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## Westside/Central GM David Armijo Leaving Metro to Head Toll Operations for OC's Toll Roads

- Armijo was first of the bus operations service sector GMs
- Mark Maloney will be acting GM for Westside/Central

By BILL HEARD, Editor

(June 13, 2006) Westside/Central General Manager David Armijo has been named chief toll operations officer for The Toll Roads in Orange County, effective June 29. His last day at Metro will be June 28.

Armijo joined Metro in February 2002 and was the first of the general managers to be appointed when Metro reorganized bus operations into service sectors. He opened the San Fernando Valley sector in July 2002 and was reassigned to head the Westside/Central sector in September 2004.

Mark Maloney, director of Metro's Transportation Contract Services, will succeed Armijo in an acting capacity as general manager of the Westside/Central sector. Maloney joined the agency in 2003, following seven years managing contract transit services for the City of Glendale.

At The Toll Roads, headquartered in Irvine, Armijo will be responsible for a staff of about 95 along with the day-to-day operations of four toll roads totaling 67 miles. He will supervise toll collections of some \$300 million annually, customer service, toll enforcement and toll facilities.

"David's organizational skills and his management abilities were key factors in making the service sectors the success they have become," said CEO Roger Snoble. "He'll be greatly missed here at Metro, but we wish him all the best in his new position at The Toll Roads."

### 'Created excellent relationships'

"David had the San Fernando Valley and Jack Gabig had the San Gabriel Valley at a time when there was really a lot of apprehension about the sector concept," Deputy CEO John Catoe recalled. "Over time, he created excellent relationships with the business community and community organizations. On the Westside, David was responsible for responding to our highest ridership growth and to the additional services we were directed to put out under the



Westside/Central General  
Manager David Armijo



Consent Decree.”

“He played a big part in our being honored by APTA as the Outstanding Transportation System this year,” Catoe added. “He’s done a great job for us and it’s a loss for the agency. For him and his family, it’s a wonderful opportunity. We’ll miss him, but I wish him the best of luck.”

Mark Maloney, director of Metro’s Transportation Contract Services, will succeed Armijo in an acting capacity as general manager of the Westside/Central sector.

Recalling his early days as general manager in the Valley, Armijo says, “we delivered the service, got the first governance council going, established that the service sectors could be beneficial.” He also managed to come in \$3 million under budget the first year.

Armijo participated in early planning for the Metro Orange Line, including planning for service along the 14-mile transitway and the operations training plans.

One of many shining moments Armijo remembers from his time as a general manger was Metro’s response during the three days in June 2004 that the late President Ronald Reagan lay in state in Simi Valley.

Dozens of Metro buses – and a staff of more than 100 operators, supervisors and maintenance personnel – transported visitors between Moorpark College and the Reagan Library. To handle the crowds, the shuttle operated around the clock for some 35 hours.

“I’ll always remember that as being the finest moment during my tenure at Metro,” says Armijo. “It was the first major success story after the strike.”

**Challenge on the Westside**

Armijo faced a tough challenge on the Westside, where he took command as the third general manager in two years to oversee Metro’s busiest sector. With 30 percent of Metro’s service hours and more than 30 percent of ridership, Westside bus lines have the transit system’s highest average patronage.

“The key thing was pulling the staff together and getting them focused,” he says, noting that he brought in new division management and improved the sector’s safety plan.

“This has been a fabulous year” for the sector, he says. “We’re going to come in a little over \$6 million under budget on Workers’ Comp and Risk Management. We saved quite a bit of money.”

As he winds up his last year at Metro, Armijo remembers discussions four years ago about making Metro the best transit agency in the nation. He’s proud that the agency has won the APTA Outstanding Public Transportation System award for 2006.

“To do that meant a lot of sacrifices, a lot of commitment from a lot of people,” he says. “We had to be very forward-thinking and visionary. We became agency of the year because of a multitude of success stories.”

Although Armijo will miss Metro, the one thing he won’t miss is the commute from his home in Orange County.

Working in Irvine, he’ll avoid some 500 commuting hours annually and

he'll be able to spend more time with his 15-year-old daughter, Alicia, a student at Capistrano High School in Mission Viejo. He also has two other children – Rosalie, 16, and Christopher, 13 – who live with their mother.

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