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Community Relations Manager Rich Morallo welcomes Metro volunteers, who pack the 15th floor Windsor Room for an appreciation luncheon held Wednesday.



Photos: Gayle Anderson

## Metro's 'Good Will Ambassadors' Honored for Volunteer Efforts

- This year, they've supported 60 community events, reaching more than 100,000 residents
- [Go to>](#) List of Ambassadors

By BILL HEARD, Editor

(Nov. 8, 2007) It was way back in 1991 that Rose Marie Ordenes, a custodian now assigned to the Hollywood/Vine station, volunteered for her first Metro event – planting trees at a local park.

Salvador Buenrostro, an equipment maintenance supervisor at the Maintenance Support Services Center, participated in his first event as a Metro volunteer last April. He helped set up and staff an information booth at the LA Home Show.

Ordenes and Buenrostro were among some 50 Metro volunteers who were honored, Wednesday, during an appreciation luncheon at the Gateway Building.

The volunteers come from diverse areas within Metro – planning, procurement, customer relations, the operating divisions and service sector staffs, the library and many more. Also honored were representatives of the Citizen's Advisory Council and community organizations that sponsor outside events.

"As Metro volunteers and ambassadors of good will," said Chief Operations Officer Carolyn Flowers, "You make the neighborhoods, the community, everyone aware of our programs, and that is an important part of the marketing and communications arm of this organization."

**Volunteer their time**

She noted that volunteers, on their own time, speak at school career days, help with neighborhood cleanup drives, distribute information about riding transit, vanpools and carpools, and represent the agency in parades and other community events.

"To date this year, you have supported 60 community fairs, festivals and expos and reached out to more than 100,000 residents and families, telling them about the value of public transportation," she added.

Ordenes, a custodian for 21 years, volunteers once or twice a month or whenever she's asked to work a Metro event. "It helps people learn more about Metro, how to use our transportation. Ridership has increased and this program has helped tremendously."

A personable woman with a warm smile and a friendly manner, Ordenes says she might continue to volunteer even after she retires in two years. "I'm a social person and I like talking to people. It's nice to participate with the community. I've enjoyed it."



Metro's Ambassador Program coordinator Rich Morallo with long-time volunteer Rose Marie Ordenes.



Metro SFV GM Richard Hunt congratulates volunteer Salvador Buenrostro

**Resisted at first**

Buenrostro initially begged off joining the volunteer group, thinking he didn't have the time. He finally was persuaded to attend an event by his boss, Jess Godinez, a volunteer since 1995.

"I made the time and it was very enjoyable," says Buenrostro, who is responsible for maintaining cash boxes and other revenue equipment. "I talked to a lot of people about how important it is to work for Metro and ride Metro."

Some of the people he meets at the events have concerns about riding transit, but don't want to just talk to a voice on the phone. "They'd rather talk to a person one-on-one," says Buenrostro. "Helping relieve them of any concerns they may have is

great!"

What would he say to recruit a new volunteer?

"You get to enjoy the events for free," he says, and "if you're the type of person who likes to help people, that's another benefit. Your co-workers appreciate your helping out,

as well.”

**Volunteers: 2007 Roster of Ambassadors of Good Will**

\* **Anthony Lawson**, Metro Rail \* **Behzad Yassan**, Westside / Central \* **Bertha Bruner**, Customer Relations Info \* **Berthania Carswell**, South Western Law University \* **Dan Colonello**, Mail Service Supervisor \* **Daphne Feimster**, Bus Operator \* **Darnella Taylor**, Bus Operator \* **Dixie Dorsett**, South Bay Sector \* **Dominiqu Hern**, Volunteer Helper \* **Marie Tervalon**, Customer Relations \* **Donna Cox**, Bus Operator \* **Esther Panopio**, US Philippines Expo \* **Evelina Del Castillo**, Mgr/Central Maintenance \* **Fe Alcid-Little**, Procurement \* **Frank Clarke**, Purchasing \* **George Echert**, Adm. Analyst \* **Jacqueline Exeart**, Customer Info \* **Jennifer Gill**, Community Relations \* **Jennifer Victorin**, Loren Miller Elem \* **Jesus Godinez**, Revenue Collection \* **Jim Walker**, Library \* **Joann Harper**, Board Secretary's Office \* **Joesph Hernandez**, Chief Admin Analyst \* **Johanna Gan**, South Western Law University \* **Kathy Drayton**, Service Sector Office \* **Pheel Wang**, Thai Community Development Ctr \* **Rachel Bird**, Assistance Mgr (Div 8) \* **Regina Howard**, Community Partner \* **Renita Anderson**, Management & Budget \* **Rey Coutts**, MTA-OCI \* **Ruben Panopio**, US Philippines Expo \* **Leslie Smith**, Customer Relations \* **Salvador Buenrostro**, Revenue Collection \* **Sarah Winfrey**, Marketing \* **Scott Page**, Regional Transit Planning \* **Sherie Ayers**, Management & Budget \* **Sherrie Zellars**, Risk Management \* **Tameka Jennings**, Bus Operator \* **Thang Tran**, SGV Service Sector Office \* **Tom Rodriguez**, Print Shop \* **Valerie Harrison -Boyer**, Community Relations \* **Virginia Ward**, SGV Sector \* **Wajeha Bilal**, Watts Civic Leader \* **Wally Shidler**, Customer Relations Consultant \* **William Walker**, Board Secretary's Office \* **Willie Atienza**, Internal Audit \* **Yolanda Jones**, Bus Operator \* **Carole Ozanian**, Home Show \* **Kathy Banh**, Metro Staff.