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Blue sections represent full-depth pavement replacement; stars mark the intersection approaches where grind and overlay repairs will be undertaken in phase 2.

Metro to Repave Portions of Metro Orange Line Transitway Beginning Monday, Oct. 6

By DAVE SOTERO

(Oct. 1, 2008) Beginning Monday, October 6, Metro's construction contractor will begin repaving portions of the popular Metro Orange Line to repair wear on some segments of asphalt and upgrade the transitway pavement to accommodate future traffic growth. Metro staff will be on-site to assist Metro Orange Line patrons to ensure safe boardings and minimize service delays during repair work that is expected to take approximately eight to 10 weeks to complete.

Construction crews will repair separate segments of the transitway in two sequential phases. The first phase will be an eastern segment between Tujunga Boulevard and the intersection of Fulton Avenue and Burbank Boulevard near Valley College. First phase work will include full depth pavement replacement, including installing a top layer of extra strong "Super Pave" asphalt. Buses will be detoured onto Chandler Boulevard during this phase of work.

The second phase will be a western segment between White Oak Avenue and Victory Boulevard, and between Burbank Boulevard and Hazeltine Avenue. Work crews will grind off the top layer of existing asphalt and replace it with "Super Pave" asphalt at transitway approaches to intersections. Buses also will be detoured onto neighboring streets during construction.

In both phases, the transitway and pedestrian crossings also will be re-stripped, and traffic signal detector loops will be re-installed.

Pedestrian and automobile access will be maintained at all intersections throughout the course of work. Metro Orange Line stops at Laurel Canyon Boulevard and Fulton Avenue will be temporarily re-located. Signage and information will be provided to patrons, and Metro operations supervisors will be on-site to assist customers between 5 a.m. and 9 p.m.

Work hours will be from 7 a.m. to 5 p.m. Monday through Friday except in certain locations on Friday evenings where work will end by sundown in observance of the community's cultural practices. Work schedules are subject to change.

Metro will ensure that all repairs are made with the least possible impact to Metro Orange Line customers and surrounding community. Residents can, however, expect noise and vibration from pavement removal, scraping and grinding, trucks entering and leaving the site hauling materials, and compaction and paving activities.

Repairs are needed to strengthen asphalt and to eliminate rutting that is occurring as a result of bus braking before street intersections. The pavement section along Chandler Boulevard will be significantly upgraded to accommodate future traffic growth. There is no safety risk to current bus operations, however, Metro seeks to expedite repairs and conclude all work prior to the start of the rainy season.

Metro and its contractor reached a compromise settlement this week to share the \$1.5 million repair cost, with each party contributing \$750,000. Metro's share will be taken from the project's existing budget. Moreover, Metro is contributing an additional \$500,000 from the project's existing budget to further strengthen the transitway with the new thicker and stronger pavement section that includes a top layer of "Super Pave" material. The upgrades along Chandler Boulevard will strengthen the pavement to the point that it will more than double the number of trips that the pavement can support over its 20-year life.

Since its opening, the Metro Orange Line has become a unqualified success, carrying much higher boardings than originally expected. The agency has also increased the frequency of bus service to accommodate these ridership increases.

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Dave Miklic, San Fernando Valley senior safety specialist, and John Dover, San Fernando Valley Vehicle Operations, TOS, show how their new variable message devices can be mounted on a vehicle. The sign is displaying 24-inch-tall letters. *Photo by George Trudeau*

Mobile Illuminated Message Devices Are Signs of the Time

- Computerized signs ready for Metro Orange Line repaving

(Oct. 1, 2008) In preparation for the repaving of stretches of the Metro Orange Line, scheduled to begin Oct. 6, San Fernando Vehicle Operations just added two highly visible tools to its toolbox.

Two variable messaging signs, measuring 60 by 28 inches each, were provided by Metro Construction to offer bus operators clear directions during the upcoming paving work on sections of the Orange Line.



The folded message sign stows in the rear of a

Vehicle Operations supervisors will determine the messages to be displayed and the locations of the signs to help guide operators during the detour. Easily deployed, the signs fold neatly into Vehicle Operations vehicles.

"They have a lot of flexibility," said Dave Miklic, senior safety specialist. The signs can be mounted on a vehicle, placed on a tripod to stand alone and can be connected to a power pack to run when no vehicle is present.

According to Miklic, the signs will free transit

Vehicle Operations unit. operations supervisors (TOS) for other duties, such as helping guide riders during the repaving process.

Miklic emphasizes the 43-pound signs would later be valuable in unexpected situations on the Orange Line once paving is complete.

Designed to be seen by drivers traveling up to 65 miles per hour, the message systems display characters up to 24 inches. When characters are reduced to seven inches tall, the sign can display three lines of text. And because their LED displays are extremely bright, the signs can even be effective on lighted streets.

Each \$10,000-dollar sign (including accessories) comes with preset messages and can be programmed by a TOS using a Blackberry device.

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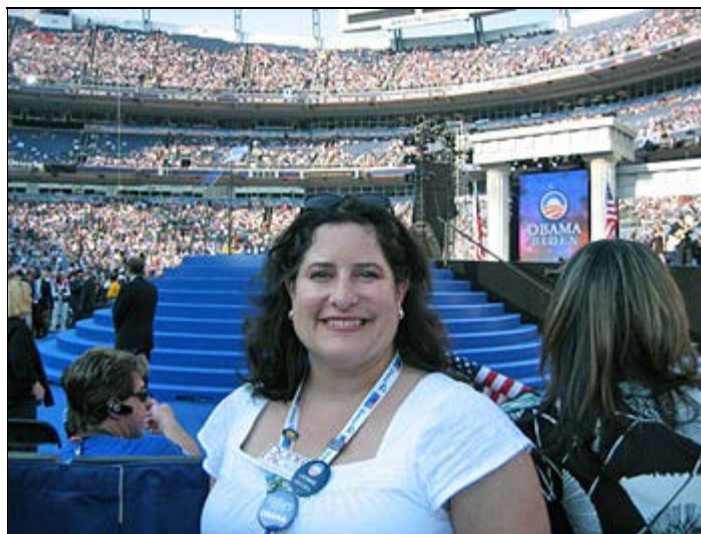
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Delegate Marisa Yeager awaits the closing speeches of the 2008 Democratic National Convention at Denver's Mile High Stadium.

Delegate to 2008 Democratic National Convention Finds Fun, Fatigue

- Marisa Yeager attends third national convention

By NED RACINE, Editor

(Oct. 1, 2008) You might have seen Marisa Yeager on television, sitting between the Georgia and Ohio delegations, cheering and waving a sign, confetti in her hair and streamers falling around her, during the four-day celebration that seemed to be the Democratic National Convention August 25 to 28.

But although she describes the convention in Denver as "great fun," Yeager found the event much more demanding than any party—more a prelude to the hard work necessary to get a candidate elected.

"It's definitely tiring," she said, describing days that began with a breakfast meeting for the California delegation and continued with meetings and workshops at 8 a.m. "We had to be at the Pepsi Center [the convention's main venue] by 3 p.m. each day. If you wanted to get your seats and good seats, you had to be there early."

When the events in the crowded Pepsi Center ended at 9 p.m., receptions followed, once the delegates were able to leave the Pepsi Center.

"You're stuck there; you can't really leave easily; there was so much security." It took her an hour to get from the hotel shuttle to the Pepsi Center, less than two miles away, in part, she noted, because Denver closed its light-rail station beside the convention center.

For Yeager, Government Relations Administrator, the recent Democratic convention was her third. Her first was the 1996 convention in Chicago, where she served as a volunteer for the Democratic National Committee.

For the 2000 convention in Los Angeles—a convention where Metro assisted in transportation planning—Yeager was a delegate for Vice President Al Gore.

This year Yeager was a delegate for Senator Hillary Clinton. To be a delegate, Yeager had to win what she describes as a “mini-campaign” in the congressional district where she lives, the 44th, which twists and turns from Riverside to San Clemente.

Yeager, who has worked for Metro for 12 years, was one of four representatives from the 44th: two delegates for Senator Clinton and two delegates for Senator Barack Obama.

But although she enjoyed the performances of the Black-Eyed Peas, Sheryl Crow, Dave Matthews and Stevie Wonder, and the chance to catch up with far-flung friends, what most pleased Yeager was the political process underway.

“What amazed me this time was you saw so many new faces,” she said. “People who had never been part of the political campaign process.” She watched Senator Clinton’s supporters going through the process of grief, adjusting themselves to their candidate’s loss and coming to support the other candidate.

This was no surprise to Yeager, “because in a campaign, you always have winners and losers.”

“It’s invigorating to see people who get enthused enough to stop their normal day-to-day [life] and actually participate in a campaign of this magnitude and this history-making opportunity,” said Yeager, who received her master’s degree in Public Policy and Administration from California State University Long Beach.

Even though Yeager interfaces with government every day in her Metro work, her presence at the convention as a private citizen felt very different. “Here we’re representing an organization and its positions. There you’re representing a candidate, but it’s more than the candidate; it’s about the message and the effort.”

Now, after her 14-hour convention days and a one-week vacation to recover, Yeager tackles the less glamorous work of getting a candidate elected. For her, this includes recruiting volunteers for battleground states, Saturday voter registration in Riverside and lunch parties to raise campaign funds.

One of the ways she’ll raise those funds is by selling the shirts, buttons and other convention giveaways she gathered in Denver. No word if she’s keeping the Mayor Antonio Villaraigosa bobblehead doll given to the California delegation.

Will she attend another convention?

Although Yeager was definitely ready to head home when the convention ended, “I could do a couple more, probably.” As a sign of her fascination with politics, the former congressional intern and aide watched the Republican National Convention in Minneapolis the following week.

So it is no surprise that Yeager would encourage each American to attend a political convention.

“It’s definitely something [they] should try in their lifetime, [even] as a guest—go for a day—just so they have another perspective” outside the media’s representation.

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While Larry Morris, a schedule checker, concentrates on his keyboard, Mike Ortiz, scheduling systems supervisor, and Marie Tervalon, customer information agent, sing "Taking Care of Business."



^ Marie Tervalon on the
tamborines

Carl Hobson, schedule checker,
on the congas.>

Blue Liners Bring Roadhouse Rock to Metro Cafe

(Oct. 2, 2008) Bringing their roadhouse rhythm to a wide selection of classic rock 'n' roll, the Blue Liners filled chairs during a set of music Oct. 1 in the Metro Café.

Drawing on composers from Joni Mitchell to Bachman Turner Overdrive, the seven-member band of Metro employees played for approximately an hour.

Photos by Ned Racine



^ Raul Gomez, lead
photocopying machine operator,
on the drums.

Not pictured: Paul Burke,
transportation planning
manager, on saxophone; Joe
Parise, records management
supervisor, on guitar; and



Augustin Zuniga, principal deputy county counsel, also on guitar.

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The I-405 widening project will construct a new Mulholland Bridge over the I-405, as shown in this rendering.

405 Freeway Widening Project Receives \$730 Million from State

By NED RACINE, Editor

- Fully funded project will add 10-mile-long carpool lane to northbound 405

(Oct. 2, 2008) In the largest single allocation to a highway project in its history, the California Transportation Commission (CTC) has earmarked \$730 million in Proposition 1B funds to the I-405 Sepulveda Pass Widening Project.

The Sept. 23 decision means the \$950-million project is fully funded, according to K.N. Murthy, deputy chief capital management officer. Metro has contributed \$13 million, the federal government has added \$130 million and the state will later provide an additional \$90 million to the project.

[Info Online:](#) I-405 Sepulveda Pass Widening Project

"This project is all about mobility," Murthy believes, "moving more people and moving them faster."

Although the CTC funding was a significant step toward completing the project—most notable for adding a 10-mile-long high-occupancy vehicle (carpool) lane to the northbound I-405—Murthy emphasizes the project has been aggressively moving toward its mid-2013 opening.

"Things are moving according to schedule," Murthy said, noting that Metro and Caltrans are partners in constructing the project.

With the completion of the northbound carpool lane (the southbound side already has a carpool lane) between the I-10 and 101 freeways, drivers in

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True Grit: Traffic reporters, from left, Doug Dunlap, CHP Officer Miguel Luevano, Sabina Mora, 'Commander' Chuck Street and Tommy Jaxson. (Not pictured: Rick Dickert) *Photo by Juan Ocampo*

Southland Transit Agencies Honor Traffic News Reporters

- 12th Annual Golden Pylon Awards spotlight true-grit traffic reporters whose on-air traffic talk keeps rush-hour commuters in the know.

By GAYLE ANDERSON

(Oct. 2, 2008) Southland transit agencies handed out coveted Golden Pylon Awards to the region's top traffic reporters at an awards luncheon Wednesday, honoring the true-grit reporters whose on-air traffic talk keeps the region's traffic moving by promoting rideshare options such as carpool lanes, vanpools and public transportation.

Illuminating a stellar effort in unraveling the region's huge traffic knot, gleaming Lucite trophies inscribed with a traffic cone pylon went to five reporters who report on the daily traffic grind for numerous broadcast outlets. And, the winners are:

- Rick Dickert, a meteorologist who reports the weather, traffic and breaking news from SkyFox helicopter on FOX 11 Morning News and Good Day L.A.
- 'Commander' Chuck Street, a popular air traffic reporter, helps Southern California motorists navigate their way through the clogged freeways of L.A., Orange, and San Diego counties on KIIS FM

- Sabina Mora, on-air television personality, radio reporter and news producer who broadcasts on KABC-7, KAVL, MyFM, KDB, KFI, KGGI, KIXW, KTDD and KSTT
- Doug Dunlap, longtime traffic reporter, currently broadcasts on KABC and KFWB and monitors and reports on traffic conditions from the L.A. Dodgers Transportation Center
- Tommy Jaxson, a familiar Southland radio personality for some 16 years, gives a bird's eye view of the region's freeways on KNX 1070
- California Highway Patrol Officer Miguel Luevano, who reports traffic conditions on FOX 11 Morning News, Univision 34 morning news, Primera Edicion of Univision 34, 6 p.m., and on radio stations KWRM Radio Mexico mornings; KFRN 1280 Family Radio, La Poderosa 1550 and on the Internet Real Time Traffic internet show on Myfoxla.com for Fox network.

The Awards ceremony is sponsored by five regional transit agencies: Metro in Los Angeles County, Orange County Transportation Authority, Riverside County Transportation Commission, San Bernardino Associated Governments and Ventura County Transportation Commission.

The Golden Pylon Awards is a traditional prelude to Rideshare Week – Oct. 6-10 – a statewide campaign to encourage thousands of commuters to 'share the ride' to help reduce traffic and smog. Currently 77 percent of commuters drive alone to work, and traffic congestion increases by 3 percent each year.

The awards underscore the Texas Transportation Institute's Annual Urban Mobility Report, which noted in 2007 that traffic congestion continues to plague American cities of all sizes, creating a \$78 billion annual drain on the U.S. economy in the form of 4.2 billion lost hours and 2.9 billion gallons of wasted fuel.

Citing 2005 statistics, the report noted public transportation saved 541 million hours in travel time in the 437 urban areas studied in 2005. Without public transportation, fuel usage would have been 340 million gallons greater and congestion costs would have been \$10.2 billion more in that year.

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[Web Tips 101] by Vivian Tran



Vivian Tran is the Communications Manager of Web Services.

Got a question about the Web? Click here to [Ask Viv!](#)

"Web Tips 101" is a weekly column to provide basic and useful information that will help improve your interactive Web experience.

How to customize your browser

(Oct. 2, 2008) Viewing websites on a browser such as Internet Explorer can be tricky, especially if you find that the web pages do not seem to fit inside your window or the font size seems too small. By adjusting features, such as the screen resolution, the screen size and default font size, you can improve your web viewing experience. Here are three useful tips on how you can customize and control your Internet Explorer window to view web pages:

Screen Resolution

New computer monitors/screens typically have screen resolutions set at 1024 x 768 pixels or even higher, by default. This is to give the maximum effect for graphics and computer games. Many computer users however still use old monitors with a screen resolution of 800 x 600 pixels.

To change the resolution on your monitor/screen:

- Step 1: With no programs or windows open, press on the right-hand button of your computer mouse. A menu will appear.
- Step 2: Click on Properties, and another window will appear entitled Display Properties.
- Step 3: Click on the word Settings at top right.
- Step 4: The window will change. Look for a box that reads: "Screen area or resolution." You'll see a sliding scale. Beneath this you will see the present setting, i.e. 1024 by 768 pixels. Using the left button of your mouse, click just to the left of the downward pointing arrow and the resolution will change. Set it to 800 x 600 pixels. (You also can pull the scale one unit to the right and see what happens.)
- Step 5: Don't panic if your screen goes black for a second. Click on OK.

- Step 6: A small window will open, again called Display Properties, with the message that Windows will now resize your Desktop. Click on OK and the screen will go black (remember not to panic). After a few moments your Desktop will reappear with the icons etc. looking much bigger. (If your computer operating system is XP, you finish here.) If you are using an old operating system like Windows 98, the same Display Properties will be showing, with a small window that prompts: "You resized your Desktop. Do you want to keep these settings?"
- Step 7: Click on Yes and the screen will go black again for few moments (again, do not panic). You have now resized your monitor/screen settings. To revert to your original settings just follow the procedure above changing the pixels size to what you want.

Switch to Full Screen

You can increase the size of your IE window. This feature will hide the menu bar, toolbars, and address bar at the top of your screen. The full screen mode also will hide the status bar and taskbar at the bottom of your screen. This will make better use of a small screen by hiding items temporarily.

- Step 1: Press *F11* key to turn Full Screen view on and off.

Choose your default font size

Some Internet users prefer to crank up the font size for easier reading. Fortunately, you can control about 75 percent of the font sizes you see on the web by following these simple two steps:

- Step 1: Click *View* menu, *Text Size*.
- Step 2: Choose the Larger or Smaller font sizes until you can easily read the web page. Medium is common.

Note: Web pages that use "style" formats or Flash or graphic fonts will not be affected by this command. Only those web pages that use regular HTML body text.

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[Hot off the Web]



[Check it out:](#) Employees of the Quarter current winners.

(Oct. 7, 2008) Forty-eight employees—including two sisters—have been chosen as "Employee of the Quarter" for the fourth quarter of Fiscal Year 2008.

Winners are drawn from Rail Operations to ITS and Accounting.

You can view the names of the winners, read about their commendable accomplishments and learn how to nominate someone to be an Employee of the Quarter on the [Employee Recognition](#) page.

Who selects the worthy employees who become Employee of the Quarter? That [information](#) is there as well.



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Deputy Patricia Thompson asked pedestrians using the Patsaouras Transit Plaza to put safety first. Many stream between these flower pots and walk in front of buses. *Photo by Ned Racine*

Metro Security, TSB Sheriffs Target Transit Plaza Pedestrians for Safety Education

- Deputies cite six drivers who stopped in bus-only zone

By NED RACINE, Editor

(Oct. 7, 2008) On Sept. 30, officers from the Sheriff's Transit Services Bureau (TSB) and Metro Security explained to pedestrians using the Patsaouras Transit Plaza that the shortest distance between two points might be dangerous.

At the request of Metro Bus Operations, TSB Deputy Patricia Thompson used handouts and conversation to remind pedestrians that crossing in front of buses is a bad idea, even if it saves a few seconds.

Metro Security devoted multiple officers to the effort, including Lt. James Cook, Lt. Rivers Jacques, Sgt. Yi Pu, Sgt. Rudy Montoya, Lieutenant Keith Bowlin and Sergeant JC French.

Metro was concerned that jaywalkers and automobile drivers were slowing buses moving through the East Portal of Union Station and risking a collision. During the 6 to 9 a.m. operation, Thompson found ample evidence of both.

"People are so used to doing it; they've been doing it for years," said Thompson, who has been a deputy for 11 years, four of those at TSB.

Thompson estimated that 1,500 people passed through the bus turnaround area that morning, many passing in front of buses, causing several near misses. "We were outnumbered," she said of her five-person team.

Pedestrians headed for the Gateway Building and Cesar Chavez Avenue commonly stream between the flower pots along the East Portal and flow around the buses.

Thompson's team included Deputy Trendel Coley, Deputy Danny Estrada, Security Assistant Patty Hernandez and Community Relations Officer Jennifer Mendoza.

"People have been doing this for so long, you can't just hit them with a hammer," said Thompson, explaining why the "meet and greet" effort resulted in no citations for pedestrians. The deputies did, however, issue citations to six drivers who were stopped in the bus-only zone. Those tickets run \$255.

According to Roman Alarcon, director of bus and rail operations control, Metro is considering additional safety measures, which include cautionary signage for pedestrians, as well as an additional sidewalk across the bus turnaround area.

The Sept. 30 operation included a suggestion box for pedestrians and bus users. The majority of the suggestions Thompson received requested an additional crosswalk for the bus turnaround area.

The meet-and-greet operation was Thompson's idea. She said she wanted to do something to catch the attention of pedestrians and drivers, many of whom roll through the stop signs in the bus turnaround area.

"We want you to get home safe," Thompson explained. "Use crosswalks and just pay attention to the signs."


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Metro Café Prices to Rise 15 Percent Beginning Oct. 15

- Rising food and labor costs drive increase

(Oct. 7, 2008) Responding to rising food and labor costs, the Cafeteria Committee has agreed to an across-the-board 15 percent increase by Aramark, the vendor who runs the Metro Café. The new prices will take effect Wednesday, Oct. 15.



Metro Café patron Elizabeth McGowan and Aramark cashier Liz Bedoy at the noontime rush. Photo: Gayle Anderson

For example, these increases will raise the cost of a 16-ounce fountain drink from 90 to 99 cents. A breakfast burrito will go from \$2.99 to \$3.29, and a four-ounce cheeseburger combo will go from \$3.59 to \$4.13.

"We've been studying a price increase since May, and we wouldn't have given it to Aramark if they hadn't justified it," said Phyllis Meng, facilities maintenance supervisor and leader of the Cafeteria

Committee. Meng emphasized that the Oct. 15 increase would be the first price increase in the three years Aramark has run the Metro Café.

According to Meng, wheat prices have doubled between May 2007 and September 2008. Paper goods and fresh vegetables have increased over six percent, dwarfed by the 31 percent increase in dairy and the 39 percent increase in eggs.

"We looked at a lower price increase, but a smaller increase would not have addressed the rising food and labor costs," Meng said. She added that the Consumer Price Index for food purchased to be eaten at home has risen almost 7 percent in 2008.

Besides Meng, the Cafeteria Committee includes Jean Belvin, contract administrator; Amy Hughes, equipment maintenance manager; Irma Licea, general services manager; Velma Marshall, DEO Real Estate, and Tommye Williams, Contract Administration manager.

"Even with the price increase, the Metro Café remains a bargain when compared with restaurants near Gateway Plaza," Meng added.

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Metro to Honor 234 Employees at 'Night of Stars'

- 218 Employees to receive 5-Year Performance Awards; 8 to receive Leadership Awards; 6 will receive Spotlight Awards and 2 will be recognized with "Can-Do" Awards.
- Invitation-only event will be held Oct. 17 at Weston Bonaventure Hotel.
- RSVP deadline is Friday, Oct. 10.

By GAYLE ANDERSON

(Oct. 8, 2007) Metro plans to honor 234 employees, Friday, Oct. 17, during a gala "Night of Stars" dinner and awards presentation at the Westin Bonaventure Hotel in downtown Los Angeles.

Draped in the glow of a "Starlight Sonata" theme, the gala will illuminate stellar performance records and integrity of employees who exemplify Metro's core values in their daily work.

The hefty roster includes United Transportation Union (UTU) employees in transportation divisions, Amalgamated Transit Union (ATU) employees in maintenance divisions, and, new this year, Transportation Communications Union employees (TCU), and American Federation of State, County and Municipal Employees (AFSCME). Leadership awards for AFSCME employees will honor one employee from each service sector and one individual from 3 special units: Bus Operations Control (BOC), Rail Operations Control (ROC) and Central Instruction, Operations (OCI).

Four categories of awards will be presented:

- Five-Year performance awards recognize exemplary Operations employees with top safety and attendance records.

Leadership awards acknowledge those with strong leadership and mentoring skills.

- Spotlight awards illuminate those, who in the course of duty, have demonstrated extraordinary customer service.
- Can-Do awards single out one Metro Bus employee and one Metro Rail employee for outstanding leadership in special events and major projects.

The invitation-only event will be held at the Westin Bonaventure Hotel in downtown Los Angeles. The reception will begin at 6:30 p.m. Dinner is at 7:30 p.m.

Invitations were mailed to honorees in September. The awards dinner is free to honorees and one guest each. The charge for any additional guest is \$45.

Honorees must make reservations for the awards dinner no later than Oct. 10 or risk being denied admittance to the event, due to room capacity and meal availability.

Dress for men is sport coat, collared shirt and slacks, tie optional; dress for women is a dress or pantsuit.

The Westin Bonaventure Hotel is located at 404 S. Figueroa Street in downtown Los Angeles.

Those attending are encouraged to take Metro Rail to the Seventh Street/Metro Center Station and walk north to the hotel at Fifth Street and Figueroa.

Parking is available for \$10 at City National parking garage. Valet parking at the hotel is \$20.



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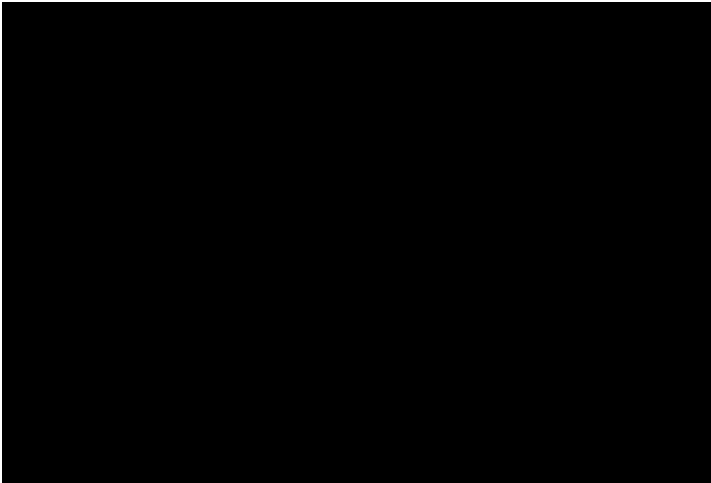
JWayside Systems Manager Jeff Root explains that the concrete grade-crossing panels—replacing the asphalt surface and wood headers installed when the Blue Line was built—will make servicing the rail crossing faster. *Photos by Ned Racine*

Wayside Systems Team Races the Clock in Rebuilding Blue Line Crossings

By Ned Racine, Editor

(Oct. 8, 2008) When Jeff Root and his team rebuilt the Metro Blue Line crossing near 41st Street and Alameda Street, there was no giant clock hanging over their heads, but there might well have been. Root and his crew are all about efficiency and quick turnaround time.

On Sept. 20, a bright and clear Saturday, Root and crew were continuing work they had begun the night before—removing asphalt-and-wood sections of the Blue Line railway, servicing the rail and installing concrete grade-crossing panels.



The concrete panels—each weighing as

Video: Wayside on Location | [Click play arrow to view](#)
Sept.20, 2008 - Wayside Systems team rebuilds 41st Street

crossing just north of the Metro Blue Line Vernon Station.

much as a small car—will bring the wayside service team a big advantage. Unlike the asphalt-and-wood sections placed when the Blue Line was built in 1989, which need to be dug out before the rail can be serviced, Root and crew will be able to snap out the concrete panels, service the rail, and snap the panels back in place, as if they were giant Lego pieces.

“We put [them] together just like a toy train set, one in front of the other,” said Root, wayside systems manager, who joined Metro in 1990, while the Blue Line was being constructed.



Concrete panels, weighing approximately 7,000 pounds per pair, will be placed over the black rubber mats.

The new panels mean less time servicing Blue Line rail. The advantage for the passengers is less downtime for the popular rail line. Root doesn't like downtime.

“Our goal is to get as much work done during the non-revenue hours,” said Root. “That time-frame is shrinking all the time, because we're increasing our service all the time. “My window of opportunity to get out there and do any work is shrinking.”

The previous night, Friday night, the team broke out the old asphalt-and-wood sections on the west track, removed wood ties and dug out the ballast rocks used to provide drainage and protect the area under the rails from mud.

Root calls the old rocks “contaminated ballast” because they now contain dirt and asphalt. Contaminated ballast, he pointed out, doesn't hold the rail alignment as well.

Once the rail was exposed, the team cut out sections of the rail and replaced them with “shortsticks,” temporary rail approximately 20 feet long that have been attached to new concrete ties.

On Saturday morning, after the permanent rail was reinstalled, the tamper-regulator ran over the rail, using its laser to ensure the rail met the computer's measurements. (If the rail is not aligned, the tamper feet nudge the rail into place.)

Workers then “hand dressed” the ballast to ensure its proper placement. Rubber “crossing pads” were placed on the concrete ties to prevent concrete-to-concrete friction (and protect against dirt).

Then the concrete grade-crossing panels were lowered and tweaked into place. The rail was welded together and reconnected to the Blue Line's electronic monitoring system.

Finally, the temporary shortsticks were returned to storage for use another weekend. The ballast will be cleaned and reused. The team has upgraded another crossing to the standards of the Gold Line and its new Eastside Extension.



Tamper-regulator unit passes over the rails to ensure their alignment is correct.

All this is accomplished while Blue Line trains pass by on single-track service and the back-up beepers on trucks add their noise, as do honking cars on nearby Long Beach Avenue, because although 41st Street is closed for Root's work, other nearby streets remain open.

As Root well knows, the cities want their streets opened as quickly as possible, "And that's the name of the game for us."

Although Root and company have done all the Blue Line crossings north of the 41st Street and Alameda Street crossing, he saw the Sept. 20 work as practice for the upcoming rehabilitation of the larger Blue Line intersections: Compton, Florence and Wilmington boulevards.

To accomplish that work, the wayside systems team will soon receive higher-capacity equipment to replace their 10-year-old standby vehicles, including a self-diagnosing \$1.2 million tamper-regulator. This will allow Root to reduce his—guess what—turnaround time.

Before Root and his team complete the 25 crossings in the Metro Blue Line Rehabilitation Project, they have 15 more locations to upgrade, basically requiring the same work they completed on that sunny weekend in September. Because his team is now so practiced and efficient, however, they can finish both tracks in a crossing in a single weekend, a big improvement.

"This is a pretty major thing that we do," Root explained, adding his workers have extensive experience in rail construction and maintenance.

"All of us come from rail backgrounds," he added. "We knew what we could do, and we knew how fast we could do it."

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Metro Employee Riding in Metrolink's Third Car Awakens to Chaos

By NED RACINE, Editor

- Gary Katzman praises compassion of emergency workers

(Oct. 9, 2008) While Metrolink's Ventura County Line 111 rolled toward its collision with a Union Pacific freight train, [Donna Remata](#) sat in the first car and [Jim Hugo](#) sat in the second. Gary Katzman, senior contract administrator, sat in the third car. Dozing.

"Normally, I have the headset on, and I'm listening to talk radio," said Katzman, explaining that talk radio lulls him to sleep. He remembers the train leaving the Chatsworth station on Sept. 12 and then crossing Devonshire.

Then he dozed off.

When he opened his eyes, he heard someone yell, "Get off the train, the train's on fire!"

Katzman was at exactly the same position as when he dozed off, although injuries would later show he had been thrown about violently.

"I had a bad pain in my leg," Katzman said. "I thought, 'Where did that come from?'" He reached down to touch his knee and found his pants were now torn. When he brought his hand to his face, it was stained with blood.

"I saw the back door (at the rear of the train) and concentrated on that," said Katzman, although he did remember to grab the gift he was bringing home to his three-year-old granddaughter. Unknown to Katzman, people living near the accident were walking to the crash scene to offer help, bringing water and chairs with them.

One of those good Samaritans and a train passenger helped Katzman off the back of the train. Someone pointed him to a chair, where Katzman watched the initial arrival of emergency personnel and helicopters.

Like Hugo, Katzman called loved ones on his cell phone immediately after the accident. "I called my fiancée, my son and my daughter." Fortunately, he was able to speak with all three and tell them he would be late. "They told me later, they were already getting calls from people."

But neither his fiancée, Iris, nor his daughter or son knew details of the crash. They treated his call almost casually. "They said, 'OK. I'm glad you're OK. Thanks for calling,' " he remembers.



Gary Katzman, senior contract administrator, was dozing in the third car when the Sept. 12 Metrolink crash occurred.

Perhaps they were used to such calls from Katzman, who has worked for Metro for eight years. "I'd been on the train at least three times when it's hit a vehicle," he explained.

According to Katzman, his fiancée said, "Let me know where you are, and I'll come get you." She wouldn't be able to come and "get him" for almost 12 hours.

Katzman next remembers someone asking those injured who could walk to climb over the mound of earth supporting the railroad tracks. A triage center was being set up in a grassy area on the other side.

"I'm just in a kind of daze," Katzman remembers, but he was able to reach the triage area. Despite his daze, he immediately spotted the orange color scheme of the Union Pacific engine and saw flames rising from the Metrolink engine.

When triage personnel asked Katzman to recline on a blanket laid on the ground, Katzman discovered that he had injuries beside his knee. Just reclining shot pain through his back and ribs. Instead, Katzman sat in a chair and received a preliminary diagnosis of bruised ribs and back.

Still, Katzman wasn't complaining. "I realized I was in a lot better shape than the others."

While Katzman sat in his chair, the pain in his knee increasing, he remembers being approached several times by emergency personnel asking how he was.

With four other injured Metrolink passengers, Katzman was flown to Harbor-UCLA hospital. He was one of two who could sit up. The helicopter lifted off before sunset—Katzman estimated it was 6:30 p.m., two hours after the collision.

While at the hospital, hospital staff informed Katzman of the rising death toll in Chatsworth. He had blood on his scalp, but the doctors could not find a wound. His eye had turned black and blue, and his knee was complaining loudly.

After a series of x-rays, Katzman learned he had no fractures, although doctors confirmed his ribs and back were badly bruised. A doctor warned Katzman he would have pain in his legs for months because of the internal bleeding there.

With five stitches in his knee, Katzman and his fiancée left the hospital at 4:30 a.m. and made the long drive home to Thousand Oaks. Once at home, he discovered blood in his ear and a deep abrasion across his right cheek. With so many bruises, Katzman could find no position that would allow him to sleep.

The next day, Saturday, Katzman began to appreciate the range of his injuries. "My legs felt as if someone had whacked me with a two-by-four across my legs above the ankle. Both legs were completely black and blue to my feet."

Katzman returned to work part-time on Sept. 22, ten days after the collision. "I couldn't stand being at home," he explained. "I'd rather be here with my friends getting something done."

Although Katzman said he feels better every day, he has no memory of

how he was injured. He theorizes his bruised chest comes from hitting the table before him and his cut knee resulted from a bolt on the steel support under the table.

He believes his other injuries were caused by projectiles such as cell phones, briefcases, radios and other personal effects sent flying by the crash.

"I'm probably very lucky my legs weren't broken," Katzman said, adding that one of his acquaintances came away with a broken back.

He suggests, as did Hugo, that seatbelts would have reduced injuries. He also believes that overhead storage would have reduced the number of projectiles flying at passengers.

"I'm just happy to be coming back to the world of the living," said Katzman, who is once again a Metrolink rider. "I didn't want to take too much time off. I want to save vacation days for my honeymoon." He and Iris will be married in May and plan a Baltic cruise.

According to Katzman he can't say enough about the emergency workers and residents who aided the injured. "Everyone was so good. I have only compliments for the teams working." The emergency crews working in his area, he said, "were very well trained and compassionate."


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Saturday Services Planned for Judy Conner, former Corporate Safety Staff Member

(Oct. 9, 2008) Saturday services are planned for Judy Conner, a former administrative aid for Corporate Safety. Connor, who died Oct. 2 after a battle with cancer, was 48.

Connor worked for Metro from May 2000 to March 2002.

Transit Security Sgt. John Davis remembers Conner as someone always willing to help with a task. Davis recalls Conner doing reference checks on potential security and law enforcement candidates after the September 11, 2001 terrorist attack.

According to Davis, Conner implemented a program that resulted in several candidates being dropped from the selection process when they were found to be on the FBI watch list.

Born in October 1960 in Los Angeles, Conner was a graduate of Central City High School in Downtown Los Angeles. At the time of her death, Conner worked at Carson Senior High School in Carson.

Services will be held Saturday, Oct. 11, at 11 a.m. at Miracle Missionary Baptist Church, 8318 S. Central Ave., Los Angeles, 90001 (323.582.3534).



Judy Conner

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Metro's rebranding campaign established Metro in the Los Angeles landscape.

Metro Wins International Award for Revamped Agency Image

(Oct. 9, 2008) In an international competition involving some of the world's largest and best-known organizations, Metro has been named one of five Best of Award winners of the [2008 Rebrand 100](#), a tribute to the agency's success in creating a new image for Metro in the public's mind.

The annual competition includes Fortune 50 corporations, small businesses, nonprofit organizations, cities and universities, according to the organization's website. Metro's work triumphed over competitors as diverse as Coca-Cola Bulgaria, the San Francisco Ballet and Delta Airlines.

Maya Emsden, DEO, creative services, was pleased the award was given "not for a particular project or campaign, but for our overall efforts to transform the public's perception of Metro."

The ReBrand organization states the Best of Award commendations go to organizations showing the "highest level of brand transformations and effectively meeting strategic goals and forging strong connections and loyalty among their target audiences."

"This is not an industry award," Emsden explained. "It was against private sector organizations that devote millions and millions of dollars to their brands. And I don't think any of them do it in-house as we are doing."

Metro Communications staff initiated the effort to improve the agency's identity back in 2003. An extensive audit of the agency's communications channels, as well as a review of general public and customer surveys, revealed a significant degree of public confusion about what the agency was and did.

To address this, Metro staff studied companies with strong and highly

regarded brands, such as FedEx, UPS, Apple, Target, Transport for London, etc. According to Emsden, all these brands had a visually unified look and a carefully monitored set of guidelines to ensure consistency of look and voice across their channels of communications.

Metro chose strong new design standards, accompanied by the important establishment of a voice for advertising and other communications. Simple sentence structures and a warm and conversational tone with a touch of humor are now part of Metro's signature brand, Emsden added.

As stated on the ReBrand award website, since the rebranding effort began, 81 percent of Los Angeles residents say Metro's image is improving and the agency's "Neutral" to "Strongly Favorable" rating now stands at 88 percent. Perhaps the most significant sign of the rebranding effort's success is discretionary ridership, which has risen from 22 to 29 percent, an increase of more than twice the national average.

Metro was named America's Best Transportation Agency by APTA in 2006.

Emsden admits that she was surprised by the Rebrand 100 award. "It was a long shot, but I think the panel was impressed by the fact that we are a public agency, it was done in-house and it impacts so many millions of people."

In August, Metro Communications won seven of the prestigious 2008 [Adwheel Awards](#).



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Policing, Parking and Parts on Committee Agendas for October

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- [Item 26. Approve Service Changes to Lines 33/333](#)

By NED RACINE, Editor

(Oct. 14, 2008) During their October meetings, Board committees consider negotiating a new contract with the Los Angeles Sheriff's Department, increasing the Metro Gold Line Eastside Extension budget to add more parking spaces, and purchasing parts for new rail cars and revitalized buses.

The committees will also consider replacing vehicles used to move Metro staff to their service responsibilities and service changes to bus lines 33/333.

Oct. Committee Meetings

Wednesday, Oct. 15
1 p.m. – Planning and Programming
2:30 p.m. – Finance and Budget
Thursday, Oct. 16
9:00 a.m. – Executive Management and Audit
10:30 a.m. – Construction Committee
12 noon – Operations
Thursday, Oct. 23
9:30 a.m. – Full Board Meeting

Item 14, Authorize Direct Negotiations with Sheriff's Department.

The Executive Management and Audit Committee will consider recommending that the Board authorize direct negotiations between Metro's CEO and the Los Angeles Sheriff's Department Transit Services Bureau (LASD-TSB) to pursue a new contract for transit community policing.

The current contract between Metro and the TSB expires on December 31, 2008.

Metro staff has recommended that negotiations center on four issues:

- Phasing out/elimination of dedicated fare inspectors
- Changing TSB deployment from a minutes-based contract to a full-time equivalent-based contract
- Aligning supervisory/staff ratios in favor of standard law

enforcement supervisory ratios

- Conforming TSB service with the upcoming Fare Gating system

In March 2008, the Board approved a six-month extension of the TSB contract through December 31, 2008 in an amount not to exceed \$31,860,969.

If negotiations do not result in an approved contract by January 1, 2009, another contract extension may be necessary.

Item 19, Increase Life-of-Project Budget for Eastside Extension.

The Construction Committee will weigh recommending the Board raise the Metro Gold Line Eastside Extension's budget for Enhancements and Mitigations by \$8.7 million, increasing the budget from \$42.7 million to \$51.4 million.

Board approval of the budget increase would allow funding of the estimated cost of a 200-plus vehicle parking structure at the Pomona/Atlantic station, the eastern terminus of the six-mile light-rail line.

If the committee does not recommend the increase, a surface parking lot for 127 transit-dedicated spaces would be built instead. Metro staff anticipates that the need for additional parking spaces will grow beyond the surface parking lot's capacity within a few years of the Eastside Extension's scheduled opening date of mid-2009.

Item 21, Procure P2550 Rail Car Fleet Spare Parts.

The Operations Committee will consider recommending the purchase of \$522,476 in parts for the P2550 rail car through a firm fixed-price contract.

The contract would purchase Automatic Train Protection (ATP) and Train to Wayside Communication (TWC) spare parts. The combined ATP/TWC electronics offers a safety/protection system for each light rail car. The ATP stops trains from running into each other from behind or head on. The TWC provides safe train separation and allows train control from the Rail Operation Control center.

Item 22, Purchase Mid-Sized Hybrid Vehicles.

Seeking to replace mid-size utility vehicles and provide similar vehicles for servicing the expanding Metro Rail system, the Operations Committee will consider recommending the Board purchase 31 vehicles.

The firm fixed-price contract would purchase 31 hybrid vehicles. Twenty-seven vehicles are replacements and four would be devoted to the rail support fleet. The not-to-exceed price of the contract is \$1.11 million, including sales tax.

Item 23, Procure 12-Passenger Vans.

To address a need similar to item 22, the Operations Committee will consider purchasing 19 full-size (12-passenger) vans.

Sixteen of the vans will replace vehicles nearing six years or 100,000 miles of service. Three of the vans will expand the existing rail fleet and will serve as relief vehicles at pre-determined locations along rail routes.

If approved, the vans will be purchased through a fixed-price contract

not-to-exceed \$500,865, including sales tax.

Item 24, Purchase Final Drive Assembly Kits for Buses.

The Operations Committee will decide whether to recommend that the Board purchase 200 rear-axle planetary final-drive assembly kits, most of which will be used in the midlife update program for the 5300 New Flyer low-floor buses.

Besides being used in the midlife program, some kits will be held in inventory for later use by bus divisions maintaining the 5300 series buses.

The rear-axle planetary final-drive assembly transfers power from the drive shaft through the differential to the wheels.

Cost of the firm fixed-price contract will be \$778,509.

Item 25, Award Contract for Servicing Elevators and Escalators.

The Operations Committee will consider recommending a five-year fixed-price contract for elevator and escalator maintenance in the Gateway Headquarters building.

The \$2 million firm fixed-price contract would maintain the four escalators and 19 elevators in the Metro Gateway Headquarters building. The contract, if approved by the Board, would be effective December 1, 2008 and would follow a five-year contract due to expire on November 30, 2008.

Item 26, Approve Service Changes to Lines 33/333.

Service changes come before the Operations Committee, as it considers advising the Board to adopt changes to bus lines 33/333.

The affected Service Sector Governance Councils have already approved the changes, which will alter service between Downtown Los Angeles and Santa Monica (via Venice Blvd.).

Part of the December 2008 Service Change Program, the 33/333 Metro staff recommendation would exchange the routing of the local (Line 33) and limited (Line 333) lines.

Consequently, Line 333 would provide service from 2nd St./Santa Monica Blvd. to Patasaouras Plaza, while Line 33 would only provide service between Main St./Sunset Ave. in Venice to 6th St./Main St. in Downtown Los Angeles. Both lines would operate 24 hours/day and 7 days/week.

Metro staff believes the service change would simplify and improve speed for commuters connecting with Union Station and City Hall via Venice Blvd.

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When members of the International Association of Public Transport visited Metro on Oct.3, Dan Cowden, director of security, showed them the emergency equipment stored on Metro's new HiRail Emergency Response Vehicle. He also demonstrated one of Metro's mobile command posts.

International Transit Authorities Make Metro a Must-See Stop on United States Fact-Finding Tour

By NED RACINE, Editor

(Oct. 14, 2008) Approximately one dozen members of the International Association of Public Transport (UITP) toured Metro on Oct. 3, looking to find new ideas for meeting challenges transit systems face worldwide.

"Of course they all liked the K-9s, but they were impressed with the [Emergency Hi-Rail Vehicle](#) and just the diversification of equipment we have for a transit agency," said Jack Eckles, DEO System Safety & Security, who hosted the transit system officials.

Eckles explained that the UITP group chose Metro as the major West Coast multimodal transit agency it wanted to tour.

Lindsey Barr, UITP's manager of security waterborne transport, accompanied the group during its West Coast trip. According to her,



Henry Solis, senior security officer, explains to members of the International Association of Public Transport, how Metro trains its canines. The collection of luggage in the foreground recreates a cluster search, when a canine and handler team search multiple pieces of luggage at a time. Solis' partner Nakita looks ready for more work.

three topics generated particular interest from the group during its Metro tour: dealing with natural disasters, preventing suicides on transit facilities and explosive detection.

"Due to its experience with natural disasters . . . California is a leader in this field," said Barr. "The group was very impressed with the planning [required] so that everyone knows what his or her

role is in whatever [the] type of incident, from a local incident on a public transit network to a full-scale county emergency."

The group, composed of transit system operators, policy-makers and officials, found Metro's suicide-prevention measures particularly valuable. According to Barr, suicide prevention remains a challenge for all public transit operators.

Barr also said the group found Metro's explosive detection techniques valuable, especially California's wide-spread practice of training canine units in explosive detection.



These two jacks—the black shape is a toe jack and the red shape is a bottle jack—are stored on the HiRail Emergency Response Vehicle. The bottle jack can lift up to 50 tons.

"In keeping with their desire to understand how Metro manages its security program with limited resources, I wanted to show them the capabilities Metro has developed through investments in security and emergency response," Eckles added.

Eckles remembers his conversation with the security manager for Wiener Linien (the Austrian heavy- and light-rail system) in Berlin.

"He was interested in Metro's relationship with our contracted law enforcement providers," Eckles explained. "He has a similar situation in Berlin between the City Police and the National Police."

"Additionally, he was interested in how many of our platform cameras view the public streets around our stations, particularly their zoom capabilities," Eckles said. "In Germany, he is not allowed to use cameras on the public streets in and around the train stations—only inside stations and subway platforms. Even then, no camera can be above ground."

UITP describes itself as "the international organisation for public transport authorities and operators, policy decision-makers, scientific institutes and the public transport supply and service industry." The organization's website states it has 3,100 members from 90 countries.

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Jose Gallardo, Amy Lopez and Joe Acosta rest after completing the 34th Annual Amtrak Century Ride. The trio cycled over "Heartbreak Hill" and through headwinds at the 90-mile mark to finish. *Photo courtesy of Amy Lopez*

100 a Nice Round Number for These Devoted Cyclists

- Acosta and Gallardo complete their first 100-mile ride in September

By NED RACINE, Editor

(Oct. 15, 2008) Bicycle riders refer to it as a "century": 100 miles cycled in a single event. Joe Acosta and Jose Gallardo, bus operators from North Los Angeles Division 3, completed their first century ride together on Saturday, Sept. 6 and lived to tell the tale.

Acosta and Gallardo have been seriously cycling for about a year, collecting distance milestones as they rolled along.

Gallardo has completed the Rosarito-to-Ensenada ride (50 miles) and the 8th Annual Los Angeles River Ride (42 miles), while Acosta completed the 22nd Annual Tour de Sewer (40 miles) along the Los Angeles River in March.

Together they pedaled the Solvang Half Century Ride (50 miles), but the century mark still beckoned. So, in September, they rode in the 34th Annual Amtrak Century Ride.

How far is 100 miles? Acosta and Gallardo began riding at the Irvine Metrolink station and stopped riding at the San Diego Amtrak station in

downtown San Diego.

During the Amtrak Century Ride, the Metro duo had the opportunity to ride the I-5 (Golden State) Freeway for eight miles, while passing through Oceanside. Overall, it took them eight hours to complete the route (including the scheduled rest stops). In their 6.5 hours of actual riding time, Acosta and Gallardo averaged 15.5 miles per hour.

Amy Lopez, health and wellness program manager for the San Gabriel Valley Sector, rode with Acosta and Gallardo. She remembers tackling the ride's toughest hill at the 80-mile mark—the appropriately named "Heartbreak Hill." Its steep two-mile climb delivered the heartbreak. The last challenge, according to Lopez, came near the 90-mile mark, when head winds provided an invisible barrier.

"I felt a little tired but happy that I could accomplish it," said Gallardo, looking back at his first century ride. "That goal means a lot to me. I never imagined that I could do the distance. Doing it is very different than talking about it."

Gallardo believes it helped him to ride with friends, if only to have someone to talk with at the rest stops.

Gallardo, a 10-year Metro employee, had previously ridden the 47-mile City of Angels Fun Ride, which wound through Century City and Chinatown. "Now that looks like nothing compared to the century ride," he said, adding that he is taking the rest of the year off from bicycling events.

Acosta, who has worked for Metro for 19 years, is now training to ride the Pasadena Half Century Ride in December, said "I really liked the sport, but I never took part in it." Only when he purchased a road bike (the type of bicycle ridden in the Tour de France), did Acosta catch the bug.

His reward has been increased energy and ample time for meditation.

For someone considering riding, Acosta recommends he or she simply jump on a bicycle seat and try it out. "All these are family events," he said of the distance riding events. "They're not races. They're not timed."

And although Acosta most enjoys riding on a bike path along the Los Angeles River, where he absorbs his surroundings and meditates, he has learned to navigate street-riding in Los Angeles.

"You've got to watch out for traffic," he advised new riders. "It's kind of hairy. [Drivers] don't acknowledge you; they cut you off. You just have to be careful."

"It's like being a bus operator: You have to be a defensive driver," Acosta said.

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- Only use copyrighted material from other websites if you have **explicit permission** from the site author to do so. Even if you give credit to the author of an article or image, it is still considered a copyright violation without the author's explicit permission. Keep in mind that since 1978, every published work on paper or digital media automatically gets copyright protection, whether you see a copyright notice or not.
- Copyright law allows you to use short quotations or excerpts for the purpose of criticism, commentary or news reporting under the terms of "fair use," as long as you don't replicate the "heart" of the material. The law also protects the expression of facts and ideas, so you are free to use facts and ideas reported on articles or websites.
- Using unauthorized materials whether for commercial or noncommercial use is a copyright infringement. If a copyright holder or site author cannot be identified or contacted for explicit permission, the material should not be used.
- Copying images and text without explicit permission from the authors and then removal of the copyrighted material will not remove the copyright violation.
- You can use any work or material that is considered under public domain. This includes federal government documents, materials produced before 1923 and materials produced before 1977 without a copyright notice.

This list is not intended to be a comprehensive list of Copyright Law and does not constitute legal advice. Please consult an attorney for legal advice on Copyright Law.

Other resources on copyright issues:

- Digital Millennium Copyright Act
<http://www.copyright.gov/legislation/dmca.pdf>
- Read Metro's Copyright Information on metro.net
http://www.metro.net/about_us/copyright.htm
- Electronic Frontier Foundation
www.eff.org

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Henry Ho, left, senior safety specialist, coordinates and conducts the SHARP audit. Vijay Khawani, director, Corporate Safety, reviews and monitors the annual audit and sets its criteria.
Photo by Ned Racine

Departments/Cost Centers Receive Higher Scores from Safety and Health Audit

- Marked increase in departments/cost centers receiving Tier 2 awards

By NED RACINE, Editor

(Oct. 15, 2008) A significant increase in scores marked the results from the annual SHARP audit, designed to review the implementation of safety programs and policies.

The SHARP (Safety and Health Assessment Review Program) audit focuses on the implementation of the primary program of the Occupational Safety & Health Administration (OSHA): the Injury and Illness Prevention Program.

Each year, a team from Corporate Safety conducts the SHARP review, gauging which "site" (a department/cost center) fosters an atmosphere of

| Scores from 2008 SHARP audit | |
|------------------------------|---------------------------|
| Tier 1 - \$1,500 Award | Tier 2 - \$750 Award |
| Division 6 Transportation | Division 1 Transportation |
| Division 8 Transportation | Division 2 Transportation |
| Division 15 Transportation | Division 3 Transportation |
| Division 18 Transportation | Division 5 Transportation |
| Division 2 Maintenance | Division 7 Transportation |
| Division 9 Maintenance | Division 9 Transportation |
| Division 10 Maintenance | Division 1 Maintenance |
| | Division 3 Maintenance |
| | Division 5 Maintenance |
| | Division 7 Maintenance |
| | Division 15 Maintenance |
| | Division 18 Maintenance |
| | Central Maintenance Shops |
| | Inventory Management |
| | Facilities Maintenance |

good safety performance
and develops techniques
and methods to address safety issues.

Each Metro site receives a SHARP score, a maximum of 100 points. Sites that receive a score between 81 and 100 points are classified in one of two tiers:

- Tier 1 sites score between 91 and 100 points.
- Tier 2 sites score between 81 and 90 points.

Metro recognizes high-scoring sites by offering rewards: \$1,500 for Tier 1 winners and \$750 for Tier 2 winners. West Valley Division 8, for example, celebrated its first Tier 1 score by using its \$1,500 reward to purchase additional exercise equipment for the division gym and to raffle off safety-related prizes.

Henry Ho, senior safety specialist, who coordinates and conducts the SHARP audit, reports that 27 percent (7 of 26) of the bus transportation, maintenance, and support services sites received the Tier 1 score, the same number as last year.

There was, however, a significant increase in the sites achieving the Tier 2 score. Fifty-eight percent (15 of 26 sites) achieved this score, compared with 37 percent from last year's assessment, when there were 10 Tier 2 winners.

Though other sites are not classified in either tier, Ho added, they did achieve a rating of "OSHA compliant" in the SHARP assessment.

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- Copyright law allows you to use short quotations or excerpts for the purpose of criticism, commentary or news reporting under the terms of "fair use," as long as you don't replicate the "heart" of the material. The law also protects the expression of facts and ideas, so you are free to use facts and ideas reported on articles or websites.
- Using unauthorized materials whether for commercial or noncommercial use is a copyright infringement. If a copyright holder or site author cannot be identified or contacted for explicit permission, the material should not be used.
- Copying images and text without explicit permission from the authors and then removal of the copyrighted material will not remove the copyright violation.
- You can use any work or material that is considered under public domain. This includes federal government documents, materials produced before 1923 and materials produced before 1977 without a copyright notice.

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| Metro Line | Sept. 2007 (Average Weekday Boardings) | Sept. 2008 (Average Weekday Boardings) | Change (%) |
|-----------------------|---|---|------------|
| Orange | 25,618 | 27,987 | +9.25 |
| Red/Purple | 136,355 | 149,699 | +9.79 |
| Green | 40,576 | 45,346 | +11.75 |
| Gold | 19,579 | 25,511 | +30.3 |
| Blue | 77,834 | 84,917 | +9.1 |
| Directly Operated Bus | 1,179,359 | 1,253,620 | +6.3 |

Ridership Remains Strong; Orange Line Sets Another Record

- All bus and rail lines report year-over-year boarding increases

(Oct. 16, 2008) Metro’s bus and rail ridership has remained strong on a year-over-year basis—despite the continued reduction in local gasoline prices—with the Metro Orange Line reaching another ridership record and the Metro Gold Line logging a 30-percent increase.

At 27,987 average weekday boardings for September, the San Fernando Valley’s popular Metro Orange Line reached the highest number of boardings since the line opened in October 2005.

Average weekday boardings on the Metro Gold Line reached 25,511 in September, which is more than a 30-percent increase compared with September 2007. Metro’s subway and Blue Line both experienced a nearly 10-percent increase in boardings, and Metro Green Line boardings grew by almost 12 percent.

Metro directly operated bus boardings jumped 6.3 percent during the same year-over-year period.

The increases come in spite of the recent reductions in the price of gasoline, which have retreated from all-time highs earlier this year.

“We’re seeing our highest gain on the commuter-type services,” said Conan Cheung, DEO, Operations, of the Gold and Orange lines. “We’re capturing people who have chosen to park their cars and take our lines to work.”

Cheung noted that the parking facilities along the Gold Line are usually filled by 8:30 a.m., particularly the Sierra Madre Villa station parking structure.

And, according to Cheung, riders are choosing the Orange Line for “reverse commuting.” (Passengers traveling in the opposite direction of the dominate travel direction are reverse commuting.)

“We see a high ridership that gets on the Orange Line from the Red Line and takes it into the valley. If you can generate ridership—load up at both ends of the line—you’re really increasing the productivity of our service,” Cheung explained.

The American Public Transportation Association (APTA) reported last week that a person living in Los Angeles could save \$856 per month, or \$10,268 per year, by taking public transit instead of driving (based on current gas prices and parking rates).

--Dave Sotero contributed to this report

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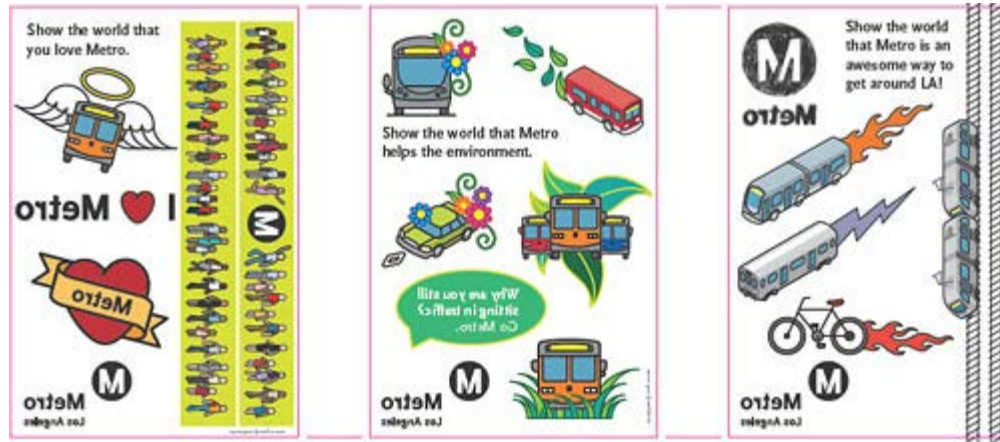
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Colorful Metro Tattoos Bring Message More Than Skin Deep

- Outreach events distribute Metro-themed images to youngsters

By NED RACINE, Editor

(Oct. 16, 2008) Colorful, playful and definitely not permanent, new temporary tattoos are making their way from Metro outreach events to skin everywhere.

April McKay, director of customer programs and services, came up with the tattoo idea. McKay's group distributes modest customer appreciation gifts each quarter, and she wanted to have a gift for children this summer.

Melissa Rosen, creative services manager, and Raymond Dang, administrative intern, designed the tattoos, and McKay began distributing them July 25, during the month-end period of high fare sales.

McKay liked the tattoos so much, she wore several on her ankles during an August trip to Egypt. She can testify the tattoos last a long time.

"My mother was grossed out," McKay remembers. McKay's 79-year-old mother, perhaps not realizing McKay's devotion to promoting Metro, wanted assurance that the tattoos were not permanent.

Rich Morallo, community relations manager, began distributing the new tattoos from the Metro information booth at the Home Show Oct. 10. According to Morallo, Metro volunteers staffing the booth found young visitors particularly excited with the bicycle tattoo.



Tess Fitzpatrick and Elizabeth Garcia test the new Metro tattoos on their own arms at the Home Show last weekend.

So were parents. "The parents were pretty thrilled," said Morallo, who will be distributing approximately 5,000 of the tattoos during events.

Barbara Burns, community relations manager, will distribute 50,000 of the tattoos during upcoming safety and community events near Metro Rail lines, including the Taste of Soul event in October.

"We've handed them out since last week and the reaction was phenomenal," Burns said. " She believes the tattoos help engage students in her safety message. Burns has also noticed students will find their way to the Metro transit safety booth to pick up a tattoo they saw on someone else.

"I wanted to make Metro fun, hip and happening," McKay said. She continues to wear the tattoos to her yoga class in Venice, where they help her blend with classmates who are tattooed (permanently).

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CEO Roger Snoble addresses assembly of small business owners at Transportation Business Advisory Council (TBAC) "Meet the Buyer" event hosted by Metro's Diversity and Economic Opportunity Department. *Photos by Gayle Anderson*

Metro Gives Small Business the Big Picture

- Meet the Buyer: Contract opportunities abound as department heads encourage small business owners to do business with Metro.
- Next up: Diversity and Economic Opportunity will present "Meet the Primes" on Jan. 29.

By GAYLE ANDERSON

(Oct. 16, 2008) Some 200 small business owners and entrepreneurs packed the Metro Board Room, Sept. 11, to get down to business opportunities while Metro executives presented an impressive rundown of what it takes to operate and maintain the nation's second largest transportation system.

"Metro's budget for this fiscal year is over \$3 billion dollars, which includes opportunities for small businesses," said Linda Wright, DEO, Diversity and Economic Opportunity. "We want to make every effort to do business with

our local small business community and make it as easy as possible to work with us.”

Wright invited Metro executives – Strategic Business Unit chiefs and their staff - to review their contracting opportunities up close and personal. It’s a strategy that advances the department’s objective: Get small business all the information it needs in order to work effectively.

Procurement Chief Lonnie Mitchell had the master shopping list: facility improvements, bus system, replace microwave towers. “We’ve got warehouses, storerooms, materiel management, consumables. From information systems and services to cleaning products and storeroom supplies, Metro needs everything it takes to support operations and facilities,” he said.

“We’ve got 2,635 buses on the street every day,” noted Tim Lindholm, Facilities Operations, “and it takes 7,000 employees to run them.”

Meet the Buyer took a significant step towards advancing the department’s goal to increase the participation of local small business in Metro projects. Many of the attendees lined up to register online, where eligible businesses can register with the California Unified Certification Program and sign up to attend seminars that walk applicants through the contracting process.

A new event, “Meet the Primes,” is on the slate for Jan. 29, said Wright. “The mixer will facilitate small business networking with big business, which means more sub-contracting opportunities.”

On the Job: Strategic Business Unit Chiefs present contracting opportunities

- Lonnie Mitchell, Chief Administrative Services
- K.N. Murthy, Deputy Chief capital Management Officer
- Mike Cannell, Rail Operations General Manager
- Tim Lindholm, Director, Capital Projects facilities Operations
- Terry Matsumoto, Chief Financial Services Officer
- Carol Inge, Chief Planning Officer
- Kathy Knox, Director of Audit
- Matt Raymond, Chief Communication Officer
- Real Estate Services:
- Velma Marshall, Deputy Executive Officer
- Jim Pachen, Director of TAP Technology Systems
- Greg Angelo, Director of Real Property Mgmt. & Development
- Amy Richardson, Manager, DEOD

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Photos Courtesy of Dorothy Peyton Gray Transportation Library and Archives

Metro will display historic postcards, such as this one capturing the "Candy Cane Bus," at the Third Annual Los Angeles Archives Bazaar on Oct. 25.

Third Annual Los Angeles Archives Bazaar Offers Feast for Curious Minds

- Metro's Peyton Gray Library joins 60 other exhibitors to present palette of Los Angeles history

By NED RACINE, Editor

(Oct. 21, 2008) If you're curious about, well, just about anything Los Angeles, your curiosity might enjoy a trip to the [Third Annual Los Angeles Archives Bazaar](#) on Saturday, Oct. 25.

Admission is free for the bazaar, to be held at USC's Davidson Conference Center from 10 a.m. to 5 p.m. Admission to the archives bazaar includes free admission to the Exposition Park museums, soon be served by the Expo Line.

Metro's Dorothy Peyton Gray Transportation Library and Archives will join dozens of other libraries and archives in presenting a feast of resources invaluable for exploring Los Angeles history or discovering your family's genealogy.



In addition to historic postcards, Metro will present a slide show of new and old photos of Los Angeles transportation at the Saturday event. This postcard from the early 1940s captures an "Opportunity Coach," which was employed to recruit women and men for employment during World War II.

Organizers promise 65 exhibits, as well as educational programs, expert panels, book signings and documentary films—shown throughout the day. According to Matthew Barrett, policy research & library services administrator, Metro will bring current publications and older documents, including historic postcards, Metro art brochures and slide shows of new and old photos.

Metro will offer hand-outs on the first women operators, first African-American operators, a history of mass transit planning and more.

"The archives bazaar gives Metro visibility among the repositories of Los Angeles culture and history," Barrett said. "It's valuable to the agency to showcase our role in the past, present and future development of Los Angeles in the company of highly respected institutions like the Getty and USC."

Here are a few of the other participating exhibitors:

- Academy of Motion Picture Arts and Sciences, Academy Film Archive
- Aerospace History Project Huntington-USC Institute on California and the West
- Autry National Center, Institute for the Study of the American West
- Boyle Heights Historical Society
- Center for the Study of Political Graphics
- Chinese Historical Society of Southern California
- CSUN-Geography Map Library
- Filipino American Library
- Japanese American National Museum
- LA84 Foundation—Sports Library

- Orange Empire Railway Museum
- Pico Rivera History and Heritage Society
- Santa Monica Public Library Image Archives
- Southern California Genealogical Society
- UCLA Chicano Studies Research Center Library and Archive
- USC Libraries Special Collections

The Davidson Conference Center is located at 3415 S. Figueroa St. (at Jefferson Blvd), Los Angeles, 90089. Organizers suggest parking in Structure D, immediately east of Davidson Center.



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'Night of Stars' Honors 241 Outstanding Employees

(Oct. 21, 2008) Golden medallions and sparkling commemorative plaques caught the light as, one-by-one, some 241 contract employees walked across the stage to be honored during the annual "Night of Stars." Called to the stage by award category and service sector, each received his or her award from their general manager or administrative chief. The awardees for 2008 are listed below.



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- [Spotlight](#)
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- [Metro South Bay](#)
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Can Do

Bruce Shelburne
Stephen Rank

Spotlight

Marie Tervalon
Jose Ramirez
Al Martinez
Phong Nguyen
Jens Bernardino
Blanca Montiel-Harris
Fred Minook
William Sullivan
John Estel
Carlos Ortiz

San Gabriel Valley

Antonio Rojas
Jose Gomez
Richard Duff
Hien Ky Mao
Francisco Guzman
Glen Vong
Jim Bui
Nga Garrisi
Jose Ulloa
Joe Acosta
Arturo Ramos
Sixto Valadez
Colon Gomez
Judilla Renato
Kwang Soohoo

Gateway Cities

Steve Taing
Kenny Phat
Everton Barrett
Charley Dang
Hsiao-Man Sun
Ky Van
Leopoldo Licea
Luu Nguyen
Ralph Castellanos
Roberto Ramirez
Roberto Sarabia
Jose Santillan
Edwin Mejia
Bobby Staves
Juan Reynoso

Leadership

William Marshall
Robert Ponce
Thurmon Green
John Cohen
Joanna Ricci
Tom La Patka
Marco Pedemonte
James Irvin Green
Lee Quick

Westside/Central

Garcell Bullocks
James Lindsay
Ted Loyo
Cesar Solano
Jose Moya
Saul Sanchez
Wayne Miller
Noi Liu
Henry Nguyen
Nelson Sanchez
Maurice Peterson
Robert Ross
Michael Llamas
Jose Bautista
Raul Aguilar
Melvin Braxton
Pete Avila
Ranulfo Yanez
James Sherman
Martin Ramos
Richard Munoz
Blaise Pierovich
Calvin Hayes
Jose Calles
Jesus Canaza
Carlos Aguilar

South Bay

Travis Vong
Peter Hong
Tony Love
Juan Marquez
Thomas Hummel
Eduardo Monge
Archie Trotter
Raymond Phung
Cau Quan
Robert Nelson
Sandra Woodard-Fitzhugh
Jose Avelino
Marcos Lopez
Valentin Bahena
Kevin Mays
Trisha Mays
Frank Hollingquest
Mauro Sulub
Naim Yazdani

Juan Navarro
Rogelio Nino
Jesse Carrasco
Tyrone Bernard
Raymond Guinn
Barry Richter

Metro Rail

David Martin
Steven Yakemonis
Andres Villa
Joseph Kanter
Christopher Lee
Mazhar Chaudhry
Richard Huynh
Marcial Gacasan
Ronnie Burt
Steven Parker
Ernesto Molina
Hoa Nguyen
Gordon Lancaster
Ratsamy Khamvongsa
Joselito Suarez
Kenneth Yu
Kon Pan
Quynh Nguyen
Dean Anderson
Tadeo Cubero
Wesley Tomikoshi
Joseph Tong
Danny Tran
Ernest Campos
Chi Hong
Mike Hua
Dan Denkins
Luis Diaz
Joel Gibson
Michael Walden
Aaron Cain
Ramon Alvarez
Willie Reyes
Warren Paul
Armando Valenzuela
Ramon Peniche
Robert Nidetz
Ralph Lee
Lorenzo Rivera
Robert Davis
Patrick Stack
Michael Laichareonsup
Tu Phan
Lawrence Morris
Gary Gonzales
Phong Nguyen
Paul Kim

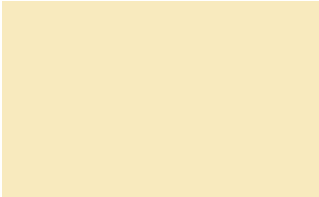
Shirley Green
George Yee
Lester Smith
Samuel Morales

San Fernando Valley

Ha Nguyen
Ivan Rildan
Angel Salvador
Nelson Arriaga
Ryszard Scislowski
Lam Duong
En Ngo
Thomas Sawyer
Jesus Valverde
Paul Gage
Terril Johnson
Johnnie Anderson
Keith Nielsen
Max Duran
Duc Ngyuen
Howard Luong
Roger Serrano
David Chan
Randy Sueda
Miguel Delgado
Duc Banh
Raymond Bozyk
David Iglesias
Roberto Calderon
Elias Ramirez
Eddie Lopez
Albert Cleaves
Cecil Escalante
Tran Johnson
Edgardo Lopez
Joselito Flores
Cesar Trujillo
Balwinder Sidhu
Robert Salas
Ali Setayesh

Gateway Building

Ramon Villasenor
Antonio Chua
Andy Liu
Manuel Garavito
Joe Lopez
Alfredo Camagay
Oscar Mendoza
Don Patterson
Elmer Lasley
George Green
Ann Marie Wright
Carlos Hernandez
Amir Ali
Brenda Aguilar
Roland Arredondo
Brenda Cummings
Gloria Largaespada



Thomas Hockenbury
Kim Hearn
Tommie Ross
Oscar Gamboa
Annette Goodlett-Owens
Maria Monroy

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^ **Slide show** *Photos by Express Photo*

Metro Honors 241 Outstanding Employees at ‘Night of Stars’ Gala

- [List of Stars:](#) And the award goes to ...
- [Credit Roll:](#) It takes a village

By RICK JAGER

(Oct. 21, 2008) Over 240 Metro employees were honored for outstanding performance and achievements over the past five years of service during a special “Night of Stars” ceremony held in downtown Los Angeles.

Unprecedented in number, 218 Metro transportation and maintenance employees who met certain criteria, including no lost work-time due to injuries, receiving no disciplinary action, zero traffic accidents and no excessive absenteeism over the last five years, were awarded a five-year performance award represented by a golden medallion.

Metro’s “Night of Stars” event was held Oct. 17 at the Westin Bonaventure Hotel in downtown Los Angeles. Chief Operating Officer Carolyn Flowers, officiating as Mistress of Ceremonies for the evening, led the presentations alongside Metro Rail General Manager Mike Cannell, whose sector hosted the gala event.

Eleven individuals were selected to

receive the Metro Spotlight Award for going above and beyond the call of duty. This category was open to any Metro operations, maintenance or administrative employee with a minimum of six months on duty. Their performance exemplifies the agency's mission and core values.

The "Spotlight" award winners were nominated by the five Metro Service Sectors, Metro Rail and administrative staff. The winners received a commemorative plaque.

The "Spotlight" award winners included nine Electronic Communication Technicians (ECTs) who formed a tag team a year ago from each of the five Metro Service Sectors to meet monthly with members from the Automated Transit Management System (ATMS) to develop maintenance reports and action plans to make the system work better and more efficiently. These nine individuals recognized during the ceremonies were Blanca Montiel-Harris and Jens Bernardino, Metro San Fernando Valley; John Estel and Carlos Ortiz, Metro Westside/Central; William "Carl" Sullivan, Metro South Bay; Fred Minook, Metro San Gabriel Valley; Jose Ramirez, Metro Gateway Cities; Ed Turienzo, Metro Revenue Collections, and Al Martinez, Transit System Engineering.



Marco Pedemonte, Equipment Maintenance Supervisor at the Arthur Winston Division, takes home a Leadership Award.



Carolyn Flowers congratulates Spotlight Award winner Marie Tervalon.

In addition, Phong Nguyen from Metro Rail operations (Metro Blue Line Fleet Services) and Marie Tervalon from Metro's administrative staff (Customer Relations) received "Spotlight" awards.

Nguyen was recognized for his efforts in working with the transportation department at the Metro Blue Line and successfully maintaining a 100 percent on-time compliance for the past several years.

Tervalon was recognized as the "go-to" person in Customer Relations who consistently demonstrates extraordinary customer service performance, always going the extra mile above and beyond the call of duty, taking personal pride in her job and the agency.

In the special "Can Do" recognition category, two awards were presented to Bruce Shelburne (Metro Rail Division Transportation Manager) and Steve Rank (Assistant Operations Control Manager), recognized for their leadership role in coordinating all of Metro's special event service and working with operations to set up various detours as well as providing the needed staff support for the numerous special events that occur throughout LA County.

In the Leadership category, new this year, ten AFSCME employees received awards for strong leadership skills and mentoring skills, demonstrating expertise in day-to-day operations. They are: John Cohen, Bus Operations Control; Lee Quick, Bus Operations Central Instruction; Marco Pedemonte, South Bay; Tom LaPatka, San Gabriel Valley; James Irvin Green, Westside/Central; Joanna Ricci, San Fernando Valley; Robert Ponce, Rail Operations; Esther Pippins, Rail Instruction; Thurmon Green, Rail Operations Control, and William Marshall, Gateway Cities.

The annual “Nights of Stars” event recognizes Metro’s outstanding employees for their meritorious work records and contributions to excellence. Over 400 Metro employees and staff members attended this year’s event.

--Esther Carlstone contributed to this report.

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| Larry Cosner , San Gabriel Valley | Regina Bird |
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| Margo Ross , Westside/Central | Bertha Bruner |
| David Hershenson , Gateway Cities | Robert Chavez |
| Lorene Kelley , San Fernando Valley | Taj-Ami Coleman |
| Mory Bonakdar , Rail Operations | Susan Corral |
| Gary Shiroishi , South Bay | Geoffrey Crunk |
| Esther Pippins , Rail Operations | Brock Davis |
| George Williamson , Central Maintenance | Kathy Drayton |
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| Jim Montoya , Administration | Dean Glunt |
| Myrtle Shott , Westside/Central | Patsy Goens |
| | Ralph Gray |
| | Melvin Henderson |
| | LaRaine Weatherspoon |
| | Connie Velasco-Gonzalez |
| | Bill Hesser |
| | Demetrius Jones |
| | Gwen Keene |
| | Asia Ladage |
| | Leo Levy |
| | Todd Levy |
| | Christine McBryan |
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| | Cole Price |
| | Yvonne Price |
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Former Bus Operator Sentenced in Felony Embezzlement Case

- Jeffrey Ralph ordered to pay \$10,000 in restitution

By PAM MURANO

(Oct. 21, 2008) Former Arthur Winston Division Bus Operator Jeffrey Ralph entered a *nolo contendere* (no contest) plea to two felony counts of embezzlement and was sentenced to one year in Los Angeles County Jail on October 7.

Ralph, who worked for Metro for almost 17 years, was ordered to pay \$10,000 in restitution and will commence five years' formal probation upon his release from custody. Ralph paid \$2,500 in restitution at the sentencing hearing and was ordered to pay the balance during his probation.

The case was filed on Sept. 23, 2008, after a joint investigation by the Metro Special Investigations Unit and the Transit Services Bureau of the Los Angeles County Sheriff's Department.

The investigation found that Ralph had been selling his day passes to a street vendor who sold them and split the money with Ralph. As Ralph was entrusted with this fare media by his employer (Metro), selling his day passes constituted embezzlement.

Ralph was terminated from Metro after the investigation.

Ralph will surrender at the Los Angeles Criminal Court on Oct. 28. Failure to surrender on that date would result in the court imposing a full three-year sentence in state prison.

Ralph's accomplice was sentenced earlier this year to one year in Los Angeles County Jail and three years' formal probation.



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[Hot off the Web]

Take it with you!

Download [Measure R Employee Guidelines](#) from myMetro.net homepage

(Oct. 22, 2008) With the Nov. 4 election less than two weeks away and Measure R, the new half-cent sales-tax measure, generating so much commentary, employees might wonder what they can say and do concerning the ballot item.

Metro workers while not on the job are free to offer their opinions on Measure R as they would on any political issue—as long as they don't promote their opinions as speaking for the agency.

During work hours, however, California law prohibits Metro employees from making statements in support of or against Measure R. The penalties for breaking these laws can be severe.

Fortunately, a one-page document offers Measure R Employee Guidelines on the actions agency employees may or may not take. A link to the guidelines can be found in the right-hand column of the [myMetro.net](#) homepage or [click here](#).



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Metro Security brought equipment to help firefighters on the scene of the Metrolink crash.

LAFD photo

Metro Security Officers Aided Emergency Teams at Sept. 12 Metrolink Crash

- Five employees offer help in environment some could not believe

By NED RACINE, Editor

(Oct. 22, 2008) On Friday, Sept. 12, while 225 passengers rode west on Metrolink Ventura County Line 111, five members of the Metro Security team worked throughout the Metro system, unaware they were about to become participants in Los Angeles County's worst train crash since 1956.

Ronald Allen patrolled the Green Line, and Rene Lopez patrolled the Blue Line. Jack Eckles had just left a meeting at Gateway. Rick Nelson was in the Metro Security Control Room. Dan Cowden was in his Plaza-level office.

Within 45 minutes of the 4:23 p.m. collision of a Union Pacific freight train and a Metrolink train, these five members of Metro Security, all trained to work in grave emergency situations, would reach Chatsworth and spend Friday evening in an environment most could not believe.



Rick Nelson learned of the Sept. 12 crash from the television in the Metro Security Control Room. *Photo by Ned Racine*

The 1956 crash killed 30 passengers. The Metrolink crash would kill 25.

Cowden, director of security, took a call from the watch sergeant saying that a Metrolink train had crashed and one of its cars was leaning. Cowden turned on the television. It was 4:30 p.m., seven minutes after the crash.

Nelson, a senior security officer, learned of the crash from the television in the Metro Security Control Room. "It was incredible," Nelson remembers as his first reaction. "It just didn't seem real. I didn't think that it would really happen."

Nelson asked the Metro Security dispatcher to contact the Sheriff's Department. The Sheriff's Department responded, "Yes, we need you."

"I told the [Metro] dispatcher to contact every unit on patrol that was available to meet . . . out there," Nelson said.

When Allen, a security officer II, received the dispatcher's request for more first responders at the collision site, the import of the request stunned him. While he headed for Gateway, Allen turned to a news radio station for more details.

When Eckles, DEO System Safety & Security, finished his meeting, Cowden informed him of the Metrolink crash. They looked at news coverage on a television in a nearby conference room. Eckles recalls feeling numb.

"I think, after my experience in Iraq, I'm slow to really invest in [emergencies] on a personal level," Eckles added. Cowden and Eckles debated whether Metro Security should be on the accident scene.

Besides wanting to offer help, three reasons convinced them: Metro owns the track Metrolink uses, Metro Security being onsite would not complicate the emergency response, and Metro Security could learn from such a major transit emergency requiring so much coordination among agencies.

"It's one thing in a classroom environment to do it," Eckles explained. "It's different to see how it's really done."

The five met at Gateway and took the 5 (Golden State) Freeway north. Traffic was heavy but the Metro units followed a police car—with two ambulances behind them—driving in the far right fire lane of the freeway.

"We were flying down the freeway behind the Los Angeles Police Department (LAPD) General Services police cars," Lopez remembers. "We were trying to get there as fast as we could and as safely as we could."

When Metro Security Dispatch told the officers the California Highway Patrol (CHP) was closing onramps and offramps to the accident site, Lopez knew the situation was pretty bad.

Nelson called his wife on his way to the site. He asked her to turn on the television while she spoke to him. "Oh, my God," she told him. "Be careful."

"Approaching the site, there was a sea of police, fire and paramedic vehicles," Allen remembered. The five were forced to walk approximately half a mile west from their parking space on Vanowen Street because so many emergency vehicles ringed the accident scene.

Allen recalls the CHP being there, as well as Los Angeles City Fire, Los Angeles County Fire Department, LAPD and Burbank police. As they arrived at the site, 50 police cars flew past Allen and Lopez, offering

another sign of the emergency's magnitude.

When Metro Security first arrived at the scene, Lopez explained, they were simply keeping out of the way. By then, the second and third car had been cleared and emergency workers were devoted to the first car. Two or three of the most injured passengers were pulled out around 5:30 p.m.

"We assumed we'd be doing perimeter support, such as traffic control," Allen explained, "[but] as we approach the scene, the firefighters ordered us to assist in the triage."

According to Lopez, his recent Homeland Security training allowed him to put everything in perspective and begin working. Although some bodies had already been recovered, he saw three or four corpses. He smelled diesel fuel and firefighting foam and burning flesh and pungent smoke—the way a campfire smells immediately after it has been extinguished, Lopez explained.

"You won't forget it if you smell it," Lopez said.

To Lopez the scene looked worse than he and his colleagues had anticipated. He was reminded of a movie set or a war zone with controlled chaos. Helicopters were landing in a private academy parking lot and basketball court approximately 200 feet from the collision to pick up patients. As soon as one would take off, another would land. Ambulances were everywhere.

Lopez noticed an extra large gurney. "On top of the gurney was a yellow tarp and under [it] were bodies," he said.

"We saw a lot of people injured," Nelson said, recalling that people were looking for their spouses. "It was nothing like it was on TV. It was so huge. There are no words to describe that scene."

Allen was on the scene for four hours, and he was constantly busy. "Most of our orders were from Los Angeles City Fire. Basically, the Metro officers helped the fire department control the search area, protect the triage area and move equipment." That equipment included medical supplies, gurneys and oxygen tanks.

With members of the Sheriff's team, several Metro officers carried two basket stretchers stuffed with equipment. They ran one-quarter of a mile to the crash scene, gripping a stretcher Nelson estimated weighed 200 pounds.

"We had to run through residential areas, through backyards, just to get to the site," Nelson said. He remembers passing firefighters cutting through fences to reach the site.

When the stretcher carriers arrived at the crash scene, Nelson was surprised that firefighters directed them to the first Metrolink car, the scene of so much destruction. The firefighters had propped up the teetering rail car. Nelson began handing equipment to the firefighters working inside the first car. (Of the 25 people killed in the collision, most were killed in the first car.)

"You get tunnel vision," Nelson said of an emergency this large. "You have to snap out of it to do your job." Nelson recalls two dead bodies in the second car and water from the fire fighting everywhere. Wallets, cell phones, personal effects and laptops littered the ground.

Continued in Part II: Witnesses to carnage and compassion, Metro Security officers help rescue efforts into the night.

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Gateway Employees Get the Point and Receive Flu Shots

(Oct. 23, 2008) What some people won't do for a Tootsie Roll Pop Miniature.

Almost 200 employees received flu shots today at the Gateway tower, preparing themselves for the 2008-2009 influenza season.

The Centers for Disease Control (CDC) reports on its website that flu inoculations are already available in many locations. In fact, the CDC expects most of the 143 to 146 million doses for the 2008-2009 influenza season to be distributed by late November.

The CDC offers flu season [updates](#) and a [Flu Vaccine Clinic Locator](#) on its website.



Passport Health nurses administer flu shots to Corporate Safety Manager Abdul Zohbi, above, and Transportation Planning Manager Sharad Mulchand, below.





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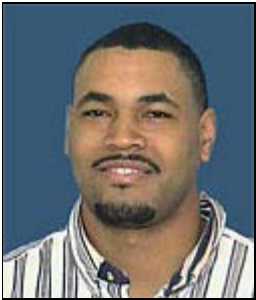
Celebration of Life Services for Vanard Wallace, Bus Operator

(Oct. 23, 2008) The life of Vanard Wallace, a Metro bus operator, was celebrated Oct. 21. Wallace had worked for Metro since November 2000. He was only 35.

Born in Hawthorne, Calif., Wallace operated buses for multiple Metro divisions. He worked at Crossroads Depot Division 2 at the time of his sudden death from a heart ailment.

Wallace attended Long Beach Poly High School and Rio Hondo Community College. At Rio Hondo, Wallace played basketball; he eventually played in the Summer Pro League in Los Angeles.

Wallace is survived by his parents and his three children.



Vanard Wallace

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Workers Well Under Way Reconstructing Two Miles of Orange Line

By NED RACINE, Editor

(Oct. 23, 2008) Workers are well under way in repaving two miles of the Metro Orange Line, replacing and upgrading the transitway pavement to accommodate traffic growth.

The popular line last month set a record of 27,987 average weekday boardings.

Workers are removing the existing asphalt and its underlying base and replacing it with 9.5 inches of base material (including recycled concrete and asphalt) and 7.5 inches of asphalt.



Grinding machine shoots soil directly into waiting trucks. To reduce dust, the grinder waters soil before it grinds it. *Ned Racine photo*



The density of the soil under a paved surface is crucial to the longevity of the paving. This density meter, powered by a miniscule nuclear reactor,

The reconstruction work, which began October 6, is expected to take approximately eight to 10 weeks to complete. Metro is sharing the cost of the work with Shimmick-Obayashi Joint Venture, the Orange Line’s original contractor.

Metro will spend an additional \$500,000 to add a top layer of “superpave” in some areas. “Superpave” manufacturers add chemicals to the asphalt base, allowing greater durability and longevity, particularly in hot weather.

checks the density of soil by sending energy into the soil and tracking the pattern the energy creates. *Sal Hernandez photo*



As trucks wait to haul away material, a rotary grinder cuts away at asphalt near the east end of the Metro Orange Line. *Sal Hernandez photo*



While the Orange Line east of the Valley College station undergoes reconstruction, passengers board the Metro Liners on Fulton Ave. *Ned Racine photo*

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Metro Security provided support, worked triage at the scene of the Metrolink crash.

LAFD
photo

Metro Security Officers Aided Emergency Teams at Sept. 12 Metrolink Crash

- Five employees offer help in environment some could not believe

By NED RACINE, Editor

(Oct. 23, 2008) On Friday, Sept. 12, Rick Nelson remembers the LAPD later inching patrol cars along the bridal path beside the railway, cases of water stacked on every inch of their roofs, hoods and trunks. He, Ronald Allen and Rene Lopez carried cases of water to the dehydrated firefighters working in the first car Metrolink.

Dan Cowden was amazed to see a 160-ton rail car (the first car) demolished, the even heavier Metrolink engine stuck inside. He saw firefighters using ladder trucks to lift gurneys from the wreck and fire lines snaking through horse corrals. He saw residents showing firefighters the best routes to access the crash.

"It was heartbreaking, first of all," said Cowden, a Vietnam War veteran. "It does affect you." He recalls that even the second and third Metrolink cars had blood everywhere.

"Everybody was moving, doing what had to be done," Cowden said. "It was something that shouldn't have happened [but], you have to put that in your back pocket and carry on, and that is what the first responders did."

And there was the evidence of death. Cowden saw four bodies removed on stretchers. "Everyone stood at attention and took their hats off as a sign of respect and a sign of dignity for the dead," he said. He also saw fire department and police chaplains giving last rights. "It was the worst thing I have seen. Period."



"It got really somber when the LAPD realized an LAPD officer was on board," Allen said. "The officers teared up."

When an LAPD officer told the Metro Security officers that a Metro employee had died in the train, "It hit all of us like a ton of bricks," Allen recalls. Especially poignant for Allen was being shown a Metro ID badge bent in half.

Metro Transit Security Officers Ronald Allen, right, and Rene Lopez were among first responders at the scene of the Metrolink crash. Photo by Gayle Anderson

"At that time we were taking water and PowerBars to the firefighters in the first car," Allen said. He recalls the Metro Security officers huddled together and asked each other, "Did you see the Metro employee?"

Five Metro employees in triage

An additional shock was seeing five Metro employees in triage. That image has stayed with Allen, especially the sight of an employee in triage with his knee cap bleeding. That was [Gary Katzman](#).

Jack Eckles didn't see chaos in the rescue workers urgent activities, but the sight of the first Metrolink car wrapped around the freight train's engine left an impression.

"It's amazing anyone survived," Eckles said of the first car, given how tangled it was, with interior sidings, poles, seats and tables compressed in the collision.

"I think I was more in awe of how well it was being handled and how quickly it was being handled," Eckles said, remarking that the agencies looked as if they had always worked together on a disaster this large.

Nelson, Eckles and Allen left at around 8 p.m., walking along the track, a different route from the one they took to reach the collision scene. Adding a surrealist quality to their leaving, Allen could not find his patrol unit. When he arrived, there had been only two cars parked there. Now there were hundreds of police cars, ambulances and fire trucks. It took Nelson, Eckles and Allen 20 minutes to find Allen's unit.

By approximately 10 p.m., rescue efforts were over and body retrieval had begun, Lopez remembers. At 10 p.m. the temporary triage center was closed. Everyone had been moved to other medical care.

Heading home

Allen remembers that when he and Eckles returned to Gateway, "That's when it really kicked in—the destruction." Allen left for home at 11:30 p.m.

Eckles arrived home at 10 p.m. Lopez left for home at 11 p.m. Because he was working a double shift, Nelson didn't get home until 8 a.m.

When Lopez arrived home, he was late for a gathering his wife had planned with friends. He was surprised his guests knew only that there had been a "little train wreck."

"I explained to the guests what we had been doing," Lopez said. "They were amazed."

Lopez retreated to his bedroom for a moment and found himself thinking of his wife and kids, and feeling a little guilty that he had so much. He thought about a gurney moving a dead body from the collision scene. Because of the bouncing gurney, a hand fell out from under the tarp, and Lopez could see a wedding ring on the woman's hand.

He caught a few hours of sleep, then he was back to work at 6 a.m.

When Nelson returned to Gateway, he said "I was exhausted. I had to eat. I was so exhausted, I was about to pass out." He briefed his brother officers and his watch commander. Some people still couldn't believe it.

Because he was working a double shift, Nelson did not make it home until 8 a.m. Saturday morning. His wife asked about the accident. "She was concerned for me and the guys and the people who were injured," Nelson said. "I told her I saw a lot of broken bones and head trauma. I gave her the watered-down version."

"Seeing that train accident was 1,000 times worse" than what people saw on television, Nelson added.

Looking back

"I've learned, particularly in emergency situations, you can perform well and still have organized chaos," Eckles said. "The training tends to lead you to believe you can create order, structure and procedures, but it's not that clear in reality."

"I was so impressed with the fire departments and the LAPD," Nelson said. "They knew exactly what they're doing. I think they're trained very well."

"The people who lived in the area were extremely nice, offering food and water," to the emergency workers, Cowden said. "The entire [team] was very respectful to us. They didn't care about the patch [we wore]. We were helping them. Just helping."

Looking ahead

"I just think the mass transit industry has to learn from this," Eckles said, pointing to the Metro Board's Sept. 25 meeting as a sign it sees the Metrolink crash as an important issue.

Cowden sees the need for better technologies, crumple zones and collision avoidance devices "anywhere you have the potential for head-on [collisions]."

"The Metro lines are much, much safer," Cowden stressed. "They are double-tracked. Head-on crashes are impossible."

"I never want to see that again," Lopez said of the Metrolink crash, "but that's the job we're in."

[Continued from Part I:](#) Witnesses to carnage and compassion, Metro Security officers help rescue efforts into

the night.

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[Web Tips 101] by Vivian Tran



Vivian Tran is the Communications Manager of Web Services.

Got a question about the Web? Click here to [Ask Viv!](#)

How to remove old web addresses from the drop-down menu at the top of the web browser

(Oct. 23, 2008) A quick note of thanks to everyone for bringing up an interesting topic for this week's Web Tips 101 column: How can you remove old web addresses from the drop-down menu at the top of your web browser?

Each time you visit a website, the web address appears in your Internet Explorer address bar. This web address or URL typically is saved in the web browser's history and will appear in the dropdown list. Over time, this drop-down list can grow very long and annoying with never-to-be-used again addresses. It's a good rule of thumb to periodically delete these entries.

You easily can delete these entries by selecting a few entries at a time or by clearing the entire list. Here's how:

Step 1: Open your web browser, then hit Ctrl + H. A panel of various web addresses will appear. Scroll through the history.

Step 2: Select URLs in the list that you want to delete. Then press the Delete button.

Step 3: If you want to delete all the old web addresses, go to the green Start button on the bottom left of your desktop.

Step 4: Find the Control Panel option, and double-click on Internet Options.

Step 5: A window called Internet Properties will appear. Make sure the "General" tab is selected.

Step 6: Click the "Clear History" button in the History box, then hit OK when prompted to delete all items in your history folder.

Step 7: Click OK at the bottom of the General box to exit.

"Web Tips 101" is a weekly column to provide basic and useful information that will help improve your interactive Web experience.


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Presentations: CEO Roger Snoble and Board Chairman Mayor Antonio Villaraigosa pay tribute to achievements and triumphs at the Board meeting October 23. Director Yvonne Burke retires, Director Bonnie Lowenthal departs, and the Metro San Gabriel Valley 'green' building goes gold. *Text and photos by Gayle Anderson*

[Director Yvonne Burke](#)
[Director Bonnie Lowenthal](#)
[Metro San Gabriel Valley](#)


Los Angeles County Supervisor Yvonne B. Burke

- Board of Directors February 1, 1993 | December 1, 2008
- Board Chair July 1, 1999 | June 30, 2001

As a member of the Los Angeles County Metropolitan Transportation Authority Board for 15 years, Yvonne Brathwaite Burke was instrumental in the advancement of the Metro System and ushered in a new era of public transportation in the Southern California region. Supervisor Burke has served on the Board and its committees since a merger created the Metropolitan Transportation Authority in 1993.

At the helm from 1999 to 2001, Supervisor Burke served as Board Chair during crucial developments and advancements. Her accomplishments as the Chair and as a member of the Board of Directors remain as milestones by which Metro is measured in the annals of public transportation.

As Board Chair, Supervisor Burke managed the pressing issues of the federally-imposed Consent Decree.

The efforts and support of Supervisor Burke advanced the procurement of the first fleet of CNG buses, making Metro the 'Largest Clean Air Fleet in the Nation' and a world leader in pioneering the use of clean-burning fuels for the public transit industry.

From a fact finding mission to Curitiba, Brazil, in 1999 to the launching of Metro Rapid in the year 2000, Supervisor Burke was a prime mover in the development of the Rapid Bus concept in Los Angeles. Shepherding the extension of the Metro Red Line to North Hollywood, Supervisor Burke joined city, state and federal officials in the opening of the North Hollywood segment, marked by a record 500,000 boardings over two days of celebration.

A champion of community, Supervisor Burke steadfastly pursued the development of the Exposition Light Rail Line. A moving force since its inception and funding in 2005, Supervisor Burke served on the Exposition Metro Line Construction Authority Board of Directors. When the Expo Line opens in 2010, it will join the Metro Rail/Fixed Guideway network of 87.6 miles of

route service in Los Angeles County. The Expo Line will be the first Metro Rail line to connect Downtown Los Angeles with the dynamic Westside at Culver City.

The dedication of Supervisor Burke matches her achievements in public transportation and stands as the hallmark of a distinguished career that spans all branches of state and local government and more than four decades of public service.



Long Beach Vice-Mayor and Councilwoman Bonnie Lowenthal joined the Board of Directors in May 2005. Now departing the board to fulfill new professional and civic responsibilities, Director Lowenthal was recognized as a proponent of public transit who helped launched the Metro Orange Line, championed alternative fuel for use in public transit, debuted a new Metro Express Line 577X, introduced the Metro Freeway Service Patrol Big Rig Tow Service, organized efforts to promote crime deterrence and safety on the Metro system, and demonstrated a strong commitment to the disabled community among other notable accomplishments.



Metro San Gabriel Valley Gold

Although the Metro San Gabriel Valley building was constructed to achieve a "silver" rating by Leadership in Energy and Environmental Design (LEED), the 'green' team surpassed expectations. Instead of the 'silver' rating, the building is taking home the LEED 'gold.' Metro CEO Roger Snoble and Mayor Antonio Villaraigosa collected the trophies at the board meeting Oct. 23: A framed certificate proclaiming the rating from the U.S. Green Building Council and a glass medallion inscribed with the architectural and environmental achievement.



Members of the 'green' team, a multidisciplinary group from Facilities, Contracts, Construction and the Metro San Gabriel Valley service sector, display the medallion before it goes on permanent exhibition at the SGV building. From left, Rudy Rey, Andi Wang, Mike Holguin, contractor Andrew Bart of W.E. O'Neill Construction, team leader Tim Lindholm, DEO Denise Longley (Contracts and Administration), Tom Lee, Metro SGV GM Jack Gabig, Paula Faust and John Jaramillo. Not pictured: Carlos Fabro.



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Street Vendor Pleads ‘No Contest’ to Selling Counterfeit Metro Fare Media

By PAM MURANO

(Oct. 28, 2008) A street vendor arrested on nine misdemeanor counts of selling fake Metro fare media entered a plea on Sept. 24 of *nolo contendere* (no contest) to three of the charges. The other charges were dismissed as part of a plea agreement.

Gumercindo Adame-Sanchez, 52, who was also charged with selling unstamped cigarettes and other goods without a vendor license, was placed on a formal diversion program and, upon successful completion of that program, may have his charges reduced to an infraction.

Adame-Sanchez was ordered to forfeit the \$507 booked into evidence at time of his arrest as restitution to Metro. Follow-up hearings were scheduled.

Adame-Sanchez was arrested in August 2008, pursuant to a joint investigation by the Metro Special Investigations Unit and the Transit Services Bureau of the Los Angeles County Sheriff’s Department. His bail was set at \$20,000. He cooperated with investigators and a plea agreement was negotiated.



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Longtime RTD/Metro Bus Operator Dies at 83

- Forest Churchill worked for the agency over 40 years

Forrest “Lucky” Churchill, who operated buses for RTD/Metro for 45 years, passed away the morning of Oct. 26 at a nursing home in Ontario, Calif. from the effects of Alzheimer's disease. He was 83.

Originally joining RTD in November 1951, when Lucille Ball and Desi Arnaz ruled the television airwaves and the Korean War continued, Churchill worked for the agency until he retired in January 1991.

Churchill, known as “Lucky” by co-workers, rejoined the agency in August 1991 and retired a final time in January 1997. He drove only for East Valley Division 15.

Born December 7, 1924, in Indianapolis, Ind., Church moved to Upland, Calif.

Churchill, a World War II veteran, received his nickname in the Alutian Islands when a Japanese bullet parted his hair while he read a comic book.

Churchill, who was married six times, is survived by twin daughters Lynda Barr of Upland and Laura Glaze of Wenatchee, Washington, as well as son Michael Churchill of Hesperia, Calif. He is survived by six grandchildren and seven great-grandchildren.

Churchill's family will be holding an informal gathering to mark his passing on Thursday, October 30, 2008 at 3:00 pm. Information is available at 909.969.3916.



In early 1988, Forest “Lucky” Churchill was named “Your Favorite Operator” for Division 15 in a contest sponsored by the Los Angeles Kings. Churchill had already worked for RTD for 27 years.

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Policing, Rebuilding and Tapping Receive Board Approval Oct. 23

- **Presentations:** Director Yvonne Burke retires, Director Bonnie Lowenthal departs, and Metro San Gabriel Valley 'green' building goes gold. [Photos](#)

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- [Item 26. Approve Service Changes to Lines 33/333](#)
- [Item 29. Authorize TAP Smart Card Pilot Program](#)

By NED RACINE, Editor

(Oct. 28, 2008) During its Oct. 23 meeting, the Metro Board took steps toward negotiating a new contract with the Los Angeles Sheriff's Department, agreed to purchase parts for new rail cars and revitalized buses and approved a 12-month pilot program to introduce a new form of TAP card.

The Board also voted to replace vehicles used to move Metro staff to their service responsibilities and service changes to bus lines 33/333.

Item 14, Authorize Direct Negotiations with Sheriff's Department.

The Board authorized direct negotiations between Metro's CEO and the Los Angeles Sheriff's Department Transit Services Bureau (LASD-TSB) to pursue a new contract for transit community policing.

The current contract between Metro and the TSB expires on December 31, 2008.

The Board approved an amendment by Director Mike Antonovich that Metro staff and the LASD give the Board a presentation at its December 2008 meeting. Both groups were charged with examining and evaluating Metro's safety and security expenditures, policies and priorities (current and proposed). The presentation would include:

- Increasing efficiency and effectiveness of current and proposed resources

- New capital improvements that could improve efficiency or effectiveness
- Consolidation, coordination and/or integration of information flow and command
- Emergency management and responsiveness
- Complete breakdowns of all costs associated with different types of security provisions
- Long-term versus short-term models for Metro security
- Coordination with future gating and TAP program implementation

In March 2008, the Board approved a six-month extension of the TSB contract through December 31, 2008 in an amount not to exceed \$31,860,969.

If negotiations do not result in an approved contract by January 1, 2009, another contract extension may be necessary.

Item 19, Carry Over Budget Increase for Eastside Extension Enhancements.

The Board carried over a decision to raise the Metro Gold Line Eastside Extension's budget for Enhancements and Mitigations by \$8.7 million, increasing the budget from \$42.7 million to \$51.4 million.

Board approval of the budget increase would allow funding of the estimated cost of a 200-plus vehicle parking structure at the Pomona/Atlantic station, the eastern terminus of the six-mile light-rail line.

If the Board does not recommend the increase, a surface parking lot for 127 transit-dedicated spaces would be built instead. Metro staff anticipates that the need for additional parking spaces will grow beyond the surface parking lot's capacity within a few years of the Eastside Extension's scheduled opening date of mid-2009.

Item 21, Procure P2550 Rail Car Fleet Spare Parts.

The Board approved purchasing \$522,476 in parts for the P2550 rail car through a firm fixed-price contract.

The contract purchases Automatic Train Protection (ATP) and Train to Wayside Communication (TWC) spare parts. The combined ATP/TWC electronics offers a safety/protection system for each light-rail car. The ATP stops trains from running into each other from behind or head on. The TWC provides safe train separation and allows train control from the Rail Operation Control center.

Item 22, Purchase Mid-Sized Hybrid Vehicles.

The Board approved the Operations Committee recommendation that Metro purchase 31 vehicles to replace mid-size utility vehicles and provide similar vehicles for servicing the expanding Metro Rail system.

The firm fixed-price contract will purchase 31 hybrid vehicles. Twenty-

seven vehicles are replacements, and four would be devoted to the rail support fleet. The not-to-exceed price of the contract is \$1.11 million, including sales tax.

Item 23, Procure 12-Passenger Vans.

To address a need similar to item 22, the Board approved an Operations Committee recommendation to purchase 19 full-size (12-passenger) vans.

Sixteen of the vans will replace vehicles nearing six years or 100,000 miles of service. Three of the vans will expand the existing rail fleet and will serve as relief vehicles at pre-determined locations along rail routes.

If approved, the vans will be purchased through a fixed-price contract not-to-exceed \$500,865, including sales tax.

Item 24, Purchase Final Drive Assembly Kits for Buses.

The Board approved the Operations Committee recommendation to purchase 200 rear-axle planetary final-drive assembly kits, most of which will be used in the midlife update program for the 5300 New Flyer low-floor buses.

What is a rear-axle planetary final-drive assembly? It transfers power from the drive shaft through the differential to the wheels.

Besides being used in the midlife program, some kits will be held in inventory for later use by bus divisions maintaining the 5300 series buses.

Cost of the firm fixed-price contract will be \$778,509.

Item 25, Award Contract for Servicing Elevators and Escalators.

The Board approved the Operations Committee recommendation that Metro award a five-year fixed-price contract for elevator and escalator maintenance in the Gateway Headquarters building.

The \$2 million firm fixed-price contract will maintain the four escalators and 19 elevators in the Metro Gateway Headquarters building. The contract will be effective December 1, 2008 and follows a five-year contract due to expire on November 30, 2008.

Item 26, Approve Service Changes to Lines 33/333.

Approving the Operations Committee recommendation, the Board changed the routes of bus lines 33/333.

The affected Service Sector Governance Councils had approved the changes, which will alter service between Downtown Los Angeles and Santa Monica (via Venice Blvd.).

Part of the December 2008 Service Change Program, the changes switch the routing of the local (Line 33) and limited (Line 333) lines.

Consequently, Line 333 will provide service from 2nd St./Santa Monica Blvd. to Patsaouras Plaza, while Line 33 will only provide service between Main St./Sunset Ave. in Venice to 6th St./Main St. in Downtown Los Angeles. Both lines would operate 24 hours/day and 7 days/week.

Metro staff believes the service change would simplify and improve speed

for commuters connecting with Union Station and City Hall via Venice Blvd.

Item 29, Authorize TAP Smart Card Pilot Program.

Following the Operations Committee’s recommendation, the Board authorized a 12-month pilot program to introduce a dual Visa payWave-TAP smart card.

Requiring no capital costs from Metro, the prepaid card would bring advantages to riders who do not have a relationship with mainstream banks, according to Metro staff. Besides being used to ride public transit, the card could be used as a general purpose payment card.

All Metro TAP products, such as Metro Weekly and Metro Monthly passes, can be loaded onto the Visa payWave-TAP smart card.



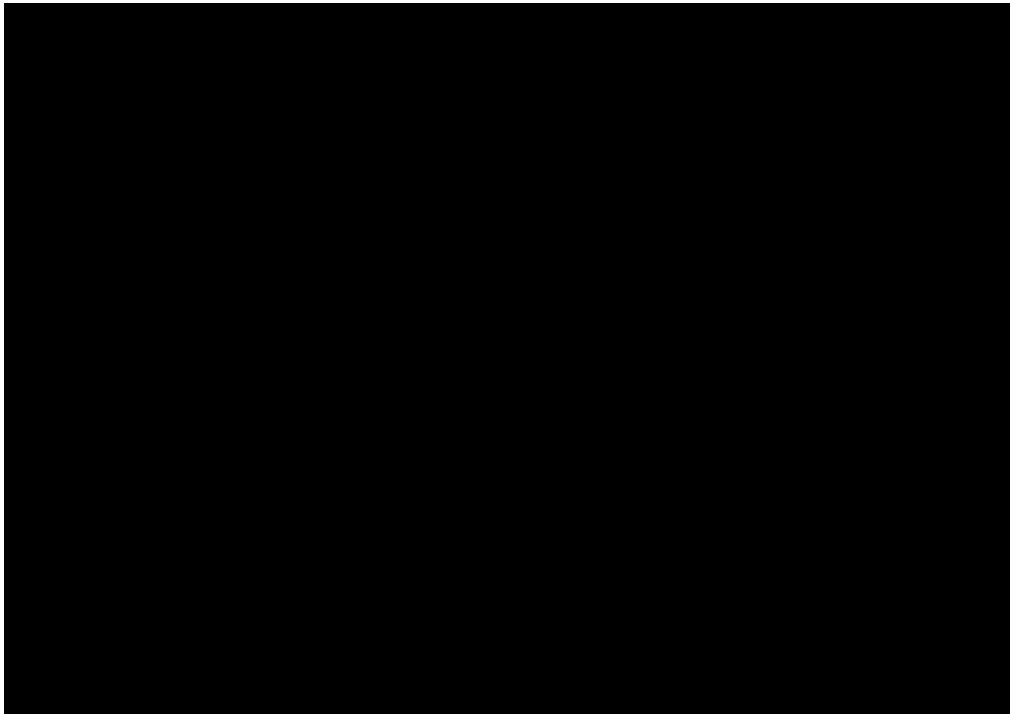
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Employees Walk to Raise Money to Battle Diabetes

- An estimated 150 Metro employees walk downtown route

By NED RACINE, Editor

(Oct. 28, 2008) Who says nobody walks in L.A.? An estimated 150 Metro employees spent a bright Sunday morning, Oct. 26, walking to raise money and awareness in the battle against diabetes.

Wearing their bright yellow T-shirts (featuring a large white “M” on a circle of blue), the walkers began at the south lawn of Los Angeles City Hall, walked around the Disney Concert Hall and then back to City Hall.

The “Step Out” walk was the American Diabetes Association’s inaugural walk in Los Angeles, so the association must believe people *do* walk in Los Angeles. Walking with the Metro employees were family and friends, some being pushed and some being carried.

The two-mile walk raised \$3,500 from the bus and rail divisions, as well as from the Gateway Lunch Walker group.

“With the moral support of our executive staff and the UTU General Chairman, we came together as a group and represented the agency very well,” said Duane Martin, director of Rail Transportation, Operations.

The [American Diabetes Association](#) estimates there are almost 24 million children and adults in the United States, or 7.8 percent of the population, who have diabetes. The organization estimates almost six million

Americans are unaware they have the disease. The organization's website offers [tips](#) on recognizing the symptoms of diabetes.

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This is the first unit of the three-unit grinding train. This unit carries most all the controls and computers that set the pattern and angles of the stones to shape the rail.

Photos by José Ubaldo

Wayside Systems Team Introduces Eastside Extension Rail to the Daily Grind

By NED RACINE, Editor

(Oct. 29, 2008) In another sign that the Metro Gold Line Eastside Extension is getting its ducks in a row, the Wayside Systems team has been preparing the line's rails for testing with rail cars.

Although the light-rail line is not scheduled to begin carrying passengers until mid-2009, weeks of tests are run before then. This week's work involved grinding the new rails, which accomplishes three things:

- Removes any oxidation from the rails
- Shapes the rail so they fit well with the rail car wheels (reducing noise and wear)
- Ensures the electronics that link the rail with the Rail Operations Center work efficiently



The second unit of the grinding train sucks up the metal shavings created by the grinding operation. The black skirt (left) covers all the units to control dust and sparks from grinding.



Center is one of the 16 round stones (eight on each side) used to grind the rail. Here the stone is in the up position prior to grinding. The computer will lift the stone at the end of each pass.

"We're one of the few agencies in the nation that has a nice, robust grinding program," said Jeff Root, wayside systems manager. "We maintain the curve and ball of our rail to conform to the curvature of the wheel itself, which allows us to get more wheel life and more life out of our rail."

An onboard computer programmed for each location being ground determines the number of passes and the angle of the grinding stones that are needed to achieve the correct profile. With a well-fitted wheel running along a well-fitted rail, passengers feel less side-to-side action and hear less noise, according to Root.

The Wayside Systems four-person crew expects to finish work on the street-level rail by Oct. 31. Then the team begins grinding the subway section of the six-mile-long line Sunday night, Nov. 2.

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Metro will help promote late night subway service as part of its current "Problem/Solution" advertising campaign.

Businesses Contribute More Than \$54,000 To Sponsor Late-Night Weekend Service on Red Line During Holiday Season

(Oct. 29, 2008) A group of prominent Los Angeles-area businesses have anteed up \$54,250 to extend late-night weekend subway service on the Metro Red Line from North Hollywood to Union Station this holiday season.

Beginning Friday night (Saturday morning), Nov. 21, and continuing each Friday and Saturday night until Dec. 27, Red Line service will run approximately every 20 minutes until 3 a.m.

"Convenient, regular nighttime service is a key component in making Los Angeles a transit-oriented city," said Metro Board Chair Antonio Villaraigosa. "Extending Red Line hours will help improve business conditions, increase employment opportunities and will complement existing night owl services."

Extending the hours of Red Line service for the holiday pilot project will cost \$4,500 a night and is being paid for by numerous entertainment venues and businesses large and small. All funds for the six-weekend pilot program were received by Metro by the Friday, Oct. 17 deadline set at the Metro Board of Directors meeting in September.

Metro will operate two-car trains with 20-minute service Friday and Saturday nights on the Metro Red Line only. Operating hours for other Metro lines, including the Metro Purple Line, will not change.

"The advantage of Friday and Saturday night is that they lead into Saturday and Sunday service levels, when we carry fewer people, which allows some adjustments to the operators' schedules," said Bruce Shelburne, rail division transportation manager.

In addition to front-line personnel, supervisory, Transit Services Bureau and Metro Security staff will be mobilized to support the program, according to Shelburne.

Although Shelburne said he cannot estimate what ridership will be during the holiday pilot program, he notes that ridership for Metro's New Year's Eve overnight rail service on the Metro Gold Line has grown steadily over the past five years.

"I want to thank Metro and all the businesses who stepped up to the plate to make this program happen," said Councilmember José Huizar, who first brought the idea to the city council. "Holiday festivities don't end at midnight and neither should service between our city's main entertainment and holiday employment destinations—Downtown, Hollywood and Universal City."

Sponsors of the late-night weekend service include: Staples Center; LA Live; Bringing Back Broadway; 213 Ventures-Broadway Bar, Casey's Irish Bar & Grill, Cole's Original French Dip, Golden Gopher & Seven Grand and The Orpheum Theatre.

Other sponsors are The Los Angeles Theatre; Club Nokia; NBC Universal; Historic Downtown Business Improvement District; Millennium Partners/Argent Ventures; Redwood Bar & Grill; La Cita; Selma Hotel; Deluxe Restaurant-Adolfo Suaya; Newport Capital Advisors; Fox Theater and The Ivar-6506 Hollywood Associates; L.T. Properties-Dr. Alan Konce and Vytas Juskys; District 13; and the Pantages Theatre.

"By extending Metro hours from the Valley to Downtown during the holiday season, thousands of visitors to LA will have the opportunity to enjoy the city from opening to closing," added Mark Liberman, president and CEO of LA INC, the Los Angeles Convention and Visitors Bureau.

--Dave Sotero contributed to this report

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Winner Claims 100-pound Prize for 'Great Pumpkin' Giveaway



(Oct. 30, 2008) Raymond Dang, administrative intern, yesterday won the Metro Café's Great Pumpkin Giveaway. To enter the drawing, contestants had to submit a Metro Café receipt totaling over \$7. Dang's receipt totaled \$7.77.

Eddie Garcia, Metro Café's executive chef, who drew the winning receipt, estimates the pumpkin weighed well over 100 pounds several weeks ago when the Great Pumpkin Giveaway began.

Dang has decided he and his co-workers in Creative Services will carve the pumpkin into a jack-o-lantern of imposing size (the pumpkin has a diameter of 62 inches). Certainly nothing seedy. -- from Ned Racine

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Chip Hazen, Metro's ADA compliance administrator, was awarded the first Nadia Powers Leadership Award from the Los Angeles County Commission on Disabilities.

Employee Receives Award from County Commission on Disabilities

- Chip Hazen has more than 30 years' experience in transportation

By NED RACINE, Editor

(Oct. 30, 2008) In recognition of his work for people with disabilities, Chip Hazen, Metro's ADA compliance administrator, has received the first Nadia Powers Leadership Award from the Los Angeles County Commission on Disabilities.



Metro's ADA compliance administrator
Chip Hazen

Hazen, who has more than 30 years' experience in transportation, management and administration, more than 12 years with Metro, was presented the award on Oct. 20 at the 17th Annual Access Awards Luncheon in Los Angeles.

"Chip was given that award because we see him actively working to overcome the barriers that face us," said Donna Pomerantz, member of the Los Angeles County Commission on Disabilities, and a member of Metro's Disabilities Advisory Board.

"He's a collaborator with the disability community," Pomerantz added. "He's like a bridge in that he connects all of us with Metro."

Hazen's award was named after Nadia Powers, who died April 13 of liver cancer. Powers was a former chair of the Los Angeles County Commission

on Disabilities and the county's Commission on Aging. According to the *Los Angeles Times*, she had impaired vision for the majority of her life and was completely blind for her final 10 years.

Access Awards honor individuals and organizations who make outstanding contributions and/or have demonstrated leadership, commitment, inspiration, facilitation or promotion of accessibility and equality for people with disabilities, according to the commission.

The Commission on Disabilities advises the Los Angeles County Board of Supervisors on issues and barriers facing Los Angeles County residents and recommends a course of action to address those barriers.

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Emergency teams, LAFD Battalion Chief John Quintanar among them, were in rescue mode for hours following the Metrolink crash.

Metro Fire Expert Called to Duty at Metrolink Train Crash

- Battalion chief joins initial transportation board investigation

By NED RACINE, Editor

(Oct. 30, 2008) John Quintanar, a battalion chief for the Los Angeles City Fire Department, must often explain which transit agency he works for. So when a fire department dispatcher called him Sept. 12, asking about a Metrolink crash, he had a ready response, "Hey, I work for Metro, not Metrolink."

That evening, as emergency personnel pulled people and bodies from the Union Pacific/Metrolink collision, the difference between Metro and Metrolink shrunk, and Quintanar soon found himself helping investigate Los Angeles County's worst train crash since 1956.

Quintanar, a rail coordinator for Metro, acts as liaison between LA City Fire and Metro. In addition to being a firefighter for 33 years—he helped fight the First Interstate Bank high-rise fire in May 1988—he has worked with Metro for four years.

Quintanar was already home on Friday, Sept. 12, when he received the call from the dispatcher. Initially, the report from Chatsworth was that a train had collided with a pedestrian. As the dispatcher received more and more calls for additional units, however, he reevaluated the incident.

Quintanar next received a call from Roman Alarcon, director of bus & rail operations control. Alarcon asked Quintanar to help Metro Public Relations answer questions about the collision. "People were calling Metro when they meant to be calling Metrolink," Quintanar explained.

Quintanar left for the Chatsworth crash site and arrived at 8 p.m., after a 90-minute drive from his home.

Initially, according to Quintanar, there were not enough fire-fighting personnel to extinguish the Union Pacific locomotive fire, extract victims and aid the injured. So LA City Fire called on the Los Angeles Police Department (LAPD) and Los Angeles County Sheriff's Department to help.

Sheriff deputies concentrated on the first Metrolink car. LA City Fire extracted bodies and sent the injured to the nearby triage center. LAPD joined firefighters in concentrating on the second and third Metrolink cars. (One person was killed in the second car and two were killed in the third car.)

Because of Quintanar's rail experience, the Los Angeles City Fire Department's unified commander asked Quintanar to maintain communication between Union Pacific and Metrolink. He also conversed with Metrolink and the contractor charged with moving the derailed cars away from the point of impact without impeding the rescue efforts.

That effort included moving two Union Pacific locomotives and one Metrolink locomotive. "It was incredible what they did," Quintanar said, still amazed at seeing such heavy vehicles being moved.

The first crash-scene impression Quintanar recalls was the size of the first Metrolink passenger car.



Quintanar left for the Chatsworth crash site and arrived at 8 p.m., after a 90-minute drive from his home.

*Photos by Engineer
Sweasey Fire Station
96 "C" platoon*

"The car was [originally] 85 feet long," he said. "The impact from the Union Pacific locomotive compressed it to 35 feet. [Rescuers] were working in a crushed beer can." Quintanar saw workers—working in very close quarters in the first car—cut a piece of metal only to see it spring back to its former shape.

Quintanar saw one tense rescue after firefighters heard pounding on the window frame of the Union Pacific locomotive. After they removed the locomotive's window shade, firefighters helped three Union Pacific crew members flee from the engine filling with flame and dense smoke.

Besides paying tribute to the first responders who came upon the human carnage resulting from the crash, Quintanar acknowledged the ingenuity of the emergency teams. Because the regular streets were jammed, workers cut a road to allow heavy equipment to reach the crash.

The emergency teams were in rescue mode for hours, even when odds

grew long that they would find someone else alive. That intensity, he recalls, lingered long after midnight on Sept. 12.

At approximately 8 a.m. Saturday, emergency crews removed the Metrolink engineer's body from his locomotive. Quintanar finally left the crash site two hours later.

At 8 p.m. Saturday, while Quintanar watched USC play football against Ohio State, he learned he was being loaned to the National Transportation Safety Board (NTSB), the federal agency charged with investigating train crashes, for the next four days.

This was Quintanar's first NTSB investigation, and he was struck by how professional NTSB staff were, how much experience they brought to the investigation.

The investigation was divided into eight disciplines, including signaling, crash worthiness, human error and first responders. The meetings usually included 50 experts, such as Quintanar.

Quintanar expects the final accident report to be ready in six to nine months. "The report will probably be one of those thick books we all see," he said.

"Overall, I think we did an outstanding job," Quintanar believes, although he sees room for improvement in what he calls "the numbers game." The emergency teams knew 225 passengers were on the train, he explained. They later counted 135 to 140 people who were examined for injuries.

"What happened to the other 60 to 70 people?" Quintanar asks. He assumes that the uninjured walked away. But because of the threat of injuries without obvious symptoms, he would have preferred if emergency workers had ensured that everyone leaving was truly uninjured.

The final total was grim enough: 25 fatalities, 130 treated, 27 transported via helicopter to 12 area hospitals—Harbor UCLA being the farthest away.

"I've never been more proud of my city," Quintanar stressed. "The police offered to come to our aid to move people. That's not what they're paid to do. The egos were left [behind]."

[<Back to Halloween Central](#)



Scenes from a Metro Halloween
10/30/2008



Gateway Parade



Gateway Parade



Gateway Parade



Gateway Parade



Gateway Parade



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Vote for Rideshare: Candidates from the all the major alternative transportation parties campaigned in the Metro Board Room on Tuesday. From left, Senator Van Pool (Valerie Rader), Senator Carpool (Sarah Zadok) and Senator Transit (Arthur Mason). *Photos by Gayle Anderson*

Candidates Debate Alternative Transportation Issues at Metro Commute Services Workshop

- [Video:](#) Scenes from 'The Rideshare Debates' videotaped by Roving Rideshare Reporter Blythe Linsey.

By GAYLE ANDERSON

(Oct. 30, 2008) Urging a confab of Employment Transportation Coordinators (ETC) from Los Angeles County to market their particular brand of alternative transportation, candidates from the major alternative transportation parties made a campaign stop in the Metro Board Room Tuesday.

The candidates may have been preaching to the choir, but some of the ETCs were undecided about which alternative transportation platform to choose. That was about to change.

Live from the Board Room, it's

Roving Rideshare Reporter Blythe Linsey went undercover to videotape the media-banned debate on Tuesday.

Plug in your headphones (you may

need to adjust the volume) and click on the play button to view.

^ CLICK TO PLAY

^ ADJUST SLIDER FOR SOUND

Coordinator Donna Blanchard, apparently filling in for Saturday Night Live's Lorne Michaels, ushered the candidates into a transformed board room draped in red, white, and blue banners.

One by one the candidates made their pitch: a slightly annoyed but even-tempered Senator Carpool (Sarah Zadok), the spunky, overly confident Senator Van Pool (Valerie Rader) and the hip, urban elitist Senator Transit (Arthur Mason).

The candidates' pitch was followed by a lesson in guerilla marketing, presented by Communications Manager Fran Curbello, and a break-out session for ETCs to develop a marketing campaign of their own.



Moderator Donna Blanchard drills the candidates on their rideshare policies.



Metro Commute Services holds four workshops a year. The marketing workshop on Tuesday drew more 120 ETCs, which represents some 150,000 employees of companies and organizations throughout Los Angeles County.

"It's a way for ETCs to come in, network, and find ways to market their rideshare programs," said Blanchard. "The workshops are a way to draw out creative ideas."

The SNL-styled spoof on elections and the great fake debate are a different way to present the ridesharing options of carpools vanpools, transit and bicycles, she said.

But you don't have to get elected to be a great ETC.

In a spirited and patriotic warm-up to the main event, Metro Commute Services Director David Sutton told the group exactly what it takes.

We leave you with these words, which will ring true long after Nov. 4:



**Metro Commute Services'
Top Ten
Rideshare Programs
for
Employee
Transportation
Coordinators**

- Offer Transit Passes to Employees and cover at least half the cost
- Encourage your employees to enroll in Metro's Vanpool Program. It can save vanpoolers up to \$400 per van per month!
- Enroll in our Guaranteed Ride Home program so your ridesharing employees won't ever be stranded
- Offer your ridesharing employees a Metro Rewards gift card of \$15 to Starbucks, Ralphs, Best Buy or Target every year
- Enroll in Commuter Tax Benefits so that your company and/or ridesharing employees can use pretax dollars to pay for transit passes, vanpool costs or bike maintenance
- Survey with Metro and provide your employees with car and vanpool ride matches
- Use Metro's Rideshare PlanMaker a complete CD resource that helps you develop a successful rideshare program and comply with air quality regulations.
- Sign up for CommuteSmart News, an e-newsletter that will keep you informed on the latest rideshare information and it provides a mini-newsletter that you can send to your employees to keep them motivated to start or continue ridesharing.
- Frequent metro.net and CommuteSmart.info to access trip planning, traffic conditions, ridematching by worksite, the Commute Cost Calculator and useful links to other related sites
- Provide your new hires with a free weekly pass courtesy of Metro. New hires are experiencing dramatic change and they are more likely to consider changing their commute too.

And take advantage of Metro's brochures, posters, schedules, events and quarterly workshops to help make your rideshare program a success!