

GM Rich Rogers Sets Gateway Cities Sector's Course

By BILL HEARD, Editor

(Feb. 6, 2003) Over the next six months, the Gateway Cities sector will focus on improving customer service, safety, service effectiveness, employee recognition and training programs.

That was the message General Manager Rich Rogers had for employees, last week, in a series of meetings at Central City Division 1 and Crossroads Depot Division 2.

"The only way we, as a team, can meet our goals is to work together," Rogers told operators and maintenance employees gathered for an early afternoon session, Jan. 30, at Division 2. "Based on our record for the first six months as a sector, we're doing a pretty good job!"

Rogers plans to conduct a survey within the next month or so to gauge employee attitudes about MTA, operations management, employee safety, training and other sector concerns. He'll incorporate feedback from the survey to develop his sector's action plan.

Improving customer service

The GM told employees that efforts in the first six months of sector operation were concentrated on improving service effectiveness, safety performance and communications at all levels, with an emphasis on improving customer service and upgrading the overall image of Metro Operations.

Looking toward the future, Rogers said the sector has implemented a new safety recognition program that was created and developed by division employees. Other recognition programs also are being considered.

The focus on training will include customer service and conflict resolution training for operators, technical training for maintenance employees and opportunities for supervisory and leadership training.

"I look forward to the next six months," Rogers said. "We will be closer to reaching our goal of providing the best transportation services in the nation by working as an effective team."

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