

SERVICE SECTOR SPECIAL REPORT

## Sector Development Quickens with Posting of Jobs, Specifics on Organization

By BILL HEARD, Editor

(March 20, 2002) The pace of service sector development quickened perceptibly last week when Human Resources posted staff jobs open to eligible employees and Transit Operations outlined additional specifics of sector organization.

Deputy CEO John Catoe, Administration Executive Officer Carolyn Flowers and sector General Manager David Armijo discussed sector jobs, the job application process and sector structure during an all-staff meeting that filled the Board room, March 14, and drew viewers to overflow rooms.



^ Operations Staff Director Cynthia Gibson sorts through employee question cards.

Among the sector positions posted are jobs for communications manager, HR analyst and Stops and Zones maintenance supervisor. Transfer requests and applications for these and other positions must be submitted by 4 p.m., March 29.

Sector general managers will conduct interviews with candidates in April. The interviews are not intended to determine an employee's qualifications, says Flowers, but – because sector office staffs will be small and will have to work closely together as a team – the general managers will have final hiring authority.



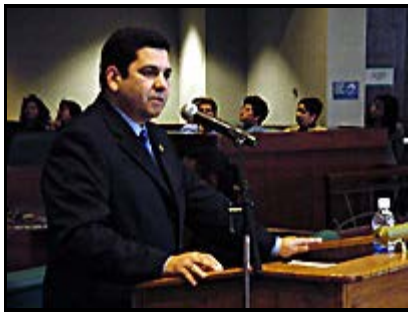
^Administrative chief Carolyn Flowers discussed the job selection process.

### Applications now being accepted

Noting that transfer requests and job applications for all five sectors are being accepted now, Flowers said sector staffing will be under continual review after the San Fernando and San Gabriel valley offices open in July. Changes "can and will be made," she said, and the refinements will be reflected in the staffing for the other three sectors.

Catoe said renovation of an MTA-owned building in Chatsworth for the San Fernando Valley sector office should be completed in May. He said the San Gabriel Valley office will be located adjacent to Division 9 and that the offices for the West/Central sector will occupy a floor at MTA Headquarters. Locations for the Gateway and South Bay sectors haven't been chosen.

Answering employee questions about future staffing levels, Catoe said the budget for FY-2003 will have fewer full-time positions as the agency continues to consolidate, however, some of the positions included in next year's budget are not currently filled.



^ General Manager David Armijo outlines the service sector staffing structure.

During his presentation, Armijo outlined a service sector structure with five departments: maintenance, transportation, service planning and scheduling, communications and administrative services.

He explained that sector maintenance divisions will be responsible for stores and materiel, warranty, instruction, farebox repair and facilities maintenance.

---

### **Decentralizing bus dispatch**

Armijo said dispatch and control of Metro Buses will be decentralized within the next two years as the Advanced Transportation Management System (ATMS) comes on-line. That will place responsibility for much of daily bus operations in the hands of sector dispatchers.

Sectors also will be responsible for planning and scheduling of Tier 2 and 3 service, along with schedule making, schedule checking and stops and zones.

Other sector functions will include communications, which will provide liaison with local governments, as well as with MTA marketing and transportation promotion. Administrative services located at sectors will include labor and employee relations, recruitment, safety and workers compensation and employee wellness.

While sectors will have elements of many traditional headquarters functions, many members of a sector staff will be linked back to larger departments at Gateway. "Most of us here at Gateway will support the service sectors," said Flowers.

[Back to Bulletin Board](#)