



[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](#)



WSI Metro -- East Valley Division Maintenance Manager Sal Llamas, at left, and Equipment Maintenance Supervisor Andy Gonzalez, third from left, congratulate service attendants, from left, Roman Guzman, Rosel Petronilo, Anthony Ortega, Daniel Munoz, Silviano Cervantes, Jose Ramirez, Eduardo Manzanares, and Keith Purcell for outstanding work in the window guard and seat insert replacement program. Also awarded but not pictured: WSI team leader Brenda Young and service attendants Kenneth Parga and Nyeshia Lewis.

WSI Metro

Service attendants fight grime on Division 15 buses

(Sept. 15, 2009) Changing out vandal-damaged window guards and graffiti-tagged seats on Metro buses is a tough-as-nails, thumb-straining, tedious, tiring, backbreaking and time-consuming job, but at East Valley Division 15, dedicated service attendants are up to the task, and all over it, says Maintenance Manager Sal Llamas.

Service attendant Rosel Petronilo changes out a graffiti-stained seat insert ...



and digs out a stubborn rubber window guard to replace a graffiti-

Call it WSI Metro. The team of service attendants changes out an average of 1,200 seat inserts a month. Ditto for the window guards, the stubborn rubber strip that secures the small pane above the passenger-side window.

When the numbers came in this month from team leader Brenda Young, who has tallied up more than 10,000 change-outs in each category since the beginning of the year, Llamas and Equipment Maintenance Supervisor Andres "Andy" Gonzalez put together a certificate and cupcake reception Sept. 8 to celebrate.

"This is a tremendous achievement," said Llamas. "The work is not easy and this level of performance requires a professional, dedicated team."

East Valley Division 15 were the first responders to the call to action, said John Roberts, DEO, Operations, who developed

etched pane atop a passenger window.



the WSI program in 2003. The program delegates a mechanics' task to service attendants, who, in exchange for a new skill set and hard work, are paid Mechanic "C" wages for the duty.

(In an agreement with the ATU, service attendants were granted use of "tools of the trade" for this function and Mechanic "C" classification while performing the task.)

"Over the years, graffiti and vandalism increased to the point that it became difficult for the mechanics to get to the task, which was absorbing time that needed to be dedicated to repairs," said Roberts.

In a letter handed out to the service attendants by Gonzalez, Roberts noted:

"You have led the way in establishing a damaged seat insert and window guard change-out program that has set the standard for the rest of the MTA." The damage caused by vandalism is unfortunate, he noted, but "our customers deserve the cleanest buses we can provide. The work is not easy. But the results are very rewarding."

Another endorsement came by way of San Fernando Valley General Manager Richard Hunt, who had been riding Line 794 during the day and called Llamas to say he was "very impressed with the cleanliness with buses out there."



Llamas reads congratulatory letter from WSI program founder DEO John Roberts

All three shifts work together to keep the buses clean, said Llamas, "and it's a daily challenge. When a bus comes back damaged by vandals, it's heartbreaking."

Although vandalism has increased over the years, the service attendants have kept pace to change out the damaged seat inserts and window guards daily. As an example, Roberts points to a report from July 2009,

when the team replaced 1,946 seat inserts and 1,285 window guards in one month.

"When the program started in 2003, it was not unusual for a bus to harbor 30 graffiti-stained seats," said Roberts.

"Your high score stands out," Llamas told the team. "Keep inspiring each other to provide world class quality service, to which we constantly aspire."

-- from Gayle Anderson