

MTA Chief Executive Officer Franklin E. White's

REPORT

A weekly report
from the office
of the CEO

October 24, 1994



This week, the key words are *Quality* and *Change*. In the competitive Nineties, continuous improvement and quality must be the principal objectives in any organization. And, change — positive change — is the goal.

One way that quality and change are being effected is the pilot program under way at Division 15. When I visited there last week, I was pleased to see the positive reaction among employees that the new single-manager program has already generated. Empowering one division manager with the responsibility for both bus operations and maintenance will produce a smoother overall operation of the unit. And, because it promotes accountability, it will encourage efficiency. Similar changes are planned throughout all divisions by mid-1995.

Administrative and Executive Teambuilding

Along these lines, TQM training workshops are scheduled for MTA administrative and executive staff members. A date will soon be set for administrative staff to receive a two-day training to be held at Division 20; a similar workshop for the MTA's executive staff will be held in December.

Rail Construction Management Changes

As most of you know, several management changes are under way in RCC. These have been effected to strengthen our control of construction management and to enhance Metro Red Line construction efficiency.

RCC's Acting Executive Director John J. Adams has appointed Charles Stark as the vice president and project manager for both Red Line segments 2 and 3,

and Joel Sandberg is reassigned as the deputy project manager for systems and construction service for both segments.

Charles, who joined the Los Angeles Metro Rail team in 1991, has 20 years of experience. He previously served as the vice president and project manager for segment 1 and he has contributed significantly to its completion and success. Joel joined the RTD in 1981 and served as director of systems design and analysis until transferring to the RCC in 1990. He has 15 years experience in mechanical and transportation engineering.

Jerry Baxter, who recently left Caltrans to join the MTA, has been appointed as Deputy to the CEO for Construction Management. His primary responsibility is to revise the MTA's rail construction procedures and practices.

Further administrative modifications will be necessary as we move ahead with an overall reorganization plan. I will keep you posted of each new change as it is implemented.

Segment 1 Tunnel Repairs Near Completion

You will recall that late last year, reports indicated that some of the tunnel walls in Segment 1 were thinner than specified. At that time, I requested an independent investigation by a panel of experts. This panel,

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headed by Edward Cording, concluded that although the tunnels were structurally sound as built, additional grouting could virtually eliminate water leakage into the tunnels and eradicate sulfide gas odors.

At no cost to the MTA or the taxpayer, MTA contractors will finish the repair work this week, which includes the addition of substantial grouting. The completed work will ensure minimum long-term maintenance costs and maximum tunnel life on Segment 1.

Metrolink Milestones

October 26 marks two important milestones in Southern California's premier intercounty commuter rail program. Metrolink's newest station opens at the southeastern edge of Cal State's Los Angeles campus on State University Drive next to the I-10 Freeway in East Los Angeles.

The celebration on that day also marks Metrolink's second anniversary. This year, Metrolink has indeed shown Southern California commuters the importance of a mass transit. The Northridge earthquake in January was, of course, a major eye-opening event for commuters from the northern part of the county who were used to a long-distant commute by single-passenger auto. Although ridership numbers have leveled off since that time, Metrolink continues to expand its services, and in the process, has picked up more commuters.

During the last 12 months, Metrolink has grown to 350 miles, with 39 stations and 75 daily trains; its average weekday ridership exceeds 16,000, making Metrolink the nation's eighth largest commuter train system.

Kudos to Bus and Maintenance Roadeo Winners

Congratulations to Division 9's bus operator Luduvico "Ludy" Castro, who brought the MTA in at number 13 out of 67 transit systems in APTA's International Transportation Bus Roadeo in Boston on Sept. 27. Luduvico, who was the first-place champion at the MTA's own bus roadeo last June, went on to represent the MTA at the international competition. The bus roadeo is a competitive test and measure of a bus operator's skill behind the wheel and his or her knowledge of safety regulations.

The MTA was one of only six transit systems from California that ranked in the top 30 standings in the 40-foot class of buses; the other five ranking California systems were Riverside Transit Agency, ranked No. 7, North San Diego County, ranked No. 18, San Francisco Municipal, ranked No. 23, Omnitrans, ranked No. 25, Golden Gate Transit, ranked No. 27, and Central Contra Costa Transit, ranked No. 29.

Congratulations are also in order for Division 10's bus maintenance team that came in No. 8 in APTA's International Maintenance Bus Roadeo in Corpus

Christi in August. The winning team was made up of Alan Wong (team leader), Doug Creveling, and Fred Hines. This competition event is designed to test and measure knowledge and skill of a maintenance team when applied to bus inspection, air brakes, power train module, and driving. They scored the highest among the California participants.

Transportation Career Academy

Last Friday was a banner day for future transportation professionals. The MTA, along with the Los Angeles Unified School District, Times/Mirror, and Workforce LA, held an event to honor more than 200 volunteers who have committed to educate students interested in transportation careers.

The 200 honorees are teachers and transportation professionals who have come together to create a Transportation Careers Academy Program; they will teach courses in engineering, architecture, design and urban planning to students at three local high schools. The three high schools are Locke, North Hollywood and Wilson.

Co-sponsored by the MTA and the school district, the \$5-million program began this fall with funding from the Federal Transit Administration. The funds are used for the development of curriculum, training of teachers, purchase of equipment and for scholarships and internships.

This program, in my mind, simply reaffirms the concept that education and workplaces are interdependent. I commend Naomi Nightingale, manager of the MTA's Career Development and Training Center, for her role in helping to spearhead the academy. Naomi recently took part in a satellite teleconference sponsored by the National Center for Research in Vocational Education, where she discussed the career program.

New ID Badges

By the way, if you haven't had your photo taken and picked up your new MTA badge at the HR department in either the 818 Building or the 425 Building, please do so. It's not only important from an administrative standpoint, but having a new badge provides each employee with an MTA identity — an identity that is crucial as we each do our part to make the MTA a cohesive and united agency.

- 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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