

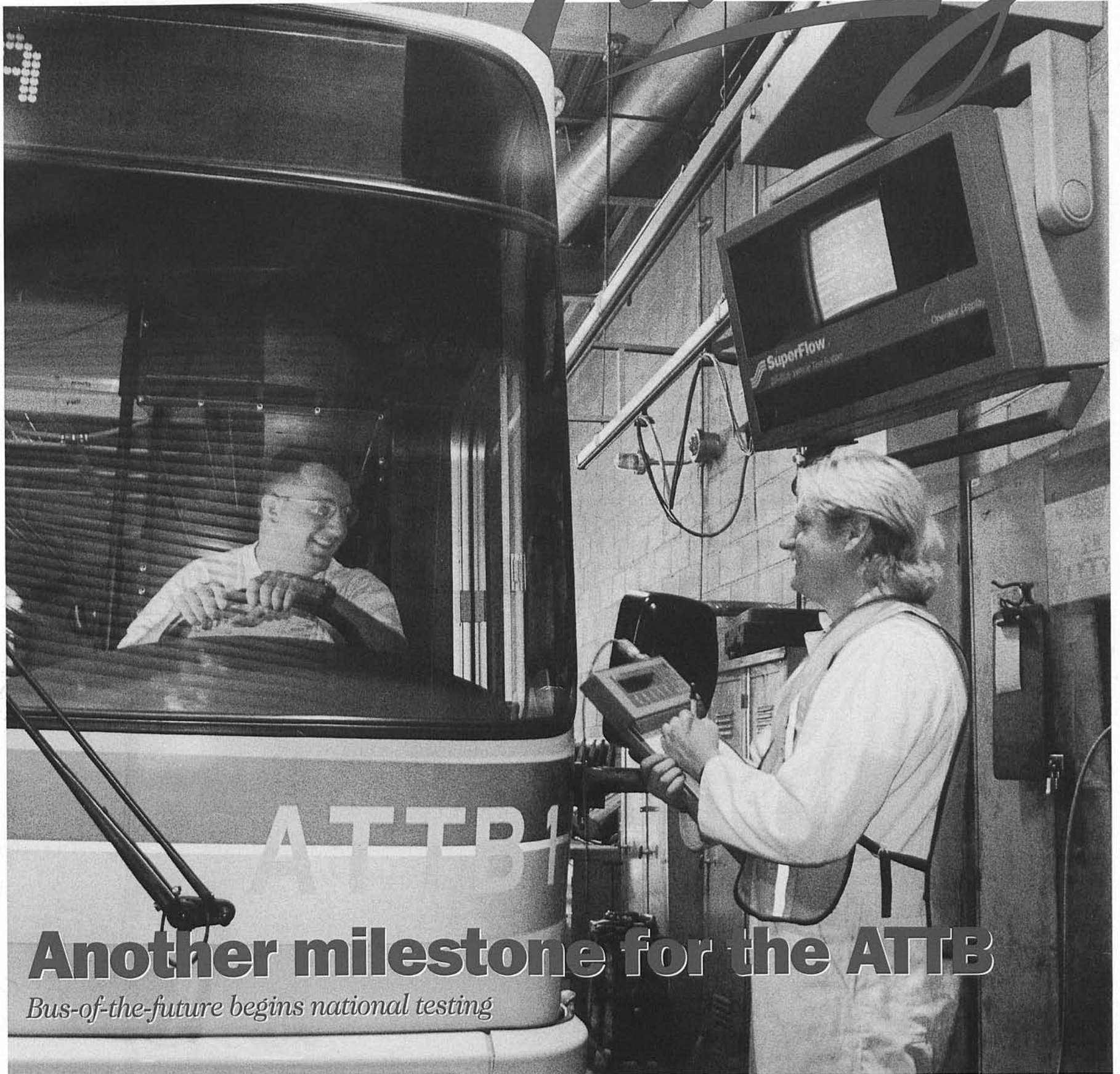
Metro

M Metropolitan
Transportation
Authority

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EMPLOYEE MAGAZINE OF THE METROPOLITAN TRANSPORTATION AUTHORITY

Family



Another milestone for the ATTB

Bus-of-the-future begins national testing

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Cover Photo: MTA Mechanic Doug Creveling (r) checks the stats on the Clark ATTB during a dynamometer test at Division 10. Engineer John Gongola of Northrop Grumman, ATTB prime contractor, is at the wheel.

Metro Family

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

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Sharing My Thoughts

By Linda Bohlinger, Chief Executive Officer



The MTA jumped two big hurdles in July with the successful conclusion of contract negotiations with the UTU and TCU. By avoiding a work stoppage, the MTA and the two unions were able to achieve their goals and reach fair and equitable agreements that will benefit their members. As this was written, we were still negotiating with the ATU, which represents mechanics and maintenance workers.

In the July 15 *CEO Report*, I congratulated the MTA's negotiating team, headed by Raman Raj, and expressed appreciation to UTU General Chairman James Williams and his leadership team for staying at the bargaining table beyond the contract expiration date.

I also want to extend that appreciation to TCU Division Chairman Ray Huffer and his negotiating team. They worked cooperatively with our negotiators to hammer out a mutually beneficial contract.

These two new contracts will allow us to improve the MTA's efficiency and enhance the quality of our customer service, while protecting union members' jobs, wages and benefits. We also can be more competitive by offering our customers a wider range of transit services.

New Board leadership

Playing an important role in the labor negotiations was our new Board chairman, Los Angeles Mayor Richard Riordan.

The mayor took up the gavel, July 1, succeeding Chairman Larry Zarian of

Glendale, who headed the Board for two years.

The mayor immediately set three goals for his term as chairman. He'll work to improve bus service. He'll help get the MTA's fiscal house in order and he wants the MTA to operate more like a business.

On behalf of the MTA, I presented a commemorative plaque to Chairman Zarian during the June Board meeting and thanked him for his courtesy to our staff. Although he stepped down as chairman, he was appointed to head the Board's Finance and Budget Committee.

Federal dollars for MTA

There was good news for the MTA coming out of Washington in July.

First, the House of Representatives approved \$76 million for the Metro Red Line construction project and \$10 million for continued development of the Clark Advanced Technology Transit Bus (ATTB).

Then, the Senate Appropriations Committee voted to allocate \$51 million for the Red Line. Both committees attached strings to their approval, howev-

er, including one that requires the MTA to have an approved rail recovery plan. The Senate bill included \$2 million in ATTB funding.

After the funding measures are considered by the two houses, a joint conference committee will meet to reconcile the differences between the House and Senate bills. Further action is expected in September.

Moving toward PERS

As this issue of *Metro Family* was going to press, the final moves were being made to place non-represented employees, Teamsters Union members and Transit Police Officers Association members under the PERS retirement system.

Eligible employees were asked to make several key decisions in late July to smooth the way for the transition into PERS. Not all eligible employees, of course, have chosen PERS. Some will remain in the MTA retirement plan.

For those who chose PERS, however, the good news is that — after more than four years of negotiations — the effective date was set for August 10. ■

May Employees of the Month



Alice Dickerson
Communications



Ernest Horstmanhoff
Transit Police



Robert Jackson and Richard Steinbeck
RTP&D



Jeff Vergel de Dios
Procurement



Laura Mohr
Metro Construction



Linda Perryman
Executive Office



Robert Ponce
Transit Operations



Hedi Woods
Finance



Vasgen Vartanian
Administration

A guided tour through LA's transit history

Transit historian Jim Walker combs the MTA archives



Seventh Street, looking toward Hill Street, 1936. Even then, traffic was jammed as Red Cars and Yellow Cars vied for space with autos, trucks and parked cars.

Library shelters transit treasures



Transit historian Jim Walker explains the workings of a 1930s Johnson trolley fare box to MTA Librarian Dorothy Gray. The fare box is in the library's collection of artifacts.

MTA Librarian Dorothy Gray, who oversees the transit treasure trove and the library's extensive collections, also possesses a vast knowledge of LA transit history.

She is justly proud of the library's archive. Gray stays in contact with a network of historians and collectors who help her answer questions from patrons and staff and gather materials for the archive.

Gray welcomes donations of materials from individual collectors.

"We've made it known that we like to maintain and collect material. People should know that the material will be well-preserved." ■

By Frank Harper

A back room in the MTA Library on the 15th floor of the Headquarters Building is the attic of public transit in Los Angeles.

The office, its shelves stacked from ceiling to floor, is a repository of photos, historical documents, artifacts and assorted memorabilia gleaned from the companies—both private and public—that for over a century have provided LA with trolleys, heavy rail and bus service.

MTA employees who tour the archives may discover the face of someone from the past at Pacific Electric, at Metro Coach, at any of several transit lines who had their same job.

Jim Walker rises from his desk in the archive and pulls down a storage case of photos marked "Metropolitan Coach Lines." It's a portfolio of trolleys and buses on Hollywood Boulevard in the 1950s. He attaches a yellow Post-it note to the back of the photo to identify it.

Author, historian

Walker is an expert on Los Angeles transportation history. He's the author of *The Yellow Cars of Los Angeles* and one of the founders of the Orange Empire Railway Museum located near Riverside. A retired publisher, he's volunteered to be a consultant to the MTA library.

Three days a week Walker spends a full day sorting through the archives identify-

ing artifacts, photos and other memorabilia. Much of the material, amassed through company and agency mergers, has never been systematically viewed or organized.

"He's probably the most well-informed person on the transportation history of Los Angeles," says MTA Librarian Dorothy Gray.

Unsurpassed knowledge

"His scholarship and knowledge are unsurpassed," says Gray. "He can look at a photo from any era — the 1890s, the Twenties, the Fifties and identify the location, direction, the bus and rail equipment and line numbers. I'm consistently amazed."

Today, Walker is providing us with a guided tour of the archives collections. We pull items from the shelves and he offers comments.

There's a collection of jars filled with transit tokens from Los Angeles and other cities. Walker points out some tokens with a bell insignia.

"These are from the Los Angeles Railway," he says. "Look, Pacific Electric tokens had its initials stamped on them."

There are tokens from the 1984 Olympic Games, from long-defunct LA bus companies, from the New York City subway and San Francisco's BART.

Tell-tale device

We inspect some well-worn, antique fareboxes.

"In the old days, the fareboxes were hand-cranked," says Walker. He points to a curious ball and chain inside the box. It's a gadget called a "tell-tale," a device that falls off if the fare box is tampered with.

We're particularly captivated by old issues of employee magazines from predecessor companies: *Two Bells*, from the Los Angeles Railway in the 1920s, *The Emblem*, a 1950s edition from the first MTA, and *Metro Coach News*, published by Metropolitan Coach Lines in 1956.

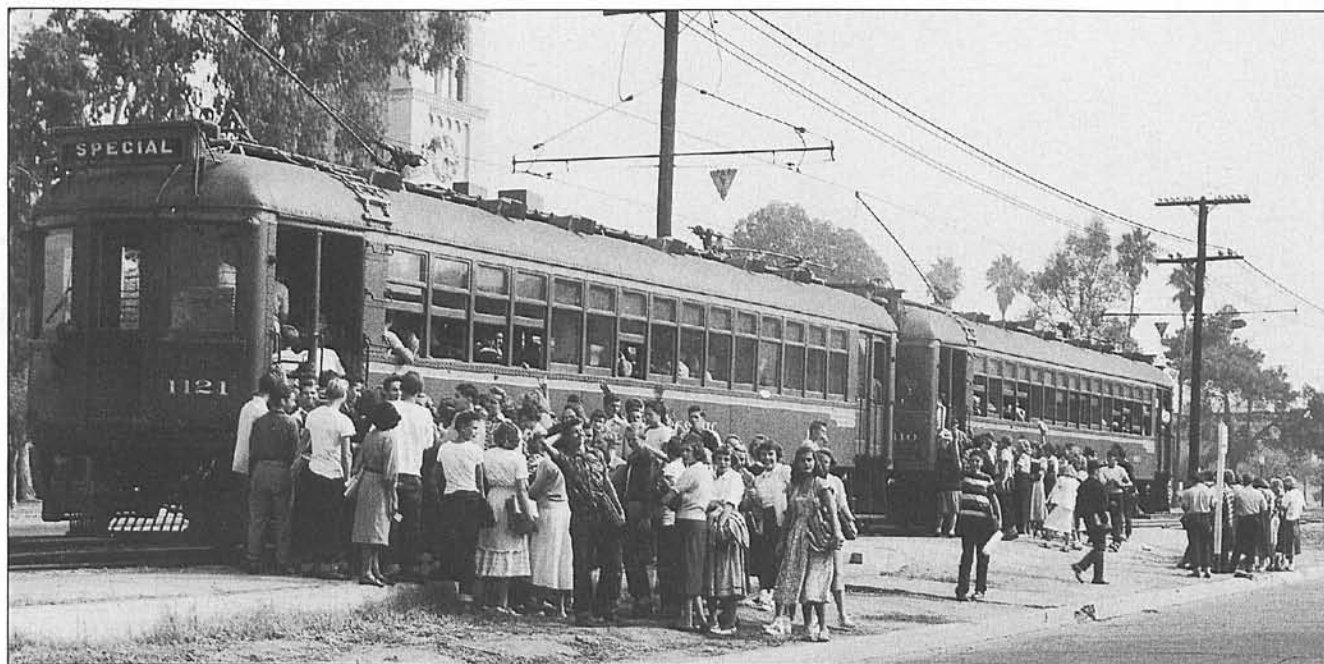
Dragon parade

Some boxes contain old uniforms, and operator's route lists known as "paddles." There's a photo of what appears to be a frontier town. Upon closer inspection however, a Chinese dragon parade winds through the single street.

"That's Chinatown in the 1870s," says Walker. "That's now the site of Union Station."

In addition to preserving LA's transit history in print, Walker has helped sustain the region's rail legacy as a founder of the Orange Empire Railway Museum. Located in Perris near Riverside, the museum contains many artifacts as well as 150 trains and trolleys, including LA Red Cars and Yellow Cars.

On October 25 and 26, the museum will stage its Fall '97 Rail Festival. Many of the historic trains will be in operation. ■



Students in the 1940s wait after class to board the Red Cars stopped along Fair Oaks Avenue in South Pasadena.

Wanted: Great ideas and suggestions...rewards offered

MTA introduces Employee Suggestion Program

You do your job well and know ways to improve things around here, right?!

You've thought or maybe told your co-workers, your spouse, your friends, even your boss:

"If only they'd do it this way...."

Hey, how'd you like to earn a reward for that idea?

ESP (Employee Suggestion Program) wants to give you cash for good ideas.

You deserve a reward!

Innovative and creative ideas that save the MTA money or generate revenue, increase productivity, improve work processes, improve service, increase safety, improve working conditions or improve the image of the MTA are eligible for cash prizes.

ESP=\$\$\$

Submit suggestions on ESP forms. They're available at the mail distribution area on each floor at the Headquarters building or in the kitchen at all operating divisions and offsite locations.

The ESP Committee, composed of representatives of each major MTA division will review each suggestion. They'll either accept it, reject it, or refer it to a technical committee for further study.

Once your idea is approved by the ESP Committee or by a technical committee, it will be submitted to executive officers for final approval. You'll receive a notification of the outcome within 60 days.

There are three kinds of cash awards:

An immediate cash award of \$100 will be paid for each suggestion recommended

by the ESP Committee and approved by executive officers.

Rewards for Savings

Suggestions that result in demonstrated cost savings or increased revenue will be awarded at a rate equal to 10 percent of the actual cost savings or revenue increase up to a maximum of \$1,000.

Outstanding suggestions may garner special awards exceeding \$1,000. These prizes may be granted by the CEO upon recommendation by the ESP Committee and executive officers.

ESP awards will be made quarterly in January, April, July and October. For further details, see the ESP brochure.

So, what are you waiting for? Submit that idea. Earn some cash and help the MTA, too. ■



Eye of the storm

Board Secretary presides over monthly whirlwind of activity

By Bill Heard

Every Month, Georgia Broussard-Hamilton and her department put on one of the liveliest shows in town — the MTA's Board of Directors meeting.

Often chaotic and always under intense media scrutiny, the decisions made at the marathon meetings also are crucial to the future of mass transportation in Southern California.

In the midst of a whirlwind of activity, the employees of the Board Secretary's Office must be meticulous in their preparations for the meetings and precise in their recording of important votes and Board decisions.

Appointed in May

This was the responsibility that Broussard-Hamilton assumed last May when the Board named her to replace Helen Bolen, who retired in January after 30 years' service — 15 as Board Secretary. Broussard-Hamilton has been with the MTA since July, 1988.

As the new Secretary, Broussard-Hamilton is one of only four officers who report directly to the Board. Her colleagues are the CEO, the Inspector General and the General Counsel.

"Although the main function of the Secretary's Office is to provide administrative support to the Board, we also serve MTA employees and the transit-riding public," says Broussard-Hamilton.

Massive report packages

Shaping the agendas for committee meetings and the Board's general meeting are major efforts for the Secretary's Office each month. The office also assembles massive packages of reports for distribution to Board members, the staff, the media and the public.

The Board chairman, currently Mayor Richard Riordan, is the focal point for the Secretary in serving the 13-member Board and its 13 alternate members.

"Our office has to have a close rapport with the Board chair if we're to receive policy direction and provide good administra-



Hamilton, shown here in her office, heads a staff that provides service to the MTA Board of Directors.

tive support," says Broussard-Hamilton.

One of her goals is to strengthen the working relationship and coordination between her office and other departments, such as the CEO's office, the Chief of Staff's office, the Board Research Services Department and others that work closely with the Board.

The Secretary's Office serves the public by providing copies of agendas, Board reports and other official documents at Board meetings, and by accepting service of court orders, subpoenas, claims and other legal documents.

Internally, the office provides employees with reports, agenda updates, documents, vote tallies and final reports of Board actions.

On her own time, Broussard-Hamilton enjoys exercising (she once was an aerobics instructor), reading, dining and movies. She's also active in her church.

She and her husband, Milton, a swimming pool contractor, recently celebrated their fifth anniversary. They love to travel, most recently vacationing in Cabo San Lucas and Hawaii. ■

Board Secretary Georgia Broussard-

Hollywood's next 'Golden Age' may debut with premiere of Metro Red Line subway

Metro Rail Construction

Wendy Taylor, Editor

By Gary Wosk

There's a definite buzz along Hollywood Boulevard these days. The Metro Red Line subway is coming and is carrying along with it the Second Golden Age of Hollywood, say longtime boulevard merchants, prominent economists and developers.

The latest extension of the Metro Red Line, to be completed in late 1998, will feature stations on Hollywood Boulevard at Vine Street and Western Avenue, with connecting stations along Vermont Boulevard.

A station at Highland Avenue will open in the year 2000 and will connect Tinseltown with Universal City in North Hollywood.

Hooray for the subway

The Hollywood Chamber of Commerce says hooray for the subway.

"In about five years my guess is that Hollywood Boulevard will be the hottest street in Los Angeles for development," says Leron Gubler, Chamber executive director. "It will become a major pedestrian thoroughfare, much in the same way Pasadena's Old Town has."

In the works are plans to turn the land surrounding the Highland Avenue station into a 210,000 square foot center featuring shops, restaurants and a multiplex theater, and to transform 118,000 square feet of land near Western Avenue into a mixed-use project offering senior housing and commercial space.

Other signs of renewal include a \$9.5 million restoration of the historic Egyptian Theatre. The \$4 million renovation of the Hollywood Entertainment Plaza, a high-rise shopping and office complex, will be complete sometime this year.

Glamorous Hollywood

The owners of one of the oldest businesses in the community, Hollywood Piano Rental Company on Highland Avenue, miss the old days of glamorous Hollywood but believe a subway-led renaissance is well underway.

"It was a stroller's paradise back then," says co-owner Jerry Tishkoff. "People came to see the movie stars. It was a fun place to visit and to do business. It



The Metro Red Line Station at Hollywood and Vine in the heart of Hollywood will be decorated with symbols of the industry that made the area world famous.

looks like it could be that way again."

David Malmuth, senior vice president of San Diego-based TrizecHahn Centers, whose firm is planning to invest \$145 million in a Hollywood/Highland development, says the prospect of a subway was a factor in his decision.

"We expect to see results right away because the subway will have already been open six months when our development opens," he says. "Twenty years out, the impact will be very significant."

Meanwhile, a prominent Los Angeles economist believes the subway will be the star in the new Hollywood and will attract star developers.

"Joint development and the subway, it all works together," says Jack Keyser of the Los Angeles County Economic Development Corp. "It's the subway that will be instrumental in turning the whole community around. You'll see. Hollywood will move up and become more of a destination." ■

Correction

In the June issue, an article incorrectly stated that rent subsidies for Hollywood merchants during subway construction are paid by the MTA's insurance carrier. In fact, subsidies are provided by the Hollywood Construction Impact Program (HCIP), a pool of money previously set aside by the MTA for mitigation purposes. We regret the error.

Mexican Gazebo to grace East LA's Mariachi Plaza

By Marion MacKenzie

Blueprints for an authentic Mexican gazebo were presented recently to MTA officials. The gazebo will be the centerpiece of Mariachi Plaza — capstone of the Metro Red Line's First and Boyle Street Station in East Los Angeles.

Manuel Arroyo Zepeda, foreign affairs officer for the State of Jalisco, Mexico, made the presentation on behalf of Governor Alberto Cárdenas Jimenez.

The gift honors the Latino community in Los Angeles and the musicians who, since the 1930's, have kept the Mariachi music tradition alive in East LA.

"Mariachi music is at the heart of the Mexican culture," explained Arroyo Zepeda, "and the gazebo is the heart of any outdoor plaza. The musicians play

inside it and the public comes to listen and even dance."

Award-winning designer

The gazebo was designed by award-winning Mexican sculptor Pablo Salas of Guadalajara. Work is scheduled to start later this year with installation planned for early 1998.

"We consider the gazebo to be an architectural jewel," said Alfonso Rodríguez, Deputy Executive Officer/Project Manager for the Metro Red Line East Side extension. "We're very excited that it will be such an important focal point for the subway station."

The First and Boyle station is projected to open in 2004. MTA officials predict approximately 16,000 people will use the station each day. ■



A model of Mariachi Plaza with a gazebo donated by the State of Jalisco, Mexico, attracts the interest of, from left, Diego Cardoso, project manager, MTA Central Area Team; Manuel Arroyo Zepeda, Jalisco foreign affairs officer; Andres Ocon, director, Central Area Team; and Henry J. Gonzalez, project manager, Southeast Area Team. Photo by Jorge Mujica, La Opinion.



Charles Stark was recently named Executive Officer, Metro Construction. Stark, who joined the MTA in 1991, has more than 26 years' experience in transportation engineering. He previously served as Deputy Executive Officer and Project Manager of the Metro Red Line Segments 1 and 3.

Adopt-a-School programs benefit communities and MTA

By Frank Harper

Last spring, President Clinton and General Colin Powell convened a summit meeting on national service. They called on all Americans to lend a helping hand to their communities by becoming volunteers — at schools, food banks, day-care centers, senior centers and hospitals.

The President designated a week in April as National Service Week.

"It is a very American idea that we can meet our challenges, not through heavy-handed government or as isolated individuals," said Clinton, "but as members of a true community — all of us working together."

In keeping with this idea, the Adopt-a-School programs of several MTA divisions, have demonstrated this spirit of commitment. Division staff members participate in various school programs at schools in their service areas.

San Pedro School benefits

One example of a successful adopt-a-school program is the relationship Division 2 has built with the San Pedro Elementary School, located at 17th and San Pedro streets in Los Angeles.

As part of its public transportation outreach program, Division 2 has enabled pupils and faculty at its adopted school to attend educational and cultural programs

throughout Los Angeles by providing bus service.

San Pedro pupils have visited the LA County Music Center for an opera performance, and the Huntington Library and Gardens in San Marino. The students also visited the Cabrillo Museum in San Pedro and a cultural festival at Leimert Park.

"The school doesn't have to turn down invitations to events," says Joseph P. Brown, Division 2 service operations manager.

Brown says his division plans to help students with academics through a tutoring program at San Pedro Elementary.

Certificate of Appreciation

"We received a Certificate of Appreciation from the Board of Education," he says, "but we're most proud of the 'thank you' letters and pictures we received from the students themselves."

Adopt-a-School programs have an impact on reducing graffiti and vandalism, according to Bill Gay, public affairs officer and former head of the MTA's Vandalism Abatement Project.

Gay says schools located along routes with high incidents of destruction to MTA equipment are targeted for Adopt-a-School programs.

"We show the students what it takes to



Joe Brown, service operations manager at Division 2, helps kids from San Pedro Elementary School with a holiday mural. Through the Adopt-A-School program, Division 2 employees get involved with kids on many levels.

keep buses clean and comfortable; what it takes to fix a bus," says Brown. Students are particularly delighted by the bus washing machinery.

"Children can be advocates for the MTA with their peers," he says. "At a young age they're not jaded, their values are still in formation. We teach them to respect property. We teach them respect, in general."

Deck the halls

The holiday season was an especially fruitful time for Adopt-a-School programs. Divisions hosted parties and Metro Buses

were trimmed and decorated for the occasion.

Last Christmas season, adopted schools decorated the Christmas trees that adorned Gateway headquarters.

Brown is very optimistic about Division 2's relationship with San Pedro Elementary. He meets regularly with the school principal to devise new ways for division personnel to support the school.

"The students see us as big brothers and sisters," Brown says. "The MTA isn't separate and apart. We're all in the community together."

His words echo President Clinton's. ■

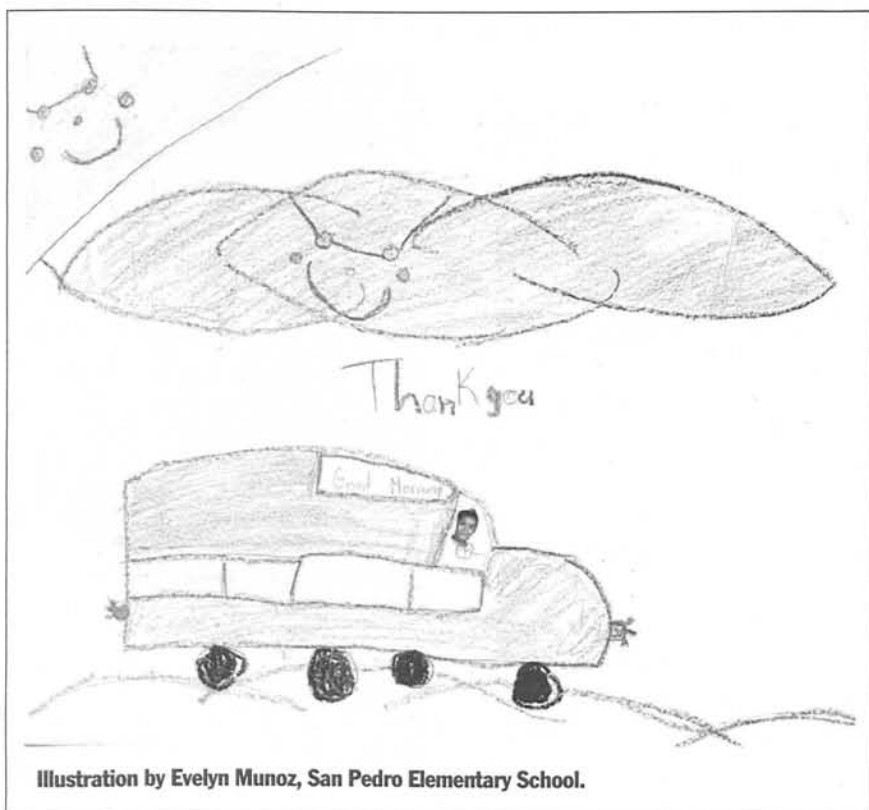


Illustration by Evelyn Munoz, San Pedro Elementary School.

Sons shine on 'A Summer's Day at the MTA'

Amidst labor negotiations last June, MTA employees were treated to a brief respite from the tension as the agency marked "Take Our Sons to Work Day: A Summer's Day at the MTA."

In May, the agency had participated in the national observance of "Take Our Daughters to Work Day." On June 26, it was the young men's turn to gain exposure to their parents' workplace and spend a day with dad or mom.

And turn out they did. More than 600 sons, grandsons, cousins, nephews and friends visited operating divisions and Headquarters.

The day-long event featured tours of Division 10 and the Red Line, a question and answer session with MTA executives, music, hot dogs, videos, and a make-your-

own ice cream sundae party.

"Everyone seemed to have a great time, the young men, employees, and chaperones," says Cindy Shavers, the project leader for the event. "It was a lot of work, and a lot of fun. This was the first son's day. Based on its success, I'm sure we'll do it again next year." ■



Senior Public Affairs Officer Bill Gay (r) of the Central Region has his hands full with a gaggle of kids who participated in "Take Our Sons to Work Day" at the MTA.

Venice Terminal 6 hosts successful open house

Transit Operations

Maria Aguirre, Editor

By Bill Gay

On a Sunday last June, some 600 people came out to enjoy a summer day at the beach and attend an open house at the Central Region's Terminal 6 in Venice. The event commemorated its 95th anniversary of operation.

More than 20 community and environmental groups were on hand to staff information booths and talk with participants.

Among the organizations represented were Heal the Bay, Veterans of America, LA County Lifeguards, Malibu Foundation, Safe Moves, Christopher Street West, Tree People and the Gas Company.

Venice-area businesses donated tasty food samples for the open house. Visitors

snacked on treats from Robin Rose Ice Cream, Starbucks Coffee, Main Street Bagels, Hawaiian Shaves and Maloney Meats of South Gate.

Recycling program

In keeping with the day's environmental theme, the MTA introduced a special recycling program for area residents. The public was invited to bring in used transmission and engine oil for disposal and recycling.

The agency hopes to continue this service to the public by offering a similar program in the future at other Metro Bus divisions.

Entertainment at the open house was provided by The Scottish Dancers and by Central Region General Manager Rick Hittinger and his saxophone quartet.

Another special aspect of the open house was the MTA's sponsorship of the American Cancer Society's first annual 5K walk to benefit breast cancer research.

8,000 participated

Some 8,000 people participated in the



Youngsters attending the Terminal 6 open house in June listen as a "Safe Moves" staff member explains bicycle safety. Some 600 visitors attended the 95th anniversary event at the Venice facility.

walk in Santa Monica. MTA provided shuttle service for the event and also entered an MTA team. Alex DiNuzzo, Terminal 6 service operations manager, coordinated these activities. Walkers were encouraged to attend the open house.

A special "thank you" goes to the planning committee who put together the successful open house.

Representing Terminal 6 were Jim Lukens, Alex DiNuzzo, and Amy Tidus. Dieter Hemsing represented Division 10. Others members were Corinne Borde, Marketing; Lynne Goldsmith, Westside Area Team; and Josephine Sunga, Miranda Tucker, Jim Pachan and Bill Gay, Central Region administrative office. ■

Division 12's last run

Budget crunch forces closure of historic Long Beach division

By Maria Aguirre

An unfortunate side effect of the MTA's budget crunch was the closure of Division 12, June 30. The Division had served Long Beach and surrounding areas from its location at West Chester Place near downtown since 1958.

The first service at Division 12 began in 1902 with the opening of the Pacific Electric Line between Los Angeles and Long Beach. The rail yards continued to serve the "Red Cars" until the last trolley line was converted to bus operations in 1961. Rail and bus service began operation across the street and one block to the

north starting in 1930.

No Metro Bus service was affected by the closure of Division 12. Service was moved to a number of different divisions, with the majority going to Division 18. No contract employees were affected by the closure; they followed the service.

The closure of Division 12 was a difficult, but financially prudent decision. The MTA will retain ownership of the property, which will be put to non-operating uses.

We wish those employees well who have moved to other divisions. They'll always keep Division 12 in their hearts. ■

You can help plan a holiday Arts & Crafts Fair

Portion of proceeds will go to charity

By Amy Tidus

Although it's only August, it's not too early to start thinking about the holiday season!

The holidays are a time for giving and a time for shopping. This year we're planning a new event to help achieve both goals!

MTA employees are volunteering to serve on a committee to coordinate an Employee Arts & Crafts Fair to be held in December at the Headquarters Building. There's a tremendous amount of employee creativity and talent here at the MTA and this event will provide a venue for sharing that talent.

Donations to charity

This Fair will provide a vehicle for employees to sell and/or exhibit their artistic talents. And, in keeping with the spirit of the holiday season, a portion of the proceeds will be donated to charity.

We're seeking other MTA employees who would like to participate in planning the Fair.

If you're interested in more information or if you would like to volunteer your

time to assist in this endeavor, please contact Amy Tidus of Division 6 at (310) 392-3778, or Suzanne Lauver of Division 10 at 922-6564.

We need you! Please note: All time spent on this project must be your own time. ■



Operator Betty McClarkin was honored recently by Division 10 for her quick actions in preventing a child abduction at the Metro Blue Line Imperial Station. She blocked the parking lot exit with her bus and alerted police, who arrested a suspect.

Putting the ATTB

Advanced technology prototypes will

When the Clark Advanced Technology Transit Bus was unveiled during a history-making ceremony in El Segundo last October, the prototype coach made a short trip around the Northrop Grumman parking lot.

Today, that same prototype is in the midst of a grueling series of performance tests that will put many miles on its odometer.

Five other prototype coaches, now in various stages of completion, also are scheduled for testing in Los Angeles and in a number of the MTA's 20 partner cities across the country.

The "stealth bus," as it became known while in development at Northrop Grumman, uses light-weight, strong fiberglass composite materials to reduce weight.

Coming soon to a division near you

Three Clark ATTB prototypes will be operationally tested for a year at an MTA operating division beginning this fall.

The buses will be absorbed into the fleet at a division yet to be chosen and dispatched like any other coach, according to Arthur Crabtree, ATTB project manager.

During the test period, the MTA will collect data on annual operating and maintenance costs, including fuel and oil consumption, inspections, repairs, tire mileage, brake pad wear, and other factors.

Engineers also want information on operating procedures and operator training, maintenance procedures and intervals, and mechanic training programs.

"By the time we complete this evaluation program in June, 1999, our goal is to have developed a bus that improves the quality of life for our community," says Crabtree. "We hope this will be just the first step in the development of the ATTB in the Los Angeles area."

Many innovations

The \$51 million project, which was conceived and funded by the MTA, involved cooperation by aerospace and automotive engineers in the design and development stages. It has fostered many innovations that are expected to become standard on buses of the future.

In May, Prototype Number 1 was shipped to Phoenix for testing against federal safety standards. It was back in Los Angeles in July, where a team of MTA engineers, mechanics and operators, along with Northrop Grumman personnel, tested the prototype in preparation for a planned trial run in operational service.

During its layover at the MTA, the ATTB was positioned on a dynamometer at Division 10. The bus' propulsion, acceleration, and braking systems were tested in a variety of simulations.

These tests measured the bus' performance with various simulated passenger loads; comparing street and freeway situations and also the bus' expected performance on level surfaces and on hills.

Modifying systems

"We've used the dynamometer to help us make modifications in the software that controls the propulsion and acceleration systems," says Arthur Crabtree, ATTB project manager.

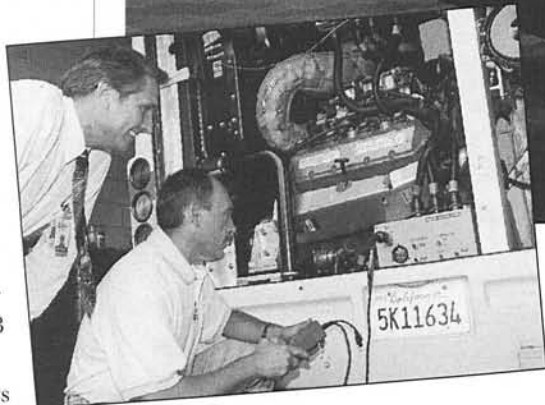
The ATTB also spent a few days at the Regional Rebuild Center for emissions testing. Its CNG-powered generator system should reduce emission up to 80 percent compared to conventional diesel-powered buses.

The next stop for Prototype Number 1 is Denver, where it will undergo high altitude testing on selected bus routes in the "Mile-High City." Then, it's on to Phoenix and Houston for about a month's testing in each city before being routed to San Francisco.

Second prototype ready

Meanwhile, assembly of the second prototype has been completed and the coach is now involved in functional and diagnostic testing at Northrop Grumman.

After those tests, the prototype will be shipped in August to Altoona, Penn.,



Checking the engine diagnostics on the Clark ATTB are, from left, MTA Project Manager Art Crabtree and Carlos Gonzalez, Northrop Grumman engineer. The engine control panel tracks many elements of engine operation, including coolant levels, lights and total operating hours.

ATTB Prototype Number 1, shown here in front of MTA, is subjected to a grueling round of operational tests in Phoenix, Houston and San Francisco.

where it will undergo further testing at a Federal Transit Administration facility. The tests will simulate 24 years of service and a million road miles on the bus.

This fall, the third ATTB prototype will be shipped to Washington, D.C., New York City and, perhaps, Chicago, for test runs in harsh winter weather. Prototypes 4, 5 and 6 will be tested in the Los Angeles area, beginning in 1998.

Crabtree is very pleased with the

development and design of the ATTB.

"A lot of what's gone into this bus are operational requests," he says. "The bus is designed from an operational standpoint."

Low floor bus

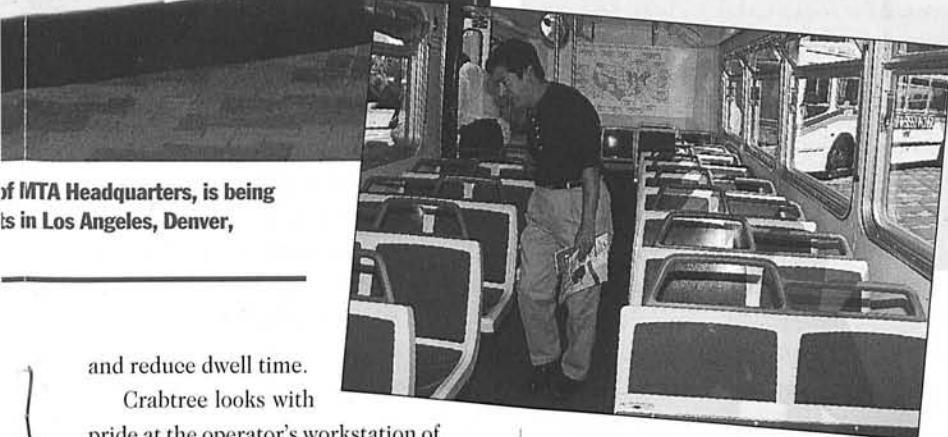
He points out the low floor throughout the vehicle. The bus is powered by a hybrid electric propulsion system that positions an electric motor on each rear wheel. The lack of a drive shaft eliminates the need to raise the rear floor.

"This is the only low-floor bus that has the capacity to seat 43 people," says Crabtree. "Other low-floor buses sacrifice 10 seats."

The front and rear doors are only 14 inches above ground level and the ATTB's wide doors ease passenger flow

through its paces

will be tested in many cities, climates



of MTA Headquarters, is being
tested in Los Angeles, Denver,

and reduce dwell time.

Crabtree looks with pride at the operator's workstation of the ATTB. Gone is the oversized steering wheel. In its place, is a smaller wheel with power-steering, and a tilt lever like those on automobiles that permits the operator to adjust the angle of the steering wheel.

Ergonomic design

The seat and controls have been redesigned, as well. (See accompanying story)

"We took the operator into consideration," says Crabtree. "The workstation is ergonomically proportioned. We're looking to reduce employee injuries and worker's compensation claims."

An aspect of the ATTB that should

MTA's Francis campaigns for a safer operator's seat

By Frank Harper

Sit down before you read this. Better yet, stand up.

According to an analysis by MTA Senior Safety Engineer Rufus Francis, a significant number of bus operator injuries are related to the operator seats and workstation design.

The design parameters of the bus operator's seat—the most critical component of the operator's workstation—have been wrong, contends Francis. He believes faulty design has caused neck and back injuries to drivers and has cost the transit industry million of dollars in compensation claims and sick leave time.

For several years, Francis has led a campaign for the redesign of the operator's workstation and specifically for changes in the operator's seat. Last June, the findings of a research study conducted by the National Research Council confirmed his assertions.

Challenging the specs

Francis' goal—to change the bus operator's seat—was a complicated process. It meant challenging the design specifications generally accepted by the transit industry and then convincing bus manufacturers to adopt his design parameters.

The transit industry design specifications for the bus operator's workstation are set by FTA guidelines and listed in the "White Book."

According to White Book standards, the operator workstation was designed to accommodate a range of body dimensions from average females to large-size males.

Francis reasoned that the range of design parameters for the operator's workstation needed to be widened considerably. His analysis revealed that 20 percent of the smaller operators were sustaining 70 to 80 percent of all injuries.

Wider parameters

Francis was convinced that the guidelines needed to be widened to accommodate a range from smaller women through larger men—the so-called 5th percentile female to the 95th percentile male.

"The aviation, trucking and automobile industries all had adopted the 5th percentile female to 95th percentile male



Senior MTA Safety Engineer Rufus Francis gets comfortable in the seat he designed for the ATTB. The new design should reduce operator neck and back injuries.

parameter," says Francis. "Only the transit industry hadn't."

Bus companies were reluctant to make changes. Why should they incur the cost of design changes, they reasoned, when their operators' seats were in compliance with the White Book?

Francis met one-on-one with each major U.S. bus manufacturer. Armed with his data, he convinced them of the necessity for change. He also presented his findings at various transit forums, such as APTA conventions.

As a result of Francis' efforts, when the MTA issued new bus seat specifications with his design parameters, manufacturers voiced no resistance in complying with the changes in seat design. ■

ATTB: New design makes a difference

- Weighs nearly 9,000 pounds less than a conventional CNG bus.
- Wide doors ease passenger flow and reduce dwell time.
- Seats 43, with room for 29 standees.
- Low floor meets ADA standards.
- Easy wheelchair access with front and rear entrances only 14 inches above ground.
- Kneeling feature lowers bus another three inches.
- Flat floor throughout enabling easy entry and exit for mobility impaired passengers.
- Four wheels instead of six.
- Hybrid electric propulsion system featuring a CNG-powered generator.
- Up to 80 percent reduction in emissions.
- Meets California clean air regulations.
- Engine can be removed in 15 minutes by two-person maintenance crew.
- Reduced maintenance and operating cost.
- Corrosion-free, easy-to-repair, durable body and frame.
- Ergonomically designed operator's station for long hours behind the wheel. ■

The ATTB will be easier to clean than a regular bus. The fiberglass seats are bolted to the walls, allowing service attendants to clean bus interiors with high-pressure washers.

please both maintenance crews and patrons will be its cleanliness. With fiberglass seats bolted to the wall, instead of on legs, the ATTB's interior can be sprayed with a high-pressure washer—the floor is sloped slightly for water to run off.

"We'll have a much cleaner bus that's extremely accessible for mobility-impaired passengers, the elderly, wheelchair patrons and young children," says Crabtree. ■

MTA's \$2.8 billion FY 97-98 budget funds bus service improvements, rail construction

By Bill Heard

The MTA's Fiscal Year 1997-98 budget calls for improvements in Metro Bus service, continued construction of the Metro Rail subway project in Hollywood and North Hollywood and the start of subway construction in East Los Angeles.

The \$2.8 billion spending plan — one percent less than the FY 1996-97 budget — provides funding subsidies for rail and bus service to meet the terms of a federal court consent decree that requires the MTA to provide added Metro Bus service and purchase more equipment.

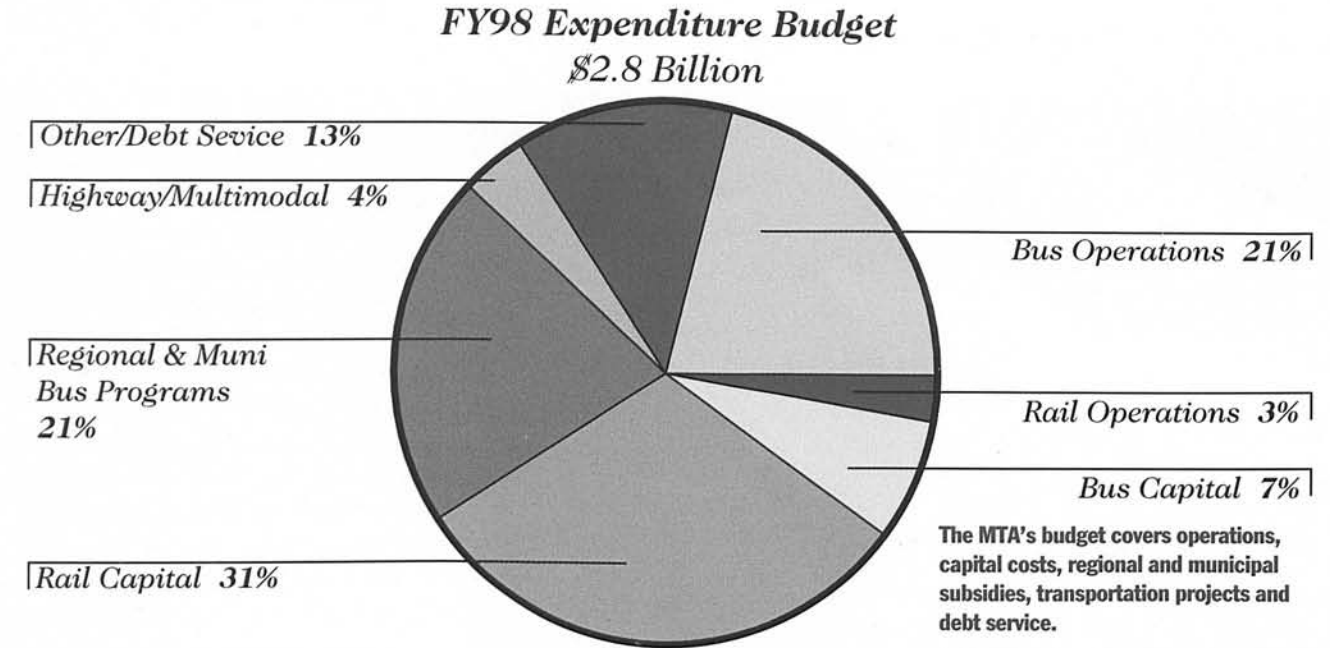
"The 1997-98 budget sends a clear message to the people who pay for and utilize our buses and trains, carpool lanes and other transit services every day that this agency will be run in the most cost-efficient manner possible," says Interim CEO Linda Bohlinger. "The theme of this budget is that we will accomplish more with less and focus on fundamentals."

Balancing the budget called for the elimination of 189 full-time positions. The personnel reductions were attained by voluntary retirements and attrition, although some layoffs were required.

Salary and wage costs for the fiscal year will be reduced by \$27 million as a result of the staffing cutbacks. Division 12 in Long Beach was downscaled to a light maintenance and storage facility and some "owl service" was reduced.

Cost reduction

Much of the cost reduction is being driven by declining operating revenues. Funding from Proposition A and C taxes, and from state and federal sources also is expected to hold steady or decline this fiscal year.



cal year.

The FY 1997-98 budget provides \$674 million for bus and rail operations; \$1.1 billion for bus and rail maintenance projects, bus procurements and major rail construction; and \$667 million for transportation planning, including subsidies to municipal operators.

In Transit Operations, the budget calls for the purchase of 223 new buses at a cost of \$100 million. Last December, 53 buses were placed in service while another 53 buses joined the peak hour fleet in June.

Demonstration project

By September, at least 50 additional buses will be put into service on demonstration lines — a combination of new lines and modified existing lines. The purpose of the demonstration is to provide transit dependent riders with improved access to jobs, schools and health care

facilities.

In rail construction, the budget allocates \$783 million for Metro Red Line construction projects, including \$180 million for Segment 2, Vermont Avenue and Hollywood Boulevard; and \$320 million for Segment 3, North Hollywood to Hollywood Boulevard.

An additional \$145 million was appropriated for construction — beginning in 1998 — of the Eastside extension, Union Station to East Los Angeles; \$7.5 million for studying an extension of the subway to Mid-City; and \$4 million to study extending the subway across the San Fernando Valley.

The budget also sets aside \$47 million to support capital improvements to the Metro Red Line and Metro Blue and Green lines. The budget includes \$76 million to extend the Metro Blue Line to Pasadena.

The budget provides \$170 million for

planning and transportation projects that will include freeway carpool lanes, major street widenings, freeway ramps, traffic synchronization, bus system improvements, ridesharing incentives, transit centers, park-n-ride lots and regional bikeways.

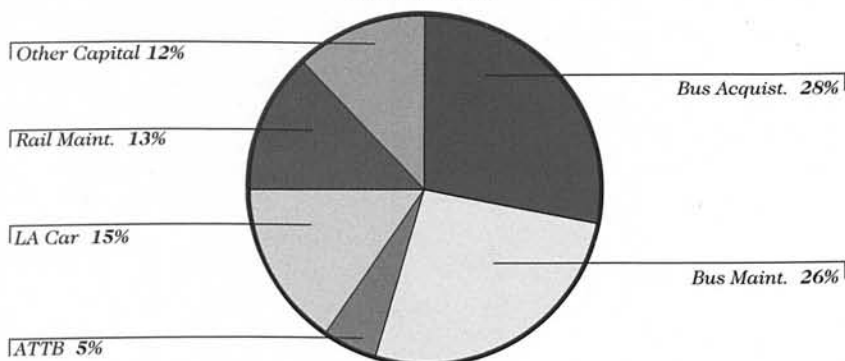
Money For munis

Approximately \$128 million in operating and capital funds will be distributed this fiscal year to 16 municipal bus operators.

Also slated to receive funding: \$53 million for Metrolink and \$30 million for the Alameda Corridor project, a 20-mile rail development project that will speed the transport of goods from the harbor area to downtown LA.

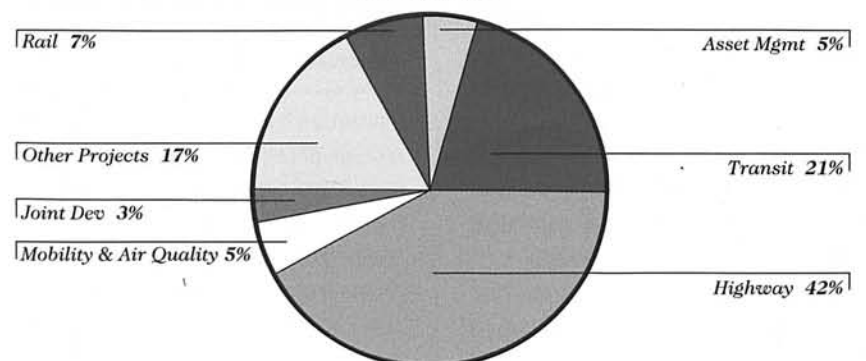
Additionally, \$30 million is keyed for paratransit services, \$31 million for the Metro Freeway Service Patrol and \$14 million for more freeway call boxes. ■

FY98 Bus & Rail Capital
\$347 Million



Funding for expansion and replacement of the bus fleet is the largest single element of the FY 1997-98 capital budget.

FY98 Planning Budget
\$72 Million



Reducing highway congestion is a major goal of the FY 97-98 Planning Budget.

Congestion, population growth threaten future of transit in LA, says MTA planner

RTP&D

Regional
Transportation
Planning &
Development

Donna Finn, Editor

By Ed Scannell

Los Angeles County's glowing reputation as the land of fun and sun is under siege. The steady growth in population is putting more pollution-spewing cars and trucks on already clogged streets and freeways to the point where it soon may be too tough to get to the fun.

"Congestion is becoming transit's worst enemy," says Keith Killough, MTA deputy executive officer, Countywide Planning. "Unfortunately, we don't have as much money for transportation improvements as we anticipated. That means to a large degree we need to make more creative use of the resources we already have or watch traffic on our streets and freeways become even worse."

A longtime advocate and daily user of public transportation, Killough says buses continue to form the backbone of the transit system in Southern California, but, more and more, gridlock is compromising their effectiveness.

At the rate we're going, he says, the average speed of Metro buses in the next 20 years will drop from the current 12 miles an hour to below 10 miles an hour.

Speed up buses

"The way to get more transit for our money is to speed up the buses," says Killough. "We can do that by creating more lanes dedicated solely to bus travel. It won't do us a lot of good to put more buses on the streets if they're moving slower and slower and adding to the congestion."

At present, Los Angeles County has less than two miles of bus lanes on surface streets. It may be hard to believe, but the lanes located on Spring Street in downtown LA were designated before Killough came to Los Angeles 15 years ago.

The MTA has proposed designating bus lanes wherever buses run four minutes apart or less. That would amount to

130 miles of bus lanes, something that Killough says is much needed on such busy thoroughfares as Vermont Avenue, a street that points up an interesting contradiction.

"Vermont Avenue is one of the streets where we put more buses than we should have to," says Killough. "With bus lanes we wouldn't need as many buses because they'd be able to move much faster."

Tolerance for congestion

Killough points out that while we're quick to complain about traffic congestion, most of us have an amazing tolerance for it. The only thing that will get some people out of their cars is a higher cost to drive them.

"People value their personal freedom," says Killough. "There won't be any change unless people realize it's to their economic benefit to do so, and that gets real tricky."

Not surprisingly, perhaps, Killough favors economic penalties, including higher parking fees, to persuade commuters to get out of their cars.

Killough says getting off our collision course with gridlock will take a change in



Keith Killough
Deputy Executive Officer
Countywide Planning

behavior, but believes most people will ignore a challenge to change their commuting habits.

"Ultimately, change comes when people attempt to maximize their resources," says Killough. "If you want to see a shift, incentives and disincentives are the way to promote that change." ■

Catch a ride with MTA's TDM program

'Congestion busters' look for low-cost travel

By Brad McAllester
and Cosette Polena Stark

Does the MTA only operate buses or trains and build rail lines?

That's what many people seem to think. They're not aware that the agency also is responsible for many other important transportation initiatives.

One of these is the MTA's Transportation Demand Management (TDM) program. This program looks for low-cost travel solutions that reduce or eliminate the need to drive alone.

It's no secret that Los Angeles faces some of the toughest, most complicated traffic snarls in the country.

The TDM Unit of Cosette Stark, Sina Zarifi, and Doug Kim, under the direction of Mobility and Air Quality Programs Director Brad McAllester, are some of

Countywide Planning's "congestion busters." They're continually on the hunt for new and innovative travel options.

TDM supports ridesharing

The Transportation Demand Management Program was started in 1992 to support ridesharing and to assist cities, employers, and non-profit agencies in looking for new ways of meeting travel needs.

Cities implement many of these projects, which include transit, ridesharing, bicycle and pedestrian improvements.

By pioneering the development of televillages, telework centers and fiber optic systems, the MTA helps eliminate the need for travel by providing on-ramps to the information superhighway.

The MTA's TDM program quickly emerged as the nation's largest TDM demonstration program, often serving as

the leader in testing transportation's "cutting edge."

Some new solutions

While most regions around the country focused on conventional highway, street, and transit improvements, the MTA supplemented these important strategies by looking at new solutions, including:

- The nationally recognized Glendale Parking Management Project provided employees at two office complexes a travel allowance to encourage use of transit or carpools instead of providing free parking. This highly successful project is widely recognized for its ability to promote transit.
- The Route 14 Vanpool Rebate Project, recently featured in a Los Angeles Times story on innovative transportation strategies, provided new vanpool riders a \$100 rebate if they continued

to vanpool for three months. Vanpool ridership increased by 420 persons a day.

TDM benefits

How can the public and MTA employees benefit from TDM? One way is by reducing your travel costs. Ridesharing or other alternatives to driving alone can result in savings of over \$800 a year.

Traveling in carpool lanes, for example, can save one minute per mile over normal freeway lanes. This could save 40 minutes a day for someone with a 20-mile commute.

So, remember, TDM is more than an acronym! It's MTA's innovative way to help people get where they're going using fewer cars — saving time, money, and helping us all breathe a little easier. ■

'Angel mechanic' Mike Stange touches church members' lives... and cars

MTA employee provides free auto repairs and assistance

By Deborah L. Craney

Equipment Maintenance Manager Mike Stange was hired as a division mechanic in 1975 by the Southern California Rapid Transit District.

Over the years, Stange has made an indelible impression on employees who have had the privilege of meeting him. And, he has especially won the hearts of many at the Vineyard Christian Church in La Habra.

Stange has attended Vineyard Christian for eight years. Sharing his mechanic skills with members of the congregation, he began replacing a gasket here and a hose there for an increasing number of members of the church.

As the popularity of his good works grew, he thought, why not make it more convenient for more people, and be available to them on a regular basis?

Shade tree mechanic

So he did just that. Every other month now, Stange spends a day in a parking lot behind the church, armed with the tools of his trade. He provides repair and main-

tenance services for the Single Mothers Auto Care Program, created by Vineyard Christian about two years ago.

Tire pressure, leaks, air filters, fluid levels, drive belts — any and all parts associated with a vehicle's problems are examined carefully. Stange also trains those he helps on how to inspect fluid levels and monitor the basic functions of a car's engine.

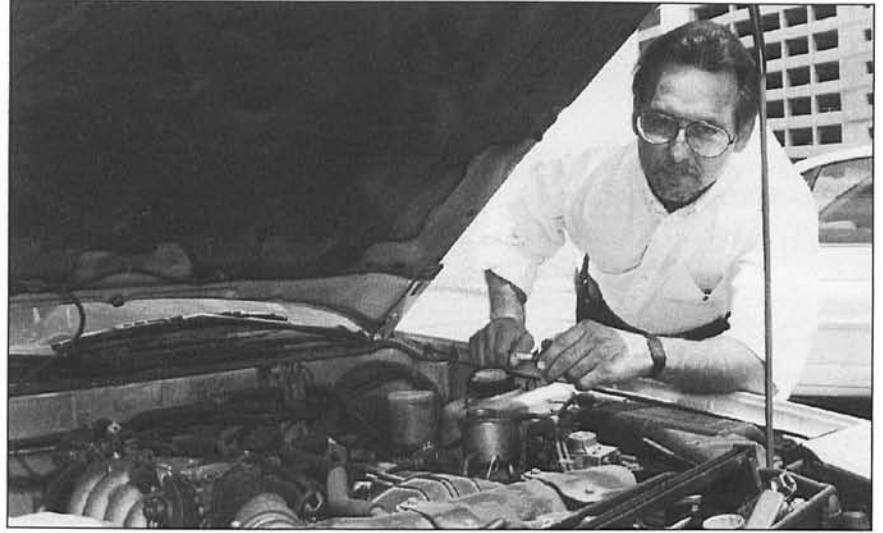
The women are extremely grateful for Stange's generosity, especially when he diagnoses a mechanical problem and estimates the cost of repairs. Many had been told by unscrupulous auto shops that repairs would be more extensive and costly.

Stange charges nothing for oil, antifreeze or his service. Parts are provided free of charge, if he has them on hand.

Quick response to needs

Somehow, Stange even finds time to help callers who phone him at home with requests for assistance (usually a dead battery or windshield wiper that needs replacing).

For urgent car problems or those too technical to repair at the church, Stange



Mike Stange is the car repair expert for many members of Vineyard Christian Church. His free repairs and advice have been a "heavenly gift" to many members of the congregation.

calls area shops for the best deal and sets an appointment for the client.

Recently, the church established a fund to assist those who have no resources to pay for auto repairs. Stange arranges for a check to be provided to the shop where he has scheduled the client's car for service.

Humble soul that he is, when Stange

heard the proposed title of this article, he quickly sent an e-mail that read, "I am not angelic...just an individual who has a passion to help with the Single Mothers Ministry."

Nevertheless, many of those Stange has helped believe there's a pair of heavenly wings waiting with "Michael" embroidered all over them. ■

Summer intern program brings diverse talents to MTA

North Hollywood High School students Lillian Jaquez and Celestine Allen are busily working at computer stations in the MTA Marketing Department. Under the tutelage of David Moore of the ITS Marketing team, they're developing an Internet website for the MTA.

Griselda Gonzalez, who'll attend Cal State Dominguez Hills this fall, sorts through Employee of the Month and Charitable Contribution forms. This is her second summer working for the MTA.

These three students are among the 161 interns participating in the MTA high school summer employment program, assisting the agency and local businesses who have teamed with the MTA as business partners.

Business partners are companies that are associated with the transportation

industry and use the high-tech skills that interns can offer. The program includes an additional 25 interns enrolled in classes at LA Trade Tech.

Demand exceeds supply

The summer employment program has been such a resounding success, that Art Gomez of the Transportation Careers Programs department had to issue a letter of regret since the demand for interns far exceeded the number of available students.

Part of the attraction for MTA business partners who participate in the program may be the "two for one" incentive Gomez helped devise. For agency consultants and contractors that hire and pay the salary of one intern, the MTA pays the salary of an additional intern assigned to that company.

Interns perform tasks and receive training in many MTA departments,



Interns Lillian Jaquez (L) and Celestine Allen are developing an Internet website under the tutelage of David Moore of the MTA's ITS Marketing team.

including Customer Relations, Revenue, Operations, Public Affairs, Government Relations, Accounting and ITS.

Intern placements were made on the basis of department needs combined with a student's background.

"We try to match them based on the student's interest, skills and experience," says Gomez.

Computer skilled

A major strength interns bring to the workplace is the computer literacy they gained through the MTA Transportation Careers Program. Students have received training in a variety of software programs for word processing, spreadsheets, drafting and design and website development.

Moore has high praise for the teachers and mentors who have helped their students attain a high level of proficiency. He is very pleased with the progress of his student interns.

For the departments that requested interns and didn't receive them, Gomez offers this note of consolation:

"Because some of our participating schools are on year-round track, we'll have interns available during non-summer months." ■

Just like Grandma used to make!

Diversity Task Force is seeking recipes from your family tree

FAN

Finance & Administration News

Deborah L. Craney, Editor

By Deborah L. Craney

Subcommittee #6 of the MTA's Diversity Task Force is really cooking — literally!

The group is sponsoring an agency-wide recipe contest, themed "Just Like Grandma Used to Make..."

The contest will be part of the festivities planned for Diversity Day, scheduled for October, 1997. Submissions will be compiled into an MTA recipe book entitled, *MTA Cooks!*

Deadline August 29

The deadline to submit recipes is August 29, 1997. Preliminary judging for each of the seven recipe categories will occur at selected locations — Headquarters, RRC, and bus and rail operating facilities — during September.

Final judging and announcement of category winners will occur on Diversity Day in October. The overall category winners will be spotlighted in the recipe book.

Recipe submissions with ancestral



Members of the Diversity Task Force just can't wait to take a bite of Rose Ibarra's five-alarm Tunapeño Dip. This and many other family recipes will be published in the MTA's recipe book, *MTA Cooks!* From left are Irma Licea, Teresa Tokuno-Franks, Byron Lee, Diane Frazier and Patti Satin-Jacobs.

anecdotes are heartily encouraged, however, that linkage is not a prerequisite.

Can't cook worth beans?

One of the first employees to contact the committee was a man who bluntly stated that his grandma "...couldn't cook worth beans..." and that he couldn't think of anything edible to credit her with.

It's not necessary to blemish your family's culinary reputation, of course, but if you have a dish that has been handed down within your family — or if it's simply something you personally "created," submit it!

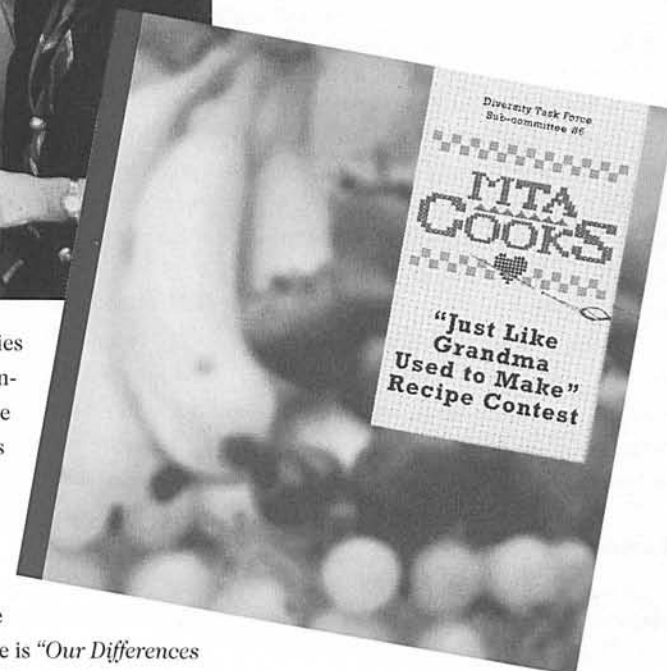
The cookbook will be published in an attractive format in time for Christmas sales in the Employee Activities store.

Employee Activities also will furnish contest prizes (still to be determined at this writing).

Wealth of diversity

The motto of the Diversity Task Force is "Our Differences Are Our Strength." We certainly expect to celebrate a wealth of diversity in the variety of cuisine represented in the recipes.

The members of Subcommittee #6 are: Dana Coffey, Deborah Craney, Diane Frazier, Dan Ibarra, Ron Jue, Byron Lee, Mike Lensch, Irma Licea, Yolanda Rosales,



Patti Satin-Jacobs, Teresa Tokuno-Franks and Roslyn Townsend.

Please contact a committee member for additional information. Also, see the official rules on the submission form. ■

Hot Stuff!

Definitely not for the faint of tastebuds, this Tunapeño Dip by Rose Ibarra, wife of Dan Ibarra, director of Operations Support and Services, is a hit with Subcommittee #6 of the Diversity Task Force.

While Ibarra was busy as a labor negotiator, the subcommittee actively prepared for the "Just Like Grandma Used to Make..." recipe con-

test and agency cookbook project.

Here are the instructions for Rose Ibarra's delicious five-alarm appetizer:

Tunapeño Dip

2 12-oz cans chunk light tuna in water, drained

1 12-oz jar sliced jalapeños

1 small onion, chopped

3-4 green onions, chopped

1 small bunch cilantro

1 cup mayonnaise

garlic salt and pepper to taste

In a medium mixing bowl, mix drained tuna, chopped onions and mayonnaise. Add jalapeños, including liquid; mix (*For medium spicy, use 1/2 the jar and 1/2 the liquid. For very hot, use the entire jar!*)

Reserve some cilantro for garnish. Chop the rest (no stems) and add to mixture. Add garlic salt and pepper. Cover and chill for at least 3 to 4 hours. Drain thoroughly. Arrange on a serving platter over lettuce. Garnish with reserved cilantro.

Serve with chips and enjoy! ■

Recipes wanted!

The seven categories of recipes you can submit for the "Just Like Grandma Used to Make..." competition are:

- Casseroles, Meats and Main Dishes
- Beverages
- Bread, Muffins and Rolls
- Side Dishes and Vegetables
- Soups and Salads
- Appetizers, Dips and Sauces
- Desserts

The contest deadline is August 29, 1997. Submit recipes to Deborah Craney, Mail Stop 99-25-6. Entry forms are available in the kitchens at all work locations. ■



'Metrocard' could change MTA's fare collection process

In future, passengers may use card on any of region's buses

By Frank Harper

The MTA has taken a major step toward electronic fare collection — a move that should eventually ease demands on Metro Bus operators, add convenience and safety for passengers, and link the region's transit providers in a "seamless" electronic fare payment system.

The Board set things in motion last May by approving a contract that could lead to the introduction of debit card-type fare media. When the program is fully developed, passengers could use the same card on buses operated by any regional transit provider.

"We don't ever expect to have a cashless bus," says Steve Lantz, director of Metro Systems Integration, "We hope to reduce the percentage of cash transactions and provide a more flexible transit pass."

Magnetic-stripped card

The flexible pass is the *Metrocard*, a magnetic-stripped plastic card about the size of a credit card. The cash value of the card is stored in its magnetic strip.

Each time the passenger boards a bus, the value is reduced by the amount of the fare. The cards can be "recharged" with

any cash value at the transit agency's customer center.

Metrocard has been used in revenue service since 1996 on more than 400 coaches operated by Culver CityBus, Foothill Transit, Montebello Bus Lines and Norwalk Transit. The MTA funded the *Metrocard* experiment, formally titled the Standard Regional Fair Revenue Processing System (SRRPS).

Through the SRRPS contract, the computers, software and fare collection procedures that operate the *Metrocard* electronic fare system will be updated.

MTA challenge

"What makes it such a challenge is that the MTA must come up with a system that will accommodate all the other transit providers' systems," says Agapito Diaz, the MTA's director of Revenue. "If we were the single operator, planning would be less difficult."

Another challenge of the proposed electronic fare system is determining how to fit the equipment into the MTA's buses.

"Today, the front of the bus is starting to see a growth of control keypads for the farebox, voice enunciator, message sign, radio, and now for *Metrocard*," says Lantz.

"It's starting to look like an airplane cockpit. We want to reduce the number of operator's keypads to one or two at the most."

Electronic payment of fares will benefit customers, operators and transit agencies.

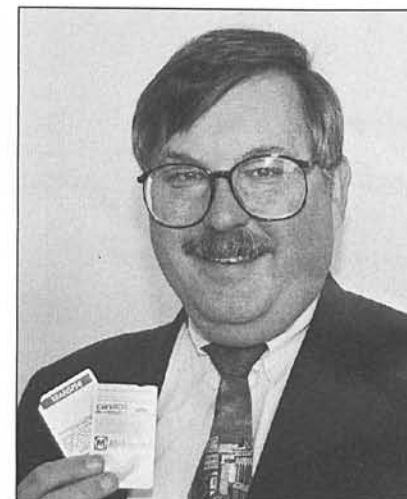
Many benefits

With a pre-paid card, customers won't have to fumble for exact change; they can board more rapidly. The same card can be used interchangeably as a pass or transfer on several different transit systems since the proper fare or transfer for each agency is automatically deducted by the card reader on the bus.

At some future time, according to Lantz, passengers may be able to pay fares with ATM cards issued by banks and financial institutions. These added conveniences could make public transit more desirable and pay off in increased revenues.

"The easier and more user-friendly for the public," says Diaz, "the more attractive our system becomes."

The pre-paid card cuts down on fraud, which can average from two percent to eight percent of total revenues, according to IBI Group, a consulting firm.



Steve Lantz, director, Systems Integration, holds two examples of electronic "stored value" cards used for fare payment and transfers in the *Metrocard* system.

"If you report the card stolen or lost," says Lantz, "we can disallow its use by the following morning."

Operators also will benefit from the new fare collection technologies.

"It should make the operators lives easier," says Diaz. "They won't have the headache of identifying whether a pass is monthly or weekly, or a counterfeit. They'll have one less thing to worry about; their job is difficult enough." ■

Linda Bohlinger's

CEO Hotline

This month's CEO HotLine focuses on calls from employees who are interested in improving our customer service and the image of the MTA.

Q. Why are the restrooms at the El Monte station closed at 7 p.m. when someone is on duty there until 11 p.m.? Can't we keep the restrooms open until the on-duty person leaves?

A. Thanks for your call. Division 9 is striving to make the El Monte station the premier transit center in the San Gabriel Valley, according to Service Operations Director John Roberts. Restroom hours

have been extended from 5:15 a.m. to 10:30 p.m., Monday through Friday, and until 5:30 p.m. on Saturdays and Sundays. Restroom locks have been changed to accept the DLX keys carried by bus operators. This will enable operators to open the restrooms in an emergency or for their own use. The El Monte Task Force is working to improve that facility, with particular attention to customer service, appearance and security.

Q. Why doesn't the MTA have a book with information about all our bus and train lines, timetables and transfer points like the one published by Foothill Transit?

A. Good question. You'll be pleased to know that MTA Marketing is close to completing a 200-page book for the Northern Region and is working on similar booklets

for the other regions. Compiling all MTA information into only one book would be impractical, since we have some 200 Metro Bus and Train lines. In focus groups, our customers have said they like the idea of a book, but still want the convenience of individual timetables.

Q. I'd like to participate in the MTA's Speakers Bureau. I'm bilingual and interested in telling the MTA's story to our customers.

A. Thanks for volunteering! By now, you've received a packet of background information about the MTA and the Speakers Bureau. Our Public Relations Department also will schedule you to receive special speaker training this Fall. Good luck! Your participation in the Speakers Bureau is very much appreciated.

Q. I was told that Payroll can't show

on our pay stubs the accumulated deductions for our charitable donations. Why can't this be shown on our pay stubs?

A. Thanks for alerting us to this need. As of June 18, your pay stub began showing the year-to-date amounts of your charitable contributions.

Q. We're a 24-hour-a-day operation. So, why aren't there training classes available for employees who work third shift?

A. Shortage of staff within Employee Development limits the hours classes can be offered. However, Core Business Skills Training classes began this month in the operating divisions. They're held at 7:30 a.m. and from 6 p.m. to 9:30 p.m. Please contact Employee Development for a brochure on the training classes offered. ■

All In The Family

TRANSITIONS

Adkins, Thomas K.
Bus Opr (P/T) to
Bus Opr (F/T)

Advincula, Robert G.
Bus Opr (P/T) to
Bus Opr (F/T)

Aguayo, Carmen
Cust Serv Agnt I to
Cust Serv Agnt II

Aguirre, Maria A.
Admin Anlst to
Sr Admin Anlst

Alcantar, Gail J.
Bus Opr (P/T) to
Bus Opr (F/T)

Allen Marceia M.
Bus Opr (P/T) to
Bus Opr (F/T)

Arceiniega, Eric H.
Bus Opr (P/T) to
Bus Opr (F/T)

Ayala-Sanchez, Americo
Bus Opr (P/T) to
Bus Opr (F/T)

Bassett, Diane M.
Bus Opr (P/T) to
Bus Opr (F/T)

Berbera, Galdino
Bus Opr (P/T) to
Bus Opr (F/T)

Berry-Neyland, Andrea R.
Bus Opr (P/T) to
Bus Opr (F/T)

Bettis, Sherry
Bus Opr (P/T) to
Bus Opr (F/T)

Bernardino, Antonio "B"
Rail Elect Comm Insp to
Rail Electro Comm Insp LD

Blue, Rodney M.
Bus Opr (P/T) to
Bus Opr (F/T)

Brosen, Robert E.
Bus Opr (P/T) to
Bus Opr (F/T)

Brosen, Sherri D.
Bus Opr (P/T) to
Bus Opr (F/T)

Burke, Paul J.
Transp Tech Plnr II to
Transp Tech Mgr III

Butts, Michael B.
Trans Polic Ofcr (TRN) to
Trans Polic Ofcr

Calix, Robert M.
Comm Ofcr to
Sr Pub Affr Ofcr

Capasso, Anthony N.
Facil Sys Tech to
Traectn Powr Inspectr

Chaves, Geradline
Bus Opr (P/T) to
Bus Opr (F/T)

Chen, Ming-Shaw
Progrmr to Progrmr Anlst

Chin-Pak, Cynthia
Progrmr to Progrmr Anlst

Cisneros, Socorro
Bus Opr (P/T) to
Bus Opr (F/T)

Coleman, Shenita A.
Bus Opr (P/T) to
Bus Opr (F/T)

Collins, Edna L.
Bus Opr (P/T) to
Bus Opr (F/T)

Cook, Dorothy J.
Sr. Sec to Acct Asst

Corsino, Wilfredo Y.
Bus Opr (P/T) to
Bus Opr (F/T)

Cormier, Robert J.
Mail Carrier to
Equip Recrds Speclst

Cuevas, Leopoldo
Bus Opr (P/T) to
Bus Opr (F/T)

Denkins, Dan G.
Bus Opr (P/T) to
Bus Opr (F/T)

Diegues, Jose E.
Bus Opr (P/T) to
Bus Opr (F/T)

Dillon, Lavonda D.
Bus Opr (P/T) to
Bus Opr (F/T)

Doan, Christopher
Bus Opr (P/T) to
Bus Opr (F/T)

Dorado, Joanna L.
Bus Opr (P/T) to
Bus Opr (F/T)

Dowthard, Beverly E.
Bus Opr (P/T) to
Bus Opr (F/T)

Edgeston, Eddie T.
Shipping & Rec Clrk to
Storkeepr

Estrada, Lily B.
Bus Opr (P/T) to
Bus Opr (F/T)

Fanfussian, Gustavo A.
Bus Opr (P/T) to
Bus Opr (F/T)

Fernando-De Castro, Marinela
Acct. Asst to Accountant

Fields, Tracy R.
Bus Opr (P/T) to
Bus Opr (F/T)

Flowers, Carolyn A.
Chief Admin Anlst to
Budgt Mgr

Forbis, Jerry D.
Facil Sys Tech to
Facil Sys Tech LD

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

Galvan, Javier M.
Bus Opr (P/T) to
Bus Opr (F/T)

Garcia, Hector J.
Bus Opr (P/T) to
Bus Opr (F/T)

Garcia, Jerry R.
Bus Opr (P/T) to
Bus Opr (F/T)

Garlick, Arthur R.
Storkeepr to
Sr Truck Drivr/Clrk

Gibson, Kenneth L.
Bus Opr (P/T) to
Bus Opr (F/T)

Griffis, Monique Y.
Bus Opr (P/T) to
Bus Opr (F/T)

Guevara, Eugene
Mec "C" to Mec "B"

Halosan, Michael A.
Bus Opr (P/T) to
Bus Opr (F/T)

Hamilton, Lavetta M.
Bus Opr (P/T) to
Bus Opr (F/T)

Heckard, Karon D.
Srv Attnd to
Srv Attnd Ldr

Holguin, Lillian
Bus Opr (P/T) to
Bus Opr (F/T)

Hopper, Anthony Q.
Bus Opr (P/T) to
Bus Opr (F/T)

Horstmannshoff, Ernest C.
Sr Admin Anlst to Labr Rels
Arbit Speclst

House, Sharia L.
Bus Opr (P/T) to
Bus Opr (F/T)

Hudson, David R.
Bus Opr (P/T) to
Bus Opr (F/T)

Ilejay, Russell I.
Bus Opr (P/T) to
Bus Opr (F/T)

Jackson, Narvolean A.
Bus Opr (P/T) to
Bus Opr (F/T)

Jackson, Shannon R.
Bus Opr (P/T) to
Bus Opr (F/T)

Jenkins, Robin A.
Bus Opr (P/T) to
Bus Opr (F/T)

Jimenez, Jose
Stoe Clrk to
Shipping & Rec Clrk

Johnson, Leroy
Bus Opr (P/T) to
Bus Opr (F/T)

Jones, Roy L.
Bus Opr (P/T) to
Bus Opr (F/T)

Kaempfer, William H.
Bus Opr (P/T) to
Bus Opr (F/T)

Kelly, Lawrence B.
Truck Drivr/Clrk to
Utility "A"

King, Lorraine I.
Bus Opr (P/T) to
Bus Opr (F/T)

Langford, Erik C.
Bus Opr (P/T) to
Bus Opr (F/T)

Leib, Ervin E.
Stock Clrk to Storkeepr

Leohr, Carlos R.
Mec "B" to Mec "A"

Long, Derrick D.
Bus Opr (P/T) to
Bus Opr (F/T)

Lopes, Wyatt W.
Mec "A" to
Warranty & Equip Mec

Magallanes, Paul C.
Bus Opr (P/T) to
Bus Opr (F/T)

Malbrough, Tonya L.
Bus Opr (P/T) to
Bus Opr (F/T)

Maldonado, Richard A.
Bus Opr (P/T) to
Bus Opr (F/T)

Marques, Julio C.
Mec "C" to Mec "B"

Marshall, Ronald V.
Shipping & Rec Clrk to
Stock Clrk

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

Martin, David K.
Rail Electro Comm Insp LD

Mares, Martin
Bus Opr (P/T) to
Bus Opr (F/T)

McCamy, John C.
Sr Cost/Sched Anlst to
Proj Contrl Supv

Medina, Aaron M.
Bus Opr (P/T) to
Bus Opr (F/T)

Medrano, Jose R.
Mec "A" to Mec "A" Ldr

Meghiorino, Sam
Bus Opr (P/T) to
Bus Opr (F/T)

Meyn, Anthony
Bus Opr (P/T) to
Bus Opr (F/T)

Miller, Georgia B.
Admin Aide to
Asst Admin Anlst

Miller, Forrest A.
Dept Sys Anlst to
Sr Dept Sys Anlst

Mijangos, Herman E.
Bus Opr (P/T) to
Bus Opr (F/T)

Mirabal, Alvin J.
Bus Opr (P/T) to
Bus Opr (F/T)

Mitchell-Anderson, Anith A.
Bus Opr (P/T) to
Bus Opr (F/T)

Moaffar, Taskeen
Bus Opr (P/T) to
Bus Opr (F/T)

Molina, Ronald
Bus Opr (P/T) to
Bus Opr (F/T)

Mornes, L.C.
Prop Maintr A to
Facil Inspectr

Munos, Oscar J.
Srv Attnd to
Srv Attnd Ldr

Navarrete, Cuahutli E.
Bus Opr (P/T) to
Bus Opr (F/T)

Nguyen, Phong T.
Srv Attnd to
Srv Attnd LDR

Ona, Valentin C.
Bus Opr (P/T) to
Bus Opr (F/T)

Overton, Robin E.
Bus Opr (P/T) to
Bus Opr (F/T)

Pappas, Arthur A.
Facil Sys Tech to
Facil Sys Tech LD

Partida, Pablo E.
Mec "C" to Mec "B"

Pecho, Lourdes Y.
Admin Aide to Acctng Assist

Perea, Julio
Bus Opr (P/T) to
Bus Opr (F/T)

Ponce, Edward
Bus Opr (P/T) to
Bus Opr (F/T)

Portillo, Oscar E.
Bus Opr (P/T) to
Bus Opr (F/T)

Represa, Hugo A.
Bus Opr (P/T) to
Bus Opr (F/T)

Reyes, Aldrin A.
Bus Opr (P/T) to
Bus Opr (F/T)

Rodriguez, Felipe
Bus Opr (P/T) to
Bus Opr (F/T)

Rogel, Edgar
Bus Opr (P/T) to
Bus Opr (F/T)

Ruis, Jacob E.
Bus Opr (P/T) to
Bus Opr (F/T)

Ruis, William A.
Stock Clrk to
Shippg & Receiv Clrk

Salsvedel, Philip T.
H.R. Anlst to
Sr H.R. Anlst

Sanchez, Eric S.
Bus Opr (P/T) to
Bus Opr (F/T)

Sanchez, Frank J.
Bus Opr (P/T) to
Bus Opr (F/T)

Scott, Natalie L.
Bus Opr (P/T) to
Bus Opr (F/T)

Serrano, Yolanda S.
Cash Clrk/Mopr Waxr to
Cash Clrk

Shelby, Curtis
Bus Opr (P/T) to
Bus Opr (F/T)

Smith, Jessica M.
Bus Opr (P/T) to
Bus Opr (F/T)

Smith, Rodney L.
Bus Opr (P/T) to
Bus Opr (F/T)

Smith, Terrel L.
Bus Opr (P/T) to
Bus Opr (F/T)

Stevens, Cary M.
Equip Maint Supv to
Equip Maint Mgr

Swans, George K.
Bus Opr (P/T) to
Bus Opr (F/T)

Tatum, Kasma H.
Bus Opr (P/T) to
Bus Opr (F/T)

Valdes-Broida, Ekvira H.
H.R. Resource Anlst to
Sr H.R. Anlst

Vogliardo, Anthony
Bus Opr (P/T) to
Bus Opr (F/T)

Washington, Nicey L.
Bus Opr (P/T) to
Bus Opr (F/T)

Washington, Marilyn L.
Bus Opr (P/T) to
Bus Opr (F/T)

Webber, Lawrence L.
Bus Opr (P/T) to
Bus Opr (F/T)

Wells, Donald L.
Mec "A" to Mec "A" Ldr

Williams, Charlene P.
Bus Opr (P/T) to
Bus Opr (F/T)

Williams, Dawn L.
Bus Opr (P/T) to
Bus Opr (F/T)

Williams, Lorenzo
Bus Opr (P/T) to
Bus Opr (F/T)

Willis, Valerie
Bus Opr (P/T) to
Bus Opr (F/T)

RETIREMENTS

Arce, Fernando O.
Mar '74 to Apr '97

Parnell, Harvey D.
Oct '66 to Apr '97

Ross, Alphonso G.
Dec '73 to May '97

Shepherd, Lucious R.
Jan '93 to May '97

Steppes, Charles L.
Apr. '74 to Apr '97

Storey, Harold
May '86 to Apr '97

Urban, Dan D.
Oct '73 to May '97

Urmanski, Russell R.
Mar '74 to Apr '97

Vangas, David
Apr '74 to Apr '97

Youngken, Earl Ray
Feb '91 to Jun '97



Two new deputy executive officers have been appointed in the Customer Service and Communications Division. Warren Morse (L) was named Deputy Executive Officer, Marketing, and Scott Mugford was named Deputy Executive Officer, Customer Relations. Both men report to Rae James, executive officer, Customer Services and Communications.

Olson Ardell W.
May '74 to May '97

Parnell, Harvey D.
Oct '66 to Apr '97

Ross, Alphonso G.
Dec '73 to May '97

Shepherd, Lucious R.
Jan '93 to May '97

Steppes, Charles L.
Apr. '74 to Apr '97

Storey, Harold
May '86 to Apr '97

Urban, Dan D.
Oct '73 to May '97

Urmanski, Russell R.
Mar '74 to Apr '97

Vangas, David
Apr '74 to Apr '97

Youngken, Earl Ray
Feb '91 to Jun '97

25 Years
JULY
Collins, David
July 7, 1972
Crosby, Benjamin R.
July 21, 1972
Demascio, Frank J.
July 21, 1972
Flores, Jerronimo P.
July 28, 1972
Galland, Roger N.
July 28, 1972
Gandara, Adam
July 14, 1972
Hubler, Loren H.
July 14, 1972

AUGUST
Burton, W.H.
August 4, 1972
Cota, Joe J.
August 11, 1972
Dias, Jesse J.
August 4, 1972
Dorsett, Lee A.
August 18, 1972
Enright, Rhodona R.
August 8, 1972
McKinney, Johnny M.
August 4, 1972
Nedelcoff, Robert J.
August 18, 1972
Speed, Wayne D.
August 25, 1972

SERVICE AWARDS

30 Years
JULY
Conley, Lavelle
July 1, 1967
Gates, Emmett
July 8, 1967
Jenkins, Charles R.
July 15, 1967

AUGUST
Noe, Clarence L.
August 5, 1967
Roque, Joseph R.
August 19, 1967

Suggestion Box

Editor:

I thought the July-August 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



**Rae James, Executive Officer
Customer Services and Communications**

MTA's Rae James receives NAACP Achievement Award

Rae James, executive officer, Customer Services and Communications, was honored for outstanding accomplishments and professional excellence, June 20, at the 1997 Black Women

Achievement Award luncheon sponsored by the NAACP's Legal Defense Fund.

James and 11 other recipients were applauded for their contributions as leaders and role models for African-American youth.

Prior to joining the MTA in 1996, James held the office of Deputy Mayor for Housing and Transportation in the City of Los Angeles. Her career spans more than 20 years in the areas of financial analysis and public policy research and implementation.

At the MTA, James manages a budget of \$23 million and oversees the marketing, government relations, media relations, public affairs, customer relations and internal communications departments, as well as the Metro art program.

'LA in Motion' series concludes with leaders from the Westside

The fourth and final public outreach forum, *LA in Motion—Time Out from Too Fast* was conducted at MTA Headquarters in June.

Community and business leaders from

the Westside received information about advancements in transit, telecommunications and the environment. Previous sessions involved leaders from the South Bay/San Gabriel, Eastern/San Fernando Valley, and the Northern and Central regions.

The half-day forums were designed to demonstrate the MTA's innovative role in improving Southern California's lifestyle and to increase awareness of MTA services among community opinion leaders.

Forum participants were surveyed before and after the forum about their impressions of the MTA. After attending the event, favorable impressions of the MTA showed a marked increase and three-quarters of the attendees indicated an interest in attending future forums.

Department of Defense gives employer support award to MTA

The U.S. Department of Defense's National Committee for Employer Support of the Guard and Reserve has awarded a Certificate of Appreciation to the MTA.

The award honors the agency for its

"distinguished contributions to the national defense."

It was presented to the MTA in June by Col. Gilbert Gembacz of the Army's 63rd Regional Support Command on behalf of the National Guard and Armed Forces Reserve members.

Memorial ceremony held for Transit Police Officer Reed

A memorial service honoring the memory of Officer Edward E. Reed, Jr., the first and only MTA officer killed in the line of duty, was conducted June 25 on Patsaouras Plaza.

Officer Reed died Feb. 21, 1993, when a drunken driver struck his vehicle.

A 3.5-foot gray granite pillar with a black granite plaque was unveiled in the presence of Officer Reed's parents, who were flown in for the event from Washington State.

Transit Police Chief Sharon Papa and Interim CEO Linda Bohlinger, Acting LAPD Chief Bayan Lewis, LA Sheriff's Department representatives and others attended the memorial ceremony. ■

CM-386 JS 597



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

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