

REPORT

A weekly report
from the office
of the CEO

June 13, 1994



When we announced our Zero-Tolerance Program last year, we aimed to make 1,508 buses — or 66% of the total bus fleet — graffiti-free by the end of the fiscal year. Thanks to you, we've exceeded our program goals and our bus fleet looks far better than it has in years. Since we're nearing our deadline, I want to report to you some details in our commitment to provide graffiti-free service on all MTA vehicles.

The Zero-Tolerance Program is coordinated by the Anti-Graffiti Task Force, chaired by Tony Chavira. Employees from a number of departments are involved in anti-graffiti mitigation, outreach and education, law enforcement, and program evaluation and quality assurance.

Mitigation

From a mitigation angle, the Operations Department ensures that 1,538 buses roll out graffiti-free every morning. In addition, the Amalgamated Transit Union (ATU) has permitted the MTA to utilize up to five seven-member crews of Los Angeles County Probation Department wards or court-referred community service workers each day to remove graffiti at layover zones.

Outreach

The MTA has enlisted the support of many community groups by launching several innovative programs. The Marketing Department's STOPTAG program uses bus operators, mechanics, service attendants and other volunteers from the Operations Department to conduct anti-graffiti community education programs.

The Transit Police Department's No TAG program involves an in-school curriculum tailored to third

and fourth grade schoolchildren. It aims to help children develop responsibility and self-esteem so that they can resist involvement in graffiti, vandalism and gangs.

The Customer Relations Department's METRO-WATCH program is a partnership between the MTA and schools in the targeted area in which school staff ride MTA bus lines adjacent to their schools and report student vandalism and other inappropriate behavior to the school-site coordinator, who administers disciplinary action.

The Young Artists Program seeks to build a sense of partnership and respect between the MTA and county youth through art. The program consists of an art competition and exhibit, workshops and internships.

Law Enforcement

In law enforcement, the MTA Transit Police continues to be on the forefront of the agency's anti-graffiti efforts. The Graffiti Habitual Offender Suppression Team (GHOST) tracks, apprehends, and prosecutes hard-core taggers. The agency also co-sponsors 1-800-STOP-TAG, the county-wide 800 number for reporting graffiti activity. Transit Police also pursues monetary restitution through the Claim-At-Arrest program.

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Program Evaluation

Staff continues to analyze the program's effectiveness, using surveys measuring the effect of the program on public perceptions of graffiti on our buses, in-service cleanliness and graffiti inspections and random division inspections.

My congratulations to each of you who devoted your hours to "taking our buses back!"

Ancillary Benefits Update

As you know, in May the Board referred the ancillary benefits package back to the executive management and finance committees for further discussion. In their meetings last week, committee members requested that staff work on the following three areas in the proposed package:

- Time Off With Pay
- Dependent Transportation Passes
- Educational Assistance

Board members noted that staff had done a good job in blending the policies of the two former agencies. However, members said the policy needed to strike a balance between the different levels of vacation, sick and holiday time provided by the former agencies, and at the same time, model it closely to benefits programs provided by other public agencies.

The Board also expressed concern with dependent transportation passes, saying that few large transportation operators provide free transit passes to dependents of their employees. They noted that MTA is not in the financial position to run contrary to this industry trend.

As for educational assistance, it was stressed that education should be encouraged, but the costs should be shared between the employer and the employee. The committee proposed that MTA reimburse 80% of approved tuition, fees, registration, and required materials up to a maximum of \$1,000 per calendar year.

Staff is now re-working the package and will re-submit it soon.

Classification/Compensation Update

I'd like to thank those of you who were randomly

selected to participate in the classification/compensation communication information sessions last month. More than 100 of you gave great suggestions on how to best communicate the proposed pay system to employees.

Those who attended stressed that employees need a thorough verbal explanation from managers about the system, and not just written memos detailing the particulars of the program. They also requested that any written document featuring new information be followed up with small group meetings, highlighting the latest. Employees also strongly emphasized that information be communicated as soon as it becomes available. They generally agreed that these sessions provided a "good first step in the overall communication," and they enjoyed providing the feedback.

Our class./comp. consultant, William M. Mercer, will incorporate employees' feedback into a communications plan, which will be reviewed by the executive officers.

The Board should vote on the proposed system late this summer. If you have questions, call Brent Cardwell at 4-6194.

Interim CAO

Until a new CAO is announced, I've requested that each of the deputy CAO's in administration — Gary Spivack, Terry Matsumoto, and Jerry Givens — report directly to the Office of the CEO.

In other matters, I know that many of you have questions about the work stoppage issue. We have formed a Work Stoppage Contingency Planning Committee which, among other tasks, has developed a communications plan. Look for a newsletter devoted to questions and answers -- it will be out within the next couple of weeks.

- Franklin White

I welcome your comments and questions in response to CEO Report, which is designed to provide employees with direct communication with my office. Please contact either of my Special Assistants, Michael Gonzalez at 244-7476, or Phyllis Tucker at 244-6191. Also, employees can fax comments to 244-6014.

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