

# CEO REPORT

**Joseph E. Drew**  
**MTA Chief Executive Officer**

**July 29, 1996**

The proposed merger of the MTA Transit Police into the Los Angeles Police Department and the Los Angeles Sheriff's Department has been postponed for at least a month.

At the July Board meeting, a nine-member committee representing the city, the county and the MTA was appointed to study the issue and report back to the Board in 30 days. The action was taken after some Board members expressed concern about passenger safety, personnel, costs and other issues. In other actions, the Board:

- Awarded a contract to Coopers & Lybrand to conduct an organizational assessment of the MTA. The work will include a review of MTA goals, an inventory of previous management improvements and an identification of any gaps in previous management studies. The final phase will include recommendations for improvement.
- Approved the purchase of 316 advanced design operator seats for installation in Flxible buses. The contract was awarded following a survey of operators who indicated a preference for the new seat. The seats are standard in CNG buses.

### **Three Top Appointments**

Let's welcome Frank Cardenas as the MTA's new Chief of Staff. After a national search, I'm pleased to make this key appointment of an executive to supervise the day-to-day activities of the CEO's office. Cardenas also will coordinate agency activities and special projects and will supervise Management Audit Services and the Office of Equal Opportunity and Minority Business Enterprise.

Previously, Cardenas served as vice president of the city's Board of Public Works. A graduate of East Los Angeles College and USC, he earned a law degree from Harvard Law School. After graduation in 1990, he practiced law at the firm of O'Melveny & Myers.

My thanks to Rae James who has served so ably as interim Chief of Staff and now returns full-time to her duties as Executive Officer, Communications.

I want to congratulate Ray Inge on his appointment as Deputy Executive Officer for Human Resources. He'll be responsible for recruiting, training, compensation, benefits and personnel. Prior to joining the MTA in 1995, Inge was area recruitment manager for Kaiser Permanente Health Plan. He earned a BS in sociology from Northeast Missouri State University and an MA in management from the University of Redlands.

Congratulations also to Raman Raj on his new position as Managing Director, Labor Relations, with responsibility for operations labor relations and employee relations. Prior to joining the MTA in 1995, Raj was director of compensation with Kaiser Permanente. He earned a BS in economics and political science from Osmania University in Bombay and an MBA at Hardin-Simmons University in Texas.

### **100 Ways Contest**

If you haven't seen one yet, please look for a display in your work location containing information and an official entry form for our "100 Ways to Improve Bus Service" contest. This is your opportunity to make a winning suggestion in

one of seven categories: most practical, innovative, customer-friendly, time-saving, cost-saving, image-building and best idea over-all.

The contest began July 15 and ends Aug. 30. Entries will be judged in September and winners will be announced in October. Prizes will be awarded to winners in each category.

Ideas already are being received, so don't wait to join in this important effort to improve bus service!

### **News on <http://www.mta.net>**

In June, I told you we were developing an Internet home page. Well, we're now expecting to be fully on-line in September as the Internet Project Team continues to make progress on resolving implementation issues. Also coming on-line, internally, will be an Intranet with employee information accessible via your PC.

Currently, both the Internet and Intranet are in the development and testing stage. The Internet went on-line for limited use, July 22, and within two days had just over 200 "hits" from Internet users. Employees will be able to use the Intranet when MTA PCs are configured for access.

Internet information available to the public will include a description of the MTA, customer information, Board agendas, vendor information and the MTA ethics policy. Intranet

information will include MTA policies and procedures, job applications, phone directory, employee activities and the credit union.

### Frontline Supervisor Training

Here's a good opportunity for supervisors: a new program to enhance job skills and knowledge. The MTA Frontline Supervision Certificate Program (FLS) will be offered four times a year beginning in September by the Employee Development section of Human Resources.

FLS was designed for MTA supervisors who have had little or no previous supervisory training. A total of 25 supervisors may attend each of the four annual programs, which will consist of 14 three-hour weekly sessions. Selection will be made on a first-come, first-served basis that's in proportion to the number of supervisors in each of the MTA's functional divisions. This program is not part of TLAMP (Transportation Leadership and Management Program).

Attending FLS will require a serious time commitment, but the effort will be worthwhile. Employee Development will distribute brochures and applications soon to all supervisors. For information, call Cindy Kondo-Lowe, 922-7120, or George Nickle, 922-7112.

### A Grand Old Flag

A caller to the CEO HotLine recently asked why there are no poles in front of the Gateway Headquarters building on which to display the American flag. Good question!

I've learned that installation of flag poles—one for the U.S. flag and one for the California flag—is on the "punch list" of items the building developer still owes us. The poles are to be installed at an angle off the third floor parapet overlooking the plaza. I'm asking General Services to expedite completion of this important project.

### It's Rodeo Time!

It's time to round up all your friends and head 'em out to the annual MTA Bus Rodeo! Prelims in the competition, featuring the agency's top operators and mechanics, are scheduled Wednesday, July 31, through Saturday, Aug. 3, in the Santa Anita Race Track parking lot, Gate 6, off Colorado Place in Arcadia. The finals are set for Saturday, Aug. 17, at Santa Anita.

The winning bus operator will represent the MTA at the international finals in October in Anaheim. Mechanic team winners will carry our banner at the international finals in September in Tacoma, Wash.

### New Gateway Murals

That large space on the wall behind the reception desk on the third floor at the Gateway Headquarters building is no longer blank. A new mural by the artist James Doolin was installed over the past weekend. He also completed installation of the two remaining murals in the Plaza level lobby.

The three murals in the Plaza lobby depict scenes of Los Angeles in 1870, 1910 and 1960. The new mezzanine mural

is an imagined view after the year 2000, looking west toward the Gateway Transit Center and a futuristic city beyond, all connected by an indispensable transit system.

Doolin will be available for questions about his work at a "Meet the Artist" event from noon until 2 p.m., Wednesday, July 31, in the Gateway Building lobby.

### Passing the Torch

Robert Lepins retired the other day. Just months shy of 40 years' service, Lepins was the MTA's bus and rail operator with the most seniority. His years with us mirror the history of

the agency, beginning with service as an operator with Metropolitan Coach Lines, then the "old" MTA, the RTD and the "new" MTA. He progressed from driving buses, to the Metro Blue Line in 1990 and to the Metro Red Line in 1992.

With his retirement, Lepins passes the seniority torch along to two other operators. The most senior bus operator now will be Donald Dube of Division 12, who joined the agency in November, 1968. The most senior rail operator will be Yandell Lister, a Blue Line operator who joined the agency in September, 1960.

Let's all wish Robert Lepins the very best in his retirement. His years of dedicated service are certainly remarkable and should serve as an example to all of us.

### Thank you, "Marguerite!"

If you read the "Cityscapes" column by Dick Barnes in a recent issue of the Los Angeles Times, you know about "Marguerite." She's the MTA bus operator who gave Barnes a lift home to Yorba Linda after his car broke down one evening.

We know now that the operator is Rosa Fresnedo of Division 18. Fresnedo was introduced at the Operations Committee's July meeting as DAC Member of the Month. Committee members also congratulated her for going beyond the call of duty to help a passenger.

Good customer service is our most important priority. I want to express my appreciation to Fresnedo, and I'd like to acknowledge all the bus and rail operators who go out of their way to assist our passengers.



Joe Drew

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