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The CEO HotLine was established as a means for employees to *anonymously* and *confidentially* obtain information from management. The CEO HotLine was first introduced in 1996. Today, under the leadership of CEO Roger Snoble, the CEO HotLine plays an important role in the Metro communication process. Mr. Snoble encourages employees to use their department chain of command when possible; however, if a question remains unanswered or is too personal, then the CEO HotLine is a good alternative. The CEO HotLine responds to all inquiries. Here are a few recent inquiries.

Employees Ask CEO Hotline About Flu Shots, Junk' E-Mail, Etc.

- [Wearing employee badges](#)
- [Sending 'Junk' e-mail](#)
- [Metrolink subsidies](#)
- [Motorcycle parking spaces](#)

As in prior years, will flu shots be available at the Metro Gateway building?

Answer: Yes. The Safety Department has agreed to make flu shots available to employees and their adult family members and friends. This event will occur on Monday, Oct. 18, from 11 a.m. to 1:30 p.m. The cost to employees will be \$20, payable directly to Glendale Adventist Medical Center. For reservations, please e-mail Becky Quinteros of Corporate Safety by Oct. 13. Thank you for your interest in this important event.

Yesterday as I was entering elevator #10, I noticed a man not wearing an employee badge. Although I'm certain that he is an employee, doesn't everyone have to wear an employee or guest badge?

Answer: Although our Security officers have become very vigilant about individuals entering the Gateway facility, it's possible that an employee or guest could remove his/her badge once inspected by the guards. The policy is simple: All personnel are required to wear a Metro ID or guest badge while in the Gateway building. This policy is clearly posted on numerous signs throughout the facility.

All employees, as part of the overall security effort, should remind their colleagues to wear their ID badge. If the employee does not recognize an individual as a fellow employee, then they should direct the individual to immediately proceed to the 3rd floor to sign in with Security. The employee should observe the individual to make sure they do in fact comply. If the individual does not comply, then call 922-7600 for a Security officer to respond.

If an employee is not comfortable in asking someone about their identification, then just call Security at 922-7600. Most importantly, all Metro staff must be part of the security effort (eyes and ears). Your concern for employee safety is commendable. Thank you for inquiry.

[\[TOP\]](#)

I am required to read my e-mail every day when I arrive at work. When I read my e-mail and receive types of "JUNK" mail from fellow employees, it seems a waste of time and Metro resources. Do we have a policy regarding "Junk" mail from employees?

Answer: This is a great question! Section 5-15-110A of the Metropolitan Transportation Authority Code of Conduct states, in part: "Metro employees shall not use any Metro asset (i.e. computers) for personal gain or for any purpose other than Metro business."

Employees who violate the policy risk disciplinary action. If you receive "Junk" e-mail from fellow employees, you should remind the employees of the policy. By doing this, you are not only assisting in the management of resources, you are also preventing them from further violation of the policy.

Your conscientious use of agency resources is commendable. Thank you for your inquiry. [\[TOP\]](#)

There are many employees who do not use the entire Metrolink subsidy (i.e. \$102) and there are many who exceed the \$102. Is there a way to shift the unused portion of the \$102 to employees who are paying extra?

Answer: Metro offers eligible employees a Transportation Subsidy for either public transit that does not honor the Metro Transportation ID/Badge or for participation in an organized vanpool. All employees are eligible to have their public transit cost subsidized. The Transportation Subsidy is 100% of the lowest available fare up to \$102 per month and is intended to *help* pay for the commuting cost of the employee's eligible alternative transportation. The amount an employee is eligible for is determined by the monthly cost to the employee to take public transit. In some cases, the subsidy is enough to cover the entire monthly transit cost and in other cases it subsidizes up to \$102 of the transit cost. We are not able to allow the unused portion of one employee's benefit to be used by another employee.

Metro is aware of Metrolink's increased fares and has conducted a study of employers in the downtown LA area who offer transit subsidies. Our findings were that the majority of the companies have a reimbursement transit policy, with amounts averaging \$65 of taxable income. Metro provides the employee a transit benefit (by using the TransitChek voucher) with the first \$100 of the amount being tax-free. Overall the Metro offers a very competitive transit benefit in Los Angeles.

Currently, Metro is one of the leaders in providing a competitive transit subsidy benefit.

Thank you for your inquiry.

[\[TOP\]](#)

Why are there no designated motorcycle parking spaces at Gateway Headquarters?

Answer: This is a good question that applies to many Metro

employees. According to the Real Estate Department, motorcycle drivers have the same rights and responsibilities as vehicle drivers. Just like a vehicle driver, motorcycle drivers should use any available parking stall that is allowable by code (e.g. no stall designated for disabled persons).

For safety reasons, motorcycle drivers are not allowed to go under the lift arm/gate and must enter and exit on the side of the lift arm/gate. Despite not having to "swipe a parking card" to access the garage, motorcycle drivers are required to pay for parking privileges at Gateway.

Five Star Parking is working in cooperation with General Services to identify employees who use motorcycles and notify them of this requirement. Please pass this along to your motorcycle-riding colleagues. Thanks for sending this question. [[TOP](#)]

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