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Communications Chief Matt Raymond joins the holiday cheer around the Christmas tree at the Customer Call Center, where Customer Relations and Customer Program & Services staff exceeded goal to provide 250 gifts for the Metro Gift-Giving Drive.

Customer Relations Teams With Customer Program & Services to Jumpstart Metro's 14th Annual Holiday Gift Giving Drive

By Gail Harvey
Director, Customer Relations

Despite the economic downturn, the joint efforts of staff in Customer Relations and Customer Program & Services did not hold back in their support for Metro's goal of providing some good cheer for kids and families of the Fred Jordan Missions.

Customer Relations spear-headed the annual toy donation project and took on the challenge of donating 250 toys and other gifts; but, to everyone's delight, they exceeded their expectations and provided almost 300.

Gifts included coats, sweatshirts, jeans, t-shirts, under clothes, socks, back-packs, cosmetics, cologne and purses, and, of course, many toys and clothes for the kids,



said Gail Harvey, Director, Customer Relations.

"There was a focus on gifts for teenagers, moms and dads and we received items such as coats, sweatshirts, jeans, t-shirts, under clothes, socks, back-packs, cosmetics, cologne and purses, and, of course, there were still many toys and clothes for the kids," said Gail Harvey, Director of Metro Customer Relations.

This year, the Customer Programs & Services staff, including agents at the off-site Customer Centers, were all excited and energized with the desire to give.

"I really appreciate everyone's dedication to help those in need", said April McKay, Director Customer Programs & Services.



Prior to the gifts being picked up, Metro CEO Art Leahy, dropped in to see the pile of gifts that had been collected and wish everyone a safe and enjoyable holiday. Pictured here, from left, Gail Harvey, Director, Customer Relations, CEO Leahy and Alonzo Williams, Communications Manager. *Photo by Alicia Rodriguez.*

Matt Raymond, Chief Communications Officer, also stopped by to see the gift display and thank everyone for their efforts in putting smiles on the faces of many kids and their families.

Credited as official Toy Drive Helpers were Della Montes, Narciso Alonzo, Elvira Atkinson, Maria Hernandez, Jorja Jones, Arnoldo Rodriguez and Marie Tervalon, who coordinated with both the Customer Relations and the Customer Program and Services staff.

"This was a phenomenal effort by all who participated, and the types and quality of gifts were exciting,"

said Gail Harvey, Director, Metro Customer Relations, "We look forward to doing this every year, because it feels so good to give."