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West Hollywood Division Mechanic Maurice Strong turns off the master cutoff switch that connects the coach's systems to the batteries. *Photo by Ned Racine*

Division 7 Mechanic Throws a Switch To Save Dollars and Time

- Battery drain reduced with simple procedure

By NED RACINE, Editor

(Aug. 5, 2008) David Palm, Division 7 West Hollywood maintenance manager, had a problem; Maurice Strong, a mechanic "A," had a solution. Now more buses are hitting the streets on time throughout the agency.

First, the problem.

"Prior to the day we started [using Maurice's idea], we probably averaged about 32 no-starts per week," Palm said. "We immediately went down to ... about three a week."

The problem was that some electronic systems on the coach drained the battery, even when the bus was supposedly turned off. For example, the fare box and Digital Video Recorder system are two systems designed to turn themselves off after 20 minutes and sometimes don't. (The fire suppression system remains on at all times.)

A light left on accidentally would also drain the battery over night, even in older coaches with fewer electronic systems. The majority of dead batteries occurred on Monday because the buses had been sitting idle since Saturday.

The drained batteries also caused some buses to leave late, because

operators only had 13 minutes to inspect their buses and begin rolling. Replacing or charging a battery threw off operators' schedules and reduced the number of buses Division 7 could put on the road.

And there was also the cost of the batteries. Each one cost almost \$75. "We've been spending oodles and oodles and oodles on batteries," Palm explained.

With five fare box and electronic communications technicians available, Palm does not have the staff to verify if the electronic systems on 244 parked coaches are asleep.

While troubleshooting another problem with Strong, Palm brought up the battery discharge problem. Palm compared the battery to a bank account. The electronic systems were making too many demands—too many withdrawals—on the bank account, the battery.

Fortunately, Maurice Strong had a solution.

"[Palm] mentioned to me that he needed to solve this battery problem," recalls Strong, who has worked at Metro and Division 7 for 10 years. "Everybody else's idea was to use a bigger and better battery. I told him, 'Why don't you just close the bank? Stop [the electronics] from making a withdrawal.' "

Strong proposed flipping off the master cutoff switch connecting the coach's systems to the batteries. In essence, when the switch is flipped, the road to the bank is closed. Then it doesn't matter if an operator leaves a light on or an electronic system forgets to shut itself down.

An added benefit to Strong's idea is its simplicity. Mechanics can flip the switch in less than a minute, as they have done since July 24.

And Strong's solution works on buses throughout the agency, conserving batteries without a negative effect on the bus.

Metro's Vehicle Technology group is researching long-term solutions to the battery drain issue. Division 18 is testing a new alternator with more battery charging power, and Division 3 has begun using a more sophisticated battery.

Strong expects his fellow mechanics will rib him about causing them more work in throwing the master cutoff switch. He doesn't seem to mind.

"It was a major issue that needed to be solved," he said.

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Law enforcement personnel make rounds at the Imperial/Wilmington Station to promote crime prevention awareness and transit safety at National Night Out in 2007.

*Photo by
Jennie
Harris*

Go Metro to National Night Out Against Crime Today

- Anti-crime events scheduled for nine Metro locations

By KIM UPTON

(Aug. 5, 2008) Go Metro today, Aug. 5, and sign up to win gifts at the 25th Annual National Night Out, a unique crime/drug prevention event sponsored by the National Association of Town Watch.

National Night Out is designed to:

- Heighten crime and drug prevention awareness;
- Generate support for, and participation in, local anticrime programs;
- Strengthen neighborhood spirit and police-community partnerships; and
- Send a message to criminals, letting them know that neighborhoods are organized and fighting back.

L.A. County Sheriffs and other law enforcement personnel will staff various Metro locations to remind the public to participate in crime prevention by being aware and notifying Sheriffs and other law enforcement personnel if they witness suspicious or unruly activity.

Law enforcement personnel and volunteers will be present at various

Metro locations, including El Monte Bus Terminal, upper level; Sierra Madre Gold Line Station; Green Line Norwalk Station; Blue and Green lines Imperial/Wilmington/Rosa Parks Station; Union Station East Portal; Orange Line Warner Center Station; Red Line North Hollywood Station and the Wilshire/La Brea Customer Center.

Along with receiving safety information and brochures, Metro customers will have an opportunity to sign up for free gifts donated by Target. Among the gifts will be an iPod and a bicycle.

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Metro Volunteers at X Games

- An estimated 5,000 drop by Metro information booth

(Aug. 5, 2008) During the four days of the X Games at the Home Depot Center in Carson last weekend, automobile, bicycle and skateboarding daredevils flew through the air while Metro volunteers showed attendees the advantages of the earthbound Metro System.

Rich Morallo, Community Relations manager, estimated about 5,000 people visited the Metro booth from Thursday, July 31, through Saturday, August 2. Approximately 20 volunteers combined to staff the booth for seven hours on both Thursday and Friday and 10 hours on both Saturday and Sunday.

Sue Le Roux, custodian, General Services, worked both Saturday and Sunday and was impressed by the youth of the visitors to the Metro booth. She believed 90 percent of those she talked to were teens and younger.

Besides promoting Metro bus and rail, Fe Alcid-Little, secretary in Contract Administration-Operations, received consistently positive comments on the Metro system during her Friday and Saturday shifts.

"It was awesome," said Alcid-Little, noting that many people told her they were riding Metro because of high gas prices. She even called Morallo to tell him how excited she was. "All the reactions I got from our rail and bus riders were positive."

Fe Alcid-Little, secretary in Contract Administration-Operations, Rachel Bird, assistant manager transportation in Transportation, Manpower, Systems & Support, and Marco Garcia, administrative intern, staffed the Metro information booth at the X Games on Saturday, August 2.

Photos by Rich Morallo

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The cyclist sharing the road with you might be a co-worker. The Metro Cycling Club took a lunch-time ride June 27 to visit James Rojas' three-dimensional model of Downtown Los Angeles at Citicorp Plaza. Club riders pictured here are, from left, Tony Jusay, Doreen Morrissey, Lynne Goldsmith, Jennifer Gill, Cory Zelmer, Nate Baird and James Rojas. *Photo by Lupe Vela*

Tips Encourage Drivers and Cyclists to Share the Road

- With bicycle sales climbing, sharing the road grows more important

By NATHAN BAIRD and LYNNE GOLDSMITH

(August 6, 2008) While we may be encouraged to "share the road," bicyclists and drivers often find themselves competing for the same space, and many of our automobile-oriented roadways seem to include bicycles as an afterthought.

Safe travel requires, however, that drivers and cyclists both remember we all have a right to the streets, regardless of our mode of transportation.

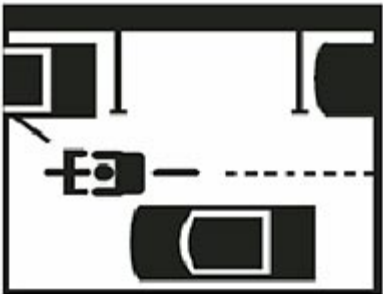
Here are some tips to more safely share the road:

When You're Driving

- Remember any vehicle collision with a bicyclist is likely to cause serious injury or death. Be cautious and alert. While your car may sometimes feel like a personal sanctuary, it's not the place to fix your hair, read the paper, add creamer to your cup of coffee or make phone calls.
- Consider that bicyclists will sometimes need to take up the lane in

front of you. If there's another lane, and it's safe to do so, feel free to pass them on the left. While cyclists are directed to stay as far to the right as is safe, they may need to avoid hazards or obstacles you may not see in your automobile:

- Avoiding open car doors
- Avoiding potholes, debris and street disrepair



- A vehicle passing too close to a cyclist can knock her or him dangerously off balance from the draft caused by the vehicle or just the noise of an accelerating engine. So allow bicyclists at least 3 to 5 feet of space when you pass. The larger your vehicle, the more room you should allow.
- Remember that bicyclists may need to change lanes to make a left turn. Watch for the rider's hand signal and read his or her body language. As does a car, a rider may have to wait for other cars in other lanes before he or she can turn.
- Check for bicyclists before you open your car door.
- Expect that some bicyclists are untrained in riding correctly.
- Be wary as you enter and leave driveways, as you make turns and as you approach an intersection. Uneducated bicyclists can enter harm's way very quickly. Being legally right is small consolation when a life is lost.

Properly positioned for a left turn, James Rojas prepares to turn from E. Commercial St. to N. Vignes Street during a Metro Cycling Club lunch-time expedition.

*Photo by
Tony Jusay*



When You're Cycling

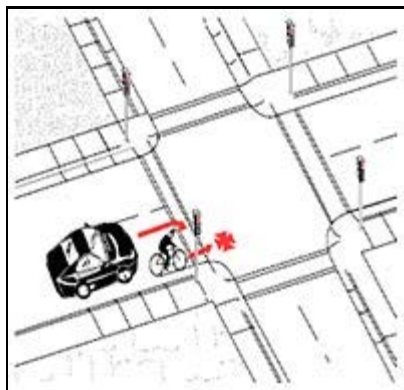
- Stay as far to the right as is safe. Take up a full lane under the following conditions:

When passing

- When preparing to make a left turn
 - When avoiding road hazards
 - When avoiding a right-turn lane
- Make eye contact with drivers. Communicate with hand signals when you need to move. Is the driver aware of you? Are you in her blind spot? Remember to wave to attract a driver's attention.
 - Do not ride against traffic.
 - If you feel uncomfortable with traffic and it is legal to do so in your city, you might ride on a sidewalk. If you do, slow down, and be ready to stop at every driveway and intersection you cross. Remember that to many drivers and pedestrians, your approach is invisible. Pedestrians, of course, have the right-of-way on the sidewalk.
 - Wear a helmet and reflective materials. At night, use a bright, white front light, as well as red rear lights.
 - Try to use side streets, including neighborhood streets, during heavy commute times.
 - Traffic laws apply to cyclists as well as drivers. It's in your best interest for all road users to obey all current traffic laws, including red lights and stop signs.
 - Use the left lane to make a left turn, or get off your bike and use the crosswalk as a pedestrian.
 - When going for a group ride, take up just one lane. At intersections with stop signs, the leader of the group should come to a complete stop, as well as wait for the group to come to a stop, before proceeding through the intersection.

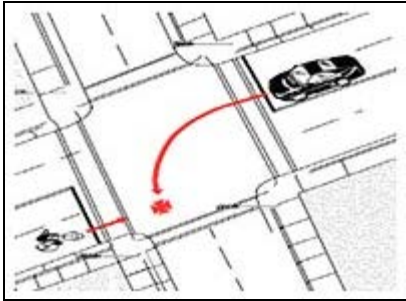
Common Conflict Points

- **The Right Hook**



In a right-hook accident, a driver makes a right turn into a cyclist. This is why a cyclist intending to travel straight through an intersection, wants to be in the middle of the lane. If there is a right-turn pocket, the cyclist wants to be to the left of that lane.

- **Failing To Yield**



In a failing-to-yield accident, a driver makes a left turn into a cyclist traveling straight through an intersection. This is why an approaching cyclist should make eye contact with any motorist, even signaling one's intention to travel straight.

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National Boulevard a Focus of Expo Line Construction



With their back towards Jefferson Boulevard, workers watch the Ballona Creek bed below. Concrete supports for the National Boulevard South Bridge sit to the workers' right. The bridge will be reconstructed to carry four lanes of east/west traffic.

Photo 7/28/08 by Ned Racine

Excavation of Exposition Boulevard Trench Begins Soon

(Aug. 6, 2008)
National Boulevard remains a focus for Expo Line construction efforts, as the divided thoroughfare is reformed as a two-way boulevard adjacent to future light rail trains.

As part of the street's reformation, demolition of the National Boulevard

VIDEO: A worker lifts a piece of asphalt from the surface of a former parking lot within National Boulevard. Once the asphalt has been removed, the soil underneath will be compacted, part of the process of realigning National Boulevard as a two-way street. West of Dorsey High School and east of La Brea Avenue, workers remove soil from the Expo Line right-of-way. Workers have already removed approximately 60,000 tons of soil from the light rail alignment.

South Bridge has concluded. Excavation will soon begin on a 2,500-foot trench that will allow the trains to run under the busy intersection formed by Jefferson and Exposition boulevards and Figueroa Street.

The trench will take approximately 13 months to complete.

Old freight train rails and ties have been removed from the alignment, and new rail has been laid at the Denker Avenue and Exposition Boulevard intersection.



Concrete girders are lowered into place to form a "cap" for a trench support structure. With girder installation now complete, excavation of the trench can begin. The Expo Line trains will run in the trench along Exposition Boulevard and past USC and Exposition Park. *Photo 7/07/08 by Greg Starosky*



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Services Planned for Alfonso Chavez, Retired Bus Operator

- 20-year Metro veteran died Aug. 2

(Aug. 7, 2008) Services will be held Aug. 7 and 8 for Alfonso Chavez, a retired bus operator, who worked for Metro for 20 years. Chavez died in his home on Aug. 2. He was 45.

Born in July 1963 in Cohauila, Mexico, Chavez joined Metro as a part-time operator in June 1987. He resigned for health reasons in October 2007.

The El Monte resident spent most of his Metro career at Central City Division 1, but also worked at divisions 3, 15, 18 and 2.

Sam Morales, who knew Chavez his entire time at Metro, remembers Chavez' love of playing softball. The two often attended baseball games together, even though Chavez was an Angels fan and Morales is a Dodger fan.

"He was real quiet, a mellow guy," Morales, a Central City Division 1 bus operator, recalls. "He would joke around with his friends, but not everyone. He was a serious type of guy."

Chavez is survived by his wife Rosa Graciano, assistant manager, transportation for Division 1. He is also survived by two sons, three stepchildren and two grandchildren. Four sisters, two brothers and his parents also survive him.

"He was a good friend," Morales added. "A couple of times I needed him and he was there."

A visitation will be held at the Custer Christiansen Mortuary, Thursday, Aug. 7, 5 through 9 p.m. The mortuary is located at 114 South Glendora Ave., West Covina, 91790 (626.919.3443).

A Mass will be celebrated on Friday, Aug. 8 at 10 a.m. at Sacred Heart Church, 314 W. Workman Ave., Covina, 91723 (626.332.3570).



Alfonso Chavez


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Services Scheduled for Peter E. Bueras, Retired Bus Operator

- 18-year Metro veteran died Aug. 2

By NED RACINE, Editor

(Aug. 7, 2008) Services will be held Aug. 8 and 9 for Peter E. Bueras, a retired bus operator who worked for Metro for 18 years. Bueras died of heart problems on Aug. 2.

Bueras was 67.

The Fresno, Calif. native began working as a part-time bus operator for RTD in April 1986. Although he worked for Divisions 5 and 3, Bueras worked the longest at Central City Division 1. He retired in August 2004.

According to his son, Peter M. Bueras, a bus operator at Gateway Division 10, Bueras drove big rigs for 20 years before becoming a bus operator.

"That was the happiest day of his life," Peter M. said, recalling how much his father enjoyed the passengers he met and the camaraderie of the bus divisions. While Peter M. was in the U.S. Marines, in fact, his father wrote him, suggesting he become a bus operator also.

Peter M., who will total 20 years of Metro service himself in April, recalls his father "as a big kid," who enjoyed playing everything from ping pong to chess and everything in between.

Besides his son, Peter E. is survived by his wife of 44 years, Helen. He is also survived by daughter Lupe and eight grandchildren.

A visitation will be held at the Guerra & Gutierrez Mortuary, Friday, Aug. 8 at 6 p.m. The mortuary is located at 5800 E. Beverly Blvd., Los Angeles, 90022 (323.722.1900).

A Mass will be celebrated on Saturday, Aug. 9 at 9 a.m. at Resurrection Church, 3324 Opal Street, Los Angeles, 90023 (323.268.1141).



Peter E. Bueras

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Metro Employees, Sheriff's Turn Out for National Night Out



Kathy Johnson, volunteer deputy sheriff; Sheriff's Deputy Gary De Bondt; Paula Faust, administration and financial services manager, San Gabriel Valley Sector; Jon Hillmer, transportation manager for Division 9, and Sheriff's Deputy Sherif Morsi conducted an outreach effort at the El Monte Bus Terminal. Darby the K-9, sits at Johnson's feet. *Photo by Gary De Bondt.*

25th annual event asks public participation in crime prevention

(Aug. 7, 2008) Metro employees and volunteers joined Sheriff's staff and other law enforcement personnel at various Metro locations on Aug. 5, to encourage the public to participate in crime prevention.

According to Sheriff's Deputy Gary De Bondt, who organized the National Night Out event at multiple Metro locations, "We reminded Metro patrons that they are the 'transit community watch.'

"For their own safety and the safety of other patrons," we ask Metro staff and riders to report any

suspicious and unruly activity to the Transit Services Bureau dispatch center at 1.888.950.SAFE (7233)," De Bondt added.

National Night Out is designed to:

- Heighten crime and drug prevention awareness;
- Generate support for, and participation in, local anticrime programs;
- Strengthen neighborhood spirit and police-community partnerships; and
- Send a message to criminals, letting them know that neighborhoods are organized and fighting back.

"They are our extra eyes and ears," De Bondt said of Metro patrons.

--Kim Upton contributed to this report



From left, Eugenio Villacorta, transit operations supervisor for Division 8, and Sheriff's Deputy Brad Johnson join two unidentified fare inspectors to promote National Night Out at the Metro Orange Line's Warner Center station. *Photo by Marilyn Archie.*



Sheriff's Deputy David Vargas; Behzad Yassan, schedules supervisor, Westside Service Sector, and Ana Alicia Mejia, administrative aide, staff the National Night Out table at Metro's Wilshire Customer Service Center.

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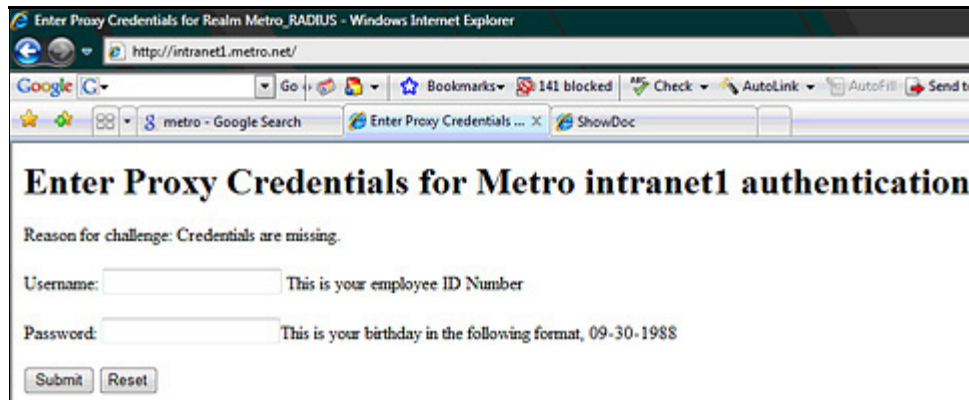
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Click on the *employee access* link at [metro.net](#) to get to access page.

Beginning Wednesday, Home Visitors to myMetro.net Have Access to More Information

(Aug. 12, 2008) Beginning tomorrow, Metro employees who access myMetro.net from home will have more information at their fingertips, with no learning curve.

Although its absence should be unnoticeable to those who access myMetro.net from home, Metro's intranet2.metro.net site will retire—probably spending its retirement surfing and reading "Wired" magazine.

That means the same intranet site available to Metro employees at work will now be available to them at home.

The advantage for home users will be access to Metro's online telephone directory. The advantage for the Information Technology Services (ITS) department will be a slight savings in staff time—having to maintain only one intranet site instead of two—and improved security for the intranet site, according to Vincent Tee, director of systems architecture.

The process for home users logging into the intranet site is the same, (click on the *employee access* link at [metro.net](#) to get there) including the information required: employee number and the birth date. Only the authentication page looks slightly different.

"You'll get basically the same intranet that we've been seeing," said Tee, who directed any home users with access problems to the ITS Help Desk (2-HELP or 2-4357).

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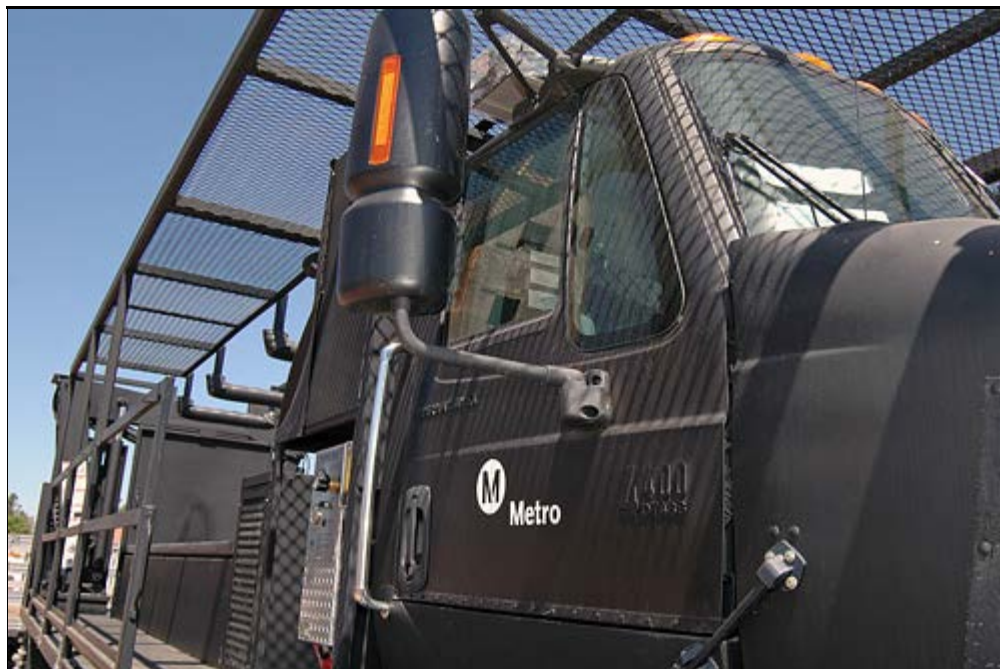
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Built on a 31-foot-long truck bed, Metro's new HiRail Emergency Response Vehicle was designed to be used when lives are at risk. *Photos by Ned Racine*

Q: Where does Metro's new emergency vehicle get to park?

A: Anywhere it wants to.

By NED RACINE, Editor

(Aug. 12, 2008) Think of sleek and bright; a vehicle that seems to whisper, "Drive me on twisting roads."

Metro's new HiRail Emergency Response Vehicle (ERV) is nothing like that. It's all hard surfaces and right angles painted in frumpy black. But it might save your life in a dire situation.

"The reason we need this is because there is no other way of trucking or transporting men and masses of equipment to an incident in a tunnel or on a track where it is inaccessible by [normal] vehicle," said Arthur Grant, Metro Security sergeant.

According to Grant, the new vehicle is the best option for bringing fire department search-and-rescue personnel or law enforcement officers into a critical situation.

Compatible with all standard-gauge railroad tracks nationwide, including Metro Rail, Amtrack, Metrolink and major freight lines, the vehicle was built in Chicago to specifications developed by Dan Cowden, director of security, and the Non-



Metro Security Sgt. Arthur Grant

Revenue Operations unit led by Harold Torres, assistant manager, equipment maintenance.

"The ERV is the first vehicle of its kind in the nation," Cowden said. "We've already received inquiries from other major transit operators regarding the ERV."

Cowden conceived of the ERV after participating in an emergency drill on the Metro Green Line, when he witnessed a Sheriff's Department SWAT team approach a train, with no protection from arms fire.



Metal shields at the front and rear of the vehicle have bulletproof windows, designed to protect the driver and SWAT team personnel.

Now, with the ERV's shields, law enforcement SWAT teams will be able to approach a train with cover, particularly important in a hostage rescue or similar emergency. To increase the value of the new vehicle, Metro added capabilities needed by fire departments in a fire-fighting or rescue scenario.

Built on a 31-foot-long truck bed, the vehicle would be used when lives are at risk from terrorist attacks or armed assailants, explained Grant, whose job requires that he consider such scenarios and the means to end them.

"It's all about readiness," he said. "We can't just sit idly by and do nothing. Although we're transit security and we do our share when we can, we need to have [equipment] on standby to help [fire and police personnel] out because they are helping us out."

Like the rest of the high-rail fleet, this vehicle's rail wheels drop down hydraulically and lift the truck off its front tires and onto its rail wheels. The back tires maintain contact with the road, so they can push the vehicle forward on the track.

To reach a Red Line or Purple Line station, for example, the ERV might be put on the rails at Metro Red Line Division 20 and driven into the subway, where it has already been tested.

Metal shields at the front and rear of the vehicle have bulletproof windows, designed to protect the driver and SWAT team personnel. If there is potential the ERV may come under fire, it can be driven by a joystick from a shielded position behind the truck cab, using a video camera placed at the front of the vehicle, and can operate in a lights-out environment. The vehicle can also tow or push trailers with additional equipment.

"I think it's important for people to realize that we are becoming more and more ready for any kind of event that might take place, whether it be natural or man-made," said Grant, noting that the vehicle and its trailers were purchased through a grant from the Department of Homeland

Security.

As many as twenty rescue or law enforcement personnel sit on two rows of padded seats covering storage compartments. Onboard is a 500-gallon tank of fire-fighting foam and a generator; electrical outlets line the outside of the truck bed. A remote-controlled crane (with an 8,000-pound capacity) sits at the left rear of the vehicle.

The ERV's diesel engine even includes an exhaust scrubber to meet safe emissions standards for tunnels.

Last week Grant drove the vehicle to Los Angeles Fire Department Station 88 in the west San Fernando Valley, one of the department's urban search-and-rescue headquarters, to introduce the vehicle and listen to firefighters' comments.

Grant values that input because, although Metro will maintain the vehicle, its primary users will be fire and police departments in emergency response situations.

Metro Security will use the ERV on a regular basis for tunnel security sweeps, and Rail Operations will use the vehicle periodically.

"It's the sort of thing you hope you never use for the reasons it was intended," Grant said. "You have to be prepared for anything, and, unfortunately, preparation is expensive."

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UPDATE: (August 13, 2008) The California State Senate's Appropriations Committee today ruled unanimously (14-0) to clear AB 2321, a bill that would allow a new half-cent sales tax, "Measure R," to be placed on the November ballot. Assembly Bill 2321 by Assemblyman Mike Feuer (D-Los Angeles) now goes before the full Senate for approval and concurrence by the Assembly. The Legislature has until August 31 to review and approve the bill before it can be forwarded to the Governor for signature.

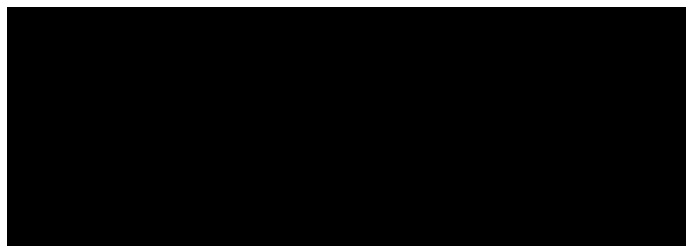


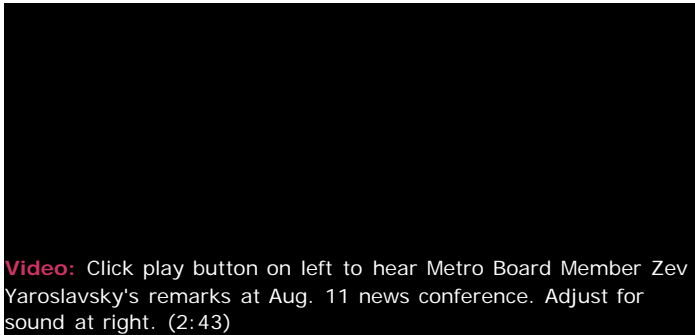
Supervisor Zev Yaroslavsky speaks on behalf of Metro at news conference urging state legislators to approve AB 2321, a bill that would allow a new half-cent sales tax, "Measure R," to be placed on the November ballot. *Photo by Luis Inzunza*

Board of Supervisors Vote to Approve Placing Sales Tax Measure on November Ballot

- Vote follows news conference Monday at Union Station urging state Legislature approval of bill on transit tax.
- **Video:** Supervisor Zev Yaroslavsky speaks on behalf of Metro at news conference.

(August 12, 2008) Reversing its vote last week, the Los Angeles County Board of Supervisors voted 3 to 2 this afternoon to place a proposed half-cent sales tax measure to fund transit projects on a consolidated ballot for the Nov. 4 general election.





The turnaround vote followed a news conference Aug. 11 led by Mayor Antonio Villaraigosa to urge the state Legislature to approve AB 2321, a bill that would allow a new half-cent sales tax, "Measure R," to be placed on the November ballot.

The news conference was attended by city and county officials, as well as business and union leaders.

Assembly Bill 2321 by Assemblyman Mike Feuer, D-Los Angeles, outlines specific projects to be funded by the tax, which Metro estimates would generate \$40 billion over 30 years.

The Senate Appropriations Committee is expected to consider the bill this week.

--From staff reports


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[Check it out](#) on metro.net. The new 'Fast Lanes' web pages highlight the Congestion Reduction Demonstration Project.

New 'Fast Lanes' Web Pages Highlight Congestion Reduction Demonstration Project

By NED RACINE, Editor

(Aug. 13, 2008) Aiming to engage the public in the discussion of solutions to traffic congestion and gridlock, Metro rolled out a revised web page on Aug. 8 that highlights the Fast Lanes, Congestion Reduction Demonstration Project.

"We wanted to transform the present congestion reduction pages to a more user-friendly web page," said Gricel Ferreyra, communications manager.

According to Ferreyra, the new design offers easier public access, while providing visitors with more information.

"We included a video that was created for the public to explain the Fast Lanes congestion reduction project," Ferreyra said. "Visitors can also find answers to frequently asked questions and the dates and locations for upcoming public meetings."

A more prominent Contact Us section allows visitors to ask questions and see those answers and other questions displayed on the Fast Lanes pages.

Stephanie Wiggins, executive officer for the Congestion Reduction Demonstration Project, wants the new web pages to show that the Fast Lanes project means more than having toll lanes on highways, but includes finding transit alternatives.

"[The pages] allow us to have another channel to get input from the

community, beyond community meetings," Wiggins said. "It's an important part of our outreach effort."

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Ad hoc Sustainability and Climate Change Committee team: From left, Stephanie Negriff, Santa Monica Big Blue Bus Director; Metro Chief Operations Officer Carolyn Flowers representing CEO Roger Snoble; Karen Heit, representing Metro Board Member Bonnie Lowenthal; Facilities Operations Director Tim Lindholm; Committee Chair and Metro Board Member Pam O'Connor; Transportation Planning Manager Tim Papandreou; Clean Air Task Force coordinators Michael Lambeth, vehicle support group analyst and Vehicle Acquisition Manager John Drayton; Deputy Chief Capital Management Officer K.N. Murthy; Environmental Compliance and Services Manager Cris Liban; Marilyn Lyon, representing Jacki Bacharach of South Bay Council of Governments, and Karly Katona, representing Metro Board Member Yvonne B. Burke.
Photo by Gayle Anderson

Sustainability and Climate Change Committee provides guiding light for Metro's ongoing sustainable efforts

- [Who's Who:](#) Metro Sustainability Implementation Plan on the job

BY GAYLE ANDERSON

(August 13, 2008) The fiscal year begins anew, like spring itself, with budgets either nourishing or constraining a fresh crop of projects. But budding forth through a mass of concrete, traffic congestion and pollution, Metro's sustainability task force continues its worthy work, this time under the protective shade and bracing structure of the Metro Sustainability Implementation Plan adopted by the Board at its final meeting of FY2008.

The concept of sustainable development entered into the engineering stream of consciousness in the late 1940s, along with the post-war advent of consumerism and peace-time prosperity.

"We haven't caught up with those concepts until recently, in the last decade or so," said Cris Liban, one of the sustainability program coordinators and manager of environmental compliance and services.

Environmental policies and regulations developed in the 1960s and 1970s raised consciousness on this concept but are not as far-reaching as the current sensibilities, he said.

In light of dwindling resources and increasing environmental issues, a new perspective of sustainability has evolved into a mainstream discussion of building a present and future with renewable resources.

On the Job: Metro Sustainability Implementation Plan

Ad Hoc Sustainability Committee Directors

- Pam O'Connor, Chair
- Yvonne B. Burke
- Bonnie Lowenthal
- Jacki Bacharach, South Bay Council of Governments
- Stephanie Negriff, Santa Monica Big Blue Bus Director

Sustainability Program Coordinators are Metro staff members who assist in the implementation of the sustainability program

- John Drayton for Clean Air Task Force Coordination
- Cris Liban for Environmental Management Systems, Sustainability Design Criteria, and Sustainability Program Support Efforts
- Tim Lindholm for Renewable Energy Projects
- Tim Papandreou for Greenhouse Gas and Climate Change Management

Executive Staff Sponsors

- Carolyn Flowers
- Carol Inge
- K.N. Murthy

First-ever Regional Sustainability Summit

The nature of public transportation already defines Metro as a green function of the region's infrastructure, CEO Roger Snoble told an audience of civic leaders attending the regions' first-ever regional sustainability summit hosted by Metro, May 28.

At that summit, a legion of stakeholders took first steps in a collaborative effort to develop a region-wide sustainability policy. Addressing the convening civic leaders and local government staff, then-Metro Board Chair Pam O'Connor, who chairs the ad hoc committee and convened the summit, called for "collective action" needed to achieve a more sustainable region.

"No one agency or department can do this on its own, but together, we can work to meet the goals that we decide for the future we want," she said.

The regional conversation took a tangible shape one month later with the adoption of Metro's Sustainability Implementation Plan, catapulting the transportation agency to a leadership position in the regional quest for sustainability through

Metro Green

fiscal responsibility, social equity and environmental stewardship.

A place for 'green' projects

Projects instigated by sustainability principles completed before the organizing efforts took root now had a home.

Projects with a decidedly environmental bent have included recycling and solar projects, energy-efficient buildings, water- and energy-saving plantings along the Metro Orange Line and developing and operating high-tech alternative fuel buses, CEO Snoble noted at the sustainability summit.

Chief among notable achievements are the construction of the landmark Metro San Gabriel Valley headquarters built to meet Leadership in Energy and Environmental Design (LEED®) Silver Certified guidelines and the installation of solar panels at Metro Bus yards in Sun Valley, Chatsworth and Carson.

The short-term agenda

Continuing these efforts - now supported by the agency's formal commitment - are energy-saving initiatives that trim upwards of 20 percent off electricity costs, such as implementation of a three-year plan to install solar panels for every feasible Metro facility in cooperation with local utilities. Currently, a solar panel installation is under construction at Metro Support Services Center.

Also being developed is a countywide greenhouse gas emissions management system that will measure Metro's carbon footprint, coordinate input to development of regional and national Climate Change policy and raise the bar for transit industry protocols for registering carbon emissions.

A third task on the short-term agenda will establish the Sustainable and Environmental Management Systems. A pilot program underway at Gateway Division 10 to capture best practices will help determine sustainable and environmental protocol for all divisions.

"Capturing the best practices means documenting processes that use chemicals, cleaning supplies, maintenance materials, and how we recycle batteries and tires," said Liban.

"We'll follow where materials go and track the credits generated by recycling," he said. "The



Landscaping greens the Metro Orange Line alignment



Metro runs the largest clean air fleet in the nation.



The landmark Metro San Gabriel Valley building was built to meet (LEED®) Silver Certified guidelines



idea is to return sustainable materials to use and earn credits rather than fill landfills.”

Solar panels at Metro Bus yards in Sun Valley, Chatsworth and Carson supply an average 20 percent of division energy needs

More profoundly, the intent of developing environmental management systems within each bus and rail division is the identification of opportunities for improvements and cost-savings. Cost savings can be used to implement future projects that produce other cost-savings opportunities.

Longer-term projects

Longer-term projects in the sustainability queue are an ever-growing wish list, their priority dependent upon Board approval, funding and key stakeholder input.

These include development of a new set of implementation tools to manage air quality and climate change issues. Also high on the list is a means to develop and explore other sources of renewable energy and develop a comprehensive energy strategy.

When the ad hoc Sustainability and Climate Change Committee, as chaired by Board Member Pam O’Connor, reconvenes in the fall, the task force will be braced by progress made since the plan’s adoption on June 24. “We will be updating activity undertaken in the first quarter of FY09,” said Liban.

On the agenda is the much-anticipated analysis of the countywide sustainability survey of 88 cities, Los Angeles County departments and districts undertaken in early 2008. The results of the survey will establish a countywide baseline on climate change management efforts and implementation underway as well as a regional needs assessment.

- Online: More about Metro’s Sustainability Program
http://www.metro.net/about_us/sustainability/default.htm

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Students investigate the simulated derailment in the Metro Red Line Division 20 yards. Half those attending the class were Metro employees.

Realistic Accident Re-creations Aid Class Teaching Rail Incident Investigation

- Aug. 7 mock collisions presented Red Line and Blue Line scenarios

By NED RACINE, Editor

(Aug. 13, 2008) A Metro Red Line derailment that wasn't a derailment and a Metro Blue Line collision that wasn't a collision helped rail incident investigators hone their craft last week.

A newly revised class to educate railroad workers in accident investigation, largely written by Wyman Jones, supervising engineer in Transit Systems Engineering, included several days of classroom instruction at Metro and two spectacular re-creations of rail accidents on Aug. 7.

[See myMetro>net report:](#) Metro Rail Expert Travels to South Korea to Train High-Speed Rail Officials

One re-creation, staged at a Blue Line spur track, represented a Blue Line collision with an automobile at a grade crossing. The Red Line derailment, staged at Metro Red Line Division 20, represented a heavy-rail accident in a confined area, under a bridge.

Re-creation,
staged at a
Blue Line spur



track, represents a Blue Line collision with an automobile at a grade crossing. Non-Revenue Division 4 supplied the damaged vehicle.

In the interest of a realistic exercise, Tom Jasmin, Gold Line manager, had a working grade crossing constructed at the spur track, including functioning warning lights.

Jasmin, who coordinated the week-long program, also simulated skid marks on the spur track rail and scattered sand where the emergency brake would have been thrown. (Trains release sand to help traction when an emergency brake is activated.)

"We wanted to put in a little bit of everything," Jasmin added, in a bit of understatement. "We made it as realistic as possible without [actually] hitting a car." How realistic? Passersby seeing the mock accident asked if their help was needed.

A number of Metro departments contributed to this realism, according to Jasmin, including Signals, Track, Rail Fleet Services and Non-Revenue Operations (which supplied the damaged car used at the spur track).



Student rail-incident investigators gather evidence at the site of a simulated heavy-rail derailment. The train was placed under a bridge to give students the experience of conducting an investigation in a confined area.

Presented under the auspices of the Transportation Safety Institute (TSI), an arm of the federal Department of Transportation, the re-creations offered students a rare opportunity to observe two rail accidents.

"The students got their hands dirty with heavy and light rail," said Dave Schlesinger, course manager, TSI. Schlesinger, also one of the course instructors, couldn't recall a rail incident investigation class that featured two simulated accidents.

Although Metro employees made up half the class of 26, attendees also included students from Seattle and rail oversight agencies throughout California and other states.

After having gathered evidence from the "accident" sites and drawn their conclusions, participants presented the findings of their field incident investigations to Mike Cannell, general manager, Rail Operations.

Schlesinger, formerly a Metro employee working in Rail Fleet Services, made clear the classroom content was as crucial for future incident investigators. There they studied track, signals, power, control room technology and vehicles.

"You can't investigate what you don't understand," he explained. He stressed that the value of an investigation radiates from the incident investigated. "If you're doing your investigation properly, you're going to improve safety and efficiency and, hopefully, you're preventing a recurrence."

According to Jasmin, Metro received some immediate benefits. Three days after graduation from the class, several graduates appeared at the Aug. 11 Gold Line accident at the Del Mar station, to practice their new investigation skills. "They assisted my staff, who hadn't taken the class. It helped everyone."

The next class at Metro is an advanced class to be held Sept. 15 through 19. This is Advanced Rail Incident Investigation. Last week's class was the prerequisite.

Besides Jones and Schlesinger, other instructors were Michael Flanigon, [Federal Transit Administration](#), and Jim Tucci, a TSI consultant.


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Metro's new 'opposites' campaign from Creative Services seizes the moment at the pump and beyond.

Metro Rail Lines, Metro Orange Line Set Ridership Records in July

- Bus ridership increases
- Gold Line ridership rises 39 percent

(Aug. 14, 2008) All Metro Rail lines and the Metro Orange Line set ridership records in July, and the Metro Bus system attracted more riders, as commuters and others scrambled to avoid \$4-a-gallon gas.

"As gas prices passed the \$4-a-gallon range, more and more people began looking for options, and many of them turned to Metro for their transportation needs," said Metro Board Chair Antonio Villaraigosa. "The challenge for us now is to meet those growing needs."

The Metro Red and Purple subway lines and the Metro Gold, Blue, Green and Orange Lines all set weekday ridership records in July 2008 over July 2007, as riders abandoned their cars. And Metro Bus ridership also was up compared to a year earlier.

Last month 319,582 passengers boarded Metro Rail trains on an average weekday, up 20 percent over a year earlier. Nearly half those riders (159,439) rode the subway. Ridership on the Metro Red and Purple subway lines was up 20 percent over July 2007, when trains carried 132,049 boarding passengers.

The Metro Gold Line continued to set ridership records, rising from 19,400 average weekday riders in July 2007 to 27,019 in July 2008, a growth of 39 percent.

The Metro Green Line also set a record with 46,527 boardings, up 19 percent over July 2007, and the Metro Blue Line rose 15 percent over last year, with 86,596 average weekday boardings.

The Metro Orange Line boosted weekday ridership by nearly 8 percent over last year, to 26,907 boardings.

And Metro bus ridership rose, from 1,152,653 in July 2007 to 1,227,752 -- a growth of 6.5 percent.

In contrast to Metro's expanding ridership, the U.S. Department of Transportation announced yesterday that Americans have been driving significantly less since Nov. 2007. Compared to June 2007, Americans

drove 4.7 percent less in June 2008.

This translates to 12.2 billion fewer miles driven in June 2008.

--Marc Littman contributed to this report

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Barry Richter, San Gabriel Valley Division 9 master mechanic leader, discovered a replacement for cracked manifolds. His two-piece solution included a clam-shell insulator and a manifold developed for diesel engines. *Photo by Ned Racine*

Master Mechanic Slows Avalanche of Engine Problems

By NED RACINE, Editor

(Aug. 14, 2008) An exhaust manifold is one of the simpler pieces of a modern bus. It removes the scalding gases from the combustion chambers and sends the gases on their way to the tail pipe. Not too complicated—unless the manifold begins failing.

That is what began happening in 2007, when a number of Detroit Diesel natural gas (CNG) engines reached approximately 250,000 miles of service. Their cast-iron exhaust manifolds cracked, meaning a noisy engine, loss of power and sidelined buses.

John McBryan, Division 9 maintenance manager, recalls that at one time the agency had 40 to 50 buses sidelined by the cracked part. According to McBryan, the \$2,300 manifolds started cracking as early as 2000, but an avalanche began in September 2007.

Complicating the problem was that Detroit Diesel no longer manufactured the engine or parts for it.

"We couldn't get [replacements] fast enough," McBryan said. Metro needed a stopgap solution. Quickly.

Fortunately, Barry Richter, San Gabriel Valley Division 9 master mechanic leader, had an idea and

pursued it through testing and approval.

Richter, who has worked for Metro for 16 years, researched the misbehaving manifold and discovered Detroit Diesel offered an identical part, made for diesel engines. Metro even had some in stock. Richter began testing the part with good results.



Richter needed to find a way to insulate the heat of the manifold from the rest of the engine.

Another problem remained, however. He needed to find a way to insulate the heat of the manifold from the rest of the engine because the manifold reaches 1,000 degrees when it idles; 1,200 degrees when it runs.

Using the M3 system, Richter found a Metro vendor who made an insulating wrap for coach exhaust pipes. That vendor agreed to produce a clam-shell-shaped insulator needed for the new manifold.

"Our plan was to get this done and feel very comfortable in what we were doing first," McBryan said. "Someone else had to approve it."

By December 2007, insulator in hand, Richter had a two-piece solution, a solution that saved the agency over \$1,000 from the cost of the original manifold.

The big test came on January 29, 2008. Kwesi Annan, project engineer for Vehicle Technology & Support, tested Richter's solution and approved it. Particularly satisfying for McBryan and Richter, the stopgap solution had as good a heat rating as the original manifold.

Division 9 mechanics began bolting the new manifolds on immediately. As of August 1, 100 of the new manifolds have been used. Richter's solution will eventually be installed on hundreds of similar Detroit Diesel engines in Metro's fleet.

"The ease of working with the clam-shell insulation blew everyone away," McBryan said, noting that the results removed any skepticism about replacing original engine equipment with Richter's solution. In fact, the clam-shell insulator will be used on other buses, in part because it is less expensive, has fewer pieces and is easier to inspect.

"Bob New [director, Purchasing] was very instrumental in making this happen," McBryan, a 37-year Metro veteran, said, describing the stopgap solution as a team effort.

McBryan noted that John Roberts, DEO Operations, first noticed a pattern in the manifold failures. He also praised support from Mike Bottone, director of Equipment Engineering, Vehicle Technology & Support, and Richard Hunt, general manager, San Fernando Valley service sector.

Richter's fellow Division 9 mechanics helped refine the clam-shell insulator.

"With this idea [we have] a stopgap [preventing] a catastrophe because these buses would have been down, and there was nothing you could do about it."

The stopgap solution isn't perfect. Bolts still need to be tightened, and gaskets need to be replaced.

"Yet, that bus would have been parked if we hadn't put this design on it and run it," Richter said. "It got us our buses moving again."

"We came up with a better mouse trap," Richter added.

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Samuel Carter, transit operations supervisor, and Kirsten Bell, Passenger Relations representative, were integral in bringing Abelia Arzadon Hopewell back together with her grandson. Alberto Casillas, Central City Division 1 operator, not pictured, found the 84-year-old grandmother on his bus. *Photo by Ned Racine*

Three Employees Find a Grandmother in an Urban Haystack

- Customer Relations and Bus Operations track down an 84-year-old Metro rider

By NED RACINE, Editor

(Aug. 19, 2008) When Toby Burger woke up June 5, it seemed an ordinary morning. True, he was taking his 84-year-old grandmother to the senior center for the first time, but that wouldn't be difficult. Then he checked his grandmother's bedroom and found it empty.

In fact, his grandmother was no where in the Fullerton townhouse. Fiercely independent, but with fading memory, Abelia Arzadon Hopewell had decided to travel.

Burger began his search by calling the Orange County Transportation Authority (OCTA) and the Fullerton Police. He considered the patterns in his grandmother's life and then called Metro.

Metro and its predecessors had been Hopewell's only means of transportation since she arrived in Los Angeles from the Philippines in 1952. For 25 of those years, she rode the 460 line between her Orange County home and her Downtown Los Angeles job. Had she decided to take the 460 line again?

Burger called Metro at approximately 9:30 a.m. and Kirsten Bell, Passenger Relations representative, answered. Bell noted Burger's detailed

description of his grandmother: loves to talk, petite, dresses in colorful clothing, always carries two purses.

Bell called Bus Operations Control and reached Samuel Carter, transit operations supervisor. She relayed Hopewell's description and asked a question: Was Hopewell on the 460? Carter broadcast an All Points Bulletin on line 460.

Alberto Casillas, bus operator, Central City Division 1, was working the second shift that day on line 460. Casillas spotted Hopewell on his coach, heading north to the Fullerton park-and-ride lot from Disneyland. In fact, she had been one of his regular riders during his six years on the 460.

When Casillas told Hopewell people were looking for her, she did not believe him. "You're kidding; you're kidding. They know where I am," he recalled her saying.

Carter remembers Casillas telling him, "I have that lady. It's her, it's her. I know it's her."

When Casillas reported Hopewell had exited his bus and was walking away, Carter responded, "Do anything short of restraining her." Casillas convinced Hopewell to come back to his bus with him.

By approximately 10:30 a.m., Bell was able to call Burger and tell him his grandmother was safe and where he could be reunited with her.

Casillas walked Hopewell to OCTA line 25 where its operator, Louis Pough, waited with Hopewell until her grandson could arrive. Carter called the Fullerton Police to notify them Hopewell was found.

Hopewell is in a care facility in Brea now, where wandering will be more difficult. Hopefully, her grandson will treat her to a ride on the 460 line now and then.

In his letter of appreciation to Metro, Burger reminisced about bus rides with his grandmother to Malibu and Santa Monica and Downtown Los Angeles, where Hopewell had the same post office box since 1952.

"She holds a special place in her heart for the drivers of the buses; she is perhaps their biggest champion," Burger wrote in his letter of appreciation. "One of her great joys in life was riding the buses through different areas . . . people watching and interacting with everyone. She never really drove a car, so for her the bus was her car, her companion, her savior."

Her savior on June 5 included Metro teamwork.

"It felt great to hear the ending and [that] she was OK," Carter said. "If this didn't come together in the way it did, she would have been lost."

"We'll have missing reports on our console, and [when you] clean your desk, you'll see the report is two weeks old, and you'll wonder what happened?" Carter said. "This is one of those situations where things work the way they're supposed to."


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From: CNN Alerts [mailto:rnhinweg1959@10s101.com]
Sent: Friday, August 08, 2008 8:16 AM
To: Ward, Norman R.
Subject: CNN Alerts: My Custom Alert

CNN.com YOUR E-MAIL ALERTS

Alert Name: My Custom Alert

Nicholas Cage dies in freak accident
Fri, 8 Aug 2008 10:16:14 -0500

[FULL STORY](#)

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Besides the odd headline, the email address given for CNN does not look to be a CNN address.

Phishing Scams Target Your Assets and Confidential Information

By NED RACINE, Editor

- "... the most insidious Internet security problems today rely on human gullibility, not tricky software." --Walter S. Mossberg, Personal Technology, *The Wall Street Journal*

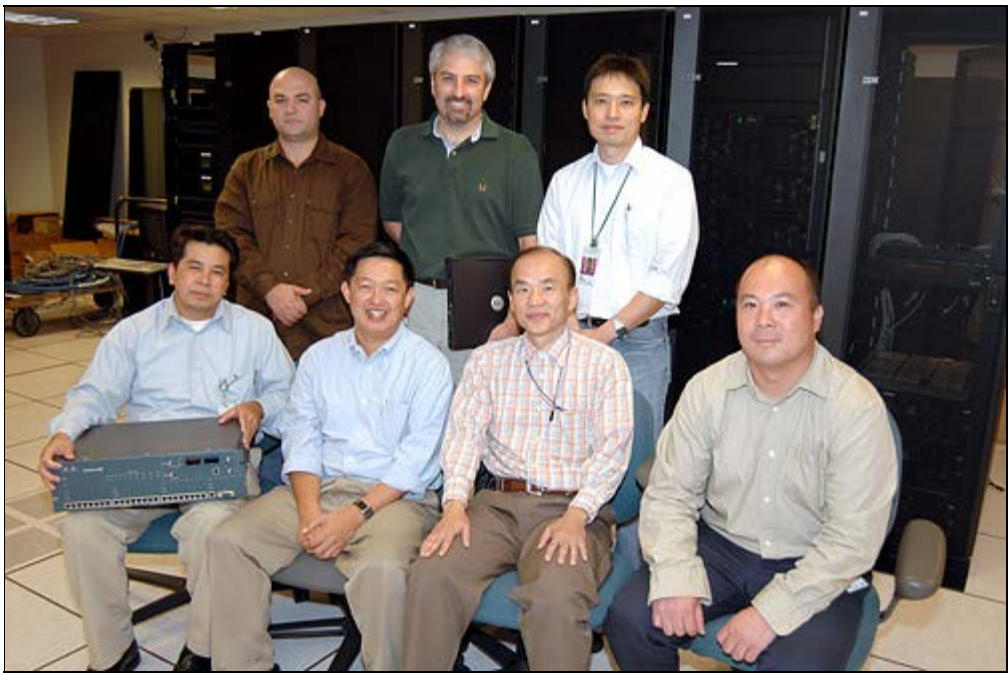
(Aug. 19, 2008) Every form of communication seems to be a double-edged sword: a greater ability to reach people comes with a loss of privacy; the ability to conduct transactions over the Internet comes with a new avenue for criminals to rob you.

"Phishing" (pronounced "fish-ing") is one such con game. Combining email and the Internet, phishing uses a variety of bogus identities to steal your assets, your confidential information or both. Phishing afflicts Windows and Mac users equally.

Phishing lures you into visiting an illegitimate website and pressures you to enter confidential information (passwords, Social Security numbers, etc.). That data makes its way to criminals around the world.

"People need to be more circumspect and less trusting," said Elizabeth Bennett, chief information officer. "If you've never given your email address to B of A, you have to question how they know how to send [an email] to you."

Even behind the defenses Information Technology Services (ITS) erects, some phishing emails break through—although much less frequently than with home email systems. In a continual game of cat-and-mouse, crooks develop new phishing emails and ITS software learns how to block them.



With network servers in the background, the phishing killers gather. They are, front row, from left, Vath Nquon, software engineer; Vincent Tee, director of System Architecture; Eddy Quach, system network administrator; Andy Liu, network administrator. Back row, from left, Ammar Jigani, network administrator; Richard Bezjian, manager of network administration; Ka Lok Liu, network administrator. Photo by Ned Racine

The number of bogus emails Metro receives is staggering. For a 14-day period from Aug. 2 to Aug. 15, ITS received an average of 5.8 million emails each day. The majority of these is filtered out, including over 2,000 containing a virus. After filtering the emails, 31,300 are distributed to Metro staff each day, meaning the great majority of emails are junk or dangerous.

“Of the total emails we get here at Metro, over 75 percent of it is filtered out and nobody sees it,” explained Bennett. “That’s how bad it is.”

Con artists rely on casting a wide net, hoping they will catch the naïve or gullible. They might send millions of bogus e-mail messages, apparently from trustworthy companies, counting on only a few email recipients to fall for their scam.



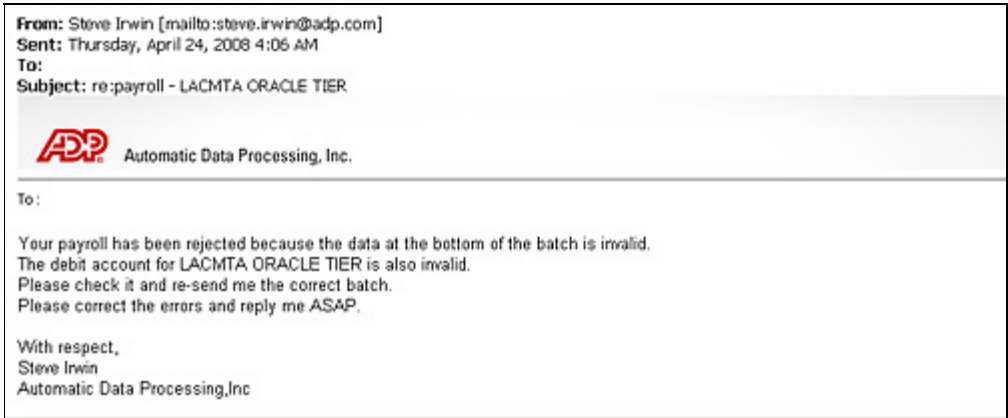
On its phishing website, Microsoft shows this example of discovering a web address’ real identity. By holding your mouse pointer over the link, a string of numbers appears, looking nothing like the supposed web address—a suspicious sign.

These fake websites are growing more sophisticated and may include the logos or other elements of a legitimate organization’s web site. A link sends the person to a seemingly legitimate web site. The goal is to reproduce the authority of a company people trust.

For emails from financial institutions, Bennett recommended Metro employees check the bottom of the email. Bogus emails provide little information there. “There is usually no person to call,” she said. “No bank representative name, title, anything.”

If you are unsure, check with your bank, Bennett advised. Many now post a warning when a new wave of phishing emails appear to inform their customers the bank did not send the emails.

How do these crooks acquire your email address in the first place? Bennett said that one way of collecting email addresses is through pop-up ads asking visitors to take a survey or advertisements of free offers. "If you don't know where these online surveys come from, you're taking a chance when you do it," she said.



This phishing email was received by a few Metro employees in late April. Notice the poor grammar, often a tip-off that an email is phishing.

If you receive an email that seems suspicious, you can forward the email to the Help Desk mail box, Help Desk (ITS), call the Help Desk at 2-4357 or send the email to the Network Administration mail box at itsnetworkadministration. Bennett recommends that you then delete the email, so you do not accidentally click on it later.

She cautions Metro employees, both at work and at home, to beware of pop-up boxes that insist you need a new software to view a web site. "You could be introducing a virus," Bennett emphasized. If you need an update at work, she asks Metro employees to call the Help Desk.

"These crooks play on your greed," she said. "They prey on people's vulnerabilities. That's what they do. The real problem is when you get home, and there's no one to protect you at home."

Here are 8 tips to reduce your risk of falling victim to phishing:

- Remain skeptical. If that offer from the Nigerian lawyer appears too good to be true, it probably is.
- Don't click on a link embedded in an email if it appears to come from a bank, stock market firm, PayPal or eBay. Even email addresses that look legitimate can be faked to hide a criminal's real email address.
- If you visit a site that insists you need a new software to view something on the website, call the ITS Help Desk.
- Check the link to the apparently legitimate website. Instead of a link to *BankofAmerica.com*, the link might read *BanofAmerica.com*. You can do this by holding your mouse pointer (do not click) over the address.

- Ignore an email, even if it threatens dire consequences, if the email does not address you by name.
- Remember that institutions such as the Internal Revenue Service and courts only communicate through the mail, not email.
- Companies with which you have a relationship will not ask you for personal information (Social Security Number, passwords, login names) through email.
- Poor grammar or spelling in an email from a large company indicates a bogus email.

If you are interested in learning more defenses against phishing, Microsoft has a rich site at <http://www.microsoft.com/protect/yourself/phishing/identify.mspix>

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Judges keep Bus Operator maneuvers in accurate line of sight at 2007 Metro Bus Roadeo.

Call for Judges: Here's your chance to get on the field for the annual Metro Bus Roadeo competition.

- **You be the judge:** The roar of the crowd - the thrill of the left-hand reverse, the events at this year's Roadeo will showcase the skills of some of the finest Operators and Mechanics in the transportation industry.

By GAYLE ANDERSON

(Aug. 20, 2008) Metro Westside/Central, this year's host of the 33rd annual Metro Bus Roadeo, is recruiting employees to act as judges for the preliminary Operator's competitions Sept. 10 -13, and the main event on Sept. 20.

The judges will observe 11 driving tests, ranging from serpentine turns to under control stops, plus close observations of safety habits, personal appearance and smoothness of operation.

The events require at least 40 judges per day, said organizer Gwen Keene. The tallies provided by the judges will determine this year's champions, who will represent Metro at the International Bus Roadeo set for May 2009 in Seattle, Wash.

Wins by a cone -
Sometimes, victory comes within inches, as determined by a judge. John Roberts, DEO, Operations, here measures a 'judgement stop' on the obstacle course.

Photos by Gayle



Anderson

The position requires no special training, said Keene. "You don't have to be in Operations to qualify," she said, "just being a little adventurous will do." Although it's not exactly "Survivor Island," judges can expect to spend most of the time under an umbrella in the middle of Santa Anita's massive parking lot. The experience and the camaraderie make up for lack of pampering, Keene notes.

All events are held at the Santa Anita Race Track parking lot, Gate 6. The site is located just off Colorado Place in Arcadia. See [map](#) online. UTU and ATU personnel are not eligible to judge the event.

Typically, the competition begins at 8 a.m. and lasts until about 3 p.m. each day. Because the events occur during scheduled work shifts, employees must have their supervisor's approval prior to volunteering for the Rodeo.

Volunteer judges will receive a 2008 Rodeo baseball cap, shirt and lapel pin. Lunch will be provided during the preliminaries and the traditional BBQ lunch will be served at the final competition.

Volunteers must register prior to Friday, Aug. 29. Register online at on the [Metro Bus Rodeo](#) webpage or contact Gwen Keene at 922-7148 or e-mail keeneg@metro.net.

Information: Contact Gwen Keene at (213) 922-7148 or Frank Cecere at (213) 725-7154.

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"Go Metro: Miss Traffic" campaign earned one of seven APTA Adwheel Awards for Metro.

Metro Earns an Olympic-Sized Total of Adwheel First Place Awards

- Seven first-place awards an agency record
- [Go to:](#) Metro's Adwheel Awards

(Aug. 20, 2008) A team of Metro employees has just won an Olympic-sized number of communication awards, as the agency was notified last week that it has been awarded seven 2008 Adwheel Awards.

"Winning awards in seven categories shows the excellence of the Communications team that produced these campaigns and documents," said Matt Raymond, Chief Communications Officer.

According to Maya Emsden, DEO, Creative Services, this is the most Adwheel Awards Metro has won at one time. In its group, transit systems that move more than 30 million passengers each year, Metro won the most Adwheel Awards.

Emsden notes that Metro received five of the awards in 2004 and four in 2006.

Presented by the American Public Transportation Association (APTA), the Adwheel Awards recognize APTA member organizations and business members for excellence in advertising, communication, marketing and promotions.

Metro is also a finalist for the "Grand Prize Award," which will be given at APTA's annual meeting Oct. 6 in San Diego.

"This is a tribute to the hard work of the Communications team including

customer communications staff, designers, photographers, writers, photographers, production management, and print shop staff," said Emsden.

Metro campaigns and documents top seven categories in APTA's Adwheel Awards



Imagine Campaign
Overall Public Relations
/Awareness or Educational
Campaign

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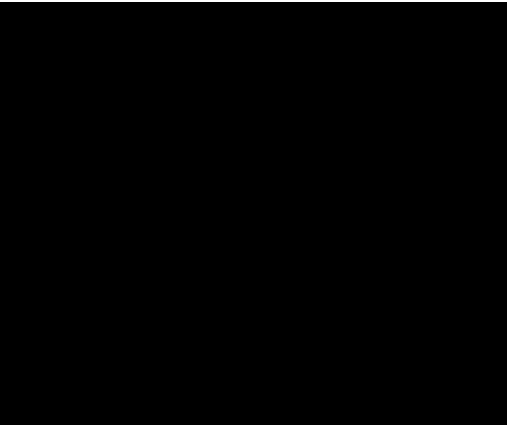


Imagine a Faster Commute
Print: Advertisement–Advocacy/
Awareness



Go Metro: Miss Traffic
Print: Billboards/Outdoor
Advertising

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**Go Metro: Make a Resolution
You Can Keep**
Print: Poster

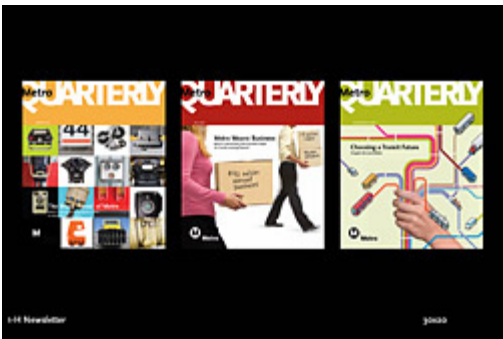


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Talkative, Observant Friends Come to Aid of Silent Stroke Victim

By NED RACINE, Editor

(Aug. 20, 2008) Having talkative and observant friends may pay a dividend on any workday, but it's crucial during a stroke. Robert Lucas, West Valley Division 8 bus operator, proves that.

Lucas was finishing a 10-hour shift, on May 17 when he struggled out of the relief car he was driving—he remembers the seat belt giving him fits—and entered the division headquarters.



Bus Operator Charles Hall, left, read the symptoms in time to help stroke victim and fellow operator Robert Lucas, below.



According to the National Stroke Association, stroke symptoms include:

- Sudden numbness or weakness of face, arm or leg—especially on one side of the body.
- Sudden confusion, trouble speaking or understanding.

On his way inside, Lucas passed Charles Hall, another West Valley Division 8 bus operator, without saying a word. It was approximately 4 p.m. and few operators were around.

"Robert didn't talk to me, which was unusual," Hall remembers. They usually talked about their workday and personal things. "I like to talk. He likes to talk."

On that hot and humid Saturday, Hall watched Lucas head for his car to drive home. When Lucas dropped his seat cushion and made no effort to pick it up, Hall called after the part-time operator, yelling, "Robert, are you OK?"

Lucas picked up the cushion and walked slowly to his car. Hall followed Lucas and noticed he could not open the car door.

"I felt I didn't have the strength to open my door," Lucas recalls. "I thought the door was locked, but it wasn't."

Finally, Lucas gathered his belongings and returned to the Division 8 building, passing close to Hall again, still not greeting him. Lucas sat in a chair and did not move. Hall asked Novel Semerdjian, transit operations supervisor, to call the paramedics.

"I think Robert is having a stroke," he told her.

"I couldn't say 'hi' to him; I couldn't talk to anyone," Lucas recalls. "I could motion; I couldn't talk."

- Sudden trouble seeing in one or both eyes.
- Sudden trouble walking, dizziness, loss of balance or coordination.
- Sudden severe headache with no known cause.

Ed Blaz, a West Valley Division 8 bus operator, answered Hall's request and watched over Lucas while Hall waited for the paramedics. Because of his frequent conversations with Lucas, Blaz remembered his friend had had a previous stroke.

Blaz wasn't nervous, but he said he was very worried. "[Lucas'] face was really flushed. He really didn't look good. He

couldn't even stand."

Lucas remembers that above the chair where he was sitting was a poster listing the signs of stroke. "I kept pointing to that sign and pointing to me." Lucas said he was aware of everything going on around him, including the arrival of the paramedics. He simply could not speak.

Silent though he was, Lucas was able to press a button on his phone and hand it to Blaz. It was the number for Lucas' wife. Blaz told Lucas' wife Vivian that he believed her husband was having a stroke.

Within eight to 10 minutes, the paramedics arrived, about the same time Lucas' wife arrived, and she gave the paramedics her husband's medical history. The paramedics asked Lucas to move his hand, then gave him oxygen. After 10 minutes of examinations, the paramedics took him to the hospital.

Although Hall said he didn't want to overdo things by having Semerdjian call the paramedics, he knew time was of the essence. "I just wanted people there as fast as possible."

Hall, who has worked out of Division 8 for four years, has advice for those suspecting someone is having a stroke. "My only advice is if you have a hunch about something, tell someone. I wouldn't just assume that nothing's going on."

"I'm getting better every day," Lucas said this week. "I hope to be back as soon as possible." He credits his quick, although incomplete, recovery to receiving the proper drugs within three hours of having his stroke.

"Within an hour, I was moving my arm and leg on the right," he reported. He estimates he now has about 85 to 90 percent of his movement.

His advice for bystanders suspecting someone is having a stroke? "The thing they should do is get help right away. They [stroke victims] cannot speak for themselves."

Jerome Jenkins, a cash clerk at Crossroads Depot Division 2, is another Metro stroke survivor. To read his story: [Click here](#).



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Underground and Street-Level Stations Grow Recognizable as Stations

By NED RACINE, Editor

(Aug. 21, 2008) With its underground stations becoming more recognizable as stations, the six-mile-long Metro Gold Line Eastside Extension project advances toward its scheduled opening date of mid-2009.

Air exhaust shafts are being excavated—necessary to vent the pressure created by a train moving through a tunnel—for the two underground stations, as the street-level plazas above them take shape. A walk through the Mariachi Plaza underground station reveals the future locations of elevators and escalators and train platforms.

At the six street-level stations, canopies are rising, overhead power lines are being erected and some station platforms are receiving their final layer of concrete.

The East Portal and West Portal, where the light-rail vehicles will enter and exit the 1.7-mile-long, 21-foot diameter tunnels, are being tiled.

On the 101 (Hollywood) Freeway bridge, track follows the bridge’s curve between Union Station and the Little Tokyo/Arts District station. The bridge next sees installation of the electronics for the train control systems.

The accompanying photographs were taken August 20 and June 20.


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Employee Assistance Program Consults on Variety of Financial Issues—Even Dire Ones

- Confidential counselors hearing more credit card and mortgage questions these days

By NED RACINE, Editor

(Aug. 21, 2008) Metro's Employee Assistance Program (EAP) offers financial consulting on a range of topics—even the dire ones—from creating a household budget to planning for your child's college education.

If you are nervous about discussing a mortgage crisis or the strangling payments due on your credit cards, you needn't be. The financial counselors have listened to many of those issues lately.

ComPsych, the contractor that provides the financial counseling service, has seen financial-related calls increase 21 percent for January through June 2008, compared to the same period for 2007 (the latest numbers available).

"Our biggest topics are budgeting, credit cards and mortgages," John Jones, a financial specialist with ComPsych said of the confidential calls he receives. He added that in Southern California the most popular topic is mortgages.

"The sad part is we don't hear from people until they have missed mortgage payments or they've received foreclosure notices," Jones said. "What we offer is information and education. [We don't] beat people up."

If Jones had his choice, he would rather speak with homebuyers before they begin looking at houses, offering a realistic view. "We can tell them what they can afford," he explained.

But in some cases, he simply has to deliver bad news. "Sometimes the best thing you can do is sell the house or give the keys to the bank," he said of callers in a financial crisis. For people who are out of alternatives, declaring bankruptcy is the best thing they can do, according to Jones.

Other calls are from people who plan very far ahead. He fields calls from couples asking how to plan for their child's education, even though the child is preschool age.

He also takes calls asking technical questions about foreign investments or regarding 401K plans or insurance or retirement. And at times he has to break the unwelcome news that someone lacks the money to retire.

Beginning in February and running through the middle of March, his calls are heavy with tax questions, including the calls he calls "scary." Those come from callers who have not filed their taxes for years.

From United States taxes to foreign stocks, Jones has heard questions such as yours before.

Metro employees can access these financial services here: www.guidanceresources.com. First-time users will need to enter company ID # W27803Y. You can also call 877.335.5327 and identify yourself as a Metro employee.

[More on EAP>](#) *EAP provides a range of services to Metro employees.*

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The Measure R web pages offer in-depth descriptions of projects that would be funded if the sales-tax measure is passed by voters. Check it out: [Metro.net/measureR](#)

New Web Pages Offer Rich Collection of Measure R Information

- Pages list projects that would receive funds from sales tax increase

(Aug. 21, 2008) New Metro web pages provides a colorful and comprehensive source of information about Measure R, the half-cent sales tax increase planned for the Nov. 4 general election.

Available from the "Spotlight" section of the metro.net homepage, the [Measure R](#) pages use colorful bands to highlight brief descriptions of the proposition's key benefits: Rail Expansion, Local Street Improvements, Traffic Reduction, Better Public Transportation and Quality of Life.

If visitors want the nuts and bolts on Measure R, icons on the right lead the eye to the site's five divisions, each stuffed with graphics and details in plain-language text:

- What's the Plan? (An introduction to Metro's Five Five-Point Plan)
- What's in My Area? (View Metro's Proposed Five Five-Point Plan Projects by Sub-region)
- Taxpayer Safeguards & Oversight (Strong Protection of Projects)
- Project Index (See All of Metro's Five-Point Plan Projects From A to Z)
- Latest News Reports & Polls (Latest Press Releases Regarding Metro's Five-Point Plan)

Using maps and a list of projects organized by sub-region, "What's in My

Area” shows how communities would benefit from each funded project. (It is expected that Measure R would generate \$40 billion over the 30 years it would be law.)

One map, for example, shows proposed highway improvement projects while another shows proposed rail and rapid transit expansion.

Measure R would fund congestion relief projects in Los Angeles County, if approved by two-thirds of the voters. “Taxpayer Safeguards & Oversight” describes how the measure would ensure the projects voters were promised are funded.

“Project Index” offers a combined list of all the projects and links to thumbnail descriptions of each.

Colorful and accessible while offering precise detail, the new web pages describe a measure that will continue to make news.

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Bidding farewell to Bus Operator Carlo Cabrera are (from left) Lorraine Fierro, division stenographer; Novel Semerdjian, transit operations supervisor; Bill Hesser, assistant transportation manager; Cabrera; Maria Reynolds, transportation manager; and Joana Salazar, transit operations supervisor. Cabrera dropped by Division 8 on August 21, the day he left for a year's deployment in Iraq.

Eleven-Year Metro Veteran Changes Uniform for Duty in Iraq

(Aug. 26, 2008) Wearing a different sort of uniform, Bus Operator Carlo Cabrera dropped by West Valley Division 8 on August 21 to say goodbye to his co-workers. Later that day, Cabrera flew to a year's deployment in Iraq and a different transportation responsibility.

A part-time bus operator for 11 years, Cabrera is also a reserve petty officer with the U.S. Navy. He is assigned to the Expeditionary Combat Readiness Command and is expected to serve in Iraq until July 2009.

Given Cabrera's Metro driving experience, perhaps it is no surprise that he was selected to be the lead Humvee vehicle operator in his new unit.

The Northridge resident began working for Metro in May 1997 and has spent most of his time at Divisions 8 and 15.

"I felt like I was losing a child to war, for the time being anyway," said Maria Reynolds, Division 8 transportation manager. "We'll be praying for his safe return back home."

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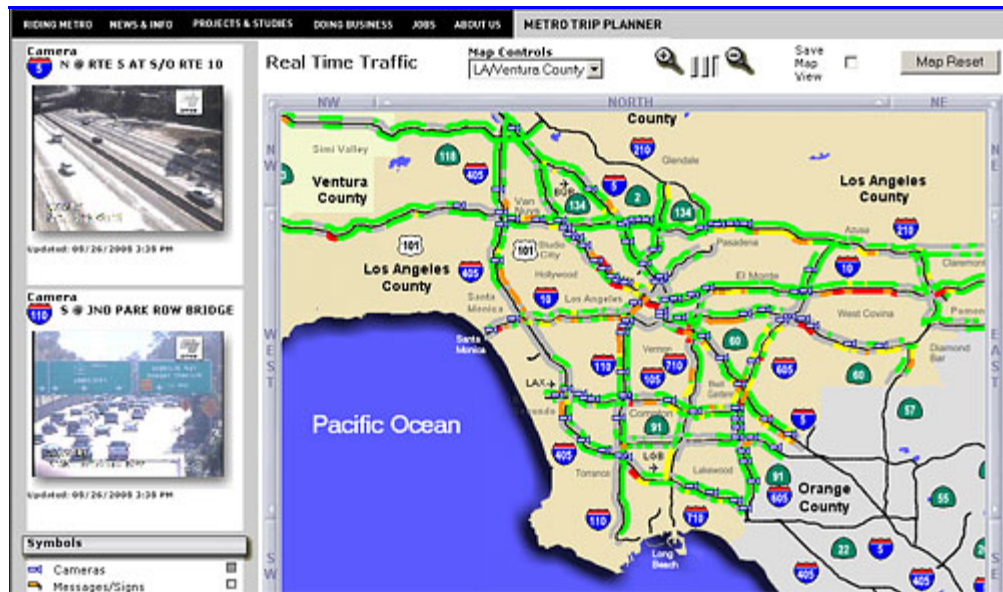
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Less Travel This Labor Day Predicts AAA

(Aug. 26, 2008) If you plan on traveling this Labor Day, you will be joined by slightly fewer people, according to the Automobile Club of Southern California.

In a survey released Aug. 25, the Automobile Club expected the number of Labor Day travelers in Southern California to drop approximately 1.4 percent.

The organization expects more than 2.7 million Southern California residents to travel during the upcoming three-day weekend—approximately 81 percent traveling by automobile—a decrease of about 1.8 percent. The survey predicts 374,000 will travel by plane, a 3.4 percent decrease from 2007.

In results from another survey, the Automobile Club predicts that the top five destinations for Southern California Labor Day travelers will be:

- Las Vegas
- San Diego
- Central Coast
- Baja Mexico cruises (departing from San Pedro)
- Northern California (San Francisco, Monterey, Napa and Lake Tahoe)

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Simpler Design Takes System Map in New Direction

- New version offers easier access to first-time riders

By NED RACINE, Editor

(Aug. 26, 2008) Illustrating that less may be more, the new System Map being distributed system-wide this week employs a simpler design to provide more key information to first-time Metro riders.

Yvonne Price, senior marketing and communications officer, said the goal was to make the map less formidable and more welcoming. One way this was accomplished was to tie the map less closely to county geography.

"There is more useful information," Price explained. "[Although] there is actually a little less information in that the geography of the map isn't precise as a roadmap would be."

By focusing on street information that pertains to transit routes and destinations, for example, Price said Metro's cartography vendors were able to reduce the visual confusion of the previous version.

Concentrating on key information brought other benefits. "We were able to get more information in less room," Price said, noting that the new map is printed on a smaller sheet of paper. This results in using 33 percent less paper for the more than 100,000 maps printed.

How this map was printed resulted in other savings. This is the first System Map printed on the Print Shop's new four-color Heidelberg Press, cutting the printing significantly. ([See myMetro.net report](#): June 18, 2008)

Compact though it may be, the map still highlights the rail system, the high-speed network (including the Metro Rapid system and transitways), Metro's local lines and the municipal carrier lines.

To concentrate on key information, the cartographers cropped the old System Map a bit. On the north, for example, the map extends to the 210 (Foothill) Freeway and stops slightly west of Pacific Palisades.



Available online: The new [System Map](#). Copies are available from the schedule room at 2-7023.

On the east, the map stops at the east side of the 605 (San Gabriel River) Freeway, although Price is quick to note the map "shows the El Monte Station and the lines that travel beyond that area."

Gained in this abbreviation is the room to offer more detail of the congested Hollywood area and the inset map of Downtown Los Angeles.

"By squeezing one area and opening another, we actually make it easier to read," said Price. For map readers with older eyes, the map is also printed in larger text.

The design of the map is based on Metro's 12-Minute Map and city maps for New York City and London.

To roll out the new map, Metro is distributing 70,000 copies to the bus and rail divisions, which allows 25 copies of the map to be placed in each coach or rail car.

For Price, who has worked on 10 System Maps, the best feature of the new map is its simplicity. "You can clearly see how much coverage Metro System offers and where the other municipal lines provide service."

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K-9 Officer Napoleon searches for his target while Metro Security Officer Gus Lozano watches for an alert from his partner.

*Photos
by Henry Solis*

Metro Hosts Canine Team Certification Exercise in Transit Environment

- Twenty-five canine teams earn narcotics and explosives certification

By NED RACINE, Editor

(Aug. 27, 2008) Six-legged teams trained in narcotics and explosive detection earned their California Narcotics Canine Association certifications on Aug. 19, as Metro hosted the nation's largest canine certification exercise.



K-9 Officer Barry enjoys his "toy" after his work is done. He wants to play with what he finds—in this case—a simulated explosive.

California Narcotics Canine Association (CNCA) requests that tests be conducted in as "real" a location as possible. Henry Solis, senior security officer and event coordinator complied, using the Metro Red Line Division 20 facility to present the teams with a transit-oriented testing facility.

Solis, who is also the officer-in-charge of Metro's K-9 teams, prepared a test course for the canines and their handlers that included two Gateway Division 10 local articulated buses, eight 48-

foot-long cargo containers, a mock rail car and several automobiles.

"They had an opportunity to be exposed to trains, buses and large containers," Solis said, noting that this was a rare experience for many of the canines. The canine teams also were tested on the search of a large building at Division 20.

This was the first time Metro hosted a canine certification exercise, and the event was attended by 25 canine units, including diverse law enforcement organizations such as Las Vegas Metro and the Fresno Probation Department.

Three of Metro's canine teams were being tested, including Solis and his black Labrador Nakita. Although CNCA certifies canine units for one year, Solis and Nakita test every six months to stay on the cutting edge.

"It's pretty intense," Solis reported. "If your dog has a false alert [indicating an odor that wasn't there], the canine and handler fail." Those failing teams must be retested in six months.

Jackie Higgins, Los Angeles Police Department, Explosives Ordinance Detection/Canine, encourages her partner to find the mock explosive



As part of the exercise, the canine units have seven minutes to search for narcotic or explosive odors. Odors might include heroin, cocaine, methamphetamine, marijuana, black powder and dynamite. No narcotic can be placed more than six feet above the ground, unless that place can be accessed by the canine.

According to Solis, the Los Angeles Police Department has asked to attend the next certification exercise held at Metro.

The certificated Metro canine teams not only benefit the Metro System, they benefit the Southern California community, as the canine units are often requested to help other agencies detect explosives and narcotics.

"We make sure the system is safe for everyone who rides our system," Solis said of the canine units.



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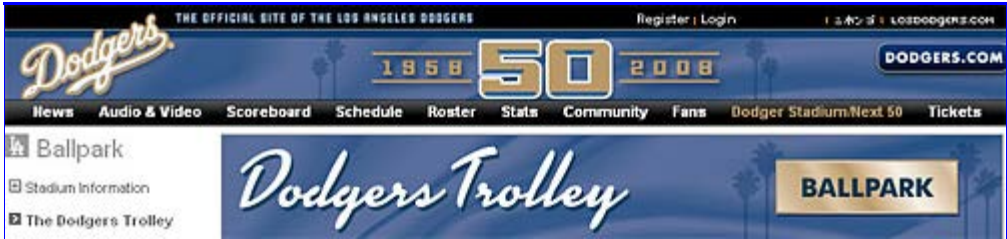
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Check it out: More information on the [Dodgers Trolley](#) is available on the Dodgers website_or by calling (323) 224-1507.

New Trolley Offers Greener Method for Reaching Dodger Stadium

(Aug. 27, 2008) Is Manny being Manny? Will the Dodgers catch the Diamondbacks? Metro System riders have a greener method to travel to Dodger Stadium to find out.

The Dodgers Trolley, sponsored by the City of Los Angeles, offers free round-trip service between Union Station and Dodger Stadium, making it convenient for Metro employees to leave their cars at home and take the Red, Purple and Gold lines.

On game days the Dodgers Trolley leaves Union Station approximately every 10 minutes, loading and unloading at the front of the Metropolitan Water District Building. The trolley begins service 90 minutes before game time and concludes 60 minutes after the game begins.

The trolley drops its passengers off outside parking lot G, behind center field. On its way to Dodger Stadium, a distance of approximately two miles, the service makes two stops on Sunset Boulevard.

At Figueroa St. the Dodgers Trolley connects with Metro's 2, 4, 55 ,60, 302 and 355 bus lines, as well as Metro Rapid line 704. The second stop, at Marion Ave., connects with lines 2 and 4.

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[Club Scene @ Metro]

With only 16 more letters to go, Dana Williams crochets her ABC Baby Blanket at weekly meetings of the Metro Crocheters and Knitters Club.



While you wait:

Metro Crocheters and Knitters Club members find a way to relax, cherish the moment and create wearable works of art, all at the same time.

- Mantra: "You never know where a needle and thread will take you or who will meet along the way!"



Club Pres. Donna-Lee Watson and member Sandra Perez crochet 'granny squares.' Below, Fe Alcid-Little displays her "boteh" scarf. Named after the Italian word for boot, each "square" is crocheted in the shape of a boot.

(August 28, 2008) Ever have time on your hands? A group of knitting and crocheting enthusiasts have found a way to fill up those troublesome nooks and crannies with busy needles that churn out beautiful afghans, sweaters, scarves, shawls and other works of art during downtime when the rest of us are counting sign posts on the train ride home or leafing through old magazines in a waiting room.

Centuries old, the cottage industry of knitting and crocheting is alive and well at Metro, thanks to the Metro Crocheters and Knitters Club, which meets every Wednesday at noon in the Imperial conference room on the 12th floor of the Gateway Building.

The room is abuzz with all levels of expertise, from beginners ready to take on a first project to accomplished enthusiasts who regularly submit ribbon-



New member Angelia Watkins learns a stitch. Below, Dixie Patterson is turning a pattern she loves into the real deal: A blanket for the family cabin.



winning pieces to the L.A. County Fair.

Pres. Donna-Lee Watson (Construction) and officers Avis Brame (Treasury), Sandra Sandoval (System Security and Law Enforcement), and Fe Alcid-Little (Contract Administration) provide a nurturing environment that's become a classroom, experimental lab and showcase all in one.

Other than an interest in the craft, there are no requirements for membership. Drop in for the fun of it – if you stick around, you get a free binder full of lessons and helpful strategies, plus a roomful of artists willing to share techniques and patterns.

"It's relaxing," said Watson, "totally therapeutic." In her thoroughly occupied downtime, Watson has put together a tri-colored shawl, a baby afghan and outfitted a flamenco dancer doll for the L.A. County Fair. Vice-pres. Avis Brame submitted a crocheted ABC Blanket, a Raiders Granny Square Blanket and Baby Granny Square Blanket. Knitter Cynthia Shavers (OD&T) submitted two knitted sweaters.

All are expected to be on display at the "Village on Broadway" exhibit that opens Sept. 5 and continues through Sept. 28.

Winners are not notified. "We won't know what is selected for exhibit until we see it on display," she said.

For more information, check in with Pres. Donna-Lee Watson at watsond@metro.net or (213) 922-5204.

-- from Gayle Anderson

Crochet speak. Lingo is included in the lessons. For starters:

- Stitch: simple block or a single
 - Blocks: striped, shell and textured
 - Styles: Granny square, log cabin and ripple
-

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Phyllis Meng, general services supervisor, holds the controls for the swing-stage machine workers will use in cleaning the exterior of the Gateway Tower beginning August 29.

*Photo by
Ned Racine*

Gateway Tower Windows Have a Brighter Future Beginning Aug. 29

By NED RACINE, Editor

(Aug. 28, 2008) Clearly the windows in the Gateway Tower could use a good cleaning, and Aug. 29, after a four-year wait, that cleaning begins.

For the first time since March 2004, a two-person crew will pressure-wash the exterior of the Gateway Tower, windows included.

Besides making everyone's days a little brighter, the exterior cleanup will help preserve the building's exterior. According to Phyllis Meng, general services supervisor and the manager of this Building Services project, Downtown Los Angeles pollution is acidic and attacks the building's limestone and grout sheath.

On a smaller scale, Meng believes the cleaning will reduce the fertile spider population on the tower's north side. Spider lovers will have a chance to admire the [arachnids](#) for a while longer—the south side of the building will be cleaned first.

Using newly certified equipment, workers will work from the top down in cleaning the 27-story building and child care facility. The cleaners are scheduled to complete the work in two weeks.

Cleaning of the inside surface of the windows is scheduled for Sept. 3. Two 2-person teams will accomplish that work. The schedule calls for the inside surfaces of four floors to be cleaned each day. Again, workers will start at the top of the building and work down.

Meng asks that employees remove anything near the windows, so the cleaners can easily reach the glass.

She also asks that office dwellers leave their offices unlocked or leave

their office key with a co-worker. Because workers will be using water, Meng stresses that employees should remove papers near the windows.

Besides workers hanging down the side of the building, another sign of the cleaning will be hoses on the Plaza level as windows on the lower floors are washed.

Is that clear as glass?

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[Metro Minute]

What will you be doing on Labor Day?

Jolonda Montgomery
Senior Service Attendant
Gateway Division 10

After this bus (she is preparing for the Bus Rodeo), nothing. Just relaxing and having barbeque with the family.



Doug Creveling
Mechanic "A" Leader
Gateway Division 10

Going to the Colorado River, going on a pontoon boat, going in the water, swimming, watching other people.

(August 28, 2008) Photos by NED RACINE, Editor

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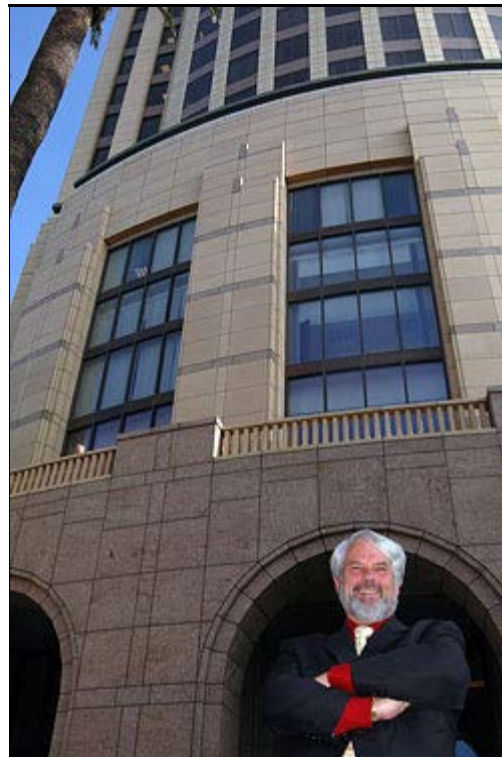
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Emergency Preparedness Manager Hopes to Shake Complacency

Scott Norwood, emergency & homeland security preparedness manager, stands approximately 40 feet from the Gateway Tower. Norwood recommends, however, that someone evacuating the building after an earthquake take shelter 450 feet from it.

Photo by Ned Racine



- New emergency preparedness manager argues for survivability
- [What to do:](#) The American Red Cross and the Federal Emergency Management Agency (FEMA) offer advice on earthquake preparedness:

By NED RACINE, Editor

(Aug. 28, 2008) In the light of the July 29 earthquake that swayed the Gateway Tower, Scott Norwood, emergency & homeland security preparedness manager, would like you to prepare for the next earthquake, even though he understands preparedness flies in the face of human nature.

"What tends to happen as soon as the last earthquake is over [is people], tend to forget about everything, like with most things that are stressful and relatively unpleasant," said Norwood, who has held his Metro position for five months. "I think it's human nature to say, 'OK, well, we got through that.' "

He knows preparedness remains a tough sell. But Norwood, who has lived through multiple Southern California earthquakes, compares earthquake preparedness to insurance.

"If you don't need to prepare, why do you buy insurance?" the Monrovia resident asked. "Because that is what insurance is. [Fortunately] you can rebuild whatever you lost, but you can't replace your life."

To help you survive the next quake, whether you are at work or home, he preaches avoiding panic and showing patience.

"[With panic] people forget everything they're trained [to do], everything that they need to think about," he explained. "It's that fight-or-flight thing. They're going to try to get out."

Getting out, he stressed, just might get you killed. Norwood noticed on July 29 that some employees who had left the building were congregating a few feet outside the Gateway Tower's main entrance. "You're standing right at ground zero if you're doing that."

Because one of the common ways people are injured during an earthquake is by falling glass and debris and because falling glass may sail as it falls, experts calculate someone evacuating a building should travel 1.5 times the height of the building away from the structure.

That would put a person approximately 500 feet from the Gateway Tower, near the bus turnaround at south end. Even then, Norwood cautions against the East Portal's glass and nearby power lines.

Consequently, Norwood preaches the value of patience, of staying in a location if you feel safe and waiting for evacuation orders, rather than running down the nearest stairwell (always avoid elevators in an earthquake).

"You may end up getting hurt in a situation where there was no need for anyone to be hurt," he said, noting that some people are trampled during a panicked evacuation. "It may be that the shaking was the worse thing we had to endure."

Norwood noted that a building swaying, as the Gateway Tower did on July 29, is not always a bad sign, as frightening as it feels. "The more rigid a structure is, the more at risk it is," he said. "If you're moving, that's actually a good thing."

In the case of extensive shaking or increasing shaking, Norwood recommends an employee move to the core of the building and away from windows. And taking cover under a desk, he said, offers important protection. Despite superficial damage, the building you work in may still be safe.

For more protection, Norwood recommends having a pair of closed-toe shoes nearby—in case employees have to walk through a field of broken glass. For hydration, he keeps a 12-pack of diet soda in his office for hydration and a case of water in his car.

Water, he stressed, is the key supply. "You can go three days without food, almost everyone can, without being in a life-threatening condition. People normally can't go three days without water."

Building Services has enough water packs and dry rations for 2,000 people for three days in the Gateway Tower. Other Metro facilities have equivalent stockpiles.

And because Metro Security is tied into the Los Angeles County Emergency Operations Center, security officers at the divisions and at Gateway will know the extent of the earthquake damage and will share information with each other.

“People tend to underestimate the power of mother nature as opposed to the ability of humans to handle it,” he said.

The [American Red Cross](#) and the Federal Emergency Management Agency ([FEMA](#)) offer advice on earthquake preparedness:

Five things to remember when an earthquake strikes Metro

- Don't panic; do not run outside!
- If time allows, get under your desk or in another protected area, duck and cover.
- Wait for instruction from your floor warden or supervisor.
- Remember that earthquakes often come in groups.
- If you are instructed to evacuate, remain calm and proceed in an orderly fashion.

When an earthquake hits when you are home

Before

- Stock at least a three-day supply of food, water (one gallon per person per day) clothes (at least one complete change of clothing and footwear per person), first aid and medical supplies, eyeglasses, extra cash (including coins), sanitation supplies, bedding, tools, a portable radio with batteries and other items your family will require.
- Conduct earthquake drills (including ducking under furniture) every six months with your family.
- Identify the safest places in each room in your home so you know where to take cover during an earthquake. This would be away from shelves, glass windows and heavy objects that might fall.
- Identify each way to exit your home and keep each route clear.
- Decide where and when to unite should you be apart when an earthquake hits.
- Choose a person out of the area for family members to contact if they become separated.
- Locate shutoff valves for water, gas, and electricity. Train each family member how to turn off utilities before an earthquake.
- Make copies of vital records and make photos and/or video of your valuables. Keep these records in a safe deposit box or with a trusted relative/friend in another city or state.
- Know the policies of the school or daycare center your children attend.

During

- Remain calm.
- If you are inside; stay inside.
- Protect yourself by ducking under a heavy piece of furniture or in a hall near an interior wall while covering your head and neck.
- Do not stand in a doorway. The door may injure you during the shaking.

- Stay away from appliances, large glass panes, shelves holding objects, and large decorative masonry, brick or plaster such as fireplaces.
- Keep hallways clear. They are usually one of the safest places to be during an earthquake. Stay away from kitchens and garages, which tend to be the most dangerous places.
- If you smell gas, do not turn on an electric light.

After

- Check for injuries and give aid.
- Only use the phone for serious injury or fires.
- Check gas and water leaks, broken electrical wiring and sewage lines. If you have turned your gas off, do not attempt to turn it back on! To safely re-establish service, you must call the Gas Company.
- Check the building for cracks and damage.
- Check food and water supplies.
- Turn on radio or television for instructions.
- Keep the streets clear for emergency vehicles.
- Be prepared for aftershocks.
- Remain calm and help others. If evacuating, post a message inside your home telling family members where to find you.

