

GMs Gabig and Armijo Agree: Employees, Managers Must Share Common Goals for Sectors to Succeed



Jack Gabig

General Manager Jack Gabig plans to make his presence felt among MTA employees in the San Gabriel Valley. And as sector operations gather steam, he's banking on employees to be "part of the team focused on the needs of the customer." [Entire story](#)

David Armijo

For David Armijo, prospective San Fernando Valley general manager, the challenge of starting up a service sector from scratch is like – as Yankees catcher Yogi Berra once put it – "déjà vu all over again."

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PHOTOS: GAYLE ANDERSON

By BILL HEARD, Editor

(June 5, 2002) They come from different backgrounds and have had different experiences in their transportation careers, but new sector general managers Jack Gabig and David Armijo agree: frontline employees and managers must communicate better and share common goals if community-based transit is to be successful.

Gabig, named to head the San Gabriel Valley sector, and Armijo, proposed to lead the San Fernando Valley sector, already have begun building their teams in preparation for the July 1 kickoff of the two new sectors.

Management staffers are being hired from among Headquarters personnel with experience in human resources, service planning and scheduling, public affairs, safety, budget and other specialties. They'll work at sector offices in Chatsworth and El Monte.

Working with a consultant, the two GMs also are conducting small group meetings with operating division employees. They're discussing the sector concept and plans, while questioning employees about what the MTA does well – and

what it does poorly.

"The goal is to share ideas, our mission and goals and to get feedback from the employees," says Armijo. "From there, we'll create strategies and tactics for how to address the issues they raise with us."

To date, meetings have been conducted at El Monte Division 9, at the Regional Rebuild Center and at North Los Angeles Division 3. Others are being scheduled at Chatsworth Division 8 and East Valley Division 15, as well as at all other operating divisions.

"This will be an on-going process, not a one-time effort," says Gabig. "The strategic plan is intended to be a collaborative effort involving all 7,000 employees in Operations. We hope to have our strategic plan completed by August to serve as our roadmap for the next several years."

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