

- CEO Snoble updates Agency accomplishments and reorganization, development of Service Sectors, at all-staff meeting



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By ED SCANNELL

(April 25, 2002) Six months into his tenure at MTA, CEO Roger Snoble told employees at Wednesday's all-staff meeting that the agency can be credited with a long list of accomplishments since Fall 2001.

Snoble applauded the work of MTA staff and said his impression of the MTA since coming to the agency has changed greatly.



CEO Roger Snoble introduced administration team and unveiled new LACMTA Organization Chart.

"Coming in I thought maybe we'd need to do a lot of work, that there were going to be many things in need of change," said Snoble. "I think the biggest and most pleasant surprise to me is that this is a damn good agency. There are some individual problems with it, and we need to fix those, but, overall, I think it's a lot better than what people understand it to be throughout the country, even better than what some people within the agency might have thought about it."

Among the many accomplishments Snoble cited were the approval of final environmental impact reports for the San Fernando Valley east-west busway and the Eastside light rail extension, Board approval for 23 new Metro Rapid lines, implementation of an aggressive safety campaign, establishment of a model for improved local services, completion ahead of schedule of Metro Green Line track stabilization work, completion of a new customer survey, budget reductions, and ridership growth.

While highlighting many of the organizational changes he has spearheaded, Snoble said he was aware that change induces stress.

"Many times when an organization as large as this one is going through a change, it does create some additional stress that normally isn't there," said Snoble. "We need to understand that most of the time change is for the better, but one of the things I think is most important to deal with stress is to make sure you have a balanced life."

"You need to have a good strong personal life, a good strong personal relationship with your families and the people that are close to you so that the job doesn't become everything to you," he added.

Snoble said development of the five service sectors continues on track. He announced the hiring of Dana Coffey, Division 18 transportation manager, and Tracy Daly, Metrolink assistant executive officer, as the fourth and fifth of five sector general managers. The other three general managers previously announced include David Armijo, Jack Gabig and Richard J. Rogers.

In addition to development of the service sectors, Snoble said MTA's near-term road map includes the mid-2003 start up of Metro Gold Line service, completion of a five-year Short Range Transportation Plan, beginning of Metro Rapid Bus service on Vermont Avenue and South Broadway, inauguration of the Regional Pass Program, completion of a dozen more HOV projects, reducing accidents and workers compensation costs, improving our relationship with the state and federal governments and other agencies, growth in Metro Bus and Metro Rail ridership, and improvement in customer service.



^ CEO Roger Snoble introduces General Manager Richard Rogers. v Below, General Manager Dana Coffey.



^ General Managers Jack Gabig, left, and David Armijo.

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PHOTOS: GAYLE ANDERSON

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