

Metro

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Authority

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Family



A special place for kids

MTA Child Care Center opens

In this issue:



In the 1920s, Wilfred Lippiatt was a ticket agent at the LA Railway Company. Now 97, he can look back on a career that spanned 47 years.

- 4 Take a visual tour of the MTA Child Care Center. The 15,800-square foot facility provides daycare for children from infants to pre-kindergarten.
- 5 Arthur Sinai, the MTA's Inspector General, discusses the important work of his office in this month's Conversation With feature.
- 6 The MTA has named its first seven employees of the month. Read all about 'em in our center-spread.
- 9 Wilfred Lippiatt, 97, and William Reynolds, 96, are two of the MTA's oldest retirees. How they came to California is a real adventure story.

Cover photo: It's play time in the Child Care Center's indoor play area for Blake Olsen, 4; Giovanni Sbragia, 2; and Jaegan Preston, 5. Clarence Hendricks photo.

Metro Family

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

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CEO Thoughts and Thanks



It's not often that something happens and everyone agrees it's good news. Well, last August, that very thing occurred. All non-contract employees, except my executive team, (more about that later) received a three percent increase in pay. A pay raise, long sought after, but delayed by three years and much consternation.

As your CEO, I was pleased to grant an across-the-board increase to all regular, full-time, part-time, acting and as-needed, non-contract employees.

Since coming to the MTA in May 1995, I've observed how hard all our employees work and how dedicated you are to the fulfillment of the MTA's mission. Even in the absence of an increase in pay you continued to press forward to plan, build and operate the county's transportation system. I was impressed by that.

I believe we must always reward hard work, commitment and outstanding performance. None of our employees deserve to go more than three years without receiving a pay increase. And, if we continue to do what we do best, I believe we will avoid another three-year gap such as we've just experienced.

Looking ahead

With that behind us, it's time now to look ahead to see how we can build salary increases into our future. I mentioned that all non-contract employees except my executive team received the three percent

increase in pay. The reason: I've already begun to implement a pay-for-performance program for the executive staff.

I've developed a performance measurement tool called Leadership Competency Evaluation which all executive officers will undergo.

The Leadership Competency Evaluation rates executive officers in such areas as their ability to solve complex problems, incorporate diversity in the workforce, provide quality customer service, motivate others, attract and develop talent, take risks, handle complex problems and demonstrate superior leadership skills.

I expect to be finished with the process by December. Once it's done, executive officers will share a three percent pool, based on performance, which has been set aside for their pay increase.

Achievement-based pay

As this is written, the Human Resources Department is hard at work developing a pay-for-performance system for all non-contract employees. I hope to implement a merit-based pay plan by next

year. A compensation plan based on merit is indisputably the best way to reward hard work and outstanding performance while also providing some increase for those who do only what is expected.

Many of you have pushed hard for a pay-for-performance plan. I agree with you. An achievement-based compensation plan, done well, is a tremendous motivator.

Until next year, we will continue to use our current performance measurement program, which gives each of us important feedback on how we're doing. If you haven't received your evaluation, contact your manager right away. It's important.

Recognition is the MTA way

Throughout the year, we will continue to recognize employees for their outstanding contributions. One important way is our new Employee of the Month program.

Any employee caught in the act of doing outstanding work can be nominated for this award.

We also expect to introduce very soon an Employee Suggestion Program. This program will recognize employees who submit innovative ideas that help us do our jobs better. Look for details in the CEO Report.

In the meantime, let's remember to keep our focus on the customer and the pay for performance will come! ■

Note: Salary increases for union employees will continue to be part of the contract negotiated with the unions.

Letters to the Editors

Recently, CEO Joe Drew wrote to the Los Angeles Times and to the Associated Press expressing his objections to stories about the MTA's Metro Rail project.

Here are excerpts from two letters he wrote to the news organizations:

Letter to the Times:

The Times' coverage of the construction of the Metro Rail project through the Hollywood Hills displays a consistent pattern of disregard for the facts and positions of the MTA.

We have repeatedly...provided factual explanations of our actions and interpre-

tations of our documents.... Yet, in story after story, the Times gives greater credence to anonymous experts whose credentials and motives for commenting are never revealed.

The judgment and reputation of our contract engineers has been irrationally called into question.... Hindsight is always 20-20. The engineers' assessment of conditions at the site was defensible and professional.

Letter to the Associated Press:

We are extremely shocked by inaccuracies and misstatements contained in a

recent story written by one of your reporters.

(She) writes about "a giant sinkhole that swallowed part of Hollywood's Walk of Fame." Fact: the sinkhole occurred... more than a mile east of the Walk of Fame. [The letter then lists other instances of inaccuracies by the reporter.]

The MTA remains accountable and accepts criticism where it is justified, but the...misstatements and inaccuracies deal an unfair blow to the agency and its rail system....

We ask that in the future...the Associated Press make a good faith effort to accurately report on the MTA and its projects so that we may stand on our record instead of having to defend ourselves against sloppy reporting. ■

On the road again

CNG buses rejoin the MTA fleet after fuel tanks are safety tested

Most of the MTA's fleet of CNG buses is back on the road and operating safely this month.

Following the rupture of a carbon fiber tank during refueling at Division 15 last August, the agency ordered the buses off the streets and conducted tank-by-tank inspections of the entire 120-bus fleet. New safety procedures intended to prevent another such incident also were put in place.

No one was injured when the tank exploded, but the floor of the bus was damaged and windows were shattered.

Following the incident, CEO Joe Drew convened a panel of experts, including representatives of Cyltek, the testing company, the bus manufacturer, Neoplan, and the tank manufacturer, EDO of Calgary, Canada, to study the accident and recommend safety procedures.

And in mid-September, the MTA hosted a conference for all transit properties that use CNG buses. During the day-long conference, MTA consultants shared their opinions on the cause of the tank rupture and the progress of the investigation. Transit Operations described actions taken to mitigate impacts on bus service.

Buses are safe

"We are confident, as are the experts who are advising us, that the buses we are putting into service are safe, although the exact cause of the tank rupture has yet to be determined," Drew told the press in mid-September.

EDO has reported no similar incident among any of its 6,000 tanks in operation nationwide. The company has made carbon fiber tanks since 1993 and the tanks have been in use in the aerospace industry for about 20 years.

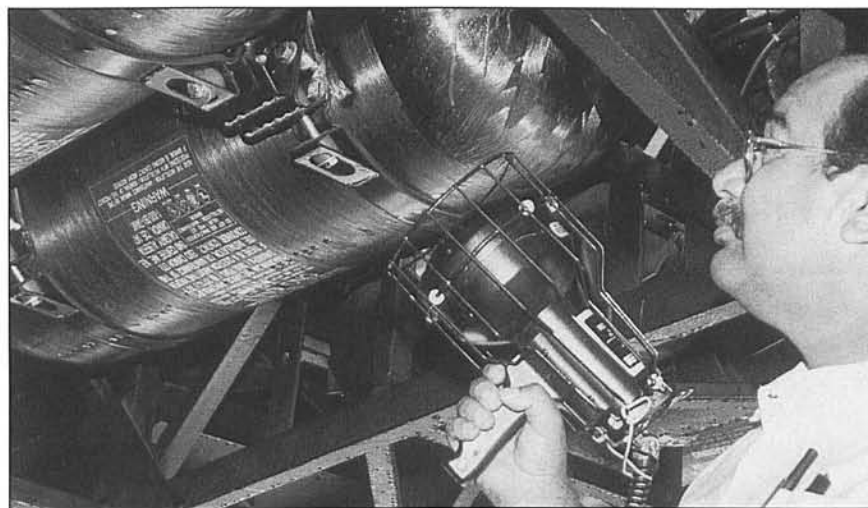
Each of the 12 tanks aboard every CNG bus in the MTA's fleet has been inspected with an ultraviolet light to detect possible cracks. MTA Inspectors rejected any CNG tank with a crack more than 1/10,000th of an inch wide, about half the width of a dime.

Inspectors also tested all gas lines, valves and relief devices on the buses.

The new safety procedures include installation of metal shields beneath each CNG bus to protect the fuel tanks from road debris.

Nightly inspections

The shields will be inspected every night prior to fueling for signs of major



Mechanic Henry Najera of Division 8 uses an ultraviolet light to check a CNG fuel tank for possible cracks. Prior to the safety inspection, the tanks are brushed with a solution that reveals flaws under the ultraviolet. Photo by Tracey Mostovoy, The Perfect Exposure.

impact. At the 6,000-mile inspection, the shields will be removed and the tanks given a more thorough inspection.

MTA officials also are reviewing the CNG fueling procedures and expect to revise them, perhaps reducing fueling pressures from 3,600 psi to 2,400 psi. The design criteria of the tanks is 8,100 psi, a safety factor of 3.4 at 2,400 psi.

Neoplan has delivered about 200 CNG buses to the MTA this year on a total order

of 294. The agency will receive another 250 CNG buses from Neoplan in FY 97-98. All buses still at the factory, and those to be delivered next year, will be inspected before they leave the plant.

Meanwhile, EDO has been directed to provide additional protection for the carbon fiber tanks during manufacturing and delivery. An MTA representative recently visited EDO to review manufacturing, quality control and shipping procedures. ■

Congress, City vote Metro Rail funding

Smaller grants may slow rail construction, but won't affect the MTA's bus program

A House-Senate committee in Washington last month approved a federal grant of \$70 million to fund construction of Metro Red Line Segment 3, and provided additional funding for other MTA transportation programs.

The agreement came a day after the Federal Transit Administration released another \$83.9 million in funding for rail construction, bringing the total received thus far to \$439.9 million.

Congress had established a total figure of \$1.4 billion in federal funding to cover the life of the Red Line project, but the \$70 million approved by the conference committee in September was \$88.9 million less than the MTA had requested.

The funding received this year, CEO

Joe Drew reported to the Board, will prevent the MTA from spending the \$53 million in FY 98 and the \$35 million in FY 99 it had planned for rail construction.

In late August, the Los Angeles City Council approved the release of \$200 million over eight years to complete construction of Segment 3. The council vote was key to the local commitment to provide 50 percent of the cost of building the rail line, which includes the North Hollywood, Mid-City and East Side extensions.

Shrinking funds

"We recognize that we're dealing with a shrinking universe of funds, combined with increased competition for those funds," MTA Chairman Larry Zarian told the media. "This does not mean we are not

going to build rail. It may mean, however, that the schedule of our construction may need to be extended."

Zarian said the committee's decision would not adversely affect the MTA's bus program. In fact, the committee approved funds for bus capital and operating expenses, including approximately \$13 million for continued development of the Advanced Technology Transit Bus (ATTB).

"The congressional action...underscores the fact that Los Angeles cannot expect to maintain its rail construction program schedule with the funding we have received in recent years," said Drew. "We must have assurances from Congress that it will honor its Full Funding Grant Agreement commitments. We must and will face these fiscal realities."

Range of options

Drew said the MTA is updating its Long Range Plan and will outline for the Board this month a range of options to keep the rail construction program moving forward, if at a slower pace.

One provision in the conference committee's report directs the U.S. DOT to ensure that the City of Los Angeles does not divert Los Angeles International Airport funds to the city's general fund. If that happened, the FTA would be required to withhold funds from the Metro Rail construction project.

"We are assessing the impact of this language," said Drew. "We will work with the leadership of Los Angeles to make sure we are in compliance with the congressional mandate." ■

The pitter-patter of little feet

MTA Child Care Center opens for business at Gateway

Brianna Mitchell, 2, straddled the red plastic seesaw and two-year-old Cash Mora squeezed in behind her. The two rocked back and forth happily for a few moments and Brianna gave Cash a kiss.

It was a happy scene in the MTA Child Care Center's indoor play area one afternoon not long after the opening of the new facility, located adjacent to the Gateway Headquarters Building.

MTA employees may enroll their children on a first-come basis at weekly rates ranging from \$46 to \$135, depending upon the age of the child and the number of

days of care. The Center, which has a capacity of 84 children, is operated by the Prodigy Division of Children's Discovery Centers of San Rafael.

The 15,800-square foot, two-story structure has accommodations for infants under age 1, for toddlers, ages 2 to 3, and for pre-schoolers, ages 4 and 5.

Building security measures will include controlled entry by special identity passes, surveillance cameras and perimeter security patrols. ■

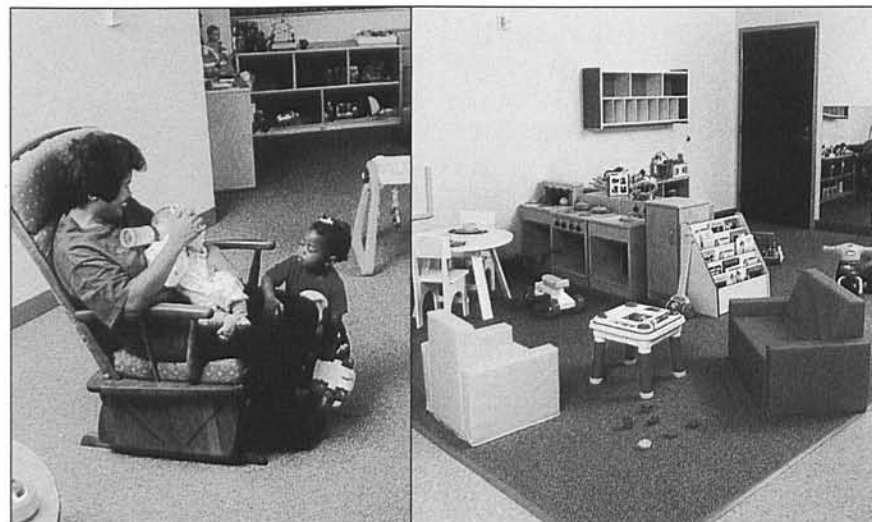
For more information, call the Child Care Center at 92-CHILD (922-4453).



The players

The children appearing in these photos are Tijaira Chaney, 15 months, daughter of Teacher Patrice Chaney; Caroline Chang, 2, daughter of Joyce Chang, Legal; Brianna Mitchell, 2, daughter of Julie Ellis, Materials; Cash Mora, 2, daughter of Denise Mora, Metro Art; Blake Olsen, 4, son of Jan Olsen, Benefits; Jaegan Preston, 5, and Tyler Preston, 6 weeks, children of Teacher Rosa Preston; Giovanni Sbragia, 2, son of Ralph Sbragia, Construction Safety; and Justin Tipton, 11 months, son of Kelly Tipton, administrative assistant, Children's Discovery Center.

Photos by Clarence Hendricks.



Parents are responsible for providing their children's lunches (top), shown being served here in the three-year-old's playroom.

Giovanni Sbragia, 2, and Blake Olsen, 4, (above, left) check out the rooftop play area.

The Center has two pre-kindergarten playrooms on the second floor, flanking the outdoor play area.

Teacher Edith Bunda (far left) supervises the Infant Room, which includes a play area, changing station and eight roll-away cribs.

Books, games, toys and kid-sized furniture are provided in one of two rooms (left) designed for toddlers.

Conversation With: Arthur Sinai

The MTA's Inspector General ferrets out fraud, waste and abuse

The MTA's Inspector General, Arthur Sinai, was hired as an officer of the Board in December, 1993. He came to the MTA following a long career in law enforcement for various federal and state agencies.

In this interview with Metro Family, Sinai describes the work of the Inspector General's office and how his office is integral to the success of the MTA. This interview was conducted September 10.

Metro Family: Please describe the mission of the Office of Inspector General.

Art Sinai: Our mission is to be a highly professional and independent office that provides oversight of the MTA to maintain the quality, integrity, safety and cost-effectiveness of public transportation. To provide leadership in detecting and deterring fraud, waste and abuse of resources by conducting significant and timely investigations, audits and reviews.

MF: What do you mean by fraud, waste and abuse? How do I as an employee spot something like that?

AS: It's subjective, but an example of criminal fraud is when a contractor is knowingly and willfully charging the MTA for work it hasn't done, or someone is trying to bribe an employee. An example of waste could be when the agency is using taxpayer dollars to buy items it no longer needs, but no action is taken to stop it. Abuse could include an official abusing the prerogatives of his or her office.

MF: What kind of responses do you get to the IG Hotline?

AS: We have a very, very active hotline with hundreds of phone calls a year. The great majority of the calls, however, are not criminal matters.

MF: How is a typical call handled by the IG's office?

AS: Our management analysis group staffs the hotline. They write up the call and decide whether to refer it to MTA management for action or to open an audit or an investigation. Unfortunately, we can't get back to a caller with information about how we handled the call.

MF: How is the IG's office organized and who are the people who work for you?

AS: We have 37 staff members and our office is organized into three separate functions. The largest is the criminal

Profile: Arthur Sinai

■ **Native of Brooklyn, N.Y.**

■ **Graduate, Brooklyn College, 1960, BA, Psychology.**

■ **Law degree, Georgetown Law Center, Washington, D.C., 1970.**

■ **Previous positions: Deputy Assistant Secretary (Enforcement), U.S. Treasury Department; Director, Office of Special Investigations, State of Illinois; Assistant Inspector General, U.S. Department of Education, and many others.**

■ **Member: International Association of Chiefs of Police, the American Society for Industrial Security, and the Association of Certified Fraud Examiners.**

■ **Family: Wife, Christina, and a son, Jeff.**

■ **Hobbies: Collecting antique police badges; volunteering for humane and animal protective associations.**



"The Inspector General's office is the greatest protection for employees or Board members when false accusations are made against them."



MTA Inspector General Arthur Sinai and his secretary, Judy Cole-Courtney, review a document at the IG's 818 West 7th Street offices. Photos by Tracey Mostovoy, The Perfect Exposure.

investigative function. The great majority of this staff has over 20 years of experience in investigating white collar crime. The second largest group is the audit staff. The third portion of the staff is administrative and analytical, including the hotline, and a new product.

MF: New product?

AS: It's an inspection report. We'll choose a function at the MTA and look at what the agency's policies and procedures call for the staff to do. Then, we'll talk to the staff and see whether they've been following the policies and procedures. A

report then will be sent to the CEO.

MF: The IG's office is located at the 818 Building and you've deliberately kept your staff separate from the MTA offices. Do you consider the IG's office to be integral to the MTA?

AS: Yes. We're very integral to the success of the MTA. We're not part of the line of authority of the CEO, but the Inspector General is an officer of the Board. We're an independent organization within the MTA.

MF: What are the IG's responsibilities to the CEO?

AS: It's my responsibility to work with the CEO and to apprise the CEO of problems. I meet with him as necessary and we have a very good personal and working relationship.

MF: The MTA has its own internal audit function. How does the IG's staff work with them?

AS: Management Audit Services is the first line of defense for the CEO in managing the agency. Internal audit should be auditing internal controls, making sure records are kept correctly, doing pre-award audits on contracts and many other things. I have tremendous respect for Tony Padilla and his staff. As Inspector General, I also have oversight and authority over audit activities, setting the audit policy and standards for the agency.

MF: What effect do you feel the IG's office has had on the MTA since you joined the agency in December, 1993?

AS: Our first accomplishment was getting the agency to acknowledge that it had no audit resolution. The internal audit department in those days would issue a draft report, but no final report showing what action was taken to correct a problem.

The second area involves procurement, including contracting. I recommended that the CEO bring in outside experts to take an in-depth look at the MTA's procurement policies. Management Audit is now in the process of making changes that will improve the MTA's procurement system.

The third accomplishment was a requirement to pre-qualify all MTA vendors. This requirement is now in a state statute, AB 1869, which says that the MTA Inspector General shall prepare a questionnaire that must be completed by all MTA vendors. The questionnaire will be issued shortly.

This puts the MTA into the forefront of vendor qualification and protecting the taxpayer's dollar. Finally, by establishing and supporting a professional, independent Office of the Inspector General, we've gained the complete trust and respect of the U.S. Attorney's Office and of the investigative staffs of the IRS, FBI, DOT and other agencies. These relationships are solid proof that the Board and the agency want to do the right thing. ■

Congratulations to MTA Employees

Co-workers submitted names of outstanding



Shahrzad Amiri, Regional Transportation Planning and Development.

Shahrzad is a member of the Westside Area Team, Multi-Modal Planning. She is noted for her professionalism and integrity, expertise and high personal standards. She is customer-focused and is an inspiration to her co-workers.

A resident of Santa Monica, Shahrzad joined the MTA in 1989.

"It was very gracious of my colleagues and peers. It makes you feel good to know that someone appreciates your work."

*Shahrzad Amiri,
Westside Area Team*

Bruce Buck, Transit Operations.

Bruce is an equipment maintenance supervisor at Division 18. On his own time, he developed a system to reduce overtime expenditures. The system not only helps reduce costs, it identified where productivity improvements may be needed.

A resident of Long Beach, Bruce joined the MTA in 1989.

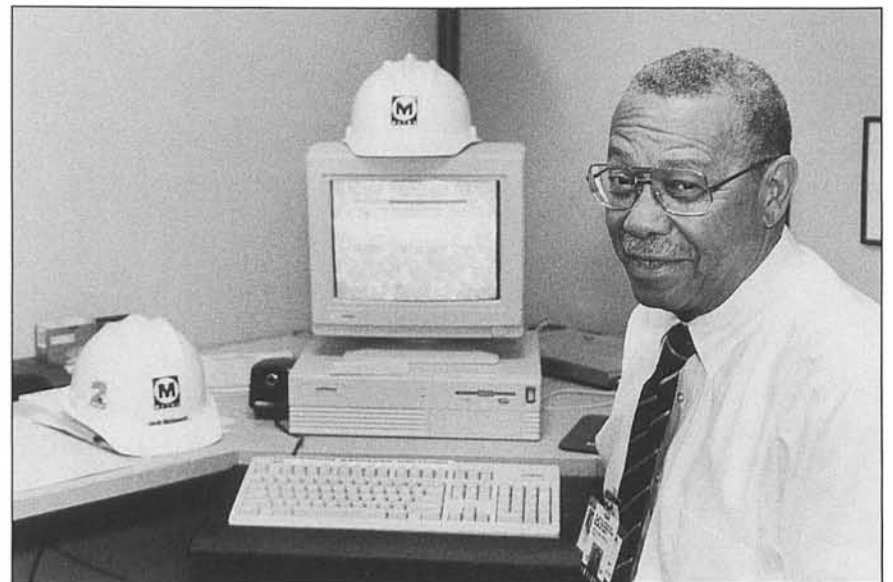
Fran Curbello, Communications.

Fran is a senior communications officer in the Marketing Department. She was selected for her work in developing the Metro Red Line Wilshire Extension opening celebration. She is highly respected in the transportation industry for her event-planning ability.

A resident of Duarte, Fran joined the MTA in 1990.

Bill Dellosa, Finance Department.

Bill is a property maintainer leader in Revenue Equipment Maintenance. He supports Metro Rail ticket machine



contractors. A team player who is committed to excellence, his work has helped reduce cash box mechanical failures, theft and tampering.

A resident of West Covina, Bill joined the MTA in 1975.

Jack McDowell, Construction.

Jack is manager of Engineering Rail Activation. He managed rail activation and start-up activities for the Wilshire Extension opening. He is known for his positive attitude, dedication and ability to work with many different groups within the MTA.

A resident of Long Beach, Jack joined the MTA in 1992.

Joe Parise, Administration.

Joe is a supervisor of Printing Reproduction Services. He goes beyond his responsibility to ensure that all printing jobs are thoroughly checked, striving for customer satisfaction. He is thorough, professional, timely and efficient.

A resident of Whittier, Joe joined the MTA in 1995.

"I was completely surprised. It's nice to be appreciated."

*Debbey Vernaci,
Transit Police*

Debbey Vernaci, Executive Office.

Debbey is a Transit Police crime analyst. A penchant for perfection earned her a reputation for error-free crime reports. She also developed a pocket-sized directory that gives officers a wide variety of information about penal codes, courts and other topics they use on the job.

A resident of Hacienda Heights, Debbey joined the agency in 1994.

The MTA's first Employees of the Month were named in August under a new program that recognizes the outstanding performance of employees who contribute to fulfilling the agency's mission.

The seven honorees were selected from a large group of nominations submitted by supervisors and co-workers. The Employee of the Month Selection Committee, representing the MTA's seven major divisions, made the final choices.

"I'm thrilled with the reaction to the program by managers, employees and colleagues of the honorees," says Phyllis Tucker, assistant director, Internal Communications, whose department structured the program.

"Employees are pleased to see their peers recognized for doing outstanding work," she said. "I hope people will continue to participate by taking the time to nominate their co-workers. After all, the Employee of the Month program is of, by and for employees."

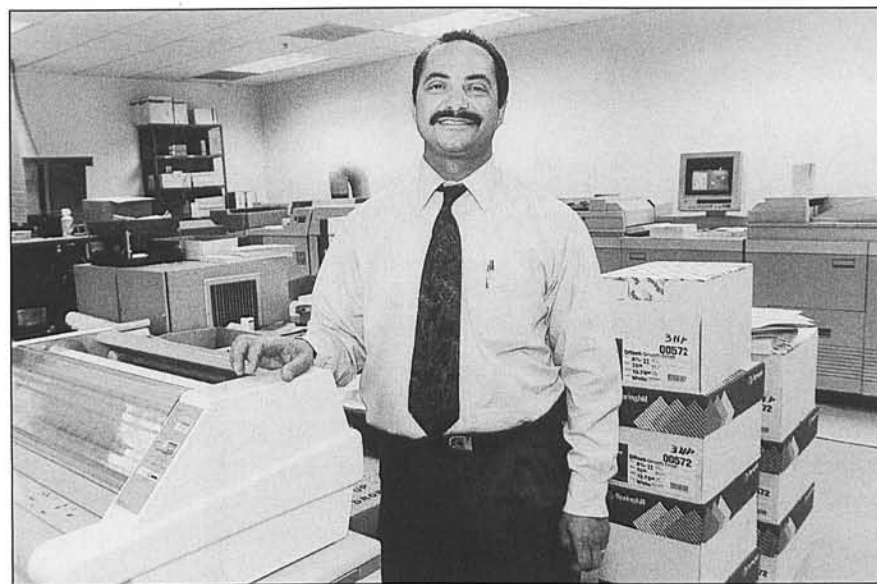
"I want to thank the selection committee for their six months of hard work to bring the program to fruition," Tucker said.

"It's always nice to receive something like this."

*Jack McDowell,
Construction*

Employees of the Month!

Recognizing employees for the new recognition program



October employees of the month, top row, left to right: Shahrzad Amiri, Bruce Buck, Fran Curbello, Bill Dellosa.

Second row: Jack McDowell, Joe Parise.

Bottom row: Debby Vernaci.

Photos by Tracey Mostovoy, *The Perfect Exposure*.

"It's overwhelming. Receiving an honor like this means that a lot of people appreciate that you're trying to make a difference. The fact that it comes from your peers means more than anything."

*Fran Curbello,
Marketing*

"I was elated and delighted. I'm looking at it as being one of some 9,000 employees to be chosen. It's a tremendous honor."

*Joe Parise,
Printing Services*

Who gets chosen, and how:

Want to nominate a co-worker for Employee of the Month? These are the criteria:

Quality of Work.

Employee consistently exhibits superior job performance and strives to do the best job in every situation.

Teamwork.

Employee is willing to work with others to achieve organizational goals.

Dependability.

Employee is trustworthy, keeps promises and acts with integrity.

Initiative.

Employee is able to begin and follow through energetically with plans and tasks.

Motivation.

Employee inspires him/herself and others to action.

Employee of the Month nomination forms are available in the kitchens at all work sites. Or call Dominique Grinnell at 922-5641.

Regions focus quality programs on customer service, teamwork

Put customer information cards on MTA buses and get back up to 125, all filled out. Call a community meeting to discuss bus service and have almost 100 people show up.

To Jon Hillmer, regional general manager of Transit Operations, Northern Region, that's what community outreach is all about.

"We have to be focused on our customers," Hillmer says. "More than just moving them, we have to meet their desire for clean, courteous, timely service."

Hillmer and the RGMs of the Eastern, Western and Southern regions have set in motion a package of regional service quality initiatives aimed at improving service, increasing ridership and staying ahead of competition from a growing number of local transit services.

Doing things differently

"We realized we had to do something different," says Ellen Levine, Western Region RGM. "If we want to be around as a service and transit provider, we need to change the way we do business."

Levine has implemented a host of customer-oriented programs in her region, as

well as programs that build employee teamwork.

Other programs under way or in development in the Western Region include a "fun map" depicting MTA routes with points of interest, restaurants and other

consumer information; the "Free Bee" bus, which circulates throughout the region offering unannounced free rides; and an aggressive community participation program.

Although there are similarities, each

region's service quality programs will differ, says Southern RGM Ralph Wilson.

"They reflect the different types of service that's provided from region to region," he says. "The Southern Region has a lot of local service for the transit dependent."

Focus on cleanliness

Wilson focuses much of his region's effort on coach cleanliness because of the high incidence of graffiti and vandalism. He also is alert to how new equipment is assigned to the regions because of the beneficial impact new buses have on ridership.

The MTA also will benefit, says Tony Chavira, Eastern Region RGM, by becoming more competitive. He points out that 11 municipal operators serve the same area of Los Angeles that his region covers.

And, while Chavira wants to help streamline service by eliminating underutilized and overlapping routes, he also expects the MTA to hold its own among its competitors as a service provider.

"I want to improve the service we have out there," he says. "And by improving it, we'll increase our ridership." ■



Jorge Galvan, a Division 7 transit operations supervisor, gives directions to passengers switching from buses to Metro Red Line trains at Wilshire/Western station. As of Sept. 16, Wilshire Lines 320 and 322 now terminate at Western Avenue. MTA Marketing and other Transit Operations personnel also were on hand to help passengers with the change. Photo by Tracey Mostovoy, The Perfect Exposure.

YOUR Commute

By Jay Fuhman, Employee Transportation Coordinator



Were you aware that the MTA has a Bicycle Commuting Program for its employees? As part of the MTA's larger Employee

Rideshare Program, and our efforts to promote regional mobility, a group of incentives has been designed to facilitate employees' ability to commute to and from work via bicycle.

One employee who participates in the bicycle commuting program is Hector Rodríguez, manager, Equal Employment Opportunity, and an ardent bicyclist. Rodríguez says bicycling to work helps him fight the stress,

hassle and congestion of commuting to work with everyone else.

The two-wheeled commute of more than 18 miles of hills and city streets from his home in La Canada-Flintridge is terrific exercise. Best of all: Hector doesn't have to pay for parking and he saves on the gasoline, maintenance, insurance and wear-and-tear on his car.

For employees who wish to bicycle and commute via Metrolink, a free permit is available from Metrolink. The permit allows unlimited storage of a bicycle at all times on Metrolink trains.

Cycle Express

The MTA also offers a bicycle pass (called Cycle Express) which allows employees to store bicycles on all rail lines the MTA operates (Metro Red, Blue or Green). With the Cycle Express, bicycles are permitted on these rail lines at all times EXCEPT 6 - 9 a.m. and 3 - 7 p.m., Monday through Friday. Bicycles also are allowed on rail lines at all times on weekends and holidays.

Additionally, folding bicycles carried in a bag or container are allowed 24 hours a day on all MTA operated bus and rail lines. Foothill Transit soon will be installing external racks on all of the buses in its system, allowing enhanced mobility from one transit system to another.

Recently, secured bicycle lockers were installed at 24 of the MTA's rail stations. These strong fiberglass lockers give bicyclists the peace of mind to know that their expensive bicycles will still be there, untouched, for the commute home. Secured bicycle lockers also are located beneath the parking areas in Union Station and at the Gateway building, on the P1 level.

The fee to use these lockers is normally \$70 per year for the general public, however, in an effort to promote regional mobility and to set a positive and proactive example to other employee rideshare programs, MTA employees will have to pay only \$6 a year to use the lockers.

Bicycle lockers

Should you wish to use a bicycle locker, please contact Vanessa Smith in the Revenue Department. Vanessa can be reached at 922-7009, and she will provide you with the key.

Additionally, showers are available 24 hours a day for bicyclists to use upon arriving at the Gateway Building. Four men's showers and four women's are located on the P1 level near the Mail Services area.

For Hector Rodríguez, access to showers is perhaps the most important thing a bicyclist needs in order to commute to work. Hector says that without showers he couldn't commute the distance he rides each day.

In addition to rail and bus access, more than 400 miles of bikeways are currently in place in Los Angeles County.

For further information on the MTA's Bicycle Commuting Program or the Employee Rideshare Program, call me at 922-4827. ■

Journey of a lifetime

Two Englishmen leave their homeland and find careers in L.A.'s rail system



By Bill Heard

They were born at the dawn of the 20th Century. Two British youths who left their homeland by separate paths, but with a single purpose: to find a better life in America.

Now, as their own century mark approaches, they look back on careers spanning an era that witnessed the decline of interurban rail lines as a major transportation mode and established the automobile as king of the road in Southern California.

Wilfred Lippiatt was born Sept. 25, 1899, in Frome, southwest England. William Reynolds was born Jan. 21, 1900, in London. At ages 97 and 96, they are two of the MTA's oldest retirees.

"Wilf" Lippiatt is the son of a grocer and award-winning tea blender; one of 10 children of Thomas and Louise Lippiatt. After a fire destroyed his father's business, the family set out for a new start in California.

Fourth of July

On July 4, 1914, the Cunard liner St. Paul, with the Lippiatt family aboard, anchored in New York Harbor. Fifteen-year-old Wilf gawked at the fireworks that flashed around the Statue of Liberty on his

first night in the America.

"I thought it was for me," he jokes.

The family spent two hectic days touring the city and then boarded a transcontinental train for California.

The Lippiatts set up housekeeping in Tustin where Thomas began selling his blended teas to local grocers. Only two years after arriving in California, however, he died of pneumonia.

A lucky break

With the head of the household gone, Wilf and his siblings had to go to work to support the family. An older sister, Kathleen, took a position as a governess to the children of Howard Huntington, one of two brothers who owned the Los Angeles Railway Company. It was a lucky break for Wilf.

One day in early 1917, he set off from Tustin for a job interview with Huntington at the company's headquarters at 6th and

Wilfred Lippiatt (center, left), retired General Passenger Agent of the old L. A. MTA, recently visited the new MTA's Customer Service Center in the East Portal. Agapito Diaz, whose position as Director of Revenue is similar to Lippiatt's former position, presented an MTA logo mug. Olivia Gutierrez, customer service agent, showed Lippiatt the new sales procedures. Lippiatt (inset) as he appeared in the early 1920's.

Main streets. The day almost ended in disaster for Wilf's career hopes.

A fire forced him off the trolley at 7th and San Pedro and he had to walk the final six blocks to the building.

"You're late for your interview," Huntington barked when Wilf entered the room. He calmed down when the young man explained his tardiness, and hired him as the company's new junior clerk.

■ ■ ■

For 17-year-old Bill Reynolds, meanwhile, wartime London was crowded with troops headed for the battlefields of France, or returning wounded from the front for convalescence at home.

In 1918, Bill enlisted as an infantryman in the Royal Fusiliers and began training for war in the trenches. Luckily, the war was ending just as his unit reached France and he was spared combat. He mustered out as a corporal at age 19.

A job in the post office lost its luster after a year when the young veteran, like thousands of his comrades, was offered an opportunity to resettle at government

■ ■ ■

Wilfred Lippiatt's career at the Los Angeles Railway and successor agencies lasted 47 years. During that time, he rose from junior clerk to ticket seller and then to manager of the sales office at 11th and Broadway.

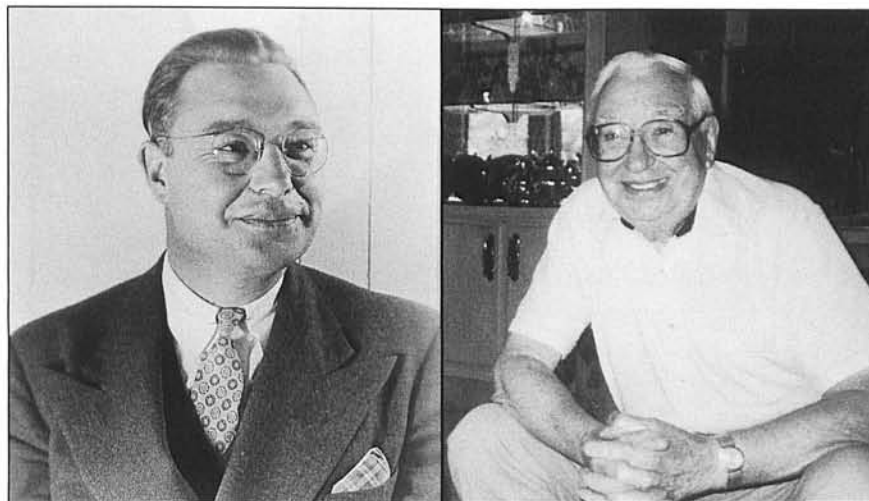
Eventually, he was named General Passenger Agent, a position that combined responsibility for ticket and pass sales, customer complaints and telephone information. He retired in that position in 1964.

Lippiatt, who survived his wife, Alice, whom he married in 1925, now lives with his granddaughter's family in Santa Clarita.

William Reynolds retired a year after Lippiatt, with 42 years' service beginning in 1923.

Reynolds was promoted to storekeeper in 1924, and in 1927 was named chief clerk in the stores office at South Park. He was made superintendent of stores for the entire system in 1938 and held that position until 1945, when he was named director of purchasing and stores.

He retired in that position in 1965 and now lives with his wife of 46 years, Dorothy, a former South Park secretary, in an Escondido retirement community. ■



William Reynolds (left) was Superintendent of Stores for the L. A. Railway when this photo was taken in 1942. Reynolds (right), at 96, is now retired in Escondido.

Operator's hands tell the story for hearing-impaired riders



Bus Operator Teresa Sharp gives the American Sign Language gesture for "I love you." A 20-year MTA veteran, Sharp uses her hand-signing to assist hearing-impaired passengers.

By Ed Scannell

At the MTA the motto is "Customer First," and Theresa Sharp is one of the best examples of a bus operator who embraces the motto, reaching out in a special way to passengers with a special need.

Sharp, a 20-year veteran who operates a Line 108 bus in South Central Los Angeles, is an expert in sign language. Her

hand-formed words often are indispensable for passengers who are deaf and who ride her bus on Slauson Avenue.

Sharp's journey into this "silent" world began at the age of eight when, after meeting a neighbor's deaf aunt, she began to learn the manual alphabet. But, it wasn't until years later that Sharp really found her calling.

"One day I said to myself, 'There's

something else I'm supposed to do in life,'" says Sharp. At that point Providence seemed to take over.

A friendship developed

Sharp joined her church choir and at a rehearsal happened to notice a fellow member "signing." As a friendship developed, the person not only began to help Sharp hone her sign language skills, but also introduced her to what she called "the deaf culture."

Later, in 1992, Sharp joined the Interpreters Training Program at El Camino College.

Sharp first put her skill to good use on Line 204, where her typical weekday included greeting two hearing impaired riders and two roommates who not only are deaf but also blind.

Despite their visual impairment, however, not a single communication was ever missed. One of the roommates would hold Sharp's hand to feel the shapes as she formed each sign.

Making new friends

Sharp wasted no time making new friends when she moved to Line 108.

"One day after chatting away at a

young mother with an infant and a 6-year old, I realized the woman didn't speak," says Sharp. "I began signing to the woman, asking her if she was deaf. She signed back 'yes.'"

So began the first of several conversations every Tuesday that also included the woman's deaf friend.

In addition to her duties as a bus operator, Sharp is a member of the Division 5 Advisory Committee and of the CEO Advisory Group. Sharp also is an American Sign Language interpreter at her church, Faith United Methodist Church in South Los Angeles, and is active in the Crenshaw Cougars Youth Football Organization, and Los Angeles Black Deaf Advocates.

"After 20 years on the job I still enjoy my work as a bus operator," says Sharp. "And making a connection with people unable to hear kinda puts pats on my back, and a voice inside says 'Go Girl, Go!'"

"This is a great example of what it means to put the "Customer First," says CEO Joe Drew. "In fact, we want anyone who deals with MTA's Operations, Planning and Construction departments to be treated as a valued partner, as we continue developing our world-class transportation system." ■

Joe Drew's CEO Hotline

Icontinue to be impressed by the thoughtful nature of the calls from employees who take the time to phone the CEO HotLine. Here are some of the latest concerns.

Q. I'm a train operator at Division 11 and I can tell you that Metro Green Line Car 157 has been troublesome. It constantly has been put on line and it just keeps breaking down. Can something be done about it?

A. You're right. The car had propulsion problems on five different occasions

beginning August 18. Both the car builder, Nippon Sharyo and the subcontractor, Adtranz Corp., were notified and responded, but had no luck locating the problem. MTA repair crews eventually determined the failures were in the Automatic Train Protection System, which can appear as propulsion problems on the operator's console. All ATP components were removed, cleaned and replaced. Car 157 tested OK and was returned to service September 9.

Q. The bus schedule racks in East Portal and at the Customer Service Center at the Headquarters building are frequently empty. There's also no system map on display for the use of our patrons. Can't we do something to help our customers?

A. Timetable racks are replenished twice daily, but there's a heavy demand

for schedules at this location. Our Customer Relations and Revenue departments are considering installing additional racks. Also, sector maps showing all bus routes are currently in production and will be available soon at all Customer Service Centers.

Q. A certain bus here at our Division doesn't have enough power to take a hill. That's dangerous. Can someone do something about this bus?

A. The bus was taken out of service immediately and the RRC was asked to diagnose the mechanical problem. Transit Operations also is working with Detroit Diesel to improve the power output of the engines on this series of buses. Thanks for alerting us.

Q. I would like to start a book review club at the MTA. Who should I go to for

permission to have the club authorized by the agency?

A. Any group of MTA employees can start a club. Employee Activities generally acts as a contact point, helping volunteers by mailing out flyers and collecting names of interested employees. If the club succeeds, members must develop bylaws and elect officers to be recognized and be eligible for yearly subsidies from Employee Activities.

Q. On October 9, 1995, someone broke into my toolbox and stole all my tools. I've followed all proper procedures to get new tools, but as of July 30, 1996, I still haven't received any. As a mechanic, I depend on my tools to do a good job for the MTA. Please help!

A. As of August 8, I understand you've received new tools. I'm sorry it took so long to replace them. ■

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 also are remembered In Memoriam.

SERVICE AWARDS

30 years:

- Quick, Lee W. 10/1/66
- Thomsen, Peter N. 10/1/66
- Parnell, Harvey D. 10/1/66
- Clary, Arthur L. 10/1/66
- Owens, Virgil R. 10/24/66

25 years:

- Stewart, Spencer D. 10/2/71
- Weingartner, Earl J. 10/2/71
- Shelter, Howard K. 10/6/71
- Villard, Dennis L. 10/9/71
- Jones, Robert E. 10/9/71
- Tersalon, Marie L. 10/12/71
- Pearson, Stanley W. 10/30/71

20 years:

- Libatique, Prudencio G. 10/18/76
- Hampton, Etta 10/20/76

RETIREMENTS:

- Babbitt, Jerry G. Oct '72 to Jul '96
- Bowie, Jesse R. Aug '86 to Aug '96
- Cobbs, Mary L. Mar '82 to Mar '96
- Dias, Eusebio M. May '73 to Jul '96
- Earnst, Morris E. Jul '86 to Jul '96
- Hatchett, Richard B. Apr '75 to Jul '96
- Jackson, Helen R. Apr '90 to Aug '96
- Lepins, R. R. Apr '57 to Jul '96
- Martines, Olga E. Apr '76 to Aug '96
- Norwood, Willie C. Aug '73 to Aug '96
- Peralta, Louis A. Nov '92 to Jul '95
- Perry, Fred L. Jun '86 to Jun '96
- Raphael, Lothan R.

- Aug '78 to Jun '96
- Saunooke, Sam Jul '73 to Jul '96
- Scully, Patrick A. Jul '73 to Jul '96
- Sherman, Duane R. Jul '76 to Aug '96
- Sims, William O. Mar '81 to Jun '96
- Smith, Harry G. Aug '73 to Aug '96
- Smith, Roy J. Aug '71 to Aug '96
- Solomon, Oscar Aug '73 to Aug '96

- Balangue, Bing J. Sr Cust Serv Agt II to Cust Serv Agt I
- Broussard, Cheryl A. Sr Equal Opp Prog Rep to Equal Opp Prog Mgr
- Carney, Monica M. Serv Attn to Serv Attn Ledr
- Castillo, Felipe Bus Opr to Sched Chkr
- Christie, Richard Trans Oprns Supv to Sr Admin Analyst



Frank Cardenas (left) has joined the MTA as Chief of Staff. He supervises the day-to-day activities of the CEO's office and coordinates agency activities and special projects. Cardenas also supervises Management Audit Services and the Office of Equal Opportunity and Minority Business Enterprise.

Steven F. Mauck has joined the MTA as Director of Risk Management, Construction. Previously, he was director, Hertz Claim Management Corp., and vice president of HCM Investigations, Inc., with responsibility for risk and claim management.

- Thomas, Konwood Aug '73 to Aug '96
- Turner, Stephen E. Apr '73 to Jul '96

PROMOTIONS:

- Acosta, Jessica L. Typst Clrk to Doc Contrl Asst
- Adams, John C. Dep Serv Oprns Mgr to Equip Maint Supv
- Aguayo, Carmen Cust Serv Agnt I to Rev Clrk
- Alejandro, Frank Sr Rail Transp Oprns Supv to Asst Rail Div Transp Mgr
- Alonso, Cecilia Gen Clrk to Custodian

- Cole-Courtney, Judy A. Sr Sec to Exec Sec
- Cox, Alan L. Trans Pol Ofer (TRN) to Trans Pol Ofer
- De La Rosa, Ernie Ship & Rec Clrk to Stock Clrk
- Garcia, Victor A. Bus Opr to Sched Chkr
- Hernandez, D. Elvira Cust Serv Agt I to Cust Serv Agt II
- Howard, Frank E. Trans Pol Ofer (TRN) to Trans Pol Ofer
- Jackson, Robert L. Sr Stat Analyst to Transp Tech Mgr IV

- Jimenes, Jose Stock Clrk to Ship & Rec Clrk
- Johnson, Duane P. Sr Contract Admin to Contract Admin Mgr
- Leavitt, Richard L. Mec 'A' to Mec 'A' Ledr
- Maul, Evelyn A. Equip Rec Speelst to Cust Info Agt I
- Morse, Warren A. Asst Dir Ext Affs-Mktg to Dir of Mktg
- Mortvedt, Richard A. Mec 'B' to Mec 'A'
- Mugford, Scott Y. Asst Dir Cust Rels to Dir of Cust Rels
- Mundan, William A. Mec 'B' to Mec 'A'
- Nolan, Dwight C. Trans Pol Ofer (TRN) to Trans Pol Ofer
- Ramires, Victor M. Contract Admin to Sr Contract Admin
- Ramos, Monique Y. Sec to Ethics Ofer
- Rodriguez, Paul P. Trans Pol Ofer (TRN) to Trans Pol Ofer
- Sandoval, Rogelio Maint Speelst to Mec "A"
- Saucedo, Guillermo Mec "C" to Mec "B"
- Thomas, Shirley Y. Cust Serv Agnt I to Sr Cust Ser Agnt II
- Trejo, Fernando A. Stock Clrk to Storekeeper
- Vasquez, Robert T. Contr Admin to Sr Contr Admin
- Zamfir, George P. Bus Opr to Sched Chekr
- Zebrowski, Gerald A. Bus Opr to Sched Chekr



Six-year-old Bianca Rodriguez is on her way to the top ranks of amateur ice skating. The daughter of Peggy and Philip Rodriguez, 1995 Maintenance Employee of the Year, Bianca recently won a gold and two bronze medals skating against international competitors at the Ice Skating Institute World Recreational Team championships in Seattle. This month, she's competing in the U.S. Figure Skating Assoc. competition in Ontario, California.

IN MEMORIAM

- Zuniga, Samuel R. Gen Clrk/Mktg to Cust Serv Agnt I
Hired: 8/7/73
Died: 7/13/96
- Gaul, Cyril L. Hired: 1/18/34
Died: 7/9/96
- Gray, Alva E. Hired: 11/19/62
Died: 7/21/96
- Maslog, Anastacio M. Hired: 2/26/90
Died: 8/25/96

- Minor, Frank Hired: 2/16/76
Died: 3/25/95
- Stean, Robert W. Hired: 6/9/72
Died: 9/16/95

Correction:

The hours for the Employee Store were given incorrectly in the September issue. The hours are 9 a.m. to 3:30 p.m. daily.

Suggestion Box

Editor:

I thought the October 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 Mail Stop 99-13-60.

Metro Family News Briefs



New AC-powered cars join the Red Line fleet

The first two Metro Red Line cars of a new shipment of 74 arrived at the Division 20 shops in early September. Shipped from Italy, the Breda cars will be powered by lighter, more efficient AC motors.

The two prototypes will be tested for five months, beginning this month. The new cars are equipped with inverters that change the subway system's 750 volts of DC power to AC. Air compressors, air conditioning and other systems will continue to run on DC power.

The MTA eventually will shift all its Red Line cars, including existing rolling stock, to AC power because AC motors are lighter, more efficient and require less maintenance. In the meantime, rail officials say the two types of cars are compatible and can operate together.

Connections improved on Wilshire buses and trains

Wilshire Boulevard commuters are enjoying faster commutes and easier connections these days between Metro Buses and Metro Red Line trains.

Bringing in a new Breda, AC-powered car from left are Gary Dewater, Jack Eich, Dave Kalasnik and David Chamness, driving the tractor. Photo by Tracey Mostovoy, *The Perfect Exposure*.

As of Sept. 16, MTA Lines 320 and 322 began and are terminating morning and afternoon runs at the Wilshire/Western Red Line station. Bus passengers using Lines 20, 21 and 22 can transfer, free, to the Red Line.

Rail passengers traveling west can transfer to any MTA Line 20, 21, 22, 320, 322 or 426 bus by presenting their rail ticket to the bus operator.

This decision both eliminates duplication of bus and rail service on Wilshire and expands local service by providing additional feeder buses to serve Red Line stations.

78 new buses to feature high-tech equipment

High-tech equipment that will make life easier for MTA bus operators while increasing passenger comfort and safety has been approved for use on 78 new buses scheduled to be received in January.

The buses will be equipped with voice enunciators that will automatically call all stops and major points along a route, as well as make other announcements. Announcements also will be carried on overhead electronic message signs for the hearing impaired.

Tiny cameras connected to a TV monitor in the operator's station will be mounted above the front entry door. The cameras will give operators a constant view down the right side of the bus to help prevent accidents.

The new buses also will feature a computerized self-diagnostic system that, with the flip of a switch, allows the operator or mechanic to determine equipment status. The system also performs many of the tests required by the rollout procedure.

Plans are to include this equipment on all buses in the fleet as funds are available.

Editor's note: In the September issue of *Metro Family*, Jose Luis Garcia, 11, son of the late Transit Police Sgt. Jose Garcia was not correctly identified. We regret the error. ■

CM407 9/96 TMe



Los Angeles County
Metropolitan Transportation Authority
One Gateway Plaza, P.O. Box 194
Los Angeles, CA 90053

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