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## CEO Names Chief Operations Officer, Metro Rail General Manager

- Carolyn Flowers will be chief operations officer; Mike Cannell will head Metro Rail

(Aug. 1, 2007) CEO Roger Snoble announced two top-level executive appointments, Tuesday, naming Carolyn Flowers the chief operations officer and Mike Cannell of the Metro Gold Line Foothill Extension as the new general manager for Metro Rail.

Flowers, who will oversee and direct the overall activities of bus operations, has served as interim chief operations officer since last January. She previously was executive officer of Administration and deputy executive officer for Finance.

Cannell, who has 27 years of rail transit experience that includes activating and managing systems throughout the country, will begin his new job Aug. 6. He succeeds Melvin Clark, who has served as interim Metro Rail general manager since the departure of Gerald Francis, and will now resume his duties as deputy executive officer for Rail Operations.

For the past two years as program management director, Cannell has supervised planning and environmental process for the Gold Line's proposed Foothill Extension. Over the years, he has served in executive positions with rail systems in San Diego, Salt Lake City, St. Louis, and also supported the start-up of the Metro Gold Line.

Before that, he was employed by the Booz Allen Hamilton consulting firm where he was senior principal responsible for engineering and planning assignments throughout the nation.

Prior to joining Metro, Flowers held financial positions in the public and private sectors, serving as budget director for the City of Beverly Hills, as a financial manager at Wang Laboratories and as a financial analyst and budget officer at Rockwell International Automotive Operations.

She is a member of the City of Los Angeles Quality and Productivity Commission and the Proposition Q Citizen's Oversight Committee. She also is a member of the National Forum of Black Public Employees, the American Society of Public Administrators, and the American Public Transportation Association's diversity committee.



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## Metro's Dan Cowden Tapped for Prestigious Security Program

- Will attend Homeland Security master's degree course at Naval Postgraduate School

By JIMMY STROUP (Aug. 1, 2007) At 19 years old, when his country called, Metro Security Manager Dan Cowden answered, joining the Army Green Berets and leading men into combat in Vietnam on two tours of duty as a junior officer.

Forty years later, Cowden has again answered his country's call, this time by being selected for the preeminent Homeland Security master's degree program in the nation. The advanced course will teach him the latest theory and techniques to combat terrorism.

"It's the premier educational course in the nation in Homeland Security," Cowden said. "You have to have significant Homeland Security experience to be accepted into the program. There's a lot of military officers, a lot of people from federal, state and local agencies."

Since joining Metro in 1990 as an analyst in Management and Budget, he has held a number of positions of increasing responsibility in the transit security department, including assistant to the former transit police chief.

Cowden's current post as security director of the second largest transit agency in the country fills out a resume that looks tailor-made for entrance into the master's program at the Center for Homeland Defense and Security.

After his active duty military service – which he extended into the Army National Guard, ending his career as a major – Cowden worked for the Ventura County Sheriff's Department and then for the U.S. Defense Department in Alaska.

## Lectures and lessons

The 18-month program, conducted at the Naval Postgraduate School (NPS) in Monterey, is geared toward working security professionals. In-class work is limited to two weeks a quarter for a total of 12 weeks at the NPS. The in-between time is filled with online work and e-mail communication between the instructors and students. In-house training at the NPS will be intense, packed with lectures and lessons.

"Guest speakers are people like the head of the CIA, the Secretary of Defense, head of the FBI," Cowden said, alluding to the caliber of



Metro Security Manager  
Daniel Cowden.  
Photo by Jimmy Stroup.

instruction he'll be receiving.

The program is entirely funded by the Department of Homeland Security – including travel, per diem, lodging and a laptop to work off of – so neither Cowden nor Metro will pay for the program he called “first class all the way.”

“We are proud of the announcement of Dan’s acceptance to such a prestigious program from a well-renowned institution like the NPS,” said Jack Eckles, deputy executive officer of System Safety and Security. “Metro has a great asset in Dan. After his completion of the program, we’ll have an even better one.”

**Second graduate degree**

At the end of the program, Cowden will receive a master’s in Homeland Security from the NPS, adding a second graduate degree to his growing stack; he previously received a master’s in Public Policy from Rutgers University.

Cowden is eager to start, having already begun the reading for classes that get underway in September, and is optimistic about the knowledge he’ll be able to bring back to apply at Metro.

“Unfortunately... transit is the target of terrorism and that’s just the fact of things,” he said. “It’s sad, but it’s something that we have to work real hard at to be as prepared as we can be to prevent terrorism and then, if something happens, to respond and recover as fast as we can.”

Cowden said it was an honor for him to represent Metro in the program. “I’m going on behalf of the agency, representing the agency and for the benefit of our agency and the passengers we serve,” he said.


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## Operator Shot with BB Gun During Incident Aboard Bus

- Division 10's Raymond Flowers is 'OK' following treatment

(Aug. 1, 2007) A Metro Bus operator was shot in the arm with a BB gun, Tuesday night, during an incident aboard his bus involving four young men. The bus collided with two other vehicles before coming to a stop.

Police arrested two male juveniles and a male adult on suspicion of assault with a deadly weapon. A witness aboard the bus told officers one of the juveniles pulled the BB pistol from his pants and shot Operator Raymond Flowers in the left arm.

Flowers, 51, who is assigned to Gateway Division 10, was transported to Kaiser Permanente in West Los Angeles where the BB was removed. "He's OK," Assistant Transportation Manager Margo Ross said Wednesday morning.

Flowers was driving his Line 33 bus eastbound on Venice Boulevard and had reached the intersection with Vermont Avenue near downtown LA at 8:38 p.m. when the incident occurred, according to an LAPD officer.

During an argument involving the four suspects, Flowers was shot. No passengers aboard his bus were injured. The suspects fled, but an LAPD helicopter was overhead and officers were able to track down one suspect and later arrested two others.



Operator Raymond Flowers






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**Schedule of Meetings:** The Board will conduct a Long Range Plan workshop at 9 a.m., Thursday, Aug. 16, in the Board Room. No committee meetings are scheduled this month and the Board will not hold a regular monthly meeting in August.

## July Board Actions Included Call for Projects Funding, Joint Development

- [Item 9, Transit Fund Allocations](#)
- [Item 11, 2007 Call for Projects Funding](#)
- [Item 12, Wilshire Development](#)
- [Item 21, Homeland Security Grant](#)
- [Item 32, Chinatown Station Repairs](#)
- [Item 43, 2007 Call for Projects](#)
- [Item 47, Advertising on Buses](#)
- [Item 48, Advertising on Rail Cars](#)
- [Item 53, Metro Rail Gating Study](#)

(Aug. 2, 2007) Working against a full agenda in July, the Metro Board approved a number of items of interest to employees, including funding for the 2007 Countywide Call for Projects, the first in six years.

Other approved motions involved a joint development project near the Wilshire/Vermont station, repairs to the Metro Gold Line Chinatown station, advertising on buses and rail cars and a study of gating in the Metro Rail System.

The following are among the items the Board approved at its July meeting:

**Item 9, Transit Fund Allocations.** The Board approved a motion to distribute \$1.26 billion in FY 2008 Transit Fund Allocations for use by a number of cities and transit operators in LA County, as well as for Metro operations.

The funding comes from the state's Transportation Development Act, Proposition A and C, and from the Federal Transit Act Urban Formula capital funds.

**Item 11, 2007 Call for Projects Funding.** The Board approved a multi-part motion that ensures some \$619 million in funding for previous Call for Projects commitments for various locally sponsored arterial, signal, bikeway, pedestrian, transportation demand management and transportation enhancement projects throughout LA County. The approved motion included a \$13 million funding commitment for the I-405 northbound HOV lane to fill a funding gap in the project.

**Item 12, Wilshire Development.** Metro and the United Commercial

Food Workers Union (UFCW) own side-by-side properties across from the Wilshire/Vermont Metro Rail station. The Board approved a motion authorizing the CEO to negotiate with the UFCW to jointly develop the 2.11-acre site.

Located at the intersection of Wilshire Boulevard and Shatto Place, the two properties will be jointly offered to prospective developers. Metro's 1.09 acres currently are used for bus parking and as a layover zone. The UFCW's office building and another building, along with employee parking lots, currently occupy the union's 1.02 acres.

**Item 21, Homeland Security Grant.** The California Office of Homeland Security recently awarded a \$3.14 million grant to Metro for transit security. The Board approved a motion that adds the grant funding to Metro's FY 2008 budget.

The grant will help upgrade bus and rail security by providing additional protection of subway tunnels and tracks from IEDs (improvised explosive devices); extra perimeter security at bus divisions and facilities; and development of enhanced training and awareness among area transit systems.

**Item 32, Chinatown Station Repairs.** The Board approved a motion authorizing the CEO to award a not-to-exceed \$640,000 contract to Brutoco Engineering & Construction for final design and repair of three cracked concrete "shear keys" at the Metro Gold Line Chinatown station.

The concrete shear keys, part of the support system for the above-ground station, help prevent movement during an earthquake. Temporary netting was placed beneath the aerial structure to catch falling concrete. To determine the cause of the cracking and design appropriate repairs, broken concrete will be removed to verify the size and location of reinforcing steel bars.

Repairs are needed to reduce further damage to the station and to restore full structural integrity of the guideway in the event of a major earthquake.

**Item 43, 2007 Call for Projects.** The Board approved a motion to program \$454.52 million for 169 projects in eight modal categories for the 2007 Countywide Call for Projects, including \$8.15 million in FY 2007-08 and FY 2008-09 Supplemental Call funding. The motion also approved advancing \$5 million from the FY 2009 Call for Projects to the FY 2007 Call for Projects for FY 2010-2013. Those funds would finance intersection improvements in the City of South Gate.

**Item 47, Advertising on Buses.** The Board approved a motion awarding a five-year firm, fixed-price revenue contract with three one-year options to CBS Outdoor Group, Inc. to sell and display advertising on Metro buses.

The contract includes standard exterior and interior ads, enhanced tail ads and exterior ad wraps. Metro expects to realize \$122.6 million in revenue from the contract.

**Item 48, Advertising on Rail Cars.** The Board approved a motion awarding a five-year firm, fixed-price revenue contract with three one-year options to CBS Outdoor Group, Inc. to sell and display advertising on Metro Rail cars.

The contract includes standard exterior ads, ads in interior rail car frames and car wraps. It also includes subway station advertising on surfaces such as walls and columns, as well as in back-lit display cases. Metro would realize \$11.6 million in revenue from the contract.

**Item 53, Metro Rail Gating Study.** The Board approved a motion to establish a \$999,663 life-of-project budget for an analysis by the Booz Allen Hamilton consulting firm of proposed Universal Fare System/TAP barrier gates for the Metro Rail System.

The motion included a requirement for “a finalized scope of work for gating the Metro Rail System and deploying new distance-based fare initiatives....” The scope of work also is to include transit security improvements based on Metro’s risk-based Security and Emergency Preparedness Plan and the Regional Transit Security Strategy.

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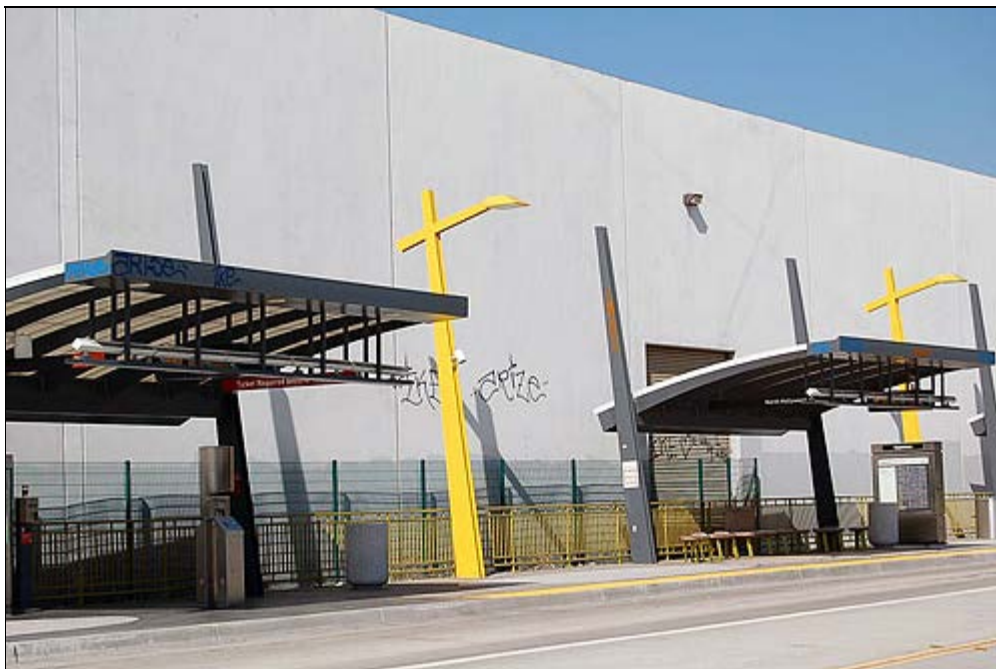
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Tagger is accused of using spray paint to deface the walls adjoining the Metro Orange Line Sepulveda Station, as well as the station canopy.



LASD photos

## Suspected Tagger Arrested On Felony Charge of Vandalizing Metro Property

- Charges to include armed robbery

By NED RACINE

(August 2, 2007) A tagger who vandalized the Metro Orange Line and Metro Bus Line 233 now sits in the North County Correction Facility after several deputies from the Transit Services Bureau's (TSB) Special Problems Unit arrested the 19-year-old on July 25.

According to Sheriff's Deputy Marlon Johnson, Kevin Herrera (AKA "IKE") is being held on \$100,000 bond and charged with felony vandalism. Metro estimated Herrera's damage to the Sepulveda Orange Line station and Line 233 buses totaled \$40,000.

Herrera is accused of etching bus window frames with rocks and razor blades and using spray paint to place his moniker on walls adjoining the Sepulveda Station, as well as the station canopy.

After serving a search warrant at a Columbus Avenue residence in Van Nuys, where Herrera lives with his parents, Deputy Johnson and his partner, Deputy Brad Johnson, discovered Herrera was not at home. The deputies inspected Herrera's orderly bedroom and discovered, according to

Deputy Marlon Johnson, examples of graffiti showing the "IKE" moniker, marking pens and other evidence.



Sheriff's deputies collected ample evidence from the suspect's bedroom.

When the deputies arrived at the residence, Herrera's mother told them her son's friends would often call him and use the IKE moniker. She told deputies she had seen her son's moniker in her neighborhood and had insisted he stop tagging, according to Marlon Johnson.

TSB deputies arrested Herrera without incident, according to Deputy Marlon Johnson, at a park-and-ride lot near the 170 Freeway. Herrera was part of a Caltrans work crew cleaning the area. This was part of his community service for an earlier arrest for vandalism. Herrera was on parole when arrested by TSB deputies.

"There were some interesting looks on their faces when we drove up," Marlon Johnson said. "They didn't know who we were there for."

Deputy Marlon Johnson reported that while he interviewed Herrera, the suspect admitted responsibility for multiple vandalism cases. Marlon Johnson said Herrera told him he knew the deputy was coming after him. "He said he would walk down the street and see me and hide."



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San Gabriel Valley Division 9 walkers stretch before they head out for a mile-long jaunt around the division parking lot. The new wellness program's trainer, Amy Lopez of Aquila Inc., has developed unique exercise regimens that allow participants to get fit in the most beneficial way to each individual.



### North Los Angeles Division 3 and San Gabriel Valley 9 Working on Wellness in New Program

By JIMMY STROUP

(August 3, 2007) Numbers don't lie. And with 25 percent of the operators at Divisions 3 and 9 signed up for a new wellness pilot program – for a total of more than 400 participants – the numbers show that when given the opportunity, Metro employees are interested in learning about and improving their health.

Started in April in cooperation with Florida-based fitness experts Aquila Ltd., the program emphasizes healthy eating habits, exercise, stretching and monitoring overall health concerns like weight, cholesterol and high blood pressure.

"We're trying to promote healthier lifestyles in general," said Amy Lopez, the trainer from Aquila. "Portion size in particular is a huge issue."

Aquila's also providing mini courses on improving health with information on stress management, lung cancer awareness and the threats posed by skin cancer, among other topics.

"It's something that we've been wanting to do for a long time and now it's finally coming to fruition," said Operator Richard Lopez, who's one of the forces behind the pilot program. "[We've set up] scheduled health risk assessments and [participants] come in and their training is evaluated by one of the Aquila trainers. Suggestions are made by the trainer and the operator moves on from there."

Photos by Jimmy Stroup



Operator Linda Shamburger hands out water to San Gabriel Valley Division 9 walkers on the second of a three-lap circuit. Operators, maintainers and managers at Division 9 and North Los Angeles Division 3 have signed up for the new wellness program that's meant to increase the overall fitness of Metro employees – on and off the job.

Operators aren't the only participants, though. Maintainers and employees from the sector office have become involved, too. Lopez said the effort to get the wellness program – based originally on an idea out of the Corporate Safety Department – off the ground has been supported by every level of Metro.

"Maintenance is involved and the sector office is involved, so we're getting very good cooperation from all different parts of Metro," Lopez said, noting that union representatives have also voiced their support for the program.

**Proof positive**

The program is picking up speed and making some noticeable changes in general health, as was evidenced by the favorable results of cholesterol checks performed by

the Red Cross in conjunction with a blood drive at Division 9 a few weeks ago.

"This whole program is designed to promote injury prevention," said Doug Middleton, transportation manager. "We've come to realize that happy, healthy employees are more likely to come to work and feel better about the entire experience."

Lopez said the current workout room at Division 9 is working out well for the time being, but he is looking forward to the opening of the new building in the fall, which has a state-of-the-art workout area.

He hopes to get the program to a point where half of the operators and maintainers are participating on some level in the wellness program, and thinks the new building's facilities will help meet that goal.

"It's a win-win situation," he said. "For the operators, because they get a personal trainer to monitor their progress here at the division, and the agency makes out because there's less risk of Worker's Comp claims or work injuries because our people are in better shape."

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## LA Drivers Urged to 'Think Ahead Stop on Red'



Photo by Ned Racine

(Aug. 2, 2007) Toni Adams, whose 8-year-old twin son was killed by a driver running a red light, speaks at Thursday's Think Ahead Stop on Red media event on Patsaourous Plaza. Her surviving son, Nick, stands to her left. Representatives from Metro, the California Highway Patrol, Caltrans, Los Angeles Department of Transportation, Los Angeles Police Department and Sheriff's Department spoke of the carnage resulting from drivers running red lights. Tomorrow myMetro.net covers the event and its sobering statistics.





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**Think Ahead Stop on Red:** Media event calls attention to carnage resulting from drivers running red lights.



Photos by Juan Ocampo

## Metro, Local and State Agencies Highlight Dangers of Running Red Lights

- Mother describes son's death, urges drivers to stop at red lights

By JENNIE HARRIS

(August 3, 2007) Yesterday in Patasaurus Plaza, a mother and brother shared the loss of a child killed by a red-light runner as city, county, state, and Metro officials joined law enforcement officials to highlight the risk of ignoring red lights.

A wrecked Toyota Turbo coupe and red light signal were a backdrop to the "Think ahead. Stop on red." safety campaign event. California Department of Transportation, California Highway Patrol, Los Angeles Department of Transportation, Los Angeles Police Department, and Los Angeles

Sheriff's Department had representatives at this event.

Metro Board Chair Pam O'Connor said, "Unfortunately this reminder message did not come soon enough, as tragically, a principal member of our Metro family, one of our bus operators was killed last week when a motorist ran a red light and struck his bus. This past Saturday, another vehicle ran a red light, striking an Orange Line bus, causing injuries to the bus driver, motorist, and several passengers."

Toni Adams and her teenage son Nick Adams described the death of Nick's twin brother, Brent, who was hit by a red-light runner while crossing an intersection in Brea. As a result of the impact, Brent was catapulted 90 feet and died 8-years-old. The driver was flustered from running an hour late for work, reported Ms. Adams, who now volunteers for Stop on Red, a vehicle-safety advocacy group.

"It seems that the more drivers get away with running red lights," said Ms. Adams, "the more they believe they have the right to do so."

Nick Adams held up photos of himself growing up with his twin brother as his mother spoke. "I know it's frustrating to sit at red lights," she said, "especially when you're in a hurry and trying to gain a few seconds might seem worth the risk of a citation, but is it worth your life, being permanently disabled or disfigured, living with the guilt of killing or injuring someone else?"



Chief Operating Officer Carolyn Flowers describes the sadness she felt attending the funeral of Metro Bus Operator Gregory Bradley, who was killed July 26 in an accident involving a red light. Below, Toni Adams shares photos of her 8-year-old son Brent who was killed by a driver running a red light. At her side is son Nick, Brent's surviving twin brother.



Los Angeles City Council Member Wendy Greuel provided sobering accident statistics: In the U.S. in 2004, over 900 people were killed as a result of crashes caused by drivers not stopping at red lights. Approximately 176,000 were injured. In 2006, in the City of Los Angeles alone, there were 50,623 traffic collisions; 3,290 were red light traffic collisions.

Greuel said, "We are currently installing 32 cameras at some of the busiest intersections in the city . . . A recent study shows that Intersections with red light cameras reduced violations by nearly 50 percent and crashes by nearly 30 percent. We can literally say that those cameras help save lives."

Chief Operating Officer Carolyn Flowers acknowledged that Los Angeles already has a problem with congestion, but "the problem is compounded when we have accidents. We slow down the system, slow down mobility, but, most importantly, we impact lives."

The meaning behind "Think ahead. Stop on red." is that "people need to better plan their trip," said Helen Ortiz-Gilstrap, a Metro Community Relations manager. "There's always going to be delays. Give yourself an extra 15 minutes of time. That way you won't be so hurried."



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**Funeral Services, Friday, for Operator Derick Bradford**

(Aug. 8, 2007) Funeral services are scheduled, Friday, for West Hollywood Division 7 Operator Derick Bradford who died of a heart attack July 29.

The funeral is scheduled for 11 a.m., Aug. 10, at First New Christian Fellowship Missionary Baptist Church, 1555 West 108th Street in Los Angeles (323-756-2541). A viewing is set for Thursday at Simpson Family Mortuary, 3443 West Manchester Blvd., in Inglewood.

Bradford, 36, joined Metro last April as a part-time operator. A resident of Los Angeles, he is survived by his mother, Clementine Frye, and two sisters LaQuinta Tobias and Vanessa Bradford.





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Jack Eckles, who heads Metro's Systems Safety & Security Department, plans for security officers to focus more on threat prevention in the Metro System.

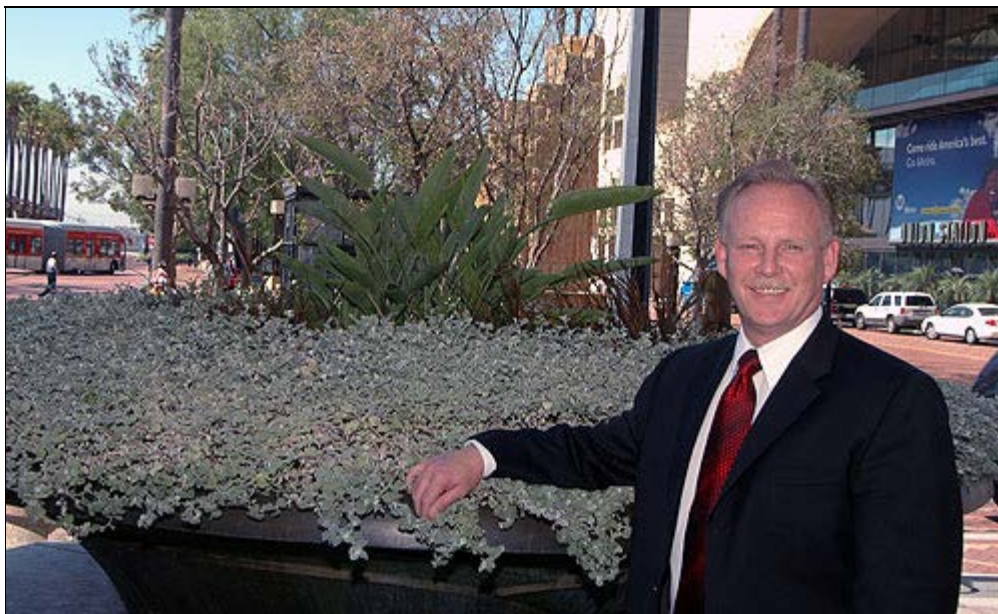


Photo by Ned Racine

### Jack Eckles' Challenge – Balancing Metro's Open System with Need for Security

- DEO for System Safety & Security wants Metro Security to present a higher profile to bus and rail riders

By NED RACINE

(Aug. 8, 2007) Jack Eckles, the new deputy executive officer for System Safety & Security, faces a critical challenge at Metro: balancing the agency's desire to operate an easy, open system with what he perceives are threats to the nation's second largest transit system.

"First and foremost the challenge of an open system is what the agency expects the system to be...", he said. "So I have to weigh that against my tendency to be a chain-link fence and barbed wire kind of guy."

At Metro, Eckles oversees the \$62.5 million contract for law enforcement services provided by the Sheriff's Transit Services Bureau, and is responsible for the Security Department and its security officers, as well as for the activities of the Corporate Safety Department.

The West Anaheim resident's top goal for Metro's Security Program begins with creating a more organized and focused security force with proactive officers who concentrate on prevention.

Eckles sees the experience of his officers as a big asset for Metro Security

and a sign of their dedication. "It's extremely impressive from an industry standpoint." He noted that the officers average 12 to 27 years of experience, unusual because of the 20 to 40 percent turnover in the security industry.

Because the Metro System spans a number of law enforcement jurisdictions, Eckles says it's an advantage for the agency to have its own security force. An incident on a bus or train may not be at the top of another police organization's priorities.

**'Law enforcement presence'**

"Most of the transit agencies across the country have their own law enforcement," Eckles said. "[They] want a highly responsive law enforcement presence, and you can't get that if you're expecting someone else's...law enforcement agency to do that simply because you pass through their neighborhood."

The Artesia native would like for Metro Security to present a higher profile to bus and rail riders, but he finds himself constrained by the number of officers at his disposal.

"Eventually, deterrence and presence on the rail lines and the buses are a numbers game," Eckles said. As an illustration, he said Metro Security "is actually numerically structured to be a five-day-a-week, eight-hour-a-day department [while actually] operating seven days a week, 24 hours a day."

He estimates Metro Security, which has 93 officers, is short approximately 40 officers. "They've been tasked to keep up with the growth of Metro but they haven't been [staffed] to keep up with the growth."

Eckles, 47, believes his eight years with the Los Angeles County Office of Education—schools also being open systems—prepared him for Metro's challenges. Previously, he held management positions in several local security firms for seven years during the 1990s.

**Former Sheriff's deputy**

A Sheriff's deputy in Los Angeles County for six years in the 1980s, Eckles joined Metro in March. He began working in security as a security supervisor for the Cal State LA bookstore when he was an undergraduate in 1981. He later earned a doctorate in law from Pacific West College of Law in Orange.

A two-year-stint in the United States Army Reserve from 1990 to 1992 included classes at the Military Intelligence School and Special Forces School. From April 2005 to July 2006, he served as commander of a civil affairs unit in Baghdad, leading more than 100 officers, soldiers, contractors and engineers building \$400 million in projects.

If he looked in his crystal ball, Eckles would say the big question within the next 10 years would be whether the Metro Board wants to reconstitute its own security force. He makes no bones about his answer to that question. "Contracting the resources for law enforcement is just too expensive."

He sees his biggest challenge as reorganizing the security side of Metro Safety & Security. "Developing a new contract with the Sheriff's Department [will] be an outcropping of whatever happens with that reorganization."

"I think from the public side, the reality is they always want to be able to reach out and talk to somebody [in security]," Eckles said. "They always



want that psychological comfort level.”

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Rideshare spokesman Huell Howser waves a green flag to signal the start of a Metro Vanpool demonstration during Tuesday's media event. Photo by Gary Leonard.



### Metro Launches New Vanpool Subsidy Program for LA Commuters

- TV personality Huell Howser will be 'part of the solution'

By JIMMY STROUP

(Aug. 8, 2007) Using a mock traffic jam to illustrate the benefits of vanpooling, Metro on Tuesday unveiled its new \$19 million Vanpool Program that partners with private companies and individuals over five years to provide reliable vanpool transportation for customers looking for an alternative to commuting alone.

Television personality Huell Howser, host of KCET's "California's Gold," Metro Board Chair Pam O'Connor and CEO Roger Snoble were at the event to kick off the new vanpool effort.

"I decided I could be part of the solution, instead of just being irritated by the problem," Howser said. "If more people here in Southern California would begin to think in these terms, we could collectively solve the problem."



The program subsidizes riders on vanpools with \$400 they use toward paying the monthly lease cost on a vanpool vehicle. Three companies, Enterprise Rideshare, Midway Rideshare and VPSI, Inc., have partnered with Metro and are setting up vanpool routes to match riders' needs. Riders "pay" the vanpool with \$400 of Metro's money, further reducing the cost of a vanpool.

Huell Howser, Host of "California's Gold" on KCET, describes his participation in Metro's Rideshare program during a Tuesday news conference. CEO Roger Snoble and Metro Board Chair Pam O'Connor described the benefits of Metro's new Vanpool Program, which offers a cost incentive to commuters. Photo by Jimmy Stroup.

O'Connor pointed out the cost benefits for riders of vanpool versus maintaining and using a car. The average monthly cost of a 70-mile daily commute is about \$785, while Metro's subsidized vanpool for the same commute costs just \$170 – a savings of nearly 80 percent.

Metro's program also saves riders more than \$50 off comparable vanpool programs available now, so for new or existing riders, the agency's program is a big savings.

Carrying 10 people, a Metro Vanpool vehicle breaks through a "Get in. Join a Metro Vanpool" banner. The demonstration for LA media illustrated that three 10-member vanpools can replace as many 30 cars during a rush-hour commute. Photo by Gary Leonard.



### **'Convenient, reliable and economical'**

"It doesn't take a math genius to recognize that the commuter can significantly reduce their costs," O'Connor said, citing the expense of gas

as a cost that could rise without warning. "It's a convenient, reliable and economical way to get around."

Metro's chief executive promoted the program by talking about the ecological gains earned by replacing 30 cars driven individually with three vans.

"There's a heck of a lot more emissions coming out of the ... tailpipes on those 30 cars that you can eliminate by replacing them with three vans," Snoble said.

During a demonstration, three vanpool vans drove literal circles around 30 cars "parked" in a mock freeway traffic jam, created in the bus layover parking lot at the Metro Services Support Center. The cars impatiently honked their horns while the vanpool vans eased through "traffic," finally delivering their passengers – "and without the stress of the drive," said Howser.

Snoble said a change as slight as raising the occupancy per vehicle in Los Angeles from its current 1.12 passengers per vehicle to 1.3 – or one-fifth of a person – would eliminate congestion in the county.

"You're doing yourself a favor and everybody else a favor by doing this," he said. "We hope it can really catch on."

Employees can have questions about Metro's Vanpool Program answered at [www.metro.net/vanpool](http://www.metro.net/vanpool)


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## Bus Operator Charged in \$33,000 Theft of Day Passes

- Operator is charged with embezzlement and grand theft

(Aug. 9, 2007) A bus operator who may have been stealing Metro day passes for as long as six months – costing the agency some \$33,000 in lost revenue – was arrested, Thursday, at Gateway Division 10.

Yolanda Blackshire, 52, of Los Angeles, was confronted at the division, Aug. 2, with evidence gathered by members of the Metro Special Investigations Unit (SIU) and deputies from the Transit Services Bureau (TSB).

The next day, she was charged with embezzlement, grand theft and conspiracy to commit a crime. Blackshire, who passed her 25th anniversary with Metro on Aug. 5, was released on her own recognizance and will be arraigned in LA Superior Court on Aug. 28.

Metro's SIU began the investigation following an anonymous tip, July 19, from a woman who said she knew a man who was receiving blocks of stolen day passes from a Metro bus operator, according to a report by Principal Investigator Roy Romero.

The following day, TSB undercover deputies boarded a bus driven by Blackshire and watched as the operator allegedly passed a full book of day passes to a man fitting the description given them by the anonymous caller.

Again on Aug. 1, the deputies were watching Blackshire's bus at Broadway and Pico and reported an exchange of day passes between the operator and another suspect. The deputies detained the suspect who told them he received day passes from Blackshire at 8 a.m. and again at noon, Monday through Friday, according to the report.

Confronted on Aug. 2 with the evidence compiled by investigators, Blackshire admitted to giving her accomplice two books of day passes, which was two-thirds of the passes she received daily, according to Romero's report. Blackshire also signed a confession and was booked for felony embezzlement.



Operator Yolanda Blackshire in undated badge photo.





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San Gabriel Valley Division 9 Transportation Assistant Manager Phil Moores spells out "40" in balloon display representing the number of days the division had gone without a Worker's Comp claim. The golden 40th day passed at Division 9 without a Worker's Comp claim. As of Aug. 6, the division had reached 47 days without a claim. Photo by Jimmy Stroup



## Division 9 Reaches 47-Day Mark with No Worker's Comp Claims

By JIMMY STROUP

(Aug. 9, 2007) After only a few months of work on a problem that's been plaguing the large division, San Gabriel Valley Division 9's transportation employees reached 47 days as of Aug. 6 without filing a Worker's Compensation claim.

Other divisions have reached marks above and beyond 45 days without a claim. But the size of Division 9's transportation contingent – almost 500 operators – makes going 45 days a milestone worth acknowledging, said Transportation Manager Doug Middleton.

To attack the Worker's Comp problem, Middleton helped set up a "Tiger Team," composed of people representing various levels of Metro management and union employees, with a goal of reducing the number of claims. He said the claims were an indication of a real problem with operators' health as well as costing the agency money and time.

"We've made it known that we want and need to reduce

injuries,” he said. “We’re working to get people to a point where they’re less susceptible to injury – especially those soft tissue injuries that are harder to identify, like strains and pulls.”

The “Tiger Team” approached the problem on various fronts, including promoting the Moller back supports for operators to use while driving and encouraging participation in the new wellness program that Division 9 and North Los Angeles Division 3 have recently started.

Changes were also made to the way the division deals with claims, in the same way that the Safety’s First program has changed the way the agency approaches safety. Now, Division 9 is trying to identify problems before they become a claim, and follow-up is being done on previous claims to prevent recurrence once the operator returns to work.

As a means of judging their success, the team set a goal: reduce the number of claims by 30 percent by June, 2008.

“It seemed like a tough goal, but we’ve been way ahead of that so far,” Middleton said. “I’m proud of the operators for working hard to stay healthy, free of injury and motivated to reach our common goal. Here’s hoping it continues like this.”




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## Speakers Bureau Will Carry Metro's Message to the Public

- Knowledgeable employees needed as speakers; deadline is Aug. 24

By BILL HEARD, Editor

(Aug. 9, 2007) The nation's growing concern with global warming and its possible causes makes this the perfect time for Metro to tell its story to the public, says Communications Manager Helen Ortiz-Gilstrap.

Next month, she'll formally launch "Metro Speaks," a speakers bureau. And, to help carry the agency's message she's looking for employees – from every part of Metro – who are knowledgeable in their area of responsibility and who are comfortable speaking before audiences.

"One of the basic functions of a speakers bureau is that it engages the community and informs them," says Ortiz-Gilstrap, noting that she currently receives as many as five speaking requests a month. "When people learn about what we do and the service we perform, they'll be able to get a better understanding" of how public transportation benefits the region and the environment.

"Many Metro employees are active in community organizations, so this is a great way to reach a lot of people that we can't through our normal advertising and publicity efforts," said Marc Littman, deputy executive officer for Public Relations. "It's also interactive. Audiences give our speakers valuable feedback that we can act on to improve service or address other mobility issues. And public speaking builds confidence that employees can put to work in many aspects of their lives."

Metro is promoting the speakers bureau with a brochure titled "Metro Speaks." Typical requests come from Chambers of Commerce, city officials, community and seniors groups, city commissions, special interest groups and clubs. Ortiz-Gilstrap has responded to at least 25 speaking requests since last November.

"From the requests I'm receiving, people want to know more about how to use public transit," she says. "People are seeking ways to do their part with the impact of climate change."

The speakers bureau will provide volunteers with equipment and materials they can use in conjunction with the knowledge gained from their own experiences working in the transportation industry.

## Backgrounder and PowerPoint

Materials include an information backgrounder and a PowerPoint with slides on LA County's population and expected growth, air pollution and traffic congestion, and ways Metro is addressing those problems by planning and building transportation facilities, carpool and bicycle lanes,

and supporting transit-oriented development. The presentation also highlights Metro Rail and the Metro Rapid system.

Ortiz-Gilstrap has set a deadline of Aug. 24 for the first group of employees to volunteer for the speakers bureau. In mid-September, she'll schedule a two-hour familiarization session for volunteers.

Once the speakers bureau is underway, she'll make assignments based on requests and will match the speaker to the audience and its interest. Most presentations will be during working hours, although some will be at breakfast meetings or in the evenings.

For additional information about the speakers bureau or to volunteer, employees can contact Helen Ortiz-Gilstrap at 922-2843 or by e-mail at [Ortiz-gilstrap@metro.net](mailto:Ortiz-gilstrap@metro.net).

"As communication ambassadors, the employees who go out to make a talk are speaking for Metro," she says. "They're telling our story."

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Bruce Cochran, a senior deputy in the County Counsel's office, also has been covering the Phil Spector trial for TV audiences. On Thursday, he was scheduled to provide legal commentary on the jury's visit to Spector's Alhambra mansion, scene of the 2003 death of actress Lana Clarkson.



Photos by Bill Heard

## Metro Lawyer Gives TV Viewers a Legal View of Phil Spector Trial

- Bruce Cochran provides courtroom commentary for KTLA, Court TV
- Commentary ranges from complimentary to harshly critical

By BILL HEARD, Editor

(Aug. 9, 2007) Not since O.J. Simpson has a celebrity murder case attracted as much national attention as the Phil Spector trial. And right in the middle of it, providing expert legal commentary for television audiences, is Metro's Bruce Cochran, a senior attorney in the County Counsel's office.

Spector, 67, the legendary music producer, has been on trial for four months in LA Superior Court for allegedly killing actress Lana Clarkson at his Alhambra mansion in February 2003. It's the first televised trial in Los Angeles County since the O.J. trial.

Cochran, 54, who has been a trial attorney for 28 years, is one of two legal commentators covering the Spector trial for KTLA's gavel-to-gavel webcast and also provides commentary for Court TV. He expects the case to go to the jury later this month.

"At this point, and I'm certainly not prosecution-oriented," says Cochran, "I think there will be a conviction."

Throughout the trial, he has expressed admiration for the case being presented by the prosecution and has been particularly complimentary of Assistant District Attorney Alan Jackson – "one of the best trial attorneys I've ever seen."

**Statement was 'a disaster'**

At the same time, he has been harshly critical of Spector's lead attorney Bruce Cutler, who gained fame for defending New York mobster John Gotti. He called Cutler's opening statement "a disaster."

Of the defense team, Cochran says, "They've been pretty disorganized and I don't think the defense and the themes they've presented to the jury are really plausible. I don't think the jury is going to buy it."

That, despite his hunch that Clarkson's death may actually have been an accident. "I don't think the defense is really conveying that properly to the jury."

How have Cochran's colleagues in the legal profession reacted to his commentary? "I've received no criticism...the reaction has been very good." In fact, he often receives favorable phone calls from other lawyers as well as from members of the public.

As he might prepare for trial, Cochran literally started from scratch as a TV legal commentator by enrolling a couple of years ago in a UCLA Extension broadcast journalism course. Then, he served a period as a newsroom intern at KTLA – "I was the oldest intern in captivity."

The internship brought him to the attention of KTLA's Marta Waller, who asked him to provide commentary during her live webcasts of the Spector trial.



Senior Deputy County Counsel Bruce Cochran and his boss, Assistant County Counsel Charles Safer, discuss a real estate case involving Metro. In his off time, Cochran provides legal commentary for KTLA's daily webcast and for Court TV.

**A first-hand view**

On the days he works with Waller, Cochran watches the trial proceedings on a TV monitor in KTLA's studio or actually goes into the courtroom to get a first-hand view of the lawyers and the witnesses, and the reactions of the judge and members of the jury. When the court takes a break, he and Waller discuss what has just occurred.

On some days, after court has adjourned and the KTLA webcast has wrapped, he moves to the Court TV studio for remote interviews with an

anchor located in New York City.

All together, Cochran spends about one day a week as a commentator for the Spector trial. He's been able to manage the TV appearances while also keeping up with his legal work for Metro. The time he has spent preparing for trials involving the transit agency – the most recent was in April – has piled up his comp time.

In fact, observing other lawyers at work has improved his own performance before the bar, Cochran believes. He often squirms when he sees a lawyer making a misstep in court and realizes he's made the same mistake. "I say to myself, 'Don't do that again, don't ever do that again.'"

Cochran grew up in Kansas City, Mo. He graduated from Rockhurst University, a Jesuit school, and earned his law degree at the University of Missouri. He moved to the Los Angeles area in 1978 and worked for five years at a Century City law firm.

**Tries cases for Metro**

He and a partner then opened a criminal defense practice which he continued until 1999, when he joined the County Counsel's office. At Metro, Cochran oversees outside law firms involved in litigation for the agency and also tries cases for Metro in court, working with others on the County Counsel's staff.

"The fun thing about practicing law is trying cases in front of juries," he says. "I'm a frustrated actor, I know that. A trial is theater. You have to put on a show and you have to do it right."

Outside of his work for Metro and his TV appearances, Cochran is active in the community. He recently completed a term as chairman of the board of the AIDS Research Alliance. It was a fellow board member, William Morris agent Marc Itken, who suggested he try TV commentary.

For personal creativity, Cochran is a certified pastry chef – "My second mid-life crisis." He earned his certificate as a pastry chef through a UCLA Extension course and by serving, again as an intern, at the Sunset Boulevard restaurant Fenix.

So, how do the law and the culinary arts compare?

"Litigation takes longer than you think it will, never comes out like you thought it would and at the end, everyone hates you, including your client," he chuckles. "With baking a chocolate mousse cake, there's a definite period when it gets made, it usually comes out exactly like I expected it to, and everybody loves me!"



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Division 18 operators and managers use their Saturday mornings to get fit through an intensive, hour-long aerobic workout. The 7 a.m. workouts usually draw 10 to 15 participants. In the foreground, Assistant Manager Cheryl Brown and Operator Phillip Samuels diligently follow orders. From the left in the middle, retired Operator H. Reed, Assistant Manager Pat Goens and Operator Miesha Rose do likewise. Operator Victor Andrews leads the workouts, seen at the center rear. Photo by Jimmy Stroup

## South Bay Division 18 Employees Take Up the Aerobic Challenge

By JIMMY STROUP

(Aug. 10, 2007) While most of Metro probably takes Saturday morning for some extra sleep or lazy time with a cup of coffee and a newspaper, some operators and managers are filling that time somewhat more productively – with exercise.

For the past six months, a group of dedicated individuals has been meeting at Division 18 at 7 a.m. each Saturday to work off some extra pounds through an aerobic workout set to rousing music and led by Operator Victor Andrews.

Assistant Manager Cheryl Brown has been attending the workouts for about a month, and says the challenge of getting out so early is offset by the positive benefits that a hearty aerobic session can bring.

"We all know about what diabetes, high blood pressure and stress do to our employees," she says, as she takes a break from the workout.

While Rick James' "Super Freak" plays under aerobic orders to kick right legs and thrust arms skyward and bend sideways repeatedly, Brown says the goal is to reduce the damage of those factors can have on your body and to improve the general health of all the participants.

Brown says the aerobic sessions were just the beginning of a push at her division to get more employees involved in fitness activities – a goal more and more divisions are embracing lately. She's currently organizing participation in a 5K walk held in cooperation with the American Heart Association, set to take place on Sept. 29.

"We're going to kick it off at the end of August," she says of the practice walks that will help prepare the 5K-ers for the challenge. "Gives everybody a month to get ready."

Brown hopes for a good turnout for the 5K and said it's only the first

event born out of a greater desire to see Division 18 shape up, literally. She says the aerobic workouts – which are drawing 10 to 15 participants each Saturday – are a good start to meeting that larger ambition.

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## Event Marks Beginning of Expo Line Heavy Construction



(August 10, 2007) The start of heavy construction on the Exposition Line was marked, Friday, with a media event that drew a gaggle of local media to the construction site near USC. LA City Councilwoman Jan Perry, who heads the Exposition Metro Line Construction Authority, kicked off the event and introduced speakers that included Metro Board Chair Pam O'Connor, Councilman Bernard Parks, Assemblyman Mike Davis, County Supervisors Zev Yaroslavsky and Yvonne Braithwaite Burke, LA Mayor Antonio Villaraigosa, Culver City Mayor Alan Corlin and Expo Line CEO Rick Thorpe. Construction workers for the contractor, FCI/Fluor/Parsons operating a special drilling rig, dig 30-foot holes along the Expo Line alignment in preparation for excavation of a 2,700-foot long, 25-foot deep trench. The trench will parallel Exposition Boulevard between Flower Street and Pardee Way on the USC campus. Open to the sky except where it passes beneath intersections, it will be constructed wide enough to accommodate two train tracks.





- Photos by Juan Ocampo

The contractor expects to complete the project in about 18 months. The opening of the \$640 million Exposition Line is planned for 2010.

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Law enforcement personnel make rounds at the Imperial/ Wilmington Station to promote crime prevention awareness and transit safety.



Photos by Jennie Harris

## Metro, Sheriff's Department Team Up for 'National Night Out Against Crime'

By JENNIE HARRIS

(August 10, 2007) Metro volunteers and Sheriff's personnel boosted community spirit, Tuesday, by promoting crime prevention awareness throughout the transit system during National Night Out Against Crime.



Passengers swarmed to the 'Night Out' table at Union Station's East Portal to take information pamphlets on crime prevention awareness and transit safety.

"Our goal is to make the commuter public aware of the Sheriff's Hot Line," said Sgt. Maria Luna. "When they see suspicious or unruly activity, they can call and help us reduce our response time. We want them to know that deputies and Metro personnel are available for them, and we want everybody to feel secure when they take transportation."

"We stress the National Homeland Security motto 'See something—say something!'" said Sheriff's Team Leader Deputy Gary

DeBondt.

Neighborhoods in the U.S., Canada, and military bases worldwide celebrate 'Night Out' with candlelight vigils, cookouts, and peace walks. In 2006, more than 34 million people participated.

The Sheriff's Department has participated in 'Night Out' for years, "but this is the first time it's been sector-wide," said DeBondt. Last year, only the San Gabriel Valley Service Sector and the Metro Red and Blue Lines participated.

Patrons at the El Monte Bus Terminal enjoyed petting "Darby," a Border Collie owned by volunteer Kathy Johnson, a member of the Civilian Volunteer K-9 unit. Her husband, Dana, also a volunteer, was at the Norwalk Station with Shayna, his German Shepherd.



At the El Monte Terminal, Civilian Volunteer Kathy Johnson places a souvenir Sheriff's badge on a passenger. By her side is her dog, "Darby," a K-9 volunteer.

**'Important to coordinate efforts'**

Transportation Operations Supervisor Ray Coutts of Operations Central Instruction talked about the relationship between Metro and the Sheriff's Department. "I think because we both deal with the public, it's important that we coordinate our efforts so that the people can feel safe when they ride the bus, and that they can utilize public transportation without being afraid that something could happen to them."

At the Norwalk Station, one passenger said of the Sheriff's deputies, "They're always present. They're very helpful."

'Night Out' was a morale booster for the law enforcement personnel as well.

"It's good for the Sheriff's Department employees to meet the citizens, because we get to see that the folks you're doing your job for every day are good people," said Sgt. Jim Rifilato. "Especially when you're working graveyard, you don't see the regular working folks. It's just bad guys and victims."

Other locations participating were Union Station, Imperial/Wilmington Station, Warner Center, Inglewood Transit Center and the Metro Customer Center on Wilshire Boulevard.







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X Games Volunteers Kept Visitors Cool and Informed



Nineteen Metro employees volunteered to staff an information booth during “X Games 13”, Aug. 2 – 5, at The Home Depot Center in Carson. Thursday through Sunday, volunteers Rachel Alcid, Rosel Alcid, Fe Alcid-Little, Renita Anderson, Salvador Buenrostro, Dixie Dorsett, Scott Greene, Joanne Harper, Valarie Harrison-Boyer, Tameka Jennings, Jackie Martinez, Jowett Mason, Anthony Mendoza, Jennifer Mendoza, Ashley Molina, Margaret Morallo, Carlos Valdez, William Walker, and Norman Ward informed X Gamers about new fares, bus and train schedules, and promoted transit safety. Photo by Margaret Morallo.



Anthony Mendoza and Tameka Jennings hand out goodies to curious kids. When “X Games 13” visitors suffering from the day’s warm temperatures found out Metro’s booth was passing out battery-run hand fans, they

stopped by with family and friends to pick one up and cool off. "Is that all you want?" Mendoza asked. "How about a magnet and a pop-up bus, too? Want a Metro bag to put your things in?" Photo by Jennie Harris.



Salvador Buenrostro visits Metro's booth at the X Games. Photo by Rich Morallo.





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## Metro Rail's Charles Walker Dies at Home

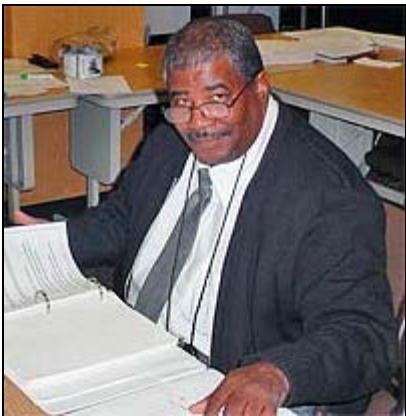
(Aug. 14, 2007) Funeral services are set Friday for Charles Walker, a Rail Operations instructor and 30-year Metro veteran, who died in his home after suffering a heart attack on Saturday. He was 57.

A viewing will be held Thursday, Aug. 16, from 5:30 to 8:30 p.m. at Oakdale Memorial Park Mortuary, 1401 S. Grand Ave., Glendora, 626-691-2000. The funeral will follow on Friday at 9 a.m. at the mortuary.

Walker began his Metro career as a bus operator in 1976 and switched to become a rail operator in 1990. From there he quickly rose in the ranks. After 15 years as a rail transportation operations supervisor and rail instructor, he also served for a time beginning in March 2007 as an acting assistant manager in Rail Division Transportation.

"He made everybody smile," said Rail Transportation Operations Supervisor Esther Pippins. "He wanted everybody to know that, if they stood by the rules and procedures, they'd be all right. He will truly be missed in our department."

Walker is survived by his wife, Beverly; son, Chris; and daughter, Yolanda.



Rail Transportation Operations Supervisor Charles Walker



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Harder Than It Looks Dept: Raul Gomez feeds a poster into the mounting machine to be adhered to a foam core board. The boards come with adhesive on one side. The machine heats to 300 degrees, melting the adhesive and fixing the poster to the board, which is then cut to match the shape of the poster.



Photos by Jimmy Stroup

## Metro's Copy Center: From Brochures to Braille Documents

- Veteran printing crew averages 2 million copies a month, 3 million during shake-ups

By JIMMY STROUP

(Aug. 14, 2007) More than likely, this very day, you touched or looked at something that the Metro Copy Center made for you. A brochure, a bus or rail schedule – even the mounted posters on easels in the lobbies.

But like so much of their work, you didn't wonder who made it. You assumed it appeared there, as it always does. And that's one of the functions of the six men and women of the Copy Center: providing the printed material reproduction that keeps Metro on time and in the know, seamlessly and quietly.

Thomas Rodriguez, a 25-year Metro veteran, runs the outfit, and has for 6 years. There's not a moment of his day that isn't spent monumentally busy, filling print orders from every corner of the agency. His job is to make sure that his staff – most of whom have been in the printing business as long as, or longer than, Rodriguez – get the material correct and out to their customers on time.

So you figure the Copy Center does the big printing jobs, anything over

50 pages? Yes they do. But that's only the beginning.

In their 150-by-60 foot area on the 15th floor, the Copy Center can laminate, create oversize engineering schematics, make business cards, create writing pads, and mount posters onto foam board used for presentations agency-wide. They cut, staple, bind and fold nearly all the printed material Metro uses to keep its employees and customers on track.

"The little notes you get in your check? We copy and fold them here, cut them to fit," said Raul Gomez, lead photo copying operator.



Raul Gomez (standing) and Hung Phan instruct a computer program to interpret a Word document into Braille and print it at the adjoining machine. Each printout takes about 2 minutes to complete, making it a slow process for multi-paged documents or large orders.

**Word documents into Braille**

The Copy Center even has a machine that can convert Word documents into Braille, the raised dots that represent words and numbers for the blind. Gomez and Hung Phan, the two in the office who have the most experience with that particular machine, say they get one or two orders a month for Braille translation, and mostly it's the agendas for the board meetings.

"There've been times when we've bound it upside down," Gomez said, indicating that the printed Braille documents don't have any markings on them to clue the sighted into things as simple as page number or orientation. "We've had to learn Braille a little ourselves so we can put it together correctly."

While the translation process is almost instantaneous with the computer, the Braille printer is a little slower – 2 minutes per page – than the regular printers, which print 115 pages a minute.

"It took me over 2 hours to do a two-page document once, because I had to make so many copies," Phan said.

Their bread and butter, though, is the standard printing of schedules and anything else Metro might need, printed on regular old 8 ½ by 11. But how much paper could it be to fulfill a month of Metro's needs?

The Copy Center averages more than 2 million copies a month.

"You'd think that e-mail would reduce some of that," Rodriguez said. "But we still do generate a lot of paper."

To put that number into perspective, a ream of paper you use in your office printer is 500 sheets. Stacked, the amount of paper generated by Metro in a single month would be 666 feet tall, longer than two football fields. When weighed, it comes to almost 26,000 pounds of paper and costs (at the cheapest prices from Xerox.com) roughly \$27,000.



The Copy Center staff produces 2 to 3 million copies a month. From left: Hung Phan, Nina Sanchez, Luis Hernandez, Thomas Rodriguez (seated), Raul Gomez, and MaryLou Algallar.

**3 million copies a month**

And the numbers during the bi-annual shake-ups are even more impressive, when they can average 3 million copies in a single month.

“Yeah, it’s huge during shake-up. All the new bus schedules and the new lines,” said Gomez. “Pretty much the whole bus system changes and we have to make new stuff when that happens.”

The Copy Center is so busy all the time that they, sadly, have no time to appreciate the view they have of Union Station and downtown Los Angeles from their 15th floor perch at Metro Headquarters.

“Most of the time you’ll find these shops in the basement, but not here,” Rodriguez said. “We have a great view.”

The Copy Center has new machines to look forward to in the near future. The contract with Xerox ends and Metro’s replacing the 5-year-old machines with Toshiba models. Functionally, they’ll be the same, and will work with the same software they’ve been using.

In the meantime, the Copy Center will continue to quietly, seamlessly, provide the almost literal river of paper that keeps Metro afloat. Rodriguez and his crew have been doing it for years. They know how to keep up.



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Orange Line Reached 10 Million Rider Mark in June

(Aug. 14, 2007) A year and a half since it opened, Metro's Orange Line has driven more than 10 million riders to their destinations back and forth across the San Fernando Valley.

The first week of June was when Service Performance and Analysis reckons the mark was reached, in a month that had an average weekday boardings of 25,475.

"[Ridership] has more than doubled since the first month of operation," said Ed Muncy, director of Service Performance and Analysis. Boardings on the 14-mile line are now regularly more than 20,000 a day.

Service Performance and Analysis computes the numbers by combining random field samples – counting actual riders on the buses by hand – with ticket vending machine (TVM) data to estimate the boardings on any given day. The TVM data helps narrow the field estimates down to the most specific numbers possible.

The Orange Line continues to exceed expectations, with this as just another example. In April, daily ridership numbers surpassed projections that weren't supposed to be reached until 2020.





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The Best Practices Committee was formed to streamline some of the common procedures at the divisions that currently have no discernable standard from division to division. Committee members are, from top left, Robert Chavez, Division 1; O'Neal McDaniels, Division 3; Thom Mattocks, Division 1. (Bottom, from left) Rachel Bird, Division 8; Sonja Owens, Division 1; Regina Bird, Division 5. Members not pictured: Sherry Walker, Division 5; and Johnny Lindsey, Division 7. Photo by Jimmy Stroup



## 'Best Practices' Committee to Streamline Procedures for Operations Supervisors

By JIMMY STROUP

(Aug. 15, 2007) In an effort to add some consistency to the way Metro divisions and service sectors do routine business, a new committee has been formed and is working to streamline the procedures transportation operations supervisors (TOS) and assistant managers use every day.

Assistant managers from five divisions representing each of the sectors have gathered in six meetings of the "Best Practices Committee" so far, sorting out the differences and deciding the best procedures for TOS duties. With quite a bit worked out already, the committee is pleased with the progress.

"It's basically to streamline the day-to-day division operations so that we can get the most effective and cost-efficient methodologies into place," said Thom Mattocks, an assistant manager at Central City Division 1.

Among the methods being analyzed and adjusted are the accident investigations procedures, individual performance reports and a general standardization of TOS job duties, which can vary widely in practice from

division to division.

The committee is the brainchild of Division 1 Transportation Manager Sonja Owens who got the idea after talking to some employees who were expressing concern over a common problem.

**‘Every one works differently’**

“One day I was talking to some operators and they were new to the division,” she said. “I was giving them the dos and don’ts and the rules and regs and they go, ‘You know? I’ve been at three divisions and every one of them works differently when it comes to procedure.’”

At that point, Owens thought that some standardization might be in order and asked Chief Operations Officer Carolyn Flowers for permission to pool management from various divisions.

Though the committee is focusing mainly on TOS activity, the process should aid in keeping things at each division uniform, making transfers between divisions an easier prospect for anyone.

“We’re looking for a seamless workflow process so that the work will be consistent throughout the organization,” said Rachel Bird, an assistant manager at West Valley Division 8.

TOS training will now be more all-encompassing, said Mattocks, arguing that while most TOSs end up doing one or two tasks regularly, the position entails quite a bit more and that TOSs need to know how to do it all.

This will allow for easier transitions, he said, when a TOS who worked the window at one division is transferred to a division that needs an accident investigator, for example.

“It’s a pretty daunting task,” said Robert Chavez, and assistant manager at Division 1. “But I think it’s going to be very helpful in the end.”



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## Funeral Services Set, Friday, for Operator Juan Zapata, 54

(Aug. 15, 2007) Funeral services are scheduled, Friday, for Central City Division 1 Operator Juan Zapata, who died Saturday at Beverly Hospital in Montebello. He had been on sick leave since April.

A viewing will be held from 5:30 p.m. until 8:30 p.m., Thursday, in the Oakdale Chapel of the Oakdale Memorial Park Mortuary, 1401 S. Grand Ave., Glendora (626-691-2000). The funeral is scheduled at 1 p.m., Friday, at the same location.



Juan Zapata

A resident of Pico Rivera, Zapata, 54, joined Metro in June, 1990. A full-time operator, he had been assigned to Division 1 since January 2005, having previously worked at San Gabriel Valley Division 9.

He is survived by his wife, Martha, and daughters Wendy and Cynthia.



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Board Schedules Transportation Plan Workshop

- No committee meetings or regular meeting in August

(Aug. 15, 2007) The Metro Board has scheduled a special meeting, Thursday, to conduct a workshop on the Long Range Transportation Plan.

The Board will not hold committee meetings or a regular monthly meeting in August.

During Thursday’s session, the Board also will consider a motion regarding the Southern California Association of Governments (SCAG) and the South Coast Air Quality Management Plan.

The Board is seeking assurance from SCAG that an implementation plan for any goods movement control measures included in the air quality management plan can be put into effect by the 2014 deadline so that the region doesn’t risk losing federal transportation funds.

The motion asks SCAG to obtain approval from each county transportation commission before taking action on the plan.

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CEO Roger Snoble tours Metro's new 65-foot articulated bus on display Wednesday afternoon at Metro Headquarters.



Photos by Gayle Anderson

## Metro Officials get 'Sneak Peek' at New 65-Foot Articulated Bus

- The new artic is first of its kind in North America

By BILL HEARD, Editor

(Aug. 17, 2007) Longer and sleeker with more room for passengers, Metro's new 65-foot articulated bus will go into revenue service, Aug. 27, on the Orange Line.

The bus was briefly on display on Patsaouras Plaza, Wednesday afternoon, and drew the attention of CEO Roger Snoble, Chief Operations Officer Carolyn Flowers and other agency officials.





New exterior touches that set the upgraded Metro Liner apart from previous 60-foot models include darkly tinted windows that run continuously the length of the coach, and molded wheel covers on even the front wheels.

New exterior touches that set the upgraded Metro Liner apart from previous 60-foot models include darkly tinted windows that run continuously the length of the coach, and molded wheel covers on even the front wheels.



Metro SFV GM Richard Hunt, CEO Roger Snoble and Chief Operating Officer Carolyn Flowers tour the 65-foot Metro Liner.

Inside, the extra five feet added to the front unit is noticeable in the lengthier aisle. Customers will enjoy thickly padded seats with comfortable lumbar support and enough leg room between rows for taller passengers. Overhead, longer-lasting LED lights have replaced fluorescent lighting.

Although the bus will be in full revenue service, officials also will be evaluating its performance and gauging the reaction of patrons.

The 66-seat Metro Liner is the first of its kind in North America, according to San Fernando Valley General Manager Richard Hunt, who shepherded the bus through concept, design and construction. It has 16 percent more capacity than a 60-foot articulated coach.

#### **'A significant increase'**

"A 16-percent increase in capacity on the Metro Orange Line is a significant increase to us," said Hunt. The Orange Line, which in June reached an average of more than 25,000 weekday boardings, has carried more than 10 million passengers since it opened in October 2005.

Despite its greater length, the bus shouldn't present difficulties to experienced operators. "People who have driven it say it's just like other artics," said Hunt. "Although you have to be a bit more conscious of the added five feet in the front car."

San Fernando Valley General Manager Richard Hunt shepherded the bus through concept, design and construction.



The 65-foot Metro Liner will operate only on the Orange Line. It also is permitted to use local streets between Division 8 and the transitway, but is not permitted at this time to provide revenue service on city streets.

Hunt credited CEO Roger Snoble's long-standing reputation in the transit industry as a major factor that encouraged the Metro Liner's manufacturer, North American Bus Industries (NABI), to take "substantial business risks" to build and deliver the 45-foot "Compo-Bus" coaches and then the 60-foot and 65-foot CNG articulated buses.

"The result is that we now have the most modern, most exciting fleet in the country," he said. "Other transit operators are now saying, 'We want what Los Angeles has.' "



Chief Operating Officer Carolyn Flowers takes note of the lengthier aisle. Customers will enjoy thickly padded seats with comfortable lumbar support and enough leg room between rows for

taller passengers. Overhead, longer-lasting LED lights have replaced fluorescent lighting.

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From left, Brian Nickel, Metro's John Drayton, Greg Eggstaff and "Hubie" Laugham wave as they come into the dock at Oahu following their 2,250 mile journey from Los Angeles to Hawaii. "Ragtime" finished 4th of 8 in its division in the Transpacific Yacht Race.



Photos: [www.transpacificyc.org](http://www.transpacificyc.org)

**Metro's John Drayton Completes Transpacific Yacht Race; 'Ragtime' Finishes 4th**

By JIMMY STROUP

(Aug. 17, 2007) Metro's John Drayton, who competed in the Transpacific Yacht Race from Los Angeles to Oahu, is back in one piece. He compared the "nerve-wracking" but exhilarating experience to the isolation and intense concentration required to climb a mountain.

"Ragtime," the sloop Drayton navigated for the race, finished 4th out of 8 in the group that left the same day, and 33rd out of the more than 70 yachts that competed in the staggered-start month-long event. The race started for Drayton on July 15 and ended at 5:30 a.m. in Oahu on July 27.



Ragtime, center, foreground, set sail July 15 from Point Fermin. The 44th Transpacific Yacht Race to Hawaii had 73 starters. Photo by Martin Hochman.

"There was no wind," said Drayton, Metro vehicle acquisition manager. "Everyone who started with us struggled."

"Ragtime" spent the first two days laboring to get out of the local area. Wind speeds were around 3 knots, or 4 mph, for the beginning of the race, so Drayton and crew were forced to wait it out and hope for better winds in the latter parts of the race.



"Ragtime" spent the first two days laboring to get out of the local area. Wind speeds were around 3 knots, or 4 mph, for the beginning of the race, so Drayton and crew were forced to wait it out and hope for better winds in the latter parts of the race.

#### Not enough room

"Most of the time we were going about 8 knots, which wasn't bad, but we wanted to be going 12," he said. "At the end, we didn't have enough room to catch up to the boats ahead of us, even though the last three days we really were moving good."

The crew's finish – a day or two later than expected – was nonetheless heralded with cheers from the 100 or so friends and family who had gathered at 5:30 a.m. for "Ragtime's" arrival, complete with Mai Tai's and the spirit of celebration.

"It's a very well-known boat," Drayton said. "It was neat to see all the people who came out to celebrate with 'Ragtime.' "

Drayton's future sailing plans include rejoining the "Ragtime" crew for an entry into the "Big Boat" series regatta out of San

Francisco in September, though he won't need to miss work for that one.

And as for next year, Drayton hasn't decided if he'll compete in the Transpac again. For now, he'll be happy to take a vacation around Christmas that doesn't involve 11 days of constant work with no showers and dried food.





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The Metro Choir, shown here at Metro's Black History Month celebration in 2005, will perform at the African Marketplace & Cultural Faire at 3 p.m. on Sunday, Aug. 26.

### Metro Choir to Sing at African Marketplace Aug. 26

- Metro patrons and employees save \$1 on admission.
- Eighteen employees have a chance win four tickets and parking pass at the Metro Store.

By Jennie Harris

(August 17, 2007) Metro Choir will sing contemporary, R&B, and gospel songs on Sunday, Aug. 26, at the African Marketplace & Cultural Faire at 3 p.m.

The African Marketplace & Cultural Faire is held at Rancho Cienega Park, which is located at 5001 Rodeo Rd. in Los Angeles. The Faire will run for three consecutive weekends, Aug. 18-19, Aug. 25-26, and Sept. 1-3. The hours are 10 a.m. to 9 p.m.

"It's a wonderful event where the community comes together with the local business people, and we can celebrate all of the cultures in one location," said Choir Director Renee Willis. "With the choir being so multi-cultural, we fit in perfectly."

Employees have a chance to win tickets and a parking pass at the Metro Store. The winning entries will be drawn on Aug. 29 and will be valid for admission Sept. 1-3.

Eighteen employees will win a family pack of four tickets and a complimentary parking pass. Entries must be made in person at the Metro store, located on the Plaza level of the Gateway Building.

Click on image for press release and video on Metro.net.



Metro patrons and employees save \$1 on the regular \$6.00 admission on any date of the Faire when they show their valid Metro pass or employee ID.

"It's a really colorful, exotic event that reflects the diversity of the communities that surround our transportation system," said Event Planning & Promotions Coordinator Jennifer Salamanca. "We partnered with this organization because it is a positive force in the community and actively promotes Metro to its vast audience."

Visitors will be able to choose from many scenes, such as the Art Pavilion, Literary Village, Little Africa Village, Wholistic Village, and Cinema After Dark.

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## Metro Advances Planning for Two New Bus Operating Divisions

- LAX Division would serve South Bay, Westside and Downtown LA; Union Division will ease overcrowding at divisions downtown and in San Gabriel Valley

By BILL HEARD, Editor

(Aug. 17, 2007) If things go as planned, in 2011 Metro should have two new bus operating divisions – one across from Metro Headquarters and another adjacent to LAX.

With the working title of LAX Division, plans call for a 300-bus facility to be constructed on 24.7 acres of a 34-acre site, now designated as Lot B and used by LA World Airports for overflow parking and vehicle storage. The property, which will be on a long-term lease from LAWA, is located on La Cienega Boulevard between Century Boulevard and Imperial Highway, just west of I-405.

Metro has completed conceptual designs for the new LAX Division, says Tim Lindholm, director of Capital Projects for Facilities-Operations. He expects the environmental clearance phase will begin in September. Once the Metro Board approves funding for the \$85 million project, construction could begin as soon as summer 2009, with an opening in 2011.

Meanwhile, completion of environmental clearance for the Union Division, which will be built on Location 31 across from Metro Headquarters and

Click on images for larger view



In this overhead conceptual view, the LAX Division fronts on La Cienega Boulevard with an entrance at Lennox Avenue. The transportation building is at the bottom, with the maintenance buildings behind. Employee parking is to the left, bus parking to the right.



This conceptual view shows a maintenance shop layout that will allow articulated buses to drive straight through with no backing up.



This conceptual view shows the LAX Division as it will appear looking west from I-405.

adjacent to the Metro Support Services Center, is expected in September with the engineering design phase to follow, Lindholm says.

With Board approval of funding for the \$95 million project construction could begin in late 2008, with an date of late 2010. Built to accommodate up to 200 buses and some 500 employees, the Union Division would help ease overcrowding at divisions 1, 2, 3, 10 and 9.

### **Fills needs for 20 years**

"These two divisions will solve our capacity issues for at least the next 20 years," says Lindholm. "All of the bus operating divisions are well over capacity and have more buses than they were ever designed to take."

Plans for the LAX Division call for a 25,000-square foot transportation building and a 100,000-square foot maintenance building capable of maintaining as many as 250 articulated buses. Metro will construct the transportation building to comply with LEEDS Gold environmental standards and the maintenance building to achieve a Silver LEEDS rating.

The division also would have a 35,000-square foot building with a fuel island, tire shop and four bus washers. Although planned to accommodate an all-articulated bus fleet, Lindholm expects the division to operate an average of 207 standard buses and 96 artics. Parking will be provided for the buses and will include 480 spaces for employees or visitors.

"It will be the biggest division we have," says Lindholm, noting that buses assigned to the facility will serve the South Bay, Westside and Downtown LA. "It can really help out with overcrowding in the South Bay and Westside sectors."

With the opening of the LAX Division, Metro plans to close Venice Division 6, now more than 100 years old and lacking the facilities to fuel and maintain CNG buses.

Although the LAX Division will be built in an area entirely devoted to aviation and industrial purposes, plans call for it to be set off by concealing walls and landscaping.

"We want to blend is as best we can with the community," says Lindholm. "It'll all be landscaped and secure."




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## CEO UpDate

### A Challenging Year Ahead for Metro

- Ambitious goals for the year, a new speakers bureau and a thank-you to some special employees



CEO Roger Snoble

By CEO ROGER SNOBLE

FY 2008 is shaping up to be a challenging year for Metro. On the one hand, we've set some aggressive goals for ourselves. On the other hand, we'll be fighting for our lives to get the funding we need from the state – especially since the Legislature has signaled that funding transportation is not one of its top priorities.

And, while the funding picture isn't good this year, I think it will be even worse next year because of the state's huge budget shortfall. That may very clearly affect such projects as construction of the Expo Line. For example, we were to have received \$314 million from the California Transportation Commission last month. That decision has now been postponed while the commissioners wait to see if there will be enough cash flow this year to allocate the money to us.

So, our money crunch continues despite our recent fare change, and it's not going to get better for the foreseeable future. This means we'll have to work harder to grow our transit ridership and to offer quality of service that will attract new customers.

### Goals for FY 2008

That said, let's look at some of the goals we've set for FY 2008. The list runs six pages, but here are some of the important ones.

We'll continue to focus on our safety-conscious culture by providing a safe worksite. Our public safety goals include reducing the number of bus accidents and installing four-quadrant grade crossing warning systems at four Metro Blue Line intersections.

We expect to deliver several important capital projects on time and on budget – the new Division 9 transportation building, the Division 18 solar panel project and improvement projects at divisions 5, 10 and 18. We also want to maintain the construction schedule and budget for the Eastside Extension project.

Metro is tasked with providing transportation leadership for the region and, in that regard, we've been asked by the Board to develop a "congestion-pricing plan" for the county. In other cities, congestion

pricing has included tolls on roads and fees for entering congested downtown areas.

Separately, we want to promote transit-oriented development by reaching agreements with local developers on nine new projects approved by the Board. And to further encourage more transit ridership, we plan to increase use of our TAP cards from 14,000 to 50,000 this year.

As usual, we have a full plate, but I'm confident in our ability to fulfill our plan and keep the agency moving ahead in FY 2008.

### **Launching our speakers bureau**

I want to quickly call attention to a great program called "Metro Speaks" that's just getting started. It's our new speakers bureau and it's headed by Helen Ortiz-Gilstrap of Public Relations. She's asking knowledgeable employees to volunteer as speakers and take the Metro story into the community.

Favorable public opinion is especially valuable to us at this time, and we need good speakers from all areas within Metro. If you're a confident speaker who talks easily about your area of expertise within the agency, please contact Helen and volunteer as a speaker.

### **11 very special employees**

I want to close by adding my personal thanks to those given recently by members of the Board to 11 very special employees. Ten men and a woman who didn't hesitate to come to the aid of others who could easily have suffered serious injuries without their quick and decisive actions.

In May, four members of the Division 1 maintenance team rushed to the rescue of a vendor's employee who was pinned under a bus while changing tires. Working together with the proper tools and expertise, Tim Williams, Adam Barron, Fred Hines and Ed Bautista-Gonzalez lifted the bus off the man and probably saved his arm. It was good teamwork in a moment of crisis.

In June, four Metro Rail Traction Power employees – Floyd Paton, Donnie Davidson, Christopher Lee and Sergio Valle – happened upon a terrible seven-car accident on the I-105 Freeway. Debris was strewn over a quarter-mile of the roadway. Cars were on fire. One driver died, others were dazed and several injured.

The four, who within minutes were joined by Metro Security Officers James Pochick, Marlon Valdez and Andrea Hess, took immediate action, blocking the highway to oncoming traffic, fighting the flames and helping the injured.

Again, the quick thinking of these Metro employees and their eagerness to provide assistance prevented further injury in a very dangerous situation.

These are just 11 of our co-workers who have gone above and beyond the call of duty over the years to help our customers, fellow employees or members of the public. I was proud to stand with them when they were recognized, last month, by members of the Operations Committee.



August 17, 2007

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Carson Division 18 is having solar panels installed on new steel shade canopies being placed in its parking lot. This trench will soon be the conduit for power generated by the new panels. The \$4.18 million installation of 1,600 solar panels should pay for itself by 2018. Photo by Jimmy Stroup

## Shady South Bay Division Canopies to Offer Home to Solar Panels

By JIMMY STROUP

(Aug. 21, 2007) Carson Division 18's main parking lot is off limits at the moment, as Metro installs solar panels atop new shade structures shielding cars, operators and maintainers from the sun.

The \$4.18 million project is Metro's second investment in solar panels; West Valley Division 8 and East Valley Division 15 had panels installed in 2005. This new project at Division 18 is actually the direct result of the success – environmentally and financially – of the previous project.

"When we did the first solar projects at Divisions 8 and 15, it cost us \$3.5 million, but we got a lot of that money back in rebates. \$1.8 million, actually," said Tim Lindholm, Metro project manager, Facilities Operations. "So when we got it back, we took it to the Board and asked if we could reinvest it into another solar project."

Division 18's solar project is roughly the same size as the installations at Divisions 8 and 15 combined. The 417 kilowatt system made up of 1,600 individual panels should also provide a rebate similar to the first project, which Lindholm said they want to use to perpetuate Metro's solar revolution.

"That's the goal again – to keep it going," he said. "When we get this money back, we'll take it to the Board and ask to do this again somewhere else. Hopefully, we'll reinvest that money into more energy-efficient projects."

## 'Make us money'

With \$25,000 in monthly savings projected for the Carson development, the solar panel operation should pay for itself in 11 years or so, after which the panels will begin to "make us money," Lindholm said.

The Division 18 project had Metro thinking out of the box. Transportation Manager Cynthia Karpman said the division's transportation building has air conditioning units on top, prohibiting the solar panels where they're normally placed: on the roof.

In the end, Metro designed the steel canopies to act both as a mounting area for the panels and as shade for parked cars.

"They work as shade structures for cars, but then they generate power, too, so that's pretty neat," Lindholm said.

Solar panels are also being installed on the maintenance building at Division 18. Construction of the project started on Aug. 1, and Carson should have its parking lot back by the end of October at the latest, complete with power-producing shade canopies.

## SUNRISE STARTERS

### Morning Agenda

Our most popular breakfast with all of your favorites! A choice from one of our breakfast trays, a seasonal fresh fruit tray, assorted juices and coffee  
\$8.99 per person

### Signature Sunrise

An assortment of fresh pastries served with our fresh brewed coffee  
\$5.99 per person

### Seasonal Fresh Fruit Tray

A healthy, tasty sampling of seasonal fresh fruits  
\$3.49 per person



### The Bagel Tray

An assortment of fresh bagels complete with cream cheese, butter and jelly  
\$1.99 per person

### The Scone Tray

Ask us about our signature assortment  
\$2.49 per person

### The Muffin Tray

A collection of your favorite varieties  
\$1.99 per person

### Assorted Yogurt Parfaits

Yogurt and fresh fruit with a crunchy granola topping  
\$3.29 per person

### Our Famous Cinnamon Buns

Soft, creamy-iced cinnamon buns.....  
the perfect treat.  
\$3.29 per person



## FAVORITE LUNCH PACKAGES

### Bistro Box Lunch

Select one of our Premium Sandwiches or Entrée Salads and enjoy it with a Side Salad, chips, whole fresh fruit, dessert bar or cookies and a Beverage  
Sandwiches \$12.99 per person  
Salads \$10.99 per person

### Signature Sack Lunch

Your choice of a Premium Sandwich, served with a bag of chips, fresh baked cookies and a Beverage  
\$8.99 per person

### Bistro Trays

Serves 10-12 (prices per person - increments of 10-12 only) A variety of our Premium Sandwiches served in a Bistro Tray box. Accompanied by a Side Salad, chips and Beverages  
\$14.99 per person

### Corner Deli

A fine selection of roasted turkey, smoked ham, roast beef, American and cheddar cheese with a variety of breads, 2 Side Salads, chips, cookies and Beverages  
\$13.99 per person

### The Main Sandwich Event

Choose from a wide variety of our Premium Sandwiches served with a grilled vegetable platter, tossed green salad, choice of Side Salad, chips, dessert and Beverages  
\$15.99 per person

### A Salad Affair

Select three of our premium Entrée Salads and add fresh bread, a seasonal fresh fruit tray and Beverages  
\$12.99 per person

## BEVERAGES

Starbucks Blend \$24.99 per Airpot

Douwe Egberts \$13.99 per Airpot

Assorted Hot Tea \$0.99 per bag

Bottled Juices \$1.99 per bottle  
(OJ, Grapefruit, Cranberry)

Bottled Water \$1.99 per bottle

Assorted Sodas \$1.99 per bottle



## MEETING ALL DAY?

### Full Day Classic

Enjoy the Morning Agenda featuring your choice of breakfast platter and we add the fresh fruit tray, juices and coffee.

Lunch begins with your choice of The Main Sandwich Event or A Salad Affair. Either of these options will hit the spot for your lunch time getaway.

Sandwiches \$21.99 per person  
Salads \$19.99 per person



## SIDE SALADS

Cowboy Cole Slaw

Tomato Mozzarella Salad

Red Skin Potato Salad

Pasta Primavera

Grilled Veggie Salad

Classic Tossed Salad Greens



## PREMIUM SANDWICHES

### Overstuffed Turkey on Sourdough

Fresh turkey breast with crispy bacon, American cheese, fresh lettuce and tomato on a sourdough roll

### California Crusin' Chicken

Seasoned chicken breast with dijon mustard served with lettuce, tomatoes, and cucumber on a multigrain roll

### Mini Café Sandwich Platter

Assorted mini sandwiches: roast beef, ham & cheese, turkey, vegetarian served with lettuce and tomato on assorted mini rolls

### Milano Wrap

Italian capicola, smoked ham, genoa salami, provolone cheese and spring mix greens in a wrap

### Roast Beef with Tarragon Cream

Thinly sliced roast beef stacked high with fresh tomato, lettuce and tarragon spread on a sourdough

### Portobello Mushroom Spinach Ciabatta

Grilled portobello mushrooms with baby spinach and sun-dried tomato pesto on a ciabatta roll

## SALADS

### Pasta Primavera

Rotini pasta tossed with diced tomatoes, zucchini, red peppers, artichokes, scallions, mushrooms and dijon vinaigrette

### Cobb Salad

Fresh romaine lettuce with diced chicken, crisp bacon, tomatoes, sliced avocado, hard cooked eggs and bleu cheese crumbles



### Grilled Chicken or Salmon Caesar Salad

Grilled breast of chicken or salmon fillet with crispy romaine lettuce and Caesar dressing

### Mexican Chicken Salad

Penne pasta, blackened chicken, olives, onions, and peppers tossed with a chipotle ranch dressing

### Spinach Salad with Egg & Bacon

Baby spinach tossed with crisp bacon, mushrooms, and hard-cooked egg and drizzled with a gorgonzola vinaigrette





## AFTERNOON BREAKS

### Seasonal Fruit Tray

A healthy variety of seasonal domestic & fruit slices  
\$3.49 per person

### Fresh Baked Cookies

Baked fresh daily to include chocolate chip and oatmeal raisin  
\$.99 per person

### Gourmet Cheese Tray

A variety of your favorite domestic & imported cheeses with a great assortment of crackers and flatbreads  
\$3.99 per person



### The Mediterranean

Italian tomato bruschetta, red pepper hummus with pita, cheese and vegetable platter, assorted European-style macaroons and beverages  
\$7.99 per person

### Good To be a Kid

Assorted chips, candy bars, dry roasted nuts and beverages  
\$4.99 per person

### Tortilla Lifter

Fresh tortilla chips with our famous pico de gallo salsa and beverages  
\$2.99 per person



### Decadent Dessert Bars

Assorted delicious dessert bars  
\$2.29 per person

### Fiesta Dips and Chips

A colorful spicy pico de gallo spread layered with shredded lettuce, tomatoes, green onions, jalapenos peppers, guacamole, sour cream, shredded jack cheese, fresh tortilla chips and beverages  
\$3.99 per person

### Healthy Rejuvenator

A seasonal fruit platter, grilled vegetable kabobs, yogurt parfait, granola bars and beverages  
\$7.99 per person



## ORDERING INFO

### Food and Beverages

Catering orders will include all necessary utensils and condiments in quantities consistent with your order. Please note that many of our orders will include disposable packaging. We may not be back to remove used packaging. We will return to pick up non-disposable hot beverage containers.

### Ordering

While we make every effort to accommodate last minute orders, please give us 24 hours notice for all catering orders whenever possible. All of our food is prepared to order; therefore cancellations must be made by 4:00 PM the day before a scheduled weekday delivery and 24 hours in advance for weekend orders. Last minute cancellations may be subject to a service charge.

### Delivery

To have your order delivered, we require a minimum \$25.00 purchase. Our catering attendants will unpack and set-up your order at your requested location. Deliveries outside of our delivery area are subject to an additional delivery charge to be determined when you place your order.

### Payment

We gladly accept Visa, MasterCard and American Express. Please speak to a customer service representative to discuss other methods of payment.



To order, please call  
(213) 922-6330  
or email at  
carlson-russell@aramark.com  
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**TSB, Metro Security Conduct ‘100 Percent Fare Check Operation’**

By JIMMY STROUP

(Aug. 22, 2007) In a cooperative effort, Sheriff’s Transit Services Bureau (TSB) deputies and Metro Security officers teamed up to catch fare evaders on the Red Line, Aug. 15. The results showed a 1 percent evasion rate consistent with previous findings.

Of 5,860 passengers entering at the North Hollywood Red Line Station, nine citations were issued. Of 3,489 departing passengers, 45 citations were issued. The operation also nabbed a passenger who had an outstanding narcotics warrant. In all, 23 deputies and officers handled enforcement on the operation.

“The people coming in could see that we were there, so they had the option to buy the ticket,” said TSB Captain Pat Jordan. “But the people coming off the train were unaware of our presence, so the fare evasion rate on those passengers seems in keeping with what we’ve found before.”

The “100 Percent Fare Check Operation” was part of an ongoing study Metro is conducting regarding the most efficient way to deal with fare evasion. Jack Eckles, DEO System Safety & Security, said the operation was effective, but that the labor required to concentrate a presence at one station was costly.

“It’s labor-intensive to do this type of enforcement at more than one station at a time,” Eckles said. “On average, we catch between 1 and 3 percent of people evading, so this was just as effective as the measures we’ve attempted previously.”

Results from this operation will be presented to the Metro Board in the near future to help it decide what actions would best reduce fare evasion.



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Los Angeles Fire Department Chief Douglas Barry presents commendations to Metro Transit Security Officers Manuel Salcedo and Richard Nelson. The officers were first on the scene of a fire March 28 and rescued three people from a burning building.



Photos by Gayle Anderson

## Fire Department Chief Honored Two of Metro's Own for Heroism

By Jennie Harris

(August 23, 2007) Metro Transit Security officers were awarded certificates of appreciation by Los Angeles Fire Department Chief Douglas Barry, Monday, for rescuing three people from a burning building on March 28.

"I'm sure you've saved some lives and property," said Chief Barry. "If you ever want to become firemen, let me know."



From left, Los Angeles Fire Department Chief Douglas Barry, Salcedo, Battalion Chief John Quintanar, Nelson, Transit Security Lieutenant Jim Cook and Metro Safety Certification & Operations Manager Tom Eng.

Manuel Salcedo and Richard Nelson, senior security officers, awoke sleeping residents as flames and smoke filled their home. Because of the officers' quick response, they were able to save three individuals from injury, and reduce the firefighters' response time and damage to the property.

"We didn't feel like we were doing anything extraordinary," said Officer Salcedo. "We saw something that needed to be done, and we just did it."

DDEO for System Safety & Security Jack Eckles said, said, "These officers aren't responsible for responding to fires. For them to do that on their own, and not to be asked, I think that's terrific."



"I think that's terrific," said DEO for System Safety & Security Jack Eckles, who, along with Battalion Chief John Quintanar, at right, and a contingent of Transit Security Officers, greeted

the heroes at City Hall.

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Transportation Planning Manager Timothy Papandreou, representing Metro, recently spoke at the 2007 Los Angeles Global Warming Forum. The day-long event was hosted by Congresswoman Hilda Solis at California State University Los Angeles.



Photo by Jimmy Stroup

## Metro Presents Agency's Environmental Efforts at the Los Angeles Global Warming Forum

By JIMMY STROUP

(Aug. 23, 2007) In a forum seeking innovative solutions to and informing about global warming, Timothy Papandreou, transportation planning manager, presented the case for what Metro does now and what it plans to do to further mitigate the agency's affect on the environment.

The 2007 Los Angeles Global Warming Forum, a day-long event, Aug. 16, was hosted by Congresswoman Hilda Solis at California State University Los Angeles. Papandreou said the forum drew "standing room only" crowds to hear presentations from politicians, civic representatives and scientists.

"It was an overview of what's causing climate change," he said. "For our part, it was about how the transportation sector is contributing to climate change, what strategies we can [apply] to lessen it, and then what are the challenges to those plans and opportunities."

Papandreou said Los Angeles should be employing what's known as a sustainable mobility policy – where city, state and federal agencies cooperate with private enterprise to encourage and approve urban building that promotes fewer cars and more transit riding (or bicycle riding or even walking).

Click on image to view to view the entire presentation in pdf format.





Papandreou distributed flow charts from the presentation at the forum to show the transportation sources of greenhouse gas emissions (p.9) and greenhouse gas emissions reduction strategies (p.11) for global climate change. The chart detailing solution strategies suggests reducing global warming requires individual and governmental involvement.

### **Transformation is necessary**

"That's where we have to go if we're going to survive. There's no other way around it," he said. "And the example of Melbourne [Australia], where I'm from, is that they were like we are now in the 1980s, and they changed.

"A lot of people see Melbourne as a very good example of a new, Western city that was built upon the automobile, but has transformed itself toward the pedestrian, the bicycle and the transit system," he explained.

Among his more radical ideas, Papandreou advocates for a change in the way cities are constructed, suggesting a model where living and working sites are closer together, instead of the suburban model California is famous for.

"Local funding decisions to build single-family neighborhoods and separating jobs from houses means people have to drive," he said. "And that driving – excessive driving – causes greenhouse gases."

He's also in favor of turning the freeway system into a series of toll roads and for increasing car registration and insurance costs.

The ideas might seem unpleasant to the daily commuter – even a Metro employee – but Papandreou said the only sure way to force Southern California out of a car culture is to make daily auto commuting vastly more expensive than public transit.

But before you say, "Oh, well that's easy for him to say," consider this: Papandreou doesn't own a car. He uses Metro everywhere he goes and lives in a part of North Los Angeles that allows him to walk or bike to everything he needs.

### **The here-and-now and then the future**

Papandreou counted the forum as a successful arena for the agency to present its environmentally-friendly programs, such as CNG buses to lessen greenhouse gas emissions, Metro Freeway Service Patrol to keep the roads cleared and traffic flowing, and Leadership in Energy and Environmental Design (LEED) certified building practices.

He also detailed the future plans the agency has to keep climate change

in check, like complying with the recently-passed AB32, which requires a 25 percent reduction from 1990 levels of greenhouse gases statewide by 2020.

"Transportation planning has a large role to play in how we can get those emissions down, so we're going to have to start looking at our funding decisions and our funding priorities," he said. "And a shift toward more sustainable mobility is going to be necessary to achieve those goals."

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Congressman Brad Sherman, joined by Metro Board Chair Pam O'Connor, CEO Roger Snoble, Mayor Antonio Villaraigosa and Board members Yvonne Burke and Zev Yaroslavsky, welcomes the new 65-foot Metro Liner into service on the Metro Orange Line.



Photo by Ned Racine

## Officials Welcome 65-foot Bus Prototype for Orange Line

- Articulated bus is 'longest transit vehicle in the United States'

By JIMMY STROUP

(Aug. 28, 2007) City, county and federal dignitaries wished a newly constructed 65-foot articulated bus well on its first day of service, Monday, on the Metro Orange Line. The new bus is the "longest transit vehicle in the United States," said Richard Hunt, general manager, San Fernando Valley sector.

Speaking at a news event in North Hollywood, Metro Board Chair Pam O'Connor, Congressman Brad Sherman, Mayor Antonio Villaraigosa, Board members Yvonne Burke and Zev Yaroslavsky, and CEO Roger Snoble each detailed what makes the new artic so special.

At five feet longer than the current articulated buses, the new Metro Liners could be the future of coaches that run along the Orange Line. Though longer, the CNG bus is quieter during operation than its 60-foot predecessors and weighs the same.

"This is a world-class bus in a world-class city and county," Snoble said. "We really have the neighborhood in mind as we manufacture these buses."

With the Orange Line running at 25,000 weekday boardings, the extra five

feet of bus equates to nine more seats and increases the passenger limit by 16 people to 100 – a necessary addition, Snoble said, as the ridership grows.

Photo by Ned Racine



Escorted by Sheriff's deputies, the new 65-foot-long Metro Liner follows a 60-footer as they head west from the North Hollywood station. The new model seats nine more riders than current Metro Liners. Richard Hunt, general manager, San Fernando Valley sector, called the new bus "the longest transit vehicle in the United States."

### **The future of bus transit**

O'Connor was the first to speak, praising the Orange Line's huge success in the wake of passing the 10 million-passenger mark. She said these longer buses are what the city's looking forward to for bus technology in the future.

"It's the first of its kind and leading the way in transit bus innovation," she said. "It's a bigger and better bus than the originals – and the originals have worked fabulously for us."

Built by North American Bus Industries (NABI), the new bus features larger, tinted windows that are crafted into the side of the bus structure, adding support, Snoble said, and giving a smooth look to the coach. It also has wheel covers over the front wheels, adding to safety.

"This new 65-footer is the future of public transportation," Villaraigosa said. "When it comes to traveling across the San Fernando Valley, size matters. And bigger is better."

The mayor also thanked state senators Jose Padilla and Lloyd Levine for their work to get the vehicle codes altered so the long bus – which is currently operating on an exemption from CalTrans due to its length – can run along the Orange Line.

Congressman Sherman was positive on the changes made to the new liner, predicting that the success of the Orange Line east and west through the San Fernando Valley would equate to future lines running north and south.

Burke thanked Metro for its dedication to improving the technology of its transit lines, and for its dedication to environmentally-sound vehicles. She specifically thanked Vehicle Acquisition Manager John Drayton and Hunt for his work on the Orange Line.

### **Drives like a 60-footer**

Operators certified to drive the longer model report that it drives very similar to the 60-foot version, Hunt said.

"It drives pretty much the same," said Bettye Hall, a 25-year Metro veteran who was scheduled to drive the new bus in service, Monday. "If you can drive a 60-foot bus, you can definitely drive this one."

The new coach was pulled from service early in its run, Monday, due to false engine readings and door problems, according to Division 8 Maintenance Manager Pat Orr. Serviced by crews overnight, it was back on the Orange Line shortly before 4 a.m., Tuesday – "out there making money for us," Orr said.

Hunt said the bus will undergo a one-year test period, during which the new liner will be evaluated for technical and practical use on the Orange Line.

"We're going to evaluate and hopefully it will prove as we anticipate," he said. "Clearly, the passenger demand shows that they'd be useful."

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CEO Roger Snoble; Mike Cannell, Metro Rail general manager; and Dennis Mori, Eastside Extension project manager; rode along with Congresswoman Roybal-Allard in the new Breda rail car. Roybal-Allard, who serves on the House's Homeland Security Subcommittee, questioned Metro staff on transit security issues during her visit last Friday.



Photos by Ned Racine

## Congresswoman Takes to the Rails Behind Controls of New Breda Car

- Roybal-Allard Visit Includes Demonstration by K-9 Unit

By NED RACINE

(Aug. 29, 2007) Congresswoman Lucille Roybal-Allard received a hands-on demonstration of how her subcommittee's appropriations are spent as she drove one of Metro's new Ansaldo Breda 2550 rail cars last Friday.



Congresswoman Lucille Roybal-Allard prepares to drive the new Ansaldo Breda 2550 rail car at the Metro Gold Line Mid-Way maintenance yard.

Transportation manager, Roybal-Allard drove one of the new Ansaldo Breda rail cars on the maintenance yard track.

Roybal-Allard, who sits on the House's Transportation, Housing and Urban Development and Related Agencies Appropriations Subcommittee, traveled to the Metro Gold Line Mid-Way maintenance yard to see where the Breda rail cars would be maintained.

After instruction from Suresh Shrivastava, Rail Fleet Services manager, and Davide Puglisi, Rail

The 2550 cars will be used on the Metro Gold Line Eastside Extension, which runs through part of Roybal-Allard's 34th Congressional district.

"A lot of federal money goes into these projects, and I like to see first hand how the federal money is being used," Roybal-Allard said.

Roybal-Allard, who also serves on the House's Homeland Security Subcommittee, discussed with Sheriff's Deputy Richard Faulk how the Transit Services Bureau's (TSB's) K-9 units search for suspicious items.

Sheriff's Deputy Kyle Hayden lead Xxzylo, a two-year-old Vizsla, through a demonstration of such a search.

Accompanying Roybal-Allard were CEO Roger Snoble; Mike Cannell, Metro Rail general manager; Dennis Mori, Eastside Extension project manager and TSB Commander Dan Finkelstein.

"One of the things I've been very pleased about with MTA and the Eastside Extension is that not only is it being built on time and within the budget but the fact that MTA has outreached to the community when it has needed to in order to include them in the project," Roybal-Allard said. "But so far most of the issues that were raised with regards to the Eastside have been successfully addressed."



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Carson Division 18 Assistant Manager Cheryl Brown has been pressing hard lately to increase awareness and activity among operators and maintainers in her division. Brown (at left) talks to an operator while staffing the information table with American Heart Association employees, who signed up a number of employees for the AHA Heart Walk on Sept. 29 at Exposition Park.



Photos by Jimmy Stroup

## Employees Walking for Healthier Lives at Division 18

- More than 50 sign up for the division's new walking club
- Some preparing for the American Heart Association 5K Walk

By JIMMY STROUP

(Aug. 28, 2007) As part of an effort to increase overall health, a number of Carson Division 18 employees are planning to take part in the American Heart Association (AHA) "Los Angeles Start! Heart Walk." The 5K walk is scheduled for Sept. 29 at Exposition Park.

After only half an hour of sign-ups, last Friday, more than 50 Division 18 operators and maintainers made their way to the table to join the division's walking club, according to Assistant Manager Cheryl Brown, who was pleased at the early response to a program she's been promoting within the division for weeks.



More than 50 Division 18 operators signed up for the Division 18 walking club. To give them a feeling for their present health, Metro and AHA volunteers measured the body mass index and blood pressure for participants.

"People started signing up at 9 a.m.," she said. "We'd planned to start at 9:30 a.m., but they were ready early, I guess, ready to get going."

Fitness and exercise are beginning to be regular events at Division 18 lately; they've recently instituted a weekly aerobics class Saturday mornings. Participation in the AHA 5K is just another indication for Brown that Carson is becoming more and more

interested in maintaining a good standard of health.

#### **'10,000 steps a day'**

To help participants figure out their current level of health, the AHA is giving walkers a pedometer that measures how many steps a person takes in a day. The small pink devices look like miniature beepers and attach at the waist.

"It's the motion that triggers it to start," Brown said. "Then it counts how many steps you take all day long. They recommend you take 10,000."

Francesca Schuster, an AHA employee who's working with Metro to coordinate the agency's involvement with the Heart Walk, said the issue in the larger sense is an extension of life. She said an hour of vigorous activity will equate to two hours of extra life.

Schuster said other divisions at Metro – West Hollywood Division 7, West Valley Division 8 and Gateway Division 10 – were also looking to sign up large numbers to participate in the event. The Heart Walk is billed as both exercise for participants, and as a fundraiser and eye-opener to the deadly effects of heart disease and stroke.

"As a community outreach, it's great to see Metro out there, helping us get the word around and participating, too," she said.

The AHA expects 9,000 to 10,000 at the Heart Walk 5K. Registration for the event is available at [www.heartwalkla.org](http://www.heartwalkla.org).



The Accusplit Alliance 20 is the pedometer that Metro employees participating in the Heart Walk will be using for the next month to prepare themselves for the event. Motion starts the device which records the number of steps the wearer takes all day long; the AHA recommends 10,000 steps a day.



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Competitor traverses obstacle course in Metro Roadeo 2006.



Photos: Gayle Anderson

## Practice Rounds Begin for 2007 Metro Bus Roadeo

- Employees, guests invited to attend Sept. 15 event

(Aug. 30, 2007) Some 25 bus operators showed up early, Thursday morning, for the first day of practice for the 2007 Metro Bus Roadeo, scheduled Saturday, Sept. 15, at Santa Anita Racetrack, Gate 4.

More than 200 already have signed up to participate in the practice sessions and more are expected. Roadeo organizer Frank Cecere and his core team have spent the past three days designing and setting up the course and preparing for the crowd of employees and guests who will attend the finals.





Organizer Frank Cecere stares down competitors on the course at Santa Anita Racetrack in 2006.

Winners of this year's event, which also features competition among operating division maintenance teams, will represent Metro at the APTA International Finals in Austin, Tex. In May, Metro's team won the Grand Champion Award at the International Finals in Nashville.

The Metro Roadeo for many years had been held at another racetrack location and Cecere noted, "We had a lot more challenges this year than we've had in the past as far as securing the area and fencing off the course."

Operators were able to register via the employee Intranet for the first this year and, to date, most registrations have been made on-line, Cecere said. Aurora Jackson, director of Operations Training, is working with the divisions to ensure that operators will be allowed to participate in the Roadeo.

Roadeo preliminary rounds are scheduled Sept. 5, 6, 7 and 8. Out of the preliminaries, 35 operators will qualify for the local finals.

The 32nd annual Metro's Bus Roadeo will be sponsored this year by the Gateway Cities Service Sector. Also working with the organizing group are Regina Chan, Gateway Cities administration and financial services manager, and Gwen Keene, a Human Resources systems analyst.

To reach Gate 4 at Santa Anita Racetrack, take the I-210 Foothill Freeway and exit at Santa Anita Avenue (Exit 32). Turn south on Santa Anita and right onto Huntington Drive. Bear left where the street splits with Colorado Place and continue on Huntington Drive to Gate 4.



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Crane unloads rail pieces from delivery trucks. Each rail section weighs 3,088 pounds.



Photos by Jeremy Eichenbaum

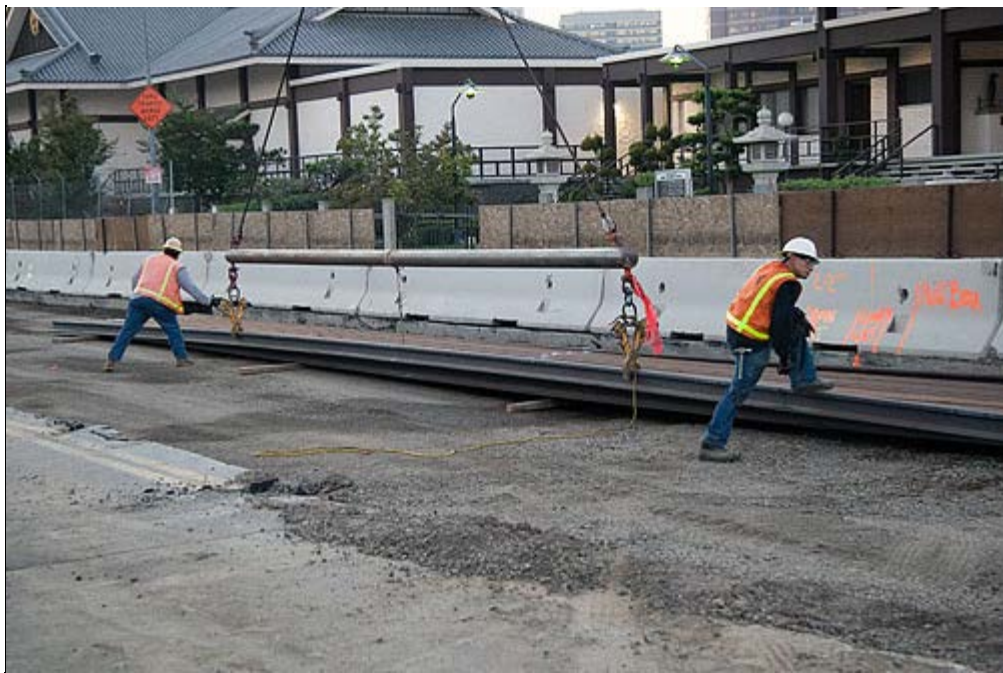
## Night Work Brings Tons of Rail to West End of Eastside Extension

- Delivery of 80-foot sections a sign of project's progress

By NED RACINE

(Aug. 31, 2007) Between twilight and first light, tons of rail for the west end of the Metro Gold Line Eastside Extension (MGLEE) project were delivered earlier this month, another sign of the light rail line's progress.

Between 6 p.m. and 6 a.m. on August 7 and 8, 80-foot-long sections of rail were stacked for welding into longer sections. Workers moved the rail during those hours to reduce impact to the traveling public, according to Brian Freund, surface improvements construction manager for Eastside LRT Constructors.



Workers stack 80-foot-long sections of rail before the Koyasan Buddhist Temple on 1st Street. The rail will be installed on a section of the Eastside Extension that runs between Gless and Alameda streets.

The rail will be installed between Gless Street in Boyle Heights and Alameda Street downtown.

A special contractor welds the pieces on site. For welding aficionados, the contractor uses an electric flash butt weld. The length of the final, welded sections depends on where intersections fall. The section between Vignes and Alameda streets, for example, will be 1,400 feet long.

Freund estimates that 70 percent of the light rail has been installed. He anticipates that 80 percent will be installed by the end of 2007.



Depending on where intersections fall, the sections being stacked here will be welded together into longer pieces termed "strings."

Lighter than the rail used for Amtrak and freight trains, “light” rail weighs 155 pounds per yard, meaning the 80-foot lengths delivered on August 7 and 8 weigh 3,088 pounds each.

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

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