


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net \(web\)](#)

Resources

[Safety](#)
[Pressroom \(web\)](#)
[Ask the CEO](#)
[CEO Forum](#)
[Employee Recognition](#)
[Employee Activities](#)
[Metro Projects](#)
[Facts at a Glance \(web\)](#)
[Archives](#)
[Events Calendar](#)
[Research Center/Library](#)
[Metro Classifieds](#)
[Bazaar](#)

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[30/10 Initiative](#)
[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

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Chinese Delegation Visits Metro's Human Resources Dept.

By RICH MORALLO

(Sept. 16, 2005) Human Resources Director Stefan Chasnov connected immediately with his Chinese visitors.

"I have a brother who is a professor at the Hong Kong University of Science and Technology and I have traveled there and to Mainland China several times," Chasnov said, during the 19-member delegation's Sept. 13 visit.

With the icebreaker out of the way, Chasnov explained the role HR plays at the agency. The Chinese government managers had traveled to Los Angeles to learn how Metro employees contribute to the agency's mission and goals.

During the hour-long meeting, Chasnov discussed the structure of Human Resources, how it supports the agency's business units, how his staff of 50 administers employee programs, and employment recruiting, interviewing and testing.

He also described the agency's Strategic Performance Plan and the goals and values that guide employee activities.

Screen 1,000 to get 100 recruits

"In Human Resources this fiscal year, one of our main goals is hiring and training additional bus operators," Chasnov said, as he explained the challenge of screening 1,000 applicants to get to 100 successful recruits.

Another goal for the department is to deal with the agency's leave of absence issue.

"At any given time, up to 10 percent of our workforce may be out due to medical or military leave, family illness or other reasons," he said. "Through hard work of many departments, we have cut that percentage down to six percent and still have some more work to do in this area."

"Ten to 15 years ago, our organizations only recruited people," remarked Yao Hongjie, director-general of Beijing's Bureau of Enterprise Remuneration. "Today we are visiting Metro to learn how employees can develop the company."

Following the Chinese delegation's visit to Metro, the group flew to New York to visit human resources departments there.