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Bill Heard rides off into the sunset Dec. 21, ending 15 years as a trusted voice for Metro's people and goals.



Photo by Ned Racine

Thanks for the Memories: Looking Back on 15 Years at Metro

By BILL HEARD, Editor

Friday, Dec. 21, will be my last day to work at Metro. After 15 years, I'm retiring.

I can look back over those years and remember my days in Media Relations, then in Employee Communications and for the past eight and a half years as Intranet editor. It's been one of the most interesting, challenging and satisfying jobs I've ever held.

I feel as if I've been a witness to history as Metro has moved from one triumph or difficulty after another – much of it reflected in some 6,000 Intranet articles we published over the years.

I've been involved in almost all the grand openings for our rail lines and helped introduce our new high-tech compo and articulated buses. But, I've also stood on Hollywood Boulevard during construction of the Metro Red Line and tried to explain to the media what we were going to do about a gaping hole in the street.

Best of all, as editor of *myMetro.net* news, I've had the opportunity to meet hundreds of employees from every corner of the agency.

Men and women who help plan transportation projects and who construct

our rail and bus facilities. People who operate, maintain and clean our buses and trains, and who manage our bus and rail divisions. And those who keep the agency going with their administrative, purchasing and personnel management skills.

Hard work and talents

I continue to be impressed with the good will, dedication, hard work and talents of Metro employees. Over the years, we've showcased scores of such people on the Intranet.

Some set an example for customer service or safe practices. Some have found ways to improve work processes or have invented new tools to use on the job. Many of those we wrote about are remarkable musicians, writers and entertainers.

Others volunteer their weekends to represent Metro at community events. Still others give back to their communities through their churches, local organizations or through charity efforts they started on their own.

I've enjoyed bringing these stories to you because they show that, no matter what their jobs may be, they're all valuable members of the Metro team.

I want to thank those who have helped me as we built *my.Metro.net* into what I hope has been a valuable employee news and information resource. The Intranet will continue in good hands with editor Ned Racine, with my indispensable associate Gayle Anderson, whose page designs and other outstanding contributions from the beginning have enhanced our daily postings, and with reporter Jimmy Stroup.

For the past three years, I also have been editor of a dozen issues of *Metro Quarterly*, the magazine we distribute to our stakeholders. My greatest appreciation to Yvonne Price, whose editorial insights have helped steer the publication and whose production management skills have kept *MQ* on track. Also to her associate, Todd Mitsuata, and to the designers in the Metro Design Studio.

In the Navy, when we said goodbye to someone, we had a special farewell – "Fair winds and following seas." And that's what I wish for Metro and for all of you.

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