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Some Employees Will Earn Their Stripes as 'Tiger Team' Members

By BILL HEARD, Editor

(July 27, 2005) Some employees will get an opportunity to earn their stripes, this year, as members of a Metro "Tiger Team" formed by CEO Roger Snoble.

Employees will be asked to sink their teeth into one of five important tasks currently facing the agency.

Tiger Teams, made up of both contract and non-contract employees from departments throughout Metro, will be formed to address customer signage, customer amenities, the Universal Fare System/TAP program, safety and energy. Other teams may be created later.

Snoble said some employees will be assigned to the Tiger Teams, but he also opened the door to volunteers. "We'll be looking for people to serve on these teams. If you have an interest, let my office know."

Two Tiger Teams will be assigned to the Communications unit. One team will work on improving signage throughout the Metro system and "help identify what's necessary for that," Snoble said.

The other team will develop plans to better manage what the CEO called a "hodge-podge of customer amenities" and will find ways to help transit users travel through the Metro system more easily and quickly.

The UFS/TAP Tiger Team will be asked to help write policies for a system that will be used both by Metro and municipal operators, develop maintenance programs, and suggest methods to program the machines in customer-friendly ways.

Calling the Tiger Team "a major tool" to ensure that UFS/TAP works properly, the CEO said the system "has tremendous power for our customers...."

Snoble noted that Metro reached its goal of reducing accidents by 51 percent with the "Safety's First" program. He said a Tiger Team will help develop fresh approaches to sustain the momentum and "keep safety foremost in people's minds."

The CEO also called for "an energetic Tiger Team" to tackle the agency's energy needs. He noted that Metro, with its hundreds of buildings, large facilities and electric railways, is a heavy energy user. "We need to figure out a better way to work with the energy providers and do a better job."

An important benefit of the Tiger Teams, Snoble said, will be to help

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“tear down the silos” that often isolate employees within the organization, and which can prevent departments from working well together.

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