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Gateway Cities Governance Council Members Get Inside Look at MTA Operations

By CATHY MANZO

(Jan. 29, 2004) Four Gateway Cities Governance Council members got a behind-the-scenes look at Metro Operations when they toured Bus Operations Control (BOC) and the Customer Service Department recently.

Council members JoAnn Eros-Delgado, Jacqueline Rynerson, Wally Shidler and Cynde Soto were accompanied on the tour by General Manager Rich Rogers, David Hershenson and Cathy Manzo from the community relations department, and Scheduling Manager Dan Nguyen.

The tour began with an up-close and personal visit to the BOC. Tom Jasmine, director of operations control, and his staff demonstrated MTA's newest technology, the Advanced Transit Management System (ATMS) system, which tracks bus operations in the field.

Transportation Operations Supervisor David Seelig explained how buses are tracked and the two-way communications systems between Metro Buses and Operations Control.

"I didn't realize the details that go into putting a bus on the street," said Soto.

Tom Longsdon, communications manager of the Customer Relations and Metro Information Department, offered the council members an opportunity to observe the customer service representatives at their workstations, where they handle



Tom Jasmin, Director of Operations Control, explains how communication is coordinated between the BOC and Metro Buses



Gateway Cities council members Cynde Soto, JoAnn Eros-Delgado, Jacqueline Rynerson and Gateway Cities Communications Officer Cathy Manzo get on-site customer service demonstration from Tom Longsdon, Customer Relations and Metro Information Manager, and Andrea Smith, Passenger Service Officer.



Transit Operations Supervisor David Seelig shows how the system works to Gateway Cities

between 7,000 and 10,000 calls a day.

Council members Wally Shidler and JoAnn Eros-Delgado

Andrea Smith, passenger service officer, gave council members a tour of the newly upgraded department's 86 workstations, which now feature ergonomically-improved, state-of-the-art furniture.

Council members were complimentary of the customer service employees and operations. "You can see where they are making real efforts to make service response time quickly and efficiently," said Rynerson.

The tour allowed the council members the opportunity to acknowledge MTA's commitment to improving and enhancing the efficiency of bus operations and customer relations of the agency.

Council member Eros-Delgado noted, "The MTA's improvements ultimately impact the quality of life for its ridership more efficiently."

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