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Former Customer Agent Found Guilty of Stealing Monthly Passes

(June 9, 2004) A former Metro customer service agent has been found guilty of two counts of grand theft for selling monthly passes he stole from shipments intended for pass vendors.

Found guilty in Van Nuys Superior Court, May 20, Kevin Moore, 41, was sentenced to 36 months' probation and is required to perform Caltrans community service, pay restitution to the court and forfeit all money held as evidence.

A customer service agent and TCU employee since August 1990, Moore confessed to selling 43 stolen September 2003 monthly passes with a value of \$1,806. He was terminated by MTA, Sept. 29, 2003 for gross misconduct – theft.

In August 2003, MTA received calls from two vendors, who reported missing 20 and 23 monthly passes from their September 2003 fare media stock shipment. Further investigation by Senior Investigator Roy Romero of the Risk Management Special Investigations Unit, found that Kevin Moore packed the two shipments.

Sold two missing passes

As the investigation continued, Romero arranged for two undercover agents to buy passes from Moore on Aug. 28, 2003. Moore sold two of the missing passes to the agents and was arrested on an initial charge of embezzlement.

"It was disappointing to find that one of our agents would create an opportunity to engage in theft," said Gail M. Harvey, executive manager, Customer & Vendor Services, "but even more disturbing are the facts that Kevin misrepresented the MTA and violated the trust and confidence of management and his co-workers."

"This type of behavior is unacceptable," said Communications Manager Vanessa Smith of Customer & Vendor Services. "We expect and must rely on the professional ethics and honesty of every MTA employee to uphold our core value of Integrity."

Passenger Relations Manager Tom Horne said, "We believe this is an isolated incident, but each employee should recognize that, individually and as a team, we are all accountable and have fiscal responsibility for safeguarding values and assets entrusted to us."

"It's always sad when it's our own," said Chief Communications Officer Matt Raymond. "As this agency continues to tighten security, hopefully everyone will get the message that it's just not worth it."

