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Six Honored as Employees of the Quarter for 2nd Quarter 2007

- New category – suggestions – added to Metro's core values

(April 4, 2007) Six employees, whose work exemplifies four of Metro's core values, have been selected as Employees of the Quarter for the second quarter of FY 2007.

A new category – suggestions – has been added to make eight core values, which include safety, employees, fiscal responsibility, integrity, innovation, customer satisfaction and teamwork.

Employees nominated in the suggestions category are those who present ideas that "will reduce costs for the agency through increased efficiency and productivity, improve procedures, or create safer working conditions for the agency's employees and/or customers."

The six employees honored for the second quarter of FY 2007 are:

Employees

Construction Inspector Sal Hernandez of Construction Quality Management took on essential safety duties in addition to his other responsibilities during the Metro Orange Line's Canoga Park and Ride project. His ability to correct quality concerns before they become grave issues that could impact budget, schedule and public perception has made him an invaluable employee. He is the "go-to" person on many aspects of work on the Orange Line. He is a role model for all who know and work with him.

Innovation

Rail Transportation Operations Supervisor Esther Pippins of the Instruction Department demonstrated exceptional innovation by designing, developing and implementing such programs as the Train Operator Mentor Program, the Americans with Disabilities Act Training Program and the First Responders Emergency Train Operators Program. She also designed the transportation portion of the Metro Rail Rodeo and consults with APTA on the International Rail Rodeo. Her wealth of knowledge has earned her the respect of her superiors, peers and subordinates.

Customer Satisfaction

Senior Service Attendant Charonne Ray of the Non-Revenue Division is responsible for servicing non-revenue vehicles at the Gateway Building. She exceeds customer satisfaction goals by ensuring vehicles are well-cleaned and pleasant smelling. To encourage safe driving, she often leaves assorted candy treats with safe driving tips in Metro vehicles. This creative and unique act illustrates her customer-centric approach. Through her hard work, Ray is making a difference in the appearance of Metro vehicles.

Teamwork

A three-member team – Transportation Operations Supervisor Todd Sweeney and Assistant Operations Control Manager Stephen Rank, both of Bus Operations Control, along with Transportation Operations Supervisor Francisco Chavez of the San Gabriel Valley Service Sector – is being honored for helping restore bus service delayed by the closure of Colorado Boulevard during the 2007 Rose parade. Alerted to the problem by a customer, the three coordinated assignment of a special bus to serve patrons until the boulevard could be reopened. Their efforts prevented patrons from experiencing service delays during the parade.