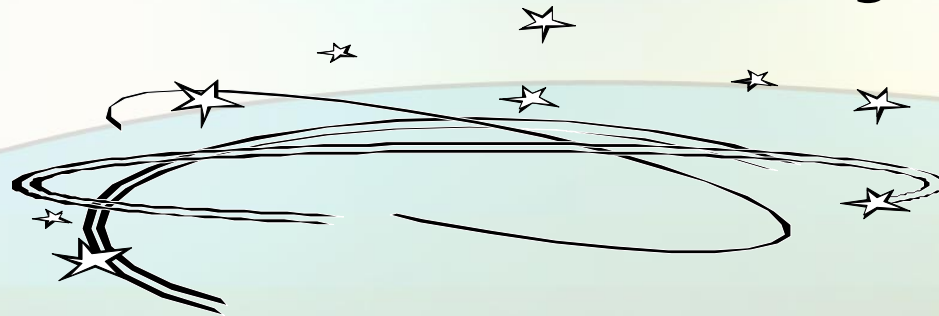


# **“Leading The Way With Metro South Bay”**



**SOUTH BAY SECTOR**

**Dana M. Coffey**

**Sector General Manager**

**March 15, 2007**

# “Providing the Best, Producing the Best”

## ➤ Employee Incentive Programs (Sector/Divisional)

• On December 1, 2006, the South Bay Sector Employee Recognition Program was established to reward employees whose job performance has been exceptional in any of the following areas:

- ❖ Productivity
- ❖ Personal Improvement/Accomplishment
- ❖ Consistent Dependability
- ❖ Heroic Act
- ❖ Motivator/Positive Attitude
- ❖ Work Improvement Suggestions

• Carson Division 1-2-3 Team Program

• Carson Maintenance Employee Incentive Program

• Arthur Winston Division Employee Recognition Program

Each month selected employees or teams are recognized and receive awards.

## SOUTH BAY SERVICE SECTOR

LACMTA

### EMPLOYEES OF THE MONTH FOR MARCH 2007

Congratulations to the following South Bay Service Sector Employees!

- Ralph Valdez, Dean Boykin, Devron Carter, Mechanic A's and Johnny Rodriguez, Mechanic A Leader, Carson Division
- Willie Corbin, Transit Operations Supervisor, Carson Division
- Vor Tay, Mopper Waxer, Facilities Maintenance
- Michael Waters, Mechanic B, Arthur Winston Division
- Deborah Blair, Transit Operations Supervisor, Vehicle Operations



*Ralph Valdez, Dean Boykin,  
Devron Carter, Johnny Rodriguez*



*Willie Corbin*



*Vor Tay*



*Michael Waters*



*Deborah Blair*

*Thank you for doing your part!*

# Teambuilding Concepts

- Each cost center prepared presentations encompassing the following:
  - Accomplishments
  - Challenges
  - Action Plans
  - Closing the Deficiency Gap
- Division Plans
  - All Division teambuilding concepts are strategically aligned with the sector and systemwide Key Performance Indicators.



"Vision For The Future"

"Blueprint For Success"

"The Good! The Tough! The Plan!"



"A New Beginning"



# We Can't Do It Alone

## ➤ Accomplishments

- **Safety 1st**
  - ❖ Arthur Winston Maintenance team achieved over two years (829 days) with no lost day work injury on 1/31/07.
  - ❖ Facilities Maintenance achieved over three years (1,240 days) with no loss work day injury as of 3/5/07.
  - ❖ South Bay Sector office achieved over three years (1,306 days) with no loss work day injury as of 3/5/07.
- **Bus Accident Reduction Team (BART)**
  - ❖ Composed of representatives from the Arthur Winston and Carson Transportation Divisions and chaired by the Sector Senior Safety Specialist.
  - ❖ Purpose is to analyze the causes and develop strategies for prevention of collision type accidents.
- **See It, Report It Campaign**
  - ❖ Metro South Bay implemented a pilot program that encourages bus operators and field staff to report bus stop conditions at various locations.
  - ❖ Campaign expanded to involve other municipal operators, business owners and transit riders to report bus stop conditions.
- **Metro Connections/Service Providers Work Group**
  - ❖ Monthly coordination meetings are held with Municipal and Local Operators to discuss on-going service issues and to improve our public transportation network collectively.
  - ❖ Meetings have produced a number of innovative service improvements.

# We Can't Do It Alone

## ➤ Accomplishments - continued

- ❖ Metro South Bay has been successful in transferring segments of lines to Beach Cities Transit and worked with Torrance Transit to reduce duplication on Hawthorne Blvd. More coordination will be necessary to implement Metro Connections over the next couple of years.
- ❖ Continued dialog to successfully implement Metro Connections service plan.
- ❖ Integrated municipal operator information into Metro displays at major South Bay transit hubs.
- ❖ Produced a Harbor Transitway display map to show destinations served by Harbor Transitway service providers.
- ❖ Best Practices - Each month we bring in a well-seasoned manager to explain day-to-day responsibilities for various functions including on-street service supervision, resolving customer complaints, the latest vehicle technologies, and maintenance.
- **Safe Schools Collaborative/Safe Passage Sub-committee**
  - ❖ Metro South Bay has participated for approximately three years in improving communications with schools to provide safe passage. Timely deployment of our resources, communication with school officials including law enforcement is essential.
  - ❖ Metro South Bay coordinates with over a dozen schools and each school is different and presents unique challenges.
  - ❖ Formed partnerships include school principal/staff, school police, parent volunteers and other law enforcement agencies. Direct contact between Metro South Bay and point persons.

# We Can't Do It Alone

## ➤ Accomplishments - continued

- **Community Outreach Partnership**
  - ❖ Division Advisory Council (DAC)
  - ❖ Participate in School Career Day and Principal for a Day
  - ❖ Community Clean-Up Day
  - ❖ Partnership with Stevie Wonder Annual Toy Drive
  - ❖ Sector Presentations to Community Centers
- **Sector Mentoring Program**
  - ❖ Developing/Retention/Building Careers
- **On-Site Training (Wellness Program)**
  - ❖ Management and Staff Participation
  - ❖ Guest Speakers
  - ❖ Demonstrations (stress release activities, work exercises, healthy lifestyles)
- **South Bay Divs. 5 and 18 Maintenance Teams have won 1<sup>st</sup> and 2<sup>nd</sup> place for 5 consecutive years in the bus roadeo competition. The Division 5 team will compete in the International Bus Roadeo in Nashville, Tennessee in May 2007.**



# Reaching For Success

July 05 Metro South Bay operated the first Express Blue Line 450X with only one stop that speeds rush-hour commuters between the South Bay and Downtown Los Angeles in less than 30 minutes.

