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15 Selected Employees of Quarter for 1st Quarter of FY 2007

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(Jan. 9, 2007) Fifteen employees, whose work embodies the seven core Metro values, have been selected as Employees of the Quarter for the first quarter of FY 2007.

Employees were honored in five categories: customer satisfaction, employees, fiscal responsibility, innovation and teamwork. The other two categories are safety and integrity.

Customer Satisfaction

Sandra Blanco-Sanchez, senior Human Resources analyst, took on several complex projects, including responsibility for Metro's Employee Transportation Coordinator (ETC) program, to provide outstanding customer service to Metro department representatives. Blanco-Sanchez improved customer satisfaction by making distribution of fare media to employees more convenient. Program improvement measures included a new database for tracking participants, new application forms, and training efforts for more than 50 ETCs.

Employees

Russell Becraft, signal inspector, Wayside Systems, took a leadership role on the Florence Interlocking Reconfiguration Project. He often worked on the reconfiguration project plans while off duty. His efforts increased productivity, as did his adjustments to ensure the project moved towards a successful completion. Unquestionably, Becraft was the single most important factor in the success of the Florence Interlocking Reconfiguration Project.

Fiscal Responsibility

David Vila, Contract Administration manager; **Otto Ojong**, contract administrator; and **Fe Alcid Little**, secretary, contributed to the Metro Purchase Card (P-Card) Program. With support from Procurement management, Vila initiated the program in 2004 to expedite small purchases and streamline accounting processes. The P-Card Program has experienced exponential increases in users and transactions since its inception. This team went significantly beyond the scope of its usual duties by developing a P-Card website, implementing a training program, and continuing measures to prevent waste, fraud and abuse.

Innovation

Lorna Riley, Customer Service agent, and **Byon Hunt** of Property Maintenance, demonstrated exceptional innovation by dramatically improving Lost and Found operations at Metro's Wilshire Customer Center. Riley designed and implemented storage solutions, including new storage for keys and high-value items, making the area more efficient. Hunt was creative and innovative in his design and construction of the new bike annex. Lost and Found operations and Metro's customers will continue to benefit from this team's ingenuity.

Teamwork

A multi-disciplinary team consisting of **Gary Spivack**, **Maria Reynolds** and **David Miklic** of the San Fernando Valley Sector; **Abdul Zohbi** and **Robert Torres** of Corporate Safety; **Mark Van Gessel** of Construction Management; and **Barbara Burns** and **Lorena Yopez** of Community Relations, dramatically improved safety on the Metro Orange Line through outstanding team effort, hard work, and dedication. Working within a tight timeframe and in the public spotlight, the team helped reduce “near misses” reported by operators by more than 85 percent during the first year of operation, among the lowest in the agency.

-- From Jennifer Salamanca

How to Nominate an Employee of the Quarter
<p>The Employee of the Quarter program is administered by the Communication Services Department, which is now accepting nominations for the second quarter of FY 2007. The deadline is Jan. 31.</p> <p>The nomination form is located on the Employee Recognition web page at http://intranet1/employee_recognition/eoq.htm . Once the form is completed by the person making the nomination, it must be approved by the department head and the executive officer, then forwarded to Jennifer Salamanca at Mail Stop 99-19-3.</p> <p>Final selection of the Employee of the Quarter winners will be made by the Employee of the Quarter selection committee, whose members are appointed by business unit executive officers for a period of one fiscal year. Questions about the program should be directed to Salamanca at 922-2263. >top</p>