


[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](#)

Metro Info

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

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CEO UpDate

2006

A Year to Remember Thanks to Metro's Dedicated Employees

By CEO ROGER SNOBLE



CEO Roger Snoble

Here we are at the end of another year, a remarkable year for Metro by any standard. It's been a year we can look back on with great pride and with a sense of genuine accomplishment.

A quick review of 2006 would include a number of major events, not the least of which was being honored with APTA's Outstanding Transportation System award. We also completed excavation of twin 1.7-mile tunnels on the Eastside; broke ground for construction of the Expo Line; kept up the pace of Metro Rapid implementation with a total of 16 lines now in operation; and – thanks to much hard work over the years – we saw the end of the federal Consent Decree.

We successfully negotiated three major union contracts following a new procedure that fosters cooperation and consensus; installed TAP fareboxes throughout the bus fleet and TAP validators on our rail lines; put articulated coaches into operation on our Rapid and Local bus lines; and began trial runs of our new 2550 rail cars.

So many of you contributed to these accomplishments that it would be impossible to thank you individually. I do, however, want to recognize some accomplishments this past year that can be attributed to individuals. This will be far from a complete list and I know that many other employees deserve equal recognition.

Division 1 Operator **Eric Davis** managed to prevent serious injury to his three passengers after his bus was struck by a car and careened down a steep, boulder-strewn embankment.

The M3 Tiger Team completed the monumental task of implementing the Maintenance and Material Management System – **Pat Astredo, Elizabeth Bennett, Ron Dupuis, Bruce Feerer, Larry Kelsey, Dave Kubicek, Pat Lane-Goodson, Ted Montoya, John Roberts and Milo Victoria.**

Almost **200 Metro Volunteers** worked hard on their own time to promote Metro at dozens of local events, giving our agency a "face in the community."

Andy Gonzales, an equipment maintenance supervisor, noticed a

safety hazard in the Division 15 bus yard and suggested installing pedestrian railings to keep his co-workers safe.

Metro Rail safely and efficiently transported thousands to the 2006 Rose Bowl game and to the immigrant's rights march, May 1, thanks to **Bruce Shelburne**, who coordinated the service, and the many Metro employees who volunteered to help.

Storekeeper **Sidney Mitchell** and Stock Clerks **Kenny Howard**, **Corey Hearn** and **Darryl Mickens** helped keep buses rolling by maintaining a 98.7 percent service rate from their storeroom at the Arthur Winston Division.

The **Metro Gold Line construction workers** building the Eastside Extension have achieved almost 1.5 million workhours without a lost-time injury – a precedent-setting safety record.

Electronic Communication Technician **Jiceri White** installed and maintained the Freeway Service Patrol radios, ensuring the efficiency and effectiveness of the 180 tow trucks.

Documents Technician **Cindy Viramontes** of the Gateway Cities Service Sector redesigned the timetable maps so our customers can see a bus line's route at a glance.

Nicky Astilla, a messenger clerk, made sure the mail was delivered quickly and efficiently every day here at the Gateway Building.

These are only a few of the employees whose thoughtful dedication and hard work contributed to Metro's success this past year. Our organization is stronger for what all of you do every day for our customers.

Let me close out this column by wishing our Deputy CEO John Catoe all the best as he leaves us to assume leadership of the Washington, D.C. Metro system. He'll be greatly missed!

To each of you and to your families, please have a safe and joyous Holiday Season and a Happy New Year!

December 19, 2006

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)