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## 10 Named Employees of Quarter for 3rd Quarter FY 2007

(July 26, 2007) Ten employees, whose work is the picture of five of the seven Metro core values, have been selected as Employees of the Quarter for the third quarter of FY 2007.

The employees are being honored in the categories of employees, innovation, safety, teamwork and customer satisfaction. Fiscal responsibility and integrity are the two values not represented this award cycle.

- Employees: **Toshimasa Manaka**, Rail Fleet Services

Manaka's dedication saved Metro at least \$60,000 this quarter by reverse engineering circuit boards used in a fan assembly that were in need of repairs usually performed by third parties at great expense. He also developed a schematic to troubleshoot and repair a number of the ailing circuit boards and solved a long-term supply issue.

- Innovation: **Simon Guevrekian, Ruben Hernandez, Rodger Maxwell, Agustin Moreno, Susan Phifer** and **Peishan Wang**, Service Performance Analysis.

This team made itself invaluable by becoming involved with the Automatic Passenger Counting System from the very beginning of the program, ensuring the system provided the most accurate and meaningful boarding estimates in the history of the agency.

- Safety: **Richard Flores**, Rail Transportation

Metro Gold Line Rail Transportation Operations Supervisor Flores constantly observes a safe work environment by insisting on application of safety standards like the 8 mph in-yard speed limit, stringent use of safety shoes and vests, and regular inspection of facility and work areas.

- Teamwork: **Diana Hardge**, Maintenance

When the automated bus system went down in February, Service Attendant Leader Hardge coordinated the effort to keep the buses maintained, minding overtime, manpower and water restrictions. She was integral in keeping the North Los Angeles Division 3 maintenance team together through a change of management and consistently innovates solutions to problems by thinking with a team mentality.

- Customer Satisfaction: **Jeff Boberg**, Communications/Research and Development

Boberg's recent changes to the Customer Satisfaction surveys provided valuable data to planners interested in restructuring routes to the

greatest customer benefit. He also cross-referenced Orange Line surveys from the past to current surveys in an attempt to create the most meaningful data to be used in new ventures like the Metro Rapid Services.

**Nominations for 4th Quarter FY 2007**

Now it's your opportunity to honor outstanding employees who epitomize Metro's core agency values. Nominations are now being accepted for the fourth quarter FY 2007 awards. Submit nominations to Jennifer Salamanca, Mail Stop 99-19-3, by Tuesday, July 31.

Nomination forms are available on MyMetro.net under "[Forms Online](#)," on the "[Employee Recognition](#)" page.