



Management Handbook

in the event of a work stoppage

Who to contact
Fast information
What to do if there's a work stoppage
Interim personnel policies
General services and security
Frequently asked questions
Text of employee briefings

June/July 1997

HD
5306
.L6
M588
C.2

What's inside

Although every effort is being taken to avoid a work stoppage, MTA's responsibility to our customers, their employers and families, requires us to have a contingency plan in order to minimize disruption of our service.

This handbook has been designed to provide you with quick, clear, concise information necessary to assist you in carrying out your duties in the event of a work stoppage, and in turn, fulfilling our mission and goals.

What's inside

Table of Contents

Who to contact , fast information

Important phone numbers, MTA work locations, rosters of department heads

Prior to a work stoppage

Training temporary operators, preparing operations plans, training of support staff

What to do in the event of a work stoppage

Notifying employees of assignments—locations and schedules
Job descriptions for contingency work assignments

Interim human resources policies in the event of a work stoppage

Vacation, sick leave, alternate work schedules, compensation, alcohol & drug abuse policy

If there's a work stoppage...General Services

Mail service, records management, rubbish/trash removal, Gateway building security, print services, graphics, building services, parking

If there's a work stoppage...Security

Overview, managers' security responsibilities,

What's inside

Appendix

Memo & forms to duplicate, *The Communicator* reprint

Frequently asked questions

Work assignments, negotiations, bus & rail service, training, etc.

Who to contact, fast information

To report an incident or an emergency 922-3560
(see additional emergency numbers on next page)

Strike Hotline. (213) 680-1531
bus & rail information, where to report for work, updates of labor negotiations

CEO Hotline. 922-6282
general issues and concerns, leave your number for a personal reply

Contingency Planning Committee. 922-2452
information prior to a work stoppage

Media Relations. 922-2707
if you are contacted by outside media: radio, TV, newspapers

Internal Communications. 922-7411
publishes *The Communicator*, employee information

Operations 922-4314
Ellen Levine

Department of Labor Relations. 922-7114
Raman Raj

Who to contact, fast information

EMERGENCY TELEPHONE NUMBERS

EMERGENCY 9 - 1 - 1
(Ambulance, Police, Bomb Threat)

Transit Police Dispatch (LAPD- Sheriff)

Bus (LAPD and Sheriff)	2-6280
Red Line (LAPD)	2-3550
Blue Line (Sheriff)	3-5280 or 1-800-339-0287
Green Line (Sheriff)	3-5280 or 1-800-339-0287

Gateway Building

Transit Police Dispatch	2-6280
Security Guard Control Room	2-7600
Third Floor Security Desk	2-6080
Plaza Level Security Desk	2-6081
Violence Prevention Hotline	2-3000
Building Services	2-4800
MTA Director of Security	2-3643
MTA Security Manager - Guards	2-3624
MTA Security Manager - Contracts	2-3625
Building Engineers	2-4397 or 2-4396

LAPD Transit Group Main Patrol Station (Regional Rebuild Center - RRC)

Desk Officer	2-5100
Watch Commander	2-5103
Watch Sergeants	2-5104

Sheriff's Transit Bureau Main Rail Patrol Station (Central Control Facility - CCF)

Desk Officer	3-5000
Watch Commander	3-5075
Watch Sergeants	3-5075

MTA Security/LAPD/Sheriff *(May be operational in July)*

Emergency Operations Center (EOC)

Plaza Level, Gateway Headquarters Building

Duty Officer	2-3560
Adjutant	2-3554
Secretary	2-3562

Who to contact , fast information

Executives and Department Heads

LAST NAME	FIRST NAME	TITLE	EXT.	LOC.
AARON	ROBERT	BATALLION CHIEF LACFD	27269	99-18-2
ADAMS	JOHN J.	DEP. EXE OFCR PRJ MGR.	27200	99-16-2
BECK	GEORGE	DIR. OF ACCOUNTING	26811	99-21-3
BOHLINGER	LINDA	INTERIM CHIEF EXEC OFCR	22450	99-25-1
BRAINERD	JAMES	CHIEF INFORMATION OFCR.	24455	99-5-1
BROWN	NICK	DIR. OF RAIL ACTIVATION	27207	99-18-9
BROUSSARD-	GEORGIA	BOARD SECRETARY	24600	99-3-1
CALDWELL	MICHELLE	DIR. OF OPRNS FINANCE ADM	22452	99-11-4
CARDENAS	FRANK	CHIEF OF STAFF	27431	99-25-4
CARRON	RICHARD	DIR. OF CONTRACT ADMIN	21040	99-12-1
CASHIN	BOB	DEP. EXE. OFCR PL &PROG.	23009	99-22-1
CHARLES	GAIL	MGNG DIR. OF EO PROGRAMS	22637	99-13-1
CHAVIRA	ANTHONY	DEP EXEC OFC PROCUREMENT.	24685	99-11-1
CHRISTIANSEN	JEFFREY	DEP EXEC OFCR.,PROJ MGMT	27342	99-17-1
CLARK	GARY	.DIR BOARD RESEARCH SERVS	22226	99-3-2
CONWAY	MARTY	DIR. OF ITS	24468	99-5-1
COWDEN,	DANIEL	DIR SECURITY	23643	99-9-1
DAWSON	RODNEY J.	DEP EXEC. OFCR, FINANCE	27201	99-25-1
DE LA LOZA	JAMES	EXE. OFCR. RTP&D	23071	99-25-1
DEFOOR	JOYA	TREASURER (ACTING)	24029	99-21-2
DE LA CRUZ	A.R.(RALPH)	RAIL GENERAL MANAGER	24322	99-11-7
DIAZ	AGAPITO	DIR. OF REVENUE	27663	99-24-4
EDWARDS	DAVID	DIR. OF ITS	24510	99-5-1
EKSTEROWICZ	NANCI	ACTING DIR RISK MGMNT OPS	24936	99-8-1
FISCHER	ANNE	DIR OF CONTRACT ADMIN	21031	99-12-1
FLORES	FRANK	DEP. EXEC. OFCR. PLG&PROG	22456	99-23-3
FRANCIS	MICHAEL	DIR. OF JOINT DEVELOPMENT	23024	99-22-6
FRANCO	GISSELLE	DIR. OF GOVT. RELS&PUB AFFS	22297	99-19-6
GONZALEZ	MICHAEL	DEP. EXEC. OFCR. CSTR/ENG	27476	99-17-8
HENDERSON	WILLIAM	CONTROLLER	26155	99-21-3
HILLMER	JON	REGIONAL GENERAL MGR.	26972	99-11-1
HITTINGER	RICK	REGIONAL GENERAL MGR.	24424	99-11-1
HUBAUD	LOUIS	DIR. OF SYSTEMS SAFETY	27273	99-18-2
HUNT	RICHARD	DEP. EXEC. OFCR. OPRNS	24901	99-11-2
IBARRA	DAN	DIR OF OPRNS SUPPORT SERV.	24420	99-6-1
INGE	RAY	DEO HUMAN RESOURCES	27123	99-4-4
JACKSON	DANIEL	DIR. OF CONSTRUCTION SFTY	27367	99-17-4
JACKSON	MICHELE	RECORDING SECRETARY	24605	99-3-1
JAMES	RAE	EXE OFCER, COMMUNICATIONS	22225	99-25-8
KELSEY	DAVID	ASST CO COUNSEL	22511	99-25-9
KILLOUGH	KEITH	DEP. EXEC. OFCR., PL&PROG	22827	99-23-7

Who to contact , fast information

Executives and Department Heads

LAST NAME	FIRST NAME	TITLE	EXT.	LOC.
KIMBALL	ART	EXEC. OFCR., OFC/PRO	21010	99-25-6
KINSEL	JEANNE	DIR. OF CONTRACT ADMIN	21476	99-17-3
KUMAR	ASHOK	DIR. OF SCHED. SYSTEMS	26911	99-7-3
LANTZ	STEPHEN	DIR. OF SYSTEMS INTEG.	23046	99-23-7
LEVINE	ELLEN	EXE. OFCR. OPRNS	24314	99-11-1
LEWIS	TED	DIR OF ENGINEERING	27249	99-18-1
LITTMAN	MARC	DIR. OF PUBLIC REL.	24609	99-19-8
LONG	BARBARA	DEP. EXE. OFCR FINANCE	22170	99-21-1
MAIMONI	SHIRLEY	DIR. OF ORG EFFECTIVE.	22263	99-9-2
MARSHALL	VELMA	DIR. OF REAL ESTATE	22415	99-14-1
MATSUMOTO	TERRY	DEP CEO	22473	99-25-1
MAUCK	STEVEN	DIR. OF RISK MGMT.	22176	99-8-3
MCALLESTER	BRADFORD	DIR. OF AIR QUAL.&MOB.	22814	99-23-2
MCLAUGHLIN	JIM	DIR. OF SYST. INTEGR.	25708	99-23-1
MCLAUGHLIN	PATRICIA	MG. DIR. ORG. EFFCTVNSS	23001	99-25-3
MERRIWEATHER	MARVIN	DIR SYSTEMS SECURITY	23624	99 9 1
MEYERS	K.PHILLIP	DIR. FACIL. ENGR.	24710	61-2-1
MONTOYA	THEODORE	DIR. OF INVENT. MGMT.	21020	99-12-1
MOORE	WAYNE	DIR. OF CAP. PROG.MGMT	25661	99-21-1
MOORE	WILLIAM	DIR. OF QUALTY MGMT.	27385	99-24-3
MORSE	WARREN	DIR. OF MARKETING	25661	99-19-2
MUGFORD	SCOTT	DIR. OF CUST. RELATIONS	27020	99-2-4
NAKAGAWA	RYAN	ETHICS & LOBYST MGR.	22975	99-7-5
NEWJAHR	DENNIS	DIR. OF ITS-STRAG. PL	22461	99-5-1
O'BRIEN	BILL	DIR. OF ITS SVC	23861	99-5-1
PADILLA	ANTHONY	DIR. OF AUDIT	24292	99-20-7
PAPA	SHARON	CHIEF OF POLICE	23601	99-9-1
PEREZ	MARK	DIR. OF PROG. CONTROL	27375	99-17-1
PERRINE	DIANE	DIR. OF CONG. REL OPRN	22953	99-6-2
POLECHRONIS	STEPHEN	DEP. EXE. OFC. CONSTR.	21472	99-16-1
RAJ	RAMON	MGNG. DIR OF EMP/LBR	27183	99-14-2
RODRIGUEZ	ALFONSO	DEP. EXE OFCR PRJ MGT	27154	99-16-4
SANDBERG	JOEL	DEP. EXE OFCR CSTR/ENG	27223	99-18-8
SIEVERS	DAVID	DEP. EXEC. OFCR PRJ MG	27225	99-18-3
SIMPSON	LOUISA	DIR. CONFIG. SYS.	27361	99-17-1
SINAI	ARTHUR	INSPECTOR GENERAL	47333	81-4-1
SOTO	BRIAN	DIR GENERAL SERVCS..	24790	99-15-2
STARK	CHARLES	EXE. OFCR. CONSTR.	27220	99-17-7
WALSH	EDWARD	DIR. OF FACIL. MAINT.	26666	30-2-4
WILLIAMS	GWENDOLYN	DEO ENG & CONSTR.	27504	99-17-5
WOODBURY	DANA	DEO .PLAN &PRJ	24207	99-7-4
YALE	DAVID	DIR. OF CAP. PLANNING	22469	99-23-3

Los Angeles County Metropolitan Transportation Authority

Work Contingency Phone Listing

Department Name	Contact Person	Location	Phone Number (Extension)	FAX Number
Division 1	Emilio Caballero	1130 E. 6th St., Los Angeles, CA 90021	26301 or 968-0955 P	26036
	Karl Downs		26301 or 812-2919 P	26036
Division 2	Mike Leahy	720 E. 15th St., Los Angeles, CA 90021	27702 or 248-1633 C	27793
	Joe Brown		27701 or 968-1902 P	27793
Division 3	Diane Frazier	630 W. Ave. 28, Los Angeles, CA 90065	26289 or 961-4232 P	26037
	Howard Shelter		26289 or 968-1699 P	26037
Division 5	Theral Golden	5425 S. Van Ness Ave., Los Angeles, CA 90066	26334 or 470-2556 P	290-1109
	Dana Coffey		26334 or 968-1768 P	290-1109
Division 6	Dieter Hemsing	100 Sunset Ave., Venice, CA 90291	26564 or 703-9716 C	26038
	Alex DiNuzzo		26306 or 963-7846 P	26038
Division 7	Harold Hollis	8800 Santa Monica Ave., Los Angeles, CA 900	26343 or 760-0810 C	26039
	Michael Bottone		26307 or 991-9522 P	26039
Division 8	Grant Meyers	9201 Canoga Ave., Chatsworth, CA 91311	26347 or 506-6917 P	26040
	Kim Turner		26347 or 350-9042 P	26040
Division 9	John Roberts	3449 Santa Anita Ave., El Monte, CA 91731	26426 or 598-0908 C	26759
	Allen Jacobs		26426 or 470-2180 P	26759
Division 10	Dieter Hemsing	742 N. Mission Rd., Los Angeles, CA 90033	26564 or 703-9716 C	221-6407
	Brent Devol		26310 or 991-3170 C	2216407
Division 11	Rick Flores	4350 E. 208th St., Los Angeles, CA 90810	65588 or 718-0245 C	66536
	Bob Ogus		65504 or 999-6442 C	65546

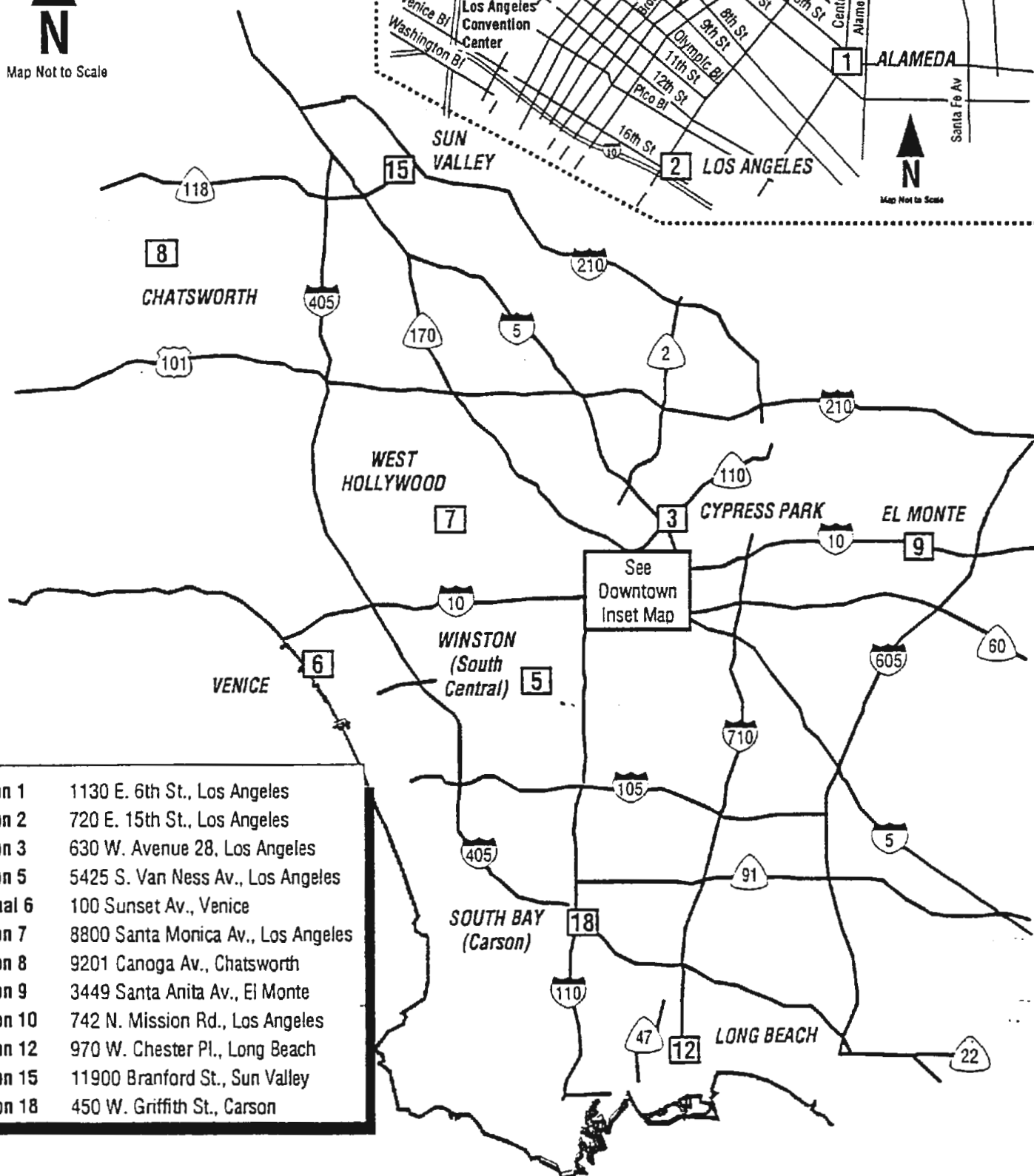
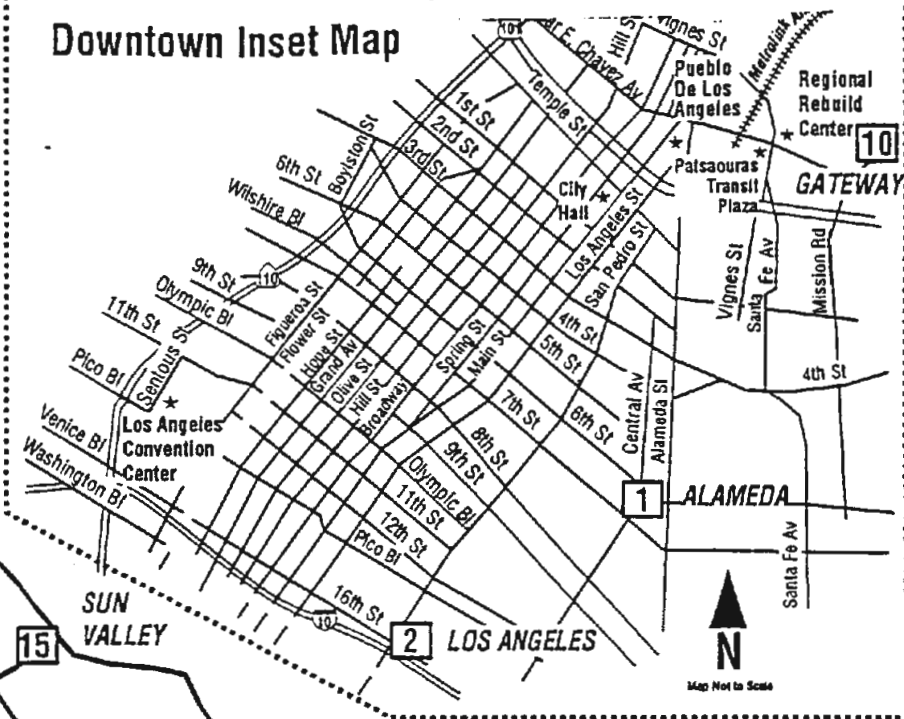
Who to contact, fast information



MTA Bus Operating Facilities

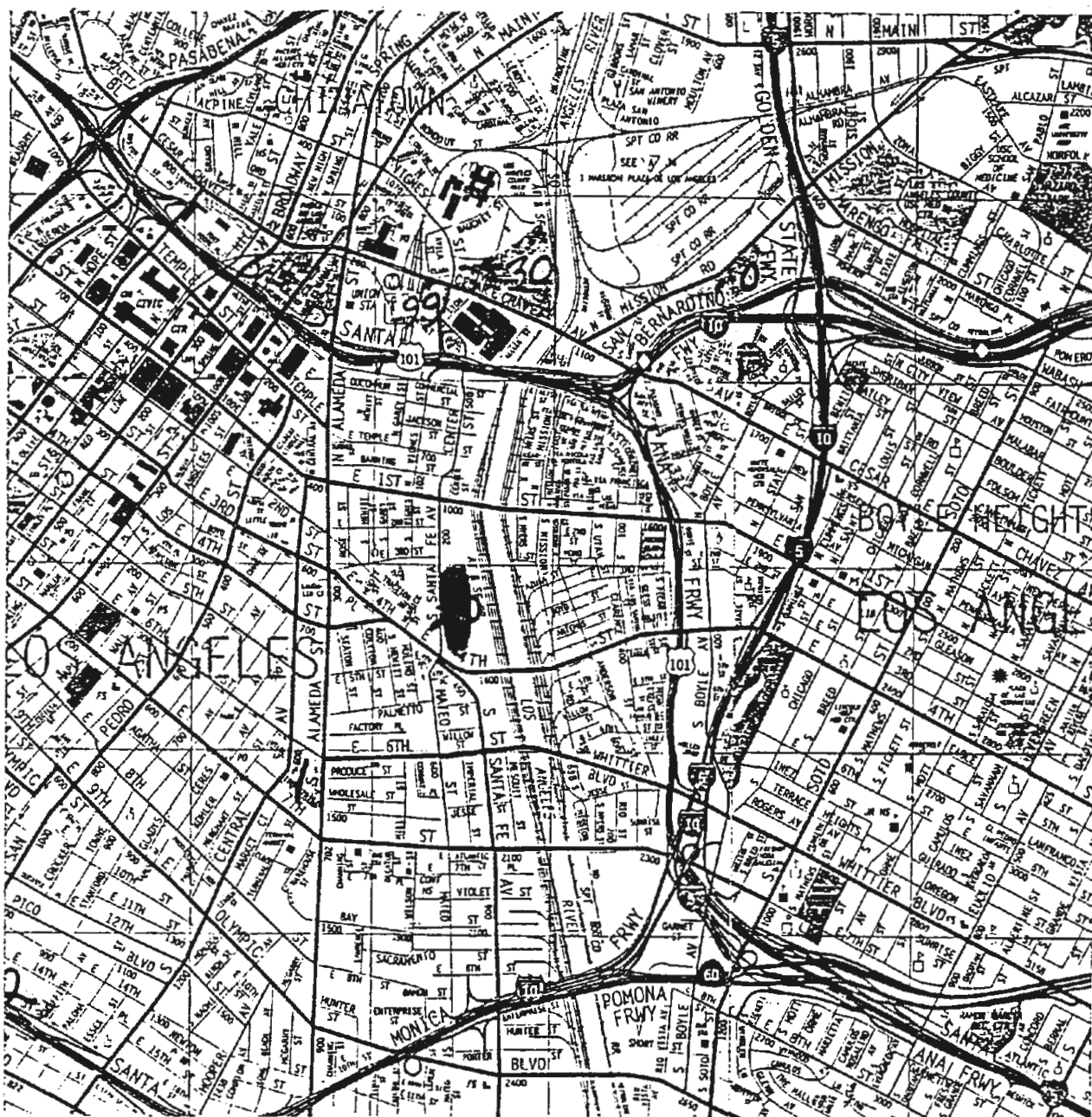
Operations Planning & Scheduling
April 1997

Who to contact, fast information Downtown Inset Map



Division 1	1130 E. 6th St., Los Angeles
Division 2	720 E. 15th St., Los Angeles
Division 3	630 W. Avenue 28, Los Angeles
Division 5	5425 S. Van Ness Av., Los Angeles
Terminal 6	100 Sunset Av., Venice
Division 7	8800 Santa Monica Av., Los Angeles
Division 8	9201 Canoga Av., Chatsworth
Division 9	3449 Santa Anita Av., El Monte
Division 10	742 N. Mission Rd., Los Angeles
Division 12	970 W. Chester Pl., Long Beach
Division 15	11900 Branford St., Sun Valley
Division 18	450 W. Griffith St., Carson

Who to contact, fast information



ADDRESS: 320 SO. SANTA FE AVE. LOS ANGELES, 90013



LOS ANGELES COUNTY
METROPOLITAN TRANSPORTATION AUTHORITY
FACILITIES ENGINEERING DEPT.

APPROVAL RECOMMENDED _____ DATE _____

APPROVED CHIEF ENGINEER _____ DATE _____

DESIGNED

DRAWN BY
ANAYA 8/95

CHECKED

FILE NUMBER

DIVISION 20

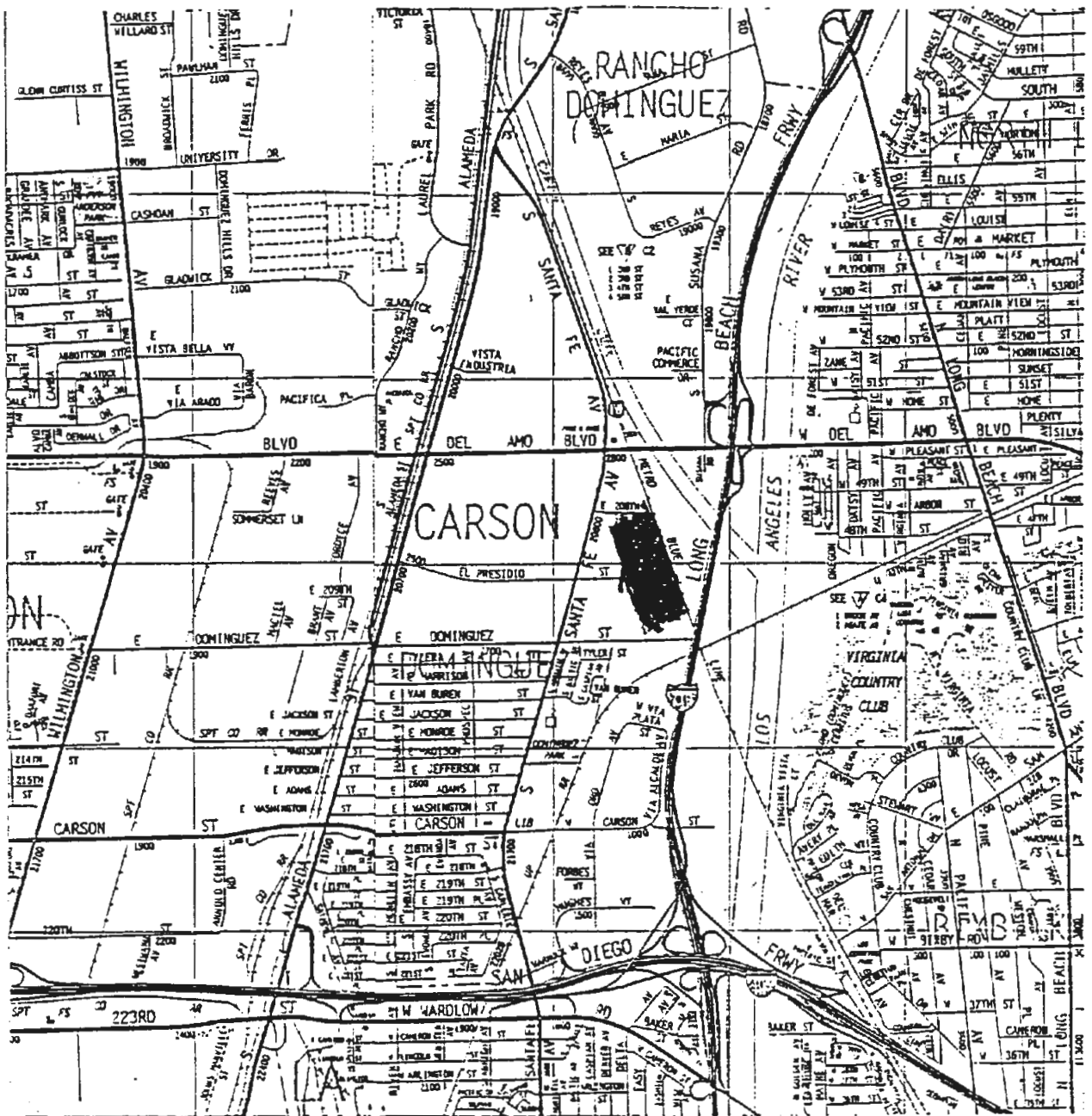
METRO REDLINE

VICINITY MAP

SCALE

SHEET NUMBER

Who to contact, fast information



NORTH
T. G. P.P. 765 B-4



LOS ANGELES COUNTY
METROPOLITAN TRANSPORTATION AUTHORITY
FACILITIES ENGINEERING DEPT.

APPROVAL RECOMMENDED DATE

APPROVED CHIEF ENGINEER DATE

DESIGNED

MTA

DRAWN BY

MTA

CHECKED

FILE NUMBER

DIVISION 11
METRO BLUELINE

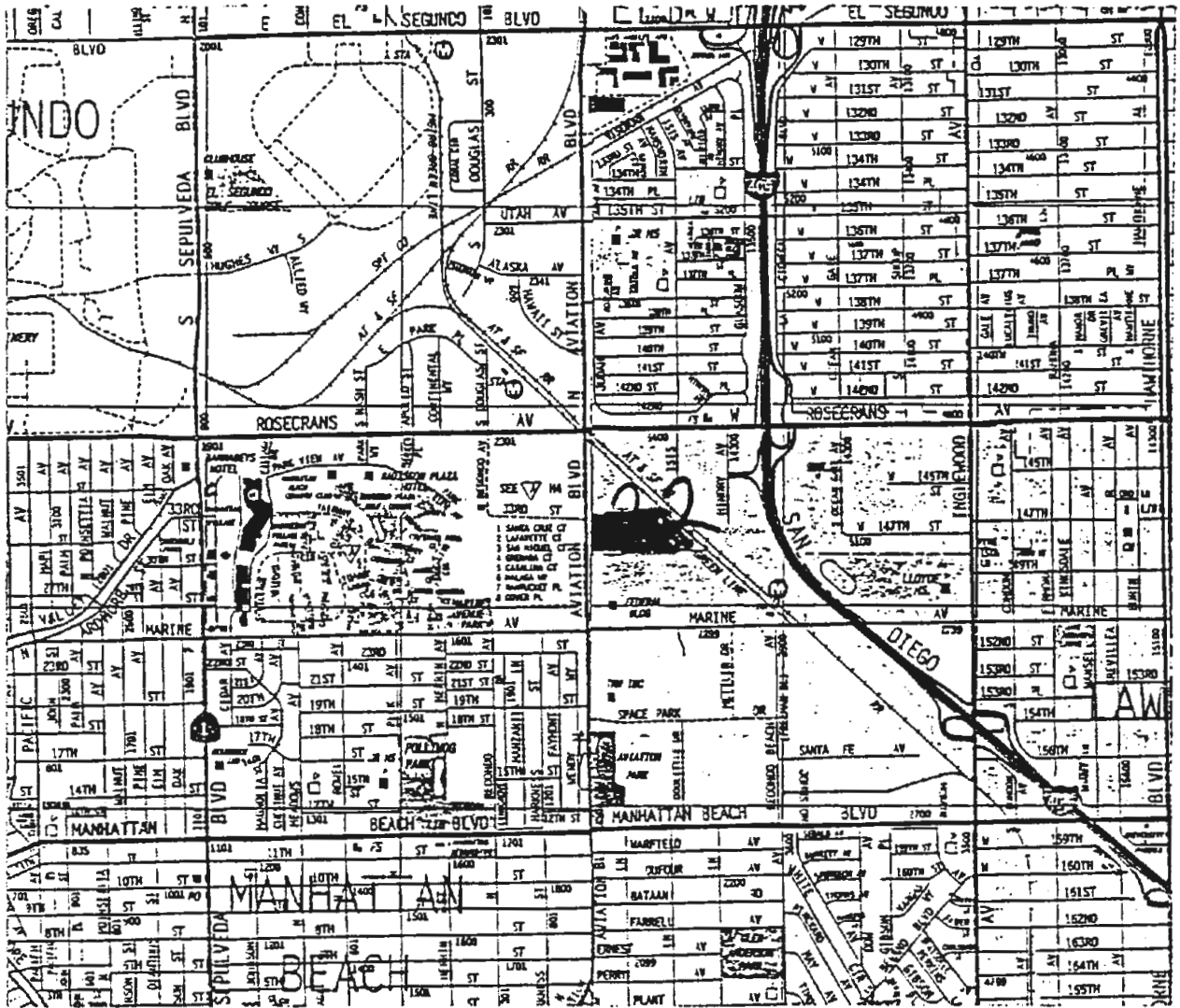
4350 208th STREET
CARSON, CA. 90810

VICINITY MAP

SCALE

NCNE

SHEET NUMBER



ADDRESS: 14724 AVIATION BLVD. HAWTHORNE, 90250



LOS ANGELES COUNTY
METROPOLITAN TRANSPORTATION AUTHORITY
FACILITIES ENGINEERING DEPT.

APPROVAL RECOMMENDED _____ DATE _____
APPROVED CHIEF ENGINEER _____ DATE _____

DESIGNED

DRAWN BY
ANAYA 3/96

CHECKED

FILE NUMBER

DIVISION 22

METRO GREENLINE

VICINITY MAP

SCALE

SHEET NUMBER

Prior to a work stoppage

Departments sending contingency employees

Department heads and Executive Officers with personnel assigned to temporary work stoppage contingency duties will be notified as to which employees have been assigned to contingency duties and their respective work locations.

The selected employees will contact the manager at their temporary contingency work location to determine their temporary work schedule and all pertinent information regarding their temporary assignment.

Department heads will follow up to make certain that employees in their department have contacted the manager in their contingency location to confirm all pertinent information—work schedule, work location, starting time, days off, etc.

For additional information, managers should contact Michelle Caldwell at 922-2452 or Mike Stanford at 922-6409

Prior to a work stoppage

Departments/sites receiving contingency employees

Each department/site that has been designated as needing contingency staff will receive a list of employees assigned to contingency duties by the close of business, June 18, 1997.

If you do not receive a contingency staff list, contact Mike Stanford at 922-6409

Contact contingency employees assigned to your department to discuss starting times and work schedules.

When you have contacted all contingency employees and completed all schedules and assignments, give this information to Mike Stanford at 922-6409

Tell your contingency employees to notify their regular manager or supervisor of their contingency schedule.

Contingency employees will be instructed to call the Strike Hotline (213) 680-1531 at 11:00 p.m. on Monday, June 30 to receive notification of a strike on July 1st. If there is a strike announcement, each contingency employee will be instructed to report to his/her contingency job assignment at the agreed starting time.

What to do in the event of a work stoppage

Department heads are to inform their employees of the implementation of a work stoppage, and instruct them to report to their assigned locations at their scheduled work times.

Job descriptions for contingency work assignments

Perimeter Patrol

Duties include the patrol of the division yard by car to ensure security of MTA property and facilities. Staff will be equipped with radios. In the event of an incident, those on perimeter patrol are to report to Transit Police and/or security officers.

Personnel assigned to this duty are to dress comfortably (slacks, shirt with collar, comfortable shoes).

Equipment Records Specialist

Duties include assignment of buses for service, inventory equipment, manage road calls, interface with radio dispatch.

Personnel assigned to this duty are to dress comfortably (slacks, shirt with collar, comfortable shoes).

What to do in the event of a work stoppage

Job descriptions for contingency work assignments cont'd

Service Attendant

Duties include the fueling, cleaning, and parking of buses,

Staff will be provided with coveralls and safety shoes.

Bus and Rail Operator

Responsible for operating rolling stock.

Volunteer operators should dress comfortably
(shirts with collars, slacks, comfortable shoes).

Bus Operations Ride Along

Will ride with the assigned bus operator in service and provide the customers with schedules, maps and other information.

Volunteer ride alongs should dress comfortably
(shirts with collars, slacks, comfortable shoes).

Interim human resources policies

Vacation

Non-represented employees

All scheduled vacations must be approved by the Executive Officers.

Represented employees

Vacation pay will be issued to represented employees with pre-approved vacations scheduled prior to a work stoppage.

Sick leave (Sick pay and disability pay during work stoppage)

All sick leave of eight hours or more will be paid upon supervisor's verification.

If employees are out sick or on disability at the time a work stoppage begins, MTA may terminate benefits for employees who affirmatively demonstrate support for the work stoppage.

Alternate work schedules

All alternate work schedules will be suspended.

Compensation for reassigned employees

Non-exempt employees

Non-exempt employees whether reassigned to Operations or not, will continue to be paid their regular salary. Work in excess of forty hours in a week, will be paid at the time and one-half rate.

Interim human resources policies

Compensation for reassigned employees

Exempt employees

Employees reassigned to Operations

Employees who have been temporarily reassigned to work stoppage assignments (i.e. work vacated by a striking employee) will be paid their regular salary. **On a temporary basis only**, reassigned employees will be paid straight time pay for hours worked in excess of a forty-hour week.

Employees not reassigned to Operations

All other employees, i.e., those who are not reassigned to work stoppage assignments in Operations, will continue to be paid their regular salary with no monetary payment for hours worked in excess of a forty-hour week. It will be a **management option** whether to allow these employees to take **administrative time off if they are requested to work in excess of a forty-hour week**. Administrative time off will be allowed only when the work stoppage ends and will not be granted on an hour-to-hour basis.

Acting appointments

Employees who have not been reassigned to work stoppage assignments, but are appointed to backfill higher positions vacated due to work stoppage, will receive the appropriate acting rate of pay, effective immediately upon assignment. Paperwork must be completed immediately to effect this process.

Temporary employees

Temporary employees will be utilized when and where possible to provide work stoppage support or for assistance in meeting critical work load needs of essential MTA business functions. Existing policies governing the authority regarding overtime for temporary employees will remain in effect.

Interim human resources policies

Alcohol & drug abuse policy

The current Alcohol & Drug Abuse Policy shall apply. In order to comply with FTA regulations, contingency employees regularly classified as non-safety sensitive employees, who are temporarily assigned to perform safety-sensitive functions, shall be subject to drug and alcohol testing prior to the performance of safety-sensitive duties, such as operating revenue vehicles, including when not in revenue service. (Please refer to HR 4-2 for a complete definition of Safety-Sensitive Employee). In addition, such contingency employees shall be subject to random drug and alcohol testing during the period of work stoppage or while assigned to safety-sensitive positions.

If there's a work stoppage. . . General Services

In the event of a work stoppage, the following levels/hours of service will be provided by General Services.

Mail Services

Service levels will be as follows:

- The mail room hours would be: 9 a.m. to 5 p.m.
- Pick up and delivery of mail at divisions and consultants will be once a day in the morning (afternoon & evening pick ups and deliveries will be suspended).
- Delivery of lost and found bags will be delayed by one day.
- Each mailstop will need to send someone to the Mail Room on P1 to pick up incoming mail and leave outgoing mail according to the following schedule:

FLOOR	TIME
P1-5	3:00 - 3:30 p.m.
6-10	2:30 - 3:00 p.m.
11-15	2:00 - 2:30 p.m.
16-20	1:30 - 2:00 p.m.
21-25	1:00 - 1:30 p.m.
- Mail to be sent out by US mail without the cost center code above the return address will be delayed.
- Interoffice mail will be available the day after it is picked up.
- Periodicals and advertisements (not newspapers) will be placed in a bin. A designated employee from the department can go the mailroom once a week to retrieve the periodicals.

Records Management

Staff requests for information and documentation will be delayed by one day.

If there's a work stoppage. . . General Services

Print Services

- The print shop on P2 will be closed. All printing will be sent out via Mike Kennedy who is located on the 15th floor.
- Plaza level and 15th floor copy centers will be open between the hours of 7 a.m. to 5 p.m.

Graphics

Job requests will be delayed because of loss of staff to strike service.

Building Services

Service levels will be as follows:

- The Gateway building hours will be 8 a.m. to 5 p.m. (current hours 6 a.m. to 7 p.m.).
- The Building Services Help Desk Hours will be: 7:00 a.m. to 3:30 p.m.
- Parking Validations will be given from 8 a.m. to 3:30 p.m. only
- During the strike reconfigurations and relocations will be suspended.
- Conference room setups and reconfigurations will be eliminated. Staff reserving the conference rooms would need to check out any equipment from the 15th floor help desk and rearrange the room themselves.

If there's a work stoppage. . . General Services

- Calls for plugged up toilets, changing light bulbs will be handled by the contracted building engineers.

Rubbish/Trash Removal

- Rubbish/trash removal contractors should follow their pre arranged schedule for pick up at all MTA facilities. If difficulties occur at any location, please contact Phyllis Meng at 922-2375 immediately to make alternate arrangements.

Gateway Building Security

To assure security for the Gateway building and staff, the following will be implemented:

- Building hours will be shortened to 8 a.m.-5 p.m. Between the hours of 5 p.m. and 8 a.m. all staff wanting access to the building and floors must use their access card.
- Contract staff will not have after hours access to the building and elevators of the building. If contract staff come to work during the work stoppage, a notification in writing from the department head to General Services will be required so that their access can be restored.
- All stairwell doors will be locked from the inside.

If there's a work stoppage...General Services

Parking

- **MTA employees and visitors must enter the garage at the main entrance at Vignes and Ramirez. All other entrances will be locked (gates will be down).**
- **Police and MTA .“E” plated vehicles are to enter and exit the garage through the P2 Cesar Chavez parking entrance.**
- There will be no parking under the building except for MTA & police vehicles.
- Courier service and MTA vehicles would need to enter the parking structure at the main entrance. They will not be allowed in the loading dock area.
- The shuttle elevators (P4-4) will be accessible by card key only. Visitors must exit these elevators on the plaza level.
- Public meetings are to be held on the 3rd floor only. All attendees must be placed on a listing and given to security at least 24 hours prior to the meeting.
- When visitors come in, the staff member they are visiting will be called from the security desk and they will need to come escort their visitor to their floor. If a visitor comes in and the staff member can not be contacted, they will not be allowed into the building and tower.
- The loading dock gate will be closed.

If there's a work stoppage...General Services

- All deliveries must be scheduled through security. If a delivery of items arrives without prior notice, the shipment will be directed to the RRC for receipt.
- If there are unique situations regarding any services provided by General Services, including Gateway building security, please contact Phyllis Meng at extension 22375.

If there's a work stoppage. . . Security

Overview:

The MTA's first goal during any strike is to maintain peace and order and ensure the safety of the transit riding public and our employees.

- Current plans call for completing the merger of the MTA Transit Police Department into the Los Angeles Police Department (LAPD) and the Los Angeles County Sheriff's Department (LASD) in July, 1997. The Authority will also form a new MTA Security Department in July.
- If a major work stoppage occurs the LAPD Transit Group, LASD Transit Bureau and the MTA Security Department will be placed on **full mobilization**. In full mobilization all vacations and days off are cancelled and all personnel go on 12 hour work shifts.
- The MTA has also amended contracts with U. S. Guards, Inc. and Intercon, Inc. our two private security guard firms. These firms will provide a significant increase in the number of uniformed security guards deployed each day to protect the MTA's passengers, employees and properties.
- All of the MTA's major facilities will experience an increase in 24 hour per day security provided by MTA Security Guards and by our contracted private firms. Additionally, the LAPD and LASD will be on-hand during scheduled pull-outs and pull-ins for transit operations. These departments will also significantly increase their directed patrol activities for the daily transit service. Keep in mind that this large increase in law enforcement patrol will be directed to a reduced number of MTA operational lines during a strike.

All MTA Managers Security Responsibilities:

While security problems are not anticipated all managers must realize that they are an integral part of the MTA's Security Team. Managers are responsible for observing and reporting anything that may be a security concern. All managers and supervisory personnel should remain vigilant and watchful for any indicators of safety or security problems. Concerns should be reported to the MTA Security Department or the LAPD/LASD as appropriate. We need the full cooperation of all personnel to ensure that the MTA remains a safe and secure system for our passengers, employees and the general public.

Appendix

Duplicate the forms in this section as necessary

Volunteer job reassignment form

Employee questions about MTA labor negotiations



VOLUNTEER JOB REASSIGNMENT PREFERENCE QUESTIONNAIRE

DATE _____

Name _____ (PLEASE PRINT) Current Job Title _____
 Badge # _____ Work Location Telephone (____) _____
 City of Residence _____ Work Location (mail stop) _____
 City of Residence Zip Code _____ Department Name _____
 Department Number _____

Section 1: Roles

Rank the following roles in order of preference (with one being the highest preference):

- | | |
|--|---|
| <input type="checkbox"/> Rail Operator
<input type="checkbox"/> Bus Operator
<input type="checkbox"/> Service Attendant
<input type="checkbox"/> Administrative Tasks
<input type="checkbox"/> Equipment Record Specialist | <input type="checkbox"/> Other Miscellaneous Tasks <ul style="list-style-type: none"> • Telephone Information Operator • Customer Relations Representative • Stock Clerk • Mail Services • General Services • Accompany Bus Operator in Service • Other Duties |
|--|---|

Section 2: Qualifications

Place a check mark next to all qualifications that apply to you:

- I have a valid class A or B Bus Operator License.
 I have a valid class A or B Rail Operator License.
 I have a valid medical certificate.
 I have Operated a bus or other heavy equipment in the past.
 I have Operated light or heavy rail equipment in the past.

Section 3: Work Locations & Shifts

Place a check mark next to all preferred work locations and shifts:

- | | |
|--|------------------------|
| <input type="checkbox"/> USGateway | 7:00 a.m. - 3:30 p.m. |
| <input type="checkbox"/> Regional Rebuild Center (RRC) | 3:00 p.m. - 11:30 p.m. |
| <input type="checkbox"/> Division (specify) _____ | 11:00 p.m. - 7:30 a.m. |
| <input type="checkbox"/> Other (specify) _____ | Other (specify) _____ |

Los Angeles County Metropolitan Transportation Authority
Employee Questions about MTA labor negotiations

Please write your question in the space provided below and fax this form to (213) 922-2391 or send it via interoffice mail to:
Internal Communications, Mail Stop 99-13-8

Optional Information

Name: _____ Telephone: _____

Work Location: _____

If you want a direct reply to your question, you must provide the information requested above.



INTEROFFICE MEMO

Los Angeles County
Metropolitan
Transportation
Authority

TO: ALL NON-REPRESENTED EMPLOYEES
FROM: RAMAN RAJ *Raj*
DATE: APRIL 18, 1997
RE: LABOR NEGOTIATIONS

This memo is to inform you of our efforts to reach new agreements with three of our major labor unions and to seek non-represented staff who may be interested in volunteering for a contingency job reassignment in the event of a labor stoppage, after the expiration of these agreements on June 30, 1997.

Union Negotiations

MTA's contracts with three of its major labor unions, the UTU, ATU and TCU, will expire June 30, 1997. These unions represent our bus and rail operators, our mechanics and service attendants and many of the employees who fill clerical positions at Headquarters and at our operating divisions.

We have begun negotiations with representatives of the unions. We are hopeful that the successful completion of those negotiations will result in an MTA that is better able to realize its mission, which is to improve transportation options, customer service and transit performance in the region. We want to do this through the wise use of existing resources and public funds and through collaborative relationships and agreements within MTA and between MTA and its unions.

We have offered a fair and equitable package to our unionized employees, and we hope to conclude agreements quickly and amicably. However, we are aware that the negotiations may be protracted and there could even be a work stoppage.

Contingency Planning

MTA has the responsibility for planning for such a contingency, keeping in mind that many of our passengers have no other means of mobility, that two-thirds of our riders heavily depend upon the MTA for daily transportation, and that a work stoppage would have an impact on all of our customers.

Memorandum, Page 2
April 18, 1997
Re: Labor Negotiations

For your information, a major component of MTA's contingency plan is the issuing of requests for proposals to transportation companies that can provide buses, drivers and other needed services in the event of a work stoppage. In addition, we are seeking employees who are interested in volunteering to perform alternative duties in the event of a work stoppage.

Call for Volunteers

In the event of a work stoppage, there will be a number of temporary tasks that will need to be performed. They are as follows:

- Rail Operator
- Bus Operator
- Service Attendant
- Telephone Information Operator
- Customer Relations Representative
- Mail Delivery Clerk
- Administrative
- Perimeter Patrol at MTA Division Facilities
- Ride-Alongs with Temporary Bus Operators
- Equipment Record Specialists

If you are interested in volunteering, you will need to complete a form. The appropriate forms will be available in your departments early Monday morning. Please complete the form and return it to your department managers for review and forwarding to Ralph Wilson, Chairman of the Contingency Planning Committee by April 23, 1997.

I appreciate your cooperation and prompt response. As our discussion with our labor unions develop, I will keep you informed.

the communicator

A management update on labor and employee relations

Status of Labor Negotiations

MTA's contracts with its three labor unions, the UTU, ATU and TCU will expire June 30, 1997.

Our negotiating team is currently meeting with each union and we hope to conclude agreements quickly and amicably. However, we are aware that the negotiations may be protracted and there could even be a work stoppage.

Vacation Plans Change

In the event of a work stoppage, the MTA has made a commitment to continue to provide vital transportation services to our customers. Looking ahead, we must establish a work stoppage vacation policy that ensures that enough employees are available to help keep services moving.

Why must we do this?

More than two thirds of MTA riders are transit dependent. That means that without our service, many Los Angeles residents will not be able to get to work, school, or shopping unless we have service on the street.

Interim Vacation Policy

Non-represented employees may be required to make adjustments in their vacation plans to accommodate the possibility of a work stoppage.

The following guidelines have been established:

- For the period of June through October 1997, all vacations must be approved by your executive officer, even if previously approved.
- Employees in positions that are mission critical may not take vacation during this period. Your manager will tell you if your position is considered mission critical.
- With the exception of mission critical positions, vacations that were planned and approved prior to June will be permitted.
- Any hardship cases such as pre-paid or other non-refundable travel arrangements, will be reviewed promptly by executive officers.

The cooperation and understanding of all employees is very important.

Throughout these negotiations let us remember that our mission is to provide the leadership and resources for a safe, efficient transportation system that keeps LA County moving.

— Linda Bohlinger

Volunteers Are Welcome

In 1994, non-represented employees played a critical role in assuring that transit services were available to our customers during the strike. They operated buses and trains, answered telephones, delivered mail and worked in administrative assignments.

The benefits to employees and customers were significant. Many employees learned about other parts of the organization and developed relationships that they otherwise may never have made.

As for our customers, many were able to board buses each morning and evening to go to work or school and home again.

Just as in 1994, if there is a work stoppage, employees will be able to volunteer for alternative work assignments. To volunteer, you will need to complete the "Contingency Job Reassignment Preference Questionnaire."

Use this form to indicate your preference for key assignments as well as to let us know your qualifications to operate a bus or train. You can get a copy of the form by calling Employee and Labor Relations at 2-7114.

Questions?

If you have questions, please call the CEO Hotline at 2-6282, Employee and Labor Relations at 2-7114 or your executive officer.

Frequently asked questions

from the communicator

Questions and Answers about labor negotiations

Non-represented employees were invited recently to attend a series of presentations on the status of labor negotiations. The presentations were given by Interim CEO Linda Bohlinger, Ellen Levine of Transit Operations and Raman Raj of Employee and Labor Relations.

Each presentation included a question and answer period. The following is a summary for those who couldn't attend the presentations. This Q-and-A represents the questions of many employees who attended the meetings.

Q. Does management believe there will be a strike? Why are we involved in contingency planning?

A. The MTA doesn't want a strike and we think the unions feel the same way. All parties are working hard to avoid a work stoppage.

However, the MTA has a responsibility to the customers who depend on us to get them to their jobs, to school and to many other destinations every day. That's why we must plan for every contingency.

Q. What's the earliest date that a work stoppage could occur?

A. July 1, 1997. That's the day after contracts expire with the UTU, representing bus operators, the ATU, representing maintenance workers, and the TCU, representing transit clerical staff.

Q. Won't there be a cooling off period so labor negotiations can continue and to help avoid a strike?

A. The MTA doesn't believe a cooling off period -- which the governor could impose -- would be in the best interest of our customers. A delay in reaching a settlement could mean disruptions in our service at the beginning of the new school year.

Q. Why do we allow contracts with our three

unions to expire all at once? Shouldn't they be staggered?

A. Experience has shown that it's preferable to negotiate all three contracts at the same time. This helps avoid multiple job actions that would disrupt the work of members of non-striking unions. It also allows the MTA to better forecast its labor costs over several years.

Q. If there's a work stoppage, will the MTA Board stand firm?

A. To date, the Board has helped guide the process and has been very supportive of the MTA's negotiations, including our approach to customer service and to achieving savings in operational costs.

Q. Whose buses will be used to provide service in the event of a strike?

A. Our employees, along with replacement workers, will operate MTA-owned buses. The companies that contract bus lines from the MTA will continue to

Frequently asked questions

operate those lines with their own operators.

Q. What bus and rail service hours will be in effect in the event of a strike?

A. Metro Buses and Trains will operate 7 days a week from 6 a.m. until 7 p.m. Service, however, will be limited. We're initially planning to provide 350 buses to service our four most heavily traveled lines.

Q. Where can employees or customers call to get information if there's a strike?

A. Our riders can continue to call Customer Information at 1-800-COMMUTE (266-6883) or 213-626-4455. Employees will receive written updates, as well as voice mail, e-mail and FAX alerts. Employees also can continue to call the CEO Hotline at 922-6282.

Q. If there's a strike, will we deploy personnel from divisions that are closed to divisions that remain open?

A. Yes. Non-represented employees at divisions may be assigned to other work locations, as necessary to get the job done.

Five "active" divisions will provide service to our customers. The "inactive" divisions will be partially staffed to ensure that our buses will be ready to roll again following a strike.

Q. Are volunteers still needed, or is it too late?

A. Following the meetings for non-represented staff, dozens of our co-workers volunteered to help. But, volunteers are still needed. The more help we have in key service-related jobs, the more service we can put on the street. Volunteer sign-up forms are included in the Managers Handbook now being issued. Or you can call Mike Stanford of Transit Operations at 922-6049 to request a form.

Q. My manager directed me not to complete the volunteer form. May I volunteer anyway?

A. Your manager should review your request in light of the guidelines issued in the new Managers Handbook. The guidelines clearly emphasize the importance of all employees being given the opportunity to participate as a volunteer.

Q. When will those of us who volunteered hear whether we'll be needed and what we will be asked to do?

A. You should hear about your volunteer work assignment in late June. We're currently reviewing our resources and the skills that will be needed at the operating divisions and elsewhere in the event of a strike. We're also looking at the volunteers' skills and how these can best be matched with our needs.

Q. Will volunteer assignments during a work stoppage take priority over our regular job duties?

A. That depends on what your regular job duties are. We'll do whatever it takes to keep our service on the street.

Q. What is a "mission critical" job?

A. A mission critical job is one that is required for the proper operation of the MTA. This can include many functions, ranging from payroll to planning, from computer programming to cost accounting. If you're in doubt, your

