

# Metro

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Authority

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EMPLOYEE MAGAZINE OF THE METROPOLITAN TRANSPORTATION AUTHORITY

# Family



## Images of winged beauty

*Jay Fuhrman photographs birds in the wild*

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Ike Alison's bright idea was one of many on display at the Transit Innovations Conference in January.

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Cover photo: The MTA's Jay Fuhrman captured this image of a red-tailed hawk near Mohave in Kern County.

# Metro Family

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

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# Sharing My Thoughts

By Linda Bohlinger, Interim CEO



*This year promises to be crucial to the future of the MTA. It will be a year in which we can achieve major improvements in service to our bus and rail customers, make significant progress on rail construction projects, and provide – through regional planning and funding – a host of transportation services to the citizens of Los Angeles County.*

In 1997, we'll also implement many recommendations from the Coopers & Lybrand study. Some recommendations, like a Code of Conduct and an employee survey, already are in progress. Others, including a management reorganization, will be phased in throughout the year.

We'll continue to work closely with the U.S. Department of Transportation and the Federal Transit Administration and the California Transportation Commission to ensure that our financial recovery program succeeds. On the legislative front, we'll almost certainly see another effort by the California Legislature to alter either the membership of our Board or the MTA's structure, or both.

As your interim CEO, I view this monthly Metro Family column as an opportunity to discuss these and other issues of importance to all of us. Let me tell you where I stand.

### Important work continues

While a search for a permanent CEO is in progress, we can't allow the MTA's important work to be affected. I am committed to making this agency successful and have asked the senior staff to assist me by concentrating on moving our various projects and programs forward. I'm also counting on you and your co-workers to do your professional best. I recognize that this agency's strength has always been its people.

Many of you have expressed concern about whether our training programs will be continued. I can assure you that they will.

While serving as Deputy CEO, I actively supported the leadership, diversity and team-building work. Our success as a transportation agency depends on our ability to build strong leadership, to honor the diversity in our workforce and the community and to develop work teams

that are committed to accomplishing the MTA's goals and objectives.

### Mission, vision, goals

One of the important aspects of ensuring that the MTA is on track for the future is the development of our mission, vision and goals. Elsewhere in this issue is a story on how the Long Range Plan is developed and the purpose of that plan. I hope you'll take a few minutes to read it.

Our leadership team will be discussing with all of you over the next month a draft of what we're calling the agency's "2020 Vision." We would like your input in finalizing our vision, mission and goals, so that they are relevant and can be a focal point for our success. In its present form, the vision statement reads:

*Our region will have a better quality of life where all people can travel quickly, economically and safely in a clean environment.*

Accompanying the vision statement is a draft mission statement. It says:

*The mission of the Los Angeles County Metropolitan Transportation Authority (MTA) is to provide leadership and resour-*

*ces for a safe, efficient transportation system that keeps LA County moving.*

Four guiding principles support the mission statement. They are: fiscally responsible, customer-focused, community and regionally responsive and employee supportive.

### Guiding principles

Under those guiding principles, the MTA would strive to improve the financial condition of the agency by controlling costs and increasing revenues. We would focus on customer safety and work to provide safe, efficient, cost-effective and courteous service for our customers.

Remaining an active partner with the communities the MTA serves would be important as we provide leadership and resources to foster economic vitality by providing transportation systems.

The mission also calls for us to enhance employee performance and satisfaction. This involves strengthening skills, teamwork and morale by working together with trust and mutual respect.

These are lofty, but reachable goals. The MTA is like no other transportation agency in the nation. Our responsibilities are vast, covering not only MTA bus and rail service, but also funding for municipal bus service, services for automobile commuters, the elderly and disabled, and many others.

But, that's what makes our jobs so exciting and the time we spend so worthwhile. I'll close by thanking you for your outstanding efforts and your support as I move into my new role. ■

## December Employees of the Month



David Alleyne  
Transit Operations



Teresa Beatty  
Rail Construction



Off. Glen Copeland  
Executive Office



Cathy Dickinson  
Communications



Diane Mumulo  
Finance



Lynn Ong  
Administration



Ron Smith, Andres Ocon, M.J. West, Arthur Sohikian, Michelle Caldwell, Wayne Moore  
Reg. Trans. Plan. & Dev.

# New rules for doing business at the MTA

*Code of Conduct will cover Board members, employees and contractors*

**D**etermined to bolster confidence in the integrity of the MTA, the Board adopted the first section of a comprehensive three-part Code of Conduct at its January 10 meeting.

The 13-page document covers Board members, alternates and their staff. It devotes more than a page to conduct at Board meetings, requires courteous behavior among members, provides rules for speaking and voting, and describes proper conduct towards MTA staff.

The Code defines the role of the Board in providing oversight and direction to the management of the MTA, while outlining limitations in its day-to-day involvement with agency affairs.

"These provisions are intended to maintain the integrity of the agency," says Ryan Nakagawa, MTA ethics manager. "They help ensure that recommendations coming from the staff are unbiased and fair."

### Three-part Code

Nakagawa also has drafted the second and third sections of the Code and will

present them to the Board this month for approval.

The second section, which contains provisions covering MTA employee conduct, would replace the agency's current Ethics Policy. Nakagawa has conducted focus groups to gain staff reaction to the proposed rules.

### Contractor code

The third element will govern the conduct of MTA contractors. State legislation may be required in order to include a procedure for "debarment" of contractors who violate the Code.

"We've never had a contractor code before," says Nakagawa. "Language in our current contracts addresses some ethics issues, but it hasn't been consistently applied and the language isn't the same from one contract to another."

The sections of the Code approved thus far prohibit Board members, alternates or their staff from soliciting or accepting a gift from anyone who has submitted a bid for an MTA contract. They also may not accept gifts of \$289 or more from a single source in a calendar year.

Board members and alternates may not participate in a decision affecting a contractor or other who has provided a gift of \$289 or more within 12 months prior to the decision. Separate, but similar rules with somewhat different timelines, cover political contributions.

The Code requires an "independent professional procurement staff" responsible for conducting an "autonomous procurement process in accordance with state and federal law." Rules prohibit contact with procurement officers by Board members, alternates or their staff during the procurement process. Any contacts aimed at influencing a contract award must be reported to the MTA's Inspector General.

### Lobbying rules

Lobbyists acting for potential vendors or contractors may not contact a Board member, alternate or his/her staff at any time before or during the procurement process. Any contact must be reported to the Inspector General.

"These provisions address a concern of many Board members who were feeling

inundated, particularly on certain procurements, by contacts from lobbyists and representatives of bidders," says Nakagawa.

Other provisions of the first section of the new Code cover conflicts of interest, charitable contributions, post-employment restrictions, consultants to Board members and sanctions for violating the rules. Sanctions may include public censure, disqualification from voting, suspension or a fine.

Looking forward to approval of the entire three-part Code of Conduct, Nakagawa says, "I hope these provisions, when read together, will convey to the public that the MTA's practices have integrity, and that everything is fair in every aspect of our work, including how we treat the public." ■

### CODE OF CONDUCT

Contact Barbara McDowell at 922-2977 for copies of the Code of Conduct. Questions may be directed to Ryan Nakagawa at 922-2975.

## Agency-wide survey of 'internal customers' aimed at improving morale, productivity

**A**s part of the MTA's "Customer First" initiative, the agency is soliciting the opinions of its "internal customers" -- MTA employees.

In March, the MTA will complete an agency-wide survey of all 9,000 employees. The survey is expected to provide information that will guide the agency in improving morale, productivity, and job satisfaction.

"The survey will help us identify employee concerns and measure the 'customer satisfaction' of our employees," says Interim CEO Linda Bohlinger. ETI/AMPG, a consulting firm experi-

enced in conducting employee surveys for large, high-profile, public sector agencies, developed the questionnaire and administered the confidential survey.

### Selected by employees

The consultants were selected by a task force of employees from Communications, Human Resources, Planning, Organizational Effectiveness, Organizational Development, Labor Relations and Transit Operations.

As part of the information gathering process, the consultants interviewed MTA executive officers and union leaders. They also conducted focus groups with

representative employees from throughout the agency.

To gauge the opinions of all 9,000 employees, the consultants are providing multi-page survey forms to all worksites. Employees are being asked to complete the survey and drop the forms in special lockboxes by March 6.

### Broad Range

The survey focuses on a broad range of categories, including employee morale, policies and procedures, merger issues, leadership, career opportunities, sensitivity to diversity, organizational mission and department goals, communication,

and customer services.

According to Bohlinger, the survey results will play an important role in the strategic plan being formulated for the MTA.

"It's our hope to link the survey findings to our agency-wide strategic planning effort to shape the future of the organization and to better serve all our customers," she says.

ETI/AMPG will analyze the data and issue a report on the survey findings. The final report is due in April. Survey findings will be discussed in future issues of MTA employee publications. ■

# Miner moms: Digging their way to success at work and at home

By Gary Wosk

A thousand feet below the surface of the Santa Monica Mountains, twin tunneling machines 20 feet, 8 inches in diameter are constructing a segment of the Metro Red Line that will connect Hollywood and North Hollywood.

The work is back-breaking and dangerous. The noise is deafening. It's dark, dusty, wet and muddy. And, it's a man's world – or is it?

Not for Celsa Rijos or Eve Reeves. These two "miner moms" are forging careers in a very non-traditional job for women.

They've become a vital part of the team that's tunneling through difficult terrain by helping to remove tons of earth and rock in an atmosphere where the slightest exertion causes one to sweat profusely.

Despite their unusual occupations in the bowels of the earth, the two women manage to maintain a traditional role in their homes.

## Job switch

Rijos, 39, credits her former husband for her switch from Styrofoam cup maker



Eve Reeves (L.) prepares to dismount from a tunnel locomotive, a "loci," driven by co-worker Celsa Rijos. The women are members of the mining crew constructing Metro Red Line tunnels beneath the Santa Monica Mountains to link Hollywood and North Hollywood. (Photo by Tracey Mostovoy, The Perfect Exposure.)

to miner. At 5-foot-1, 110 pounds, not many people thought she could measure up to the physical demands of a tunnel miner.

Today, she drives a 35-ton underground locomotive - a "loci." Her small train pulls a series of cars that carry tons of steel ribbing and wire lagging to workers and removes nearly 300 cubic yards of dirt and rubble each workday.

When not operating the loci, Rijos wears a tool belt around her waist and helps out wherever needed. This includes heavy lifting and shoveling dirt onto a flat car near the face of the tunnel.

"It is a very challenging job for a woman," the Philippines-born Rijos says. "But, as long as you carry your weight, the guys will respect you."

Rijos turns into a June Cleaver-type

after work, switching gears from tough miner to sensitive and nurturing mother.

## First priority

"My first priority is taking care of my son's needs, nursing colds, making dinner, going to the movies, fishing, even racing remote control cars together," she says.

Rijos' co-worker Eve Reeves, 40, and the mother of three, refers to herself as the "black sheep" of her family. She was the only one not to finish college.

"I was a rebellious teen-ager, what can I say," shrugs the Sausalito native.

The operator forewoman, who likes to be "treated like a lady at home," considers herself a pioneer.

"If I don't give 300 percent every day, then I'm not setting a good example," Reeves says. "You really have to prove yourself. Tunnel work is definitely not for everybody."

A resident of Valencia, Reeves has been the family's main breadwinner ever since her husband became disabled several years ago. She says her family is behind her all the way. "They think what I do is really cool." ■

## Planning our region's transit needs

Within the next 20 years, almost three million more people will live in Los Angeles County – enough, in effect, to populate another City of LA. Enough to overwhelm our current transportation systems, experts predict.

Looking forward to the year 2020, MTA transportation planners say that, without improvements in the region's transportation system, morning peak hour freeway speeds also could slow from the current average of 31 mph to less than 12 mph. A slowdown that would affect buses as well as other vehicles on the road.

How the county will ensure that its transportation system continues to improve as demand increases is the focus of the MTA's Long-Range Transportation Plan, a sometimes controversial document that is intended to lay out a blueprint for the future.

"One of the MTA's primary responsibilities as mandated in AB-152 is transportation planning for Los Angeles County," says Jim de la Loza, executive officer, Regional Transportation Planning and Development (RTP&D). "In fact, the MTA earmarked almost 29 percent of its FY-97 budget to such planning and service programs."

### \$2.83 billion budget

In the \$2.83 billion budget for FY-97, a total of \$812 million is intended for regional planning – of which \$560 million is funding allocated to other transit agencies. The budget also includes \$695 million for MTA bus and rail operations and \$941 million for Metro Rail construction.

"The purpose of the Long-Range Plan is to make sure we have a transportation system that will continue to support our economic development, our communities and

our individual mobility needs," says Keith Killough, deputy executive officer, Countywide Planning.

A core group of some 30 RTP&D employees is responsible for formulating and updating the plan. Also assisting with specialized areas of the plan are employees in Transit Operations, Metro Rail Construction, Finance and other departments.

The updated plan anticipates spending some \$95.4 billion on transportation system improvements between 1997 and 2020. About 80 percent of that expenditure will come from local sales taxes and the remainder from state and federal funding.

### Call for projects

One of the most MTA's most important planning and programming responsibilities is the distribution of funds to cities and

local transit agencies through the annual Call for Projects process.

In this competition, the MTA staff ranks project proposals according to criteria suggested in the Long-Range Transportation Plan and makes a recommendation to the Board. Categories include HOV lanes and traffic operations systems, regional surface transportation, bikeways and traffic signal synchronization, among others.

Some of the funds provided to support approved projects comes from the MTA's budget. The agency also is responsible for planning and programming funds distributed by state and federal agencies.

In an average year, between \$100 million and \$200 million in transportation project funding is approved in the Call for Projects for distribution by the MTA, state or federal agencies. ■

# Conversation with: Michal Robinson

*The MTA's new executive officer for Administration*

**M**ichal Robinson, the MTA's new executive officer for Administration, joined the MTA in October, 1996, following a 26-year career in the U.S. Army Corps of Engineers.

Although the two governmental organizations have obvious differences, he cites the MTA's commitment to public service and strong sense of mission as similar and familiar qualities. An important strength of the agency, he believes, is the high caliber of its professionals.

In this interview, conducted January 3, Robinson touches on leadership values, organizational changes and the need to focus on customers.

## Values-based leadership

**Metro Family:** Mike, you've said that values-based leadership is one of the key factors in developing and maintaining a strong organization. Can you elaborate?

**Michal Robinson:** With values-based leadership, it's not necessary to establish a lot of bureaucratic rules. The values you instill in the organization will often dictate appropriate responses to a given situation. The values include integrity, honesty, openness and evenhandedness, fiscal accountability, selfless service and thriftiness.

**MF:** Some of those values seem particularly appropriate to Administration.

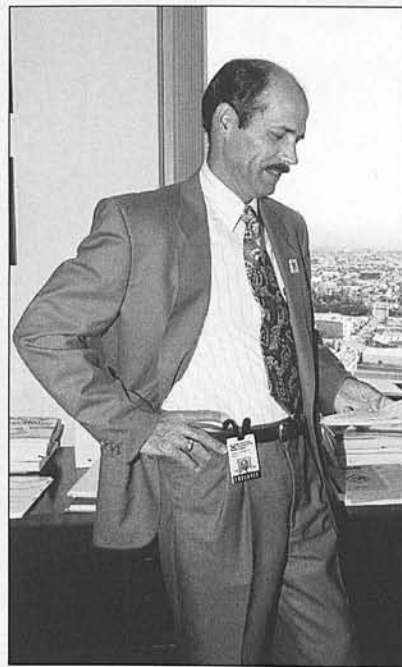
**MR:** Certainly. If we have narrowly focused, bureaucratic administrative policies and procedures, that says something about how we view our employees. I think it's possible to have strong systems of accountability, for example, and, at the same time, a system in which trust is the expected norm.

**MF:** What changes and challenges do you see ahead for the MTA in 1997?

**MR:** One of our challenges is to provide stability at the top of the agency. There also will be some belt tightening as we make changes in our programs and streamline our processes. We'll want to continue to sound a clarion call for improved and expanded public transportation. That's our reason for existing and we must stay focused on that.

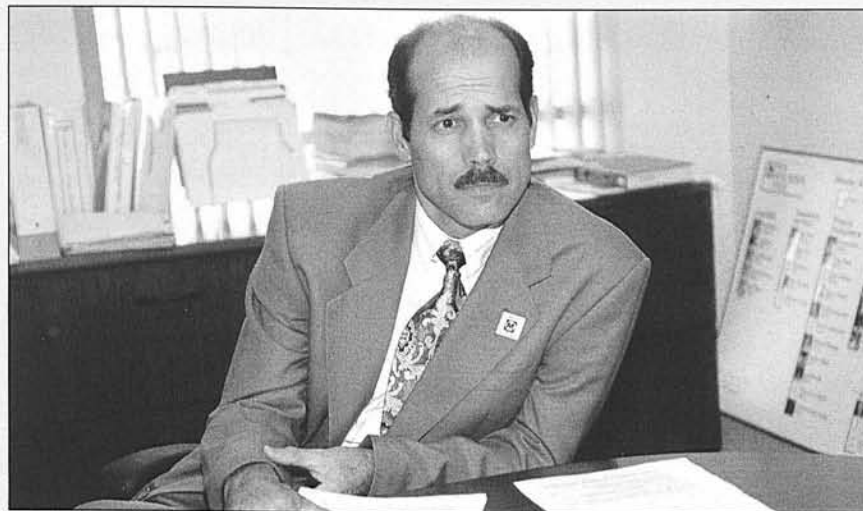
## Changes ahead

**MF:** What changes are ahead for Administration?



## Profile: Michal Robinson

- Raised in a military family, living on or near Army posts in the U.S. and abroad. Currently lives on a houseboat in Marina del Rey.
- Graduate, Cal Poly, San Luis Obispo, BS in Aeronautical Engineering, 1970.
- MS and DE in Construction Engineering and Management, Stanford, 1979.
- Retired colonel, U.S. Army Corps of Engineers, 1996. Projects included Santa Ana River Project and Seven Oaks Dam; flood control projects in four western states; maintenance of navigation in channels from San Diego to Morro Bay; enforcement of the federal Clean Water Act.
- Family: Wife, Marsha, an in-studio teacher for the Nickelodian show, "The Secret World of Alex Mack."
- Hobbies: sailing, mountain biking, hiking, swimming, skeet shooting, scuba diving and flying.



**"We should base our leadership on values. By knowing what those values are, our people will have a greater feeling of confidence in what they're doing."**

**MR:** You may be aware that the Board has directed a consolidation of our contracting function. I've strongly recommended that it be given autonomy. That probably will mean moving a big piece of Materiel's contracting activities out of Administration and possibly some second-order effects.

We're also looking at the organization, mission and functions of General Services. We have an opportunity to respond to change there and to assess how we can best meet our customers' needs.

Human Resources is committed to some comprehensive process improve-

ments that may dictate changes in that organization. Information Technologies Services also is involved in a very important self-assessment, with the help of Management Audit Services, that could change how it provides service.

**MF:** Will these changes mean fewer employees in Administration?

**MR:** I don't see a reduction in force. But, if we plan ahead well, there'll be opportunities for streamlining and we'll be able to shape those opportunities so that they're win-win situations that won't have to hurt anyone. Change may be uncomfortable, but it doesn't have to be life-threatening.

## Morale and performance

**MF:** What effect can Administration have on employee morale and performance?

**MR:** Administration affects every employee in the MTA. One example is the weird rules our employees sent in. Many were in the area of Human Resources. They were "dis-satisfiers." Solving those problems may not make people happy, but it will keep people from being unhappy. HR is committed to eliminating those dis-satisfiers.

People are happier when things work properly and they have the tools and processes with which to work. Administration has a lot to do with making things work and providing tools and processes. But, more broadly, we in the MTA need to change our attitude by focusing on the mission, focusing on the positives and not letting the negatives overwhelm us. After all, we're doing a lot of great things to feel good about!

## Making an impact

**MF:** Where or how can you and your department make the biggest impact on the MTA?

**MR:** Administration serves mostly internal customers. If we do our jobs well, we'll enable those who serve the external customers to do their jobs well, and we'll all succeed.

**MF:** Describe for us your personal goals for Administration.

**MR:** For me, personally, it's to provide stable, consistent leadership my employees can count on. Secondly, we need to stay focused on the mechanics of our jobs and not on the politics.

We need to shape change so that it helps us accomplish our missions. We must establish a professional relationship with the Board. I also want to gain the trust of my customers, who - as I said - are mostly internal.

Finally, I want to challenge executives and managers to think outside the box -- to think of new ways to provide our services more cost-effectively and more responsively. The bottom line is to encourage and facilitate a strong customer focus and to help the Administrative team successfully meet its many challenges. ■

# MTA Transit Innovations

*Employee creativity and imagination were on display*

By Bill Heard

On the mezzanine, on the Plaza, even in the East Portal, the dozens of exhibits featured at Headquarters during last month's Transit Innovations Conference were visible evidence that the MTA is a leader among the nation's transit agencies.

Sponsored by Transit Operations, the first-of-a-kind conference, held January 14, included a keynote speaker and nine workshops moderated and presented by MTA staff. The workshops covered such topics as bus and rail technology, the Americans with Disabilities Act (ADA), making the MTA a great place to work, and putting customers first.

"The conference was intended to show that we value innovative thinking and that we're willing to share ideas," says Ellen Levine, executive officer, Transit Operations. "We want to encourage employees to step outside the box and explore new, creative approaches to problems."

"At the same time, we want to encourage employees to help each other succeed by sharing and borrowing ideas," she says. The conference is part of Transit Operation's 100-day action plan commitment to "hold employee forums to discuss service quality improvement."

### Innovation on display

Many innovative products and services were on display in the 40-plus booths that made up the "Marketplace of Ideas" — a mini-trade show of the latest in bus, rail and maintenance technology.

Throughout the Marketplace, computers winked and hummed as more than 500 visitors browsed through exhibits that included the Corporate Transit Partnership's ARTI, an automated telephone service that provides travel itineraries by phone and FAX.

The complexities of anti-lock braking systems for buses were explained at one booth, while radial tires designed especially for the heavy-duty demands of city bus fleets and passenger-friendly rail ticket vending machines were on display nearby.

In another corner, employees were eager to discuss the MTA's successful Zero Tolerance anti-graffiti programs. On the



Anita Vigil, Division 1 analyst, presented the MTA's elementary school anti-graffiti program at the Community Focus workshop.

mezzanine, art from the bus decal competition was on view to passersby.

### Automated voice

One frequently visited exhibit displayed the Automatic Voice Annunciator, a passenger information system that provides both pre-recorded voice and visual text display announcements. Messages include route, destination, courtesy and safety information. The MTA will soon have 50 buses equipped with the system.

The more people-oriented exhibits included information on preventing back injuries, labor relations, the Manager's Award Program, and a booth on "hot topics" in the Workers' Compensation Program.

While the Marketplace was in progress, more than 250 employees were attending workshops that were scheduled throughout the day.

### Tips for operators

Participants in the ADA workshop learned to appreciate how failing eyesight affects a person's mobility. The Braille Institute offered tips on what bus operators should know about visually impaired passengers.

In the Customer First workshop, presenters discussed a number of efforts the MTA is making to encourage ridership and



Skip Haynes (r.), equipment engineering manager at the Regional Rebuild Center, demonstrates the multiplex wiring system for Charles Stark, executive officer, Metro Rail Construction.

public interest in the county's transit system. One such effort, sponsored by the Northern Operating Region, is a Ridership Advisory Committee composed of a cross-section of citizens who meet semi-monthly with MTA officials.

### Local Initiatives

Another initiative aimed at getting local merchants and the public involved with the bus system is the proposed "Adopt-a-Stop" program. This program would expand the new Bus Stop Cleaning Program to encourage business owners and others to sponsor and pay for the cost of keeping bus stops clean.

Some 30 employees got a crash course on various MTA outreach programs during the Community Focus workshop led by Tony Chavira, deputy executive officer, service quality. The workshop included presentations on the MTA's elementary school anti-graffiti program and the Transit Police TOPS (Transit-Oriented Problem Solving) program.

In the High Performance Team workshop, presenter Richard Hunt described the characteristics of a good team as one whose members have common goals, strong principles and values, is strongly people-oriented, gives recognition and produces measurable results.

Employees determine what the public



Northern Region General Manager Jon Hillmer gives opening remarks during a workshop on "Putting Our Customers First."

thinks of the place they work, participants were told during the workshop on making the MTA a great place to work. The group discussed a number of ideas to improve morale and productivity.

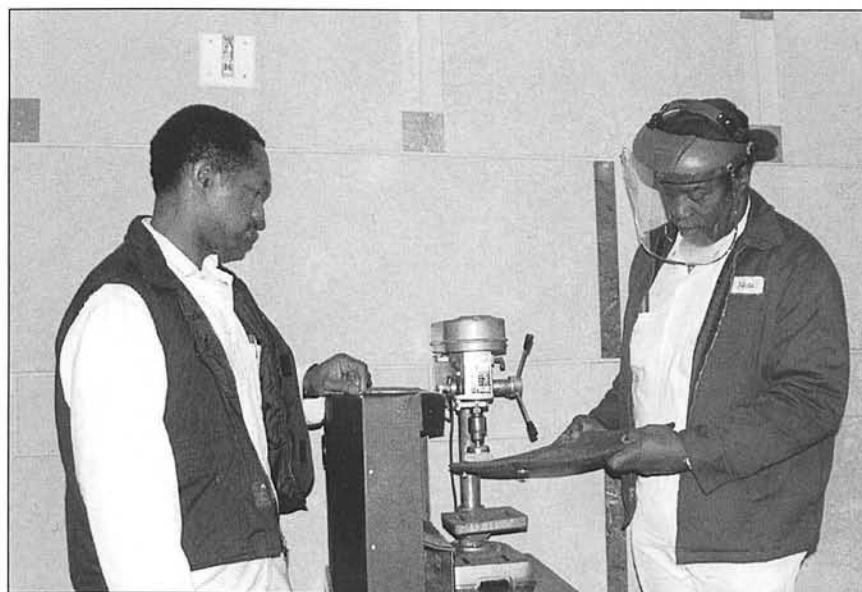
"We want to make the Transit Innovations Conference an annual event," says Levine. "Ideas presented here can save money and increase productivity. Our customers will see a difference in the quality of the service we provide because of the ideas presented at this conference." ■

# Innovations Conference

are displayed in dozens of exhibits, workshops



George Karbowski, equipment engineering supervisor, was in charge of a display of LED bus lighting systems.



Leonard Bevelle (r.), mechanic leader at Division 18, and Eddie Caldwell, mechanic leader at Division 5, showed how graffiti is burnished off bus seats.



Ike Alison figured it could be done with mirrors. Fluorescent lights. Twenty-two batteries. Four little wheels. And a mop handle.

So, Alison, a mechanic leader at Division 8, put 'em all together. The result was a rolling mirror that a service attendant could slip under a CNG bus to inspect the fuel tank and shield quickly and efficiently.

It was an ingenious solution to a problem that cropped up last August following the rupture of a CNG tank during refueling. No one was hurt, but the MTA put new safety measures into place to prevent possible injuries.

Those measures include a mandatory inspection of the CNG tank and shield prior to fueling a bus. Closer, more

## Invention by necessity

*Ike Alison's rolling mirror saves time in CNG bus inspections*

detailed inspections also are required at the 1,000-mile brake adjustment and at the 6,000-mile general inspection.

"We needed a more efficient way to check the CNG tanks and shields for damage than taking them into the shop and inspecting them from the pit," says John McBryan, service operations manager at Division 8. Such an inspection would add at least 20 minutes to the fueling procedure – an unacceptable delay.

"Ike was very innovative," McBryan says. "He created a great tool to inspect the buses, and it takes only five minutes."

### Third version

Alison's current design for the inspection mirror is actually the third version he's constructed. His first attempt, a modified bus mirror on wheels, was too small. Next, he combined a larger mirror with a spotlight, but it was awkward to use.

The final version has two fluorescent lights mounted over a large mirror. The lights are powered by 22 D-cell batteries that can operate for about two weeks

between recharges. A metal mop handle was adapted as the handle for the device. Attached to the handle is the power switch.

"Now the service attendant can clearly see any damage to the shield or the tank," Alison explains. "He'll report it to the supervisor and they won't refuel the bus until it's been thoroughly checked by maintenance."

Alison's inspection mirror was on display in January at the Transit Innovations Conference, along with such high-tech equipment as the Automated Passenger Information System (talking bus).

Various versions of the inspection mirror already being are used at Divisions 18, 10 and 15. And it's gaining a following at other transit properties.

Paul Revere Transit of Boston, for example, has ordered one for inspecting its buses. "We want one. We don't care what it costs," an official told McBryan.

The next step? The inspection mirror is being considered for mass production by the Regional Rebuild Center. ■

## CUSTOMER FIRST CONFERENCE

**Editor's Note:** The MTA sponsored a Customer First Conference at the Headquarters Building, February 6 and 7. The conference focused on consumer issues facing the transit industry. A full report will be published next month in Metro Family.

## Tools for creativity

*Want to know more about being creative? Here's a list of current books and computer software to choose from.*

### Books:

*Think Out of the Box* by Mike Vance and Diane Deacon (Career Press, \$25). Tips and techniques.

*What a Great Idea!* by Charles Thompson (HarperCollins, \$14). Real-life examples illustrate key steps to creativity.

*Tinkertoys: A Handbook of Business Creativity* by Michael Michalko (Ten Speed Press, \$18).

### Software:

*IdeaFisher PRO* (IdeaFisher Systems, Inc., \$190). An "idea thesaurus" connecting more than 65,000 ideas, concepts and phrases you may need.

*Inspiration* (Inspiration Software, Inc., \$129). Easy-to-use diagramming allows you to build idea maps, free charts, outlines and proposals, etc.

*Mindlink Problem Solver* (Mindlink Software, \$299). Enter a thought and the program offers a barrage of questions, concerns, ideas and possibilities designed to help define your goals and outcomes.

# MTA affirmative action programs continue as Proposition 209 faces court challenge

When voters overwhelmingly approved the California Civil Rights Initiative – Prop 209 – last November, Governor Wilson issued an executive order prohibiting “any discrimination or preferences based on race, gender or ethnicity in any equal opportunity program” affecting public employment, education or contracting by state-funded agencies.

Opponents persuaded the courts to delay implementation of Prop 209, but government agencies that have for years operated affirmative action programs were confused and concerned.

The MTA Board voted to oppose Prop 209, but the agency is one of many that could be affected if and when it takes effect.

Gail Charles, director of Equal Opportunity Programs, says such programs are still needed. An MTA study completed in early 1996 found evidence of historical discrimination against minority- and women-owned businesses by contractors seeking MTA contracts.

### Taking action

The agency’s 40-member Equal Opportunity Programs Department is taking action to comply with Prop 209, while at the same time ensuring fair and equal opportunity for small businesses.

Charles notes that Prop 209 contains an exception for actions that must be taken by agencies like the MTA to maintain eligibility for any federal funding programs.

“The majority of MTA programs involve funding from the federal government,” she says. “As a result, we’re required to have an affirmative action program.”

That’s the DBE (Disadvantaged Business Enterprise) program, and it has a minimum 10 percent threshold for disadvantaged business involvement in federally funded contracts. The MTA Board has set an overall goal of 23 percent for DBE participation, with sub-goals of 28 percent for construction contracts and 18 percent for professional services.

Bidders who don’t meet those goals must demonstrate good faith efforts or run the risk of being disqualified from receiving an MTA contract.

One MTA program does fall under the provisions of Prop 209 – the state and local MBE and WBE program.



Gail Charles, Director Equal Opportunity Programs

MBE (Minority Business Enterprise) has a 15 percent minority participation goal. WBE (Woman-owned Business Enterprise) has a five percent goal.

Charles’ department conducts an active outreach effort for the MBE and WBE programs by participating in vendor fairs, job fairs and contracting seminars.

In anticipation of possible court approval of Prop 209, the Board last November approved the development of a new affirmative action program called SBE (Small Business Enterprise).

“SBE is completely race and gender neutral,” says Charles. “It will be based on company size and economics and is tailored after a similar federal program that established the criteria for small businesses.”

The MTA is working closely with the Transportation Business Advisory Council (TBAC) to develop the SBE program. Mandated by the MTA’s enabling legislation (AB-152), TBAC’s members represent 26 local organizations, including the Black,

Native American, Asian and Latino business associations.

As currently envisioned, the MTA’s new SBE program would be open to any small business – not just minority- or women-owned companies – that meet the small business guidelines. This is expected to expand the number of companies now eligible for MTA contracts.

### Expanding the pool

“We wouldn’t be diluting the pool of those who are eligible,” says Charles. “We would be expanding it by widening the group of those eligible for the program.”

Firms currently enrolled in the MTA’s MBE or WBE programs needn’t fear a return to discriminatory practices if the new SBE program is implemented, says Charles.

“That would still be illegal,” she declares. “We’ll help those companies become even more competitive and we’ll encourage contractors to continue to use a diverse pool of small businesses as subcontractors.”

The SBE proposal is expected to be presented to the Board at its March meeting. The Board then can decide to approve the program for immediate implementation, or to wait until the fate of Prop 209 is determined before implementing the program. ■

## YOUR Computer

By Jim Brainerd, Deputy Executive Officer, ITS



The MTA’s Internet and Intranet are alive and well. These separate, yet complementary services, bring to your desktop a multi-

tude of research and reference materials – opening a gateway to the world.

The external Internet and the internal Intranet are jointly administered by Information and Technology Services and MTA Marketing. Their purpose is to disseminate information within and about

the MTA at virtually no cost.

MTA information now available to the general public includes a daily position update for the Metro Red Line tunneling machines, news releases, all MTA bid solicitations, employment vacancies, and the MTA Board agenda and schedules.

Schedules for the MTA’s bus and rail lines, as well as a new look for the MTA’s Home Page, were prepared for the “official” Grand Opening of the Web Page earlier in February.

### Internet access

MTA employees who need access to the Internet can complete a form available from the ITS Help Desk. Executive Officer authorization is required prior to installation of the necessary software and access to the Internet.

Services currently provided on the Internet connection include the ability to electronically mail documents worldwide,

“surf” or “browse” documents on the Web, transfer large data files between the MTA and other agencies, and to access remote computer systems.

Your access to the Internet is governed by a special computer known as a “firewall.” This computer records all transactions by MTA employees with the Internet and forwards special reports to the Internet Project Team.

Each day, a team member reviews the reports to verify that all sites on the web visited by MTA employees are appropriate for business purposes. If a visited site does not pass this test, a warning message is sent to the employee.

### Disciplinary action

If the employee continues to visit this or similar sites, the employee’s supervisor will be notified. Continued visitations will result in termination of the employee’s Internet privileges or other disciplinary

actions.

In the near future, members of the Internet and Intranet Project Team will install software on every PC in the Gateway Building to give employees access to the MTA’s Intranet. Outlying offices also will be brought on the system as quickly as possible.

Plans for the Intranet include a searchable interactive telephone directory, access to current MTA policies and procedures, information about the Credit Union and other employee activities. When the system is implemented, the MTA will be one of the few agencies nationwide that has information of general interest to its employees available at their fingertips.

For further information about the Internet or the Intranet, contact your department head or your department’s Internet coordinator. ■



# Where eagles dare – Fuhrman's there

Rideshare coordinator has a 'fowl ball' photographing the world's exotic birds

By Frank Harper



Jau Fuhrman pauses by a waterfall in Venezuela.

Riding the 437 to Gateway Plaza, Jay Fuhrman stares out the window and dreams of tanagers and spoonbills, of kingfishers and macaws. His thoughts wander to Costa Rican rain forests, to Peruvian Galapagos – exotic and remote corners of the world where he has viewed and photographed birds in their natural habitats.

Fuhrman's natural habitat is the MTA, where he serves as the employee transportation coordinator in the Human Resources Department. He's the person to see about carpool and vanpool options and Metrolink vouchers.

Sitting in the Headquarters cafeteria after the New Year's vacation and feeling a bit jet-lagged, Fuhrman recounts tales of his latest journey to Trinidad and Tobago and of his adventures in far-off lands.

"The type of birding I do can be fairly intense and quite challenging," he says, dispelling the stereotypical view that birdwatching is a pastime for the faint-hearted. To illustrate that point he recounts some of the more difficult hazards he's faced.

## Not for the faint-hearted

"Many birds are very secretive or live in remote, hard-to-reach places," he says. To reach those birds he's trekked through jungles and climbed mountain peaks. Pursuing an albatross, a bird found only on the open ocean, Fuhrman had to endure rough waters and a severe bout of seasickness.



Swallow-tailed gull, Galapagos Islands. This picture won first prize in the 1995 Los Angeles Audubon Society photo contest.



Red-shouldered hawks. Adult and two young nesting on the U.C. Irvine campus, Orange County.



Snowy egret. A coastal bird photographed in Newport Bay, Orange County.



Long-eared owl. Photographed in Anza-Borrego State Park, San Diego County.



Steller's Jay, found in the Western mountains of the U.S. Photographed near Mt. Pinos.



Great blue heron, a marsh bird of South Florida.



Yellow warbler. Photographed near the Colorado River in eastern California.

He's also been known to race off on short notice to Northern California or to Arizona when a sighting of a rare migratory bird is posted on an Internet "hot list."

Fuhrman's interest in birding began during his teen years. Family vacations to California parks spurred his appreciation for the wilderness and bird life.

"Birders keep 'life lists'—records of all the species they've observed," he says. "So far, I'm at about 1,600 species. I hope eventually to reach six thousand."

An ambitious goal, since there are approximately 10,000 bird species around the world.

## Birders' paradise

"South America and Central America are definitely birder's paradise!" says Fuhrman. "Thirty percent of all birds are found there and the region offers the most diversity and beauty."

His journeys have led him to Venezuela, Ecuador, the Caribbean Islands, as well as to Costa Rica and Mexico.

Fuhrman has discovered that he's not the only birder at the MTA. He was joined on his Trinidad and Tobago tour by Bruce Moore, MTA Human Resources analyst.

As an offshoot to his birding adven-

tures, Fuhrman has developed into an expert photographer. His prize-winning bird photographs have been published in wildlife magazines, and his photos accompany this article. To create some of their pictures, Fuhrman and his brother, Joe, have constructed a small water refuge in Riverside County that serves as an outdoor photo studio.

Despite his own strenuous efforts to capture exotic birds on film, birdwatching is an easy hobby for the novice, says Fuhrman.

"It can be as casual as a Sunday walk in the park," he says. "Local chapters of the Sierra Club and the Audubon Society are good places to begin. These groups offer easy escorted field trips to local habitats. It's a hobby you can do at any pace."

## Rideshare enthusiast

Fuhrman brings the same enthusiasm to ridesharing that he has for his hobby.

"Providing opportunities for ridesharing is a great recruitment tool, a wonderful benefit!" he says. "We're able to get people to work here at the MTA from Ventura, Antelope Valley and San Diego."

"I'm also glad my rideshare work, and the cleaner air that results, can make a direct impact towards improving the environment for local and migrating birds," Fuhrman adds.

Although he's just back from his most recent trip, Fuhrman is planning ahead to future adventures – looking over his life list and dreaming of locales and birds that fill him with wonder and awe. ■

# First class of MTA frontline supervisors graduates from new 14-week course

With certificates in hand, the first graduating class of the MTA's new frontline supervisor training program gathered for one final session, January 22, at the Gateway Headquarters Building.

Their 14-week training course completed, the graduates – who included employees from departments throughout the agency – shared recollections, said their goodbyes, and promised to keep in touch.

Administered by the MTA's Employee Development department, the program drew first-time supervisors, such as Jo Derry of Human Resources, and veterans like Cynthia Garrett, a senior Transportation Operations Supervisor at Division 3.

"This was a thought-provoking, highly interactive program that balanced theory and real-world, MTA applicability," says George Nickle, MTA training coordinator. "The fact that we had such a diverse group of people made the class much more interesting and rich."

## Program topics

Derry and Garrett had high praise for the training program. Topics included

communication skills, motivating employees, handling conflict, stress management, decision making, and counseling and disciplining employees.

"I've already been able to implement what I learned," says Derry. In particular, she mentions "The Four Basics" given to the class by instructor Dr. Jackie L.

Schwartz of UCLA's extension program.

"Everyday, I face situations where I repeat to myself the Four Basics of Supervision: 'First! Firm! Flexible! Fair!'" she says. "First, set the tone. Be firm, set the standards. Be flexible, assume the best of people. And be fair, share the credit."

"It was an excellent class," agrees

Garrett, who has 18 years of service with the MTA. "It gave me some new insights into dealing with customer complaints, especially in light of the MTA's Customer First philosophy."

## New trends

Garrett, who has attended other formal training courses, enrolled in the frontline supervisors' class to keep up with new trends in supervision.

"You can't assume that classes you've taken in the past are still relevant to today's world," she says. "Working conditions and people change. So do ideas about managing."

Nickle points out another benefit the class provides. It helps break down communication barriers that often exist among MTA staff, such as those between Headquarters and the operating divisions, and among different levels of the agency's management.

Funded, in part, by a grant from the Federal Transit Administration and administered by UCLA Extension Custom Programs, the course will be offered to MTA supervisors on an annual basis.

For additional information, contact George Nickle, at 922-7112. ■



Pictured in this photo of the first supervisors training class are, seated from left, Diane Perrine, Suzanne Schmutzler, Dave Ulmer, Cynthia Garrett, Luis Alcantar, Ellis Kyles, Mace Bethel, Alan Clark. Standing from left, Administration Executive Officer Michal Robinson, Carl Benyo, Fran Louis, Jim Davis, Jo Derry, Cristobal Medina, Kathleen Sanchez, Joseph White, Gladys Lowe, Jim Cohen, Rose Johnson, Employee Development Coordinator George Nickle and Dr. Jackie Schwartz, UCLA instructor / Photo by Frank Harper.

## Linda Bohlinger's CEO Hotline

As interim CEO, I'm pleased to continue the CEO HotLine. The HotLine is a valuable way for the CEO to "keep an ear to the ground" for employee concerns. Supervisors, of course, remain the best source of information and the first place an employee should take his/her concerns. Here are some recent inquiries.

**Q.** As a supervisor, I was recently required to serve a member of my department with court papers sent to me by the Board Secretary's office, which had accepted the document from a process server. I don't think it's right to require

me, or any supervisor, to serve an employee with legal papers. It has nothing to do with the MTA, and it affects working relationships and morale.

**A.** Interesting question! According to the Board Secretary's office, the MTA accepts court documents only after service has been attempted at an employee's home. This prevents process servers from showing up on buses or at an employee's worksite. That would be disruptive and, perhaps, unsafe.

Since it would not be feasible for the small staff in the Board Secretary's office to deliver documents to employees at all the MTA's field offices, supervisors are required to assist. This helps assure that employees receive and acknowledge receipt of court papers. This is protection for the employee, who otherwise might be in violation of court deadlines.

I realize that the document service process may be uncomfortable for some

supervisors, but it has worked well for the MTA, its employees and the legal community. Thanks for your concern.

**Q.** The MTA should make a greater effort to inform the public about the special transit programs available to them. I include Dial-a-Ride and other free services available to the handicapped and elderly. What's being done?

**A.** Thanks for asking. The 1-800-COMMUTE number has been publicized extensively by the MTA's Marketing Department for more than two years, as have contact numbers for local Dial-a-Ride programs and other service information for seniors and the disabled. You may be aware that such programs are operated by local cities, not the MTA.

Access Services, however, is a separate agency funded by the MTA to provide transportation for the disabled under ADA guidelines. Since it provides transporta-

tion only to qualified disabled persons and not to the general public, promotion of its service is handled through organizations that serve the disabled.

**Q.** The forms for the Employee of the Month program say a director cannot be nominated. My department has an excellent director and I don't think that rule is fair. Let's recognize our directors, too.

**A.** You make a fair point. Studies have been made of employee recognition programs that include recognition of senior managers along with employees. They show that such programs are viewed with suspicion by the rank-and-file. Senior managers also seem to dominate those programs. Senior manager recognition programs usually are operated separately, and we are reviewing ways to recognize them for their good work. Thanks for your question. ■

# All In The Family

## TRANSITIONS

**Akiike, Norimasa**  
Elec Comm Tech to  
Elec Comm Tech Ldr

**Aldana, Paul A.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Ambrosich, Gary F.**  
Mec "A" to Facil. Inspectr

**Anderson-Burns, Shannon D.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Anderson, Walker**  
Sys Elect Comm Tech to  
Sys Elect Comm Tech Ldr

**Avoundjian, Edward**  
Trans Tech Plnr II to  
Sched Sys Anlst

**Bagwell, Frederick D.**  
Bus Opr (P/T) to Train Opr (F/T)

**Benites, Alden B.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Berg, Linnea K.**  
Transp Proj Plnr II to Admin  
Anlst

**Bevelle, Leonard N.**  
Mec "a" to Mec "a" Ldr

**Bingham, Everett D.**  
Bus Opr (p/t) to Bus Opr (f/t)

**Bojorques, Diane T.**  
Cust Serv Agnt II to  
Sr Cust Serv Agnt II

**Bowers, David T.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Broussard-Hamilton,  
Georgia M.**  
Asst Bld Sec to Legl Serv Mgr

**Bruce, Michael L.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Castro, Jose**  
Serv Atnd to Serv Attn Ldr

**Chaves, Julio C.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Chaves, Robbi L.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Chawdhry, Zahra**  
Microcomp Apps Asst to  
Dept Sys Asst

**Chin-Pak, Cynthia**  
Programmer Asst to  
Programmer

**Clark, Debra A.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Clark, Rodger J.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Coar, Lawrence A.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Colston, Marion J.**  
Strat Pln Mgr to Org Dev Mgr

**Davis, Kevin**  
Bus Opr (P/T) to Bus Opr (F/T)

**Dawson, Rodney J.**  
Dep Exe Ofer Tech, Op to  
Dep Exe Ofer, Finance

**de la Cruz, A. Ralph**  
Dep Exe Ofer, Oprns to  
Rail Gen Mgr

**Demello, Dorothy P.**  
Bus Opr (P/T) to Bus Opr (F/T)



**Board Secretary Helen Bolen retired January 6, ending a 30-year career at the MTA and its predecessor agency, the SCRTD. Janne Nielson was named acting Board secretary until an interim replacement is announced.**

**Charles Stark has been named Interim Executive Officer, Metro Rail Construction. Previously, he had been the deputy executive officer responsible for the Segment 3 Metro Red Line construction linking Hollywood and North Hollywood. Stark has more than 26 years' experience in transportation engineering.**

**Derry, Josephine T.**  
Sr Sec to Ofc Supervisor

**De Silva, Perumadura**  
Bus Opr (P/T) to Bus Opr (F/T)

**Devlin, Kevin T.**  
Bus Opr (P/T) to Train Opr (F/T)

**Domingues, Albert**  
Bus Opr (P/T) to Train Opr (F/T)

**Easter, David K.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Farias, Gerardo J.**  
Bus Opr to Trans Oprns  
Supv

**Finnegan, Stephen A.**  
Transp Prog Mgr IV to  
Area Team Dir

**Flores, Rosalva**  
Bus Opr (P/T) to Bus Opr (F/T)

**Fontanes, Jeffery R.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Frawley, Renee**  
Serv Oprns Mgr to Serv  
Oprns Dir

**Garcia, Eduardo U.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Garcia, Phillip V.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Giannetti, Gianni**  
Sr Tran Police Ofer to  
Tran Oprns Emerg Disp

**Golden, Theral**  
Serv Oprns Mgr to Serv  
Oprns Dir

**Harris, Billy J.**  
Serv Oprns Mgr to Serv  
Oprns Dir

**Haynes, Larry S.**  
Bus Opr to Trans Oprns  
Supv

**Hernandez, Miguel A.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Hittinger, Myron F.**  
Serv Oprns Mgr to Serv  
Oprns Dir

**Hollis, Harold**  
Serv Oprns Mgr to Serv  
Oprns Dir

**Ikeda, Randal**  
Sr Admin Anlst to Chief  
Admin Anlst

**Impiasso, Thomas J.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Jobe, Shanta L.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Julio, Arturo Y.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Kennedy, Michael D.**  
Print Prod Estmr to Print  
Serv Supv

**Khous, Jason**  
Trans Police Ofer (Trn) to  
Trans Police Ofer

**Knott, Susan**  
Sr Sec to Exe Sec

**Kwan, Kitty**  
Sys Proj Ldr to Sys Proj Mgr

**Lalla, Richard D.**  
Mec "a" to Mec "a" Ldr

**Lee, Byron K.**  
Spec Asst to Exe Ofer to  
Chief Admin Anlst

**Lensch, Martin G.**  
Serv Oprns Mgr to Serv  
Oprns Dir

**Lewis, Patricia A.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Lim, Regina A.**  
Sys Proj Ldr to Sys Proj Mgr

**Looper, Linda D.**  
Cash Clrk to Cash Clrk/Mopr  
Waxr

**Martines, Hector M.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Maycott, Robert P.**  
Tran Pol Ofer (Trn) to Tran  
Pol Ofer

**Maynetto, Guillermo E.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Montero, Jose T.**  
Bus Opr (P/T) to Bus Opr  
(F/T)

**Morris, Joyce E.**  
Asst Buyer to Buyer

**McGowan, Elisabeth**  
Comm Ofer to Sr Comm Ofer

**McElhattan, J.J.**  
Sys Proj Ldr to Sys Proj Mgr

**Moore, Reginald T.**  
Bus Opr (P/T) to Bus Opr  
(F/T)

**Morelli, Abdallah**  
Tech Anlst to Sr Admin Anlst

**Moreno, Rosemary**  
Bus Opr (P/T) to Bus Opr (F/T)

**Munoz, Alejandra**  
Gen Clrk to Cust Serv Agnt I

**Myers, Philip H.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Nivero, Noel C.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Ortiz, Margarita A.**  
Admin Aide to Exe Sec

**Peniche, Ramon H.**  
Bus Opr (P/T) to Train Opr (F/T)

**Phan, Tu**  
Bus Opr (P/T) to Train Opr (F/T)

**Phung, Lathy N.**  
Prog Asst to Progmnr

**Procencio, Richard R.**  
Sup Serv Supv to Chief  
Admin Anlst

**Quay, Donna M.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Rhambo, Exwell**  
Bus Opr (P/T) to Bus Opr (F/T)

**Richie, April L.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Roberts, John W.**  
Serv Oprns Mgr to Serv  
Oprns Dir

**Roberts, Reginald**  
Bus Opr (P/T) to Bus Opr (F/T)

**Robero, Marco A.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Rodriguez, Juan A.**  
Equip Serv Supv to Tran  
Oprns Supv

**Rodriguez, Robert**  
Bus Opr (P/T) to Train Opr (F/T)

**Rodriguez, Saul**  
Tran Police Ofer (Trn) to  
Tran Police Ofer

**Sahler, Joseph D.**  
Bus Opr (P/T) to Train Opr (F/T)

**Saint-Cyr, Frederick G.**  
Sys Proj Ldr to Sys Proj Mgr

**Sandoval, Alexis M.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Schmermund, Rosalie C.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Scott, John S.**  
Sys Proj Ldr to Sys Proj Mgr

**Simmons, Martha**  
Bus Opr (P/T) to Bus Opr (F/T)

**Smith, Xiomara A.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Steinbeck, Richard R.**  
Comm Ofer, to Sr Comm  
Ofer

**Stern, Guadalupe Q.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Sutton, David H.**  
Comm Rels Mgr to Mkt Mgr

**Taylor, Alvin J.**  
Serv Oprns Mgr to Serv  
Oprns Dir

**Torre, John A.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Towensend, Roslyn D.**  
Equip Serv Supv to Chief  
Admin Anlst

**Trejo, Henry**  
Bus Opr (P/T) to Bus Opr (F/T)

**Varughese, Mathew**  
Microcomp Apps Asst to  
Dept Systems Asst

**Villanueva, Jose D.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Weaver, M. L.**  
Cust Serv Agnt I to Sr Cust  
Serv Agnt II

**Wielandt, Henry J.**  
Asst Buyer to Buyer

**Williams, La'mond**  
Tran Pol Ofer (Trn) to  
Tran Pol Ofer

**Williams, Tonya A.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Wilkinson, Paul J.**  
Sys Proj Ldr to Sys Proj Mgr

**Wilson, James T.**  
Mec "a" to Mec "a" Ldr

**Wilson, Leslie A.**  
Wrks Comp Coord to Wrks  
Comp Anlst

**Woods, Debra K.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Wu, Danny**  
Trans Anlst to Admin Anlst

**Wyatt, Ricky J.**  
Bus Opr (P/T) to Bus Opr (F/T)

**Yamato, Stacy**  
Comm Ofer. to Sr. Comm Ofer

**Young, Charlotte S.**  
Admin Anlst to Real Est Ofer

**Zaragoza, Armando**  
Bus Opr (P/T) to Bus Opr (F/T)

**Zepeda, Yaymond H.**  
Bus Opr (P/T) to Bus Opr (F/T)

## RETIREMENTS

**Ashmore, Larry J.**  
Dec '73 to Dec '96

**Bolen, Helen M.**  
Nov '66 to Jan '97

**Castro, Manuel**  
Sept '69 to Nov '96

**Clark, Donald D.**  
Feb '84 to Aug '96

**Crise, Shirley A.**  
Dec '60 to Jan '97

**Goldblatt, Elias**  
Mar '87 to Sept '96

**Gutierrez, Olivia**  
Nov '73 to Nov '96

**Hernandez, Elvira**  
May '73 to Dec '96

**Jackson, Sidney C.**  
Nov '73 to Dec '96

## Suggestion Box

### Editor:

I thought the February 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 99-13-8.

# Metro Family News Briefs



## No. 3 senior operator retires after 38 years

Frederick Hall, a Metro Bus operator for 38 years, retired January 6. He was the MTA's third most senior bus operator.

Hall, 62, who started his transit career as a street car operator in 1959, most recently worked out of Division 5 driving Line 201 from Glendale to Wilshire and Vermont. He was named Bus Operator of the Month for November.

With Hall's retirement, Donald Dube of Division 12 remains the most senior bus operator. Hubert Hayes of Division 18 is Number 2. Replacing Hall in the third most senior spot is Jack Bailey of Division 12. Lonnie Anders of Division 1 is fourth.

Hall and Olga, his wife of 35 years, live in Highland Park. The MTA retiree plans to go back to school to study computers and welding.

## Japan's subway tunnel design to follow Metro Rail example

Following the 1995 earthquake in Kobe, Japanese subway engineers have modified their country's subway tunnel designs to match those being used in construction of the MTA's Metro Rail project.

The Kobe subway, built as lightly-reinforced square tunnels using the "cut and cover" method, was seriously damaged in the 7.2-magnitude quake. Metro Rail tunnels, which were constructed as concrete-lined tubes, sustained no damage in the 6.7-magnitude Northridge quake of 1994.

MTA engineering consultants estimate that Metro Rail tunnels could withstand an earthquake of larger magnitude than the

Kobe temblor. Even so, portions of Segments 2 and 3 located near fault lines have been reinforced to reflect lessons learned from ongoing seismic activity in Los Angeles.

"It confirms what we've been saying from the very beginning," says Dr. Jim Monsees, chief tunnel engineer for EMC, the MTA's subway design consultant. "Our subway is the safest place to be during an earthquake."

## MTA buses blockade KCAL in Hollywood bomb threat

In a scene reminiscent of a movie adventure, MTA buses were summoned to Hollywood, January 25, to blockade intersections and evacuate residents when a man, who said his truck contained 5,000 pounds of dynamite, parked outside the KCAL television studios.

The MTA cooperated with the LAPD by dispatching buses to isolate a 384-block area around the danger zone. Assisting police were MTA operators Francisco Nunez, Tony Cortez, Efrain Serrano, Stanley Allen, Miguel Martinez,

Mary Johnson, Richard Salazar, Dhenniss DeVera, Patricia Dixon, Jose Avalos and Robert Ibarra of Division 7.

TOS Gary Konior of Division 7 and TOS Connie Lussier of Division 3 were stationed at a nearby LAPD command post throughout the crisis.

The man surrendered to police at mid-afternoon, but it was late evening before the bomb threat was revealed as a hoax.

## \$99 million proposed for Metro Rail project

President Clinton has earmarked \$99 million in his FY 1998 budget for Metro Rail construction. Congress must approve the \$99 million if the MTA is to achieve the rail recovery plan submitted to the Federal Transit Administration. The agency had requested \$158 million.

Allocating \$99 million to the MTA emphasizes the administration's commitment to improving mass transit in the region. Sixteen cities competed for the \$634 million reserved in the budget for transportation projects. The MTA's allocation is almost one-sixth of that amount. ■

CM076TR297



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

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