

# CEO REPORT

May 6, 1996

The proposed merger of the MTA Transit Police with the LAPD and the Sheriff's Department took a major step forward at the last Board meeting. By a unanimous vote, the Board directed our staff to negotiate a detailed multi-year agreement among the three law enforcement agencies, as well as a transition plan for the possible merger.

The staff also was directed to provide more detailed information about the proposal to the Board's Transit Police Ad Hoc Committee and to return to the Board in June with a draft agreement. Currently, the plan calls for the LAPD to absorb 60 percent of the Transit Police officers and the Sheriff's Department to acquire 40 percent of the force. The MTA would retain 63 uniformed security staff positions.

Among the advantages of the proposed merger are enhancing the safety of transit riders; providing increased law enforcement capabilities for the transit system; and enabling

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the MTA to focus on its primary role of planning and operating the region's transportation system. The merger also is expected to improve officer safety and to increase the benefits and protections of current

MTA police officers. Beginning immediately, the LAPD and Sheriff's Department will have small teams of officers working at the Gateway Headquarters to iron out such details of the merger proposal as personnel, operational, logistics and capital cost issues.

Under the leadership of Chief Sharon Papa, the Transit Police has matured into one of the nation's premier police departments. The men and women of the force have worked diligently and faithfully to provide security on our buses and

trains. They also have been widely recognized for the No Tag anti-graffiti program and their state-of-the-art capabilities in revenue protection. We can all take pride in their achievements. We look forward to a continued relationship with these law enforcement pros. □

### **Chatsworth Child Care Center**

Cowboy star Roy Rogers may have helped round up a crowd for the grand opening of the "Transit Tots" child care center at the Metrolink station in Chatsworth recently, but it was an MTA team that did all the work developing and constructing the \$1.78 million facility.

The 5,500 square foot child care center can serve 90 children with priority given to mass transit users. The center includes three classrooms, a yard for infants and toddlers and an outdoor play area for older children. Children's Discovery Centers of America, Inc., the same company that will run the MTA's child care center, will operate the Transit Tots facility.

Thanks to MTA Operations Facilities Construction Management team members Phil Meyers, Warren Fu, Jack Wang and Lewis Moore who oversaw construction of the child care center. The project was conceived, funded and administered through the work of a Planning and Programming team whose members were Desiree Portillo-Rabinov, Andrea Heinsius, Genetha Eddins, Patricia Larsen, Renee Berlin and Charlene Lee. Claudette Moody of Government Relations was the winner of a contest to name the care center with the title: "Transit Tots." □

### **Asking Our Customers' Advice**

Who can give us better information about transportation needs in Los Angeles than our own customers? Marketing, Planning and Programming and Operations soon will survey riders and non-riders countywide to determine travel patterns and preferences, as well as attitudes and perceptions about the MTA and municipal transit services.

Called the Service Planning Market Research Project, this first phase of a planned five-phase study will survey more than 40,000 customers of our countywide bus and rail system, as well as more than 4,000 non-riders in the region.

The project will help management to better address the transit needs of the region and track customer satisfaction levels. We'll also be able to evaluate the impact of service changes, new fares, new marketing programs and the potential of innovative transit programs prior to their implementation.

We all should be excited about this program. Getting

straight answers from the people we serve will help us shape the region's future transportation system and will ensure that the MTA remains competitive and customer-focused. □

### Work Force Diversity

One of the attributes of a productive organization is the ability of employees to work together harmoniously. With that in mind, I'm particularly pleased to report that a Diversity Task Force, made up of representatives appointed by the executive officers, has been organized to help us strengthen our diversity program.

The Task Force will lead the way in developing solutions to problems that can result in unequal treatment in employment and promotion. Its members will be expected to recommend strategies for overcoming race and gender issues, in addition to any unresolved issues associated with our merger. One of the first efforts we'll make toward our diversity goals is to provide diversity training for 225 supervisors and managers.

I believe the diversity of our organization is one of its primary strengths. If we can appreciate our differences and make the most of them, we will be able to achieve great things. □

### Free Night at the Movies

Here's an opportunity to spend an evening with family and friends at the movies - for free! Monday, May 13, is MTA Family Night at the new AMC Norwalk 20 Theatres.

For this "sneak preview" event, arranged through the MTA Marketing Department, the theater will be showing such family-oriented movies as *Babe*, *Balto: An American Tale*, and *Little Women*. Seating will be limited to first come, first served, but there's no charge to MTA employees, family members or friends for any movie except "Twister." And to offset the cost of that film, viewers will receive a free soft drink with each ticket purchase.

MTA employees must show an agency ID at the box office to obtain tickets for themselves and their party. An informational flyer about MTA Family Night also will be distributed with paychecks, May 10. Each flyer is good for one free ticket at the box office.

As an added attraction, the MTA's new Metro Green Line movie trailer will debut on screen during Family Night. The 90-second public service announcement will be shown for four weeks at the Norwalk theaters, beginning May 13.

The new movie theater, which features coliseum-style seating for improved viewing, is located at 12300 East Civic Center Drive at the intersection with Norwalk Boulevard in Norwalk. For films and showtimes, call 310-864-5678 beginning May 10. □

### Safety Council Awards

The MTA swept top honors in its category for fewest accidents on the road and fewest injuries to employees at the annual awards of the Greater Los Angeles Chapter of the National Safety Council.

The agency won several awards for Fleet Traffic Safety in the motor coach transit category and for worker safety in the public transit (non-commercial) category. First place for safety on the road with fewest accidents went to bus lines operated from Division 9, El Monte. Second place went to Division

12, Long Beach, while Division 18, South Bay, and Division 15, Sun Valley, tied for third place.

The Regional Rebuild Center took first place in worker safety, with Division 15 and Division 3, Cypress Park, winning second and third place honors.

Safety is our first priority in serving the public, and this makes these safety awards even more important to us. Congratulations to the Operations Division and especially to our colleagues at the RRC, Division 9, Division 12, Division 18, Division 15 and Division 3 for the outstanding daily efforts that produced these awards. □

### Transit Police Runners

Congratulations to our Transit Police Department Running Team for their strong showing in the annual Baker to Las Vegas Challenge Cup Relay Race, April 20-21. This grueling event pitted the 20-member team against 159 teams from federal, state and local law enforcement agencies in the U.S. and Canada.

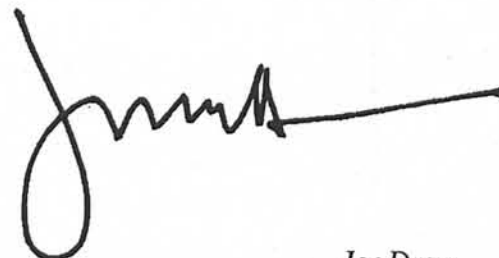
Led by team captain, Det. Fred Noya, the team placed 18th in the very competitive Open Class, covering 120 miles of desolate terrain in a time of 16 hours, 22 minutes. This is the sixth year Transit Police have participated in the event that traverses a route from Baker to Shoshone to Pahrump to Vegas.

Through scorching desert during the day and freezing mountain passes at night, this race is the kind of competitive event that instills pride and builds teamwork. Let's all applaud the efforts of our police officers and the dozens of support staff who turned out to see them through. □

### Closing Thoughts

I was struck by an ad in the Wall Street Journal not too long ago. One of a highly regarded series sponsored by United Technologies, the ad represents the company's thoughts on corporate leadership. It's entitled, "Let's Get Rid of Management."

"People don't want to be managed. They want to be led. Whoever heard of a world manager? World leader, yes. Educational leader. Political leader. Religious leader. Scout leader. Community leader. Labor leader. Business leader. They lead. They don't manage. The carrot always wins over the stick. Ask your horse. You can lead your horse to water, but you can't manage him to drink. If you want to manage somebody, manage yourself. Do that well and you'll be ready to stop managing. And start leading." □



-Joe Drew

#### A publication of MTA CEO's Office

Editor:	Bill Heard
Designer:	Terry McMahon
Executive Officer, Communications:	Rae James
Asst. Director, Internal Communications:	Phyllis Tucker
Manager, Printing Services:	Al Moore

