

AGENDA ITEM 8

August 4, 2004

TO: SAN FERNANDO VALLEY GOVERNANCE COUNCIL

FROM: ERIC RAPP
COMMUNITY RELATIONS OFFICER

SUBJECT: COMMUNITY RELATIONS REPORT FOR August 2004

DISCUSSION

- Community Outreach
 - Hansen Dam 4th of July celebration
 - “Government Day” at Panorama City mall
 - N. Hollywood Kiwanis
 - Chandler ROW cleanup
- Government relations
 - Building relationships with elected officials staff (Assembly member Lloyd Levine’s office, Mayor Hahn’s office, Councilmember Wendy Greuel’s office)
- Internal:
 - Division 8 Maintenance breaks own safety record: 245 days without a lost-time injury (Division 15 Maintenance isn’t far behind at approximately 100 days)
 - Division 15 Transportation recently reached 70 days without a lost-time injury
 - Division 8 named “Outstanding Division of the Year” for FY2004
- **The Phoenix Project** – a “new beginning”
 - Sector staff committing to frequent line rides, speaking to operators and customers.
 - Increasing visibility of Metro San Fernando Valley with employees and customers.
 - Solving problems for employees and customers quickly
 - Taking field observations and using them wisely to improve performance

Upcoming: Public Meetings

Mid-September: Glendale, Canoga Park and Van Nuys

Meetings will be for public input.