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EDITOR'S NOTE: A study released in late September by researchers at UCLA's Institute of the Environment declared that the region has not invested enough in new roads and mass transit to relieve gridlock and reduce pollution levels. The "Southern California Environmental Report Card" said traffic congestion is the key source of the area's pollution and it proposed such measures as charging drivers fees for using the most congested roadways.

"As a region, we have yet to come to grips with the immense impacts our transportation system is having on the environment and public health," said Institute Director Mary D. Nichols.

In this letter to the Los Angeles Daily News, Metro Chief Planning Officer Jim de la Loza takes issues with some of the points raised in the UCLA study and points out Metro's efforts to combat traffic congestion and pollution in the region.

Letters to the Editor Los Angeles Daily News

Nov. 1, 2004



Metro Planning Chief
James de la Loza

Metro's Multi-Pronged Efforts are Combating Traffic, Pollution

UCLA's Southern California Environmental Report Card report misses the point on the state of traffic in LA County. In fact, Metro is carrying out many of the report's recommendations and our congestion trends are moving in the right direction (October 27, 2004 Daily News article "Gridlock efforts stalled").

When carpool lanes are built, ridesharing rates are up to five times higher than on freeways without them. The facts speak for themselves—almost 85 percent of our carpool lanes are nearing capacity during the rush hour.

We maximize our transit investments by promoting the right solution for the right situation. We are expanding the rail system to the very dense Eastside and to the Westside along the Exposition Corridor, where rail makes sense. We're also adding to our successful Metro Rapid bus program and over the next several years, we'll have 28 lines throughout the county. Our bus fleet is the cleanest in the nation, with over 90 percent running on clean natural gas, including the first 200 natural gas articulated buses ever.

Metro invests in our streets and freeways in innovative ways, such as funding new technology to coordinate traffic signals so that motorists can catch green lights from signal to signal along busy corridors - a strategy which greatly improves traffic flow. Making the best use of what we have is necessary in our urban environment, where air quality laws generally limit our ability to widen roads and freeways.

Our traffic is getting better in the face of big challenges, but don't take our word for it. The 2004 Texas Transportation Institute study shows our region has made the biggest traffic improvements of any major city in the nation, where we've had improvements in average delay, congestion, and overall mobility over the past decade.

Our transportation investments are making a difference in accommodating growth and maximizing mobility. Our efforts to encourage development near rail stations are also helping LA County grow smarter. If we can stabilize funding for our transportation needs, we can continue the positive traffic trends over the past decade and earn straight A's.

--James L. de la Loza , Chief Planning Officer

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Maintenance Employee Arrested for Alleged Insurance Fraud

By ROY ROMERO

(Nov. 2, 2004) Early today, Metro employee Paul Gonzales was taken into custody by California Department of Insurance investigators for alleged insurance fraud.

Gonzales was booked into the Los Angeles County Jail and is being held on \$60,000 bail. He will be arraigned in court Wednesday morning. A former service attendant at the Regional Rebuild Center, Gonzales resigned his position earlier this year.

Gonzales is charged with 10 felony counts, including grand theft, insurance fraud, forgery and altering medical records, presenting false written statements, and withholding information. All are violations of either the state insurance code or the penal code.

Gonzales initially filed a claim in January 2003 for a sore foot caused by his work boots. After months of treatment, his physician released him to return to work in June of 2003.

Accused of lying

Gonzales is accused of lying to his doctor and to Metro by altering his Attending Physician Statements so he could remain off work and still receive Workers' Compensation benefits after his doctor had said he could go back to work.

Metro is seeking for \$35,000 in restitution connected with the alleged fraudulent claim.

Metro's Workers' Compensation Special Investigative Unit was responsible for the initial investigation before referring the case to the Los Angeles County District Attorney and the Department of Insurance.

The Unit also referred the matter to Gonzales' department for administrative disciplinary action.

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Board OKs Parking Ticket Plan, Central Computer Data System

- Action deferred on four other issues

(Nov. 2, 2004) The Board of Directors approved motions at its October meeting concerning parking violations on Metro property and a central computer data system. Four other issues have been deferred to future meetings.

Item 26, Parking Citations: The Board approved a motion giving Metro Security officers authority to issue tickets for parking violations on agency property.

In addition to helping solve parking problems, the revenue from the citations will be used to offset security and enforcement costs. Metro Security officers would not be permitted to issue parking tickets in a bus zone or other areas "considered to be an extension of the public highway."

Item 27, Universal Fare System: The Board voted to give the CEO authority to negotiate a \$6.1 million contract modification with Cubic Transportation Systems, Inc., to provide a regional central data computer system for the Universal Fare System's TAP card program.

The central data computer system would be the primary collection point for bus and rail fare information gathered each day from Metro and the municipal transit operators participating in the TAP (smart card) program.

Action deferred

The Board deferred action on three issues for consideration at future meetings. Committee action deferred a fourth motion for at least a month. The items are:

Item 6, Boyle Heights Development. A local developer wants to build a multi-screen theater complex, 139 residential units and 74,000 square feet of retail space on a 3.55-acre site owned by Metro in Boyle Heights. Deferred until December.

Item 18, Construction Change Order Procedures. Current Metro contracting practices require the agency to audit contractors' proposed change order costs if the cost exceeds \$100,000. Under the proposed ordinance, Metro's estimating unit would price proposed change orders and management audit would review the estimates.

If a contractor's estimates for the job did not exceed Metro's estimates by more than 5 percent, the contractor's price could be accepted without further audit. If the contractor's price exceeded Metro's estimates by more than 5 percent, the contractor could accept Metro's estimate or request a higher value. If the higher value exceeded \$100,000, the contractor would be required to justify those costs and

submit its estimates to Metro for auditing.

Action on the item was deferred until November.

Item 20, Metro Orange Line Recovery Plan. With indications that construction of the Metro Orange Line has fallen five months behind schedule, a motion before the Board would have authorized the CEO to execute a \$7.9 million plan to recover schedule delays and settle the contractor's time-related claims. The issue was deferred until the December Board meetings.

Items 7 & 21, Subway Construction Ban. In committee action, the Planning and Programming Committee and the Construction Committee deferred action on Los Angeles City Councilman and MTA Director Tom LaBonge's motion asking the Board to "support an effort to overturn the 1998 prohibition on the use of Proposition A funds (for) subway construction...."

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'Shakeup' Bidding Begins Nov. 20 with Improved Documents

- Revised reports have more information, are easier to use

By BILL HEARD, Editor

(Nov. 2, 2004) Metro Bus operators will begin bidding for work assignments, Nov. 20, as operating divisions move toward the semi-annual December "shakeup."

And for the first time in many years, operators will see format changes in the work runs, relief runs, CEA lists and other documents key to the bidding process. The changes affect some 4,500 bus operators and transportation operations supervisors.

Gone will be the rather old-fashioned print and run-by-run organization that has gone unchanged for almost 40 years. These reports, which will be posted at the divisions by Nov. 17, have been updated to include more information presented in crisp, new type fonts.

The change in the document formats was required when Service Performance Analysis and the ITS scheduling team – the group that supports the document production for the bus schedules and operator assignments – switched from old mainframe computers to new desktop computer programs.

Quicker and easier

But, the change also gave the schedulers an opportunity for changes they hope, in the long run, will help operators figure out the assignments they want more quickly and easily.

"We want to give the operators all the information they've had before, and in some cases give them better information," says Larry Adrian, schedules systems supervisor. "In other cases, we've given them the same information in a different format."

One noticeable change, especially for lower seniority operators, was made in the Roster Report. Presented in a new format, it provides more information now – pay time, start and end times for runs – than the old report, which gave only the pay time.

The CEA Report, which sets up carpool assignments for operators making relief or returning from their runs, will now be posted for use by operators, not just window dispatchers. The report will list the assignment numbers of the operators in the carpool.

'Minimum training'

"We've made as few changes as possible in the documents," says Ed Muncy, the department's director. "We tried to do this in a way that would require minimum training of bus operators."

The Service Performance Analysis group and ITS have been working on the redesign of the "shakeup" documents for over a year, according to Transportation Planning Manager Susan Phifer.

All sector schedule makers and managers, along with UTU and AFSCME representatives, have been briefed on the revised reports. By Dec. 19, all "shakeup" documents will have been moved from the mainframe to the PC network.

The revised documents include the Basic Operating Schedule (BOS); Duty List, which can be separated into Duty Detail, Pay Detail and Extra Board Listing; Roster Report, which replaces the Relief Run Report; CEA Report, which now includes the "Transport Operator" instruction previously found on the Work Run pages; Regular Run vs. Tripper and Tripper vs. Regular Run; and Work Run Interline and Relief Run Interline reports.

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Representing Metro at the event were, standing from left, Jim Lapatka, Stefan Chaznov, Dave Wakeling, Bill Hesser and Lorene Kelley. Seated are Staff Sgt. Ana Diaz-Swayne and Reginnia Kaping.

California Air National Guard Says 'Thanks' to Metro

(Nov. 3, 2004) The California Air National Guard said "Thank You" to Metro and other area employers, recently, during "Employer Appreciation Day" at an airbase in Port Hueneme.



Division 15 Operator Ana Diaz-Swayne and TOS Harvey Brown of Operations Central Instruction are members of the 146th Airlift Wing at Port Hueneme.

On hand to greet the Metro group were Staff Sgt. Ana Diaz-Swayne, an East Valley Division 15 bus operator, and Master Sgt. Harvey Brown, a transportation operations supervisor at Operations Central Instruction. Both are members of the 146th Airlift Wing.

The event, held to acknowledge the support of organizations whose employees have been called to active duty since 9/11, included an information session about the 146th Airlift Wing, a tour of the base and a 50-minute flight aboard a heavy-lift aircraft.

Attending Employer Appreciation Day were Human Resources Director Stefan Chasnov, Assistant Administrative Analyst Reginnia Kaping, Accounting Manager Dave Wakeling, Accounting Supervisor Bill Hesser, Division 15 Assistant Transportation Manager Lorene Kelley and Transportation Operations Supervisor Jim Lapatka.



A C-130J-30 with the Metro group on board readies for take off at the 146th Airlift Wing's base in Port Hueneme.

In wartime, the 146th Airlift Wing delivers personnel, equipment and supplies to military commands worldwide. Their mission includes aeromedical evacuation, command and control, and airlift load preparation, as well as maintenance and operation of a fleet of transport aircraft.

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ADA Compliance Officer Chip Hazen accepts an award on behalf of Metro for outstanding service to people with disabilities. Making the presentation is Commissioner Frances Dawson-Harris of the Long Beach Citizens Advisory Commission on Disabilities.

Metro Receives Award for Accessible Service

(Nov. 3, 2004) ADA Compliance Officer Chip Hazen accepted an award on behalf of Metro from the Long Beach Citizens Advisory Commission on Disabilities, Oct. 28, for providing "Outstanding Service and Contribution to People with Disabilities."

The award was presented at a "Disabilities Expo" held in conjunction with Disability Awareness Month 2004.

A number of other groups and individuals were also recognized for their contribution to the disabled community. The event featured a variety of information booths for people with disabilities.



Metro's Chip Hazen and Dave Hershenson staffed a Metro information booth. At right is Dick Stillwell, Long Beach Transit manager of Service Development.

Hazen and Gateway Cities Community Relations Manager David Hershenson staffed Metro's booth. They answered questions and distributed system maps, bus and rail schedules, and Metro Bus & Rail Rider's Guides.

The booth featured Metro literature produced for the disabled community, including "Metro is for Everyone - A Guide To Metro's

Accessible Service," "Frequently Asked Questions About Metro's Accessible Service" and "Flash Cards" designed specifically to help blind patrons identify and display the number of the bus they want to take.

Long Beach City Councilwoman Bonnie Lowenthal, who also chairs the Metro Gateway Cities Governance Council, was recognized for her commitment to the disabled community.

Cynde Soto, another member of the Governance Council, and a former chair of the Long Beach Citizens Advisory Commission on Disabilities, also attended the event. --*From David Hershenson, Gateway Cities Service Sector.*

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PHOTO: SHANTAY IOSIA



DEO Ted Montoya, right, and Director Dieter Hemsing take pride in the accomplishments of the Material Management team with a specialized cake.

RC's Material Management Team Marks 2 Milestones

By SHANTAY IOSIA

(Nov. 3, 2004) The Material Management team celebrated two milestones on a single day. October 4 marked the introduction of the M3 system as well as the 500th day with no lost-time injuries.

Dieter Hemsing, director of inventory management, coordinated the celebration with food, drinks and a cake designed for the team.

"Dieter and his team have taken safety personal," says Ted Montoya, deputy executive officer, Material Management. "This is a significant accomplishment considering where we were several years ago."

With about 300 employees allotted throughout the agency and the constant handling of material, injuries become a perpetual risk.

"They have to constantly remember how to lift things safely or how to use box cutters and knives without injuring themselves," says Dieter. "We do our best to make sure the work environment is safe but if people don't think, act or work safely they are going to get injured no matter what you do."

Impressed with the improvement

Dieter, in his 25 year with Metro, is impressed with the improvement his team has made. Two years ago, he recalls loss-time injuries totaling 600 days, the equivalent to the loss of two people.

To prevent injuries, Dieter has enhanced his safety program to include daily exercises, continuous communication and consistent distribution of information throughout his department.

Employees begin their shift with a three-minute stretching exercise.

"It is extremely important to loosen their joints before they start

especially in the winter when it gets colder,” says Dieter. “It also reminds them of why they’re doing it. They have a mini safety meeting every morning.”

The safety communications program, called Material Safety Matters, is distributed about once a month to Procurement staff through e-mail and information centers in each location. The bulletins use near-misses or on-site observations as an example.

M3 System Implemented

The improved safety of the RRC material management team will soon be accompanied by the efficiency of the recently implemented M3 System.

M3 replaces systems that date back at least two decades – including Vehicle Maintenance System (VMS) and Material Management System (VMS). It automates, streamlines and simplifies much of the work required to manage all kinds of equipment maintenance.

M3 also tracks vehicle maintenance and parts use and inventory. It collects vehicle mileage, use of fuel, lubricating oil and other fluids, and it helps ensure that bus preventive maintenance is performed on time.

“In the long term it will be an effective change,” says Hemsing. “Right now we’re learning how to walk with it.”

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Pasadena Visitors Bureau Needs Holiday Hotline Volunteers

- Staff will answer visitor inquiries about transit, events

(Nov. 3, 2004) Thousands are expected to attend Pasadena's Rose Festival Parade and the Rose Bowl Game this year – a perfect time to promote ridership on the Metro Gold Line.

Metro employees interested in helping visitors find their way to the New Year's events can volunteer for the Pasadena Convention & Visitors Bureau Annual Holiday Hotline.

Hotline volunteers not only answer transportation questions, they also are trained to field inquiries about the parade and football game, float decorating and post-parade viewing, parking, accommodations, directions, holiday activities and more.

The Convention & Visitors Bureau has 11 shifts of six volunteers each to fill between Tuesday, Dec. 28 and Sunday, Jan. 2. Each shift is four to five hours long and volunteers can express a choice of slots. Refreshments are provided.

To volunteer, employees can contact Nancy Ceballos or Jennifer Vargas at the Convention & Visitors Bureau, 626-795-9311 and request a sign-up sheet. The deadline for volunteering is Nov. 22.

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Pedestrian enters restored walkway at the East Portal entrance to the Gateway Transit Center.



Patsaouras Plaza Revisited

- Unique brickwork of roadway is restored to original pattern following extensive repairs.

(Nov. 4, 2004) A repaired and reconstructed Patsaouras Plaza reopened to traffic Nov. 2, following extensive improvements to the pedestrian, automobile and bus areas of the plaza's roadway.

Buses were rerouted during the first phase of the reconstruction work, which began in mid-July, said Steve Noonan, Chief Engineer of the Catellus Development Corporation who managed the repair work.



Patsaouras Plaza
re-opened to traffic
Nov. 2.

As workers labored to duplicate the roadway's unique tri-color pattern of the brickwork, traffic was curtailed and bus access limited during the project's second phase, which took about six weeks to complete.

Since the Transit Plaza first opened in 1995, the constant passage of heavy buses had displaced and cracked the brick pavers and granite blocks of the pedestrian crosswalks.

At the south turn of the busway, water seeping from the landscaped park undermined the layer of sand supporting the bricks, and the weight and movement of the buses caused them to buckle, said Noonan.

One of the areas that suffered the greatest wear was just west of the south turn where an emergency hatch provided access to a DWP transformer that supplies power to the Metro Red Line.

To give the roadway better support, workers closed the emergency hatch and removed its steel plate cover, said Noonan.



Before and after: Above, workmen replaced paver bricks from the deck of the south end of the roadway that had buckled under the weight of buses. Below, workers removed damaged granite and replaced it with colored brick to mark pedestrian walkways.



The area at the top of the Vignes Street ramp also was damaged by bus movement. New bedding sand was placed and the pavers reinstalled.

The Plaza repair work was undertaken by Charles Pankow Builders, the original builders of Gateway Center, and managed by Catellus Urban Development Corp., which provides property management services for the Union Station complex. Nakada + Associates, Inc. is responsible for the repair work design.

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Metro hosts the 39th Annual California Transit Association Conference and Expo in Universal City, attended by more than 700 transit professionals.



PHOTO: JUAN OCAMPO

Red, White and Transit

• Metro Hosts 39th Annual California Transit Association Conference



John Catoe, CTA Executive Committee Chairman and Metro's Deputy CEO, address conference attendees.

and Transit," to discuss issues critical to today's transit environment. Topics included transportation security, California regulations, universal fare systems, smart card technologies, transit-oriented development, public/private partnerships, procurement streamlining, bus operator recruitment and more.

BY DAVE SOTERO

Metro hosted the 39th Annual California Transit Association Conference and Expo this week in Universal City, drawing more than 700 transit professionals from throughout California for three days of meetings, conference sessions, exhibits and networking.

Metro brought together a statewide panel of transit experts at this year's conference, themed "Red, White

Howard Putnam, Former CEO of Southwest Airlines, kicked off the conference with a keynote speech addressing leadership



Howard Putnam talks leadership.

principles in transportation. His insights into how Southwest became an innovator in providing mass transit services within the airline industry were well received by conference attendees.

The conference expo gave many industry suppliers an opportunity to meet directly with transit agency executives to showcase their products and technologies. Several bus manufacturers and their partners also provided demonstration buses outside the hotel for attendee viewing.



Metro's Jane Matsumoto and David Sutton show off ticket vending machine model with universal fare system functionality.

Wednesday evening's offsite reception at B.B. Kings Blues Club at Universal City Walk was successful, with more than 300 conference attendees joining in for music, drinks and fun.

APTA President William Millar closed the conference with an analysis of the national elections and their implications for public transit funding. Millar said that, across the country, 23 out of 31 public transit propositions were approved by voters. That represented \$40 billion in funding to improve America's public transit systems. He said that obtaining the proper level of funding will remain a challenge for the transit industry in 2005, and urged California's transit industry to redouble efforts to contact their members of congress to communicate the importance of transportation funding.



APTA President William Millar briefs attendees on the results of the elections for California's transit industry.

Metro provided shuttles to/from the Universal City Metro Red Line Station and



the Sheraton Hotel for the CTA conference.

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Metro Café, Metro Store take a holiday on Veterans Day and the following Friday.

- Metro Café will offer limited service Thursday, Friday in the cafeteria lobby while undergoing finishing touches for a grand re-opening on Monday, Nov. 15.
- Metro Store also takes a holiday; employee center will be closed on Veterans Day and the day after.

(Nov. 9, 2004) Metro Café will close, Nov. 11-12, so Facilities Maintenance can repaint the walls and install a new steam table, says Manager Bruce Ueno. A new toaster oven also will be added so deli chefs can prepare Quizno's-style toasted sandwiches.

In the meantime, the Café will offer limited service in the lobby of the cafeteria until 2 p.m. while the main area is being repainted. The cafeteria will offer pastries and sandwiches on Thursday and a more substantial selection of hot entrees in serving dishes on Friday.

See [Metro Café menu](#) for week of Nov. 8.

When the cafeteria reopens the following week, Ueno plans to introduce a new "menu ticket" ordering system customers will use to purchase food items in the grill and deli areas at breakfast and lunch.

The new ordering system is designed to streamline the grill and deli service and speed up the checkout, said Ueno.

See article > [How does it work?](#)

To kick off the new menu ticket system, Ueno is planning a "grand reopening," Nov. 15, with a drawing for prizes and free meals. All menu tickets turned in during the first week will be eligible for the drawing.



When it reopens
Nov. 15, Metro
Café will introduce
a full menu of
toasted
sandwiches >
[Sample menu](#)

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Industrial hygienist Collins Kalu, at right, managed project that enclosed interceptor tanks on P-1 and installed a negative pressure ventilating system that controls emanating odors.



Ventilating System Circumvents Interceptor Scent

Trouble was brewing in the sewers beneath the City of the Angels but an amendment to the Industrial Waste Control Ordinance of the Los Angeles Municipal Code (LAMC 64.30) came to the rescue:

"To further control the waste grease discharges from food service establishments, these regulations shall serve to prevent sewage spills caused by grease related blockages in the sewer system."

Therefore, by decree of the Los Angeles Municipal Code, it was determined that a grease interceptor shall be installed at the Gateway Building.

And so it came to be, in the year 2002, that two interceptor tanks, each with the capacity of 1,000 gallons, stood sentry at the entrance to P-1.

But it wasn't long until the Metro employees and townsfolk began to wonder about the bitter air and downwind aroma that seemed to emanate from the cauldrons that burbled and boiled just outside the entrance to the elevators.

Suddenly, Collins Kalu, Sr. Industrial Hygienist in the Office of Systems Security and Safety, developed a plan to circumvent and thwart the permeating odor.

"We have enclosed the interceptor in a room and disconnected the vent that leads to the roof," he said.

"Then, we installed a negative pressure system that pumps the air in the room into an exhaust duct that

Interceptor air takes circuitous route to freedom:



leaving the room under pressure...



over the driveway...



down the hall...

winds along the ceiling of P-1 for 350 feet to the loading dock and ends midway around the bend, where the treated air can be safely discharged."

And so, the sad tale of the "*eau de metro*" comes to a happy resolution: Metro has complied with the regulation, the townsfolk are free to walk P-1 and the sewers are, for the most part, better off than they were four years ago. – *from Gayle Anderson*



across to the loading dock...



outta here.

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From Vietnam to Desert Storm, Metro Veterans Share Wartime Experiences

By RICH MORALLO

It was his first firefight in Vietnam in 1967 and 20-year old hospital corpsman Jon Vandercook was scared.

"I was in the middle of a fire fight, tending to a marine lieutenant who had just taken a bullet in his head," remarked Vandercook, today a Metro senior safety specialist. Meanwhile, Metro bus operator Edward York, another Armed Forces veteran, also talked about coming under fire as a young Navy machinist's mate when his ship arrived in Da Nang Harbor in 1972.



Vandercook, York and other Metro South Bay members who served in the military shared some of their experiences recently in honor of Military Veterans Appreciation Day on November 11.

A Marine forever

Henry Prater served three tours as a marine in Vietnam in the 1960s. "Bullets shot through our cargo plane when I was there in 1964," said Prater, an equipment maintenance supervisor at Carson Division 18. Prater's job was to set up refueling stations for helicopter missions. He was aboard an Army cargo plane carrying supplies and equipment near Da Nang when he heard bullets burst through the walls of the plane.

"Earlier I had positioned an aluminum fuel filter that I was transporting behind the plane's cockpit. That filter saved the pilot's and co-pilot's lives as the bullets ended up lodged in the filter," narrated Prater who would go on to serve 21 years and



Div. 18 Equipment Maintenance supervisor Henry Prater.

seven months in the Marines.



Dental assistant

Helping process marines for Desert Storm/Desert Shield in Saudi Arabia, Division 18 bus operator Leslie Auzenne worked as a dental assistant in San Diego from 1988 to 1992. "I joined the Navy for administrative office training but my high placement scores landed me a job as a dental technician," said Auzenne who spent most of her tour coordinating the dental screening of newly recruited marines.

Div. 18 Bus Operator Leslie Auzenne

"I loved serving the military," said Auzenne, also responsible for assisting in dental surgeries, processing x-rays, and cleaning teeth during her tour of duty. The Los Angeles resident recommends the military to high school graduates looking for a way to start their careers. "My son, who's in college, plans to go to law school and eventually join the Navy and serve in the Judge Advocate General Corps.

The Navy called

Like Auzenne, York also operates a Division 18 bus and served in the Navy. "I worked on hydraulic systems, submarine periscopes, airplanes and aircraft elevators," he said. "I was originally drafted by the Army but after I tested for both the Navy and the Air Force, the Navy was the first to call me in," said York.

York remembers like it was just yesterday when he first saw the shores of Vietnam in October 1972. "There were 200 of us on our subtender as we approached Da Nang Harbor. We could hear the enemy shooting at us from shore," remarked York. The bus operator, who served in the Philippines, Australia, Spain, Thailand and Africa, also has family currently in uniform.



Div. 18 Bus Operator Ed York. Inset: In the Navy, 1972.

"My son in in the Army in Iraq now," said York. "I'm looking forward to his return in February."

Tank mechanic

Paul Aldana and Thomas Fox, bus operators with Arthur Winston Division 5, also served in the military. "As a Marine tank mechanic

I was always right behind the combat units during Desert Storm/Desert Shield in 1991," said Fox who maintained the main turret, hydraulics and gear box of tanks. Fox's other military tours included Japan, Korea and Hawaii.



Div 5 Operators Paul Aldana, above, and, right, Thomas Fox.



"I was an Army truck driver in Okinawa in 1969," said Aldana who worked 15-hour days loading ships with medical supplies and ammunition bound for Vietnam. "I operated this huge 15-ton one-floor high truck tractor that could move trailers and supply boxes onto the ships," Aldana said.

Provided emergency treatment

With bullets flying overhead that Vietnam June day in 1967 Vandercook focused on providing emergency treatment to the wounded officer and prepared him for evacuation.

"Sleeping in a hole full of water during the monsoon. Climbing mountains and wading through rice paddies while carrying a five-gallon water can, mortar rounds and machine gun ammo in addition to my medical gear and M-14 rifle. Patching up wounded Marines and identifying dead comrades. These are my memories of Vietnam," said Vandercook.

Vandercook was later commissioned, and with 31 years of military service will retire as a commander in January.


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Board Committees to Consider Motions for December Meeting

- [Items 10 and 31, Subway Construction Ban](#)
- [Item 22, FY 2005 Budget Amendment](#)
- [Item 14, Agency Nomenclature](#)
- [Item 17, Transit Television Network](#)
- [Item 8, Santa Monica Transit Corridor](#)

(Nov. 16, 2004) Although no Board of Directors meeting is scheduled in November, Board committees will consider a number of motions, including eliminating a prohibition against subway construction, an amendment to the FY 2005 budget, Metro nomenclature, and TV programming on Metro Buses.

The next full Board meeting is scheduled for Monday, Dec. 13. No committee meetings are scheduled for December. November committee items include:

Items 10 and 31, Subway

Construction Ban: After his motion was held over from October, Los Angeles City Councilman Tom LaBonge is again asking the Board to "support federal legislation that lifts the prohibition on the use of federal funds..." for subway construction and operation in the area reaching west of Crenshaw Boulevard to North Robertson Boulevard in Beverly Hills.

That area includes a "high potential risk zone" where methane gas has been found in the ground. According to LaBonge's motion, "new technologies have been developed to vent gas, prevent fires and improve the general safety associated with subway construction."

A similar motion in September won unanimous approval of the Los Angeles City Council. The Board's Planning and Programming Committee and the Construction Committee both are scheduled to consider the issue.

Item 22, FY 2005 Budget Amendment: The Finance & Budget Committee will hear a motion to amend the FY 2005 budget to overcome an expected \$20 million shortfall in fare revenues this fiscal year – \$9 million in bus revenues and \$11 million in rail revenues.

November Committee Meetings

- Planning & Programming, 1 p.m., Wednesday, Nov. 17
- Executive Management & Audit, 9:30 a.m., Thursday, Nov. 18
- Finance & Budget, 10:30 a.m., Thursday, Nov. 18
- Construction, 11:30 a.m., Thursday, Nov. 18
- Operations, 1 p.m., Thursday, Nov. 18

Through the first quarter of FY 2005, fare revenues are under budget by \$4.9 million. Ridership is "relatively flat," according to a Board report, and the fare restructuring increased overall revenues by 2.5 percent, instead of the 10 percent increase projected in the budget.

Projected fare revenues for the fiscal year, based on first quarter results, are \$263 million instead of the \$283 million budgeted, a \$20 million difference.

Item 14, Agency Nomenclature: The Executive Management & Audit Committee will receive a report outlining guidelines for the use of the terms "Los Angeles County Metropolitan Transportation Authority" and "Metro" and for the Metro logo.

The guidelines are intended to provide "a unified and consistent identification system that will improve public awareness of the agency, and strengthen the perceived connection between the agency and its multiple functions and initiatives."

The logo and nomenclature guidelines will apply to all printed materials, website, projects, signage and vehicles.

The guidelines note that the legal name of the agency is "Los Angeles County Metropolitan Transportation Authority," while the popular name is "Metro." Official documents should use the full agency name. LACMTA is an acceptable alternative when space is limited.

"Metro" is to be used in any and all internal and external communications and is to replace "MTA." According to a 2003 survey, more than two-thirds of LA County residents are familiar with the agency's logo and associate it with Metro.

Item 17, Transit Television Network: An Orlando, Fla., electronic media company wants to equip Metro Buses with video screens to provide passengers with entertainment, news, weather, games and advertising messages.

The Executive Management & Audit Committee will consider a motion authorizing the CEO to execute a 10-year revenue contract with Transit Television Network (TTN). The contract could earn Metro up to \$67 million over the life of the contract.

In a 90-day test last spring, OPIS received favorable feedback from operators and passengers on two Metro Rapid Line 720 buses. No similar installation is planned at this time on the Metro Red Line.

TTN has installed OPIS units on buses in Orlando and in Milwaukee. It is currently being evaluated by the Chicago and Atlanta transit systems.

Item 8, Santa Monica Transit Corridor: The City of Santa Monica is requesting \$30 million to purchase land for a rail right-of-way for potential future development of a Downtown/Civic Center terminal station for the Metro Exposition Light Rail Line.

The Planning & Programming committee will consider a motion approving withdrawal of the money from the city's Transportation Development Act (TDA) Capital Rail Reserve.

The parcels under consideration total 145,000 square feet and are

located in a one-block area on the north side of I-10 Freeway between Main and Fourth Street or between Fourth and Fifth streets.

In other action, the Operations Committee will receive a report on a Freeway Service Patrol Big Rig demonstration project aimed at clearing accidents within 90 minutes on the I-710 Freeway; a report on the feasibility of converting the last car on Metro Red Line trains for unrestricted bicycle use; a report on an effort to keep debris and rubbish cleaned up on the Union Pacific tracks paralleling the Metro Blue Line; and a report on the "Metro Connections" bus service restructuring program.

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CEO Roger Snoble picks up "gift giving tag" from task force coordinator Bessie Rush-Johnson to launch ninth annual gift drive for the Fred Jordan Mission for Skid Row Kids program.



9th Gift Giving Drive Seeks 9,000 Gifts for Skid Row Kids

• [Volunteers staff the Gift Giving task Force](#)

(Nov. 16, 2004) This year will mark Metro's 9th annual Holiday Gift Giving Drive for the Fred Jordan Mission for Skid Row Kids and coordinators are setting an ambitious goal by asking employees and their families to donate 9,000 gifts to the charity.

"Every year since the Gift Drive began in 1996, generous employees have given more and more gifts," says Bessie Rush-Johnson, Gift Giving Task Force coordinator.

The Gift Giving Task Force will host an information table in the 3rd floor lobby from 11:30 a.m. until 1:30 p.m., from Wednesday, Nov. 17, to Friday, Nov. 19.

Gift givers receive colorful reminder that gifts are due Dec. 9.

The Task Force seeks donations of new unwrapped gifts that can include an abundance of suitable items such as blankets, toy cars and dolls, games, pencils and paper, stuffed animals, footballs, soccer balls and basketballs, rain gear, back packs and even canned goods.



Gift Drive coordinators will visit MTA operating divisions that don't conduct their own toy drives, beginning Nov. 22, to distribute gift tags. The gift tags must be attached to the unwrapped gifts, which should be delivered to coordinators by 12:30 p.m., Thursday, Dec. 9.

The gifts will be delivered to the Fred Jordan Mission on Friday, Dec. 10, at 10 a.m. MTA employees and family members over 16 years of age will help distribute the gifts to kids at the Mission on Sunday, Dec. 19, from 9 a.m. to 5 pm.

Volunteers staff the Gift Giving Task Force. This year the members are, from left, Linda Perryman, Phillip Waldman, Jackie Davidson, Gracie Alvarado, Barbara McDowell, Bessie Rush-Johnson, Keith Compton, Joan Chu, Mary Talbert and Yanira Rivera. Not pictured: Deborah Bishop, Liza Bates, Rose Ann Sanchez, Jeanne Kinsel, and Juanita Wright.



Gift Drive Chronology:

- Dec. 9, Gift Drive deadline
- Dec. 10, Deliver gifts to the Fred Jordan Mission
- Dec. 19, Gift distribution at the Mission

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Welcome to 'Share the Ride' Workshop

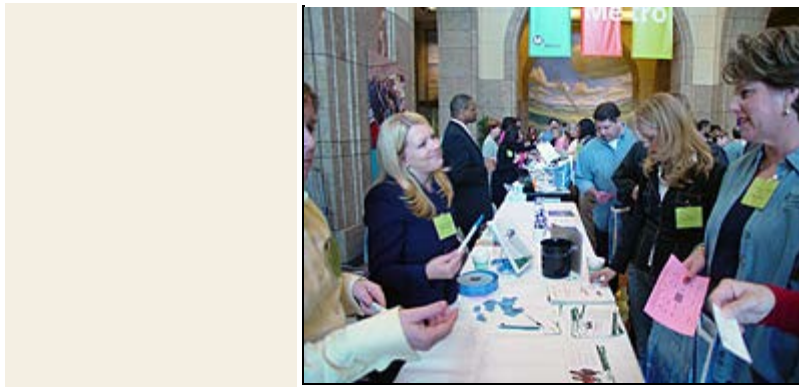


Rideshare vendors from Flexcar to Enterprise Rent A Van to LA DWP and Torrance Transit offered alternative transportation options to rideshare coordinators from nearly 200 participating employers.

Transportation Coordinators Get Tips on Marketing Rideshare



Above, Getty Foundation coordinator Carla Machuca collects information. Below, Enterprise Rent A Van representative Amber Brown, at right, offers suggestions.



(Nov. 16, 2004) Employee Transportation Coordinators from across LA County gathered at Metro Headquarters, Tuesday, for training on how to market rideshare services in their companies.

The "Share the Ride Workshop," hosted by Metro Commute Service, provided tips on effective rideshare marketing. In California, companies with 250 or more employees are required to offer rideshare programs.

The ETCs were introduced to Metro's new Employer Pass Program, to the TAP fare program being readied for introduction in 2005, and to the Metro Liner articulated bus scheduled for use on the Metro Orange Line next year.

To interest their employees in using Metro and other commuter services, Tuesday's seminar offered the ETCs such tips as promoting ridesharing at company events; using posters, brochures, electronic messages and newsletters; and stressing W.I.I.F.M – What's In It For Me



Metro Commute Services manager David Sutton, greets transportation coordinators at morning session.

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PHOTOS: ERIC RAPP



The Division 8 Maintenance team celebrates its August contest win.

Div. 8 Maintenance Chalks Another 'How You Doin?' Victory

By ERIC RAPP

(Nov 17, 2004) West Valley Division 8 Maintenance continues to pile up wins in the 'How You Doin?' program, winning Best Maintenance Division for August.

At a recent celebration, Maintenance Manager Pat Orr stressed that more than just winning awards, the efforts of the employees are vitally important to thousands of Metro riders as well.

"What you do makes a difference to our customers," said Orr. "Keeping our buses running on time and clean makes it possible for them to get to work and school every day."



San Fernando Valley General Manager Richard Hunt congratulates the Division 8 Maintenance team.

San Fernando Valley General manager Richard Hunt was also on hand, not just to help Maintenance employees to celebrate their continuing wins, but

also to answer questions they had about Metro's newest bus, the articulated Metro Liner.

In addition to managing the sector, Hunt is still manager of New Vehicle Technology and was in charge of the selection of the bus. Division 8 will be the first to receive the Metro Liner.

Hunt answered a wide range of questions, including some about the powerplant, the articulating mechanism, training for mechanics and operators, and new fuel technologies, not only on the Metro Liner, but for the future.

"We're already planning for the future, when newer and more stringent emissions restrictions take effect in 2007 and 2010," Hunt told the mechanics and service attendants, "and we'll be ready."

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DPW Employee Charged with Defrauding Rideshare Program

(Nov. 17, 2004) A former LA County Department of Public Works employee was scheduled to appear in Los Angeles Superior Court, Wednesday, to answer charges of defrauding Metro's Rideshare Rewards Program.

April Gonzales is charged with felony grand theft and public officer crime for allegedly misappropriating \$700 in Target gift certificates while she was employee transportation coordinator at DPW's Alcazar Street facility in Lincoln Heights.

DPW audited its Rideshare Rewards Program, last March, after receiving a tip and brought discrepancies to the attention of Metro's Office of the Inspector General, according to Senior Investigator Brian O'Reilly.

O'Reilly alleged that Gonzales sometimes enrolled fictitious employees in the Rideshare Rewards Program or enrolled employees who were not carpooling. Other times, he said, she kept gift certificates that should have been distributed to DPW employees.

LA County District Attorney Anthony Colannino filed one count each of felony grand theft and public officer crime charges against Gonzales, Oct. 7. She was arraigned, Oct. 28, in Superior Court and pled not guilty to both counts and was released on her own recognizance.

The Rideshare Rewards Program, started in 1997, encourages ridesharing by workers at companies with fewer than 250 employees. Through the program, employees who rideshare can earn Target, Ralphs or Best Buy gift certificates valued at up to \$120.

Rideshare Rewards will be revised and combined with another incentive program in December. It will be renamed the Metro Rewards Program.


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Nurse Karla Becker Takes Pulse of Metro Bus Operation

BY RICH MORALLO

(Nov. 17, 2004) Never in her wildest transit dreams did Case Nurse Karla Becker of the Risk Management Department envision herself driving a Metro bus.

But there she was on a recent morning, turning a huge steering wheel and operating a 40-foot CNG bus around the yard of Carson Division 18.



Nurse Karla Becker of the Risk Management Department operates 40-foot CNG bus around the yard of Carson Division 18.

"I normally drive a small two-door Honda Civic," said Becker, a claims unit case manager. "When I drove that bus for the first time I actually looked for a clutch."

Becker and three other Metro and Long Beach Medical Center employees participated in South Bay Service Sector's annual medical staff transit orientation.

"The three-hour tour shows what takes place at a division from the time a Metro operator signs on to work until he or she pulls the bus out of the yard," said Jackie Anderson, who coordinates Workers' Compensation claims for the sector.

Demonstrate daily environment

Assistant Transportation Manager Craig Smith, who let all of the visitors take a turn at driving the bus, wanted to demonstrate the daily environment of an operator. "We showed the visitors how an operator sits, steers and stops."

On the maintenance side of the yard, Manager Ken Matsuno had a service attendant show the visitors how to hook up the fuel nozzle to a bus, and use cleaning equipment to blow away dirt and dust inside the bus.

Rosie Espinoza, a client services representative with Long Beach Medical Center, appreciated the chance to visit the 15-acre Metro bus yard, located near the 110 and 405 freeways in Carson. "The trip was very informative and I now understand the working environment of bus operators."

Becker, who normally spends her time at Metro Headquarters working on case files on the computer or attending coordination meetings, said after the field trip that she had a better understanding of what operators have to deal with.

"When I was driving the bus I realized that an operator really has to be aware of everything around the bus, even objects that are at a

distance," she said.

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Senior Transit Security Officer Mario Carrillo, center, with his Certificate of Commendation. From left, rear, are Sheriff's Commander Willie Miller, Transit Police Chief Capt. Dan Finkelstein and Lt. Mike Herek.



Officer Carrillo Commended for Help in Sexual Assault Investigation

(Nov. 17, 2004) The Los Angeles County Sheriff's Department has commended Metro Senior Transit Security Officer Mario Carrillo for his part in solving recent cases of sexual assault in the Union Station parking garage.

Following the arrest, Sept. 2, of suspect Steven Jackson, 33, Carrillo helped the Sheriff's Transit Services Bureau discredit alibis the suspect offered deputies. This information helped detectives in filing three counts of sexual assault against Jackson.

"The Transit Services Bureau and Sheriff's Headquarters are grateful for Senior Officer Carrillo's keen investigative skills and commended him as a partner and team member," said Lt. Mike Herek.

DNA evidence gathered during the investigation confirmed that Jackson committed sexual assaults in the Union Station parking garage, according to Sheriff's Detective Jeanine Lum.

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Maintenance staff at Arthur Winston Division frequently provide safety suggestions that contribute to their success at avoiding lost-time injuries. PHOTO: RICH MORALLO



Employee Suggestions Aim at Keeping Division 5 Safe

By RICH MORALLO

(Nov. 18, 2004) One Arthur Winston Division 5 mechanic came forward with a suggestion that buses should not block pedestrian walkways in the bus yard. Another staff member noticed that division "housekeeping" could be improved.

"As a result of our people putting safety first, Arthur Winston Division Maintenance has gone 160 days without a lost-time injury case," said Assistant Maintenance Manager Sergio Rubalcava.

Mechanics and service attendants at the 10-acre Chesterfield Square bus yard used the Field Observation and Feedback (FOF) Form to report safety questions and help establish the 160-day Arthur Winston Division milestone, according to Rubalcava.

In the previous five-month period, the maintainers had three lost-time cases.

Employee suggestions

"Regarding the suggestion with the blocked pedestrian walkways, some buses waiting in line at the refueling island would end up parked over part of the pedestrian walkways which forced people off of the designated walk paths," said Rubalcava. "The FOF on housekeeping recommended that air hoses be wound back up after use so they would not present a tripping hazard in the shops."

In both cases, thanks to employees who took time to write down their safety suggestions on the FOF, corrective action was taken and the 115-member maintenance staff continued to work together and achieve a division record of five months without anyone missing work due to an

injury.

"Our people are also using the FOF to make positive comments to reinforce what is safe and to get agreement to change unsafe behavior," said Maintenance Manager Alex DiNuzzo.

Remember to be safe

Helping make safety a priority are those employees who remember to be safe.

"When I work my mind is full of safety at all times," said Andrew Warren, a 22-year mechanic.

Vernon Jackson, another mechanic who has 21 years with the agency, said, "My slogan is to keep safe and aware of your environment."

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With City Hall in the background, members of a walking group get in some healthy exercise following announcement of the new "Metro Fit" campaign.



PHOTOS: CHRIS LOVDAHL

'Metro Fit' Campaign Promotes Using Public Transit for Exercise

- Metro, Heart Association, YMCA launch campaign
- [Are you getting enough exercise each day?](#)

By DAVE SOTERO

(Nov. 18, 2004) Metro, the American Heart Association and the Ketchum-Downtown YMCA held a fitness rally at the Metro Rail Civic Center station, Wednesday, to kick off "Metro Fit," a new fitness awareness campaign.

"Metro Fit" encourages health-conscious Angelenos to incorporate more exercise into their daily schedules by connecting with public transportation.



Fitness instructors from the Ketchum-Downtown YMCA lead a "Metro Fit" warm-up exercise.

The Metro Fit program promotes walking to and from transit for commuting. It recommends using the stairs at Metro Red Line stations, discovering local attractions by Metro and on foot, and combining bicycling with public transit.

"For busy county residents, working the recommended amount of exercise into their daily routines is nearly impossible," said CEO Roger Snoble. "Let the Metro system be your own personal trainer. It's a ready-made par course to help you lose pounds, save money and discover L.A."

Lack of exercise hurts

The many detrimental effects associated with lack of daily exercise include high blood pressure, stroke, diabetes, obesity and heart attack.

Many public health advocates recommend 10,000 steps per day to maintain physical fitness. Public transit is an excellent way to help reach that number, as it requires more walking than Angelenos typically do in a day.

With a Metro bus or rail stop located within a half-mile radius of most residents' homes in Los Angeles County, those who use public transportation round-trip can achieve around 2,500 steps – about a mile – of additional daily walking exercise.

"Achieving at least 30 minutes of walking exercise per day utilizing public transit can help Angelenos achieve their fitness



Barbara Lashenick of the Metro Art Docent Council and a Los Angeles Conservancy tour guide lead members of a "Metro Fit" walking group stride across a street near the Disney Concert Hall.

Are You Getting Enough Exercise Each Day?

(Nov. 18, 2004) Studies reveal that Angelenos are not getting nearly enough physical exercise

goals while at the same time reducing risk factors for disease, our nation's number one killer," said David Beaver, corporate market director for the American Heart Association.

'Metro Stair Climb'

Health-conscious residents can also take the "Metro Stair Climb" using Metro Red Line subway steps to increase heart rates and help improve cardiovascular health. Subway portal steps range from about 60 to 200 steps, with Wilshire/Vermont Metro Red Line Station having the most: 324 steps.

Metro Fit also encourages lunchtime and weekend walking tours to discover new areas of the county.

Metro's Art Docent Council, for example, offers the "Art's A Trip" docent tour the first Saturday and Sunday of each month at Metro Rail stations. Fitness enthusiasts can walk approximately 3,100 steps on these tours.

The Los Angeles Conservancy provides low-cost, two and a half-hour weekend tours of historic portions of Los Angeles, including Downtown's Evolving Skyline (2,916 steps), L.A.'s Historic Core (4,525 steps), and Union Station (5,025 steps).

Self-guided tours are also available on the Conservancy's web site at www.laconservancy.org.

on a daily basis.

According a recent study by UCLA researchers, 41 percent of county residents get no more than 10 minutes of continuous exercise each week, which is lower than the 30 minutes a day, five days per week that is recommended by the national Centers for Disease Control and Prevention.

An Atlanta survey conducted earlier this year by Georgia Tech found that how much time people spend driving has a great impact on whether they are obese. Driving time, in fact, had a greater effect on weight than gender, ethnicity, education or income.

The survey found that, for every extra 30 minutes commuters drove each day, they had a three percent greater chance of being obese than their peers who drove less.

The Atlanta survey is particularly relevant to Los Angeles, where most residents spend much more than half an hour per day driving.



A Los Angeles Conservancy tour guide leads "Metro Fit" walkers along a sidewalk near the Pershing Square Metro Rail station.


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Court orders probation, community service, court fees and \$2,742.29 in restitution

By PAM MURANO

(Nov. 18, 2004) Former Division 15 employee Lolita A. Hicks Dolliole-Crowder pled guilty, Nov. 16, to two counts of insurance fraud for filing a false claim for Workers' Compensation benefits.

Crowder, 50, of Palmdale, was arrested Dec. 30, 2003, on 16 counts of insurance fraud. The 23-year Metro employee had alleged that she was injured, Dec. 3, 2003, when she was physically assaulted and hit on the wrist by a bus passenger.

An investigation by the Metro Special Investigations Unit found that, while there was an argument with a passenger, Crowder was not physically assaulted. She was accused of faking the injury to collect \$3,000 in Worker's Comp benefits.

Crowder paid \$2,742.29 in restitution to Metro. She also will be required to complete 300 hours of community service, pay \$120 in court costs and will be on summary probation for a period of three years.

A sentencing hearing will be held April 13, 2005. At that hearing, the judge will determine whether to accept the plea based on her substantial completion of the community service agreement, her payment of the restitution and court costs and consideration of any acts that may affect her probationary status.

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Ed Marshall's Struggle with a Mysterious Virus Almost Claims His Life

- A common fruit helped keep him alive

By SHANTAY IOSIA

(Nov. 19, 2004) The deceitful creature crept into Ed Marshall's unwary body and silently began its game of charades. First, it disguised itself as a common cold, then the flu and finally pneumonia.



Ed Marshall

The unknown virus, which appeared in September 2003, confused doctors and forced Marshall, the Logistics Department assignment coordinator clerk at the Regional Rebuild Center, to the edge of his life.

In the end, it was a common fruit – available on every grocer's shelf – that helped keep Marshall alive. But, the struggle he endured while he fought for his life and his doctors searched for clues to a cure was a long and difficult one.

Ed Marshall had struggled with a heart murmur and respiratory problems as a child and was accustomed to the diagnosis. But he grew suspicious as the new and puzzling symptoms continued into its sixth month.

An unidentified virus

During a routine checkup, test results revealed an unidentified virus similar to hepatitis B. His alarmed doctor immediately contacted Marshall who returned for more tests.

The cunning virus tried to convince doctors it didn't exist, but as Marshall's symptoms progressed, doctors worked relentlessly to find the source.

They soon discovered that the virus had attacked Marshall's heart muscle. The muscle deterioration prevented his heart from functioning beyond 25 percent of its ability.

Doctors struggled to preserve Marshall's heart while attempting to identify and destroy the virus. Meanwhile, Marshall experienced periodic episodes, or moments when his heart stopped beating.

Suggested a heart transplant

Doctors were able to revive him each time but as his heart weakened, functioning at a feeble 13 percent,

they told him there was no more they could do. They suggested a heart transplant and said that, if he survived the operation, he would remain on disability for the rest of his life.



Metro's Ed Marshall, lower right, says his brush with death has strengthened his family and made him a more patient person. With him are his wife Gloria, and children, from left Jordan, Rashawnda and Rachard.

A defeated Marshall surrendered and prepared farewell speeches to his wife, Gloria, and children, Rachard, Rashawnda and Jordan.

"At that point no sermons or scriptures came to mind," says Marshall, a Christian. "I was just frightened. When a person approaches the brink of death, that's when the real decision comes. I could either take (a new) heart or die."

Then, a doctor who was on the team treating Marshall came to his bedside and offered the first words of hope he had heard in over a week. He advised his patient to exhaust other options before considering a transplant.

Awoke to an odd smell

Marshall agreed, but his heart continued its irregular patterns. When it stopped for the third time, he awoke to an odd smell -- the scent of bananas.

"You don't have to worry about that happening anymore," he recalls the doctor saying. "Your heart was craving potassium."

A medium-size banana contains 467 milligrams of potassium, which helps regulate the heart rate and lower a person's blood pressure. The potassium helped stabilize Marshall's heart, allowing him to avoid the transplant.

Marshall defied medical theories and was released from the hospital with the promise of a full recovery. He regained his strength and the anonymous virus crept out as silently as it made its invasion.

Now healthy and back on the job at the RRC, Marshall says, "It was a really horrible experience. I pray that no person would have to go through what I had to endure."

Metro Cafe Menu for the week of October 10 - October 14 , 2005					
	Monday	Tuesday	Wednesday	Thursday	Friday
BREAKFAST	Breakfast Burrito or Quesadilla \$2.99 English Muffin Breakfast Sandwich \$1.55 with Cheese \$1.95 with Meat Fresh 3 Egg Omelets \$2.25 with Vegetables \$3.25 with Meat & Cheese				
HOT	Georgia Peach Chicken \$3.99 al a carte \$5.29 meal Southern Pulled Pork \$3.99 al a carte \$5.29 meal	Carne Asada Steak or Chicken Burrito \$3.99 burrito \$5.29 meal Pork Chile Verde \$3.99 burrito \$5.29 meal	Orange Mojo Cumin Pork \$3.99 al a carte \$5.29 meal Spicy Cuban Rotisserie Chicken \$3.99 al a carte \$5.29 meal	Sweet & Sour Chicken \$3.99 al a carte \$5.29 meal Asian Marinated Pork Loin \$3.99 al a carte \$5.29 meal	Tandoori Chicken \$3.99 al a carte \$5.29 meal Coconut-Curry Fish \$3.99 al a carte \$5.29 meal
PIZZA	Individual Pizza, Made to Order \$3.95 Spinach & Cheese Calzone \$3.95 Chicken Parmesan Rolletto \$3.95	Individual Pizza, Made to Order \$3.95 Garlic Chicken Calzone \$3.95 Philly Rolletto \$3.95	Individual Pizza, Made to Order \$3.95 Neapolitan Calzone \$3.95 Chicken Parmesan Rolletto \$3.95	Individual Pizza, Made to Order \$3.95 Garlic Chicken Calzone \$3.95 FourMaggio Rolletto \$3.95	Individual Pizza, Made to Order \$3.95 Spinach & Cheese Calzone \$3.95 Chicken Parmesan Rolletto \$3.95
SANDWICH	Deli Sandwich, Made to Order \$2.19 Half \$3.99 Whole Ranch Chicken Club Panini \$4.59 BBQ Chicken Panini \$4.59	Deli Sandwich, Made to Order \$2.19 Half \$3.99 Whole Ranch Chicken Club Panini \$4.59 Cuban Panini \$4.59	Deli Sandwich, Made to Order \$2.19 Half \$3.99 Whole Ranch Chicken Club Panini \$4.59 Caprese Panini \$4.59	Deli Sandwich, Made to Order \$2.19 Half \$3.99 Whole Ranch Chicken Club Panini \$4.59 Cajun Panini \$4.59	Deli Sandwich, Made to Order \$2.19 Half \$3.99 Whole Ranch Chicken Club Panini \$4.59 Mediterranean Beef Panini \$4.59
GRILL	Check out all of our new specialty sandwiches including the Red, Hot & Blue, Cubano, Bacon Mushroom & Swiss, and BBQ Bacon Cheddar. We also have all of your old favorites!	Check out all of our new specialty sandwiches including the Red, Hot & Blue, Cubano, Bacon Mushroom & Swiss, and BBQ Bacon Cheddar. We also have all of your old favorites!	Check out all of our new specialty sandwiches including the Red, Hot & Blue, Cubano, Bacon Mushroom & Swiss, and BBQ Bacon Cheddar. We also have all of your old favorites!	Check out all of our new specialty sandwiches including the Red, Hot & Blue, Cubano, Bacon Mushroom & Swiss, and BBQ Bacon Cheddar. We also have all of your old favorites!	Check out all of our new specialty sandwiches including the Red, Hot & Blue, Cubano, Bacon Mushroom & Swiss, and BBQ Bacon Cheddar. We also have all of your old favorites!
SAUTE´	Exhibition Caesar Salad \$5.49 Chicken Bruschetta Pasta - available all week! \$4.99	Exhibition Caesar Salad \$5.49 Portabella & Sausage Pasta - available all week! \$4.99	Exhibition Caesar Salad \$5.49 Roasted Vegetable Tortellini - available all week! \$4.99	Exhibition Caesar Salad \$5.49 Chicken Bruschetta Pasta - available all week! \$4.99	Exhibition Caesar Salad \$5.49 Portabella & Sausage Pasta - available all week! \$4.99

SOUP

Four-Chile Chili
\$1.45 8oz Cup
\$1.65 12oz Bowl

Black Bean Soup
\$1.25 8oz Cup
\$1.65 12oz Bowl

Four-Chile Chili
\$1.45 8oz Cup
\$1.65 12oz Bowl

Broccoli Cheese Soup

\$1.25 8oz Cup
\$1.65 12oz Bowl

Four-Chile Chili
\$1.45 8oz Cup
\$1.65 12oz Bowl

Vegetarian Six-Onion
Soup
\$1.25 8oz Cup
\$1.65 12oz Bowl

Four-Chile Chili
\$1.45 8oz Cup
\$1.65 12oz Bowl

Creole Gumbo
\$1.25 8oz Cup
\$1.65 12oz Bowl

Four-Chile Chili
\$1.45 8oz Cup
\$1.65 12oz Bowl

New England Clam
Chowder
\$1.45 8oz Cup
\$1.65 12oz Bowl

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Metro to Begin Online Sales of Monthly Transit Passes Dec. 1

By ED SCANNELL

Buying Metro's monthly transit passes is about to get easier for people with Internet access. Beginning December 1, 2004 Metro customers can purchase their regular monthly pass or EZ Transit Pass online.

Online orders must be placed by the 15th of the month to ensure delivery by the 1st of the following month. For example, to order a January 2005 regular monthly pass or EZ Transit Pass, the order must be e-mailed to Metro by December 15, 2004.

To place an order, customers will access Metro's website at *metro.net/passes* and click on either Metro Pass or Regional Pass.

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Mountain View Elementary School pupils gathered for a group photo with Operator Munguia.



Division 8's Munguia Brings Metro to Tujunga Elementary Pupils

By ERIC RAPP

(Nov. 19, 2004) First-graders at Tujunga's Mountain View Elementary School got to have fun while learning about Metro and a career in transportation, Nov. 18, when Metro Bus Operator Bert Munguia visited the school for "Career Month."

Munguia, assigned to West Valley Division 8, has visited the school each year for the past five years to talk about his job, about Metro, and about safety.

His son Oscar is a student at the school, and he and his wife, Shanna, a schoolteacher, are both active in the Parent-Teacher Association.

"When parents get involved, it helps kids learn about their community," says Munguia, a five-year Metro veteran. "It helps them in their future lives."

After talking to the first graders in their classroom, Munguia had a special surprise – a Metro Bus, courtesy of East Valley Division 15, was waiting for them on their playground.

After showing the kids some of the bus's safety features, such as the hanging straps and the wheelchair ramp, Munguia took them on a



Munguia's Career Month presentation at Tujunga's Mountain View Elementary School included a ride on a Metro bus.

brief spin through the schoolyard, producing giggles and shrieks of glee.

"I really enjoy doing this," said Munguia. "I'm already looking forward to next year."



Tujunga elementary pupils respond enthusiastically to Division 8 Operator Bert Munguia's Career Month presentation.

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U.S. House, Senate Vote \$62 Million for Metro Rail, Bus Projects
(Nov. 23, 2004) Both houses of Congress passed a spending bill, Nov. 20, that includes more than \$62 million for the Eastside Light Rail Project and two other Metro rail and bus projects.

President Bush is expected to sign the \$388 billion federal appropriations bill for FY 2005 into law soon. The bill provides:

- \$60 million for the Eastside light rail project
- \$675,103 for the final federal installment on the Metro Red Line North Hollywood Extension, and
- \$2,000,000 for Metro Bus acquisitions.

However, because of a provision added by House and Senate leaders to make room for last-minute spending increases for NASA, education and veterans' healthcare programs, those sums will be reduced by 8/10ths of a percent.


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Rail Operations General Manager Gerald Francis, front and center, and management team attend the Metro Rail Strategic Plan Workshop Nov. 19. More than 54 Rail Operations executive officers, managers, supervisors and administrative staff participated in the half-day workshop.



PHOTO: GAYLE ANDERSON

Rail Operations Outlines Strategic Plan at Workshop

By WILBUR BABB

(Nov. 23, 2004) The Metro Rail Operations management team held it's Metro Rail Strategic Plan Workshop, Nov. 19, to discuss, outline and define strategies vital to accomplishing agency goals and objectives over the next five years.

More than 54 Rail Operations executive officers, managers, supervisors and administrative staff participated in the half-day workshop.

"It's important for us to examine our progress and have a plan that's in sync with the overall agency mission," said Rail Operations General Manager Gerald C. Francis. "But it's equally important to forecast and outline our goals and objectives and identify the resources necessary to succeed."

Management teams representing Administration, Wayside Systems, Transportation, Fleet Services, Operations Safety and Bus Operations Control (BOC) reviewed FY 2004 and 2005 accomplishments, outlined challenges and discussed strategic and budget plans.

The management teams later engaged break-out sessions to further define strategies to accomplish the agency's goals and objectives.

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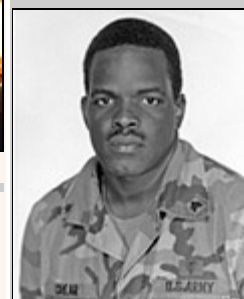
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Division 5 Service Attendant Rochelle Crear-Wilson, above, coordinates care packages for relatives in the military, including brother Tony Crear, at right.

Retired Army Sgt. Tony Crear's 24 years of service included tours in Korea, Japan, Kuwait and Afghanistan.



Thanksgiving Season:

Service Attendant Thankful for Safety of Relatives in Military

By RICH MORALLO

(Nov. 24, 2004) This Thanksgiving Rochelle Crear-Wilson will make a call to Killeen, Texas, and talk to her oldest brother and his family. That call will be the highlight of her holiday.

"I am so thankful that God has allowed my brother to make it home safely after so many years of military service," says Crear-Wilson, a six-year service attendant at Arthur Winston Division 5.

Her brother, retired Army Sgt. Tony Crear, served worldwide during his military career, including posts in Colorado, California, Korea and Japan.

"By 2001, my brother had spent 24 years in the Army and was about to retire when he was sent to Kuwait and Afghanistan," says Crear-Wilson. For five months he served as a medic, not only helping injured soldiers, but also treating children hurt during the war.

Care package coordinator

Crear-Wilson, who attends Cal State Dominguez Hills, was the family's coordinator for the care packages that were mailed to Tony. "We were only allowed to mail shoe-sized care boxes overseas, so I really had to learn how to pack items efficiently into those small cases."

"We sent Tony and his fellow soldiers what they could really use in the desert - family letters and pictures, Kool-Aid, beef jerky, candy and lots of baby wipes since they couldn't take a bath," says Crear-Wilson.

During her brother's deployment, Crear-Wilson and other family members - two other brothers and a sister - banded together to make sure Tony's wife and children were taken care of.

For the past two years, Tony has been home in Killeen where he works as an Army security officer, but Crear-Wilson believes Thanksgiving is a time to continue to be grateful for the well-being and health of family members.

"Thanksgiving - I'm so grateful for another holiday when everyone in my family is safe and sound," says Crear-Wilson, who hasn't given up her job as care package coordinator. "My 22-year old cousin is in the Marines and just left for Kuwait."

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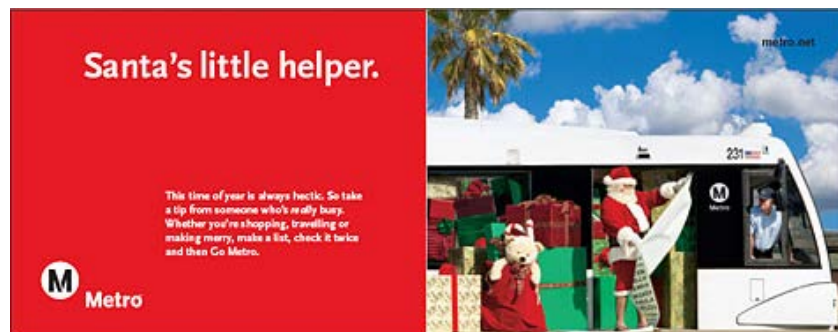
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Printing Services Supervisor Rob Hartert is Santa in "Go Metro" ad.



Employees Star in "Go Metro" Campaign

- Fame doesn't come easy for hard-working cast and crew of Metro Design Studio photo shoot. See '[Go Metro to Roll Credits](#)'

By GAYLE ANDERSON

(November 24, 2004) When duty and stardom come calling in the same e-mail, what's an employee to do?

Offered an opportunity to appear in a Metro Design Studio photo shoot, a number of employees jumped at the chance.

In a recent Metro Design Studio production conducted in mid-October, Geri Brodie, of the Chief of Staff office, was transformed into a blissful bus patron at Dodger Stadium who has bonded with a Metro Bus operator played by Metro Rail Operator Miguel Rukos.

Brodie, who beat out other aspiring celebrities for the sought-after role, was chosen for her "bubbly, exciting, open and warm-hearted" persona that captivated Creative Director Michael Lejeune.

PHOTOS: MICHAEL LEJEUNE



Geri Brodie gets ready for her close-up, complete with a new hair style and wardrobe.

"Employees really are the spirit of Metro," says Lejeune, "and that energy shows up in the ads. Besides, it's fun to assume a different identity for a few hours. In this shoot, Metro Transit Security Lt. Keith Bowlin is a businessman commuter, Jose Miranda's son is a summer-fun beach boy, and Print Shop Supervisor Rob Hartert makes an ideal Santa."

Responses to Metro casting calls are growing. In addition to a welcome change of pace and a new identity,



Jose Miranda, Jr., son of Service Planning Supervisor Jose Miranda, gets ready to "Go Metro" to the beach. At right, is Transit Security Lt. Keith Bowlin, who plays a business commuter. Below, method actor Rob Hartert gives Santa a distinctly California interpretation.



Metro stars go on location for out-of-the-ordinary backdrops, such as Dodger Stadium, a city park, the Metro Gold Line maintenance yard and a photographer's studio.

Now in the second installment of a successful campaign, "Go Metro" delivers a new message every month, popping up on billboards, newspapers, posters, banners and the familiar "king ads" posted on the sides of Metro buses.

Will fame and fortune ruin these upcoming Metro stars? Not until March, says Brodie, when her image goes up all over Southern California.

"I'm telling all my friends to 'go Metro' to see my ad," says Brodie, " but I'm still going to be the same down-to-earth person I've always been. Just have your people call my people."

Go Metro to roll credits>

- Production: Metro Design Studio
- Photography: David Zaitz
- Casting call and production assistance: Sr. Marketing AE Grisel Sanchez



Rail Operator Miquel Rukos tries the driver's seat of a new 45-foot Metro Rapid bus to prepare for his starring role as a Metro Bus operator.

STARRING

Metro Bus scenes:

- Geri Brodie - Bubbly, Warm-hearted Patron
- Miquel Rukos - Metro Bus Operator
- Jose Miranda, Jr. - Beach boy
- Elba Higueros - passenger
- Eric Rapp - passenger
- David Singer - passenger
- Keith Bowlin - Businessman commuter
- Nate Lu - Fitness guy

Metro Rail scenes:

- Rob Hartert - Santa Claus
- Sharleen Yoshimi - passenger
- Carolynne Clifford - passenger
- Giovanni Higuera - passenger



- Paula Carvajal - passenger
- Anne Flores - passenger
- Corazon Arellano - passenger
- Dotti Kesinger - passenger
- Charmayne Avant - passenger



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Dr. Matthew Budoff, a cardiologist at the Harbor-UCLA Medical Center, recommends measures employees at Central City Division 1 can take to prevent heart disease.



Operator's Death Raises Concerns About Heart Disease Risks

By SHANTAY IOSIA

- [Learn the ABCs of Preventing Heart Disease](#)

(Nov. 24, 2004) Almost two months after Central City Division 1 Operator Jorge Sanchez died of a heart attack on the job, division employees were voicing concerns about heart disease risks and other health issues.

To better educate the employees about heart disease, hypertension, healthy dieting and other health risk factors, Division 1 managers sought professional advise.

PHOTOS BY SHANTAY IOSIA



Division 1 Service Attendant Carl Velasquez was among many who asked Dr. Budoff about

Dr. Matthew Budoff, a member of the American Heart Association's speakers bureau, held a seminar, Nov. 17, to give Division 1 employees the ABCs of preventing heart disease.

"Statistics say two-thirds of us in this room will die of a heart attack or stroke," he said to an audience of about 50. "That's what kills Americans. That doesn't mean we can stop all of that, but we can reduce that by treating ourselves better."

Aspirin prevents clots

concerns or symptoms following his lecture. “A is for aspirin,” said Budoff, an associate professor at Harbor-UCLA Medical School. He explained how aspirin thins the blood preventing blood clots from blocking passageways. The physician recommends that most men over 45 and women after menopause take a baby aspirin, about 81 milligrams, a day.

“B is for blood pressure,” he continued. Budoff described blood pressure as the pillar of cardiovascular diseases. High blood pressure, which tends to target African-Americans, is treatable and reversible through diet, exercise or medication.

“If you lower [your blood pressure], you lower your risk of having problems,” he said. “You will live longer if you check your blood pressure regularly; we know that to be true.”

Cholesterol, the C of the ABCs, is another factor to be conscious of, he advised. “The higher the number, the higher the risks.”

No fad diets

Diet, Budoff said, could not be personalized for his attentive audience but he would not advocate fad diets. Instead, he warned his listeners about eating fried foods and foods high in salt.

He recommended substituting a potassium supplement for salt and suggested daily portions of fibers, fruits and vegetables.

Exercise, his final precaution, “is probably the most important, but probably the hardest for any of us to do.”

A twenty-minute walk each day increases a person’s metabolism and helps reduce weight. “Everything else gets better when your weight goes down.”

Heart scan raffle

After Budoff’s talk to the employees, The American Heart Association raffled two heart scans. The scans photograph the chest cavity to check for any plaque build-up.

The organization estimates more than 64 million Americans have been diagnosed with one or more forms of cardiovascular disease.

Budoff encouraged his audience to live healthy lives and not to ignore signs of heart disease.

“Heart disease is a silent killer,” he warned. “You don’t feel bad until the day it hits you.”

About 40 operators, mechanics, staff and management gathered to hear Dr. Matthew Budoff, a speaker from the American Heart Association give advice about living a healthy life and reducing the risks of heart disease.



Learn the ABCs of Preventing Heart Disease

- **Aspirin.** About 81 milligrams a day thins the blood and prevents heart attack and stroke.
- **Blood pressure.** Keeping blood pressure down reduces stress to the heart and brain.
- **Cholesterol.** The lower the number, the lower the risk.
- **Diet.** Daily portions of fiber, fruits and vegetables reduce risk of heart disease.
- **Exercise.** Most important to healthy living. Experts recommend a 20-minute walk each day.

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Web ad reminds shoppers in the San Fernando Valley to "Go Metro" for holiday shopping.



Shoppers Invited to Use Metro to Reach Unique Shopping Areas

By DAVE SOTERO

(Nov. 24, 2004) Metro is encouraging holiday shoppers looking for gifts in some of LA's unique shopping areas to use the Metro Bus and Rail system this year.

Downtown Los Angeles provides a treasure trove of shopping districts for every gift-giving need. Entire blocks are dedicated to selling everything from jewelry to fashions, toys to flowers, produce and more.

The **Toy District** has 12 square blocks of wholesale-priced toys, including action figures, stuffed animals, games, and knickknacks. Shoppers can access the area, bounded by Third, San Pedro, Fifth and Los Angeles Streets, via Metro Red Line and DASH "D" buses.

In the **Fashion District**, located between Broadway, Wall Street, 7th Street and Pico Boulevard, shoppers can find discounted women's wear, men's wear, children's wear, accessories and textiles. Santee Alley between Ninth Street and Olympic Boulevard is an excellent location for bargain fashion shopping.

In the **Jewelry District**, located between Hill Street and Broadway, from 5th Street to 8th Street, shoppers can save 50-70 percent off regular prices for such jewelry items as precious gems, gold and silver watches, rings and chains.

The **Flower District** between San Pedro and Wall Streets in downtown offers cut flowers, potted plants and exotic blooms.

Grand Central Market, located at 317 S. Broadway in Los Angeles' Historic District, is the oldest of all concession-type markets on the Pacific Coast, offering produce, dried goods, spices, meats, poultry, seafood and 13 ethnic eateries.

Both **Chinatown** and **Olvera Street** are within walking distance from Union Station. Chinatown, also accessible via the Metro Gold Line and Dash "B" Buses, provides shoppers with jewelry stores, herbal medicines, teas and clothing. Many specialty stores sell fine art,

Chinese antiques and jade.

Olvera Street, at 845 N. Alameda Street, offers festive holiday shopping, including clothing, curios, toys, candles and fragrances.

Little Tokyo, bordered by 3rd Street, Alameda Street, Central Ave and 1st Street, is yet another ethnic shopping enclave that can easily be reached via the Metro and DASH systems.

The Original Farmer's Market and the Grove, located at Third and Fairfax, offer authentic arts and crafts, antiques, jewelry, clothes and souvenirs. It is accessible via Metro Bus 217 and Fairfax Dash Bus.

Choices also abound for upscale shopping via the Metro system.

Metro Red Line stops at **Hollywood / Highland** give high-end shoppers a choice of boutique shops offering designer clothing, watches, perfumes and more.

The **Universal City** Metro Red Line Station provides shopping opportunities at Universal City Walk for, among other things, collectible items and Hollywood souvenirs.

On the Metro Green Line, shoppers can access **Plaza Mexico**, located adjacent to the Long Beach/I-105 station. Considered the Mexican Universal City Walk, the plaza offers everything from clothing to fresh vegetables, electronic equipment to beauty supplies. There's also a meat and seafood market and bakery.

Metro also serves most major shopping malls in Los Angeles County, including **Northridge Fashion Center, Topanga Mall, Macy's Plaza downtown, CityPlace in Long Beach** and **Hastings Ranch Shopping Center** in Pasadena, as well as **Old Town Pasadena**.



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3 Service Sector Governance Councils to Hold December Meetings

By RICK JAGER

(Nov. 30, 2004) Three of Metro's service sector governance councils will hold monthly public meetings in December.

The San Gabriel Valley Service Sector and the Gateway Cities Service Sector will not hold December meetings.

Governance council meeting times and locations are:

- San Fernando Valley Sector: Wednesday, Dec. 1, 6:30 p.m., Marvin Braude Constituent Service Center Community Room, 6262 Van Nuys Boulevard, Van Nuys.
- Westside/Central Sector: Thursday, Dec. 2, 3 p.m., La Cienega Tennis Center, Sunset Room, 325 S. La Cienega Blvd., Beverly Hills.
- South Bay Service Sector: Friday Dec. 10, 9:30 a.m., Carson Community Center, Room 209, 801 E. Carson St., Carson.


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Children in Workplace Policy, 4 Others, Now Effective

- [Children in the Workplace](#)
- [Appropriate Workplace Attire](#)
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- [Employee Assistance Program](#)
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By BILL HEARD, Editor

(Nov. 30, 2004) A new Metro policy regarding children in the workplace, along with revisions to four other policies affecting employees, took effect this month.

Children in the Workplace, [HR Policy 3-17](#), sets clear guidelines for when it's appropriate – “only in rare and unusual circumstances” – for an employee to bring a child to work. Noting that it's an employee's responsibility to make childcare arrangements, the policy says that when such arrangements falter, the employee should first look for alternatives.

In emergencies, and when alternatives are exhausted, an employee may submit a written request or phone his or her supervisor “and must receive prior supervisory approval before bringing a child/children to work.” It's the employee's responsibility to supervise children in the workplace at all times.

Children are not allowed in such high-risk areas as bus and rail yards or construction zones. Those who are ill with infectious diseases can't be brought to work.

Metro-sponsored events, such as Take Our Daughters and Sons to Work Day, remain appropriate times for employees to bring children to work.

Appropriate Workplace Attire

The revised policy for Appropriate Workplace Attire, [HR Policy 4-4](#), follows CEO Roger Snoble's announcement earlier this year that employees may wear business casual clothes every day – not just on “casual Fridays.”

While deleting the “casual Friday” reference, the policy says business casual dress “is for employees who do not have meetings with public officials or external clients.” In that event, “employees are expected to dress appropriately for a formal business environment.”

Questions?

If you have questions about these, or any, Human Resources policies, contact Bruce Moore at 922-2613.

Business casual attire is defined as “open-collar shirts, no ties, blouses, slacks, jeans, athletic shoes, all of moderate style, design and color.” Social casual wear – tank tops, bare midriffs, clothing with offensive slogans, etc. – is not appropriate in the workplace, the revised policy says.

Department heads may increase the dress standards for their employees. Supervisors can make the determination whether an employee's attire is appropriate and can send the employee home to change, if necessary, on the employee's own time.

Fitness for Duty

The chief purpose of the revised Fitness for Duty policy, [HR Policy 3-18](#), is to ensure that employees “are able to perform the duties of their jobs at all times.” Employees are responsible for notifying their supervisors if they are not fit for duty.

The Fitness for Duty policy sets forth the situations that routinely require medical exams as well as clarifying when a manager may work with Human Resources to require a medical exam based on behavior that indicates an employee may not be fit for duty.

Guidelines for the use of prescription and over-the-counter drugs by employees, which was formerly addressed in the Alcohol & Drug Policy, is now discussed in the revised policy.

The new guidelines require the treating doctor to assess whether the prescribed medications would impair employees in safety-sensitive jobs. The new forms are available at MyMetro.net.

Employee Assistance Program

Under the Employee Assistance Program, [HR Policy 7-3](#), Metro provides confidential, professional counseling by an outside counseling service for employees and their immediate families.

EAP is intended to help employees and family members cope with problems on the job, at school and at home in order to promote job effectiveness and productivity.

Problems covered by EAP include substance abuse and co-dependency, family and marital conflicts, difficulties at work, financial and legal difficulties, emotional and behavioral problems, and dependent care problems.

Metro offers up to three EAP visits per problem for each employee and immediate family members. On their own time, employees may contact the EAP counseling service, ComPsych, by calling 1-877-335-5327.

Reasonable Accommodation

Metro's Reasonable Accommodation policy, [HR Policy 3-12](#), strives to provide equal employment opportunity and accessibility in the workplace to individuals with disabilities.

The policy defines an individual with a disability as one who has “an existing physical or mental impairment limiting one or more major life activities such as walking, speaking, seeing, hearing, learning, performing manual tasks, breathing, caring for one's self, or working.” It includes having a record of such impairment, or being regarded as having such an impairment.

The policy allows qualified job candidates to request reasonable accommodations during the selection process. It also sets up a Reasonable Accommodation Request (RAR) procedure for newly hired employees who are disabled, or for employees who become disabled on the job.

An RAR may be denied if the employee would not be able to perform the essential job duties with or without an accommodation. It also can be denied if the accommodation would be unduly costly, would significantly disrupt Metro operations, or would pose a direct threat to the health and safety of others, among other reasons.

The employee must request an RAR and is responsible for obtaining medical verification of the disability or impairment from a medical professional or rehabilitation counselor.

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