



# In Transit March/April 2013

A Newsletter for King County Metro Transit Employees



*From the General Manager's desk*

## Did you know...?

Sometimes we're so focused on doing our jobs—driving safely, satisfying customers, meeting deadlines—that we can lose sight of our accomplishments along the way. I'd like to draw your attention to just a few of our recent wins.

- Since we began pursuing utility rebates in 2007, we've cut our energy use and saved money on bills. Through 2012, we earned more than \$416,000 in rebates, reduced energy consumption by nearly 2 million kilowatt hours, and saved more than \$135,000 in energy costs each year.
- VM base automation is paying off. We installed new computer work stations in North Base and Non-Revenue Vehicle maintenance bays in 2012. They've improved efficiency, productivity, and workflow by providing access to computer-based tools, including online diagnostics and communications.
- Metro has the largest public commuter van program in the country. In 2012, our VanPool, VanShare, and new Metropool programs had more than 1,280 vans in revenue service (up 4 percent from 2011), provided about 3.5 million passenger trips (up 11

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Jeremy Sherman was the last communications coordinator to use the legacy radio system for an in-service transmission.

## Legacy radio system retires after long run

**A**t 7:55 p.m. on Feb. 15, as Operator **James McCall** was preparing to pull his bus in to North Base at the end of his Route 358 run, he contacted Communications Coordinator **Jeremy Sherman** via his bus radio in what became the last in-service bus communication on Metro's retiring radio system. "It's great to be a part of that history," McCall said as he signed off.

After more than two years of transition, our revenue bus fleet is now fully equipped with new on-board systems, which include automated stop announcements and destination signs.

Metro implemented the retiring system in the early 1990s, and modified it many times to keep it functional and responsive to changing business needs. Key changes we made over the years include:

- Rewriting dispatch and vehicle-location software when the original modules became obsolete due to vendor bankruptcies and technology changes.
- Modifying the vehicle location logic to improve accuracy.

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We'll Get You There

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# Web timetables enter the 21st century

**M**etro's online timetables are among our website's most popular offerings, getting millions of hits each year. But for some time now, they've been looking decidedly "old-school." It isn't just their appearance, with no-frills columns of black type on a plain white background. They also can't be read by screen readers for the blind, and printing out the more-complex ones can require multiple pages that might have to be taped together in order to make sense.

Metro's web developers have wanted to spruce up the schedules for years, but have been stymied by our antiquated timetable and bus stop (TABS) software. TABS has been scheduled for replacement for more than 10 years, but it still works, so replacement keeps taking a back seat to more urgent priorities.

But now Metro's Webmaster, Mark Bilodeau, has found a way to take data from the TABS system and convert it to a standard format, allowing production staff members to edit and maintain it using spreadsheet software. The spreadsheets are then ported to a web format that's flexible enough to fit a variety of desktop and tablet widths (the next version will also adapt to mobile phones).

The new timetable formats have been successfully tested with popular screen-reader applications for people with visual impairments. Customers who use those applications can identify a bus stop in the table and scan a column or row to find a time point—and sighted customers can now do this, too, by hovering over a column or row. Printability has also improved. The schedule will fill a page in either portrait or landscape orientation. Highlighted columns, rows, and time points will print, and in some browsers, heading information will print on each page as well.

Six timetables (for routes 3, 4, 60, 65, and the RapidRide C and D lines) are now available in the new style on our website ([www.kingcounty.gov/metro](http://www.kingcounty.gov/metro)) for beta testing by the public. Feel free to check them out. Look for the red tab at the top right-hand side of the old-style timetable page, and comment on the new format via the website feedback form.



**Webmaster Mark Bilodeau is the man behind Metro's recent and upcoming website improvements.**

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## Legacy radio system

- Building an on-board interface to the automatic passenger counting system.
- Adding an interface to share bus location data for applications such as our Tracker and OneBusAway.
- Replacing the original terminals with driver display units (DDUs) to integrate ORCA and radio functions.
- Modifying the DDU to support the new radio system and integrate on-board systems with ORCA.

Planning for the new radio system started in the late 1990s, after the Federal Communications Commission notified license holders that existing licenses would be phased out starting in 2005.

After a few final system replacements in Facilities Maintenance trucks and base cars, Metro will power down the legacy radio system equipment in the Exchange Building and the Columbia Center and at Gold Mountain and Tiger Mountain. Their antennae will be removed, and the equipment will be taken to surplus.

"We're very glad it's over," Transit Control Center Superintendent **Jeff Wamsley** said of the two-year transition period. He likened it to trying to live in—and maintain—two separate houses while they were both being remodeled.

"This milestone represents so much work by so many people," said **Dan Overgaard**, Supervisor of Systems Development and Operations. "It's amazing to realize we finally made it!"

*An audio recording of the final transmissions between Operator James McCall and Communications Coordinator Jeremy Sherman is available online at [www.kingcounty.gov/InTransit](http://www.kingcounty.gov/InTransit).*

## In Transit online

Current and past issues of *In Transit* are available at [www.kingcounty.gov/InTransit](http://www.kingcounty.gov/InTransit).

If you have any questions, comments or story ideas, send them to **In Transit**, KSC-TR-0824, or contact **Anna Clemenger**: 206-263-6482 or [anna.clemenger@kingcounty.gov](mailto:anna.clemenger@kingcounty.gov).

Produced by Transportation Office of Communications  
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*We'll Get You There*

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# 2013 Annual Meeting

**M**etro's annual meeting for managers, supervisors, superintendents, and chiefs started with a review of last year's accomplishments, including near-record ridership, the start of service on the new RapidRide C and D lines, and the end of the Ride Free Area.

General Manager **Kevin Desmond** introduced new staff members, Service Development Supervisors **Chris O'Claire** and **Jonathan Bez** shared highlights of our 2012 performance measures, and our resident math wizard, **Jerry Rutledge**, presented his proof that time does equal money before Desmond revealed our top initiatives for the coming year.



**Carolyn Murakami of the General Manager's Office hands a name tag to Terry Rhoads, Rail, as he enters the auditorium.**

## Key transit initiatives for 2013

- Seek a sustainable transit funding package through state legislation.
- Mount a pedestrian safety awareness campaign to reduce pedestrian incidents.
- Complete work on RapidRide C and D lines and continue development of the E and F lines.
- Continue our partnership on Third Avenue with the City of Seattle and the Downtown Seattle Association.
- Technology projects—Upgrade the online Trip Planner. Launch customer-information mobile apps. Upgrade HASTUS software (used for route scheduling and bus driver assignments).
- Capital projects—Update the Atlantic/Central Base plan. Complete the Downtown Seattle Transit Tunnel escalator project. Award the trolley procurement contract.
- Fare policies—Develop a fare change proposal that takes into consideration the work of the King County Council-mandated Low Income Fares Advisory Committee, to be completed by this fall.
- Implement the Workforce Development Program, which includes strategies for developing leadership and engaging employees.
- Continue preparations for the 2014 launch of the First Hill Streetcar.
- Update the 2011-2012 Strategic Plan for Public Transportation.
- Sustainability—Adopt a sustainability plan that includes goals to reduce energy use by our facilities and fleet. Seek ISO 14001 certification for South Base and the Component Supply Center. Demonstrate alternative-fuel commuter vans. Research and support development of a battery-powered bus.
- Efficiency—Improve work processes to achieve efficiencies. Implement base automation in Vehicle Maintenance. Launch electronic record-keeping for human resources.
- Ridership—Set a new record... 120 million?



**General Manager Kevin Desmond jokes with Wayne Watanabe, King County Information Technology.**



**Darryl Russell, Safety, jokes from the audience.**

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## General Manager

- percent), and eliminated almost 50 million vehicle miles of travel from Puget Sound roads.
- Our Community Access Transportation Program has 26 agency partnerships and more than 100 vans in service. It will provide about 370,000 rides this year for people with special transportation needs in King County.
  - Our participation in the Healthy Incentives Program has saved Metro

about \$10 million in health costs. That's nearly 22 percent of the total saved by all King County employees.

- We sometimes provide unexpected but vital community services. One recent example: the Burien-Normandy Park and North Highline Fire Departments thanked us for our role in moving residents away from a three-alarm fire in Burien to a safer location.
- Changes we made in response to the 2009 Performance Audit have saved \$25 million per year.

- Small changes sometimes lead to big results. The Fall 2009 service changes to routes 76, 77, and 316 were controversial at the time, but those routes now carry 23 percent more rides while operating 4,200 fewer annual hours—a productivity increase of more than 55 percent.

These accomplishments, and so many more, make a positive difference in quality of life here in King County. Thanks for all you did to make them possible.

— Kevin Desmond  
General Manager

# KUDOS IN TRANSIT



**Metro Transit Police deputies honored in January included: front row, left to right—Sergeant Michael Starrett, Deputy Corey Marcotte, Detective Jesse Herrera, and Deputy Joe Winters. Back row, left to right—Deputy Tamara Devries, Deputy Tim Sigel, Deputy Curt Timby, Deputy Tom Hill, Deputy Chad Mulligan, Detective Pete Gaiser, and Detective Jahie Miller. (Not pictured: Detective George Alvarez, Sergeant Bill Hurley, Detective Steve Johnson, Captain Mark Konoske, and Deputy Brian Pacey.)**

■ **Transit police awards**—On Jan. 30, the Metro Transit Police unit held its annual awards ceremony at Central/Atlantic Base. King County Sheriff **John Urquhart** and Chief Deputy **Anne Kirkpatrick** were special guests as Metro Transit Police Chief **Lisa Mulligan** presented the awards.

Honored by their peers for outstanding efforts and contributions in 2012: Sergeant of the Year—**Michael Starrett**; Detective of the Year—**Jesse Herrera**; Deputy of the Year—**Joseph Winters**.

Commander's Award: Detective **George Alvarez**, Deputy **Tamara Devries**, Sergeant **Bill Hurley**, Detective **Steve Johnson**, Captain **Mark Konoske**, Deputy **Corey Marcotte**, Deputy **Jahie Miller**, Deputy **Chad Mulligan**, Deputy **Brian Pacey**, Deputy **Tim Sigel**, and Deputy **Curt Timby**. These officers

developed and implemented an “active shooter” training program for Metro staff members.

Meritorious Service Award: Detective **Jahie Miller**, who developed a defensive tactics training course for the King County Sheriff's Office and led nearly 50 sessions over a six-month period, and received overwhelming positive feedback for his enthusiasm, knowledge, and ability to instruct in a way that accommodated all ages, ranks, and experience levels.

Life Saver Award: Detective **Pete Gaiser**, who chased and subdued a suicidal person, preventing the person from jumping from a bridge.

Service plaque: Deputy **Tom Hill**, for his contributions to the Metro Transit Police before his transfer to the King County Sheriff's Office Advanced Training Unit.

■ **Agencies cooperate to nab suspect**—

In the early afternoon of Jan. 25, a man boarded a bus at Westlake Station in the Downtown Seattle Transit Tunnel. After a brief fare-related conversation with the driver, the man punched the driver in the face and left before Metro Transit Police deputies arrived. The deputies found the man's image on a security video and circulated it to other Metro deputies as well as Sound Transit deputies and fare enforcement officers. A few hours later, fare enforcement officers stopped a man for fare evasion on Link light rail. Recognizing him from the photo, they notified Sound Transit deputies, who took him into custody. Metro Transit Police deputies then booked the man into jail for assault.

■ **Operator has co-worker's back**—

After a transaction at his credit union, part-time bus driver **David Waggoner** dropped a \$100 bill without noticing it. Fellow part-time bus driver **Vernitta Barnes**, who was talking with the credit union manager, saw another customer pick up the dropped bill and pocket it. Breaking off her conversation, Barnes confronted the customer. “That is not your money,” she said repeatedly, adding that it belonged to a co-worker



**Part-time drivers Waggoner and Barnes at the scene of the (almost) crime.**

whom she knew. Eventually, the other person handed the cash over to the manager, who reached Waggoner on his cell phone. Waggoner wrote a letter of appreciation to East Base Superintendent Ken Johnston about Barnes' actions. It said, in part, "A fellow employee did a wonderful thing for a co-worker, and it should not go unnoticed."

## Service award achievements

*In Transit* congratulates these employees on achieving major service milestones in the second quarter of 2013:



Power and Facilities:

**Stephen Trecker.**

Sales and Customer Service:

**C.G. Janzen.**

Transit Operations:

**Nathanael Chappelle, Alexis**

**Lane-Daniels, Michael**

**Schuster, Sunny Varghese,**

**and Ruth Wilson.**

Vehicle Maintenance:

**Valrie Thorpe.**

## Transit operators of the month

### February 2013

Atlantic Base: **Bruce Blanford**

Bellevue Base: **Robert Hardy**

Central Base: **Gregory Craven**

Eastside Base: **Marek Jelen**

North Base: **Patrick Brady**

Ryerson Base: **Sarwan Singh**

South Base: **Eddie Pigott**

### March 2013

Atlantic Base: **Herman Smith**

Bellevue Base: **Richard Carmichael**

Central Base: **Calvin Karbowski**

(now at Ryerson Base)

East Base: (declined)

North Base: **George Nemeth**

Ryerson Base: **Ginell Akram**

South Base: **Carol Fleischacker**

■ **Bus driver saves man's life**—North Base Operator **Lindol Larkin** helped save a life one afternoon in February while driving Route 348 to Richmond Beach. A passenger who wrote in to commend Larkin said a man was partway over the rail of the NW 185th Street overpass over I-5, clearly intending to jump. "Traffic

on northbound I-5 was stopping," the passenger wrote. "There was another man trying to talk him down. The bus driver notified 911 and then went across the street to help the other young man pull the jumper from the rail. A short time later the police arrived and the driver came back and carried on. Basically, he saved a life today."

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## Security Sensitive



## To stop a bad guy... think like one

**C** rime prevention may not seem very exciting, but don't let your eyes glaze over just yet. I'd like to share some subtle strategies for stopping trouble before it starts.

A bus shelter bench is a fine place to sit, until it becomes a campsite. Lush plantings in a park-and-ride make a peaceful setting, until a car prowler uses them for cover. A building superintendent turns lights off at night to save energy—making it easy for a burglar to approach unseen.

Fortunately, there are ways to reduce these risks. We refer to these strategies collectively as Crime Prevention Through Environmental Design, or CPTED.

- **No one likes to be watched.** Windows, area lighting, and removing or trimming sightline obstructions are ways to keep eyes on a place—or at least make it feel that way to bad guys.
- **Mind the thorns.** Doors and locks, pathways, and landscaping (especially low, thorny bushes) create physical and/or psychological messages about where one should or should not be.
- **Territorial reinforcement.** Low picket fences, hedges, and bark planting strips all define clear borders and make it obvious to passersby that crossing them equals trespassing.
- **Maintenance and management.** Burned-out lights, messy yards, and other signs of decay send "welcome" messages to opportunists. According to the broken-window theory, one unfixed problem begets more.

At Metro Transit Security, we use these principles when designing new buildings, reviewing problem bus stops, and addressing crime problems.

For many security problems, the solution may be as simple as improving visibility and maintaining a workplace (or home) that says "I own it, and I care about it."

Stay secure.

—**Mark L. Norton**

Manager, Transit Security and Emergency Management

*Send comments and ideas on Metro security, emergency management, and homeland security to [mark.norton@kingcounty.gov](mailto:mark.norton@kingcounty.gov).*

# SHORT SHOTS IN TRANSIT

## News briefs in and around the Transit Division

■ **Driver by day, “high flyer” at night**—Ok, it’s not technically flying, but after a day of driving a bus, Jonathan Rose can sometimes be found high overhead, performing aerial acrobatics on ropes. He became an aerialist on returning to Seattle after working a few years with a traveling circus. Rose recently entertained Seattle Boat Show visitors with his act “Splash.” To learn more, check out a KOMO news piece at <http://www.komonews.com/news/local/Metro-bus-driver-moonlights-as-high-flying-acrobat-189109841.html>.



Jonathan Rose drives for Metro...



Photo by John Cornicello

...and also knows his way around a rope.

■ **Bridging a broken link**—When Link light rail service is disrupted, the Link Control Center may ask Metro to implement a “bus bridge,” or bus service that temporarily replaces service on a specific section of the Link line. Metro provides the buses, operators, and supervisors. Our Transit Control Center and Service Quality

staff members implement and manage the bus bridge. Buses for the bridge come from the following sources: 1) extra-service buses from a base, 2) out-of-service buses returning to a base, and 3) buses taken from predetermined in-service routes. Bus Bridge rides are free—no fares are collected or transfers issued.



(L-R) Deputy James Mitchell, Deputy Chris Pelczar, Sergeant K. C. Saulet, Deputy Joe Winters, and Deputy Erik Wolff helped out in the nation’s capital.

■ **Helping out the “other” Washington**—For the second time, a team of Metro Transit Police deputies traveled to Washington, DC in January to help with President Obama’s inauguration. In response to a nationwide request for assistance by the Washington Metropolitan Transit Authority (WMATA) Police, five officers were chosen by lottery to provide transit-policing support in the nation’s capitol: Sergeant K. C. Saulet and Deputies Chris Pelczar, Jim Mitchell, Erik Wolff, and Joe Winters. The officers’ trips were federally funded. After arriving, they received training in assisting with crowd- and security-related incident management. Then they were formally deputized, giving them the authority to enforce local laws. Our team was part of a large support effort that included 150 officers from 15 transit police agencies across the country. Although this

year’s crowds were smaller than in 2009, WMATA still provided more than 779,000 rides on Inauguration Day.

■ **New transit incentive program under way**—When renewing their vehicle licenses, King County residents now receive a new order form for free Metro bus tickets with their license tabs. The full-color form folds into a self-mailing envelope, saving the expense and hassle of finding and addressing a separate envelope. The Marketing group developed and distributed a promotional poster to add program visibility at licensing agencies, and Metro has been promoting the program on its website. From its beginning in June 2012 through January 2013, the program has provided 374,088 free-ride tickets to residents, and the equivalent value of an additional 98,120 tickets to the King County Human Service Ticket Program.

■ **Bike-sharing funds approved**—Metro has been awarded a state grant to launch bike sharing in the University District. The \$750,000 grant will cover the capital costs of 12-15 bike-share stations. The grant funds will complement contributions made to Puget Sound Bike Share, a non-profit organization consisting of representatives from King County Metro Transit, the cities of Seattle, Kirkland, and Redmond, the University of Washington, Seattle Children’s Hospital, Cascade Bicycle Club, Sound Transit, Microsoft, the Puget Sound Regional Council, REI, and the Washington State Department of Transportation. The non-profit is pursuing other funding for the capital and operating funds to launch the first phase of the program in South Lake Union, Capitol Hill, and downtown Seattle as well as the University District.



# Performance corner

## Ridership on a roll

**M**etro ridership grew again in 2012, finishing the year with a total that is second only to 2008, when local employment was at a peak. Preliminary data show 115.4 million boardings on our bus, DART, and South Lake Union Streetcar services—a 2.3-percent increase over 2011.

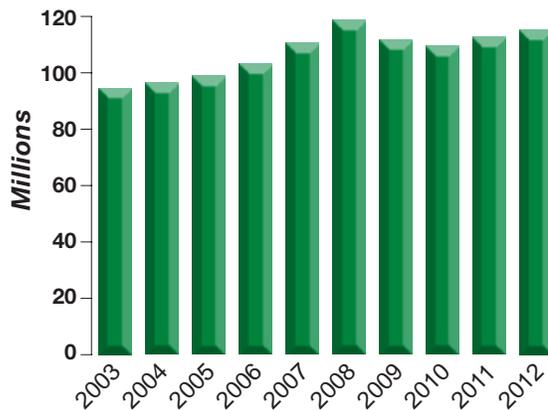
This growth was strong by national standards, too. Of our 30 peer agencies—the largest bus agencies in the country—Metro had the ninth highest ridership increase in 2012. And we weren't the only agency in King County to see gains. All transit services in the county (including the South Lake Union Streetcar, Link Light Rail, Sound Transit buses operated by Metro, and the two King County Water Taxis) saw a combined ridership gain of 3.3 percent in 2012. And passengers in Metro's commuter-van program increased by 11 percent.

The local economy was the main driver of all this ridership growth. Total jobs in our service area increased by 2.3 percent in 2012, so there were more commuters taking transit to work. Gas prices were not much of a factor in 2012, as local prices increased just 3 percent after climbing 24 percent in 2011.

The start of bridge tolling on SR-520 in late 2011 created a 9 percent increase in riders crossing the bridge on Metro and Sound Transit buses during 2012. Metro service improvements also helped attract more riders—the RapidRide C and D lines started operation in September, while the existing A and B lines continued to see ridership growth.

Our 2012 ridership numbers would likely have been even higher if not for a week-long snowstorm in January and the closing of the Ride Free Area in downtown Seattle in September. But those events put just a little dent in an otherwise strong system ridership growth trend, and we look forward to serving even more customers in 2013.

### Metro Ridership



Continued from page 8

### On the Move

#### Service Development

**Shannon Carney**, graduate intern III (Market Development) – February 12

#### Systems Development and Operations

**Rachel Buchan**, functional analyst III – January 28

**Tim Reutebuch**, functional analyst III – January 28

#### Vehicle Maintenance

**David Campbell**, equipment service worker – February 4

**Evan Duvall**, equipment service worker – March 4

**Michael Dunham**, utility service worker – January 14

**Nicholas Gavigan**, mechanic apprentice – January 14

**Anthony Kurosu**, mechanic – March 4

### In Our Thoughts

**Oly Childress**, Atlantic Base millwright (retired), passed away January 30

**David Farnham**, Bellevue Base transit operator (18+years), passed away on January 28

**Russell Harris**, Central Base VM mechanic (14+ years) passed away on March 7

### Continued from page 5 KUDOS



**Turner Award winner Charles Oates**

■ **Oates receives Turner Award**—Operator **Charles Oates** has received the George Turner Award for the third quarter of 2012. The award, presented by the Paralyzed Veterans of America, Northwest Chapter and Metro's Elderly/Disabled Committee, honors employees who show extraordinary sensitivity to customers who are elderly and/or disabled. While Oates was assigned to Bellevue Base (he is now at North Base), a customer with a traumatic brain injury wrote in to commend him. "I'm disabled and have no outward signs (of) my disability," he wrote. "I boarded the bus and could not find my bus pass. I was not able to voice this fact to the driver when I attempted to explain my situation. I became quite frightened, panicked and confused. His small kindness allowed me to board his bus... he is a gracious and honorable gentleman." North Base Superintendent **Levi Christopher** said that Oates' act "exemplified the type of customer service we hope everyone will continue to use as our standard practice."



# ON THE MOVE

Transit Division retirements, promotions/job changes, new hires, and remembrances

## Retirements

### Transit Operations

- John Beukema**, transit operator (South Base) – March 1; 14 years  
**Cynthia Dent**, transit operator (South Base) – February 1; 14 years  
**Daniel Linville**, transit operator (South Base)/past Local 587 president– February 1; 40 years  
**Brian Stewart**, transit operator (North Base) – April 1; 33+ years  
**Gordon Taylor**, transit operator (South Base) – February 2; 32 years

### Vehicle Maintenance

- Ronald Bovetz**, mechanic (North Base) – February 28; 33+ years  
**John L. Brown**, utility service worker (Atlantic Base) – April 1; 22+ years  
**Colleen Duke**, functional analyst IV – March 29; 33+ years  
**Mike Wyrwitzke**, mechanic (Atlantic Base) – February 1; 30+ years

## Promotions and Job Changes

### Design and Construction

- Rand Juliano** to career service special projects manager II from TLT  
**Mark Lawson** to construction management IV from construction management III  
**Isaiah Pullet** to construction management IV from construction management III  
**Faye Smith** to real property agent II from real property agent I

### Power and Facilities

- Frank Olsen, Jr.** to lead ground specialist from acting lead ground specialist

### Systems Development and Operations

- Tim Reutebuch** to functional analyst III from radio communication specialist (Power and Facilities)  
**Robert Levinson** to career service project/program manager IV from TLT (Systems Development)

### Transit Human Resources

- Doug Bell** to human resource analyst-senior from functional analyst II

### Sales and Customer Services

- Debra Billups** to career service customer service specialist III from TLT

### Vehicle Maintenance

- Richard Acosta** to lead sheet metal worker from sheet metal worker  
**Jon Babcock** to equipment service worker from transit electronic communication technician (Power and Facilities/Power Distribution)  
**Rusty Bergerson** to acting lead mechanic from mechanic  
**Curt Bozell** to acting lead mechanic from mechanic  
**Calvin Bretz** to career service sheet-metal worker from TLT  
**Stan Lillquist** to superintendent (Bellevue Base VM) from chief (Component Supply Center/Body Shop)  
**Michael Mooney** to career service sheet-metal worker from TLT  
**Brian Moriarty** to acting transit parts specialist from equipment service worker  
**Nadia Schmieder** to acting functional analyst IV from functional analyst III  
**Alan Southern** to transit purchasing specialist (Non-Revenue Vehicles) from KCDOT Fleet-Renton  
**Ham Teang**, to career service electronic technician from TLT

**Mechanics:** *all to career service from TLT:* **Jack Broome, Bunrith Chei, Marc Cook, Raymond Lalonde, Cristian Melnic, Steve Nakagawa, Steven Phillips, Daniel Portmann, Vance Sakado, Frank Wood, Seth Worden**

## New Hires

### Design and Construction

- Jennifer Ash**, real property agent III – April 1

### Power and Facilities

- Ron Eckert**, maintenance planner – January 14

### Rail

- John Kwesele**, rail supervisor (re-hire) – February 4  
**Santiago Maciel**, rail supervisor – February 4  
**Jeff Wachtel**, rail supervisor – February 4  
**Raymond Williams, IV**, rail technical trainer – February 4

### Sales and Customer Services

- Mark Thie**, marketing and sales specialist II (Marketing and Service Information), February 25

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