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Metro's oldest employee Arthur Winston gears up for his new position as an honorary member of Customer Relations. Photos by Jimmy Stroup.



Group Reaction> Passenger reps Dalila Valles and Monica Macon said they were 'honored to meet and speak with Mr. Winston.' Agents Milca Elorriaga and Russell Jones acknowledged that he was 'truly an inspiration' to them. Alonzo Williams marveled at his wit and 'staying power to remain committed and dedicated so long.'

Arthur Winston Crowned 'Honorary Member' of Customer Relations Team

By Jimmy Stroup

(Nov. 22, 2005) Metro's most famous employee paid a visit to the Customer Relations Department in the Gateway Building today, delivering tips on clean living, longevity and the work ethic—things he seems to know a little bit about.

Arthur Winston, 99 years old and a Metro employee for nearly 72 years, was warmly greeted by many agents as he toured the call center, where he received his own personal telephone head-set.



Matt Raymond, Chief Communications Officer, Alonzo Williams, Communications Manager and Gail Harvey, Customer Relations Director, present Winston with a plaque from the Customer Relations Department commemorating his time at Metro. Not pictured: Tom Horne, Customer Relations Manager.

Presented with an official plaque, Winston was crowned 'honorary member' of the Customer Relations team by Gail Harvey, Alonzo Williams, Tom Horne and Matt Raymond.

"After providing such dedicated service to our customers, he has truly earned this title," said Gail Harvey, Director of Customer Relations.



Customer Relations Director Gail Harvey, Winston and Passenger Service Officer David Ullrich. Ullrich built the "Information" sign in honor of the Customer Relations Department's 100-year anniversary coming up in August. The sign is a replica of one that hung at 6th Ave. and Main St. in the old Pacific Electric building.

"I'm so proud and thankful to be here," Winston said. "I didn't even know this part of the building was here."

Customer Relations Director Gail Harvey arranged to have the program videotaped.

"Now we can share the special event with the rest of the staff who couldn't be here and later on, when we need a little motivation, we can pop the video in," she said.

Tell Us Your Secrets

Customer Relations employees were treated to a question and answer session with Winston.

Q: How is it different now from when you started in 1924?

AW: "The city was smaller, so we just had streetcars. We only had a few buses. In it's age and time, it was all right. That's really coming from the horse-and-buggy days to now, though! When I started working I made 41 cents an hour and rent was \$17 a month. Times have changed!"



Customer Relations most senior members Juanita "Maggie" Cook (left) and Marie Tervalon flank Winston. Between them both, Cook and Tervalon only come to 65 years of service, compared to Winston's 71.

Q: How do you manage to stay so fit and active?

AW: "I never was in a whole lot of stress—I don't have no credit cards. If you living like that, you ain't living at all.... That credit is killing you. I'm not in debt. Don't owe nothing to nobody." He said he never has smoked or been fond of alcohol.

Q: What do you eat?

AW: "I eat anything that don't eat me!"

Q: What was it like meeting President Clinton?

AW: "It was wonderful. He didn't have a whole lot to say, but I met him, all right."

Arthur and the Future

And while he does intend to give up his day job, Winston plans to remain active and do things for seniors. "I can't see no limit on living," he said, shaking his head. "I don't see how people say you can only live to 60 or 70 years old."

Winston has plans to retire at his 100th birthday in March, but said he will return to help Customer Relations Department celebrate its centennial anniversary in August 2006.