

Metro Report Archives

October 2001 Articles

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Suspicious Box on Bus Leads to Division 7 Evacuation (Oct. 30, 2001) A report of a suspicious box on aboard a Metro Bus led to the evacuation, Monday morning, of some 500 employees at Division 7, as well as a nearby car wash, a parking structure and other businesses.

14 Metro Bus Lines Accident-Free in First Quarter (Oct. 30, 2001) Operators driving 14 Metro Bus lines posted accident-free records during the July – September period, including the operators of four Division 3 routes.

Public Hearing Set on Service Changes on 8 Lines (Oct. 25, 2001) The MTA will conduct a public hearing, Saturday, Nov. 10, to receive public comment on a proposal to cancel or reduce service on eight Metro Bus lines as a way to improve efficiency or eliminate duplication of service.

UPDATE Board Votes to Name MTA Library for Dorothy Gray (Oct. 24, 2001) The MTA Board will consider a motion at its Thursday meeting to name the MTA Library in honor of its late manager, Dorothy Gray.

UPDATE Mayor Hahn to Introduce Motion on Gateway Complex Security at October Board Meeting (Oct. 24, 2001) Los Angeles Mayor James Hahn will introduce a motion at Thursday's Board meeting that would require a review of security at the Union Station Gateway complex. **UPDATE:** Item 50 withdrawn.

UPDATE (Oct. 25) NoHo Development, More Office Space Among Board Issues in October (Oct. 16, 2001) MTA Board activity picks up again this month with several items of interest that include a proposed joint development at the North Hollywood Metro Rail station and concerns about the need for more office space at Headquarters.

Catoe Sees Urgent Need for Two New Divisions; Considers Shift to Regional Operations (Oct. 23, 2001) The MTA needs to open two more operating divisions – and quick, says John Catoe, deputy CEO and head of Transit Operations. "We're maxed out."

Plus! Man on a Mission: Catoe Focusing Transit Operations on Customers (Oct. 23, 2001) John Catoe, the MTA's new deputy CEO, is a man on a mission – a mission to focus Transit Operations and the energies of its people on the customer. "We're on a journey, a journey to be the best in providing services to our customer," he says.

MTA Offered to Help Repair NYC Subway Tunnels After Terror Attack (Oct. 19, 2001) Not long after terrorists destroyed the World Trade Center, Sept. 11, the MTA offered to lend New York City Transit the agency's expertise in repairing a mile of subway system that was severely damaged by collapsed buildings.

'Tabletop' Exercise Tests Interagency Emergency Response (Oct. 18, 2001) The buzz of urgent discussions filled a large room at Division 20, Wednesday morning, as MTA, police and fire officials struggled to cope with a "life-threatening situation" on Metro Rail. It was only an

exercise, but all 50 involved were taking their actions very seriously.

MTA, Small Business Strengthen Network at [TBAC Reception](#)

MTA Developing '[Blueprint](#)' for Bikeway Projects (Oct. 10, 2001)

The MTA is developing a comprehensive new "blueprint" that will help determine which proposed bikeway projects should be given the highest priority in the next 25 years.

[23 Days After](#) Terrorist Attack, MTA Remains on 'Heightened

Alert' (Oct. 4, 2001) It's been 23 days since the United States was rocked by the terrorist attack on the World Trade Center and the Pentagon. In the aftermath, many of the nation's public transportation agencies have remained in a heightened state of alert.

[MTA Chairman, CEO Respond](#) to Viewers on Live Cable TV Show

Nearly 30 questions were fired in rapid succession at MTA Board Chairman John Fasana and CEO Roger Snoble, Sunday evening, during a live TV show entitled "L.A. Traffic Jam – Is There a Way Out?"

Teenager Charged with \$42,615 in [Vandalism Damage](#) to Metro

Red Line (Oct. 3, 2001) He's just a kid – 17 years old. But, in only six months, he allegedly caused a hefty year's salary worth – \$42,615 – of vandalism damage in the Metro Red Line system.

Passenger Complaints about [Metro Bus AC](#) Dipped 70% this

Summer (Oct. 2, 2001) Passenger complaints about a lack of air conditioning aboard Metro Buses dipped by 70 percent this past summer, compared to the summer of 2000.

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- [MTA Floor Wardens Prepare for Emergencies](#)
- [RRC Presents Employee of the Quarter Awards](#)
- Employees Line Up for [Flu Shots](#)
- [MTA's Military Reservists](#) to Maintain Pay, Benefits
- **ACCOLADES** UCLA Latino Alums Name [Jim de la Loza](#) 'Alumnus of the Year'
- [Seniors Discover](#) Transportation Options in 'Free to Go' Program
- [Office of Central Instruction](#) Garners High Marks from DMV
- **Photo** [Red Cross blood drive](#) at MTA Headquarters collects 94 pints.
- **OBITUARY** MTA Librarian [Dorothy Gray](#) Died Friday.
- **MORE...** Employees post [memories](#) of Dorothy Gray.
- [Deloitte & Touche](#) Director to Speak at Accountants' Meeting
- **[Security Office](#) Issues Precautions for Handling MTA Mail** (Oct. 19, 2001) With the continued concern about transmission of

anthrax or other diseases through the mails, the MTA's Office of System Safety and Security is training mailroom personnel and is issuing a safety advisory to employees.

- **Otto Ojong is Purchasing's 'Buyer of the Quarter'**
- **Isaac Lim's Portrait Gains Notice in Pasadena Show** (Oct. 17, 2001) He's only been wielding a brush since last April, but Isaac Lim of Transit Operations Planning already is getting noticed as a painter.
- **Swapping Badge for Bible, Roger Hosier Will Volunteer as Security Force Chaplain** (Oct. 17, 2001) He's giving up the badge for the Bible, but Sgt. Roger Hosier – who's leaving the MTA Security Department at the end of October – will continue to bring spiritual comfort to his former colleagues as the department's volunteer chaplain.
- **METRO.NET WANTS TO KNOW: Being Recalled for Military Duty?**
- **Classic Car Show for a Classic Cause: Fighting Cancer**
- **MTA Audit Department Earns APTA's Top Rating**
- Take a Bite of **Railroading History** with Museum's Exhibit at Philippe's
- City of **Santa Fe Springs** Lauds MTA
- **REVISED ORDER FORM! With Songs and Salutes**, MTA Employees Raised Funds for Terrorist Victims (Oct. 11, 2001) It was a patriotic occasion that drew some 200 employees, Wednesday, to Division 20's "America United" fund-raiser.
- **Credit Union's Planned Merger to Greatly Expand Member Services**
- **'Don't Overreact' to Terrorism Rumors, Security Chief Says** (Oct. 10, 2001) "Act, but don't overreact." That's the advice MTA's security chief Paul Lennon has for employees in the current climate of concern about rumored acts of terrorism.
- **MTA Introducing Multi-Year, Top-to-Bottom Safety Campaign** (Oct. 9, 2001) The MTA this month is launching a comprehensive, multi-year safety campaign that will touch every facet of the agency – operations, construction, planning and administration.
- **Safety Focus Will Bring Change to MTA** (Oct. 9, 2001) "Everybody has a role in safety and everything should have a safety component," says Gary Spivack, MTA project manager for the new multi-year safety program.
- **Operator Mark Holland Places 3rd at APTA's Bus Roadeo – Highest Yet for MTA**
- **'HOW YOU DOIN'?' Transit Operations Announces Top Divisions for August**

[CEO's First All-Staff Meeting](#): Customer Service, Quality, Employee Development Among Snoble's Top Priorities

- [Funeral Services Scheduled for Div. 15's Fonda Dempsey](#)

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MTA Audit Department Earns APTA's Top Rating

By AL LOREDO

After conducting a rigorous evaluation of the MTA's Management Audit Services Department (MASD), an American Public Transportation Association peer review team has awarded the department its highest rating.

The APTA team, consisting of senior transit industry auditors, looked at the MTA's audit policies, practices and work products during a weeklong review. It took into account such factors as independence, staff qualifications, supervision, quality assurance and conformance with other industry standards.

"Considering how important our work is, it's nice to see it independently validated by the APTA peer reviewers," says Bill Bernsdorf, managing director, MASD.

The APTA rating is particularly significant because MASD's scope of services is generally much broader than those of other transit agency audit departments.

MASD audits contractors, grantees, projects, internal departments and work processes. MASD also performs contractor pre-qualifications, audit work to support litigation, contract closeout efforts, and conducts self-assessment workshops

500 external audits

During the past fiscal year, MASD completed 500 external audits with questioned contract costs of some \$22 million, cash recoveries of about \$4 million, in addition to an estimated cost savings of more than \$13 million in contract payments.

MASD also contributed significantly to a recent court judgment that awarded the MTA \$30 million in a counter suit brought against a general contractor.

Currently the external auditors have been extensively involved in on-going litigation and closeout of completed contracts. On the internal side, MASD conducts a comprehensive internal control risk self-assessment program, tests internal controls with regularly scheduled audits of key management functions, and conducts management audits to evaluate the economy and efficiency of operations.

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MTA Chairman, CEO Respond to Viewers on Live Cable TV Show

By GARY WOSK

Nearly 30 questions were fired in rapid succession at MTA Board Chairman John Fasana and CEO Roger Snoble, Sunday evening, during a live TV show entitled "L.A. Traffic Jam – Is There a Way Out?"

But, during the hour-long presentation, the two were quick to respond to queries about a wide range of the MTA's responsibilities in curbing traffic congestion, as well as planning, funding and operating mass transit and other transportation programs.



Television show host Lee Kanon Alpert, right, fields questions on traffic congestion to CEO Roger Snoble and MTA Board Chairman John Fasana during live broadcast of Parallax Forum on Time Warner Cable Network. PHOTO: JOSÉ UBALDO

Candor was the underlying theme of the show, which aired on cable channels throughout Los Angeles County. One purpose of the show was to emphasize that the MTA is more than just a bus company.

This was the first time MTA has participated in a TV show on traffic issues since the agency was formed in 1993 and the first time that it had participated in a TV show that dealt exclusively with traffic issues.

"Traffic is tough today and it's only going to get tough tomorrow," said Fasana. "The emphasis in coming years will be how to better make use of the (transportation infrastructure) system we have now...to use it more efficiently, including making buses more attractive."

Lot of inroads

"We've made a lot of inroads over the years even though it seems like we're waging a losing battle at times," he said.

Questions covering most aspects of the MTA's role in regional transportation reached the TV studio in the form of call-ins, faxes and e-mails from the public and from program host Lee Kanon Alpert, who was joined by LA Times reporter Kurt Streeter.

Subjects included the MTA's Long-Range Transportation Plan, expansion of Metro Rail, ride sharing, the possibility of a monorail and the ramifications on transit funding as a result of the Sept. 11 World Trade Center disaster.

"The full impact of the tragedy has yet to be assessed and tallied," said Fasana. "This is something we will be watching very carefully. This will have implications as far as funding."

In his first appearance as MTA CEO, Snoble – relaxed and exuding a level of confidence belying a person about to start one of the most important jobs in LA County – called the MTA's new Long-Range Transportation Plan "excellent." He said he is impressed by the Metro System and the number of people who depend on it.

Asked why he left the Dallas Area Rapid Transit Authority for the MTA, Snoble cited family ties and used a sports metaphor. "If you have a

chance to play in the World Series, you should take it.”

Not a one-man job

On whether LA’s transportation woes could all be fixed by the time his contract runs out in four years, Snoble explained that it isn’t a one man job. It comes back to everyone, including members of the public, who need to seriously consider using all forms of public transit.

Fasana, meanwhile, was challenged by a question about the impacts of the San Fernando Valley East-West Busway on the community and other similar MTA projects.

“We encourage those who live along the busways to continue to be involved in the process,” he said. “We will meet the needs of the region but be good neighbors at the same time. The MTA wants to be the best neighbor, offer the cleanest technology and be sensitive to noise control.”

Most objectives of the show were accomplished, said producer Marc Littman, MTA Public Relations Director.

“We are pleased by the way the show worked out from a technical standpoint, by the overwhelming response from the public and the fact that we were able to put our officials on the spot and really expand public awareness on traffic issues,” he said.

Littman said Fasana and Snoble expressed a willingness to participate in future shows but with a focus on geographic areas, transit corridors and particular transit modes.

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FREE TO GO: Front row, from left, Doreen Moore, LAC Commission on Aging Board member; Mary Helen Cruz, LAC Commission on Aging Board member; Senior Center Director from the Office of County Supervisor Zev Yaroslavsky; Helen Ortiz, MTA; Nadia Powers, LAC Commission on Aging Transportation committee chairwoman; Norma Carrasco, MTA DAC member; Ellen Blackman, MTA; Lupe Desilva, LAC Commission on Aging; Jess Segovia, Access Services. Back row, from left, Vanessa Smith, MTA; Paul Magallanes, DAC member; Martha DeAndrea, LADOT, and Chuck Hammerstein, LADOT.

Seniors Discover Transportation Options in 'Free to Go' Program

The "Free to Go" is an outreach program designed to encourage senior citizens to use and expand transportation options to get where they want to go.

Helen Ortiz of MTA Bus Operations Public Affairs, Vanessa Smith from MTA Revenue and Ellen Blackman of MTA Regional Planning have been working with the Los Angeles County Commission on Aging Transportation Committee, LADOT and Access Services to conduct "Free to Go" discovery tours in all five supervisorial districts.

"People who have participated in the program have found it helpful," said Ellen Blackman. "Several people who were reluctant to try the rail system now look forward to taking the trains."

"The MTA continues to reach out to all segments of our ridership. The FTG Program has given MTA an opportunity to inform the senior population of transportation options available to them. Bus Operations is pleased to provide support in this effort," said John Roberts, Deputy Executive Officer, Transit Operations.

"It is very rewarding to see so many senior citizens enthusiastic about the transportation system," said Helen Ortiz. "The discovery that they're 'Free to Go' is a cause for celebration."

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'How YOU Doin'??'

They're Doin' Great!

Divisions of the Month
August 2001

PHOTOS COURTESY OF TRANSIT OPERATIONS



Metro Red Line is "Rail Line of the Month."



Division 6 is "Maintenance Division of the Month."



Division 3 is "Transportation Division of the Month."

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Metro Blue Line Manager Duane Martin, rear, waits to give blood during Wednesday's American Red Cross blood drive at MTA Headquarters. The Red Cross collected 94 pints from 120 volunteers during the drive. The next blood drive will be held next spring.

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Santa Fe Springs Lauds MTA for Public Transportation Outreach Efforts during California Rideshare Week



The Santa Fe Springs City Council presented a Proclamation to MTA and California Rideshare Sept. 27 for outreach efforts and participation during the city's Transportation Fair held in conjunction with Rideshare Week.

"The City of Santa Fe Springs took a positive step to relieve traffic congestion by initiating a transportation fair. Many citizens came by to avail themselves of the resources presented to them by MTA, SCAG, Metrolink, Norwalk Transit, Edison, and the Southern California Gas Company," said MTA Board Member Beatrice Proo, who accepted the proclamation on behalf of MTA.

Pictured are, back row, from left, Gus Velasco, Santa Fe Springs City Councilman; Louis Gonzalez, Mayor of Santa Fe Springs, and George Minneham, Santa Fe Springs Councilman. Second row, from left, Thaddeus McCormacjk, Santa Fe Springs Administrative Analyst; Amber Villareal, Santa Fe Springs Transportation Manager; Beatrice Proo, MTA Board Member and Mayor of Pico Rivera; Marina Sueriro, Santa Fe Springs Director of Government Affairs; DA McClain, MTA Board Services Research Office; Helen Ortiz, MTA Bus Operations; Tony Valdez, California Rideshare, SCAG, and Domick Meneck, California Rideshare. Part of the big picture but not pictured are MTA's Denise Charles, Yolanda Rosales, and Karen White.

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MTA, Small Business Strengthen Network at TBAC Reception

The MTA's Small Business Diversity and Labor Compliance Department hosted a networking reception to introduce the Transportation Business Advisory Council (TBAC) membership and small business community to MTA's new CEO Roger Snoble and Board Chair John Fasana.

Nearly 100 people attended the catered affair held in the Gateway Plaza early Wednesday evening, Oct. 17. Keynote remarks were delivered by CEO Roger Snoble, who voiced a strong personal commitment to strengthening MTA's working partner relationship with small business.

Board Chairman John Fasana and host Lonnie Mitchell, executive officer in charge of procurement, also spoke to members, encouraging contract participation.

The TBAC council is a group of business organizations that advocate on behalf of greater participation of small business in the MTA contract process. The TBAC organization also helps MTA meet or exceed participation goals for MTA contracts.

Currently, 13 such organizations, including the American Indian Chamber of Commerce of Southern California, Filipino American Society of Architects and Engineers, Latin Business Association and the National Association of Women Business Owners, head a large membership of small businesses and entrepreneurs.

TEXT and PHOTOS: GAYLE ANDERSON

Networking with TBAC



TBAC Board Chairman Rod Garcia and MTA Ceo Roger Snoble.



Hu Technology executives Frank Medina and Orlando Ortiz with Procurement Chief Lonnie Mitchell.



Chief of Staff Maria Guerra, TBAC Chairman Rod Garcia and TBAC member Sheryl Monaughan, PhD.



Deputy CEO John Catoe, Procurement Manager Mike Davis, Administration EO Carolyn Flowers and Small Business Division Director Linda Wright. Below, MTA Board Chair John Fasana and EO Lonnie Mitchell.



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MTA Equipment Engineering Mechanic John Mirabal inspects Thermal King air conditioning system on a new compressed natural gas bus manufactured by North American Bus Industries (NABI). The electronically controlled air conditioning system can drop the temperature inside the bus from 80 degrees to 68 to 72 degrees in approximately six minutes.



Passenger Complaints about Metro Bus AC Dipped 70% this Summer

By GARY WOSK

(Oct. 2, 2001) Passenger complaints about a lack of air conditioning aboard Metro Buses dipped by 70 percent this past summer, compared to the summer of 2000.

Overall, customer complaints declined from the ratio of 6.37 complaints per 100,000 daily boardings in July 1997 to a ratio of 3.15 complaints per 100,000 daily boardings in July 2001, a new record and perhaps the strongest indicator yet, amongst others noted in a fiscal year 2001 performance review, that the Metro System continues to improve.

In July/August 2000, the MTA received 43 complaints about faulty air conditioning systems in contrast to only 13 this past summer.

Bus operators also are reporting fewer instances of air conditioning snafus.

There were 31 percent fewer problems in July 2001 versus July 2000, and 36 percent fewer problems in August 2001 versus August 2000.

In fact, it was so cold aboard some buses that one contributor to the "Ask the MTA" Internet page wrote:

"Why is it that all Rapid Buses running on Wilshire are always freezing cold? Everybody around me shivers and wishes the bus driver would realize that we're all freezing. It is unhealthy to leave the bus and experience (outside) temperatures 20 degrees hotter."

New buses, better training

Reasons for the improvement in Metro Bus air conditioning vary, but MTA officials point to the deployment of 500 new buses since the summer of 2000, better training of mechanics and the weather.

"The feedback that I'm receiving from bus operators and managers at bus divisions is that the condition of the air conditioning systems is the best it's been in recent years," said John Roberts, deputy executive officer, Bus Operations. "It's been a very mild summer, which is always a plus, communications between Transportation and Maintenance is much better and (the addition of) all the new buses has definitely had a 'chilling effect.'"

The MTA has ordered approximately 2,000 new buses and has already taken delivery of more than 1,300 new CNG coaches. Fewer air-conditioning headaches are also allowing mechanics to concentrate on the big picture.

"If we're not spending a lot of time going out on road calls and repairing defects, it allows mechanics to stay in the shop and do preventive maintenance," said Milo Victoria, acting superintendent of Maintenance Divisions.

“Regular preventive maintenance throughout the year means mechanics can spend less time on breakdown repairs,” he said. “The malfunction of an air conditioning or heating system that has been properly maintained is very different than a system that has not been maintained.”

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CEO's First All-Staff Meeting



- **Customer Service, Quality, Employee Development Among Snoble's Top Priorities**

By BILL HEARD, Editor

(Oct. 2, 2001) "We'll have a fun ride together," the MTA's new chief executive officer, Roger Snoble, assured employees attending his first all-staff meeting.

For more than an hour, Monday, Snoble gave a standing-room-only audience – and others listening in from overflow rooms – insights into the broad themes he considers important at the outset of his administration. He was hired by the Board in June for a four-year term of office.

On the Job



CEO Roger Snoble addresses senior staff meeting...

Moving from behind the podium to engage his audience and speaking without notes, the new CEO illustrated his thoughts with examples from a 36-year career in public transportation. He drew frequent applause for many of his points.

At the top of his list was customer service.



convenes first all-staff meeting...

"Regardless of their backgrounds, we owe (our customers) quality service," he said. "That means that the bus or train is on time; it is clean and presentable; it has a friendly, helpful operator on board; and it gets them where they want to go when they want to get there."

"When you ask what my priorities are, the customer comes first," he said, then added, "Employees are a close second."

Linking customer service and quality



and reviews Bus Operations Control Center with Manager Ellis Kyles, above, and TOS Mark Solomon, below.

Snoble strongly linked customer service and quality throughout his talk, noting that quality of service affects people's transportation choices. "We have to provide excellent service," he emphasized. "Quality counts; quality is important in everything we do."

Snoble expressed high regard for the agency's accomplishments and for the professionalism he has found among MTA



employees. He wants to make it possible for employees to grow, develop new skills and assume greater responsibilities within the organization.

"I want you to achieve the most you can achieve in your life," he said. "If you can feel good about what you do while you're at work, that's a heck of a lot better than just getting a paycheck."

[MORE...](#)

[MTA Report June 20: Top Transit Official Picked to Head MTA](#)

[Metro Magazine's Interview with L.A.'s new transit chief](#)

Although Snoble says he plans to do some things differently and that the MTA can anticipate change with the addition of some new staffers, he assured

employees there "will not be wholesale change."

"We'll take a hard look at the situations we're up against," he said. "We'll be reasoned about how we go about solving those problems. Things will evolve and hopefully they'll evolve for the best."

Telling the MTA's story

As an example of change, however, he said the agency would focus on telling the MTA's story through a stronger emphasis on marketing. These efforts could include customer interviews, surveys and focus groups to determine attitudes about the MTA and the public's transportation needs.

The current economic situation is not a good one, he said. Local sales taxes are down and may remain so for the next year, but the MTA must take the long view. "We're going to have to manage around that. We're going to have to be smart. We're going to have to be innovative."

Asked by ATU chief Neil Silver for his opinion about proposed transit zones in the San Fernando and San Gabriel valleys, Snoble said those areas want greater control over their transportation system. He said he would look for ways to work through the issue with, possibly, "a whole different scenario of discussions."

"The challenge we have is how to make a big agency operate like, and be as responsive as, a little agency," the CEO said. "You're all invited to help figure out how we can get back to being responsive to our customers."

"This is an agency that's just on the edge of really blossoming," Snoble concluded. The foundation for the MTA's future has been set. "Now, we need to continue to increase quality, because quality brings customers."

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Front row, from left: **Mark Hamasaki**, Running Repair (1st Shift); **Hoang Tran**, Systems; **Silvia Llamas**, RRC Administration; **Joo Kim**, Transmission Line; **Richard Gapko**, Trim; **Ramon Paniagua**, Body. Back row: **Tony Herumin**, Running Repair (2nd Shift); **David O'Hara**, Engine Line; **Glenn Johnson**, Electrical; **Jorge Brizuela**, Paint; **George Blackburn**, Mechanical. Not shown, **Sal Saggese**, Weld. PHOTO: HAROLD TORRES

RRC Presents Employee of the Quarter Awards

By Maria Lasco

(October 3, 2001) The Regional Rebuild Center recognized 12 employees for their commendable performance during the last ATU quarter, June to August 2001.

The Employees of the Quarter were recognized for their talents and skills that are contributing to the success of the operation. They were commended for their commitment to achieving performance excellence, for working as a team--sharing knowledge and best practices in order to meet the production goals of the shops, and leading by example.

Each honoree received an Award of Recognition, a gift certificate worth \$50, reserved parking, and an opportunity to be selected as the overall RRC Employee of the Quarter.

Silvia Llamas, General Clerk for the Administration Section, was selected as the overall RRC Employee of the Quarter. The selection of the overall winner was conducted through random drawing to provide each person equal opportunity for the award.

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- **Teenager Charged with \$42,615 in Vandalism Damage to Metro Red Line**

(Oct. 3, 2001) He's just a kid – 17 years old. But, in only six months, he allegedly caused a hefty year's salary worth – \$42,615 – of vandalism damage in the Metro Red Line system.

Undercover officers of the LAPD's anti-graffiti GHOST field enforcement team last week arrested the juvenile, whose stomach-churning tagger moniker is VOMIT JPK (Just Pure Kaos), and charged him with felony vandalism.

Investigating Officer Todd Waymire has compiled a lengthy list of vandalized property, some of which was destroyed beyond use. The list includes some 30 glass elevator panels, three glass elevator doors, four Plexiglas map directory covers and a number of Metro Red Line train cars.

Most of the vandalism Waymire and the GHOST special enforcement and field enforcement teams has catalogued since April occurred at the Vermont/Santa Monica, Vermont/Sunset and Hollywood/Western subway stations.

Evidence linked the suspect

Evidence recovered during a search of the juvenile's home in the Vermont-Melrose area linked the suspect to the vandalism, police said.

The suspect is scheduled for a Juvenile Court date, which could result in fines, community service or a term in the California Youth Authority facility.

Credited in the investigation are officers Nestor Ayson, James Schwedler and Doug McCombs, who first arrested the suspect for possession of vandalism tools and slap tags with the moniker VOMIT. This allowed Waymire to identify the suspect and his address.

Lt. Steven Flores, Sgt. Helen Lopez, Sgt. Nels Jensen, Sgt. Frank Anguiano, and officers Kevin Huff, Romik Keshishi, Javier Bernal, Anthony Acosta, Angela Downs, Schwedler and Waymire recovered evidence during the search of the suspect's residents that directly linked him to the tagging moniker, police said.

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EDITOR'S NOTE: Do you know what to do if you see suspicious activity on Metro Rail? Each rail car has an intercom that will allow you to call the train operator. Each station also has an intercom at either end of the platform that allows passengers to communicate with the Rail Operations Center. Familiarize yourself with the intercoms on the trains and at the stations you use and, if you see suspicious activity, don't hesitate to call.



Division 20 Train Operator Julio Chavez demonstrates use of intercom at Union Station platform.

23 Days After Terrorist Attack, MTA Remains on 'Heightened Alert'

By BILL HEARD, Editor

(Oct. 4, 2001) It's been 23 days since the United States was rocked by the terrorist attack on the World Trade Center and the Pentagon. In the aftermath, many of the nation's public transportation agencies have remained in a heightened state of alert.

At the MTA, a Security Task Force, whose members include senior executives, operations staff and law enforcement representatives, has been activated and is meeting weekly to assess intelligence reports provided by the U.S. Department of Transportation, the FBI and other national security organizations. It also plans and implements enhanced security measures.

Through their own national intelligence contacts, the LAPD and LASD anti-terrorist units keep abreast of developments and are ready to respond. These units also work closely with the MTA on matters that may impact transit system security.

Agency officials have conducted emergency drills and have developed a variety of response scenarios. LAPD officers and Sheriff's deputies – both uniformed and plainclothes – were deployed immediately following the East Coast attack.

Security tight at facilities

Security also has been tightened at MTA buildings and facilities where officers are maintaining a high level of vigilance, according to Paul Lennon, managing director, System Safety and Security.

Operations managers and security officials have been meeting with Metro Bus and Metro Rail operators to discuss emergency response measures and how to "sweep" a bus or a train for suspicious items.

READ
metro.net
Sept. 27

[Subway Closed as Precautionary Measure When Passengers Became Ill](#)

The most visible evidence of the extra security ordered by the MTA, for example, came Sept. 26 when a still-unidentified odor made some 25 passengers feel ill and led officials to halt all Metro Red Line service for two hours during the afternoon peak period.

Police officers and firefighters swarmed the Wilshire/Western station in an effort to pinpoint the origin of the mysterious odor and to determine whether it represented an attempt on the subway system. No toxic substance was found.

"We learned some valuable emergency response lessons from that incident," Lennon told MTA senior managers this week. "And, by and large, that negative experience yielded some 'positives' for our fire, police and medical response partners."

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Funeral Arrangements for Fonda Dempsey

(Oct. 5, 2001) Funeral services for Fonda Dempsey will be held at 12 noon, Saturday, Oct. 6, at Greater Bethlehem Temple, 1010 East Hyde Park Blvd., Inglewood. Flowers may be sent to Inglewood Mortuary, 3801 West Manchester Blvd., Inglewood, CA 90305.

Division 15 Mourns Loss of Co-Worker Fonda Dempsey



(Sept. 27, 2001) Employees at Division 15 are mourning the loss of a co-worker, Fonda Dempsey, who was found in Van Nuys late Tuesday, an apparent homicide victim.

Dempsey, 32, who was general clerk for the maintenance staff, had worked at Division 15 since joining the MTA in July 1999. The LAPD is investigating her death.

Fonda Dempsey "She was a very, very popular person here," said Bruce Buck, Division 15 maintenance manager. Co-workers had become concerned when she didn't come to work last Tuesday.

The LAPD asks anyone with information to call the Van Nuys homicide detectives at 818-756-8377 during working hours or the watch commander at 818-756-8346 after hours.

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Operator Mark Holland Places 3rd at APTA's Bus Rodeo

- **Highest Placement Yet for MTA**

(Oct. 5, 2001) Division 9's Mark Holland – competing for honors at the APTA International Bus Rodeo, Sept. 29, in Philadelphia – drove to third place in a demanding contest that pitted him against 71 of North America's top professional bus operators.

It was the highest placement, yet, for any MTA bus operator competing in APTA's annual international competition.



Division 9 Bus Operator
Mark Holland

Division 10 mechanics David Klinkenborg, Alan Wong and Doug Creveling placed 18th in the APTA Bus Maintenance Rodeo, a contest that requires each team to diagnose a series of mechanical problems and to operate the bus over an obstacle course.

The team took top honors in a similar competition in September at the Southern California Regional Bus Rodeo.

Holland's third-place finish, combined with the maintenance team's score, boosted the MTA into sixth place, overall, at the Philadelphia event.

Holland's 118-point, third-place showing was a bare one point behind the 117 points scored by second-place operator Charlie Kennedy of Houston's transit agency. Zenon Rinylo of Philadelphia's SEPTA took first place with 133 points.

The bus operators' contest includes 11 obstacles such as serpentine turns, precision parking, backing between closely spaced cones and pinpoint emergency stops.

Holland, who also represented the MTA at the APTA Rodeo in 1999, was the highest ranked of any of the 24 California bus operators participating in the annual event. Tim Orr of Modesto's transit agency, Bill Lauwers of San Bernardino and Robert Lawrence of San Jose placed fourth, fifth and sixth, respectively.

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CEO Roger Snoble signs a five-year contract with DuPont Safety Resources to officially start the MTA's new employee safety campaign. From left, seated, are Joe Megginson, DuPont safety project manager; Jim Forsman, DuPont Safety Resources president; Snoble; and John Catoe, Deputy CEO. From left, standing, are Carmen Bianco, DuPont business development manager; Richard Brumbaugh, MTA chief financial officer; Deborah Spottsville, MTA contract administrator; Allan Lipsky, Deputy CEO; Gary Spivack, MTA safety project manager; and Paul Lennon, managing director, MTA System Safety and Security. PHOTO: BILL HEARD

MTA Introducing Multi-Year, Top-to-Bottom Safety Campaign

By BILL HEARD, Editor

(Oct. 9, 2001) The MTA this month is launching a comprehensive, multi-year safety campaign that will touch every facet of the agency – operations, construction, planning and administration.

The campaign will personally affect every employee from the freshest face to the most seasoned veteran, and from top executives and middle managers to admin employees, bus and rail operators, mechanics and service attendants.

More on the subject...

[Safety Focus Will Bring Change to MTA](#)

"In order to provide the best service to our patrons, we must first ensure that we remain healthy and safe," CEO Roger Snoble wrote in a memo announcing the safety initiative.

Asking a personal commitment from each employee, Snoble said, "We all have responsibility for ensuring a safe working environment for one another."

The goals of the safety program are to:

- Develop an injury-free working environment,
- Improve on-the-job safety of employees,
- Reduce work-related injuries by half,
- Dramatically cut lost-time accidents,
- Reduce escalating workers compensation costs, and
- Trigger an enduring "Safety First" culture within the MTA.

- Top management commitment

Major elements of the safety program are top management commitment, a Strategic Safety Plan with action plans for each level of the MTA, and a Safety Steering Team whose management and union leader members will meet quarterly. The program also includes continual safety management training for all front-line managers and supervisors.

The effort will be modeled on a New York City Transit campaign that not only reversed the growth of injuries among the agency's 48,000 employees, but also lowered lost-time injuries by 50 percent in the first five years.

Currently, the MTA receives eight to 10 injury claims per day – about 3,000 or so each year from its 8,900 employees. Although the MTA's traffic accident rate is lower than that of NYC Transit, it records 20 lost-time injuries per 100 employees agency-wide. That's compared with NYC Transit's rate of only four lost-time injuries per 100 employees.

In FY 2000, the MTA lost about 96,000 days of work due to lost-time injuries. In FY 2001, the figure rose to 108,000 days – equivalent to the loss of 415 full-time employees. Nearly \$8 of the MTA's hourly service costs are tied up in injury claims.

This fiscal year, the MTA expects to spend \$59 million on workers compensation claims, in contrast to the \$40 million NYC Transit, with more than five times as many employees, will spend.

Five-year contract

To assist the MTA with its campaign, the Board in September approved a five-year contract with DuPont Safety Resources Business, a division of E.I. duPont de Nemours of Delaware, a company with probably the best safety record in the United States. NYC Transit, the Norfolk Southern Railroad and many other companies have adopted the DuPont safety program.

In launching its safety program, the MTA sets a first-year goal of reducing new work-related injuries by 10 percent, reducing lost workdays by 10 percent and bus and rail accidents by 5 percent.

DuPont's contract with the MTA sets five-year goals of reducing lost-time injury days by at least 50 percent, cutting work-related injuries by 50 percent and reducing the bus and rail accident rate by 50 percent.

"DuPont's safety management team has to train our managers and employees that safety is good for them," says Chief Financial Officer Richard Brumbaugh, who took the lead in bringing a safety management group and the MTA together. "We started from the principle that no one wants to get injured at work. They want to go home to their families and enjoy being with them. With this kind of safety program, we can do it!"

The MTA's agreement with DuPont is an incentive fee arrangement based on the company's ability to help lower lost time from injuries and bus accidents.

"That's a great incentive," says Brumbaugh. "DuPont has a lot at stake. If they aren't successful, they don't get paid."

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- **Safety Focus Will Bring Change to MTA**

By BILL HEARD, Editor
(Oct. 9, 2001) "Everybody has a role in safety and everything should have a safety component," says Gary Spivack, MTA project manager for the new multi-year safety program.

That role will become increasingly clear to employees as safety training begins to penetrate from top to bottom of the organization.

The campaign began Oct. 1 with briefings for front-line rail operations managers and will continue with briefings for managers in bus operations and maintenance, construction, planning and administration.



Equipped for a safe day at work with safety helmet, vest and glasses is Thomas Salazar, a service attendant at Division 20.

See metro.net article: [MTA Introducing Multi-Year, Top-to-Bottom Safety Campaign](#)

Starting this week, safety officials will begin interviewing several hundred employees in all areas of the agency to develop a baseline of information about their knowledge of safety, about existing safety conditions in work areas and about the MTA's current safety practices.

"The idea is to develop a safety program for the entire operation," says Spivack, who expects to spend 40 percent of his time on the campaign. "It has to become a part of the culture for all of us."

Schooling in safety

Under the five-year contract with the DuPont company, everyone from the CEO to the lowest-ranking employee will be schooled in safety management, identifying, reporting and correcting unsafe conditions.

The goal: reduce injuries and accidents by 50 percent over the next five years.

At present, MTA employees are claiming injuries at a rate of eight to 10 per day. The agency's 8,900 employees report about 3,000 injuries each year. Some \$59 million in workers compensation claims are expected this fiscal year.

In conjunction with the new safety campaign, employees will see a change in the way injury claims are handled, according to Lucille Van Der Heyden, Risk Management claims manager. The MTA is responding to complaints from some employees about how they were treated by outside claims administrators.

The MTA now will use its in-house staff to process injury claims and will hire an employee advocate who can intervene on an injured worker's behalf.

A neutral party

"The employee advocate will be a neutral party who will work between

the employee and management to attempt to bring disputes to a reasonable conclusion," says Van Der Heyden.

The agency also plans to have an expert oversee workers compensation claims investigations and to work with division managers. "Some division managers didn't feel that their concerns were being acted on by the outside claims manager," she says.

Focusing attention on safety, correcting unsafe conditions, reducing the numbers of injuries and properly handling workers compensation claims all should result in a safer work place and reduced operating costs, officials believe.

"If we're able to get these costs down," says Chief Operating Officer Richard Brumbaugh, "the MTA will be one of the lowest-cost major metropolitan operators in the country. That's quite an accomplishment."

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MTA Developing 'Blueprint' for Bikeway Projects

By GARY WOSK

(Oct. 10, 2001) The MTA is developing a comprehensive new "blueprint" that will help determine which proposed bikeway projects should be given the highest priority in the next 25 years.



Riders who must dodge traffic to commute long for clear roadways of dedicated bike paths, below.

The "L.A. County Bikeway Master Plan" will take 18 months to complete and will be developed by the MTA with input from a working group made up of representatives from the city and county of Los Angeles, Council of Governments (COGs), the LA County Bicycle Coalition, LA City Bicycle Advisory Committee, Southern California Association of Government (SCAG) and other interested cities.



"The master plan will establish policies and priorities for the bikeway program," says MTA Planner Lynne Goldsmith. "It will identify existing bike facilities, propose new facilities, evaluate past funded projects, help MTA determine which projects should receive funding next, reevaluate program priorities and to evaluate need. We will also develop a website map showing where bike paths and bike lanes are located."

The last master plan was released in 1995 and listed 194 bike paths and 270 miles of bike lanes. The number of bike paths, usually built near flood control channels, riverbanks, rail rights-of-way and other utilities, and bike lanes, double striped lanes found on streets, has increased since then. The new updated plan also will consolidate the six previous area bicycle plans into one plan for the County.

Planning for mobility

"The MTA needs to be planning for the mobility of our residents by offering alternatives to the automobile and even the bus," says Lynne Goldsmith. "Our population is expected to grow by more than 25% over the next 20 years. We need to be offering choices to people in getting to work or going to the store instead of driving their car. Our goal is to make cycling a viable alternative that is safe and easy."

Since 1992, MTA has provided \$82 million in funding through the Call for Projects program for 108 bikeway projects totaling 200 miles of bike paths and bike lanes.

Another \$10 million in Call for Projects funding has been provided for bike lockers and racks at Metro Rail stations, the bike station in Long Beach, bicycle education programs, bike racks and bicycle maps.

In this year's Call for Projects, MTA allocated \$32 million in funding through the year 2007 for new bikeways and bridge widenings. MTA contributes 80% of the total projects' cost while individual cities kick in 20%.

Add more bike facilities

"Other goals in the bikeway program are to finance bike projects that add

more miles of bike facilities and have links to public transit connections, and provide facilities people feel are safe and reliable and get people to where they want to go," added Goldsmith.

Some of the major bike paths to be completed or built in the future are alongside major transit corridors including the San Fernando Valley East-West busway; Exposition Boulevard light rail project, San Fernando Road Metrolink right-of-way, as well as the Los Angeles River.

Since 1993, MTA has allocated an average of \$6.5 million each year toward bikeway projects, however the Long Range Transportation Plan calls for increasing that amount to at least \$10 million annually.

Bicyclists account for 2.4% of 720,000 daily transportation trips made in LA County. The goal of the LRTP is to increase the total number of bicycle trips in the year 2025 to 2 million, or 5% of total trips.

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'Don't Overreact' to Terrorism Rumors, Security Chief Says

More on the subject:
See metro.net Oct. 4

[23 Days After Terrorist Attack, MTA Remains on 'Heightened Alert'](#)

By BILL HEARD, Editor

(Oct. 10, 2001) "Act, but don't overreact." That's the advice MTA's security chief Paul Lennon has for employees in the current climate of concern about rumored acts of terrorism.

"Employees should be aware, be vigilant, but don't hit the panic button," says Lennon. "We shouldn't expect anything untoward, but if you do see something out of the ordinary, you should report it right away."

Employees should call MTA Security at 922-7600 for assistance in such situations.

The Doctor is On-line

[WebMD.com](#) provides comprehensive review of developing public health issues sparked by terrorism.

News stories in recent days have raised concerns about the possible threat of biological and other types of attacks – concerns that have resonated with MTA employees as a result of incidents on Metro Rail and other transit systems.

The Metro Red Line was shut down for two hours, Sept. 26, when a mysterious odor was detected. The Vermont/Santa Monica station was closed for 20 minutes, Tuesday evening, when cleaning crews spotted a suspicious canister. In both cases, authorities found no evidence of toxic substances.

Report anything suspicious

"Employees have a responsibility to report something suspicious," counsels Lou Hubaud, director, Systems Safety. "If you feel uncomfortable about a situation – whatever it may be – report it and let Security take the appropriate action."

Noting that Los Angeles has probably the best emergency response teams in the nation, Pam Engelke, manager, Occupational Health and Safety, said, "This area is home to large numbers of universities, laboratories, military and medical disaster teams."

MTA Security officials meet daily with representatives of the LAPD, LASD, city and county fire departments. In addition, the agency can call on the LAPD's Anti-Terrorist Division, the Sheriff's Emergency Operations Bureau and other emergency assets.

"There are a lot of very solid resources devoted to the protection of our staff and our customers," says Dan Cowden, director, Security and Law Enforcement.

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Credit Union's Planned Merger to Greatly Expand Member Services

EDITOR'S NOTE:

Ballots due Oct. 17

(Oct. 11, 2001) The MTA's 50-year-old Credit Union is planning a merger with Northrop/Grumman Employee Federal Credit Union, Oct. 31, a move that will dramatically increase member services and will greatly expand the number of offices where those services will be offered.



Providing service in the MTA Credit Union, from left, are Manager Win Corey, Vault Teller Jackie Garcia and Loan Processor Joanne Viramontes.

"We wanted to merge with a larger credit union that could enhance services to our members," says Credit Union president Brian Soto. "This merger will boost our combined assets from \$8 million to more than \$300 million."

Among the benefits members will realize as a result of the merger is the opportunity for lower rates on car loans, signature loans, mortgage loans, home equity lines of credit and lower interest rates on credit cards. The merged organization will offer full financial planning services, Internet home banking and debit cards.

The merger with the Northrop/Grumman credit union means that the 4,000-plus MTA members can make financial transactions at more than 80 offices in Southern California and hundreds of offices throughout the nation.

No surcharge for ATM use

Employees also will be able to use Northrop/Grumman credit union ATMs without a surcharge by either the credit union or the machine's owner. Northrop/Grumman permits members to make up to five free transactions per month on ATMs outside its system.

Credit union members will be able to use some 5,100 ATMs in 49 states without surcharge. More than 3,000 of those will accept deposits. The credit union will offer telephone access to a 24-hour, 7 day a week "loan center."

After the merger, the MTA Credit Union will maintain its identity as the Metro Transportation branch of the larger organization. An MTA Credit Union member will serve on the Northrop/Grumman credit union board, while others will serve on an advisory council that will focus on the needs of MTA employee members.

"I've never seen that kind of attention given to a smaller credit union following a merger," says Win Corey, Credit Union manager. "Most large credit unions do not go out of their way to keep the unity of the credit union they're absorbing."

EDITOR'S NOTE: Members have received ballots to vote on the proposed merger of the MTA's Credit Union with the Northrop/Grumman Employee Federal Credit Union. Ballots must be marked and returned in

time for a membership meeting at 3 p.m., Wednesday, Oct. 17, in the Gateway Plaza Room.

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Attending in uniform were Army Reserve members: First Sgt. Warren Stockton, Spec. Steve Nagata, Sgt. Thomas Salazar, Maj. Ted Hope and Sgt. Maj. Rivers Jacques. All except Nagata are MTA employees.

With Songs and Salutes, MTA Employees Raised Funds for Terrorist Victims

By BILL HEARD, Editor

(Oct. 11, 2001) It was a patriotic occasion that drew some 200 employees, Wednesday, to Division 20's "America United" fund-raiser. The result: a \$2,150 contribution to agencies supporting those directly affected by the Sept. 11 terrorist attacks.

The brainchild of Bob Ogus, a rail equipment maintenance manager, the noontime event was attended by some employees who are being recalled to active military service.

The occasion featured patriotic music, an all-American lunch of hamburgers and hot dogs and an inspirational message by Army Reserve Maj. Ted Hope of MTA Rail Operations. Hope has orders to report to the emergency operations center at the Los Alamitos Armed Forces Reserve Base.

During his talk, Hope noted the presence of many ethnic groups within the crowd.

"Today, we stand united as Americans to mourn the loss of fellow Americans and citizens of some 63 nations who were murdered by evil forces in the world today," he said. "We are here to pay tribute to the rescue workers, police and firefighters who are the real heroes in this tragedy. Let's also not forget those brave airline passengers who sacrificed their lives to prevent event a greater loss."

Each employee attending also received an American flag pin and a baseball cap emblazoned with the flag. Patriotic T-shirts also were on sale.

Funds raised at the event will be donated to the American Red Cross, the September 11th Fund of the United Way, the NYC Fire Department Widows and Childrens' Fund and the NYC Police Department Widows

[GALLERY](#)

[Web sites for disaster relief](#)

You can still purchase for a donation patriotic souvenirs to support the Division 20 fund-raiser.

[REVISED Order form.](#)

and Childrens' fund.

Serving with Ogus on the luncheon committee were Stephanie Davis, Thomas Salazar, Martha Castillo and Fran Curbello.

Division 20 will donate proceeds of the American United fund-raiser to the following organizations. Click on web sites for more information.

American Red Cross

www.redcross.org

Sept 11th Fund of the United Way

<https://september11fund.org>

NYCFD Widows and Children's Fund

http://ufalocal94.org/widows_childrens_fund/widows_childrens_donations.html

NYCPD Widows and Children's Fund

<http://nycpba.org/attack-donation.html>

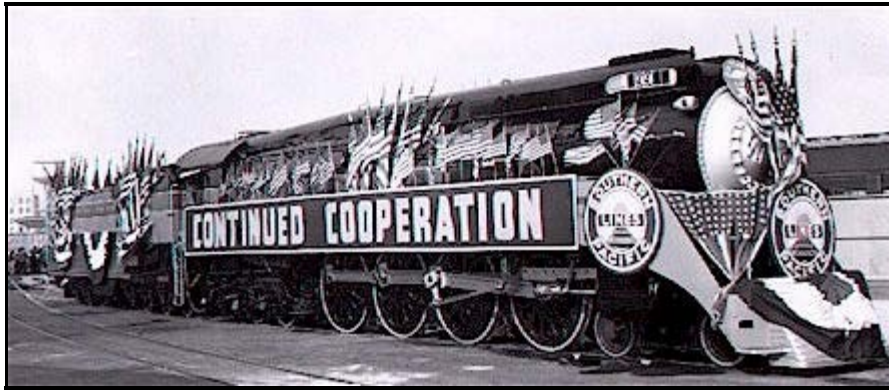
GALLERY



Clockwise, from above left, Army Reserve Maj. Ted Hope of MTA Rail Operations, delivered an inspirational message. Army 2) Reserve Sgt. Thomas Salazar, a Division 20 service attendant, salutes during playing of the National Anthem. 3) Army Reserve Sgt. Maj. Rivers Jacques, also an MTA Security lieutenant, talks with security officers Robert Jones, Luis Medrano and Ty Henderson. 4) Everyone wanted an All-American hamburger or hot dog for lunch. 5) Enjoying the patriotic event were Rebecca Lee, Duane Martin and Rubi DePompa. 6) Maria Bautista and her husband, Gerardo, try on their new American flag caps. PHOTOS: BILL HEARD



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This 1939 photograph of a Southern Pacific GS-3 type locomotive represented one of the trio of mainline railroads that would be using the new Union Station. All decorated for the opening of the station, this locomotive was one of the famous "Daylight" engines that pulled the great train between Los Angeles and San Francisco.

Take a Bite of Railroading History with Railroading Museum's Exhibit at Philippe's

(Oct. 12, 2001) If you're a railroad enthusiast, you can take a bite of history and a great sandwich at the same time, beginning Wednesday, Nov. 7, when the Los Angeles Museum of Railroading unveils a display of historic photographs and train models at Philippe's French Dip Restaurant.

The museum's exhibit, titled "The Southern Pacific in Los Angeles," will be on display in Philippe's rear downstairs dining room through April 7, 2002. Philippe's is located at the corner of North Alameda and Ord streets, just north of Union Station.

For those railroad buffs who want more information, the museum will host a dinner at Philippe's at 5:30 p.m., Nov. 7. A tax deductible donation of \$20 is requested of those interested in attending the dinner. The museum is a 501(c)(3) foundation.

After the dinner, historian and author Larry Mullaly will present an illustrated talk about the Southern Pacific Railroad at 7 p.m. in the MTA Board room. His presentation will cover the years between 1873 and World War I in Los Angeles. MTA also employees are invited to attend this free presentation.

Advance reservations are required for the dinner. For information, call Joe Lesser at (323) 931-6757 or e-mail: jlatsf@earthlink.net.

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UPDATE: (Oct. 25) Board actions, changes in text below. [Click on image to enlarge view](#)

UPDATE: (Oct. 18) NoHo Development proposal tabled until November. See other committee actions below.

NoHo Development, More Office Space Among Board Issues in October

(Oct. 16, 2001) MTA Board activity picks up again this month with several items of interest that include a proposed joint development at the North Hollywood Metro Rail station and concerns about the need for more office space at Headquarters.

The Planning and Programming Committee will be asked to authorize the CEO to negotiate with Legacy/Olson of Irvine to develop some 12.4 acres of MTA-owned land at the North Hollywood station that's now being used for parking and a kiss-'n-ride lot.

Legacy/Olson is proposing a mixed-use development with up to 415 residential units and 20,000 square feet of retail space flanking the subway entrance plaza. The company wants to buy the MTA land across the street from the plaza to build an additional 119 apartment units and 8,000 square feet of retail space.

Legacy/Olson would leave the bus layover in its current location and build a 1,500-space parking structure on the southern part of the station parcel. The structure would add 300 spaces to the current 1,200-space parking lot and could include retail space. The company has offered to develop the southwest portion of the station parcel under an MTA-approved "master plan."

The North Hollywood joint development project is Item 34 on the Planning and Programming Committee's agenda. The committee meets at 1 p.m., Thursday, Oct. 18

APPROVED by Board **Office space lease extension**

Meanwhile, the Finance and Budget Committee will be asked to consider a three-year extension of a lease for two floors of the 707 Wilshire Boulevard Building. The MTA once leased 6 ½ floors in the building for designers and engineers assigned to the Metro Rail project. **This item was approved and sent to the full Board.**

Space on the two remaining floors would be used to house the Eastside light-rail staff, the Management Audit staff assigned to audit the subway contract close-outs and others, as needed.

Retaining two floors of the Wilshire building also will give the MTA



Development proposed for North Hollywood station would include residential units, retail space and parking. Views courtesy of Legacy/Olson of Irvine.



Parcel 1: 20,000 sq. ft. of retail space and 305 to 415 ground-floor residential units.



Parcel 2: 8,000 sq. ft. of retail space and 119 ground-floor residential units.

flexibility to meet office space needs over the next five years and during the "restacking" of the Gateway Headquarters building, a project that may take two years or more. Currently, the Headquarters building has only 33 vacant cubicles, but will need office and storage space for some 60 new employees as the Workers Compensation program moves in-house.

The lease proposal is Item 21 on the Finance and Budget Committee agenda.

APPROVED by Board

**Extend the Metro Green Line. Item 38:
Finance and Budget Committee, 9:30 a.m., Thursday, Oct. 18.**

Director Hal Bernson is offering a motion directing the MTA staff to develop a proposal to close the gap between the Metro Green Line and the Norwalk/Santa Fe Springs Metrolink station. report is due in 60 days.

The amended motion also directs the staff to work with the Mayor's Office and the Department of Airports on the issues and feasibility of extending the line into LAX.

Bernson's motion notes that the Metro Green Line eastern terminus at the I-605/I-105 station is only a mile and a half from the Metrolink Norwalk/Santa Fe Springs station. On the western end of the line, passengers headed for LAX must disembark at the Aviation station and board an LAX shuttle bus to reach the airport.

APPROVED by Board

Substitute 20 composite (fiberglass) buses in NABI contract. Item No. 10: Operations Committee, 1 p.m., Wednesday, Oct. 17.

The Operations Committee will be asked to approve a plan to substitute 20 composite (fiberglass) buses for traditional steel frame and sheet metal buses in the 370-bus contract awarded earlier this year to NABI of Anniston, Ala.

The MTA wants to determine whether the 20 composite material buses could stand up to the demands of revenue service over their 12-year life. The coaches will have a single-piece body consisting of glass-fiber reinforced, vinyl-ester resin laminate.

Because they will be lighter, the composite buses should use less fuel. Body damage should be easier to repair, since the damaged portion can be cut away and a replacement section bonded in place. The composite material also resists corrosion.

APPROVED by Committee

**Ultra-Low Sulfur Diesel Fuel. Item No. 14:
Operations Committee, 1 p.m., Wednesday, Oct. 17.**

The Operations Committee will be asked to approve a one-year contract for the purchase of ultra-low sulfur diesel from Southern Counties Oil Co.

Beginning July 1, 2002, the California Air Resources board (CARB) will require all transit buses to use ultra-low sulfur diesel fuel. The MTA began testing the fuel in February 2000 on diesel buses operating out of the Arthur Winston Division 5. Initial testing showed significant reduction of vehicle emissions on buses with particulate filters.

The Board has directed that all diesel buses remaining in the fleet after Jan. 1, 2003, be equipped with particulate filters. Some 400 diesel coaches will continue in service after all current CNG bus procurements

are completed.

Schedule of committee meetings:

- **Operations Committee**, 1 p.m., Wednesday, Oct. 17.
- **CANCELLED: Construction Committee**, 2 p.m., Wednesday, Oct. 17.
- **Finance and Budget Committee**, 9:30 a.m., Thursday, Oct. 18.
- **Executive Management Committee**, 11 a.m., Thursday, Oct. 18.
- **Planning and Programming Committee**, 1 p.m., Thursday, Oct. 18

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Classic Show for a Classic Cause: Fighting Cancer

(Oct. 16, 2001) It was a classic car show for a classic charitable cause: fighting cancer. Two hundred or more visitors strolled the line of 50 vintage autos on a warm, sunny afternoon last weekend.

The MTA's Rapid Transit Club raised some \$2,000 for the American Cancer Society with its event at the Regional Rebuild Center. The club is still taking contributions. Contact Lynda Reed at 922-4422 and Pam Engelke at 922-4249 to make a donation.

In addition to the display of cars, the Division Advisory Committee sponsored a booth, and the LAPD's Officer Maurice Winnett provided photos and fingerprinting for children.

Hosting the car show was the organizing committee of Lanny Hoel, RTC president, Alex DiNuzzo, Harold Torres, Carlos Rojas and Ron Cotroneo.

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A classic Ford and an equally classy Chevy were lined up with other vintage cars and trucks.



Richard Hunt joins, from left, Gabe Martinez, Vanessa Carrasco and Norma Carrasco at the Division Advisory Committee booth.

PHOTOS: HELEN ORTIZ

Swapping Badge for Bible, Roger Hosier Will Volunteer as Security Force Chaplain

By BILL HEARD, Editor (Oct. 17, 2001) He's giving up the badge for the Bible, but Sgt. Roger Hosier – who's leaving the MTA Security Department at the end of October – will continue to bring spiritual comfort to his former colleagues as the department's volunteer chaplain.



MTA Security Sgt. Roger Hosier, left, talks with Lt. Jim Cook and Officer Salvador Cortez. He'll soon take up his new role as Security Department chaplain.

Hosier, who joined the Security Department in 1997 and has been serving as acting lieutenant, has been involved with the ministry for almost 30 years. He will take up his new duties, Nov. 1, as assistant pastor of the First Baptist Church of Torrance.

As Security Department chaplain, Hosier expects to volunteer at the MTA at least one day a week, visiting officers assigned to different shifts. "My responsibility will be to bring encouragement to the officers and to be available for counseling if any should require that."

A 1969 graduate of Azusa Pacific University with a degree in psychology and a minor in Bible studies, Hosier has had a varied and interesting career that has taken him from seminary to radio evangelist to pastorates at two local churches to missionary work in India and Africa.

Beginning in the early 1970s, he directed an organization whose religious radio programming reached listeners in 26 countries. Later, he began a program that brought the ministry to people in rural areas of the American West.

In the early 1980s, Hosier's radio ministry led to missionary trips to India, where he visited rural villages and tribal lands. He also helped start an orphanage and provide medical and financial assistance. His first trip to Kenya, in East Africa, came in the summer of 1984. As in India, he worked among people in the rural areas.

Pastor in a high-crime area

While pastor of the First Baptist Church in a high-crime area of Hawthorne in the early 1990s, Hosier thought he had something to offer teenagers who attended nearby Leuzinger High School. After a shooting on campus, he volunteered counseling assistance to students and their families.

Eventually, he was hired as a member of the school's security detail and was on the staff during three dangerous gang riots. The kids, however, gave him the nickname "Superman" and respected his presence at the school.

In January 1997, Hosier was hired by the MTA's Security Department and rose rapidly through the ranks. A popular member of the security force, he now hopes to offer guidance to fellow officers.

Hosier was asked how a chaplain of one faith can counsel a group of officers who may be members of many faiths – or none at all?

“There are common truths you can build on, no matter what the faith,” he says. “You try to counsel in a way that you don’t influence someone with your personal views. You want to lift people’s spirits beyond whatever may be troubling them.”

EDITOR’S NOTE: Roger Hosier and his wife, Joyce, a collections manager for an ambulance company, live in Torrance. They have three adult children, a 17-year-old son and two grandchildren.

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Isaac Lim's Portrait Gains Notice in Pasadena Show

(Oct. 17, 2001) He's only been wielding a brush since last April, but Isaac Lim of Transit Operations Planning already is getting noticed as a painter.

His self-portrait was selected as one of 40 paintings featured last weekend in the Art Methods and Materials Show at the Pasadena Conference Center. He had painted the 16-by-20 oil-on-canvas portrait only the previous month.

Lim, 42, has come to painting somewhat later than many, but he's working quickly to make up the difference. Several of his still-life paintings hang in colleague's offices on the 11th floor of Headquarters.

Quite modest about his accomplishment, he says of his new hobby, "It's strictly therapeutic."

His latest work is a brooding landscape painting of the Yangtze River in China. Rendered in browns and grays with deep perspective and a heavy contrast of light and shadow, the shining river is accented by the presence of a small sampan.

Lim joined the MTA as a part-time bus operator in 1987 and for several years was assigned to divisions 1 and 18. Later, he was hired as a schedule maker and, after a couple of years, was promoted to schedule supervisor.

At that point, Lim decided to return to college. He graduated in 1996 from Cal State LA with a degree in urban geography and now is a transportation planner.

Lim and his wife, Kimberley, live in Alhambra with their four-year-old son and baby girl. He also has two other children from a previous marriage.

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Isaac Lim's art work was selected for a showing in Pasadena. One of his paintings hangs in a colleague's office.



DETAILS: Self-portrait by Isaac Lim, above left, was chosen for the art show. At right, a brooding study of the Yangtze River is Lim's latest work.



Hector Guerrero of the Rail Operations Center welcomes participants to "tabletop" emergency response exercise. Below left, City Fire Inspector Joe Gould makes a point to Sheriff's Lt. Gary Hayden and Sgt. Corey Fletcher. Below right, Abdul Zohbi, right, of Rail Operations Safety gives an urgent report to Dave Jackson, of the Rail Operations Center, and Rail TOS Davide Puglisi. PHOTOS: BILL HEARD



'Tabletop' Exercise Tests Interagency Emergency Response

By BILL HEARD, Editor

(Oct. 18, 2001) The buzz of urgent discussions filled a large room at Division 20, Wednesday morning, as MTA, police and fire officials struggled to cope with a "life-threatening situation" on Metro Rail. It was only an exercise, but all 50 involved were taking their actions very seriously.

The three-hour "tabletop" emergency response exercise – a realistic situation in which operators and passengers aboard two trains experienced symptoms from an unknown substance – was conducted to test the reactions and interagency cooperation that would be required in the event of a real emergency.

"The exercise went very well," says Kathy Murrell, the MTA's Emergency Services coordinator. "We will need some additional exercises to help improve the coordination between the on-scene command post personnel and Rail Operations Control. You always learn from these exercises."

As the exercise progressed, LAPD officers and LA City Fire Department commanders worked together to simulate closing several subway stations, cordoning off streets and evacuating passengers. Fire officials outlined how passengers would be detoxified and treated while HAZMAT teams tested the atmosphere in the affected stations.

Rerouting imaginary buses

The exercise included Metro Rail operators, rail supervisors and train controllers who coordinated simulated operations and evacuation

procedures with police and fire officials. Representatives of the Bus Operations Control Center rerouted imaginary buses to handle rush hour crowds denied access to the trains.

Near the end of the exercise, with an swath of the central business district shut down and emergency response teams busily treating "victims," the participants were thrown a curve ball: a report that a man with a gun had hijacked a Metro Bus near MTA Headquarters. The LAPD immediately launched helicopters to track the missing bus.

Official observers gave the exercise high marks, noting the coordination among the various agencies and the degree of expertise that each group demonstrated in its area of specialty.

The tabletop exercise was planned by Hector Guerrero...Kathy Murrell, the MTA's Emergency Services coordinator, at the request Ralph de la Cruz and Jess Diaz of Rail Operations. Assisting at the exercise were Collins Kalu, Tom Eng, Linda Leone, Vijay Khawani, Evaluators were Battalion Chief Raymond Olsen and LAPD Capt. Sandy Wasson.

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Shown at the "Buyer of the Quarter" award ceremony, from left, are Director of Purchasing Ron Dupuis, Purchasing Contract Manager Richard Bachman, Otto Ojong and Deputy Executive Officer Ted Montoya.

Otto Ojong is Purchasing's 'Buyer of the Quarter'

By RON DUPUIS

(Oct. 18, 2001) Otto Ojong has been named the Materiel Department's Purchasing "Buyer of the Quarter" for his commitment and dedication to providing outstanding service to his clients.

Ojong was instrumental in processing the first competitive procurements for natural gas required to power the CNG bus fleet. Award of the one-year contract for natural gas resulted in savings of over \$400,000 for the agency.

Ojong is responsible for procurement of a wide variety of equipment and products including gasoline, diesel fuel and natural gas. He continuously uses his experience in the planning and execution of the normal work activities, as well as execution of complex procurements, including the recent acquisition of 224 new non-revenue vehicles and the management of the office supply contract.

He approaches all of his assignments with a positive, professional attitude. His communication style and friendly personality has worked effectively in dealing with all of his internal and external clients and suppliers. The quality of his work is outstanding and exemplary.

Ojong is always willing to take on new assignments and help others. He has distinguished himself as being dependable, highly motivated and a true asset to the Purchasing Section, Procurement Department and the MTA.

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MTA Offered to Help Repair NYC Subway Tunnels After Terror Attack

By GARY WOSK

(Oct. 19, 2001) Not long after terrorists destroyed the World Trade Center, Sept. 11, the MTA offered to lend New York City Transit the agency's expertise in repairing a mile of subway system that was severely damaged by collapsed buildings.



Charles Stark

On Sept. 13, the chief engineer for NYC Transit, Mysore Nagaraja, received a cell phone call from Charles Stark, MTA executive officer, Engineering and Construction, who

oversaw much of the Metro Red Line construction project.

"At that point in time he wasn't even sure exactly sure what the damage was," recalled Stark, a native New Yorker. "I called him to offer any and all assistance that we could provide in terms of engineering or construction management to help them get subway lines 1 and 9 back in service. He really appreciated the contact."

Nagaraja would soon get an up-close look at the enormous repair job that lay ahead.

"Since my initial phone call with him, they've been able to go down and walk the tunnels and find out that the damage is pretty extensive," says Stark. "They have steel beams and debris that actually came through the street and punctured the tunnels and even filled one of the stations."

Tunnels partially collapsed

Other portions of the stations and tunnels have partially collapsed from the weight and one segment, in excess of 1,000 feet, is completely collapsed.

It will take approximately two years to repair the three stations – one situated underneath the World Trade Center – and up to six months to offer service again on the subway

Click image to view

Images of NYC
Cortlandt/WTC Station
Courtesy of NYC Transit



lines which run from the Bronx to the southern-most tip of Manhattan, says New York City Transit spokesperson Deirdre Parker.

Ridership on the subway, a 656-mile system used by 4.8 million daily boarding passengers, has returned to 97 percent of normal.

“One of the things that’s going to impede the work is that they have decided to fill some of the collapsed portions of the tunnel with slurry concrete in order to stabilize and allow the street above to reopen to pedestrian and automobile traffic,” says Stark. “Later on, they will have to rebuild the street and remove the debris from the tunnel.”

Limited space will also hinder the pace of the reconstruction.

“Working in Manhattan is extremely constrictive,” he adds. “The streets will be closed and contractors will be working in very close quarters. It’s going to be tough.”

So far, it does not appear as if NYC Transit will need the MTA’s help.

“It looks like it’s going to be a more paced-out process, which means there’s less need for outside personnel than if it were a ‘let’s get it back in service situation,’” says Stark. “They have realized now that it’s not going to be a quick fix. Extensive engineering work must be done before they can begin to remove the debris and repair the tunnels and stations.”

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Security Office Issues Precautions for Handling MTA Mail

(Oct. 19, 2001) With the continued concern about transmission of anthrax or other diseases through the mails, the MTA's Office of System Safety and Security is training mailroom personnel and is issuing a safety advisory to employees.

Noting that the MTA is not aware of "any credible threat targeting this agency or its employees," Security Chief Paul Lennon says, "You can be confident and assured that your MTA team is taking the necessary steps to educate and protect the safety and health..." of all employees and customers.



Derrell Young, a messenger/clerk, sorts interoffice envelopes in the MTA mailroom.

Lennon's office advises employees to take certain precautions if they receive strange, unusual or suspicious packages.

- Don't continue to handle the piece of mail or package.
- Notify your supervisor, who should immediately contact MTA Security at 922-7600.
- Make sure that suspicious packages are isolated and the immediate area cordoned off.
- Ensure that all those who touched the suspect mail are identified and immediately wash their hands with soap and hot water for at least a minute.

Mailroom employees and others who handle large volumes of mail also should:

- Wash their hands with soap and hot water before and after handling mail.
- Do not eat, drink or smoke around the mail.
- Use disposable latex gloves if they have open cuts or skin lesions on their hands.
- If a letter or package is received that contains powder or a written threat, employees who handle mail also should:
 - Avoid panic.
 - Not shake or empty the envelope or package.

Isolate the specific area of the workplace so no one disturbs the item.

- Call MTA Security at 922-7600.

Identify those who handled the envelope or package and keep them in the area until Security arrives and provides further instructions.

If you have questions about precautions, contact Pam Engelke, manager, Occupational Safety and Health, at 922-4249, or Ralph Sbragia, Safety Compliance inspector, at 922-7369.

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Dorothy Gray Died October 19; Was MTA Librarian for 13 Years



Dorothy Gray

Dorothy Gray, who served as the MTA's Library Services Manager for 13 years, died Friday at her home in Parc LaBrea. A native of Winterville, Miss., who grew up in Yazoo City, she was 58.

Gray had suffered for some time from a lung condition and had been on a leave of absence since July from the MTA. According to her son, Nkosi, a wake will be conducted, Friday, Oct. 26, in Yazoo City, with burial in Jackson, Miss., the following day. A memorial service is planned for the following week in Los Angeles.

See [Memories of Dorothy Gray](#).

A graduate of Southern Illinois University with a degree in sociology, Gray earned a master's degree in library science at Columbia University. She moved to Los Angeles in the mid-1970s and worked as a legislative analyst in city government before joining the SCRTD in August 1988 as librarian.

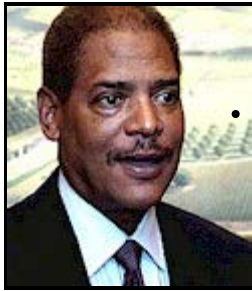
At the SCRTD, Gray greatly expanded the library and the collection of transit memorabilia. She computerized the library catalog and made the Internet available to employees. Under her guidance, the library became a federal repository for transportation manuscripts and documents.

When the Gateway Headquarters building opened, Gray oversaw the development of a modern corporate library that now is recognized as one of the best transportation research resources in the industry – a library that fields information requests from all over the world. The MTA Library is one of the few corporate libraries that can make catalog entries directly into the Library of Congress.

Perhaps the most prominent daily evidence of Gray's creative work as a librarian are the displays she set up in the Headquarters lobby on subjects that ranged from transportation humor to the history of transit and the wedding traditions of Korea.

Dorothy Gray is survived by her son, Nkosi, and granddaughter, Sahar, 2, of New York City, and her father, four brothers and four sisters, all of Mississippi.

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Deputy CEO
John Catoe

See Profile:
[Man on a Mission](#)

Catoe Sees Urgent Need for Two New Divisions

Considers Shift to Regional Operations

By BILL HEARD, Editor
(Oct. 23, 2001) The MTA needs to open two more operating divisions – and quick, says John Catoe, deputy CEO and head of Transit Operations. “We’re maxed out.”

In an Oct. 19 interview with MTA Report, Catoe outlined the MTA’s urgent requirement for more space for Metro Buses. He also discussed his goals for Transit Operations, including a shift to regional operations, more focus on customers and quality service, greater cooperation with municipal operators and partnership with the MTA’s unions.

Currently, the MTA operates bus service out of 11 divisions – three in the downtown area and another, Division 3, on its northern edge. Division 12 in Long Beach remains closed and Catoe doesn’t foresee reopening it. “It’s in the wrong place,” he says.

“We need the new divisions in the core part of the City of Los Angeles,” he explains. “As we add additional Rapid Buses and as we expand our services, we’ll have to have places to store and maintain additional vehicles.”

One new division, Catoe says, would operate a mixture of Rapid Buses and regular bus service. The other would be required for regular bus operations.

Process begins in next six months

The MTA doesn’t currently own land for the two new divisions, but Catoe says the process to buy the land, gain the necessary environmental approvals and schedule construction will begin in the next six months.

“We have to expedite the process,” he says, noting that ridership is increasing. “We’re behind the ball right now and we need to catch up.” As of September, Metro Buses had recorded some 94.5 million boardings this year, up from 89.3 million in September 2000.

During the interview, Catoe said Transit Operations plans to shift to regional operations – a concept it attempted several years ago, but didn’t take far enough. The concept might include MTA regions encompassing the Valley, the Westside, Downtown, the South Bay and other areas.

“We’re talking about setting each region up like a municipal operator,” says Catoe, former head of Santa Monica’s Big Blue Bus. “You’d have planning, budgeting, operations, maintenance, scheduling, administrative support and community outreach.”

The deputy CEO regards MTA-operated regions as competition for proposed transit zones. “I want to demonstrate...that we can beat any private-sector agency in providing services,” he says.

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See metro.net Oct 23: [Catoe Sees Urgent Need for Two New Divisions](#)
and Aug 23 report: [Santa Monica's John Catoe to Join MTA as Deputy CEO](#)



Man on a Mission MTA Deputy CEO John Catoe Focuses Transit Operations on Customers

By BILL HEARD, Editor

(Oct. 23, 2001) John Catoe, the MTA's new deputy CEO, is a man on a mission – a mission to focus Transit Operations and the energies of its people on the customer. "We're on a journey, a journey to be the best in providing services to our customer," he says.

Catoe emphasized this goal repeatedly in an hour-long interview, Oct. 19, with MTA Report. He noted that CEO Roger Snoble has asked him to concentrate on Operations, in effect, raising the profile of that division.

"The entire intent of this is to elevate Operations up in the organization," he says. "We're paid good money to be professional, to focus on our customers."

During the interview, Catoe outlined his goals for Transit Operations, the urgent need for two additional operating divisions, a shift to regional operations, greater cooperation with municipal operators and partnership with the MTA's unions.

With hardly two weeks in his new post, Catoe is still taking the measure of the MTA. "I have run into an incredible number of dedicated employees who yearn for a positive change in the way we operate our services – or, at least, a change in the public's perception of how we operate our services."

Clean fleet by November 1

An early effort, with a deadline of Nov. 1, is to achieve a fleet of clean buses. "I have a pet peeve," he says, "I don't like to see dirty wheels on

PROFILE

- John B. Catoe, 54, resident of Santa Monica.
- 22 years of public transit experience as Director of Transit Services, City of Santa Monica's Big Blue Bus, and with the Orange County Transportation, including five years as Director of Operations.
- Bachelor of Science, Business Administration, University of Redlands
- Member of American Public Transportation Association; American Society for Public Administration; Vice Chair and Executive Committee member, California Transit Association; Board Member, National Conference for Community and Justice.
- Personal: Native of Washington, D.C., he is a single parent of a 13-year-old son, Justin.
- Pet: a golden retriever mix, Blondie.
- Hobbies: camping and hiking with Justin, gardening as a stress reliever.

buses. If you pay attention to the wheels, you'll pay attention to the outside...(and) to the inside."

And if the MTA pays attention to those things, he adds, "We'll have clean buses and rail cars, clean rail stations and bus stops."

Another of Catoe's goals is to alter the process of how decisions are made – a process that will direct management's efforts more toward leadership, providing resources and direction, while providing support to employees at the operational level "who are truly providing our services."

A key element in making change happen will be a cooperative working relationship with the MTA's unions.

"My philosophy is that the unions are our partners," says the deputy CEO. "We have the same mutual goal, and that is to provide a workplace in which our employees feel productive and enjoy coming to work and are treated fairly and are fairly compensated."

Here are excerpts from other parts of the interview:

What attracted you to the MTA?

I have a passion for transportation services. I hear the public's perception of transportation programs and transit, specifically, and it's negative. When the reality is that we carry half a billion people a year. We have one of the most productive light-rail lines in the country, but that's not the perception. The perception is that we don't have a good transportation system. We need to change that.

I want this agency to become the best there is in transportation services. And I fully, deep inside myself, believe we can get there.

You've indicated that you're initially focused on Transit Operations.

The CEO wants me to focus on Operations for two major reasons: First, to deliver transit services to our customers, including freeway services, planning and the other elements we provide, but the biggest is the bus and rail system.

And, second, project delivery. The MTA has a responsibility for regional planning of transportation services and programs, and we have a responsibility as a pass-through agency for funding.

Transit in this county includes 16 municipal operators. What is the MTA trying to achieve in our relationship with the munis?

The CEO's philosophy is that, as a regional planning agency, we have to look at how to provide excellent service to the customer. That means that we at the MTA have to back away from the idea that "we" are the provider of services and, instead, realize that all of us, including our municipal agency partners, are the providers of service.

We're developing a regional transit plan, as part of the Long-

Range Transportation Plan, that is inclusive of all of our services...down to the specifics of what services each municipal operator provides. When we report to the Board in the future about transit services, it will be about countywide transit services.

We just signed a pass agreement with Montebello Bus Lines that we hope the Board will approve. A passenger can now use an MTA pass on any of Montebello's bus lines. We set a target that, by the end of October 2002, we'll have a regional pass (that will) be accepted anywhere in the county.

One of the sensitive points about the MTA's relationship with the munis is the feeling by some employees that we'll only lose more bus lines.

This is not an attempt to take MTA services away and give them to someone else. This is an attempt to create a system in which ridership will grow throughout the system. The reality is that, because of our size, our ridership probably will grow larger. This will require more vehicles and operators, mechanics and service attendants. We're not going to give up anything that takes away jobs from existing MTA employees.

Do you plan to make any changes in your staff or the Transit Operations structure?

I'm bringing in a staff director (Cynthia Gibson, currently marketing and public relations coordinator at Santa Monica Transit), but that's not to change anyone's responsibility, that's to help implement the process I talked about, as well as to help me with some of the other initiatives we'll be working on. I'm still accessing the reporting responsibilities, but the reality is that I'm a different person than who was here before me...but I'm not coming in with the thought that I'm going to change all these things.

(As for the structure), the focus will be: are we structured in the best way to provide the services we provide. And the question should be asked, "How do we change to improve, not change for the sake of change."

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UPDATE: Oct. 25: Changes in text below.

Mayor Hahn to Introduce Motion on Gateway Complex Security at October Board Meeting

See also: [Board Names MTA Library for Dorothy Gray](#)

(Oct. 24, 2001) Los Angeles Mayor James Hahn will introduce two motions at Thursday's Board meeting – one that would require a review of security at the Union Station Gateway complex and another calling for a special Board meeting to receive a staff report on the Consent Decree.

Hahn's request for a special meeting, Item 50, is intended to allow MTA staff time to prepare a presentation on the status of the Consent Decree, as well as possible legal action the Board might take, if any.

UPDATE, Oct. 24: Item 50 has been withdrawn. Board Chairman John Fasana is planning to schedule a meeting in November to receive the report.

The U.S. Ninth Circuit Court of Appeals recently denied the MTA's request for a rehearing on its earlier ruling that required the MTA to buy 248 new buses. The MTA already has complied with the court order to put the buses in service.

The mayor's other motion, Item 47, would direct the MTA to take the lead in coordinating a safety assessment of the Gateway complex and MTA Headquarters building. Also involved would be the LAPD, Sheriff's Department, Amtrak, SCRRA, MWD, and the complex developer, Catellus. A Board report with security recommendations would be due in 30 days.

The motion also directs the staff, working with the LAPD and LASD, to report back within 30 days on a security assessment of the Metro Bus and Metro Rail systems.

"The events of September 11 have changed the lives of all Americans," Hahn said in a news release. "Here in Los Angeles, we want to protect and secure this transportation hub, which links Southern California to the national transportation system."

Other items scheduled to come before the Board at Thursday's meeting include:

APPROVED by the full Board

Fare Agreement with Montebello Bus Lines. Item 39. The motion would authorize the CEO to enter into what promises to be a far-reaching fare agreement with Montebello Bus Lines that could provide a "strong foundation" for the proposed Universal Fare System.

The agreement, which would allow MTA pass holders to use their passes on the Montebello system, is an "initial step moving toward the development of a countywide pass," according to the Board report. It also would give the MTA an opportunity to see how such a program impacts ridership and revenue.

DEFERRED until November, with consideration for the name "Gold Line." Pasadena "Rose Line." Item 6. A motion filed in June by Supervisor Michael Antonovich to rename the Pasadena Blue Line the "Rose Line" is scheduled for discussion by the full Board.

Antonovich's motion is intended "to eliminate confusion with the existing

Long Beach Blue Line...and to better represent the community which will be served." The motion notes that the Pasadena Blue Line Construction Authority has referred the issue to the MTA, which will operate the line.

APPROVED by the full Board

Pasadena Blue Line Grade Crossings. Item 49. This motion by Supervisor Gloria Molina and Antonovich would affirm the MTA Board's support of the Pasadena Blue Line Construction Authority's applications for grade crossings. The application is before the California Public Utilities Commission.

Community groups along several segments of the Pasadena Blue Line, now under construction, have asked the CPUC to prevent construction of street-level rail crossings at certain intersections and to require the construction authority to build grade separations at those intersections.

The authority has said that any delay in construction due to the grade crossing dispute would jeopardize the completion schedule and the opening date, and would add unanticipated costs to the project.

The Molina/Antonovich motion urges the CPUC to "expedite the process to the highest extent possible and grant interim permission" to the authority to go ahead with construction of street-level crossings at the intersections.

APPROVED, with a rider naming the MTA Library the "Dorothy Peyton Gray Transportation Library." El Pueblo Transportation Museum. Item 35. The motion would authorize the CEO to conclude an agreement with the City of Los Angeles for development of a transportation museum in a historic building at El Pueblo de Los Angeles Park.

The MTA's reimbursement to the city, which would come from federal funding for restoration of the historic building on Olvera Street, would not exceed \$1.248 million.

The museum would be developed in cooperation with the Los Angeles Unified School District, the Los Angeles Children's Museum and the El Pueblo business community. It would include displays of historic transportation systems important to the development of Southern California.

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Deloitte & Touche Director to Speak at Accountants' Meeting

By DONNA WARREN

(Oct. 24, 2001) On Thursday, Oct. 25, the Los Angeles Chapter of the Association of Government Accountants (AGA) will present Arlin Tueller, Western Regional Director of Deloitte & Touche Government Contract Services. Tueller will discuss the "Impact of Recent Events on the Federal Acquisition Arena."

The meeting is scheduled at 11:30 a.m., at the Best Western Mayfair Hotel at 1256 W. 7th St., Los Angeles. The "E" dash or Bus 51 drops passengers off at the hotel's front door. Contact Lourdes Pechos at 922-9102 or by e-mail for reservations.

A senior manager and director of West Coast Services, Tueller is a former assistant regional director of the Defense Contract Audit Agency's Western Region. He is an expert on the Federal Acquisition Regulations and the Cost Accounting Standards.

Tueller holds a Bachelor of Science degree in Business Administration from California State University at Hayward, and a Master of Arts degree from Central Michigan University.

He is a frequent speaker on government contract cost issues and government contract audit policies and procedures, a Certified Government Financial Manager and a Certified Member of the DOD Acquisition Corps.

Tueller also is a member of the National Defense Industrial Association (NDIA), the National Contract Management Association (NCMA), and the Association of Government Accountants (AGA).

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UPDATE Oct. 25: In an unusual motion joined by all members present, the Board unanimously voted to rename the MTA Library in memory of Dorothy Gray.

See Also:

[Obituary](#)

[Memories of Dorothy Gray](#)

**Board
Names
MTA
Library
for
Dorothy
Gray**



UPDATE (Oct. 25, 2001) In an unusual motion joined by all members present, the MTA Board unanimously voted to rename the MTA Library in memory of Dorothy Gray.

The motion, filed by directors Frank Roberts and Yvonne Brathwaite Burke, calls for naming the library the "Dorothy Peyton Gray Transportation Library." Under Board rules, a favorable vote on the motion would place the item on a future agenda for final approval.

Gray, who died Oct. 19, from complications of a lung condition, will be buried Saturday, Oct. 27, in Jackson, Miss.

"It is a rare person, indeed, who devotes one's life to educating others," the text of the Roberts/Burke motion says. "It is an even rarer individual who dedicates her life to transportation education. Such a person was Dorothy Gray, MTA's librarian...."

"Since 1988," the motion continues, "Dorothy's passion for creating a resource for the transportation industry culminated in the MTA library.... Her diverse approach to education also included reaching out through various means to draw us closer together in spite of our cultural differences."

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Office of Central Instruction Garners High Marks from DMV

(Oct. 25, 2001) The California Department of Motor Vehicles has awarded excellent marks to the MTA's Office of Central Instruction (OCI) following its annual audit of the training program.

OCI, located in El Monte, is the group that trains all new bus operators, and provides vehicle and defensive driving training for mechanics, service attendants and others. OCI's 19 instructors were trained and certified by the DMV to administer the DMV's pre-inspection, skills and driving test.



Manager Grace Golden, center, heads a professional group of instructors and staff members at the MTA's Office of Central Instruction in El Monte.

Three DMV auditors recently spent nine hours performing a more extensive audit than in past years. The audit included a review of OCI's records and student test documentation. The auditors also monitored actual student testing in pre-trip and driving skills.

Throughout, the auditors commented favorably on the organization of OCI's training program and conducted a constructive exit conference with OCI personnel.

Assisting in the audit, under the supervision of OCI Manager Grace Golden, instructors Demetrius Jones, Leonard Hooper, Beverly Jones, Charles McMillan and Jerry Woodson.

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ACCOLADES



Jim de la Loza

UCLA Latino Alums Name Jim de la Loza 'Alumnus of the Year'

(Oct. 26, 2001) The UCLA Latino Alumni Association has named Jim de la Loza, the MTA's executive officer for Countywide Planning, as the organization's Alumnus of the Year for 2001.

De la Loza was guest of honor, Thursday evening, at the Alumni Association's 10th annual Fiesta de Inspiracion Scholarship and Alumni Awards dinner at the Millennium Biltmore Hotel.

De la Loza, who has headed Countywide Planning since 1996, was recognized for his role in urban and regional planning and for his work with non-profit housing issues as a member of the 1010 Development Corp. He joined the MTA in 1991 after six years with the Los Angeles Community Redevelopment Agency.

Others who have been honored in the past include U.S. Representative Edward Roybal, Assembly Member Gilbert Cedillo, former Speaker of the House Antonio Villaraigosa, former Deputy Mayor Linda Greigo and former District Attorney Gil Garcetti.

In 1982, de la Loza earned a master's degree from UCLA's Graduate School of Architecture and Urban Planning, where he currently serves on the advisory board of the Lewis Center for Regional Policy at UCLA. He earned his bachelor's degree in environmental planning and design at Cal State, Long Beach in 1979.

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MTA's Military Reservists to Maintain Pay, Benefits

(Oct. 26, 2001) CEO Roger Snoble told the Board, Thursday, that he will "use my authority" to ensure that MTA military reservists recalled to active service will not lose pay and benefits. He asked the Board to ratify the action at its November meeting.

Noting that 227 employees are members of reserve units and that some already have been recalled, Snoble said the MTA should "ensure that our employees who report to active duty continue to receive the level of pay they receive here, continue to receive their benefits and have some other benefits extended."



U.S. Army Reserve Sgt. Thomas Salazar, a Division 20 service attendant, is among reservists awaiting orders.

While they are serving on active duty, the MTA would make up the difference between an employees' military pay and his or her MTA wages. The decision should be renewed every 180 days, Snoble said.

Under current MTA policy, [HR 6-5](#), an employee is guaranteed reinstatement in his or her position upon honorable separation from military service with no loss of seniority. The employee must report for work within the guidelines established by the Uniformed Services Employment and Re-employment Rights Act of 1994 to be eligible for reinstatement.

To date, at least eight employees have been recalled for military service. Others are on stand-by and waiting for orders. Those recalled are:

- **Harvey Brown**, transportation operations supervisor, Division 7
- **Ana Diaz**, bus operator, Division 15
- **Ted Hope**, senior administrative analyst, Rail Operations
- **Choi Kim**, transportation division dispatcher, Division 15
- **John Mirabal**, mechanic, Equipment Engineering
- **Ernest Paredes**, bus operator, Division 9
- **Raymond Price**, bus operator, Division 2
- **Rico Simeon**, signal inspector, Heavy Rail Maintenance

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14 Metro Bus Lines Accident-Free in First Quarter

(Oct. 30, 2001) Operators driving 14 Metro Bus lines posted accident-free records during the July – September period, including the operators of four Division 3 routes.

Maintaining top position were the operators of Division 3's Line 201 (Silver Lake Blvd.) – with 21 months and more than 300,000 miles of accident-free operation. But, the operators of Division 3's Line 175 (Fountain Ave./Hyperion Ave), Line 176 (Glassell Park/El Monte) and Line 255 (Griffin Ave./Rowan Ave.) also had no traffic accidents.

READ metro.net Sept. 19: [Top of the Line](#)

The lines with the highest accident-free mileage during the first quarter of FY 2002 were Line 471 (Puente Hills Mall/Brea Mall) out of divisions 1 and 9 with 78,577 miles, Line 202 (Willowbrook/Wilmington) out of Division 18 with 71,193 miles and Line 209 (Van Ness Ave/Arlington Ave.) out of Division 5 with 52,194 miles.

Other accident-free lines for the period were Line 22, Division 6, with 36,766 miles; Line 112, Division 5, with 18,384 miles; Line 124, Division 18, with 49,124 miles; Line 170, Division 9 with 51,509 miles; Line 250, Division 10, with 23,440 miles; Line 264, Division 9, with 25,596 miles; and Line 620, Division 10, with 17,908 miles.

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Suspicious Box on Bus Leads to Division 7 Evacuation

(Oct. 30, 2001) A report of a suspicious box on aboard a Metro Bus led to the evacuation, Monday morning, of some 500 employees at Division 7, as well as a nearby car wash, a parking structure and other businesses.

Police cordoned off a five-block stretch of Santa Monica Boulevard between Robertson Boulevard and Hancock Avenue while the Sheriff's Bomb Squad investigated the package and detonated it. The package, which was found to contain an electric kaleidoscope, was not explosive. No one was injured.

The incident, which began about 9:30 a.m. and lasted until 11:55 a.m., impacted some afternoon service from Division 7.

The incident began when the operator of the Line 10 bus, westbound on Melrose Avenue en route to a layover zone, learned from a passenger that a box with protruding black wires had been left on the bus.

The Division 2 operator parked the bus at the layover zone in front of Division 7 and reported the incident.

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Flu Fighters Get a Shot in the Arm

(Oct. 30, 2001) More than 300 MTA employees signed up to receive flu shots, today, and during a second session scheduled Nov. 7. Flu shots also will be offered at the operating divisions in early December. Employees who are registered in the flexible medical spending plan can be reimbursed for the \$14 cost of the flu shot.

PHOTOS BY BILL HEARD

Michael Holguin of Construction Contract Administration accepts his flu shot from nurse Cindy Hubert of At-Home Health.



Alan Terakawa of the County Counsel's office grimaces as he receives his flu shot...



Diane Ponce of Transit Operations is blasé...



Alfred Ong of Engineering Management is patient...



Kathleen Hendry of Human Resources is stoic...



Gary Staheli of Employee Relations reaches the front as a long line of employees wait their turns.



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At emergency preparedness meeting, General Services issued Emergency Floor Warden Team vests and gave floor wardens preview of evacuation drill scheduled for sometime in November.

MTA Floor Wardens Prepare for Emergencies

(Oct. 31, 2001) As Washington issues messages warning the nation's security forces to be on the alert, the LA Fire Department has given the MTA permission to conduct a full-scale emergency evacuation of the Headquarters building. The drill will be scheduled sometime within the next month.

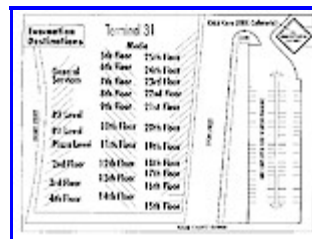
In preparation, General Services called together some 80 floor wardens, Tuesday, to re-emphasize safety measures in the event of a fire, emergency drill or an actual emergency.

The floor wardens, their alternates and assistants attended a safety presentation in the Board room, then took a familiarization tour of Terminal 31, the bus parking lot at the corner of Cesar Chavez and Vignes.

All Headquarters employees will be required to assemble in designated locations at Terminal 31 during a building evacuation. Floor wardens, carrying signs showing their floor numbers, will station themselves at the assembly areas, take a roll call and report to the General Services emergency post.

General Services also issued blue Emergency Response Team vests and hard hats to each of the floor wardens, along with copies of the MTA's Emergency Response Plan.

Floor wardens are responsible for ensuring the safe and complete evacuation of building occupants during a drill or emergency. They must account for the whereabouts of employees assigned to their floors during a drill or emergency. They also are required to be proficient in CPR and first aid.



Click image to view diagram of evacuation destinations.

Floor warden duties include making monthly checks of fire extinguishers, inventorying and replenishing first aid cabinets, directing the evacuation of their floors, assisting – if needed – in putting out a fire or with a medical emergency.

For a list of floor wardens at the Headquarters building, click here to link to the [General Services](#) web site.

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