

R U N N I N G



T I M E S

A NEWSLETTER OF METRO BUS AND METRO RAIL OPERATIONS

Operator Safety

There is an ever-present possibility of danger driving a bus. The MTA has initiated several actions which will make the operators' work environment safer.

Transit Police Redeployment

Transit Police has redeployed and reassigned some of its staff, both officers and detectives, to begin riding our buses in uniform. The bus lines initially benefiting from this redeployment are those which have been identified as having a relatively high number of incidents.

Operator Compartment Protective Shell

A more protective operator work compartment is currently being studied by the Equipment Engineering Department. If found to be reasonable it could be installed on a test basis on several of the new CNG buses. We'll need to carefully evaluate how this might work.



Transit Radio System

The MTA has begun to convert to this new, state-of-the-art, radio system which will enable Operations Control the ability to monitor locations of vehicles throughout the system. Division 9 buses will be the first to

have this system installed, with that site being fully converted to TRS by the middle of December. Also, the remaining divisions are scheduled to be converted as soon as possible.

On-Board Cameras

Two of the new CNG buses being manufactured in Colorado will have a new digitized camera system installed for testing and evaluation by the MTA. This system will be able to record

continuously, with the pictures being stored and/or transmitted to an outside location (such as Operations Control). It is possible that his new system will enable those monitoring the pictures a real-time status of conditions on a bus. The buses with this new camera system should be delivered next spring.

Most of us realize within operations that the work of an operator is not easy. The MTA is committed to make your job as safe as practical.

Hat's Off to Bus Rodeo Champ Mark Holland



MTA Bus Rodeo participant Mark Holland stands next to MTA Board Member Mel Wilson at the Rodeo finals held in San Antonio, Texas in October.

Congratulations to Division 12's Mark Holland, MTA's 1995 Bus Rodeo Champion for his strong finish in this year's International Bus Operators' Rodeo held in San Antonio, Texas.

"Mark did a wonderful job representing the MTA and we're all proud of him," said Tony Chavira, Regional Manager of the

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Working Better

by Art Leahy

We at the MTA should be proud of the outstanding service we continue to provide our customers. Day in and day out the operators, mechanics, service attendants, clerks, stores folks, and office/supervisory staff continue to achieve the high levels of productivity and quality that have been established, in spite of reductions in staffing and budget. We all should be proud!

Public transit is increasingly competitive. MTA Operations must be competitive in terms of cost and effectiveness to justify continued investment in our system.

The challenge to all of us is to do the best we can to make the operations unit work better. It will take a concerted and coordinated effort by both those in management and those who do the work at the divisions to "break a sweat." All of us will be required to work harder and smarter to prevail in the current competitive political environment, and also to continue providing the best service bar none!

One of the areas of high profile within operations is the commitment to maintaining a clean bus fleet. Both upper management within the MTA and our Board of Directors have placed a high priority on vehicle cleanliness. In order to achieve this, operations has embarked upon several high visibility programs which should enable us to maintain a high quality, effective cleanliness program.

Each division was tasked to put in place procedures which more effectively address this cleanliness challenge. Included within this process is an assessment, developed with input from the affected service maintenance staff at each division, of how each site's work flow can be streamlined and made more efficient to meet cleanliness standards and goals. The procedures are now in effect.

All of us should be proud that we are associated with one of the finest transit properties in America. Through the dedication and hard work of everyone within operations and throughout the agency, we will be able to meet our competition head on.

The MTA is a good place to work. Think about it. Are you doing all you can to protect your investment in MTA? •

Performance Measurement

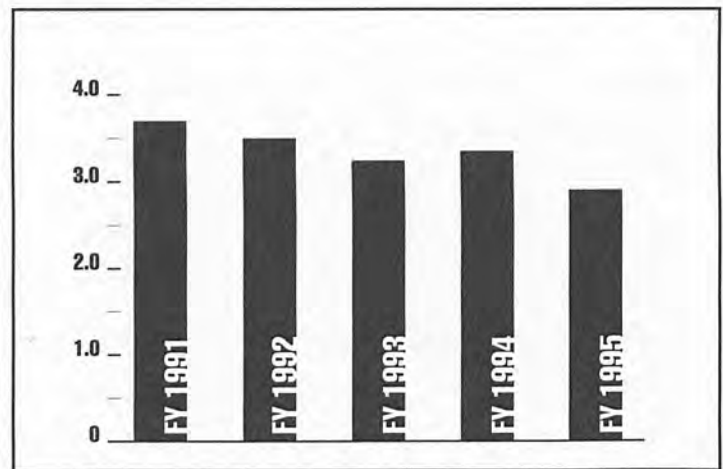
In this month's issue of Running Times, we will describe another performance indicator used to assess the operating and financial performance of the Metro Bus System: Traffic Accidents per 100,000 Miles.

Traffic Accidents per 100,000 Miles:

Definition: Average number of bus-related traffic accidents for every 100,000 miles traveled by bus (in or out of service).

Traffic Accidents per 100,000 Miles

Historical



Significance: This number is an indicator of the safe operation of vehicles. In general, the lower the figure, the safer the operation. By calculating an accident rate per 100,000 miles it is possible to compare the relative traffic safety of transit systems of various size. It is also possible to compare traffic safety on various bus lines and operating divisions within our own system. This indicator does not reflect the relative seriousness or cost of accidents.

Target: 3.5 or fewer accidents per 100,000 hub miles.

Trends: Performance in this indicator has improved steadily for many years, reaching an all-time low of less than three traffic accidents per 100,000 miles in Fiscal Year 1995. A decade ago,



Zero Tolerance Program Continues to Make Progress

Currently, the focal point of the Zero Tolerance (ZT) program is the Clean Bus Program. The emphasis on cleaner buses is described here along with three other ZT components.

Clean Bus Program

Expanding on the ZT program, the Clean Bus Program is a focused effort to develop and provide complete and consistent procedures to improve exterior and interior bus cleanliness.

Maintenance Assistants, along with other members of the DAC team, were asked to come up with opportunities for improved cleaning techniques using existing employee resources.

A systemwide bus cleaning program was developed after much input and discussion from division staff. In this framework, each division has developed its own implementation plan for improved bus cleaning. This effort has included discussion and suggestions from "the frontline troops" -- the maintenance assistants who are coordinating the program.

Seat and window replacements are important components of the Clean Bus Program. The window part of the plan includes completing changing out every side window damaged by etching and weathering in the system. Currently, 80 window sets have been received, with 45 sets installed.

Due to the extensive wear and tear on bus seating, 67,000 seat inserts out of 144,000 have been identified for replacement. To date, about 10,000 seat inserts have been delivered, and about half of these have been issued to the divisions.

Finally, there is also a stepped-up Pest Control program. The vendor who will be responsible for treating the buses for pests has begun the treatment process. All buses will be treated quarterly by the vendor, who will visit the divisions on a monthly basis. Each division will supplementing the vendor's work by continuing its own treatment program.

Vandalism Abatement Program

One of the gems of the MTA Zero Tolerance program is the Vandalism Abatement program's educational component. Created as Division Advisory Committees (DAC) at nine operating facilities, the DAC concept is an unprecedented volunteer/employee community outreach effort established to build a bridge between our buses, trains and the neighborhoods we serve.

DAC members are bus operators, mechanics, maintenance assistants and support personnel who volunteer their time and effort to educate young people, parents and teachers how to mitigate vandalism. DAC members are trained as public affairs ambassadors to implement the TAKE PRIDE & STOP TAG anti-graffiti curriculum in schools and community forums. By the way, the TAKE PRIDE program garnered the MTA an APTA AD WHEEL award last year.

In addition, DAC teams up with local businesses to mobilize entire neighborhoods in graffiti removal. Everyone enjoys the sense of accomplishment and benefits that comes with beautifying our communities and riding graffiti-free public transportation. To join a DAC group or for additional information call 972-5835.

The MARS and JAWS Programs

Another step toward cleaner buses is the help received from court-ordered community service and from juvenile probation camp referral work crews. The Mediation and Restitution Services (MARS) program and the Los Angeles County Probation Work Paid Crews and Juvenile Alternate Work Site (JAWS) program both provide crews at a total of six bus terminals and the Transit Police Headquarters location. The crew assignments vary, but they extend over all seven days of the week, starting as early as 9:00 a.m. and ending as late as 8:00 p.m. To ensure the effectiveness of this program, it's important that all bus operators have their buses available for cleaning at these sites when the crews are available.

Transit Police Help Out

The MTA Transit Police efforts are another ZT component. The transit police support the program through general deployment of officers throughout the MTA service area. These officers, usually in uniform, act as a deterrent and preventive measure to stop acts of graffiti and vandalism on the bus system, as well as on the rail system. There is a concentration of officers during student hours of bus travel—a time of increased graffiti vandalism.

Transit Police also have the Graffiti Habitual Offenders



Look closely: These youths are removing graffiti as part of the DAC-sponsored community cleanup effort.

Suppression Team—better known as the GHOST program. These are undercover officers who ride the buses and trains where problems are known to occur frequently.

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BULLETIN BOARD

There are a lot of programs and activities being planned which directly impact the agency's Operations' employees. The following highlights those scheduled to occur very shortly.

Transit Radio System (TRS)

Scheduled to be implemented in phases. First phase to begin in mid-November with Division 9 buses converted to this new system. Full conversion to TRS will be implemented in early December. This will help improve service by providing bus and bus-run specific on-time performance data, as well as vehicle locating capabilities.

Red Line Extension

The next phase of the Red Line rail line, which will operate west from the Westlake station to Western Avenue, will be implemented in mid-1996. While the exact date has not yet been established, expectations are that it will be in operation by summer. As in the past, a free ride opening weekend will likely be proposed; volunteers will be needed. With this extension, the line will be 5 miles long.

CNG Buses Arriving at Division 8

Division 8 is receiving the CNG buses being manufactured by Neoplan. 37 of 50 buses for that site have already been received, with 10 in revenue service.

The next divisions to get new CNG buses will be Divisions 10 and 18. Facility modification work is underway.

Operator Uniforms

We've received many comments on how good the new uniform looks. Very classy and professional.!

Operator uniforms made of 100 percent polyester material have been ordered and should be available in January or February of 1996.

Supervisor Uniform Shirts

Supervisors are authorized to wear white uniform shirts. We will convert to universal white supervisor shirts on October 1, 1996.

Gateway Transit Plaza

The Transit Plaza is a beautiful public transportation asset. Most of our customers are very impressed. If you haven't seen it, please feel free to drop by and take a look.

Art Leahy Office

Mr. Leahy's office in the new Headquarters Building is on the 11th floor. He invites people to stop by and say hello.

DAC Members of Distinction

September: Brenda Young, Division 15

Showing a commitment in her dedicated work with the Vandalism Abatement Program at Division 15, Brenda Young has been selected as the DAC Member of Distinction for the Month of September. Brenda has been a Maintenance Assistant for 15 years and a DAC 15 member since 1993.



Brenda Young of Division 15 is September's DAC member of distinction.

Brenda currently serves as the DAC 15 Secretary. Brenda often works behind the scenes providing the administrative support that often determines the success or failure of meetings and events. The activities she has chosen to work on are often labor-intensive and require large amounts of volunteer time. The results of her efforts are always impressive.

Her latest project was the successful coordination of the Northern Region Open

House at Division 15. Because of her tireless efforts, she was able to involve a quality list of participants including the Kennedy High School Marching Band, Safe Moves, Funkie Young Stars, Calvary Baptist Youth Choir, and many others. These efforts contributed greatly to the success of the event.

On a personal note, Brenda resides in Lake View Terrace and is happily married to James Young. She is the proud mother of daughter Trisha, and loving grandmother to Trisha's son, Nicholas. From the entire Vandalism Abatement Program staff, we salute Brenda Young for her dedicated service and fine work. You are much appreciated Brenda! •

And the Praise Goes on . . .

Letters from the People we Serve

As Art Leahy, the MTA's executive officer of operations, has said many times, "The MTA operations unit provides the best quality transit service anywhere... bar none!"

These words by Art were stated again when he read some of the recent letters the MTA has received from members of the public about our bus service. "The backbone of the superb service we provide is the men and women working in MTA operations, who day in and day out, put out their best, both dealing directly with the public, and working behind the scenes, continuing to provide the best service in the nation," he said.

The following are samples of thank you letters that keep coming in, complimenting noteworthy MTA employees or praising our top-notch service. Everyone in Operations should be proud of their efforts, and pat themselves on the back for a job well done.

Dear MTA Passenger Relations:

I would like to express my great appreciation for Bus Driver #863, who has driven Line 96 for some time now. His promptness, his courtesy, and professionalism has made him an asset to your company and an exemplary figure to all MTA employees. He is knowledgeable of his routes enough to not put pressure on passengers nor rush to get caught up with his schedule. His communication skills in so many languages, including my second language, are par excellence. His smile starts off so many days on the right foot for so many people, in spite of weather conditions, fear of current events, the rude ways of so many unappreciative passengers, and so forth. He is kind, always well groomed, honest and without offending anyone he knows how to tell people that there are rules he must abide by.

In fact, several of his passengers have come together quite often to sum up ways that we might be able to award him with a deserving token of appreciation; however, we do not know how to go about doing so. He is so deserving of recognition that many of his passengers would like the honor of taking part in his being awarded with merits of "Thank You!"

Sincerely, N. Kingston, MTA passenger



Thank you, Richard Patterson (#863) of Division 15 for a job well done!

To Whom It May Concern:

I have not used public transportation in about six years, so I decided to take the #439 into the downtown area of Los Angeles. (The operator) was exceptionally helpful to me. I just wanted to take the time to write to you commending him on the prompt and courteous service he delivered, his personal appearance was superb. He was very intelligent and resourceful. Not only did he answer all my questions knowledgeably and thoughtfully, he also took the time to assist me in learning the schedule for my future travels throughout the city and surrounding areas. The operator called out each and every stop along the way. I was very impressed with his sincere concern that I got to each destination of my travel and made the necessary connections in a timely manner. I followed all the directions given and everything worked out fine. I found the MTA to be of great service to me and I plan to continue using the bus system. Thanks again to the operator he's definitely a true professional.

Sincerely, R. Hendricks

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Dear Mr. Horne (*Tom Horne of Customer Service*):

I am sending this letter to say I have been a rider of the bus lines for quite some time. I was a regular passenger...on the 180 bus line. I had a wonderful person named Jim or James who works out of the Sun Valley Division driving our bus. (I do not have his badge number) Right now he is on the 561 bus line. He made every person who came on the bus feel very special. He would turn and say hello to everyone, young and old. He made sure all the elderly and handicapped people were given seats as soon as they came on the bus. He made sure everyone was comfortable when it was hot. He wanted the ride to be as comfortable as possible for all of his passengers. He made friends with many of his regular passengers. When they came on board he would say how was your day at work how is your family. He was genuinely concerned about his passengers. As one elderly gentleman said to me on the bus one day when Jim was driving our bus, "Who is that man (in broken English) he is the most wonderful driver I know."

Sincerely, K. Martinez

The Operations Unit also oversees the Freeway Service Patrol (FSP), which works hard to improve the flow of traffic on our freeway system. To do that, the FSP provides a fleet of tow trucks throughout the region to quickly remove disabled vehicles from our freeway system. The following is one of hundreds of commendations received by the Congestion Management department:

Dear Diane Perrine (*Dir., Congestion Management, Operations*)

I am writing this letter to express how grateful I am that L.A. has the Metro Freeway Service Patrol out on the highways. About a month ago, I was on the Harbor Freeway. My car broke down and I barely coasted over to the right shoulder.

I had my emergency lights flashing and the hood of my car up for almost a full hour... I was stuck in a particularly tight spot between an on ramp and an off ramp, so I was unable to walk safely away from my car. I would have attempted to leave my car to seek a call box, but that part of the freeway was still under construction and there were no call boxes.

I was quite relieved to see the Metro tow truck pull up behind me. Maikel Chavez should be commended for his professional, reassuring and friendly manner. He radioed for a tow truck and waited with me until it arrived.

Gratefully, Dulcie Kawata •

Eastern Region

Retired Operator Shifts Gears To Drive Museum Buses

Jerry Duncan retired February 25, 1994, from Division 9 after 25 years with RTD/MTA.

"Driving a bus was such a satisfying career for me that when I had more time available, I knew I wanted to spend it driving and maintaining buses for the Pacific Bus Museum," said Jerry

And he so did. Located in the City of Industry, the museum houses some 60 historic buses, about 15 of which are owned by the museum and another 45 buses are owned by its members. The museum also has a base at Williams, California, 60 miles west of Sacramento, where about 50 antique buses are on display. The total membership between the two locations is about 125 members, including several other RTD/MTA employees or retirees.

The Pacific Bus Museum had a prominent display at the Division 9 Open House on September 23. Besides the historic MTA owned bus—a 1958 GMC, with its two-tone green and white color scheme, No. 5193—the museum provided five buses for the open house. Two of the buses are fully restored: a 1971 RTD Flxible bus, No. 7103, and a 1961 MTA GMC bus, No. 5302. Also on display were a 1958 MTA GMC suburban transit bus, with high back seats and one door, No. 2028; a 1963 MTA Flxible transit bus, semi-restored, No. 5808; and a 1958 Greyhound Mack transit bus, No. 1692.

Retired Operator Duncan noted that the museum display was a big hit with the many community members who turned out for the event. He said that museum buses will be displayed at several other MTA division open houses.

Also of interest to long-time MTA employees and retirees is the 1971 Flxible bus that was on display, Bus 7103, which was restored in honor of George Powell. For many years, George was in charge of bus maintenance for the former RTD and was working for the agency back when it was first called the MTA. He continues to serve as an active advisor to the museum, which used to be called the West Coast Motor Coach Museum. Bus 7103 was bought in his honor by the museum.

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The purpose of the Pacific Bus Museum is to preserve and restore buses that represent various transit companies throughout the years, with emphasis on buses from transit operations in California. The museum's secretary, Stephin Schwargwald, states he believes there are several mutual interests between the museum and MTA. For example, the museum is a resource to educate MTA employees about the historic role transit buses have played over the years in the region. Not only is it a source of information, the museum is a morale booster for many employees.

The museum considers that another opportunity for a joint endeavor with the MTA would be day-long bus excursions using historic buses. The excursions are successful in the Bay Area, Stephin notes, both as a promotion for the museum and for the transit agency involved.

MTA employees and their families who would like more information can call (310) 271-4106. The Pacific Bus Museum is usually open on Sundays between 12 Noon and 5 p.m.; however visitors should call first. •



Division 9 Community Day visitors inspect a historic bus on display.

Roadeo Champ, continued

Eastern Division. "For a first-time Roadeo competitor, Mark's ranking was not only incredible but demonstrated his "raw talent" behind the wheel of a bus," said Chavira.

Mark finished strong, landing in 8th Place in a 40-foot bus category. The field included 72 bus operators and, according to APTA officials, about 50% of them had competed in prior International Roadeos. He drove a 40 foot RTS bus provided by the host property, VIA Metropolitan Transit.

MTA Board Member Mel Wilson, Regional General Managers Ellen Levine and Jon Hillmer, along with other MTA well-wishers were on hand to applaud Mark for a great job after an exhausting and successful run on the course.

Congratulations Mark for representing the MTA so well at this year's Internationals! •

Western Region

Fellow Employee Shows Up to Cheer Division 7's Rodeo Champ

What a pleasant surprise! Can you imagine being 1,500 miles way from home, competing in your first Bus Rodeo and having a fellow bus operator there just to support you?

Well that is what Division 7 Bus Operator, David Resendez, #14377, did for Mark Holland at this year's MTA Bus Rodeo Champion. David went all the way to San Antonio to root for Mark when he competed in the 1995 International Bus Operators' Rodeo held in San Antonio, Texas on October 10. Along with the operations representatives who were officially on hand to support Mark, David cheered Mark on as he navigated the course.

While in Texas, David also found time to visit with friends and family in the San Antonio area.

Thanks David for your support to this year's MTA Bus Rodeo winner! You showed the MTA team spirit.



Division 7 Operator David Resendez with Rodeo competitor Mark Holland in San Antonio

Western Region's Thought of the Month

Each month we will bring you thoughts from an employee in the Western Region. This month Rick Hittinger, Service Operations Manager, Division 10 and Terminal 6 would like to share some ideas regarding Customer Relations.

The importance of what our customers think about our agency and the service we provide cannot be over emphasized. We, as a team, must keep this in mind at all times. We cannot allow the circumstances of our lives to affect our attitudes. We must always treat our patrons with compassion and show them the "true professionals" that we are. Remember the golden rule and treat all of your customers with the dignity and respect you would like

to receive. Without a positive attitude, we will be the ultimate casualties.

One way, he says, to improve our image as an agency is to form a more positive relationship with our customers and show them that they truly are important. Coordinating with MTA Customer Relations, we can make personal contact with every patron who has registered a complaint about one of our buses and/or operators. We must investigate every complaint received to determine solutions and take the appropriate action to resolve the issue and hopefully reduce the likelihood of a repeat complaint.

The results have been rewarding. Customer complaints within our region have dramatically decreased, and our operators and other staff are becoming increasingly sensitive to providing courteous and reliable service to our patrons.



Division 10 Service Operations Manager Rick Hittinger -- "committed to providing the best possible service every day"

Without a doubt we take it personally when our customers receive unsatisfactory service on any of our buses. As such, every bus operator, mechanic, maintenance assistant, supervisor and manager working within the Western Region is becoming personally committed to providing the best possible service every day.

Welcome Aboard, Jon Grace

The Western Region warmly welcomes its newest team member, Jon Grace. Jon comes to us from the Customer Relations Department and brings with him a wealth of experience. He will be the new Corporate Transit Partnership (CTP) Analyst promoting corporate and regional ridership as well as interfacing with various transit management associations. •



Western Region's newest addition -- Jon Grace. Welcome to the team!

Southern Region

Open House an Example of True "Southern" Hospitality

The Southern Region held its Open House on Saturday, October 21, at Division 18. Several MTA buses were displayed, including a vintage unit, and Metro Rail was represented with the Red Line mock-up. There were also units displayed by MTA Transit Police and the County of Los Angeles Fire Department. Nissan, in addition to providing parking facilities for the day, also displayed a new vehicle.

Don Kott Ford had a new truck on display, and booths were provided by Sears, Great Western Savings & Loan, CentrepoinTE Medical Group, Long Beach Medical, Boyle Heights Industrial Medical Clinic, MTA Transit Police, and MTA Marketing. Mattel Toys donated toys that will be distributed to the community.

Board Member Jim Cragin reminisced about his days as an operator when he spotted the vintage bus. Franklin White thought the event was wonderful and complimented the Southern Region. After Joe Drew delivered comments to the crowd, he toured the booths and displays with his family.

Operations Executive Officer, Art Leahy, was also in attendance. He commended the Southern Region Team on its efforts. There were also other dignitaries in attendance: Emmett Cash of the Citizen Transportation Oversight Advisory Committee (CTOC), Jonathan Leonard, L.A. County Fire Commissioner; Councilman John McTaggart, Rancho Palos Verde; and Judith Ciancimino, Executive Administrator, Westchester - LAX Transportation Management Association.

The Open House was attended by many members of the



Southern Region community. Children of the guests and employees were entertained by Travis the Owl. Several John Muir Junior High students had firsthand opportunities "to be in



the drivers seat" as they sat on MTA buses pretending to be operators, or in Transit Police vehicles and on fire engines blasting the horns and sirens. It was obvious to the crowd that there were several future operators, firemen and transit police in that group.



The highlight of the day, was the Karaoke booth. After the Locke High School Band and Drill Team performed the Star Spangled Banner and other numbers, they entertained the crowd with serenades from the Karaoke booth. Other guests took turns at crooning with the music. Finally, the Southern Region management team got into the act with a rousing rendition of old soul ballads.



Southern-style hospitality was extended to all and the event was an obvious success. The Southern Region thanks all who participated, contributed and supported the

occasion, and a special thanks goes to MTA Marketing, MTA Vandalism Abatement, South Bay Area Team and to all those Southern Region employees who volunteered their time to make it happen.

Southern Region - Stay tuned for the next fun event! •

(clockwise, from upper left) Travis the Owl; "Test Time": Free cholesterol tests at CentrepoinTE Medical Booth; Karaoke Serenades: John Muir Junior High School students and guests; Service Operations Manager A. J. Taylor, Regional General Manager Ralph Wilson, and Sumire Gant at the Southern Region Open House; (left to right) Deputy Chief Executive Officer Joe Drew, Mrs. Cragin, MTA Board Member James Cragin, Art Leahy, Mrs. Drew, Regional General Manager Ralph Wilson; The Line Up: Regional General Manager Ralph Wilson introduces the Southern Region's management team.

Northern Region News

Customer Relations and Incentives for Performance

The MTA may be the largest, but it is not the only, transit operator in Los Angeles County. We compete with municipal and private bus operators and Metrolink for both riders and local subsidies. These transit operators are constantly looking for new ways to attract more riders and increase their share of L.A. County transit. Competition is now the name of the game. Therefore, we must be ever-vigilant to improve our service and polish our image. As noted last month, significant strides have been made in putting only clean, graffiti-free buses on the street. Efforts are continuing to make our schedules responsive to ridership needs and increase the reliability of our buses. New operator uniforms send the message that a new MTA is taking hold. But we can not rest on our laurels. Our next undertaking focuses on customer service.

In an effort to enhance the level of customer service and satisfaction provided to our riders the Northern Region, in cooperation with the Western Region, has taken the lead to develop an improved customer relations program. To date, four committees have been established to review ongoing activities and recommend improvements. The four committees are Customer Relations Training, Incentives for Performance, Customer Complaint Tracking, and Discipline.

The Northern Region has specific responsibility to propose an incentives program based on gain sharing. That is, to provide some type of reward for either individual and/or group achievements or for overall division improvements from the savings realized as a result of improved efficiencies. While the focus is to increase customer satisfaction, efforts will not be limited to focusing on improvements in the handling of customer complaints. Our goal is to establish an incentive program that improves all areas of performance, thereby providing better and more cost efficient service to our customers.

We want your input. The most successful employee incentive programs are those that come from the employees themselves. All Operations staff are encouraged to think about and propose gain sharing incentive programs to improve MTA service and employee morale.

What would make the MTA a better and more cost efficient Transit Operator? How can we achieve a cost savings while making the MTA a better place to work? If you have any ideas send them to: **RICHARD DAVIS, CHIEF ADMINISTRATIVE ANALYST - NORTHERN REGION.**

CNG Buses Arrive at Division 8

Division 8 has received 37 of an eventual 50 new 4500 Series CNG buses. The fueling facility is still undergoing final testing prior to certification and acceptance from the contractor by the MTA. As of November 7, in conjunction with the testing of the fueling facility, 10 of the new CNG buses were in limited service. Each week an additional five CNG buses will be placed into service.

These new buses will be a great addition to Division 8's bus to block program. Bus to block is an equipment scheduling program being implemented throughout the Northern Region. The program is intended to assure that each pullout at the Division is assigned the same bus every week day.

The 4500 buses are equipped with many new features, such as, Recaro driver seats, light color interiors, lightly-tinted windows with interior window guards, and a fire suppression system.

Tony Sandoval - New Manager at Division 8



Tony Sandoval -- new Acting Service Operations Manager at Division 8

The Northern Region is pleased to welcome Tony Sandoval as the new Service Operations Manager at Division 8. Tony was formerly the Deputy Service Operations Manager at Division 12. He brings a vast amount of experience gathered over his 21 years with the MTA. He has been involved in many of the activities of Operations, starting out as a bus operator to managing the Training Center in El Monte.

Tony resides with his wife, Veronica, whom he is proud to say he has been married to for 26 years. He is the proud father of two children; Ava, 24 and Steven, 18. •

Operations' Employees of the Month

Semmi Sanders -- August Operator of the Month

Mr. Semmi Sanders of Division 7 is the August Operator of the Month. During the qualifying period, Semmi had no instances of sick, missouts, rule violations, or avoidable accidents. He also maintained the maximum number of merits.

Equally outstanding and to his credit is the fact that Semmi has devoted 35 years of service to the Authority. Semmi admits that he loves his work but has plans to retire in January and travel extensively across the country.



Operator of the Month, Semmi Sanders, flanked by Regional General Manager Ellen Levine and Division 7 Service Operations Manager Harold Hollis.



Maintenance Employee of the Month -- Roy Rodgers from the Red Line is honored by (from l to r), Ed Vandeventer, Rail Operations General Manager, and Dave Kalasnik, Division 20 Maintenance Manager.

Charlene Carr - August Information Employee of the Month

The Customer Relations Telephone Information Employee of the Month is Charlene Carr. This is the second such award she has received; Charlene received the same award in 1992, exactly one year after she had been hired.

Charlene is an excellent operator and must be commended for her consistent courtesy towards passengers and co-workers. Her knowledge of operations is extensive, and management frequently requests her assistance when training new operators.

Congratulations, Semmi, Roy and Charlene for a job well done! •



Red Line's Roy Rodgers -- September Maintenance Employee of the Month

The Red Line's own Roy Rodgers is the September Maintenance Employee of the Month. This is the first month that a rail maintenance employee has been so honored.

Roy has been employed by the Authority for five years and is the Red Line's Maintenance Assistant's Shift Leader. He is a hardworking, conscientious employee who is known for his willingness to assist others and his efforts to boost the morale and focus of his crew. In addition to his regular duties, he has also worked with Yard Control Supervisors to ensure that the Rail Operations Department is prepared for the next day's rollout of trains.

Mr. Rodgers has an excellent rapport with management as well as with his peers and is most deserving of this award.



Charlene Carr is Information Operator of the Month -- flanked (from l to r) MTA Board Director Raul Perez and Acting Customer Information Manager RoseMarie Cendejas.

Rail Operations

Rail Superintendent Bud Moore Writes Rail Transit Design Standards

It may not end up on the New York Time's best seller list, but Rail Facilities Maintenance Superintendent Walter (Bud) Moore's recently-completed professional writings were accepted for publication as a key chapter in the upcoming revised A.R.E.A. (American Railway Engineering Association) Manual for Railway Engineering.

Bud has been working for several years with Committee 12 (Rail Transit) of the A.R.E.A. to establish recommended practices for Rail Transit. His completed work, Chapter 12 of the manual, is a new addition. Bud and his colleagues from other transit properties have spent countless hours in developing the standards.

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Bud, who came to the MTA in 1989, retired from the Chicago Transit Authority after 26 years where he spent his entire career in maintenance of the CTA's vast rail network. He is well known and respected in the industry. He is also active in other committee efforts within the industry: Transportation Research Board Committee C3 - Wheel/Track Noise Mitigation; Transportation Research Board Committee D6 - Track Design Manual for Light Rail Transit; American Public Transit Association (APTA) - Power and Signal Committee; and California Public Utilities Commission General Order 95 Committee

Bud is 59 and lives with his wife, Jan, in Cerritos.



Walter (Bud) Moore, Rail Facilities Maintenance Superintendent

Richard Hunt — Personal Profile

Richard Hunt, a longstanding and outstanding Assistant Director within the Facilities Maintenance unit, was recently appointed Acting Deputy Executive Officer for Operations Administration. Given this new work assignment within Operations, it is a perfect opportunity to profile Richard.

Richard L. Hunt has been with the Authority since 1979 when he was hired as an Electronic Maintenance Supervisor. After slightly more than a year, he was promoted to an Electronic Maintenance Superintendent position, responsible for supervision of a cadre of first-line supervisors. Richard is ever-striving to improve himself. While a superintendent, he completed a Bachelor of Science degree in Electrical Engineering from Cal State Los Angeles, and also successfully received an Engineering Management Certificate from Cal Tech. This dedication to improve, as well as his outstanding management of his function within the then Telecommunications Department of the RTD, led him to his appointment as the Assistant Director of the then newly-organized Facilities Maintenance Department. He continued in that position until his most recent promotion.

People who see Richard for the first time usually see him as a friendly, calm, low-key, laid back type individual...and he generally is. He is also a hard working, intelligent, highly-motivated person who is more than able to successfully handle the pressure and demands that come with his new position.

In keeping with his belief in ever-improving one's self, Richard was asked what he felt would be his biggest contribution to the organization as the new Deputy Executive Officer. He commented that "the MTA in general, and the Operations unit in particular has entered a new environment. The opportunity and challenge are there for people to succeed who are open to new ideas, are willing to step out and take reasonable risks, and who are flexible enough to accept continued changes within the organization and operation. I hope to impart to my staff a management style that will promote these positive attributes."

On a more personal note, Richard has been married almost 25 years, has a daughter, Jennifer in her first year in college and a son, David, nine years her junior. He loves the outdoors, skiing, fishing and sports of all kinds, anhe is continuing a lifelong goal to be the best woodworker and ceramicist possible.

While Richard advocates being flexible and taking risks, there is also his more controlling side. He has recently completed his first year training to be a high school football official. In fact, he is spending many of his weekends officiating (controlling) games. He does wear glasses, but please do not make reference....

This is Richard Hunt, the new Acting Deputy Executive Officer within Operations. We all wish you well! •

PROMOTIONS

The following is a listing of recent promotions within Operations. Congratulations to you all!

Allen Jacobs	Deputy Service Operations Manager (Acting)
Maria Reynolds	Chief Administrative Analyst
Jesse Payne	General Services Supervisor
Angel Noriega	Materiel Supervisor (Acting)
Larry Perryman	Truck Driver/Clerk
Tony Sandoval	Service Operations Manager (Acting)

CHANGING GEARS

As in every organization, there are those who have worked long and hard, and have contributed significantly to the agency's success. We congratulate the following individuals for their efforts and wish them a happy retirement:

Lynette Adams	General Clerk III	9-18-95	16 years
Dennis Bainbridge	Bus Operator	8-31-95	23 years
Paul Brooks	Bus Operator	8-31-95	23 years

IN MEMORIAM

David Claiborne	Bus Operator	9-6-95	16 years
Arturo Villareal	Mechanic "A"	9-10-95	15 years

CORRECTION

Running Times has been informed that Train Operator Carl Motley, a Green Line employee, was inadvertently not included in the October's newsletter Green Line thank-you listing. Apologies go to Mr. Motley, a 17-year employee with the Authority, for this omission.

RUNNING TIMES

Running Times is a publication of the MTA's Operations Division. Items you would like to see included may be submitted for consideration to Byron Lee.

Editor	Byron Lee
Art Director	Anne Roubideaux
Designer	Terry McMahon
	Don Knowlton
Copy Editors	Wendy Taylor
	Nadine Beffa

OP068/11.95 TMC

Submission of Items to Running Times

Have you got any news you'd like reported? If you do please send it to me at the Gateway building (Location 100) by the 15th of the month.

Subjects allowed are open-ended: announcement of an upcoming division or personal special event, report of a new baby in the family. Jot down a few sentences, or write an entire article! Photos may also be included. Oh, by the way, please include your name, work location, job title, so we can give you the proper credit, and also your telephone extension in case we need to get more information.

We will try to include your information in the next issue.

Thanks, *Byron Lee*

Zero Tolerance, continued

In both these types of police deployment, Transit Police Captain Dennis Conte notes that a major source of information about problem locations are come from bus operators in their miscellaneous reports.

"We respond to every one of the operator's reports," said Capt. Conte, "providing we can read the handwriting. Timeliness is critical to our efforts, and we make every attempt to contact the reporting operator while he is still in service. Transit Operations Supervisors (TOS) and other division management staff must forward their reports to us as quickly as possible, so that we can respond immediately by sending officers to the trouble spots." •