

[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](#)

## Need e-Help?

Call the Help Desk  
at 2-4357

[Contact myMetro.net](#)

## Six Employees of the Quarter Represent Metro's Best

(July 9, 2008) Six employees have been chosen for "Employee of the Quarter" for third quarter of FY 2008, each representing the best of Metro employees, teamwork, customer satisfaction, innovation and integrity.

Selected were Alfonso De Alba of Arthur Winston Division 5 Maintenance; Doyle Flock and Carol Silver from the San Fernando Valley Sector's Scheduling Unit; John Flores of General Services; Salvatore Bottancino from Rail Fleet Services; and Luis Salas of South Bay Division 18 Maintenance.

### • Employees – Alfonso De Alba



Alfonso De Alba

Alfonso De Alba, mechanic, performs above and beyond the call of duty by keeping up-to-date on new technologies being developed. He attends the latest training available, takes what he has learned and shares his new insight with other mechanics at Arthur Winston Division 5. Last year his skills were put to the test during an eight-hour examination; at the conclusion of the exam, De Alba was promoted to Master Mechanic. De Alba maintains a consistency in his work ethic and can always be counted on to perform at his highest level.

### • Teamwork – Doyle Flock and Carol Silver, Scheduling Unit, San Fernando Valley Sector

Doyle Flock and Carol Silver successfully collaborated to lead their co-workers to continuously strive for excellence.

Flock has completed several important tasks that will enable the Metro San Fernando Valley Sector to meet essential goals and objectives. For the June 2008 service changes, Doyle developed changes in the bus system that will significantly reduce operating costs and help the sector achieve its target budget.



Doyle Flock

Silver is responsible for the development and coordination of the sector's Service Change Program for June 2008. Silver produced the public hearing notice, established the hearing date, analyzed all 16 proposals to determine the impact to existing bus riders and documented more than 205 public comments. As a result, the comments have made major contributions to the San Fernando Valley.

- **Customer Satisfaction – John Flores, General Services**

While operating the Metro Gateway Building General Services Help Desk, John Flores has consistently provided exceptional customer service to Metro employees and visitors. There have been countless times when Flores has stayed past his assigned shift to help co-workers with situations such as floods and elevator problems. He does his best to make sure customers are satisfied with all the department services provided. If he cannot help them, he will offer alternative solutions. Flores treats all employees including visitors with courtesy and respect. Many times customers specifically ask for Flores to address their needs and questions. Flores' motto is "I do my best to support my management staff and to elevate the image of our department."



John Flores

- **Innovation – Salvatore Bottancino, Rail Warranty Equipment Specialist**



Salvatore Bottancino

Salvatore Bottancino demonstrated innovation by displaying a relentless and energetic drive in his responsibilities when overseeing the modification and quality control work done by AB Engineers and Contractors. As a contributor to the 2550 Procurement QA Warranty Program, Bottancino has independent tracking systems for parts and components, guaranteeing maximum warranty recovery financial returns and cost avoidance tracking. Bottancino has repeatedly demonstrated his exceptional qualities of leadership and technical knowledge that identify him as truly outstanding and committed to Metro's Rail QA Warranty

Program.

- **Integrity – Luis Salas, Shop Steward**

Luis Salas has patience, knowledge and integrity, which he uses to handle everyday occurrences at South Bay Division 18. He shares his knowledge and expertise with everyone in the body shop. Salas is involved with many of the activities at Division 18 and is a member of the Safety Committee. Salas makes sure that all company and union issues are handled as fairly as possible. Along with his Metro responsibilities, he is also a reserve Deputy Sheriff for Los Angeles County.



Luis Salas

*--From Sarah Winfrey*