Timeframes
- Reduce Time Frame From Record of Decision to Construction
- Provide Increased New Starts Funding to Address the Nationwide Demand

Chairman Rep. Peter A. DeFazio, (D-Oregon) of the subcommittee read aloud a portion of Snoble's testimony detailing the significant delay between issuance of a Record of Decision and the Full Funding Grant Agreement (FFGA). Rep. DeFazio asked James S. Simpson, FTA Administrator, to comment on that portion of Snoble's testimony.

Before offering his suggestions for improving the New Starts program, Snoble illustrated his contention that "there have been too many projects nationwide chasing too few Federal dollars."

Snoble stated that if only "100 of the 250 SAFETEA-LU authorized New



Testifying before the U.S. House Transportation and Infrastructure Subcommittee on Highways and Transit yesterday morning, CEO Roger Snoble noted that increased federal involvement in local project development has become a burden for local project sponsors. Photo by David Kim.



Starts projects were constructed, at an average cost of \$500 million, the total demand would be \$50 billion in public funding." Even if the current New Starts funding program grew by 5% per year for the next 10 years, it would provide only approximately \$18 billion.

In trying to determine which projects receive federal funding, the New Starts evaluation system has become increasingly complex and detailed, according to Snoble, who reminded the subcommittee that Metro has built transit projects with and without federal New Starts funding.

While complimenting the project evaluation system for fostering management tools valuable to local agencies designing and building new transit projects, Snoble cautioned that the "unreasonably onerous" New Starts process obstructs a New Starts program goal, "to assist urban areas in building critically needed transit systems in a cost effective manner."

Citing Metro's estimate that the Federal New Starts process can add one to two years to the project schedule and 10 to 15 percent to its cost, Snoble pointed to a lack of evidence that this level of oversight improves project success. "We have not found in Los Angeles that the current micro-management level of Federal oversight has any actual, demonstrable yield in terms of project success or performance."

Snoble also testified that the FTA's method of measuring a project's cost effectiveness means "potential subway alternatives are all but eliminated from consideration, even if it is the most pragmatic solution in a densely populated urban corridor. As one of the more densely populated regions in the country, this places Los Angeles at a disadvantage."

FTA Administrator Simpson was also asked by subcommittee member John J. Duncan, Jr. (R-Tennessee) to cite examples of successful Small Starts projects. Simpson mentioned the Metro Rapid System Gap Closure Project as one of four projects funded in President Bush's budget and commented that it will do much to improve transit in Los Angeles.

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Communications Manager Vanessa Smith tends to the comfort and needs of victims of trauma as a newly trained member of Mayor Villaraigosa's Crisis Response Team. She is aided in her effort by Metro Green Line supervisor David Schlesinger, long-standing member of the crisis intervention program, who helps manage the on-call duties of volunteers and leads training sessions in emergency response methods.



Photos by Gayle Anderson

## Bridge Over Troubled Water

- As a new member of the Mayor's Crisis Response Team, Metro's Vanessa Smith brings comfort and aid to victims of trauma.

By GAYLE ANDERSON

(May 11, 2007) The call came on a Sunday, around 4 p.m., just about the time Vanessa Smith, a communications manager in Customer Programs and Services, was about to give her poodle a bath. Smith, newly graduated from the Mayor's Crisis Response Team training, was about to go on her first assignment.

She had 30 minutes to get to a residence in South Los Angeles, where a 69-year-old man had suffered a heart attack and died just moments earlier. As a volunteer member of Los Angeles Mayor Anthony Villaraigosa's Crisis Response Team, her job was to provide for the immediate physical and emotional needs of family and friends on the scene.

"Tending to someone's immediate needs may involve giving them water or making sure they're warm," said Smith, who carries a duffel bag of emergency supplies such as bottled water, a blanket, snacks and even a stuffed animal that may comfort a small child.

Smith is also armed with a host of referrals to guide persons affected by trauma to agencies that can provide grief counseling, housing, and other assistance programs as needed.

The Crisis Response Team is a citywide volunteer program coordinated through the Mayor's Office of the City of Los Angeles. Smith and other volunteers are activated by the Los Angeles Police and Fire Departments to provide immediate onsite crisis intervention, emotional support and referrals to victims and their families involved in a traumatic incident such as major traffic accidents, homicides, natural deaths, suicides, fires, and drive-by shootings.

"My (volunteer) work for the YWCA in Compton helped prepared me for this," said Smith, who, since 2004, has been a first responder to assist victims of sexual assault in the area served by the YWCA and advocates on their behalf with law enforcement agencies, medical facilities and the District Attorney's Office.

No stranger to emergencies and disaster, Smith was a member of the American Red Cross emergency disaster response team in Inglewood, where she helped set up temporary shelters and pitched in with cooking and food preparation during a six-year time period that began in 1998 and continued off and on through 2005. It was her director in that effort, Marie Davis, now the CEO of the American Red Cross in Fresno, who referred Smith to the Mayor's CRT.



Gail Harvey, Director of Customer Relations, congratulates Smith at graduation ceremonies held March 15. Official CRT certificate is signed by Mayor Villaraigosa, Police Chief William Bratton and Fire Dept. Acting Chief Douglas Barry.





As an on-call volunteer, Smith commits to four to six 12-hour shifts per month, which are scheduled apart from her regular weekday working hours. As a back-up manager on an average of once a month, Schlesinger is responsible for assembling a team within 30 minutes of a call.

**Many are called; few are chosen**

After a robust application and selection process – Smith was one of 50 selected out of 200 applicants – volunteers embarked upon an intense training program in January, clocking in 3 ½ hours twice a week for two months.

“We become families,” said Smith, “learning what a crisis is, what types of crisis we will be responding to, and getting educated by the agencies we will interface with, like the coroner’s office, the victim’s assistance program, crisis counselors, psychologists from LAUSD and the police and fire departments.

“They teach us the proper protocol of what to do – how to handle yourself emotionally is a major factor,” said Smith.

One of her trainers is none other than David Schlesinger, a Metro Rail equipment maintenance supervisor and a dedicated member of the CRT since 2001. Singled out for honors for his work in onsite crisis intervention in 2003 by Mayor James Hahn, Schlesinger now helps with the management of the program, dispatching volunteers to the scene and training new members.

Schlesinger enjoyed getting to know Smith during the training. “She is a natural for crisis work. Her warm personality, caring disposition, and calm manner are key traits of a crisis responder,” he said, noting Smith was one of the top students in the class.

“The two-month training program can be difficult, says Schlesinger. “It forces you to face something that may bring up grief, which may be deeply personal. The training puts you on the hot seat to prepare you for a situation where everything is still raw.”

In terms of satisfaction and the reward that comes silently like the calm *after* a fierce storm, volunteers actually get more than they give, said Schlesinger. “We have the privilege of being there to help people in Los Angeles in their time of greatest need,” said Schlesinger, who counts good professional development in his long list of benefits, not the least of which is “the opportunity to meet and work with people like Vanessa Smith.”



When Smith returned home on the Sunday evening of her first call, she stepped back into an environment that was far removed from the day's trauma of loss and grief. "My CRT partner and I debriefed each other over the telephone, to make sure each of us was okay," she said, referring to a standard procedure required after crisis intervention.

"I reflected on the experience," she said, "and felt good about helping the family. Then, I settled in to my own evening."

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## Rally, Concert at City Hall launches 'Bike to Work Week'

Text and photos by Ned Racine

The Bike to Work Week Kick-Off Rally drew many bicycle riders to the South Lawn of Los Angeles City Hall. The event included a Health and Bike Fair and a welcoming by Councilmember Tom LaBonge. Metro was a co-sponsor of the event. An estimated 200 people visited the Metro booth, said event coordinator Paula Carvajal-Paez.



Los Angeles City Councilmember Wendy Greuel tells the Kick-Off Rally crowd that "The only way to solve the traffic in Los Angeles is to find alternative ways" to travel in the city. Greuel told attendees her son rides his tricycle on the Metro Orange Line bike path.



Jennifer Salamanca, event planning and promotions coordinator; Paula Carvajal-Paez, transportation planning manager, and Fran Curbello, communications manager, stuff Bike to Work bags

for those attending Monday's "Bike  
to Work Week" kickoff and rally.



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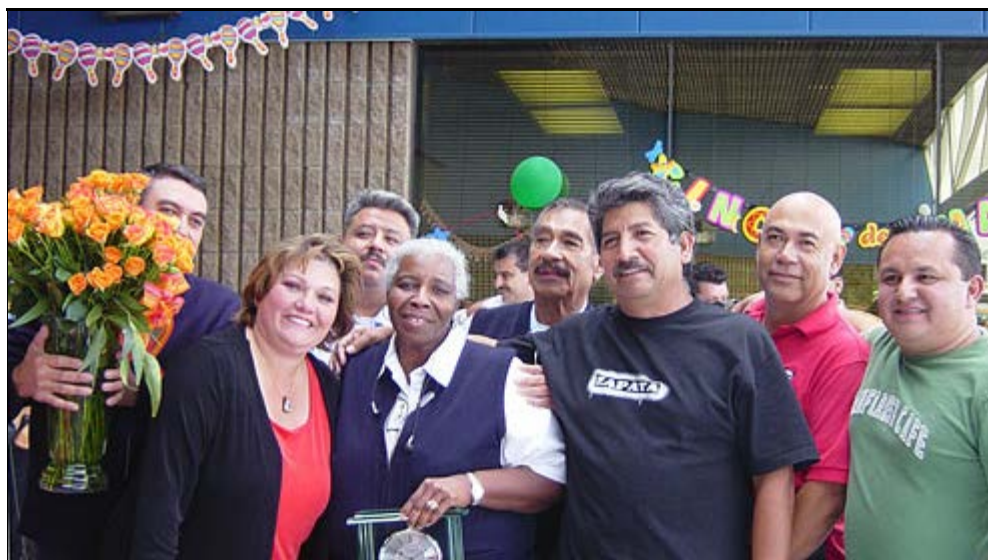
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Transportation Operations Supervisor Mary Wells, center, celebrates with Transportation Manager Maria Reynolds, at left, and staff after receiving a special award in recognition of her 28 years of service.



Photos by Jori Stern

## Cinco de Mayo Fun, Food and Honors for a Dedicated Employee

- Co-workers commend TOS Mary Wells on her years of service

By JORI STERN

(May 15, 2007) "Ecstatic" was the word Mary Wells used to describe her reaction to receiving a surprise commendation, May 4, from her West Valley Division 8 co-workers who honored her 28 years of service and dedication.

With approximately 50 people in attendance, including mechanics and bus operators from Division 8, many employees chose to share this day with their families. Some even brought their children, who raced through the division with balloons and glitter on their faces.





With a live eight-piece Mariachi band swaying in the background and homemade food galore—much of it cooked and served by Metro employees—displayed on the outdoor patio, the annual event had the atmosphere of a large family celebration.



Inside the division, many employees sat down with each other to enjoy good food and spend time with other employees and friends.

**‘Employees like Mary’**

Maria Reynolds, Division 8 transportation manager, put it best. “We are proud to have employees like Mary, who are dedicated, hardworking and loyal.”

Employees complimented Wells, a transportation operations supervisor, on her kindness, generous sprit and nature, and how truly deserving she was of the award, a glass engraved clock and plaque.

Wells said it meant more to her that the award came from her fellow employees than anything else.

Reynolds and the staff of Division 8 considered the day a huge success. With people leaving with food and big smiles, one can’t ask much more than that.





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## Students on the move: TCAP promotes transportation careers in four area high schools



From left, Benjamin Franklin High School students join with Metro mentors and TCAP director at graduation ceremony April 27. From left student Jose Ortega, teacher James Dunlavey, students Andrew Martinez and Teresa Elizondo, Metro mentors Steve Brye and Sharad Mulchand, student Melissa Cando, OD&T Director Marion Jane Colston and student Veronica Leon.

(May 15, 2007) With high school graduation ceremonies set to take place in June throughout Los Angeles County, five high school seniors from Benjamin Franklin High School can toss their graduation caps in the air, not just once, but twice.

The five students recently graduated from a seven-week course in the real world of transportation conducted by Metro's Transportation Career Academy Program (TCAP).

Organizational Development and Training (OD&T) Director Marion Jane Colston hosted graduation ceremonies on April 27, presenting students with certificates and Metro mementos for their participation in the work-study program.

TCAP is a "school within a school," said Colston. Students from participating high schools can select transportation as a career alternative as early as the ninth grade and advance to a seven-week internship at Metro in the 11th and 12th grades.

The internship introduces the students to a variety of fields and related skills in architectural design, engineering, urban planning, and computer literacy.

It takes a regular "transit village" to accomplish the decade-long program, said Colston.

This year, volunteers Steve Brye and Sharad Mulchand, both transportation planning managers, were honored for their contributions to the mentoring aspect of the program. The two mentors devoted their skills and expertise to guiding students from Locke and Garfield high schools in the restoration of two vintage streetcars over a five-year period.

The vintage streetcars, in operation in Los Angeles more than 100 years ago, arrived at the high schools on a flatbed in 2000, and after painstaking restoration, took their place in history at Travel Town in Griffith Park.

*Text and photos by Gayle Anderson*

OD&T administrative intern Katie Talbert presents graduate Melissa Cando with graduation certificate. In the background, training coordinator Nellie Quevedo. .



Director Marion Jane Colston had a special commendation for student Jose Ortega.



Star awards went to mentors Steve Brye and Sharad Mulchand who volunteered as mentors on a five-year project with Locke High and Garfield High students restoring two vintage streetcars now on display at Travel Town in Griffith Park.



See myMetro.net report June 14, 2005: [TCAP Students Complete Restoration of Vintage Streetcar](#)




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EDITOR'S NOTE: This FAQ includes 21 questions and answers about various aspects of Metro's proposed fare restructuring. The FAQ was prepared by Metro Media Relations.

[Back to article](#): **Board Schedules Public Hearing on Fare Change Proposals**

## FAQs: Metro Fare Change Proposal

### What does it really cost to transport a Metro passenger?

Metro calculates that, on a systemwide basis, the average cost per boarding is \$2.39 to ride Metro buses and trains in Los Angeles County. Pass holders, in particular, enjoy substantially discounted fares. For example, today Senior/Disabled pass holders pay only 17 cents per boarding, constituting a 93 percent subsidy. College pass holders pay only 42 cents per boarding, which represents an 82 percent subsidy. K-12 pass holders only pay 44 cents per boarding, which means they also receive an 82 percent subsidy on the price of their fare. Metro's fare change proposal aims to incrementally raise fares per boarding to achieve a greater balance between the true cost of riding transit and the substantial public subsidy provided to them.

### Why a fare increase now? How did Metro get to this point?

Since 1993 Metro has balanced its annual budget deficit through cost reductions, deferred capital maintenance, two fare changes in 1995 and 2004, and consumption of fund balances and one-time revenues. Two sources of funds, the General Fund and Proposition C discretionary fund balances have already been used to augment Metro's bus operations budget for years, and if these resources are used to offset the deficit in FY08, minimal balances will remain. These funds are typically programmed for future capital investments. Simply put, use of these funds steals from the future to pay for current service. The agency's operating expenses have now exceeded operating revenues by \$641 million over the past five years. Unmitigated, this deficit is projected to reach \$1.8 billion over the next ten years. This structural deficit that the agency has operated under for the last 10 years is largely attributable to the bus Consent Decree that limited Metro's ability to raise its fares. If no action is immediately taken to offset and/or eliminate the deficit now, Metro will not be able to meet its expenses as soon as FY09 or add any new transit services.

### Are there transportation projects in jeopardy of not getting funded?

Metro will not be able to operate its current services, let alone any new services. The Metro Gold Line Eastside Extension and the first phase of the Metro Exposition Line to Culver City could not be operated by Metro once they are built. Any new transportation projects, whether for bus or rail, could not be built. Moreover, Metro would not be able to leverage its

resources and effectively compete for Proposition 1B funding recently approved by California voters to improve the region's highway infrastructure, putting those projects at risk, as well.

### **Are you going to cut bus services too?**

Cutting service is not a good option. Historically, transit customers are willing to pay more as long as the quality of service doesn't suffer. Metro has invested more than \$1 billion in the past decade to overhaul its bus system and greatly expand service to the point that it was honored at America's Best large transportation agency in 2006 by the American Public Transportation Association. Metro won't sacrifice service quality. That's not acceptable.

Some service restructuring is already planned as part of the Metro Connections Program, which seeks to make the Metro Bus System operate more efficiently. Metro has recommended that duplicative and underutilized bus services be reallocated to serve other high-demand bus routes. As an example, Metro plans to add two new Metro Rapid Lines and introduce two new "Metro Express Rapid" Lines. These changes are scheduled to go into effect starting June 24, 2007. In efforts to make its system more efficient, Metro has recently ordered 100 high-capacity 60-foot articulated buses that will carry more passengers on the same bus routes. While helpful in reducing operating expenses, Metro's structural deficit is so large that fare increases will still be needed to offset the agency's operating deficit.

### **By increasing fares, is Metro in violation of the Consent Decree?**

No. Metro is committed to sustaining the improvements made to the bus system through the 10-year Consent Decree. The Consent Decree mandated a specific base fare and tokens and monthly, semi-monthly, and weekly passes at specified prices. It also mandated that the special passes for seniors, the disabled and students be continued at their then current levels. This fare structure was to remain in place at least until November 1, 1998. Thereafter, the various fares could be raised consistent with the increase in the Consumer Price Index. Under the terms of the Consent Decree all restrictions on fares expired as of November 1, 2003. Metro has fully complied with the fare restrictions in the Consent Decree and did not even raise fares as permitted prior to the expiration of the fare restrictions in November 2003.

### **What has Metro done to reduce its operating costs?**

To help reduce its structural deficit, Metro has eliminated 545 full-time positions in the last five years, as well as lowered its workers compensation costs. The agency has also deferred millions of dollars in capital programs, including those for bus purchases and maintenance of facilities. All these cost-cutting measures, however, fall short of resolving the agency's current budget deficit.

### **Are there reserves or other options besides fare increases or service cuts?**

Metro has already tapped reserve and capital funds to shore up its annual operating budget for many years. Those funds are rapidly being depleted, and the agency will have no reserves in the near future.

### **Why are proposed fare increases so high?**



Despite rising costs for new equipment, fuel, labor, and other operating expenses, Metro has maintained one of the lowest fare structures in the country even as it undertook the greatest expansion of service in its history. Metro fares have remained artificially low for many years, and Metro compensated by tapping contingency funds. Those funds are now being rapidly depleted. Metro is proposing to change fares on a staggered basis over the next year and a half to better balance fares and taxpayer subsidies. Its base cash fare of \$1.25 is the lowest of any major metropolitan area in the country. New York, Chicago, Philadelphia, San Diego and other cities currently charge \$2 or more per ride.

### **Why are proposed fare changes to be implemented so soon?**

Metro expects its budget deficit to reach \$200 million by FY09. Metro would only be forestalling and compounding its budget problems by not acting immediately. The agency must act now to begin to resolve the budget deficit in the only way possible without cutting services to customers.

### **Why are taxpayer subsidies to public transit so high?**

Metro riders only pay 58 cents per boarding due to substantial discounts for seniors, students, disabled and pass users. Fares cover just 24 percent of Metro's operating costs. The remaining 76 percent is subsidized by taxpayers. If the Metro Board adopts the proposed fare changes, the average fare will still only be 86 cents. This means that L.A. County taxpayers who voted for local sales taxes intended not just for public transportation but also for street and highway improvements that benefit the vast majority of county residents are getting shortchanged. Metro's massive operating deficit is siphoning monies that could be leveraged with other state and federal funds to fast track critical relief for our congested highways as well as the bus and rail system.

### **Why are you raising senior, student and disabled fares?**

Fares for seniors, students and disabled patrons have not been changed since 1995, and simply do not reflect the true costs of riding Metro Bus and Rail services. Cash fares, however, are less today than they were in 1995. Kindergarten through Grade 12 passes are less now than they were 25 years ago.

### **Are you discriminating against your transit riders by raising fares?**

Metro's mandate is to best serve the transportation needs of all 10 million L.A. County residents, regardless of age, sex, race, color, national origin or socio-economic status. Metro has made efforts that are compliant with federal regulations designed to ensure that the agency's fare structure has no discriminatory impact on minority and low-income transit riders.

### **Can the deficit be solved by reducing bus services?**

Yes, Metro could solve its entire deficit without raising fares, but that would come at a severe reduction in existing bus services. Metro is restricted from eliminating Metro Rapid Lines under its New Services Plan. That means that approximately one-third of remaining Metro Local bus services would need to be eliminated to reduce 2.4 million revenue service hours, which is equivalent to the removal 72 local bus lines. Metro would lose 95 million annual bus boardings, which represents 25



percent of its total bus boardings for the year. Such a severe cut in bus services would further erode the agency's farebox revenues and contribute to significantly greater traffic congestion in L.A. County.

**Why not eliminate rail services to solve the budget deficit?**

Metro's total rail operating and capital budget is only \$251 million, which is small in comparison to the budget allocated for Metro Bus services. Due to local, state and federal formula funding restrictions, only \$44 million of this \$251 million could actually be used for bus services. That amount is not even enough to solve Metro's budget deficit in the first year. If Metro were to discontinue running trains, the agency would have \$7 billion of wasted assets that would still require maintenance. Additionally, Metro would lose 82 million annual boardings, which would further reduce the agency's fare revenues and increase traffic congestion.

Los Angeles County requires a balanced, multi-modal transit system that includes both bus and rail services to cost-effectively and efficiently meet the region's mobility needs.

**Is this money going to pay for expensive rail projects at the expense of bus system improvements?**

No, fare increases will go toward Metro's operating budget for all transportation services it provides to Los Angeles County. The agency has invested significantly into its bus services over the last 10 years, spending more than \$1 billion in purchasing new buses and operating new services to make Metro one of the country's best bus systems.

**Why not offer free rides for everybody?**

By offering free fares, Metro would lose \$300 million per year in operating revenues that could not be recovered by any local, state or federal funding source. Government agencies, from the City of Los Angeles to the State of California to the federal government, are operating under their own budget deficits. The only way to further subsidize the cost of public transit is by public referendum. Los Angeles County residents would need to vote to raise their sales taxes to pay for the cost of public transit. A two-thirds majority vote by county residents, however, is considered nearly impossible to achieve.

**Did Metro ridership go down when Metro last raised fares?**

Metro's last fare change occurred in January 2004. Metro ridership has increased to 1.6 million boardings per day, a 12 percent increase from FY03 to FY06. Metro is currently carrying more boarding passengers than it has in the last 10 years. There are key reasons for this ridership growth: greatly expanded bus and rail service options and high customer satisfaction levels that come from high service quality.

**How many riders will you lose if the Board adopts these fare change proposals?**

Historically, Metro customers have shown that they are willing to pay more as long as the quality and level of service remains high. Ridership has rebounded following previous fare changes. While Metro has not forecast exact ridership losses associated with new fare change proposal, the agency strongly believes that its continuous improvements to bus and rail services have and will make public transit an increasingly

important transportation mode in helping solve L.A. County's ongoing mobility challenges.

**Why doesn't Metro increase its fare enforcement efforts to recover a greater percentage of transit fares?**

The fare evasion rate on the Metro system is actually quite low. Only 3 to 5 percent of riders do not possess fares when they are checked by L.A. County Sheriff's Department fare inspectors. However, the cost of hiring additional fare enforcement personnel would far exceed the revenue they would likely recover through additional fare payments.

Metro currently operates a "barrier free" rail system that facilitates easy passage of passengers to and from trains. The agency is evaluating whether a barrier system on the Metro Red Line would increase fare revenues and lower fare enforcement costs enough to justify the barrier system's installation and operating costs. Today fare inspectors check rail and bus passenger fares on a random basis, which is an effective deterrent to fare evasion. When passengers are found to be riding without a valid fare, they can receive a citation requiring a court appearance and a resulting fine of several hundred dollars.

**What age do you qualify as a senior under Metro's new proposed fare structure?**

Under Metro's fare restructuring proposal, riders must be 63 years of age to take advantage of the senior fare as of July 1, 2007. The qualifying age would then graduate to 64 by 2008, and 65 by 2009.

**Why isn't the public hearing taking place on the weekend to accommodate more members of the public?**

Metro has scheduled the public hearing on Thursday, May 24 to ensure that as many Metro Board members as possible have the opportunity to discuss and vote on the fare change proposal. A two-thirds Board vote is required for the proposal's passage.

The public, however, has additional opportunities to provide input during regularly scheduled Metro service sector Governance Council meetings in May. These Regional Fare Forums will collect and incorporate public comment into the record of testimony and be forwarded to the Board on May 24. The public also can e-mail their comments to [fares@metro.net](mailto:fares@metro.net) or fax them to (213) 922-4594 or mail their comments to: Metro Board Secretary, Attention: Fare Adjustments, One Gateway Plaza, Los Angeles CA 90012-2952. For a schedule of these fare forums, visit [www.metro.net](http://www.metro.net).



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Board Schedules Public Hearing on Fare Change Proposals

- [Click here](#) to see FAQs about the proposed fare changes.
- [Click here](#) to see the proposed schedule of fare changes.

(May 16, 2007) The Board of Directors has scheduled a hearing at 9 a.m., Thursday, May 24, to take public comment on the first major restructuring of Metro fares in 12 years.

If adopted, the new fares will be phased in July 1, 2007 with a possible second adjustment on January 1, 2009.

The fare restructuring proposal includes retaining a cash fare of \$1.25 until 2009 – the lowest fare of any major metropolitan area in the nation. However, substantial changes are proposed this summer and in 2009 for the cash fare and 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 to overcome an operating deficit projected at \$1.8 billion over 10 years,” says CEO Roger 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.”

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 Pass	2004	\$3.00	\$5.00	\$8.00
Weekly	2004	\$14.00	\$20.00	\$32.00
Semi-monthly	2004	\$27.00	Eliminate	Eliminate
Monthly	2004	\$52.00	\$75.00	\$120.00
EZ transit pass	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 Pass	2004	\$1.50	\$2.50	\$4.00
Monthly	1995	\$12.00	\$37.50	\$60.00
EZ transit pass	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 Eligibility		as of:		
63	July 1, 2007			
64	July 1, 2008			
65	July 1, 2009			



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Immigrants’ Rights March, Thursday, to Impact 14 Bus Lines

By RICK JAGER

(May 16, 2007) An immigrants’ rights march scheduled Thursday evening will affect service on 14 Metro Bus lines on and around Wilshire Boulevard between Alvarado Street and Western Avenue.

Between 3,000 and 5,000 people are expected to participate in the Multi-Ethnic Immigrant Workers Organizing Network march from about 5 p.m. until 8:30 p.m., according to the LAPD. The march is set to begin at the intersection of Wilshire and Berendo Street, two blocks west of Vermont Avenue, and proceed east to MacArthur Park.

Due to street closures for the planned march, Metro will reroute 14 bus lines beginning at 4 p.m. and lasting until 10 p.m. The detours will be in effect from Third Street on the north to Olympic Boulevard on the south, and from Alvarado on the east to Western.

The 14 Metro Bus lines affected are lines 18, 20, 21, 26, 51, 52, 200, 201, 204, 209, 352, 603, 720 and 754.

Signs will be posted at various Metro Bus stops informing patrons when their bus has been detoured and where the detoured bus stop is located.







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Aerial photo of bridge crossing the 101 Freeway captures a milestone in the construction of the Metro Gold Line Eastside Extension, now halfway complete. The light rail line will feature eight new stations (two underground) and will go from Union Station in downtown Los Angeles via the Little Tokyo/Arts District and Boyle Heights to Atlantic/Pomona boulevards in East Los Angeles. The cost of the project is \$898 million and is set to open in 2009.



May 11, 2007: Aerial photo by Gary Leonard

## Eastside Extension Construction Reaches Halfway Milestone

- Project is on-time, on-budget with an impressive safety record

By NED RACINE

(May 17, 2007) The \$899-million Metro Gold Line Eastside Extension project is halfway completed.

Proceeding toward its opening in the latter part of 2009, the project remains on time and under budget. Its construction workers have gone more than 1,000 days without a lost-time incident. Construction began July 1, 2004.

The six-mile light rail line will feature eight new stations (two underground) and will run from Union Station in downtown Los Angeles via the Little Tokyo/Arts District and Boyle Heights to Atlantic/Pomona boulevards in East Los Angeles.

Photo by Juan Ocampo



Platform rises at the Little Tokyo/Arts District Station at Alameda and First streets.

Dennis Mori, executive officer of project management, became the Eastside Extension's project director in 2002. He is particularly proud of the project's safety record, which translates to more than 1.8 million work hours.

"This is an incredible feat because there are very few construction projects that reach this milestone," Mori says. "It is more impressive because of the complexity and size of this six-mile long project."

### **Next milestone**

Mori says the project's next milestone is to finish concreting the two underground stations.

While construction of the street-level stations at Atlantic and Little Tokyo/Arts District continues, rail tracks and overhead catenary system power lines are being installed. Installation of the overhead power system and track on the bridge over the 101 Freeway begins soon.

Construction site at Lorena and First streets in Boyle Heights at the east entrance of the 1.7 mile tunnel beneath Boyle Heights. Below, 101 Freeway crosses First Street at the west entrance to the 1.7 mile tunnel of the Metro Gold Line Eastside Extension beneath Boyle Heights.

- Photos by Juan Ocampo



Fresh from a tour of the Eastside Extension with CEO Roger Snoble and [Federal Transit Administration](#) Deputy Administrator Sherry E. Little, Mori explained that in some ways the Eastside Extension is a more complex construction project than the Metro Red Line.

"This project, in six miles, has a bridge (over the 101 Freeway), 1.7 miles of tunnel, and at-grade construction. So we have three types of guideway structures that are very different," he says. "Normally you stay either at grade or you go underground, but not both; so with that it brings a lot of challenges [partnering with] the City and Caltrans and some of the other third-party agencies."





**End of the Line:** The Metro Gold Line Eastside Extension ends just east of the Atlantic Station at 3<sup>rd</sup> Street and Atlantic Boulevard in East Los Angeles. Photo by Juan Ocampo.

Mori served as project manager for construction of the \$1.3-billion Metro Red Line North Hollywood segment. He points to that project as one reason for the Eastside Extension project team's success.

"I think the reason that we're doing so well is because, number one, many of the people who are working on the Metro Gold Line Eastside Extension worked on the...North Hollywood project, so they all have been on a successful project," he says. "The teamwork was already established by the previous project. We came off a project that was on time and within budget."

"We know how to manage large federal projects," Mori adds. "So, I think, it's really the experience factor that has largely contributed to our success."

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## Operations DEO Milo Victoria Retiring in June after 31 Years

- He'll be chief operating officer at Washington's metro system

By BILL HEARD, Editor

(May 17, 2007) After 31 years on the job – which he began as a mechanic – Milo Victoria will retire, June 22, as deputy executive officer of Operations and head of Operations Support Services and the Regional Rebuild Center.

Retiring from Metro he may be, but he'll take up a new position, June 12, with the Washington Metropolitan Area Transit Authority (WMATA), where he will be chief operating officer responsible for operation and maintenance of the 1,500-bus fleet and the activities of some 3,500 employees – almost 10 times the number he currently supervises.

Victoria, 52, will report to WMATA Deputy Gerald Francis, who resigned from Metro in March. His last day at Metro will be June 6.

"Milo has been a part of Metro through many transitions and his depth of experience is going to be missed," said Carolyn Flowers, acting chief operating officer. "Our hope is that he'll get more valuable experience and one day return to the Metro team."

### No successor named

No successor has been named, but Flowers and Victoria's supervisor, San Gabriel Valley General Manager Jack Gabig, will work with Human Resources to fill the position.

"Milo has a long record of achievement since he joined the agency in 1976 and he's played a significant role in making Metro what it is today," said Gabig, noting the importance of the RRC and Operations Support Services in helping maintain the efficient operation of the bus fleet.

"We wish him much success in his new challenge at WMATA," Gabig added. "He'll be truly missed here at Metro."

Victoria said his focus initially will be improving WMATA's bus safety record. He also will be involved with bringing new technology into the bus fleet. "I also want to make sure the same importance is given to the bus side because, after all, the buses feed the trains and go where trains can't."



Milo Victoria will retire from Metro, next month, and has been named to head bus operations for the Washington, D.C. metro system.



Looking back on his 31 years at the SCRTD and Metro, Victoria is amazed at the number of friends he's made among co-workers and others in the transit industry, adding, "I'm going to miss a lot of people here. The managers who report to me are top-notch. They make my job really easy and I appreciate everything they've done."

Victoria joined the SCRTD in June 1976 as a mechanic "B" after four years with Sears, Roebuck as a mechanic and maintenance manager of a 50-truck fleet.

**Rose through the ranks**

At the SCRTD, he rose through the maintenance ranks to senior equipment maintenance supervisor and division maintenance manager. During the early 1980s, he helped move Division 8 from Van Nuys to Chatsworth and opened Gateway Division 10.

From 1995 to '98, Victoria was service operations manager at South Bay Division 18 where his responsibilities included both transportation and maintenance. He was named deputy executive officer of Operations in April 2004.

Victoria is a graduate of Los Angeles Trade Technical College and earned a BS in business management from the University of Phoenix, graduating Summa Cum Laude. He also was one of the first graduates of Metro's TLAMP management program and was among a select group of U.S. transit executives chosen for a study group that toured South American transit systems in 2004.

Milo and Melissa Victoria, a lead assignment coordinating clerk in Metro's Manpower Systems and Support Department, have five children. Melissa, who has 18 years' seniority at Metro, plans to remain with the agency until her 23-year retirement date, he says.

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FTA Associate Administrator Susah Schruth and Metro Construction Chief Rick Thorpe opened the FTA conference, Monday, in Los Angeles.



### Nation's Transit Construction Projects Facing 'Pressing Issues'

- 65 transit agency execs attend FTA conference in LA
- 'A very important time for transit,' FTA official says

By BILL HEARD, Editor

(May 18, 2007) Some 65 construction executives from 40 transit properties across the country gathered at a conference in Los Angeles earlier this week to discuss "pressing issues facing major transit construction projects," according to a federal official who keynoted the conference.

Transit agencies are concerned about increases in the cost of construction materials, such as concrete and steel, and are working harder to bring projects in on time and under budget, said the Federal Transit Administration's Susan Schruth, associate administrator for program management.

Metro Construction Chief Rick Thorpe, who also is CEO of the Exposition Metro Line Construction Authority, welcomed the group on behalf of Metro. He presented an update of Metro construction projects.

The conference gave the transit agency representatives an opportunity to bring their concerns to the FTA, Schruth said during the Monday morning session at the Wilshire Grand Hotel, "Major issues they're confronting to see if there's something we can do to help."

During an address to the group, Schruth said a major issue that will soon face the federal government is "how to fund the surface transportation program after 2010. The question is, what is the federal role in surface

transportation?"



Gathering for the FTA conference were, from left, Nadeem Tahir of the FTA's San Francisco office, FTA Regional Administrator Leslie Rogers, FTA Associate Administrator Susah Schruth and Metro Construction Project Manager Dennis Mori.

### **Congress holds hearings**

She noted that Congress had held several hearings on the FTA's role in transportation funding and that there are competing bills on whether the FTA or the Transportation Security Administration (TSA) should administer some programs.

Currently, she said, the FTA is working under a memorandum of understanding (MOU) with the Department of Homeland Security on some programs.

"Clearly, this Congress is taking a look at our programs and they're very interested in your input on how the feds are implementing them," Schruth told the group. "It's a very important time in the next several years for transit."

FTA Deputy Administrator Sherry Little also addressed the conference on Tuesday. The following day, she toured the Metro Gold Line Eastside Extension project.

Other topics discussed during the two-day session included risk management, real estate, security design and performance-based service contracting.

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Metro Rail officials and a law enforcement team of 40 officers fanned out to delivered a safety message along busy intersections of the Metro Blue Line.



### Law Enforcement Team Brings Safety Message to Blue Line Area

- Distributed 3,000 safety tip flyers to motorists, pedestrians

(May 18, 2007) With safety along the tracks a continuing concern, a law enforcement team of 40 officers fanned out to cover some of the busiest intersections along the Metro Blue Line, Thursday, to talk to local residents about rail safety and hand out literature.

The team – which included 30 Transit Services Bureau deputies, five LAPD officers, deputies from the Compton station and Long Beach police officers – distributed more than 3,000 Metro Rail safety flyers to motorists and pedestrians who cross the tracks at intersections along the 22-mile line.

During the three and a half-hour operation, the team concentrated on 10 locations in three “zones” that covered the northern, central and southern areas of the rail line between downtown LA and Long Beach, according to Sheriff’s Lt. Jenny Bethune, who coordinated the effort. The event drew extensive coverage from local TV news teams.

“We were emphasizing the ‘3 Es’ of engineering, education and enforcement,” said Bethune, who noted that TSB deputies began working with the staff of Metro’s Transit Education Program following an August

2006 rail accident in which a youngster was killed.

She said some of the main causes of accidents along the Blue Line are red-light violations by motorists making illegal left turns and running red lights, and distracted pedestrians who try to cross the tracks while the gates are coming down and warning lights are flashing.

**‘Extremely positive’ reception**

The reception by people to the officer’s safety efforts was “extremely positive,” Bethune said. “They were glad we were out there...passing out information. Many of them didn’t know there are fines from \$100 to \$300 for violating the laws.”

But, the officers involved in Thursday’s safety event were not so much interested in issuing citations for violations. “We agree with Metro,” she said. “Safety has to be the number one priority.”

Future safety events may be held on a quarterly basis, she said, although they’re likely to be smaller efforts that target grade crossings that have high incidents of unsafe behavior.

School presentations also will be part of the safety outreach, she said, “We’ve identified schools along the Blue Line and we’ll be going out and making presentations, hand-in-hand, law enforcement with Metro’s Transit Education team.”



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West Valley Division 15 Metro Bus Operatr Mimi Pereira welcomes another day on the road. Photo by Jori Stern.



## In 23 Years on the Road, Metro Bus Operator Mimi Pereira Has Seen It All

- Driving a Metro bus has it's ups and downs, but her passengers are like family

By JORI STERN

(May 22, 2007) In the life of a Metro bus operator, many things come into play. A recent ride-along with West Valley Division 15 Operator Miriam "Mimi" Pereira illustrated what it's really like to drive a Metro bus, deal with passengers, schedules, and the stress that can accompany such a demanding job.

Pereira begins her route from Sherman Oaks at 5:39 a.m. She doesn't mind the early shift due to her 14-year-old son's school schedule. "I like getting here early and getting home early; he can't get into any mischief when he gets home from school if I'm there."

She continues through rush hour until about 9:30 a.m., which she calls her "butt kicker schedule" – this being the heaviest time for getting through traffic and for passengers taking the bus.

Pereira has been driving for 23 years, and she admits there have been some rough times. Her 24-year-old son, she believes, took the brunt of her schedule at the beginning. Due to shifts that started early in the morning and ended late at night "there were times when he saw more of my husband than he did of me."



After going to a full time-schedule, she has worked her way up from 339th in seniority at the division to 49th, which means that instead of taking the left-over assignments, she now has more choices and is able to be more flexible with her schedule.

**A passenger first**

Pereira first became acquainted with Metro as a passenger when she moved to California from New York in 1973. She remembers taking the Metro bus through junior high and high school.

Encouraged by an operator to take the agency's employment test, she passed. "I just found my niche."

"I think you have to have a special quality to be able to work with the public," Pereira said. "Some passengers tend to take things out on the drivers if they had a problem with the previous bus they've been on or the previous bus has left them at the station. If I can help them with their problem I'll try, but please don't take it out on the operators."

What does she define as a memorable passenger?

One particular young lady comes to mind: a special education student who used to ride the bus to and from school with her mom. The girl would always thank Pereira, and tell her to have a nice day. Sometimes she would even bring her flowers.



Metro Bus operator Mimi Pereira of Division 15 with special needs passenger Erika Marquet when the Burbank Chamber of Commerce recognized Operator Pereira for outstanding service to the community. Photo courtesy of Burbank Chamber of Commerce.

**'Thank-you and a smile'**

"You know, a thank-you and a smile, that's what does it for me, that's what makes me happy," Pereira said.

At the other end of the spectrum, Pereira has had some passengers who made a different impression on her – people who became ill or used the bus as a bathroom, or who even engaged in old-fashioned honeymoon play.

"Not the whole act," she contends. "But just enough, where you're like, 'Guys, get a room!'"

Her "favorite" passengers are the surfers who go to the beach and change from their wetsuits into their birthday suits and then into street clothes while the bus is still in motion.

One woman who made an unfortunately memorable impression actually threw a soda in Pereira's face. As the woman got on the bus, Pereira realized she had some issues, especially after she bent down and whispered an expletive in Pereira's ear.

The woman kept berating Pereira and asked to be left off. Finally, Pereira had had enough and decided to call a supervisor, especially because she believed other passengers on board might be in jeopardy from the

woman's behavior.

**Threw a soda**

The woman threw a soda in Pereira's face. There was a scuffle. Some passengers called police. When the officers arrived, the passenger was given a citation for causing a public disturbance and released.

As Pereira says, "Everyday is a new adventure. When you think you have one kind of person, someone totally different comes along."

She has also had her share of emergency situations, such as when a man began choking on a doughnut on her bus a couple of weeks ago. Because eating is not allowed on Metro buses, he had foolishly shoved the doughnut in his mouth as he entered the bus.

About two minutes into the ride, the passenger began to signal to Pereira that he was choking. She pulled the bus over and whacked the man twice between the shoulder blades.

**Last chance**

When that failed, she realized that if the third time didn't work, she was going to have to administer the Heimlich maneuver.

Metro does not require operators to be trained in CPR or First Aid, but Pereira realized that, if it came down to it, "I would do what I had to do." Luckily, the third whack dislodged the doughnut from the man's throat.

Despite these ups and downs, passengers are like family to Pereira.

"I've had people invite me to funerals" she said. "One lady invited me and my family to go swimming with them. We do get close with people."

Many operators may sometimes feel they're not valued, Pereira says, but, "There is a person behind the wheel, and people should try to realize that. Or maybe just a hello in the morning would be just fine."


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Public television personality Huell Howser joins Metro cast members and David Zaitz Photography studio crew on the set of a photo shoot for new Rideshare campaign. In car: Huell Howser, Liz Armijo-Holbrook, Arthur Mason and Helen Valenzuela. From left: Photographer David Zaitz, Michael Lejeune, stylist Debra Day, Anne Karna, David Sutton, producer Mark Harrelson, videographer Vincente Ybarra, production assistant Meagan Szasz, make-up artist Mae Hess, and production assistants Shannon Eckberg and Doug Ewing. Photo courtesy of David Zaitz Photography.

### Public TV's Huell Howser to Launch Metro Rideshare Campaign

- Popular host of "California's Gold" TV program will be agency's spokesman on the air, in print and online.
- 9th Annual Diamond awards recognize Southland employers who run successful rideshare programs.

By GAYLE ANDERSON

(May 22, 2007) Southern California is going to be hearing a lot more about the alternative solution to rising gas prices and traffic snarls starting Wednesday, when public television personality Huell Howser steps up to the podium at the Millennium Biltmore Hotel to hand out "Diamond Awards" to employers in Ventura and Los Angeles counties who run successful rideshare programs for their work force.

The Diamond Awards program recognizes employers for outstanding achievement in developing and implementing innovative and successful rideshare programs that encourage employees to "share the ride" to work.

Criteria include providing employees with commuter options to reduce congestion, pollution and expense of auto travel, and subsidizing vanpools and free transit passes.

The 9th Annual Diamond Awards will begin a two-year campaign for Howser and Metro Commute Services, in which the host of "California Gold," "Visiting" and "Downtown" will take on the varied concepts of ridesharing and sell it back to commuters sweetened with his unique style and familiar Tennessee drawl.

Metro Commute Services director David Sutton mined some "California Gold" of his own when he invited Howser to host the 7th annual rideshare awards two years ago. Although the TV host declined because of a scheduling conflict, the invitation set the wheels in motion.

"People like me don't really know what rideshare is," the TV host told Sutton after discovering that rideshare includes a variety of alternative means to avoiding traffic other than carpooling, such as telecommuting, riding a bike to work, taking public transportation, and vanpooling.

### **Howser offered to be spokesman**

An environmentalist who tracks innovative means to reducing pollution, congestion and the like, Howser offered to be the spokesman for a Metro-based campaign to discover, then advance the merits of rideshare programs.

He'll be lending his persona to rideshare ads, webcasts, podcasts and events – plus taking a look at commute options in Southern California as part of his popular television shows.

"We believe that Mr. Howser's unique persona and appeal will certainly demystify participation in rideshare programs," said Sutton. "He has a unique way of talking to people who actually rideshare and getting them to tell us why they do what they do and how they do it."

The campaign will promote rideshare programs and also support Howser's alignment with the greening of California.

Sutton said the campaign will cover rideshare programs in five counties. Metro's partners in the effort include Ventura, Riverside, San Bernardino and Orange counties.

"We know that thousands of people cross county lines to get to work every day," said Sutton. "We want to help them get there more economically, more environmentally responsible and, yes, more conveniently."

With gas prices going up and traffic getting worse, there's no better time to get this message out," said Sutton.

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Material Supervisors Dino Gutierrez and Henry Valenzuela stand before a stack of mini-load bins, which hold small parts, during yesterday's appreciation lunch in the Regional Rebuild Center's Central Warehouse. Dieter Hemsing, director of inventory management, praised the role of all his supervisors' in the success of the safety program. Not pictured are Material Supervisors Angel Noriega and Calvin Touchstone.



Photos by Ned Racine

## Central Warehouse Crew Celebrates Four-Year Safety Record

- No lost-time injuries in 416,000 hours of work
- Safety's 1st program led to rethinking of safe work practices

By NED RACINE

(May. 23, 2007) With robotic carts buzzing in the background, Tuesday, a celebratory lunch at the Regional Rebuild Center congratulated the Central Warehouse's human workers for achieving a remarkable safety record.

Dieter Hemsing, director of inventory management, and Jim Montoya, manager of Central Warehousing & Distribution, feted their team members in appreciation for reaching four years of work without suffering a single lost-time injury.

The frosting says it all, noting the four year safety



record accomplished by the Central Warehousing & Distribution teams. No injuries resulted from the cutting of the cake.

"The whole idea of having this luncheon is to say 'thank you,'" Hemsing explained. "Thanks for being part of the solution and solving problems."

The four years equal approximately 416,000 hours of work. As a comparison, lost-time injuries in 2002 totaled 600 days, the equivalent of losing two full-time workers.

"One year closer to retirement without having done serious injury to ourselves," Hemsing told approximately 30 members on his first-shift team—the second shift had their lunch later.

**Last injury was May 23, 2003**

The last lost lost-time injury for the central warehousing operation was May 23, 2003. Hemsing, who has worked 28 years for Metro, has the date memorized. And although he declined to identify the last injured worker, Hemsing made clear that the individual suffers considerable teasing.

The Safety's 1st program "was the precipitating activity that caused people to start rethinking safety here, but it also took a lot of personal commitment from everyone related to it," Hemsing said, citing his supervisors and managers.

Looking at safety issues, Central Warehouse management realized its workforce was growing older. According to Hemsing, the average age of the employees is somewhere in the 40s, with the average seniority being 15 to 16 years.

"These people lift, move material all day long," he said. "They use a lot of their body to do the job. They use their backs, their arms, their legs. We recognized that it wasn't just a matter of having people think about safety, but also do something about it every day. It means personal safety."

For three years Central Warehouse employees have begun their shift with a three-minute stretching exercise. The workers had been suffering mostly soft tissue injuries, related to stressed muscles and ligaments.

"They see the point," Hemsing said. "They see the difference it makes in their day-to-day lives."

**Taxpayers see benefits**

For taxpayers, the safety record means less money spent on permanent



medical expenses for injured workers. Jim Montoya points out that these savings mean Metro offers more transit services.

"If we don't have the people that are fit to do the job or to show up to work because of injuries," said Montoya, "then we can't do the job of delivering the material and supplies needed to keep the buses running."

Hemsing notes that the safety program reduces overtime costs and keeps the knowledge, experience and imagination of those high-seniority workers in the warehouse.

"Your results have been proven," Ted Montoya, deputy executive officer, Material Management, told the lunch crowd. He sees the emphasis on safety creating a culture shift in Central warehousing operations.

"We want you to come to work every day and have a good time doing it and be safe," Lonnie Mitchell, chief administrative services officer, told the assembled employees.



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Gift Available to Patrons of Rock Series at Hollywood Bowl

By KIM UPTON

(May 23, 2007) Metro employees and passengers who attend a special series of rock concerts at the Hollywood Bowl this year will receive a free gift just for going Metro.

To receive the gift, Metro employees must show their ID badges or a valid Metro pass or ticket at the Tour Rider Inheritance booth. The booth will be located at the ticket entrance to the Hollywood Bowl between 5 and 9 p.m. on the day of the performance.

Concerts include Morrissey, June 8; John Mayer, June 9 and 10; Roger Waters, June 13; Rush, July 23; Dave Mathews Band, Oct. 1 and 2; and Genesis, Oct. 12 and 13.

The Hollywood Bowl shuttle departs from the Hollywood/Highland complex Orange Court near the Metro Red Line Station every 15 minutes, starting about 2 1/2 hours before performances begin, until show time. And it's free to Metro employees or riders showing valid passes and tickets. Passengers will be dropped off near the Bowl box office.

To return, board the shuttle at the Bowl bus loading area. Shuttles continue the return route to the Hollywood/Highland Orange Court stop for 25 minutes after the show concludes.

For more information on the shuttle and Hollywood Bowl programs call (323) 850-2000 or visit [hollywoodbowl.com](#) on your home computer.



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Members of the Communications staff signed up hundreds who signed speaker requests for Thursday's public hearing. Other members of the Metro staff assisted speakers and helped maintain crowd control, along with Metro Security officers and Sheriff's deputies.



Photos by Ned Racine

## Hundreds Crowd Metro Headquarters for Public Hearing

- 'We are at a crossroads,' CEO Roger Snoble tells Board
- Board poised to vote on fare policy, proposed fare restructuring

By BILL HEARD, Editor

(May 24, 2007) By 7:30 a.m., Thursday, they began lining up on the 3rd Floor at Metro Headquarters, hundreds of bus riders and transit advocates all anxious to score a seat in the Board Room or to speak – most against, a few in favor of – fare restructuring.

By 9 a.m., all seats were full in the Board Room and in the three conference rooms and the cafeteria where TV monitors would carry video of the public hearing. Still they came, perhaps 1,000 or more altogether. Some 200 wore yellow, red, orange and green T-shirts, crowding the Plaza level entry where they clapped and chanted as the hearing got underway.



Administrative Analyst Anna Mercaldi works with members of the Bus Riders Union to set up a speakers' list. Below, more than 200 who could not find seats in the Board Room or conference rooms gathered in the Plaza level entry to chant and clap their opposition to a fare change.



Members of the public crowded into the cafeteria to watch the public hearing on four TV monitors. Monitors also were set up in three conference rooms. Below, a member of the Bus Riders Union makes a presentation during the public hearing.



With about 300 signed up to speak and with Board members in their seats, Board Chair Gloria Molina called the public hearing to order at 9:30. Eight or more cameras from local TV stations lined the back wall, while photographers and reporters from local newspapers and radio stations squeezed in among the crowd.

In his opening statement, CEO Roger Snoble said, "We are at a crossroads... We have created a multi-modal network that spans the county and we provide quality service to millions of people. Our fares are lower than other systems our size. We have been extremely effective and efficient, yet costs continue to outpace revenues. We have a great system, we just can't pay for it."

Snoble said that, although he had been asked to solve the agency's structure deficit in three years, "our proposal solves it in five years but with very steep increases... achieving... a 38 percent fare recovery rate which will enable us to maintain quality service and to operate some future services."

**'Reasonable path to financial stability'**

He urged the Board to support the staff fare restructuring recommendation "or a similar fare change that puts us on a reasonable path to financial stability. It is needed for the sake of our transit customers and all those that count on us for their mobility."



Local media turned out in force for the public hearing.

After the CEO spoke, representatives of local elected leaders made statements and the Bus Riders Union made a 10-minute presentation. Molina then limited other speakers – among them Bart Reed of The Transit Coalition, Goldy Norton of the United Transportation Union and even longtime activist Jerry Rubin – to one minute each.





UTU spokesman Goldy Norton called for a plan to communicate any fare increase to both bus operators and patrons to avoid confusion. Below, Bart Reed of The Transit Coalition supported a modest fare increase.



Wally Shidler, a member of the Gateway Cities Governance Council, addresses the Board during the public hearing. Below, Board Chair Gloria Molina called those making presentations to the podium and directed the proceedings during the public hearing.



At 10 a.m., Molina announced that, due to the numbers who had come to the public hearing, the fire department had closed the building. She also asked speakers to leave the 300-seat Board Room after their presentations to free up seats for those outside.

As the hearing drew on, speaker after speaker came to the podium to make their one-minute talk. Spectators remained quiet and attentive to the speakers, usually clapping at the end of each speech.



A member of the Bus Riders Union made his presentation to the public hearing from his wheelchair.

Once the hearing ended, the Board was poised to consider a resolution required by the California Environmental Quality Act, stating that the purpose of Metro's fare restructuring plan is to pay operating expenses. The issue came up prior to the public hearing when the BRU called for an environmental impact review of the proposed fare changes.

A Board report notes that the Environmental Quality Act "does not apply to the restructuring of fares

charged by public agencies, which the public agency finds are for the purpose of meeting operating expenses."

Action on that resolution was to be followed by discussions of the proposed Fare Policy and the fare restructuring plan proposed by the Metro staff, as well as proposals by Mayor Antonio Villaraigosa and Molina.






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## Metro Board Adopts New Fare Structure in Compromise Move to Stabilize Agency's Finances

- [Revised fare schedule](#)

By MARC LITTMAN

(May 24, 2007) Taking positive action to give the Los Angeles County Metropolitan Transportation Authority (Metro) financial stability while maintaining quality service, the Metro Board of Directors today adopted a new fare structure for Metro Buses and Metro Rail service that goes into effect July 1, 2007. This is the first time Metro has adjusted fares in 3 ½ years and only the second change in the past 12 years.

"We owe it to the community to ensure the financial stability of the transit agency and position Metro so that it can meet the mobility needs of Los Angeles County today and into the future," said Los Angeles County Supervisor and Metro Board Chair Gloria Molina, who proposed the compromise measure which was adopted by the Metro Board.

Without a fare change, Metro was facing a projected \$1.8 billion operating deficit over the next 10 years that would have severely impacted service for thousands of riders and stymied the transit agency's efforts to provide new transit service in an era of rising gas prices and growing traffic congestion.

Metro CEO Roger Snoble added that the Board's decision "puts Metro on the path to solving its deficit" while minimizing the impact on Metro customers.

To lessen the impact on the most transit dependent customers, Metro also will double the amount of money it gives major social service agencies to provide tokens and taxi vouchers for their clients. The total annual allocation will be \$10 million.

Regular cash fares will remain at \$1.25 for the next two years then rise to \$1.50 in Fiscal Year 2010 (beginning July 1, 2009). This modest increase compares to the \$2 or higher regular fares charged today by New York, Chicago, Philadelphia, San Diego and other large transit agencies.

The Metro Day Pass will go up from the current \$3 to \$5 July 1, 2007 and to \$6 July 1, 2009. Again, this compares favorably to other transit agencies such as New York, Atlanta, and Boston that today charge at least \$7 for a day pass.

The cost of a Metro monthly pass will be \$62 starting July 1, 2007, up \$10 from the current charge. It will be \$75 in FY 10.

There also will be changes in other pass programs including fares charged seniors/disabled and student riders.

In addition to adopting a new fare structure, the Metro Board approved:

- Implementing a 25 cent off-peak fare for disabled and seniors 65 years and older between the hours of 9 a.m. and 3 p.m. and after 7 p.m. on weekdays, all day Saturday, Sunday and federal holidays. The only proof of eligibility required for seniors shall be a Medicare card.
- Directed the CEO to work with City of Los Angeles to implement the restructuring of downtown bus service and bus only peak-hour lanes as identified by the Mayor of Los Angeles.
- Instructed Metro's legislative advocates to aggressively pursue Metro's share of the 2007 state spillover gas tax funds estimated to be up to \$110 million and lobby for the reauthorization of the CNG tax credits scheduled to sunset in 2009.
- Directed the CEO to prepare a comprehensive plan for checking fares on the Metro Orange Line and all rail lines and report back to the Board within 60 days with an implementation plan that can begin within 60 days thereafter.
- Directed the CEO to perform an analysis of the 25 worst performing bus lines and report back to the Board within 90 days for review. The analysis should contain an assessment of how the lines could be restructured or consolidated in order to improve their performance and make them more cost-effective.
- Directed the CEO to come back to Board within two years with:
  - < An analysis of Transit Access Pass (TAP) data and possible future alternative fare structures including distance-based fares, peak and off-peak fares, and premium fares for train and express service.
  - < Status of the cost savings from the restructuring of downtown service and the implementation of bus only lanes in partnership with the City of Los Angeles.
- Directed the CEO to report to the Board quarterly on the ridership and revenue outcomes due to fare restructuring.

For additional Metro information and online transit trip planning, visit WWW.METRO.NET. For transit trip planning assistance over the phone, call 1-800-COMMUTE.

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Revised Metro Fare Schedule				
Regular		Current	As of 7/1/07	As of 7/1/09
	Cash	\$1.25	\$1.25	\$1.50
	Token	\$1.10	\$1.25	\$1.50
	Day Pass	\$3.00	\$5.00	\$6.00
	Weekly	\$14.00	\$17.00	\$20.00
	Semi-monthly	\$27.00	Eliminate	Eliminate
	Month	\$52.00	\$62.00	\$75.00
	EZ transit pass	\$58.00	\$70.00	\$84.00
Regular – Other				
	Cash Zone 1	\$0.50	\$0.60	\$0.70
	Cash Zone 2	\$1.00	\$1.20	\$1.40

	Monthly premium each zone	\$15.00	\$18.00	\$22.00
	Owl/Late-Night/Off-Peak	\$0.75	\$1.25	\$1.50
	Metro to Muni Transfer	\$0.25	\$0.30	\$0.35
<b>Senior/Disabled/Medicare</b>				
	Cash	\$0.45	\$0.55	\$0.65
	Cash - Off-Peak (65+)	---	\$0.25	\$0.30
	Zone 1	\$0.25	\$0.30	\$0.35
	Zone 2	\$0.50	\$0.60	\$0.70
	Day Pass	\$1.50	\$1.80	\$2.15
	Monthly	\$12.00	\$14.00	\$17.00
	EZ transit pass	\$29.00	\$35.00	\$42.00
	Monthly premium each zone	\$7.50	\$9.50	\$9.50
	Metro to Muni Transfer	\$0.10	\$0.10	\$0.10
<b>Students</b>				
	K-12	\$20.00	\$24.00	\$29.00
	College	\$30.00	\$36.00	\$43.00

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## CEO UpDate

### Metro's Heritage: Division 3 Celebrating 100th Anniversary

- History shows parallel between the old days and today
- State and federal funding remain an issue for Metro



By CEO ROGER SNOBLE

One hundred years ago – May 22, 1907 – the Los Angeles Railway Company opened a new streetcar yard in Cypress Park. Key streetcar lines emanated from the 8.7-acre facility, which boasted a massive brick car house. LA's population had begun expanding into the suburbs and the Yellow Cars operated by LARy were incredibly important in the development of the county.

CEO Roger Snoble

Over the 100 years that followed, the Cypress Park yard saw hundreds of employees and many types of transit vehicles come and go. Today that facility, Metro's North Los Angeles Division 3, has some 500 employees who operate and maintain more than 200 modern low-floor, CNG buses. Division 3 continues to be a major asset in the region's mass transit system.

Congratulations to all the members of our Division 3 team and Happy 100th Anniversary! It's important to remember that Metro has a strong heritage of moving people efficiently and safely.

Looking back on Metro's history helps put into perspective some of the issues the agency is facing today. Early LA transit companies were privately funded, a factor that eventually contributed to their demise. Today, local sales taxes and fares, state and federal funding make up Metro's revenues. The funding sources may be different, but the problem of staying financially solvent remains.

Last fall, you'll recall, voters approved a \$19.9 billion transportation bond issue that included \$3.6 billion in public transit funding. Also, as we all know, gasoline and diesel fuel prices have skyrocketed, creating what's called a "spillover" of \$827 million in fuel tax revenues.

### 'Spillover' funds to offset costs

Governor Schwarzenegger is asking the legislature to include the \$827 million in spillover money, plus \$450 million in other transit money, in the state's general fund, rather than spending it on transit. Under state law, those funds should be allocated to transit agencies to help offset rising vehicle fuel prices and the higher operating costs associated with the increased ridership that has resulted.



If the governor's proposal to put spillover and other funds in the general fund is accepted, Metro will have to spend bond money that was intended for highway programs and some transit programs to pay for increased fuel and operating costs – a big loss to us and our customers. Metro, along with the state's transit industry, is working hard in Sacramento to hold on to the spillover funds, but the outcome is still in doubt.

On the federal front, I was in Washington earlier this month to visit with members of our congressional delegation and to testify before a House subcommittee on transportation and infrastructure.

I described the Federal Transit Administration's cumbersome approval process for new-starts projects like our Eastside Extension and told subcommittee members that the process can add as much as 15 percent to construction costs and up to two years to the completion of a project. The subcommittee members cited my testimony several times during their discussion, and I hope it will help change the way FTA does things.

In my meetings with members of our congressional delegation, we talked about our need for the \$80 million included in the Full Funding Grant Agreement for the Eastside Extension and another \$10 million in funds for purchasing new buses.

Of course, Congress is dealing with a number of other major issues just now and that's causing a delay in moving the transportation appropriations legislation. But, the members of our delegation and our senators are very supportive of our efforts and, with their backing, I think we'll be in good shape.

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May 24, 2007

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Poised to cut the cake commemorating the 100th Anniversary of the division are, from left, General Manager Jack Gabig, Director Pam O'Connor, TCU Vice President Michael Winston, CEO Roger Snoble, Acting Chief Operating Officer Carolyn Flowers, UTU General Chairman James Williams and others.



Photos by Ned Racine

### Metro Celebrates 100th Anniversary of Division 3

- [History](#): Division began as a streetcar operation, later introducing buses
- Snoble calls for continuing tradition of 'safe, quality service'
- 'Building today's transit system and making it better,' says Director O'Connor

By BILL HEARD, Editor

(May 25, 2007) Metro's heritage was well represented, Friday, by three venerable "institutions" during a 100th Anniversary celebration at North Los Angeles Division 3.

First, there was the century-old division, itself, which went into operation on May 22, 1907 to provide streetcar service – and later bus service – to downtown Los Angeles.



General Manager Jack Gabig, left, and UTU General Chairman James Williams, right, commend Operator Benjamin Walker on his 41 years of dedicated service to Metro.

The other two “institutions” were Operator Benjamin Walker and UTU General Chairman James Williams. Between them, they represent 82 years of service to Metro.

Walker, 66, Badge Number 787, joined the agency on April 9, 1966. Of his 41 years’ service, he has worked the last 15 years at Division 3. He was honored during the event with a certificate of appreciation for his dedicated service.

Williams, also 66, Badge Number 472, joined the agency on Feb. 5, 1966. In the early days of his career, he drove buses on Western Avenue. He was elected UTU general chairman in May, 1996.

Gathered under a white tent in front of the transportation building at the Cypress Park bus yard, 200 or so employees and well-wishers heard remarks from CEO Roger Snoble, Metro Director Pam O’Connor and Acting Chief Operating Officer Carolyn Flowers, hosted by San Gabriel Valley Service Sector General Manager Jack Gabig.



CEO Roger Snoble congratulated Division 3 on its long history of service and said the Board’s action on fares “made it possible for us to look to a brighter future than we would have had otherwise.”

#### **‘Peek at the future’**

“We’re here not only to celebrate the past, but also to take a peek at the future,” Gabig said, noting that over the next two to three years, the Division 3 transportation building and maintenance shop will be renovated

and that the employee parking lot will be expanded.

Snoble commended division employees for their safety record – Division 3 won the “How You Doin’” safety competition last year.

Referring to Thursday’s Board action adopting a plan that will increase fares July 1, 2007 and again on July 1, 2009, he said the Board “made it possible for us to look to a brighter future than we would have had otherwise.”

But, he pointed out that a number of speakers during Thursday’s public hearing, many of whom live at poverty levels, had complained about Metro bus service.



Board Director Pam O'Connor said Division 3 is “part of (Metro’s) on-going history, building today’s transit system and making it better.”

#### **‘Quality service every single time’**

“If we’re going to charge them more money, we need to give them quality service every single time they get on a bus,” he said. “They should have a helpful, friendly operator, a bus whose air conditioning is working along with the other things that make a comfortable ride.”

“We have to continue to work to give our customers the safe, quality service they expect when they get on a bus,” Snoble added.

O’Connor, who will succeed Supervisor Gloria Molina as the Board chair in July, said the Division 3 100th Anniversary celebrates “our people, the people who made that history, whose idea it was to start transit in LA and to build. Today, we’re a part of that on-going history, building today’s transit system and making it better so that we provide a foundation for those in the future.”

An historic preservationist, O’Connor noted that Friday would have been the 100th birthday of one of the silver screen’s most popular cowboy actors ever.

“Division 3,” she declared, “is the John Wayne of Metro!”

**100th Anniversary Planners:** Members of the Division 3 coordinating committee were Francis Mauliola, Teresa Love, Ronald Chico, Arthur Alva and Rosalia Medina. Communication Services planners were Danielle Boutier, Fran Curbello, Jennifer Salamanca and Bibi Ramirez.





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Division 3, officially opened on May 22, 1907, had the largest streetcar storage barn in the system. Owl service has been in continuous operation from Division 3 since opening day, connecting the downtown central business district with neighborhoods to its north and east.



Photos courtesy of Research Center/Dorothy Peyton Gray Transportation Library

## 100 Years of LA Transit History: North Los Angeles Division 3

By MATT BARRETT, JIM WALKER and ROSS CHURCH

(May 25, 2007) Metro's North Los Angeles Division 3, located at 630 West Avenue 28 in the Cypress Park neighborhood, has been in continuous service to transit riders since its opening day in 1907.

It was an important asset of the Los Angeles Railway (LARy), which began operation in 1895 as the city's original transit system and is the grandfather of today's urban bus system.

Also known as the Yellow Cars, the LARy system ran on 644 miles of track, mostly down the center of city streets, with a fleet of 742 electric streetcars. It was run by Henry E. Huntington from 1911 until his death in 1924.



The Los Angeles Railway began operation in 1895 as the city's original transit system and is the grandfather of today's urban bus system.

In 1958, LA's first publicly governed transit agency, the Los Angeles Metropolitan Transit Authority (LAMTA) acquired the system, which had been purchased from the Huntington estate in 1945 by Los Angeles Transit Lines.

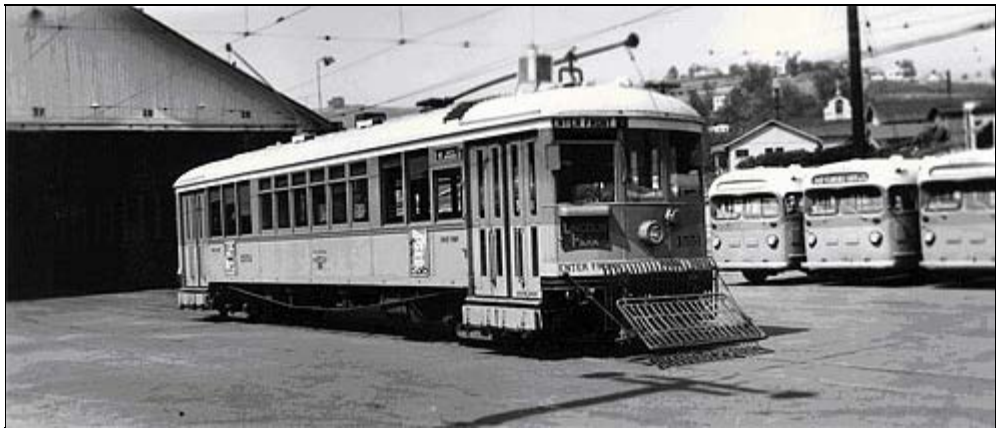
After Henry E. Huntington's purchase of 27 acres in the surrounding area, Los Angeles Railway developed 8.7 acres as a rail operating division with a massive brick car house similar to those at other divisions built by Huntington.

Much of the land was purchased from the Gay family. Gay Street, a street bordering the Division, commemorates the family's past land ownership in the area.

**Opened May 22, 1907**

Division 3, officially opened on May 22, 1907, had the largest streetcar storage barn in the system. This allowed for 'round-the-clock service, including "owl" streetcar (and later bus) service. Owl service has been in continuous operation from Division 3 since opening day, connecting the downtown central business district with neighborhoods to its north and east.

LARy lines operated out of Division 3 included the A Line between Lincoln Park and Alsace; the O Line between Bellevue and Florence; the W Line between Eagle Rock and Rimpau; and the 9 Line from Crenshaw to Mission.



Los Angeles Transit Lines assigned Motor Coaches (buses) to Division 3 on Nov. 22, 1945. It is one of the few divisions to ever operate both bus and rail service simultaneously from the same location. At that time, the division had approximately 120 rail cars, 118 buses, and employed 550 operators, conductors and motormen, many of them from the surrounding neighborhoods that also employed railroad workers at nearby Taylor Yard.

In 1942, Division 3, along with Division 5, now known as the Arthur Winston Division, had the honor of employing many of the first women operators, known as motormanettes, hired to replace men drafted during WWII.

Los Angeles was a transit industry leader in hiring women as replacement workers, a practice that led to changes in state law that had previously placed limits on working hours for women. The industry soon followed Los Angeles' lead in providing new employment opportunities for women nationwide.

Los Angeles Transit Lines assigned Motor Coaches (buses) to Division 3 on Nov. 22, 1945. At that time, the division had approximately 120 rail cars,

118 buses, and employed 550 operators, conductors and motormen, many of them from the surrounding neighborhoods that also employed railroad workers at nearby Taylor Yard.

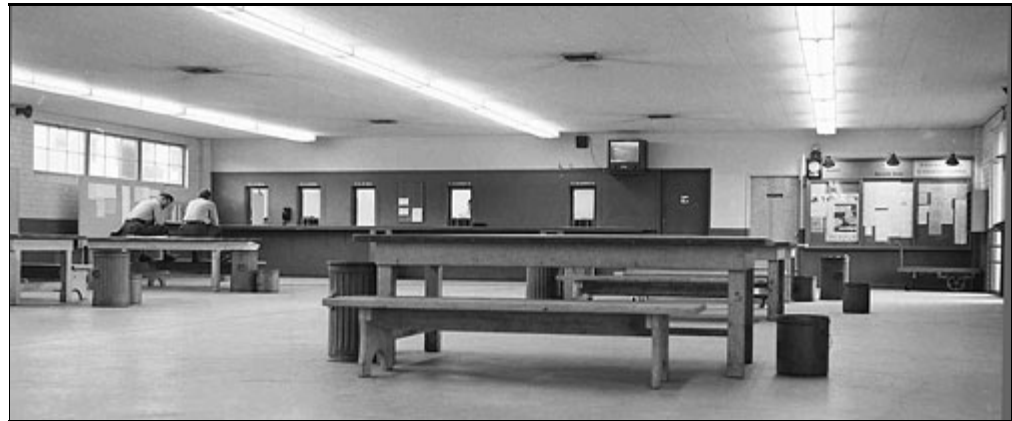
**Rail service discontinued**

In 1948, Division 3 operated 4,333,403 rail miles and 3,933,365 bus miles annually. The division became a bus-only operation when rail service was discontinued 48 years after it began from that location on May 21, 1955.

In 1959, the Division 3 Transportation building was rebuilt at a cost of \$63,000 and reopened on May 8, 1959, complete with air-conditioning.



In 1960, Division 3 was equipped with 235 buses and 215 operators. Below, A view of the 1959 “train room”, a term held over from streetcar days, where operators congregate before and between assignments.



Due to structural damage in the 1970 Sylmar earthquake, Division 3’s brick streetcar barn, the last such structure from the original Los Angeles Railway era, had to be demolished.

For 16 years, a successful minibus service operated out of Division 3. Begun as an experiement in 1971, it continued until 1987, when it was acquired by LADOT. It operates today as the DASH service.

**Division upgrades**

A new \$1.4 million maintenance building opened in April 1977, and other division buildings were refurbished in 1979 at a cost of \$2.3 million. An employee parking structure was completed in 1985.

In 2001, Division 3 set an accident-free driving record of twenty months and 19 days on Metro Local Line 201 while operating seven days a week for more than 300,000 miles.

In 2002, Metro created the sector concept for transit service. Division 3 in Cypress Park is partnered with Division 9 in El Monte to serve areas north and east of Los Angeles under the San Gabriel Valley Service Sector, headed up by General Manager Jack Gabig.

As of 2007, Metro Division 3 employs a total of 341 full-time operators, 58 part-time operators, 13 transportation operations supervisors, 62 mechanics, 37 service attendants and other support staff, keeping a fleet of 224 CNG buses operating over 57,000 service hours per month. Transportation Manager Dan Frawley and Maintenance Manager Cliff Thorne oversee the operation.

North Los Angeles Division 3 currently operates nine Metro Bus lines. They are:

- 28 – Metro Local - Century City/Downtown via Olympic
- 81 – Metro Local - Eagle Rock/Exposition Park via Figueroa
- 180 – Metro Local – Pasadena/Hollywood via Colorado Bl. And Hollywood Bl. (shared with Division 9 in El Monte)
- 201 – Metro Local - Glendale/Koreatown via Silverlake
- 206 – Metro Local – Athens/Hollywood via Normandie Ave (shared with Arthur Winston Division 5)
- 251/252 – Metro Local 103<sup>rd</sup> St./Soto St./Ave 26/Long Beach Blvd./Soto St./Huntington Dr.
- 485 – Metro Express Lake Ave/Oak Knoll/Fremont/L.A. Express
- 686 – Metro Shuttle Arroyo Parkway/North Allen Ave.
- 751 – Metro Rapid Cypress Park/Lynwood via Soto St. & Long Beach Bl.

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Metro's Emergency Dispatch Center was recently upgraded with ATMS technology.



### Metro's Emergency Dispatch Center Gets a Facelift

- EDC would be activated to keep the buses rolling in a crisis

By AL MARTINEZ

(May 25 2007) Metro's Emergency Dispatch Center (EDC), a facility designed to ensure that the buses keep rolling even if the Gateway Building is disabled, has recently been upgraded with state-of-the-art equipment.

Located in the maintenance building at Metro Red Line Division 20, the unit now includes the latest Advanced Transportation Management System (ATMS) technology. The Bus Control Center (BOC) is located on the 6th floor at Metro Headquarters.

The EDC could be activated in the event an earthquake, major fire, civil disturbance or terrorist attack disrupted normal bus control activities and required the implementation of emergency plans.

The EDC is equipped to handle 12 dispatchers, 50 percent of the BOC's maximum number of controller workstations. When activated during an emergency, EDC controllers would be able to communicate with supervisors and bus operators in the field.





When activated during an emergency, EDC controllers would be able to communicate with supervisors and bus operators in the field.

Operational training, in which BOC controllers operate from the EDC, is conducted one day a month. The operation is transparent to bus operators.

The EDC replaced a retrofitted bus that had been used as a mobile emergency communications center. With the implementation of the ATMS system, the mobile center was decommissioned.

Staff members who contributed to implementing the EDC includes Dave Edwards, Rufino Amparo, Sean Hale, John Garcia, Ignatius Kelley, Zenon Trujillo, Raul Torres, Andres Villa, Marco Sanchez, Billy Haire, Del Rutherford, Donna Williams, Randy Hoover, Steve Brink, Devin Reed and Randy Gordy of Wayside Systems Facility Maintenance; Al Stewart and Manny Chavez of ITS; Peter Mellon, Jorge Galvan and Roman Alarcon of Bus Operations Control; and Ron Benner, Tony Chua, Tom Jasmin and Al Martinez of Transit Systems Engineering.



The EDC is equipped to handle 12 dispatchers, 50 percent of the BOC's maximum number of controller workstations.





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Metro Express Replica Joins  
Mattel's Matchbox Fleet

A blue and silver Metro Express bus is the latest toy vehicle to join Mattel's Matchbox fleet. The new bus is available as one of a boxed set of 10 tiny vehicles that include a dump truck, tractor, ambulance, a gasoline tanker and a fire truck. A limited number of the boxed sets are on sale in the Metro Store for a discounted price of \$9.60. In this photo, the Metro Express bus appears in the third row down, far right. Mattel also includes Metro Local and a Metro Rapid buses in its Matchbox offerings. (5/25/07)







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Metro Community-based Transit Service Sector Governance Councils Set June Meetings

By RICK JAGER

(May 30, 2007) Metro's five community-based transit service sector governance councils will hold their regular monthly public meetings in June to discuss various transportation issues in their service sectors.

Residents within the San Fernando Valley, San Gabriel Valley, Gateway Cities of southeast Los Angeles, the South Bay and the Westside/Central area interested in helping to improve Metro Bus service in their communities are encouraged to attend the monthly meetings. Governance councils work closely with Metro's community-based service sectors in studying and planning service improvements and efficiencies of Metro Bus operations in their respective service sectors.

The following is a list of Metro governance council June meetings:

- **Wednesday, June 6**> Metro San Fernando Valley Service Sector, 6:30 p.m., Marvin Braude Constituent Service Center, 6262 Van Nuys Blvd., Van Nuys.
- **Friday, June 8**> Metro South Bay Service Sector, 9:30 a.m., Carson Community Center, 801 E. Carson, Carson.
- **Monday, June 11**> Metro San Gabriel Valley Service Sector, 5 p.m., San Gabriel Valley Sector Office, 3369 Santa Anita Ave., El Monte
- **Wednesday, June 13**> Metro Westside/Central Service Sector, 5 p.m., La Cienega Tennis Center, Sunset Room, 325 S. La Cienega Blvd., Beverly Hills.
- **Thursday, June 14**> Metro Gateway Service Sector, 2 p.m., The Gas Company, 9240 Firestone Blvd., Downey.





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## Dodger Emeritus Tommy Lasorda to give lunch-hour pep talk in the Board Room

Photo: Gayle Anderson

- Metro employees are invited to attend the program, which will be held during the lunch hour from 12:15 to 1 p.m.

(May 30, 2007) Considered by many to be one of the greatest managers in baseball, Dodger legend Tommy Lasorda will make an appearance in the Metro Board Room this Thursday as a special guest of the LA Gateway Chapter of the National Contract Management Association.

Lasorda will be delivering a motivational talk on leadership and teamwork.

Although the monthly chapter meetings usually keep the spotlight on procurement topics, organizers leveled the playing field by opening up the meeting to all Metro employees. "We think Mr. Lasorda's talk will delight and benefit all of us," said the chapter's co-secretary Susan Dove.



Dodger great Tommy Lasorda pitches to a Metro team in the Board Room.



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Elected officials joined Metro and the Los Angeles Unified School District (LAUSD) in a groundbreaking ceremony for rebuilding Ramona Opportunity High School. From left are Guy Mehula, Chief Facilities Executive LAUSD; Diana Tarango, Co-Chair, Review Advisory Committee; Dennis Mori, Gold Line Extension Project Director; David Tokofsky, LAUSD Board Member; Roger Snoble, Metro CEO; Gloria Molina, Chair, Metro Board; Congresswoman Lucille Roybal-Allard; Monica Garcia, LAUSD Board Member; David L. Brewer, LAUSD Superintendent; and Jose Huizar, Los Angeles City Councilman. Approximately six years will be needed to rebuild the school.



Photos by Ned Racine

## Metro, LAUSD Action Ensures New School, New Station

- Groundbreaking in East LA marks start of Ramona High reconfiguration project
- Agencies' land swap agreement allows construction of Gold Line station

(May 31, 2007) Officials marked the culmination of an unusual agreement between the Los Angeles Unified School District and Metro during a groundbreaking, Thursday, at Ramona Opportunity High School in East LA.

Board Chair Gloria Molina and CEO Roger Snoble joined LAUSD officials, members of the LA City Council, and Congresswoman Lucille Roybal-Allard and others for the ceremony.

The project will make way for the Metro Gold Line's Eastside Extension. Ramona Opportunity High School serves pregnant teens and other female students in need of an alternative learning environment in grades 7 – 12.

Under its agreement with the school district, Metro is receiving a portion of land now occupied by the existing high school. The land exchange will permit Metro to construct a Gold Line station at Indiana Street. The agency also is acquiring additional land adjacent to the school site to ensure proper reconfiguration of the school.

The agreement is based on a plan the Metro Board approved in May 2006, under which the agency and LAUSD will share the estimated \$47 million cost of the project. Metro's costs will be capped at \$32 million, with LAUSD contributing the remaining \$15 million.



Members of the Bravo Medical Magnet Latin Jazz Band perform at Thursday's groundbreaking ceremony for the rebuilding of Ramona Opportunity High School. The rebuilt school will adjoin the Gold Line Eastside Extension's Indiana Station.

### **Project on-time, on-budget**

During his remarks, Snoble noted that construction of the six-mile Eastside Extension project has reached the halfway mark and is on schedule and on budget. About 40 percent of those holding construction-related jobs come from the area, he said.

"The agency is now targeting 58 schools within a half-mile radius...to teach students the importance of staying safe in the rail construction zone," Snoble said. "Our goal is to reach 58,000 students with safety education outreach by the time the rail line opens in late 2009."

"Ramona Opportunity High School plays an important role in our educational system, and I'm glad we could preserve this long-standing learning facility to continue providing hope and opportunity to female students in need of this school," said Molina. "The school reconfiguration project is now part of the Eastside Gold Line vision and will include a stop sign right in front of the school to serve students from all corners of the County."

"The Ramona Opportunity High School project represents a partnership to bring much-needed resources to the community and students of the Eastside," said LAUSD Board Member Mónica García. "When public agencies collaborate to not only build schools, but build communities, great things can happen."

Phase 1 of the project, which includes administration, 15 classrooms, an infant care facility, multipurpose room and food services, is expected to be completed in January 2009. Phase II, which includes the new gymnasium and the playfields, is expected to be completed in December 2009.

### **'Toward a common goal'**



"Today is a great day for the East Los Angeles community and especially for all those who care about the mission and future of Ramona Opportunity High School," said Roybal-Allard. "I want to thank everyone who worked so hard to make today's groundbreaking a reality. This project is an important example of what we can accomplish when we focus the energies of diverse organizations toward a common goal."

"I am very proud of the way the city, school district, county, and MTA partnered to make this school a reality, and I am excited that the collaboration will continue after the brand new school opens its doors," said LA City Councilman Jose Huizar.

"This will be a gathering place for the community that extends beyond education or public transit," said Snoble, noting that Metro has signed six joint development agreements that will bring much-needed housing and retail shops to the area.

The Ramona Opportunity High School reconfiguration project is part of the LAUSD's \$19.3 billion school construction program to build 145 schools by 2012.

To date, LAUSD has completed 65 new schools and 51 additions, returning 136 schools to a 180-day, full year calendar and providing more than 68,000 new classroom seats for students throughout the District.



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Honor Roll Reminder: Form Completion Deadline is June 14

- Download and print your [2007 Honor Roll form](#) here. (PDF)

(May 31, 2007) June 14 is the deadline for employees to complete and turn in signup forms to ensure their graduates are listed in this year's "Metro Honor Roll."

The names of high school, technical school and college graduates will be listed in a special "Metro Honor Roll" posting on myMetro.net on June 21 and in a special printed version to be distributed the following week. Last year, more than 175 graduates were listed on the Honor Roll.

The names of Metro employees and the children, spouses and siblings of employees are eligible to be included in "Metro Honor Roll." Due to a lack of space, the names of employees' grandchildren can no longer be included.

Metro Honor Roll forms also are available by mail by contacting Communications Manager Bill Heard at 922-7479. Forms should be returned to Heard at mail stop 99-19-8 or FAXed to 213-922-2704.





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**Security Exercise in Long Beach, June 2, Will Affect Train Service**

(May 31, 2007) On Saturday morning, June 2, transit agencies providing services to the Long Beach Transit Mall will be impacted by a planned law enforcement security exercise.

The scenario for the exercise, which will begin at 6 a.m., involves a possible bomb planted at the Long Beach Transit Mall. Sheriff's Transit Services Bureau deputies and Long Beach Police officers will respond to the alert. A command post will be set up in the area.

The exercise will evaluate communications and response between the two law enforcement agencies, working with Metro bus and rail operations and Long Beach Transit.

The drill, which will take place on First Street between Long Beach Boulevard and Pine Avenue, will affect service between 4:30 a.m. and 9 a.m.

The exercise will affect Metro Blue Line stations within the Transit Mall Loop only between 6 a.m and 9 a.m., during which stations within the loop will be closed.

Stations involved in the exercise will be the Transit Mall station, 1st Street station, 5th Street station and Pacific station. Northbound and southbound trains will instead operate from Anaheim station. Replacement bus service will be available.

Bus services which normally pick up or discharge customers in the Transit Mall area will be rerouted beginning at 4:30 a.m. to pick up and drop off customers at temporary bus shelters located on Ocean Boulevard between Long Beach Boulevard and Pine Avenue.

Regular service is expected to resume within the Transit Mall Loop shortly after 9 a.m.

