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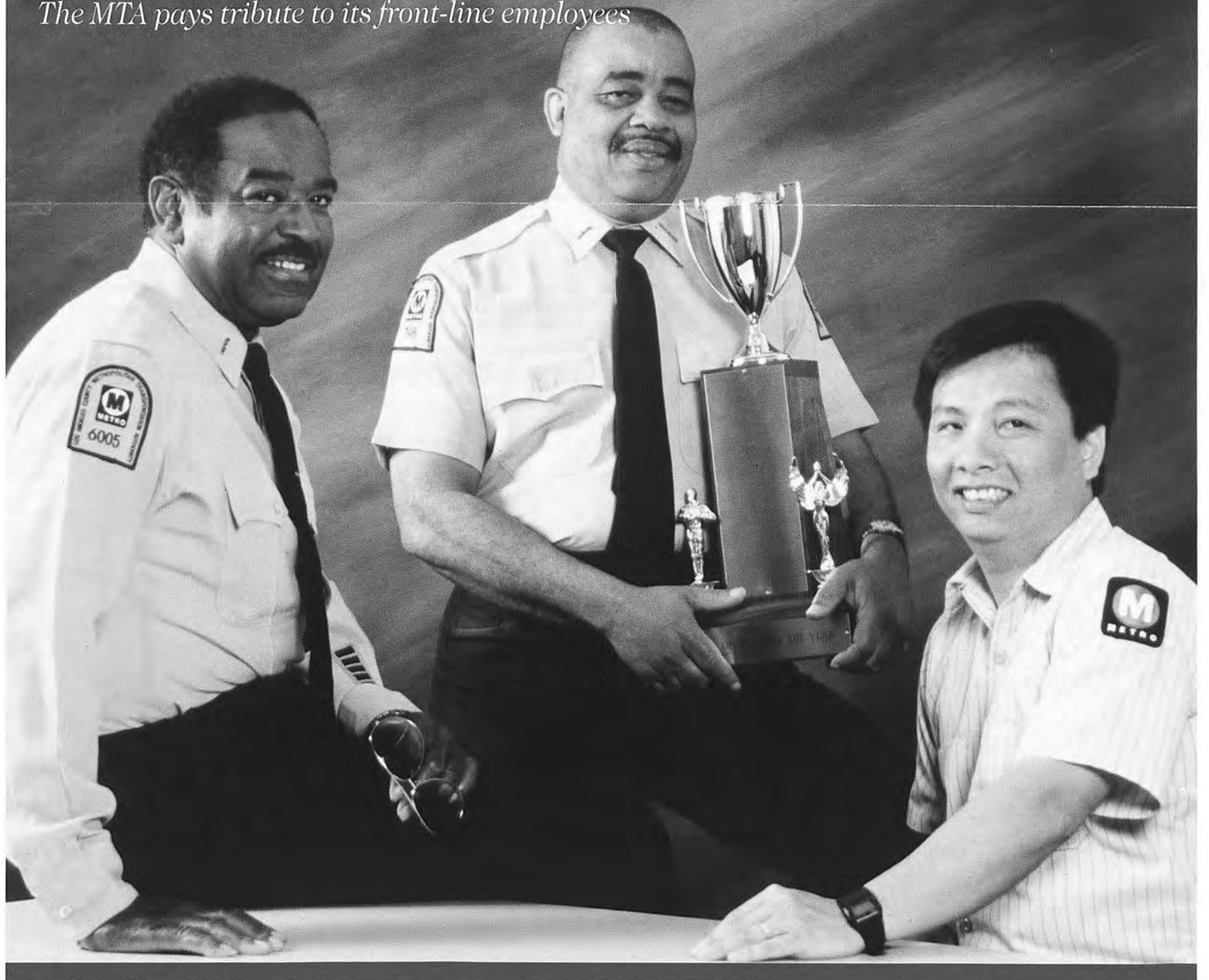
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Family

The Best for '95

The MTA pays tribute to its front-line employees



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Cover photo: (L to R) Sterling Hampton, Joe Ellis, and Kevin Doan. For more news about Employees of the year, please see pages 6 and 7.
(Photo: Clarence Hendricks)

Metro Family

A monthly employee publication of the Los Angeles County Metropolitan Transportation Authority.

Editor:
Bill Heard

Designer:
Terry McMahon

Executive Officer,
Communications:
Rae James

Asst. Director,
Internal
Communications
and Executive
Editor:
Phyllis Tucker

Manager,
Printing Services:
Al Moore

Metro Family

CEO Thoughts & Thanks



I'm very pleased to note the emphasis in this issue on the quality, dedication, loyalty and even the heroic character of the people who are members of our Metro Family.

I am inspired by the example they and their hard-working colleagues set every day as we all endeavor to provide the best of transportation service and planning to the people of Los Angeles County. In fact, it is with this dedication of purpose in mind that I began in May to reorganize the top echelons of the MTA.

I have outlined much of the reorganization of my staff to you in recent CEO Reports. Elsewhere in this issue is another story about organizational changes. I believe, however, that I should give you further insight into my thinking and the vision behind the reorganization.

The MTA has a challenge and a mission unlike that of any other transportation organization in the United States. We are the only agency building an Advanced Technology Transit Bus (ATTB); we are the only agency building dozens of miles of new rail lines; and we are the only agency with a mandate to plan, build, operate and fund the transportation for an entire region.

To do this we must become an organization capable of responding to the challenges that lie ahead. This means that each one of us, you and I, must become leaders. And I must have a leadership team that is committed to this vision and determined to make a difference.

We must know our responsibility and execute it well. The MTA must be a customer-driven organization in which each one of us has a passion for serving our customers.

Clearly, we are at a cross roads in the life of the MTA. The challenges cannot be minimized and they must be met with commitment and determination.

Our first challenge is to improve bus service. We must recognize that the men and women who drive our buses have perhaps the most difficult job in the organization. Our leadership challenge is to get them the resources that they need to provide safe, clean, reliable and on-time service.

Second, the construction program must stay on track and within budget. We are on the threshold of losing control of our construction program. Already, millions of dollars in financial capital have been lost and political support has waned. We must not let this continue.

I am committed to completing this vital link in our transportation system. To do this, we will work with the CEOs of the construction companies that build our projects. Together, we will work to ensure that these projects are completed in a responsible and timely manner.

And third, we have an obligation as a regional planning agency to partner with all 88 cities in Los Angeles County. Our mission statement must be revised to include our role as a funding and planning partner with these cities and the municipal operators who also provide service to transit riders.

In the next few months, I will be meet-

ing with employees to share more of my vision and to get your input on how we can improve.

A leader passes

I was honored to speak at the funeral, May 21, of a leader I had come to admire in my short time at the MTA. Earl Clark, general chairman of the United Transportation Union, was a man of vision. A man whose life-long concern was for the welfare of others. Not only for the members of his union, but also for the transit riders they serve.

This far-reaching concern propelled Earl into the forefront of labor leaders and gave him an important role in the life of our community. He also was a force to reckon with during labor negotiations. His influence and leadership were always key in the bargaining process. There could be no settlement without Earl's agreement.

In my eulogy, I saluted a man of courage and integrity, a man who had strength of heart, a man with a passion for what he believed in. I am happy to have this opportunity to salute Earl Clark once again. ■

IN MEMORIAM



Earl Clark, who died May 17 at age 70, had served as general chairman of the United Transportation Union since 1971. Clark joined the Pacific Electric Railway after serving in the Navy during World War II. He was elected vice local chairman of the UTU in 1962 and local chairman in 1966. Clark is survived by his wife, Audrey, sons Earl Roy II and Gerald R., six grandchildren and four great-grandchildren.

Drew reorganizes top-level staff

Moves intended to invigorate leadership, decision-making

In a move to further strengthen and shape the MTA's top leadership, CEO Joe Drew has reorganized his staff of direct reports by creating several new positions and making both permanent and interim appointments to executive positions.

The newly created positions include two slots for deputy chief executive officer. One will be responsible for Metro Construction and Transit Operations and the other will oversee the Finance Department, including the budget function, and Administration.

Linda Bohlinger has been named deputy CEO for the latter slot and will fill the other deputy CEO position until a permanent appointment can be made. She also will have an advisory role on state and federal funding for two other departments: Regional Transportation Planning and Development and the Government Relations Department.

"Splitting the responsibilities for our major departments between two deputy CEOs should greatly expedite decision-making and move things along more quickly," said Drew. "Overseeing such massive programs was just too much for one deputy CEO and eventually could have impeded our progress."

Named to head Transit Operations as interim executive officer was James P. Reichert, former chief operating officer/assistant executive officer of the Orange County Transportation Authority (OCTA). In that post, he was responsible for agency consolidation following the merger of the transit district and the county transportation commission.

"Having an experienced transit executive like Jim Reichert on board will be immensely valuable to the MTA during the interim period," said Drew. "He and his department have a full plate with the many service enhancements we're planning."

David Kelsey, county counsel, also was given an interim appointment as executive officer for Administration. Kelsey will con-



PHOTO: DAVID ULLRICH, MTA

CEO Joe Drew was one of the first MTA employees to drop his payroll deduction form into the contributions box held by Dominique Grinnell of Internal Communications. The campaign ends June 21.

tinue his duties as the MTA's lead attorney.

"I'm grateful to Dave Kelsey for agreeing to step in to this position while we recruit for a permanent executive officer," said Drew.

Jim de la Loza, former deputy executive officer for multi-modal planning, was named interim executive officer for the Regional Transportation Planning and Development unit, previously titled Planning and Programming. The unit has been renamed to more accurately reflect its responsibility for regional transportation planning.

In his new position, de la Loza will be responsible for capital planning, multi-modal planning, operations planning and scheduling, and countywide transportation planning, as well as for the transit improvement program.

Drew's staff reorganization also created a new position for Chief of Staff, to be filled on an interim basis by Rae James, who will continue her duties as executive officer for Communications. Five depart-

ments will report to the Chief of Staff. They are:

- Organizational Development and Management, to be headed by Pat McLaughlin, former interim executive officer for Planning and Programming. As director of organizational development, her primary task will be to seek ways to improve the MTA's decision-making and to restructure the organization to be more customer service-oriented.
- Employee Relations, formerly a department of Human Resources, headed by Raman Raj.
- Equal Opportunity, headed by Gail Charles.
- Management Audit Services, formerly Internal Audit, headed by Anthony Padilla, and the
- Office of the CEO, to be headed by Judy Schwartz. In that position, she will manage the day-to-day operations of the CEO's office. ■

Who is Jim Reichert?



James P. Reichert, interim executive officer, Transit Operations, retired as chief operating officer/assistant executive officer of the OCTA after 30 years. He served as General Manager of the OCTD, prior to its merger with the county transportation commission. He also had served as director of operations and director of planning and engineering with OCTD.

Reichert has served as a member of the board of directors, and chairman of the bus operations committee of the American Public Transit Assoc. He also has served as chairman of the executive committee of the California Transit Assoc. He is a recipient of the Outstanding Public Administrator Award.

Reichert earned a bachelor's degree in industrial economics at Purdue University. He also has participated in various transportation, engineering and business programs at Carnegie-Mellon University, UCLA, USC, Stanford University and the University of Pennsylvania. ■

Transit Police merger should enhance safety for bus, rail riders

Merger will improve benefits, protection for police officers

In a move intended to enhance the safety of MTA riders and provide the agency with increased transit law enforcement capabilities, the Board will review at its July meeting a proposed multi-year contract to merge the Transit Police with the Los Angeles Police Department and the Los Angeles County Sheriff's Department.

Under the proposed merger, Transit Police officers and support staff will become members of either the LAPD or of the Sheriff's Department. The MTA would turn over responsibility for patrolling the Metro Blue and Green lines to the Sheriff's Department and the Metro Red Line to the LAPD.

Responsibility for patrolling MTA bus lines would be assigned to whichever of the two law enforcement agencies has jurisdiction in a given area, but the two agencies will closely coordinate their activities and communications.



Lt. Ernie Munoz (center) conducts a briefing during roll-call at Transit Police headquarters.

"This merger will provide a significantly higher level of police protection at essentially the same cost the MTA is cur-

rently experiencing," says Linda Bohlinger, deputy CEO. The MTA's cost would be \$49.3 million.

With more than 500 authorized positions, the Transit Police had become the tenth largest police department in California. The merger will provide an increase in staffing of 58 full-time positions. The additional officers will be assigned to improve police service on the Metro Bus system.

The merger will provide the MTA's current police officers with increased benefits and protections as members of the LAPD/LASD partnership. It also will improve the law enforcement communications system and the emergency response capability.

"It's been a difficult decision to recommend this merger," says Bohlinger. "But, we believe this will be a win/win situation. Our customers are getting increased services, the agency is saving money and our officers are getting better benefits and increased protection." ■

Joan Caterino

Tales from the fast lane

Carpoolers share stories from their rideshare experiences

"I noticed one lady (in our carpool who) looked familiar...we started sharing our childhood stories and I was shocked to discover she was my long-lost sister!"

Covina carpooler

The Covina woman who described the joy of reuniting with her younger sister, after years of separation following the death of their parents, is one of some 500 "Tales from the Fast Lane" submitted to the MTA Marketing Department recently by carpoolers and vanpoolers.

The MTA, along with CalTrans, Southern California Association of Governments and Southern California Rideshare, co-sponsored the "Tales" contest to promote the opening this month of the final 3.6-mile segment of the Rt.

134/Ventura Freeway carpool lanes. Together with the adjoining I-210 Foothill Freeway, the lanes will stretch some 31 miles, the longest continuous carpool lanes in the county.

"We like to say that using a carpool lane at peak hours will save commuters a minute a mile," says Jody Feerst, manager of the MTA's Congestion Management Program. "This time savings provides a tremendous incentive for solo commuters to make a switch. By the end of 1998, we will have opened more than 100 new miles of carpool lanes, more than doubling the existing carpool network."

Total cost of all 100 new miles of carpool lanes is approximately \$500 million, with the majority—\$300 million—funded by the MTA from state and local grants.

Carpool lanes are the MTA's second largest capital investment after the Metro Rail construction program.

"...we saw the aircraft plummet to the ground...13 of us had just completed our American Red Cross First Aid and CPR classes that day...We triaged the victims and had everything under control when the first responders arrived."

Torrance vanpooler

To get the "Tales" contest started, the MTA distributed entry forms to 2,000 corporate employee transportation coordinators and to the three major vanpool companies that, among them, operate more than 200 vanpools. The contest began in mid-March and closed April 30.

The best entries will win a range of prizes, including a Continental Airlines trip for two anywhere in the U.S., Mexico or the Caribbean and \$1,000 in spending money provided by Bank of America and Pacific Bell.

"Since 1972, I have walked to a vanpool pickup spot. I don't need a car. (I) figure very conservatively...a savings of \$106,560."

Thousand Oaks vanpooler

Family Fitness Centers, Polo Tours and Royal Caribbean Cruise Lines, the Queen Mary and Champaign Cruises also provided prizes. All entrants will receive a free MTA commuter coffee mug and other gifts.

"The contest emphasizes that ridesharing saves money and time, helps reduce pollution and congestion, and can be fun," says Liz McGowan, Marketing Department communications officer. "We also wanted a sure-fire way of publicizing the opening of the new lanes." ■

ATTB turns a corner on the future of transit

Bus manufacturers take notice as first prototype is built

Late last month, bus manufacturers gathered at Northrop Grumman Corp. in El Segundo to take a good look at what the MTA and other operators believe will be the future of mass transit in the United States: The Advanced Technology Transit Bus (ATTB).

The MTA launched the \$51.25 million ATTB project in 1992 in partnership with the Federal Transit Administration as a means of developing a totally new transit bus that would be light-weight, have a low floor and zero emissions, and would cost less to operate than existing transit buses.

With the first of six ATTB prototypes now in the assembly phase, the manufacturers are sitting up and taking notice. They're concerned about how this new bus—built of space-age composite materials and blending aerospace technology with down-to-earth automotive components—will affect the transit coach market and their future as manufacturers.

"This is a small market and it's hard for bus manufacturers to make dramatic changes because of the expense involved compared to their potential vehicle sales," explains Jeff Johnson, MTA director of Equipment Engineering and supervisor of the ATTB program.

And, dramatic the changes will be.

As designed by the Northrop Grumman team, which includes MTA engineers, the 40-foot ATTB will have a body and structural components made of corrosion-free composites similar to those used in Northrop's stealth aircraft (thus the nickname "Stealth Bus").

Use of composites could reduce the curb weight of a bus by as much as 4,000 pounds. Adding other light-weight features is expected to achieve an overall reduction of about 10,000 pounds below the weight of either a conventional or compressed natural gas bus.

The ATTB will have a low floor and a simple wheelchair ramp system that will meet or exceed Americans with Disabilities Act (ADA) requirements. It will be

powered by a fuel-efficient hybrid electric engine that could almost triple the mileage over conventional buses. An electrical braking system will significantly improve the life of brake pads from about 25,000 miles between changes to as much as 150,000 miles.

Despite the innovative blending of aerospace and automotive design that went into the ATTB, a major goal of the project is to use pre-existing technology and component parts that will be generally available to manufacturers.

"The designers took elements off the shelf in the aerospace and defense industry that were foreign to the bus industry," says Johnson. "This transfer of technology is the most significant updating of the bus industry since the 1950s."

The first prototype ATTB is scheduled to be completed in October, according to Jim Pachan, MTA equipment engineering

supervisor, with five more prototypes due by the end of 1997.

Four prototypes will be field-tested at

transit properties across the U.S. to assure that the coaches will perform well in all types of weather and road conditions. ■



ATTB "mobile test bed" vehicle evaluates new technology.

A world just for children

MTA Child Care Center provides nurturing environment for kids

A children's oasis. That's how Dr. Karen Hill-Scott, the MTA's child care consultant, describes the new Child Care Center adjacent to the Gateway Headquarters building.

The 15,800-square foot, two-story building features facilities for infants under age 1, for toddlers, ages 2 to 3, and for pre-schoolers, ages 4 and 5. The center includes playrooms, restrooms with child-sized fixtures, spacious closets and cabinets for equipment, and an outdoor play area.

"We wanted to create a space that, even though it was in an industrial area, would be a world just for children," says Hill-Scott. "It would be their environment and give the children a sense of ownership."

Based on building design and equipment, program quality and staff-to-child ratio, the MTA's facility will be among the

nation's best employer-supported child care centers, according to Hill-Scott. The staff will spend much of the next two years working to gain accreditation by the National Association for the Education of Young Children. Only about 3,000 child care centers in the nation are recognized by this prestigious organization.

Parents dropping off their kids each morning can enter the child care center's reception area either from the Plaza or by elevator from the parking building. The children's zones are secured behind locked doors. Parents will be issued special identification passes and will be encouraged to visit the center at any time.

"One of the advantages of co-locating the child care center with the Headquarters building is to give parents more time with their children," says Kathi Harper of Human Resources, Child Care

Center project manager. "They can be together going to and from work and visit during lunch hours. It's a comfort knowing your child is nearby and in good hands."

On the north end of the first floor, a large play area is open to the weather, but is protected by decorative metal grilles. A 4-inch poured rubber floor permits free play while preventing injuries to toddlers.

A rooftop play area for 4- and 5-year-olds, with a circular tricycle path, a small lawn and a large tree, dominates the building's second floor.

The MTA's Child Care Center will be operated by the Prodigy Division of Children's Discovery Centers of San Rafael. The company also operates centers for several departments of the County of Los Angeles, IBM, TRW, Xerox., General Motors and the U.S. State Department, among others. ■



The Best

They provide our customers with high-quality, reliable and friendly service.

It was a warm, sunny day in May and purple jacaranda blossoms drifted down onto luncheon tables set up in the Union Station courtyard as the MTA honored five of its best employees for their outstanding performances in 1995.

On a table under the trees sat five large gold trophies with the names of the 1995 bus and rail operators of the year, the maintenance employees of the year for bus and rail, and the customer information operator of the year. Arranged alongside were medallions on white ribbons for each of those who had won monthly awards.

The luncheon and awards presentation was the first event in the MTA's celebration of "Try Transit Week," May 13-17. The

MTA took over the Union Station East Portal, mid-week, for a ceremony honoring all transit employees.

At the awards luncheon, CEO Joe Drew described the employees of the year and month as "exemplary models for this organization in providing our customers with high-quality, reliable, and friendly service."

MTA Director James Cragin expressed the Board's appreciation to the winners and pointed out the important role the operator-maintenance employee team plays in putting service on the street every day. He noted that the MTA was presented the American Public Transit Association's prestigious Safety Award at its recent convention.

"The service you provide is critical to the community," said Director Mel Wilson, who presented the awards on behalf of the Board. "The Board understands the challenge you face day to day, and we support you."

Communications Executive Officer Rae James said the customer information operators are "often the first contact a

person has with the MTA." The operators set "the tone of our relationship with that very crucial element in the business equation: achieving customer satisfaction," she added.

James called to the podium Maria Alamilla, the Customer Information Employee of the Year, who also had been named Information Operator of the Month for November, 1995. Alamilla, who lives in Los Angeles, has received monthly honors on four previous occasions during her six years with the MTA.

Sterling Hampton, who won his monthly honor last October, was named Bus Operator of the Year for 1995. An operator with the MTA for 35 years, the Los Angeles resident drives Line 212 between Inglewood and Hollywood. In all those years, Hampton has never had an avoidable accident or used any sick time.

Metro Red Line Operator Joe Ellis of West Covina, was named top rail operator for 1995. A train operator for the past six years, Ellis transferred to the rail division after a distinguished 20-year career as a bus operator.

Phillip Rodriguez, a mainte-



PHOTOS: DAVID ULLRICH, MTA

t for '95

(upper left) 1995 Bus Operator of the Year Sterling Hampton (L) shares a moment with top rail operator, Joe Ellis, and Kevin Doan, rail maintenance employee of the year. (left) Maria Alamilla, 1995 Telephone Information Operator of the Year. (below) Bus Maintenance Employee of the Year Phillip Rodriguez of the Regional Rebuild Center.

nance employee for 26 years, was named top bus maintenance employee. The Chino Hills resident was recognized for his superior technical knowledge and was credited with initiating new procedures that resulted in a 50 percent increase in productivity of the Electrical Parts Section at the Regional Rebuild Center.

The rail maintenance employee for 1995 was Kevin Doan, a rail maintenance specialist for the past five years. The Westminster resident was honored for simplifying the MTA's preventive maintenance inspection procedure, and reducing the time required for inspections by 10 percent.

At a news conference, May 15, MTA Chairman Larry Zarian presented the year's honorees to the media and saluted "the men and women who have served the public to the utmost of their ability for the past year. These individuals set the standard for all of our employees to follow." ■

All in a day's work

Hollywood, 7 a.m., May 7. MTA Operator Tim Taylor is heading his Line 2 bus east on Sunset. At the intersection with Wilton, a homeless man steps onto the bus, pays his fare and takes a seat.

In his pocket, the man has concealed a gun. He has been spotted shooting at cars from the Hollywood Freeway overpass. Alerted by a TV cameraman, police are enroute to the scene.

Suddenly, Taylor receives a radio call from Bus Control. Dispatcher James Adams describes the suspect and Taylor confirms he's aboard. Adams outlines a plan to fake a breakdown and get Taylor's 15 passengers off the bus safely.

Bringing the bus slowly to the curb, Taylor, a six-year MTA veteran, announces that he has engine trouble. He ushers everyone off the bus.

"I did my best to play that out," Taylor tells Channel 5 News of his bogus mechanical problem. "I didn't want anybody to panic or get hurt."

Police immediately surround the bus and isolate the gunman from the other passengers. The suspect refuses to hand over his weapon. Police surround the bus and a two-hour standoff begins.

Later, after the suspect is disarmed and taken away, both the police and the news media credit Taylor with keeping a cool head and playing a major role in bringing the situation to a peaceful end.

Tim Taylor and James Adams are only the latest of many bus and rail operators and other MTA employees who have earned kudos for heroic actions.



On Nov. 18, 1995, Operator Richard Brady of Division 8 risked his life by pulling a woman and two children from a wrecked car he feared was in danger of catching fire from spilled gasoline. The woman lost her life, but the two children recovered from their injuries. Brady, an MTA operator for 10 years, told local newspapers he is "no hero and that anyone would have done the same thing."

On July 26, 1995, Operator Michael Cole of Division 5 rescued two children from a runaway automobile at the risk of his life. One wheel of the automobile was dangling over the edge of a parking structure on Hollywood Boulevard when Cole managed to pull the handbrake. "I thank God that he gave me the push I needed to stop that car," Cole said later.

Nate Castillo, a rail transit operations supervisor at Division 11, narrowly avoided being struck by a train when he prevented a pedestrian from being hit while crossing the Metro Blue Line tracks on Dec. 20, 1995. A witness said Castillo had

Bus Control Dispatcher James Adams (l) and Operator Tim Taylor recall their teamwork in handling a situation, May 7, when a gunman boarded Taylor's bus in Hollywood.

to tackle the man and bring him to the ground to prevent the accident.

On Feb. 20, 1996, Operator Harris D. Johnson of Division 5 administered CPR for 10 minutes to a male passenger who suffered a heart attack on his Line 212 bus. Johnson was able to flag down a passing fire truck and obtain assistance for the passenger who later recovered.

MTA files list hundreds of operators who receive commendations each year from bus and train passengers. Five who have received 10 or more commendations in the past two years are:

Mary Collins of Division 6, an operator since 1975, Yuckle Eubanks of Division 7, an operator since 1976, Jimi Green of Division 18, an operator since 1984, Ruben Hernandez of Division 5, an operator since 1987, and Carl Sanders of Division 2, an operator since 1993. ■

MTA Library is a multi-media resource for transportation information

CDs, Internet access extend library's reach

Gee-Whiz facts you should know: The largest transit agency library in the nation is on the 15th floor of the MTA's Gateway Headquarters building. It houses more than 20,000 volumes and has room for 30,000. It has CD-Rom and Internet capabilities. It stores bus passes dating to the 1890's. It serves not only employees, but patrons as distant as Iran. It has two magnifying glasses.

"There's an old library adage," says Dorothy Gray, library services manager for the past eight years, "that you can't open a library without an encyclopedia, a dictionary and a magnifying glass. I bought two."

That kind of planning by the Columbia University-trained librarian has helped the MTA's library grow from its status in 1971 as merely a repository for old reports and documents to today's modern multi-media center capable of providing information about an increasingly wide range of transportation-related topics. In addition to Gray, the staff includes Librarian Glenda Mariner and a student intern.

Remember the card catalog you once used to find books at the library? At the MTA library, you'll access a computer catalog system to find the book or periodical you want. And if the MTA library doesn't have the publication, Gray can get it for you through an interlibrary network.

Plug a CD into one of the library's computers and you can search the Unites States legal codes, check a historical fact or locate an article in a recent periodical. Bus scheduling planners frequently use a CD that shows map locations of street addresses. You can plan a detailed, cross-country trip from L.A. to New York City with a library CD, or get information about heart diseases or prescription medicines. And, of course, there's the Internet with



access to home pages sponsored by many transit properties, including an MTA home page beginning later this year.

Resources like these have doubled the growth of library patronage and tripled the number of phone calls, Gray notes. During the first three months of 1995, some 2,300 patrons used the library. In the same period this year, more than 4,600 patrons dropped in for assistance.

Aside from the information resources, not a few employees and members of the public come to view some of Gray's favorites, the transportation memorabilia.

The library has an entire cabinet filled with real estate records dating from the 1920s to the 1970s. There's a leather-bound 1915 study of a proposal to build a subway in Los Angeles. Jars of transit

Want to volunteer at the library?

Library Services Manager Dorothy Gray is looking for volunteers to assist with special projects from time to time. You would work during lunch hours or other off-duty times. If you're interested, please call the librarian at 922-4859.



tokens. Hundreds of historical photographs of the city's trolley and bus systems. Deeds from properties once owned by MTA predecessor agencies. Pins, badges, shoulder patches, buttons, and even an 18-inch model of a yellow and green 1947 L.A. Transit Company bus.

"I would invite anyone who has historical items relating to Los Angeles transit to donate them to the library," Gray says. Items she's interested in include trolley or bus seats, station signs, uniform items, old fare boxes and registers, route indicators, roller signs, maps and historic promotional items.

"Our presence here is one of service," says Gray. "Whenever you walk into our library, there's almost always something we can do for you." ■

The MTA Library is open daily from 7:30 a.m. until 4:30 p.m. for employee use. The public may use the library on Mondays from 8 a.m. until 12 noon and on Thursdays from 11 a.m. until 3 p.m., or during other hours and days by appointment. The library's phone number is 922-4858 or 922-4859.



(above, left) MTA Library Manager Dorothy Gray (r) and Intern Margarita Nelgoza check references with the library's computer system. (top) The library's work room, located on the 15th floor at the Gateway Headquarters, is open for use by employees and the public. (above) Librarian Glenda Mariner returns a book to the stacks. The MTA library has more than 20,000 volumes and other items available to users.

PHOTOS: DAVID ULLRICH, MTA

The evolution of a landscape artist

Moving from amateur to semi-pro is artist's next big step

By Bill Heard

Ferrol Yeakle has made many transitions in her life. A photolithographer who works in the MTA's Printing Services Department, Yeakle was born in Long Beach, has lived in Virginia, served in the U.S. Marine Corps, worked in Florida and Texas, and has reared a daughter as a single mother.

Along the way, she earned a college degree in fine arts and has become a talented amateur landscape painter. Now, she wants to make another transition, this one from amateur to semi-professional artist.

"In the last six to eight years, I've become stable enough in my painting style to consider selling my work," says Yeakle. "I've become more independent as an artist, trying to follow my own dream."

Since the mid-1980s, Yeakle has developed her skills as an outdoor artist, creating landscapes and seascapes she describes as "American Impressionism," a style in which the artist's emotional perception is more important than an exact rendering of a scene. Her current painting of a woodland lake is an example.

"I had to move a tree from the right side of the scene because it didn't seem to fit," she says. "I'm pleased with the colors I'm using, but I have more work to do on the ripples caused by the wind on the lake."

Painting lakes and other outdoor scenery is, itself, a transition from Yeakle's earlier style of "hard-edged geometrics." Beginning in high school, she used acrylic paints to create stars, circles, squares and other shapes that expressed her interest in graphic arts.

"I came from the 60's generation when pop art was big," Yeakle recalls. "It was part of my culture."

One painting from this period, entitled "God and Wisdom," is of a square surrounding a Latin cross. The word "God" appears above the cross and goodness, expressed in such words as wisdom, peace and serenity, rains down on a circle repre-



(above) Artist Ferrol Yeakle adds brush strokes to an oil painting of Franklin Lake in the Santa Monica Mountains. (below) In the MTA's printing department, Yeakle works on the negative of a soon-to-be-printed brochure.

senting the earth.

"Wisdom, peace and serenity," says Yeakle. "These are the virtues God meant for men and women to have."

There was little serenity in Houston where she was living when the local economy went belly-up in the early 1980s. So, Yeakle and her daughter, Barbara Joy, moved to back to California, locating initially in Whittier. She first worked at a printing plant in Santa Fe Springs, and then took a job in 1987 as a photolithographer in the former RTD's print shop.

Photolithographers—called "strippers" in the printing trades—assemble ("strip") type, photographs, illustrations and other elements of a page design. A photo negative then is made of the layout and a printing plate is made from the negative. The plate goes on the printing press.

This is exacting work, performed in a semi-darkened room over a back-lighted work table. And while the work is creative and satisfying, print shops—with their large printing presses and other machinery pounding away in the background—are noisy places to work.

So, it's no wonder that Yeakle enjoys shouldering her collapsible easel and hiking into the Santa Monica Mountains to

spend a few quiet hours recreating the scenery on canvas. She credits a former painting instructor, whose group she joined in 1985, with helping her get started as an outdoor painter.

"From working with that group I found my places to paint," she says. "And I learned how to get my gear together." She had been using a heavy, awkward studio easel that was impossible to backpack and drew laughter from her fellow students. The French-built easel she now uses is light, portable and holds most of her

equipment.

Her current painting partner, a woman whose work she admires, has influenced Yeakle's paintings and has inspired her to take on new challenges. She hopes, for example, to have her paintings exhibited in the L.A. County Art Museum's "rental gallery," where corporations can rent art works for their offices. The artist and museum split the revenues from the rentals.

Meantime, Yeakle is concentrating on the woodland lake scene, working to achieve the correct tone and form of the painting.

"I paint from a responsive level," she says. "I try to become a part of the environment, to avoid intruding into the scene."

And maybe she'll one day achieve her real artistic ambition. "I want to be as good as Van Gogh or John Singer Sargeant," she says, with only a hint of humor.

For Ferrol Yeakle, that would be only another in a series of transitions. ■



PHOTO: DAVID ULLRICH, MTA

TeleVillage is tomorrow's information resource

Bus and rail provide direct links to Compton facility

The future is now at the MTA-sponsored Metro Blue Line TeleVillage, a telecommunications and information facility that opened last March at the Compton Transit Center.

The first development of its kind that links rail and bus transit with telecommunications technology, the \$559,000 TeleVillage has drawn national media attention as the newest concept for providing public access via computer to business, government, job opportunities and education.

"The TeleVillage is capable of becoming a virtual city in which patrons will have access to information and business resources without driving into the city, itself," says Megan Zimmermann, TeleVillage project manager. "You'll be able to renew a driver's license or a vehicle registration, change your address through a computer link with the Postal Service, or access any number of information resources."

The TeleVillage has a computer lab with 12 Pentium computers featuring Windows 95; a video-conferencing room; a library with computers capable of transmitting documents to distant points; a telecommuting office for two with desks, computers, laser printer and voice mail; and a community meeting room.

A free Windows 95 introductory workshop is conducted at the TeleVillage every Wednesday from 9 until 11 a.m. Times also are scheduled for the public to use the computers for access to the Internet, to work on projects, school assignments or personal resumes.

"We've hired a curriculum specialist to develop classes for people who want to use computers in their businesses or to further their education," says Krishna Tabor, TeleVillage director.

She envisions the TeleVillage as providing valuable assistance to small businesses and entrepreneurs, as well as to people who need to develop skills for the job market. Children also will benefit from

the technology available at the center.

"A lot of children can't get out of their environment," Tabor says. "But here, with our computers, they can learn about many things, from animals in Asia to politics in Europe. They can broaden their horizons."

Between March 29 and mid-May, the TeleVillage provided computer, video-conferencing and business services to more than 300 people, says Tabor. Annual memberships range from \$5 for students and \$20 for family memberships to \$50 for organizations.

The TeleVillage is open from 8:30 a.m. until 8 p.m., weekdays, and from 9 a.m. to 5 p.m. on Saturdays. It is located at 300 North Willowbrook Avenue, Compton. For membership information, call 310-604-7717. ■



A Centinela High School student demonstrates his computer skills for Rashid Bahati, an instructor with the Compton Unified School District, during a tour of the Metro Blue Line TeleVillage.

Improving LA's bus service is a high priority for the MTA

Focus is on communities and the transit-dependent

Providing for the transportation needs of an area as diverse and as large as Los Angeles County is no easy task. It's an evolving process that requires creativity and a willingness to change with the times.

That is precisely what the MTA is doing with the Bus System Improvement Plan that was adopted by the Board, March 27. More than 30 projects and programs to improve service to the transit-dependent and improve mobility are included in the plan.

"We have no higher priority than to make our bus system better, safer, faster and affordable," says CEO Joe Drew. "We must use our resources smarter, wiser and more creatively to better match supply with demand, starting at the community level."

Jim McLaughlin, director of the MTA's

Bus System Improvement Plan, is responsible for its implementation. He also coordinates the work of the Bus Operators Subcommittee, a group composed of the county's 16 transit operators and representatives of the MTA.

"We're trying to gain a better understanding of the individual communities we serve so we can improve transportation service for the people who live, work and shop there," says McLaughlin. "We're focusing on the transit customer."

There are four major elements in the Bus System Improvement Plan. The first involves increasing community-based transit services and improving communications with customers, while seeking information from non-riders.

A second element calls for restructuring the way service planning is done in order to improve data collection, analyze current ridership trends and develop new

transit services that will reach the greatest number of people. The third element entails providing new services, including transportation to link major employment centers, shopping areas, medical centers and recreation facilities with residential areas.

The final element of implementation involves the redistribution of resources.

"We believe that by examining existing services and policies and using new transit delivery options, we can make more dollars available for transportation," says McLaughlin.

Among the 30 or more projects and programs in the Bus System Improvement Plan are efforts to improve the interface of bus and rail, shuttle services, bus priority lanes, new fare collection technology and payment methods, more customer relations and supervisor training, bus shelter and bus stop improvements, and new coach purchases.

The Board also has approved an annual program to improve service for the transit-dependent on overcrowded lines as part of the plan. ■

Joan Caterino

All In The Family

Every family has moments to celebrate and to remember. On this page, you'll find a monthly listing of MTA promotions, Service Awards and employee retirements. Those who are no longer with us are remembered in Memoriam.

Retirements

Wert, Michael D.
Apr '73 to Apr '96

Silva, Alfredo
Apr '73 to Apr '96

Moody, Joe W.
Mar '69 to Mar '96

Lugo, Esteban G.
Apr '73 to Apr '96

Wilson, Russell E.
Feb '59 to Mar '96

Campbell, Jimmie R.
Mar '73 to Apr '96

Benavidez, Dwight M.
Oct '72 to Apr '96

Jackson, Moses
Nov '81 to Apr '96

Melendez, Luis A.
Jan '73 to Feb '96

Vasquez, Roman F.
Mar '73 to Mar '96

Staten, Ray
Jul '73 to Feb '96

Kelley, Alvin R.
Sep '72 to May '96

Taylor, Bobby F.
Dec '68 to Feb '96

Palmisano, Joseph
May '73 to May '96

Sims, Simmie
Aug '73 to Jun '95

Thomas, Michael C.
Mar '79 to May '96

Trautman, Carmen M.
Oct '70 to Feb '96

Promotions

Mendoza, Michael G.
Mec B to Mec A

Reed-Murphy, Esther
Cash Cnt Supv to Sr Cash Cnt Supv

Smith, Gary L.
Mec B to Mec A

Torres, Robert
Equip Mnt Supv to Dep Serv Opns Mgr

Trachter, Ira
Admn Anlst to Trans Prog Plnr II

Davis, Marcus L.
Mec B to Mec A

Tovar, Rodrigo
Mec B to Mec A

Flores, Frank
Acting to Dep Ex Off, Pl & Prg

Valenzuela, Enrique R.
Acting to Pub Aff Mgr

Merrick, Michael F.
Sr 3rd Pty Coord to Proj Eng

Givens, James M.
Proj Eng to Dep Proj Mgr, Eng

Wilson, Ralph
Acting to Reg Gen Mgr

Levine, Ellen G.
Acting to Reg Gen Mgr

Pedemonte, Marco A.
Mec A to Mec A Ldr

Everett, Debbie M.
Bus Opr P/T to Bus Opr F/T

Hillmer, Jon A.
Acting to Reg Gen Mgr

Chavira, Anthony P.
Acting to Reg Gen Mgr

Forstall, Mark A.
Mec A to Mec A Ldr

Willis, Nathaniel
Elect Com Tech Ldr to Rail Com Sup

Riley, Harold D.
Info Proc Srvc Mgr to Sr Com Op Sup

Reyes, Paz L.
Acet Pay Clrk to Pay Clrk

Spivack, Gary.
Act Mgr, Ops Plng to Dir, Gen Serv

Eksterowicz, Nanci G.
Clms Mgr to Act Dir, Risk Mgr

Lorenzo, Barbarita C.
Wkrs' Comp Supv to Clms Mgr

Ladage, Clifton
Sr Trans Pol Off to Trans Pol Sgt

Robertson, Valerie E.
Wkrs Comp Anlst to Wkrs Comp Supv

Pennington, Daniel E.
Trans Pol Off (Trn) to Trans Pol Off

Andrade, Sergio
Trans Pol Off (Trn) to Trans Pol Off

Monroy, Carlos E.
Acct to Budgt Anlst

Currie, John T.
Util A to Util A Ldr

Huffer, Linda G.
Tpst Clrk to Sec

Burns, Louis I.
Asst Accts Rep to Sr. Cust Serv Agt II

Little, Curley J.
Dep Serv Opns Mgr to Tran Opns Supv

Nguyen, Dan L.
Sched Supv to Sched Plnr

Williams, Martha E.
Mpr Wxr to Equip Recd Spec

Wassell, Wayne A.
Bus Op P/T to Sched Mkr I

Hogue, Kathryn A.
Div Steno to Steno

Lords, Robert W.
Tran Pol Off (trn) to Sec Gd II

MTA Service Awards

35 YEARS
Chavez, Manuel M. 6/16/61

30 YEARS
Barrasa, Reymundo H. 6/25/66

25 YEARS
Woodard, Herbert B. 6/5/71
Williams, Ernest 6/5/71
Thomas, Horton A. 6/18/71
Simmons, Matthew D. 6/26/71
Gagner, Lola J. 6/30/71

20 YEARS
Thompson, Cornelius 6/1/76
Brown, Theodore 6/1/76
Van Eyck, Manuel F. 6/1/76

Leib, Edward 6/1/76

Hamilton, L.M. 6/1/76

Kendricks, Shirley L. 6/1/76

Byrne, Patrick D. 6/1/76

Colon, Johnny P. 6/1/76

Colon, Maria E. 6/1/76

Northington, Emenuella R. 6/1/76

Roby, Walter A. 6/1/76

Hundal, Kuldip K. 6/2/76

Guy, Clarence 6/3/76

Wirt, Roland L. 6/3/76

Zaragoza, Manuel I. 6/13/76

Bryant, Kimberley F. 6/14/76

Garcia, Gabriel 6/14/76

Pohja, Bruce B. 6/14/76

Zeccardi, Carmine A. 6/14/76

Johnson, Thomas W. 6/14/76

Cantor, Barry W. 6/14/76

Victoria, Ermilo O. 6/21/76

Fenty, Victor N. 6/21/76

Alcarado, Cruz Z. 6/21/76

Brown, Larry D. 6/21/76

Davis, Kirk S. 6/21/76

Ferguson, Robert C. 6/21/76

Zablocki, Paul 6/21/76

Ryatt, Savender S. 6/22/76

Rodriguez, Miguel S. 6/28/76

Brewer-Smith, Yvonne 6/28/76

Fukewile, Willie M. 6/28/76

In Memoriam

Sagvin, Isagani
Sec Grd II, Employed 11/9/85
Died 5/5/96

If we missed your retirement, promotion or Service Award of 20 years or more, please drop a note to the Editor, Metro Family. We'll try to include it in the next issue, space permitting.

Suggestion Box

Editor:

I thought the June issue of "Metro Family" was: _____

I especially liked: _____

I did not like: _____

Here's a suggestion for a story or feature in a future "Metro Family" issue: _____

Thank You for your ideas. Please cut out this section and send it by interoffice mail to Bill Heard, Editor, Metro Family, USG, 13th Floor.

JUNE NEWS BRIEFS

MTA Rapid Response Teams will ease construction impact

The MTA has established a Construction Impact Response Program to ensure quick solutions for residents and businesses impacted by MTA construction activities.

Under the program, Rapid Response Teams will be set up for each construction project. The goal is to respond and to resolve complaints within 72 hours.

Elements of the program include good faith payments on claims, low interest loans, cost of structural repairs for limited physical damage, mortgage payment support and other assistance.

MTA joins 12 agencies at anti-graffiti meeting

Representatives from the MTA and 12 other government agencies discussed ways to combat graffiti with interested community groups in May at the first annual Anti-Graffiti Conference of M.A.G.I.C., the Multi-Agency Anti-Graffiti Intervention Committee.



PHOTO: DAVID ULLRICH, MTA

Conference topics included how to build community support, promoting volunteerism, developing public awareness and prevention techniques, starting up neighborhood watch programs, and dealing with law enforcement and legal issues.

MTA community outreach efforts rely upon 175 employees who volunteer more than 6,000 hours each year to work with

young people and community groups. They teach the importance of a safe and clean transportation system and help groups organize graffiti cleanup efforts.

Contractor begins tunneling from U. City to Hollywood

The first of two tunnel boring machines positioned at Universal City

A Metro Red Line train enters the Wilshire/Western station during pre-revenue service. The seven-week testing period will end with the opening of the Wilshire corridor, July 13. Sunday, June 30, is a sneak preview day for MTA employees and families, with activities scheduled from 8 a.m. until 4 p.m.

began mining operations in mid-May through the Hollywood Hills south toward Hollywood.

When completed, the twin tunnels will pass 12,630 feet through eight distinct geologic formations, ranging from 165 to 900 feet beneath the surface, before meeting the Metro Red Line tunnels at La Brea Avenue and Hollywood Boulevard.

The \$125.6 million, two-mile-long tunnel project will link the San Fernando Valley with Hollywood and the rest of the Metro Red Line system. The Valley segment will have subway stations at Universal City and in North Hollywood.

The second boring machine, now being assembled, should begin tunneling within a month. Tunneling is expected to be complete in early 1997. ■

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