

[Metro.net](#) (web)

## Resources

[Safety](#)
[Pressroom](#) (web)

[CEO Hotline](#)
[Metro Projects](#)
[Facts at a Glance](#)  
(web)

[Archives](#)
[Events Calendar](#)
[Research Center/  
Library](#)
[Metro Cafe](#) (pdf)

[Metro Classifieds](#)
[Retirement  
Round-up](#)

## Metro Info

[Strategic Plan](#) (pdf)

[Org Chart](#) (pdf)

[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[E-Mail Webmaster](#)

## CEO, Deputy CEO Visit to SGV Sector Finds Many Improvements

(July 16, 2004) Accidents and employee injuries in the San Gabriel Valley Service Sector are down significantly, while on-street supervision of Metro service has greatly increased over the past year, the agency's top leaders learned last Friday.

During a visit to the service sector headquarters, CEO Roger Snoble and Deputy CEO John Catoe heard reports indicating improvements in areas that included transportation, maintenance and service restructuring.

"We're focused on some of the major initiatives of the agency," says General Manager Jack Gabig, "particularly employee safety and Worker's Compensation, as well as the new maintenance initiatives for customer service and cleanliness of the fleet."

The sector's Worker's Compensation costs dropped by 38 percent between FY 2002 and FY 2004, during a period when Metro saw an 8 percent systemwide improvement. Indemnity claims by employees also have been reduced.

## Relieved from desk duty

Relieving many of the sector's Transportation Operations Supervisors of desk duty and putting them back on the road has improved their ability to solve operational problems on the street.

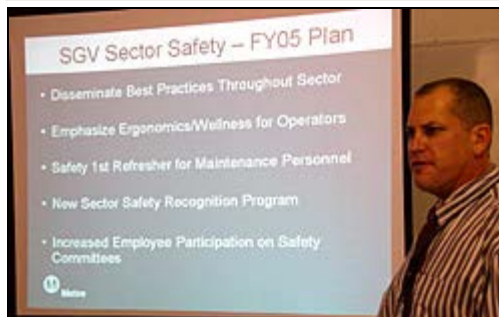
One result of a "very aggressive" program has been a reduction from 15 percent to 7 percent of buses "running hot" and ahead of schedule. Schedulers are now looking more closely at the problem of buses running behind schedule.



Carol Hildenbrand, transitional duty program coordinator, was selected as the San Gabriel Valley sector's Employee of the Quarter. CEO Roger Snoble, right, presented the award along with General Manager Jack Gabig.



Deputy CEO John Catoe, left, and Division 9 Transportation Manager Mike Greenwood talk with Operator Jesus Jimenez.



Senior Safety Specialist Scott Boim outlines the San Gabriel Valley sector's safety plan for FY 2005.

"I like the supervisor's redeployment program," said Snoble. "That will make a huge difference to our customers by ensuring that the service quality is there."

Catoe noted that the San Gabriel Valley sector is pioneering a new Transitional Duty Program aimed at getting injured workers back on the job more quickly. The program will be rolled out to the other sectors soon.

"I'm very impressed with the way the sectors are interacting together," said Catoe. "They look first at operating their services and, secondly, they support the other sectors. It's been an incredible transition in the last two years."

---

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)