

## **SB Governance Council Members Tour Arthur Winston Division 5**

By RICH MORALLO

(May 15, 2003) Members of the South Bay Governance Council recently toured Arthur Winston Division 5 and rode a bus line as they learned more about bus operations and the agency's work to provide transit services.

"The council members visited both the transportation and maintenance facilities and learned how we work to service the customers," said Metro South Bay General Manager Dana Coffey.

Coffey briefed council members Curren Price, Lou Mitchell and Howard Sachar on various aspects of bus operations. The group learned about daily assignments, relief schedules, running boards, the extra board and school routes.

Also explaining the routine operators go through as they collect their assignment at the window and prepare to begin their bus route was Assistant Transportation Manager Keith Green, who escorted council members Margaret Hudson and John McTaggart.

After visiting the transportation facility, the visitors observed maintenance activities and also received a vault house briefing.

They're his customers

"I like working with the bus operators since they are my customers," said vaulter Kenneth Trammel, who explained how he transfers the cash box contents from the bus to a safe storage area.

Later, the members boarded a Metro Rapid bus driven by Operator Glenna Gaines, who drove the bus on the Line 754 route from Hollywood Boulevard along Vermont Avenue.

"I was very impressed with the scope of operations," said Price, an Inglewood City Councilman. "The tour provided an interesting overview of what happens behind the scenes before buses go out and after they return.

"I was also pleased to feel a friendly and positive environment in the employee lounge area," he added. "Those individuals I met appeared to enjoy their assignments, and were serious about the professional service they provide."

Jim Hendrickson, another council member, toured Metro Rail and Metro Bus by himself recently.

"I took the Metro Blue Line to the Metro Green Line and then rode Metro Rapid," said Hendrickson, Palos Verdes Estates city manager. "I was very impressed with Metro Rapid - it's a smooth ride."

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