

# CEO Report

**Linda Bohlinger, Chief Executive Officer  
May 30, 1997**

With just over a month until the end of the 1996-97 fiscal year, June 30, a great deal of energy is being focused on finishing our FY 1997-98 budget. As I mentioned in the last CEO Report, the budget will be tight, but also ambitious and aggressive in pursuing our priorities of improving bus service, meeting our Metro Rail construction schedules and strengthening our multimodal planning role.

At \$2.8 billion, our proposed FY 1997-98 budget - which was presented to the Board at its May 28th meeting - will be slightly smaller than last year's. But, I believe we can achieve much in the new fiscal year that will benefit taxpayers who depend on the MTA for planning and funding, building and operating a regional transportation system.

In reviewing our accomplishments this past fiscal year, I was struck by their magnitude and diversity. Here's only a partial listing:

- Opened the 2.2-mile Metro Red Line Wilshire extension.
- Added new buses to the fleet and improved service.
- Rolled out the Clark Advanced Technology Transit Bus (ATTB).
- Accomplished the Transit Police merger with the LAPD and Sheriff's Department.
- Completed tunneling between North Hollywood and Universal City and made notable progress on the tunnels between Universal City and Hollywood.
- Adopted the MTA's vision and mission statements.
- Completed a comprehensive organizational assessment and implemented many initiatives.
- Renewed our focus on customer service, including hosting of a two-day Customer First Conference.

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- Hosted the first annual Transit Innovations Conference.
- Began construction of Rt. 60 and Rt. 57 HOV lanes.
- Opened the Santa Monica Freeway Smart Corridor.

All in all, a good record for the year. I'm confident we'll have an equally productive year in FY 97-98.

### May Board Actions

At its May 28th meeting, the Board delayed until next month a vote on a motion to purchase 200 new CNG buses. Separately, the Board directed the staff to conduct a study of clean air regulations and how alternative bus technologies - including CNG and "clean diesel" engines - fit into those regulations. The staff must draft a plan within 30 days aimed at reducing diesel particulates and other emissions from Metro Buses. The Board also:

- Voted a one-year extension of the TLAMP management training program.
- Approved a new lobbyist registration policy and codes of conduct for MTA employees, contractors and consultants.
- Voted to change Division 12 in Long Beach from an operating division to a support facility. Bus operations will be transferred to other divisions when Division 12 closes at the end of June. Most Division 12 personnel will be transferred to other locations.
- Awarded a contract for further development of an electronic fare collection and transfer payment system. A "Metrocard" system currently is being tested on some 400 buses in the region.
- Authorized an experimental shuttle service to enhance MTA service on Vermont Avenue between Slauson Avenue and 120th Street, beginning June 29, 1997.

### Employees of the Month

Congratulations to our Employees of the Month for April! Our "Big 8" this month have demonstrated outstanding motivation and innovation in their work. The Employees of the Month for April are:

**Greg Angelo, Administration.** As a Senior Real Estate Officer, Greg is responsible for helping acquire properties for MTA use and for overseeing contracts with tenants and vendors. He always gets the job done while maintaining a calm and professional demeanor.

**John Barocca, Transit Operations.** A Maintenance Specialist for the Metro Blue Line, John designed and constructed devices for moving heavy equipment. He also developed a way to safely remove the steel tires from rail wheels. Earlier, he was named Rail Maintenance Specialist of 1996.

**Jack Clayter, Executive Office.** As a Contract Compliance Officer, Jack was instrumental at the Contract Compliance Orientation in assisting participants with modules and presentations. He consistently produces top quality work.

**Wendy Givan, Communications.** A Customer Information Agent, Wendy goes out of her way to ensure that MTA patrons have a complete understanding of the transit information she provides. She's considered an inspiration and role model by team members.

**John Given, RTP & D.** A Joint Development Officer, John coordinated a project to make the three Metro Red Line stations on Hollywood Boulevard a part of the community. His efforts will help ensure that Metro Red Line stations will become true Hollywood attractions.

**Shawn Lowe, Finance.** A Systems Analyst in the Office of Management and Budget, Shawn helped design and implement the Budget and Information System (BIS) agency-wide. She also provided personal training for staff members and developed a BIS desk manual.

**Gabriele Maul-Crumby, Procurement.** An Administrative Aide in Contracts, Gabriele is devoted to excellence, working with skill and dedication. She deftly demonstrates her problem-solving abilities in her daily interactions with internal and external customers.

**Dennis Mori, Metro Construction.** As a Deputy Project Manager, Dennis helped reduce overall costs and improve constructibility of the Metro Red Line North Hollywood extension. He has gained the respect of colleagues because of his "can-do" attitude and knowledge.

## News in Brief

Georgia Broussard-Hamilton was named MTA Board Secretary at the Board's May 28th meeting. Georgia, who joined the MTA in 1988, replaces Helen Bolen, who retired in January after 30 years' service. Congratulations to Georgia, and a special thanks to Michelle Jackson, who headed the Secretary's office on an interim basis.

Metro Bus operators soon will be authorized to wear a white or light blue knit polo shirt and a baseball cap as optional "casual Friday" uniform items. The new logos designed recently for each division will be displayed on the caps. The shirts, which may be purchased through MTA Employee Activities at the operator's expense, will feature the Metro logo. The operator's badge number will be embroidered on the right sleeve. The cost of the shirt is being negotiated with vendors.

Congratulations to Metro Rail Construction, whose Los Angeles River Bridge project has won the Concrete Bridge Award of Excellence from the Portland Cement Association. The bridge will be a key link in the Metro Blue Line to Pasadena. Meanwhile, the Metro Green Line Douglas/Rosecrans station has won a 1997 Caltrans "Excellence in Transportation" award for "cultural enhancement."

Armenian, Cambodian, Chinese, English, French, German, Japanese, Korean, Spanish and Vietnamese. MTA Marketing has just issued a new brochure that presents Metro fare information in those 10 languages. Suggested by a bus operator, 150,000 of the green and blue brochures were distributed to operating divisions. Operators should give the brochures to new passengers, tourists, or to anyone who needs Metro fare information.

The MTA Library, located on the 15th floor at Headquarters, has established a book swap area for patrons who wish to trade paperbacks and hard-bound books. This is a self-service collection maintained at no expense by the library.

Librarian Dorothy Gray invites you to bring a book or trade a book.

Customer First Conference highlights are available for your viewing on a videotape distributed to all department heads and to operating division Service Operations Directors. The 37-minute tape includes excerpts from an address by management expert Dr. Stephen R. Covey and other conference speakers. Extra copies of the tapes also can be obtained from MTA Marketing by calling Avis Brame at 922-5604.

**Have an issue or concern?  
Call the CEO HotLine at 922-6282.  
Give your name and location if you  
want a personal reply.**

National Safety Month will be celebrated at the MTA in June. Banners with the slogan, Safety Matters Most, will be displayed at Headquarters and at all operating divisions and construction sites. Slogan buttons will be provided to construction workers and MTA employees. The celebration will emphasize safety in the workplace, community and home, driving safety and first aid.

## Next Door Neighbors

The skeleton of a new structure has begun to poke its head up just south of Union Station. It's the Metropolitan Water District headquarters building and it's due for completion in November, 1998.

Designed to be compatible with Union Station and the Gateway complex, the 536,000 square foot, 12-story MWD building will have arcades, a suspended courtyard and plaza and a 768-car underground parking lot. The building also will feature a skylighted rotunda, public galleries, large cafeteria and dining facility and an extensive boardroom and meeting areas.

## To Save a Child

Metro Bus Operator Betty McClerkin didn't hesitate May 22, when she saw a large man throw a young boy into the trunk of his car in the parking lot of the Metro Blue Line Imperial Station. She grabbed her microphone, alerted the Bus Operations Control Center and flagged down a passing Sheriff's Deputy. Then, she steered her bus across the parking lot driveway, blocking the exit.

Thanks to her instinctive reaction, the deputy arrested the suspect and freed the 12-year-old boy. "Ms. McClerkin single-handedly prevented a child abduction from succeeding," the Transit Police incident report says.

Betty McClerkin has been a bus operator for nine years. She was doing her job that afternoon when fate handed her the opportunity to prevent possible injury to a child. In an age when too many such incidents end in tragedy, we all can be grateful that Operator McClerkin was at the wheel. She's an outstanding representative of those MTA employees who provide front-line service to our customers and to our communities.



Linda Bohlinger

### A publication of MTA CEO's Office

Editor:	Bill Heard
Designer:	Paula Cummings
Executive Officer, Communications:	Rae James
Director, Public Relations:	Marc Littman
Asst. Director, Internal Communications:	Phyllis Tucker
Manager, Printing Services:	Al Moore

