From the General Manager’s desk

On PACE—are we there yet?

In this issue, we acknowledge the progress that’s being made on the Partnership to Achieve Comprehensive Equity (PACE) initiative, and provide insights on where we’re headed on this collaborative journey to create a truly inclusive work environment for all Metro Transit employees, present and future.

It’s been about a year since the initiative got underway, and we’ve gotten off to a very good start. I am confident about the process and people who are taking us in our mutually desired direction. It has been a truly inspired partnership.

For something as foundational and important as PACE, success doesn’t happen by chance. It takes energy, insight, and commitment by a team of talented individuals—which we have in abundance. I would like to thank the members of PACE subcommittees, members of the Steering Committee, and all the Metro employees who have interacted with the subcommittees as they developed their recommendations. We would not be this far along without them.

Soon, PACE will be fully engaged in a new phase: reaching out to all employees through town hall meetings, worksite visits, and other outreach campaigns. I look forward to those insights.

In Transit
September/October 2014
A Newsletter for King County Metro Transit Employees

Record ridership for first half of 2014

Passenger boardings for the first six months of this year reached an all-time high—learn more on page 4.

Metro’s sustainability commitment

Sustainability is at the core of how we do business at Metro. Most of our projects are designed from the ground up to conserve resources and reduce pollution. These efforts not only lower our operating costs but also help create a healthier King County.

We were founding signers of the American Public Transportation Association (APTA) Sustainability Commitment, and received APTA’s gold-level recognition.
Keeping up the PACE

Our Partnership to Achieve Comprehensive Equity (PACE) is now in full stride. Sept. 24 was the first anniversary of this groundbreaking partnership, designed to create an environment for positive change, improved communication among all employees, and a Metro workforce that’s committed to equity as a shared core value.

The progress we’ve made in this first year is impressive. All six PACE subcommittees worked hard to investigate critical issue areas and develop recommendations on how, as an organization, Metro can move forward in those areas—which include workforce development, communications, equal employment opportunity, customer service and customer complaints, discipline and adverse actions, and job recruitment and selection. To learn more about PACE, visit metro.kingcounty.gov/PACE.

With more than 150 recommendations under review by the PACE Steering Committee, the PACE program will move into a new phase in October. The Steering Committee will unveil a preliminary draft of subcommittee recommendations, and the PACE team will then begin a campaign to communicate with, educate, and get feedback from Metro’s workforce. This outreach will include town hall meetings, worksite visits, meetings with stakeholder groups, and more.

The timeframe for this effort is still being finalized, but as of now the PACE team expects to prioritize its recommendations, start work on implementation planning, and produce a strategic plan for comprehensive equity with its final recommendations by the end of 2014.

Next year will see the release of the strategic plan, a second phase of outreach and community building, and the phased implementation of final recommendations.

To be successful, this ground-breaking effort needs employees to participate. Watch for opportunities during the coming outreach phase!

Continued from page 1

Metro’s sustainability commitment

in 2013 for our efforts to significantly reduce energy use, waste, water use, and air pollution.

We recently released our first sustainability plan, which lists specific goals related to energy and water conservation, waste reduction, climate pollution reduction, and ridership growth.

The plan also calls on Metro employees to do their part—take steps every day to help shrink Metro’s environmental footprint and help make our workplaces and communities healthier for ourselves, our families, and future generations.

To read the plan and learn more about Metro’s efforts to create a healthier region, visit http://metro.kingcounty.gov/am/sustainability/.

NOMINEES

Individuals

Tricia Barbachan, Paratransit/Rideshare Operations
Scott Beasley, Transit Safety
Mark Bilodeau, Customer Communications and Service
Ray Burgess, Systems Development and Operations **
Katie Chalmers, Service Development
Sarah Driggs, KCDOT Communications **
Nancy Gordon, Design and Construction
Sgt. Bill Hurley, Metro Transit Police
Yukio Inouye, Vehicle Maintenance
Mark Konecny, Customer Communications and Service
DeAnna Martin, KCDOT Communications
Paul Moutray, Rail
Jim O’Rourke, Transit Operations
Julie Paone, Paratransit/Rideshare Operations
Chris Parrott, Vehicle Maintenance

Teams

Base Electronic File Conversion Project,**
Travis Butcher, Kristy Hampton, Ken Johnston, Adrienne Leslie

ORCA To-Go, Brandon Banks, Charles Belcher, Symantha Cola, Tonja Diaz, Jim Galbraith, Cheryl Guthrie, Keith Haarsager, Mark Konecny, Tara Mullaly, Carol Jo Norton, Jake Rainwater, Ann Tran-Quach, Mayer Washington

Proviso Implementation, Metro (Accessible Services): Chad Armstrong, Michael Glauner, Melony Joyce, DeAnna Martin; First Transit: Lorelei Berndt, Annie Farrugia, Tracy O’Connell, Mike Rhodes

RapidRide Passenger Facilities Infrastructure (Lines A-F), Linda Anderson, Jennifer Ash, Colin Asquith, Ron Atherley, Bill Aycock, Brent Bagley, James Brown, Johnnie Butler, Mike Charginal, David Cratsenberg, Dave Crippen, Paul Eng, Alberta George, Nancy Gordon, Mark Hurston, Rand Juliano, Roberta Kelley, Liz Krenzel, Gary Kriedt, Allan Lampa, Paul Leland, Alex Marin, Paul Miller, Amir Moazzami, Mike Paulson, Charlie Reynolds, Faye Smith, Ron Smith, Susan Stewart, Jeff Suter, Sheldon Teel, Sally Turner, Mike Usen, Jerry Williams, Gillian Zacharias

Service Planning, Ashley Arai, Jana Demas, Jeremy Fichter, Colette Flanagan, Doug Johnson, Jack Whisner, Jeff Lee, Marty Minkoff, Tom Moran

**Individual and team inductees to WSDOT Wall of Fame
Metro’s 2014 Wall of Fame

Metro’s Wall of Fame recognizes employees who have demonstrated exemplary work on behalf of internal and/or external customers. In Transit congratulates this year’s nominees (listed at left) on joining the Metro Transit Wall of Fame family. From this group, management chose two individuals and one team to be inducted into the Washington State Department of Transportation’s Wall of Fame.

TEAM WINNER

**Base electronic file conversion project team**

This team, with members from Transit Operations and Transit Human Resources, raised Transit Operations’ personnel file control to a whole new level. Managing paper records for some 2,800 transit operators was a challenge, especially when each operator could move to a different base with each service change. Their paper files had to move with them, and if a document was misplaced or misfiled, there was no way to get back the missing information.

In 2011, Ken Johnston and Kristy Hampton discussed ways to create electronic files that would save paper and storage space and keep documents from being lost. They met with Travis Butcher and Adrienne Leslie, and in May 2011 the team began converting base and sick leave files to electronic format. By October 2013, all base files for operations chiefs, superintendents, first-line supervisors, and operators had been scanned. Today, paperwork can be scanned from any work location and easily accessed by any management team member—saving time, space, and resources.

Pictured left to right are Travis Butcher, Adrienne Leslie, Kristy Hampton, and Ken Johnston.

INDIVIDUAL WINNERS

**Ray Burgess (Systems Development and Operations)**

IT Project/Program Manager Ray Burgess was nominated by Transit Operations for his dedication, guidance, and support of HASTUS and the HASTUS upgrade project. With a steady hand, an ability to quickly resolve issues, and a capacity to come up with creative solutions for shoehorning thousands of Metro work rules into a generic product, he was a driving force behind our success with HASTUS. His “can-do” attitude always left internal customers satisfied that everything possible had been done for them, even if no solution was found for a difficult problem.

Burgess passed away on July 29, not long after being told of his selection to the Metro and WSDOT Walls of Fame. He is greatly missed.

**Sarah Driggs (KCDOT Communications)**

Words cannot fully describe the gratitude of the Transit General Manager’s Office for the hard work put in over the past year by Senior Writer/Editor Sarah Driggs in support of their internal and external communications. In an ever-shifting political landscape, she drafted and honed messages to perfectly convey what needed to be said.

And speaking of words, here are some that come to mind to describe Driggs: unflappable, dedicated, clear-headed, caring, diplomatic, tireless, and flexible. She has a great sense of exactly how to say something that will get the message just right. In a word, she is indispensable.
Performance Corner

Metro ridership in record-breaking territory

Our total passenger boardings for the first six months of 2014 were 60.4 million—a new record for the first six months of a year, topping ridership for the same period in 2013 by 1.7 percent. Metro now averages more than 400,000 passenger boardings per weekday.

Leading the way to this record ridership is the ever-growing popularity of RapidRide. The combined ridership on our six RapidRide lines has grown to 39 percent above that of the routes they replaced. They now carry more than 53,000 passenger trips each weekday, significantly outpacing our original five-year ridership projections. When weekends are included, RapidRide accounts for about 15 percent of Metro’s total ridership.

The first RapidRide line, the A Line, began service in 2010 along Pacific Highway South/International Boulevard. It leads the way in ridership gains, with a 79-percent increase since its inception. It reached its five-year projected ridership level more than two years early. Ridership on the C Line, which serves West Seattle, has grown 72 percent over the bus routes it replaced. And ridership on the F Line, which began serving south King County in June, has already outpaced that of the routes it replaced by 23 percent.

The continued growth of employment in King County is contributing to the overall increase in Metro ridership. The first half of 2014 saw a 3.5-percent increase in jobs here, and many of these new employees are choosing to ride Metro to work.

Sadly, things will change when service reductions begin in September. Our overall ridership will decrease over the next year. But a growing demand for Metro services still exists, so we’ll continue to work hard to meet this demand with high-quality services.

One employee can make a difference

Long before PACE existed, Operator Edie Redmond (now retired) was already living its principles. Over a career of more than 38 years, Redmond witnessed an evolving Metro workplace and, through her own presence, demonstrated what could (and still can) be accomplished. She did her job quietly, under the radar, but co-workers and managers knew she was there—making a difference in small but important ways and serving as an example to others.

We remember her gravelly voice, great laugh, positive work ethic, and dedication to the tough demands of a Ryerson Base report operator. She finished her final year at Central Base driving the Center Park service for riders with disabilities. With its unique challenges, this work was a perfect fit for her abilities.

Only the fourth African-American woman to be hired by Metro as an operator, Redmond became a cornerstone of our community. She had a customer service sensibility and the determination to make the workplace better by being a great colleague.

There are other “Edie Redmonds” in our ranks today, and many more to come. Metro gratefully acknowledges her—and their—presence and unique contributions, in our past, present, and future.

In Transit online

Current and past issues of In Transit are available at www.kingcounty.gov/InTransit.

Edie Redmond

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.

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Transit Coordination: Bob Simpson

Staff Photographer: Ned Ahrens

King County METRO

We’ll Get You There

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Strong showing at international VM roadeo—Our team of Jeff Long, Jerry McKenna, and Bryan Stites held its own at the APTA 2014 Annual International Maintenance Roadeo competition in Kansas City in May. Against one of the strongest fields in recent years—32 teams competing in eight events—they finished in 14th place. They had a perfect score in the Vapor Door test module, and missed winning that event by only six seconds. During their stay, they had opportunities to learn from subject matter experts and peers, tour host maintenance facilities, see how others do bus maintenance tasks, take part in roundtable discussions, and check out a “bus showcase” highlighting many different technologies that address emissions requirements, fuel economy, passenger and driver comfort, and public safety.

Transit police chief picked for peer review team—Our Metro Transit Police Chief, Major Dave Jutila, was chosen by APTA and Los Angeles Metro to serve on a three-chief peer review team that looked at the transit policing and security program of Los Angeles Metro and the Los Angeles Sheriff’s Department/Transit Police Division. The team also reviewed Los Angeles Metro’s Internal Security Task Force.

Improved highway bus stop permitting—More than a decade ago, the Washington State Department of Transportation (WSDOT) asked Metro to remove our bus stops from the state’s right-of-way. They also required a 20-plus-page airspace lease and rent for each new bus stop. We asked WSDOT to reconsider. Our negotiations caught the attention of state legislature transportation committees a few years ago, and studies came out showing that bus stops contribute to the safety and efficiency of the highway system in both rural and urban areas. WSDOT agreed to a simplified permit that authorized bus stops in state right-of-way in rural areas. In partnership with the Washington State Transit Association, Metro negotiated with WSDOT to create a second, urban-area bus stop permit on terms that met the needs of all parties. All or nearly all of Metro’s existing bus stops should qualify, and the permit is free to transit agencies.

Recent tweets praise Metro—“The operator of Route 50 would like you to SMILE…his great attitude will leave you smiling!” “RapidRide has totally transformed my commute. I can’t be alone. More BRT please…!” “Thanks (seriously). I know y’all have a lot on your plates running a system this size.” “Kudos to the @kcmetrobus driver on this 66 who is cheerfully dealing with an impossibly packed bus.” “California bus drivers can learn a thing or two from @kcmetrobus. A smile & Good Morning goes a very long way. Thx King County Bus Drivers!” “Awesome customer service! :)”
Metro wows Chinese teachers—
An August 4 Metro Facebook post told about 20 teachers from China’s Sichuan Province who visited Kirkland in July to learn about American culture. They took Metro to Lake Washington Institute of Technology almost every day. At their graduation ceremony, many talked about Metro and how wonderful our drivers were to them. “They said the bus drivers were ‘always punctual,’ ‘so reliable,’ and ‘always obeyed the traffic rules,’ the poster, Mary Powers, wrote. “I wish someone from Metro could have been at the ceremony!”

Service award achievements
The following employees achieved major service milestones in the second quarter of 2014:


Who knows—and does it really matter? Either way, you’ll be better off recognizing that sometimes disordered people will drive you to question which one of you is off-kilter (spoiler alert: it’s probably them).

Keep in mind that a difficult person may not always behave like a disordered person. Sometimes they are entirely coherent. But interacting with them may make you feel bad about yourself. They may say or do things that leave you feeling sideways, angry, or frustrated. In extreme situations, they can drive an otherwise well-grounded person to acts of violence. Sometimes they turn on a disarming charm—particularly near the end of your interaction with them—that is confusing and makes you question your own sensitivity or attitude.

What can you do to help such people? Probably nothing—and it’s probably best not to try.

But there are things you can do to help yourself when you’re around them:

- Minimize your time with them. Keep it short.
- Stick to the facts. Talking about feelings and emotions only works with rational people.
- Avoid socializing around them. Drinking makes you vulnerable, which makes you an inviting target.
- If you have to talk to them about non-essential things, keep it brief. Let them do the talking.
- Don’t kid yourself into thinking they will change. You can’t change them, and changing yourself to better fit their puzzle piece will only result in the loss of your original shape.
- Avoid land mines. Don’t discuss or engage in topics that drive angst: politics, religion, sports, etc.
- A difficult person is not likely to see your point of view. Don’t wait for them to validate you. It leaves you vulnerable.

Sometimes we downplay a person’s odd behaviors and instead focus on their “normal” moments. But recognizing when you are interacting with someone who may not always be in control of all of their faculties will keep you more situationally aware, emotionally centered, and better able to keep your cool.

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.
**County employees rode more in August**—More than a thousand King County employees pledged to make five additional trips via bike, bus, train, carpool, vanpool, water taxi, or walking during August as part of the Ride More Challenge. Hosted by the Employee Transportation Program (ETP), the challenge was designed to help county employees develop new, healthy travel habits. Many participants sent testimonials about their experiences trying new options to commute, run errands, go to community events, and more. You can read some of these and learn more about the challenge on the ETP website (www.kingcounty.gov/ETP).

Mary Crawford, left, from Transit Human Resources won the Ride More Challenge grand prize: a $200 REI gift card. She is shown with ETP manager Hossein Barahimi.

**Historic bus tours continue**—Upcoming Metro Employees Historic Vehicle Association (MEHVA) tours include a scenic, four-hour fall foliage tour through the Cascade foothills on Sunday, Oct. 19. Learn more at www.mehva.org or call 206-684-1816.

**Scraping part of Metro history**—If you drove or repaired our old Breda buses, you may be glad to see them go. But there’s no denying their prominent place in Metro’s history. We purchased this first-ever dual-mode (diesel and electric) bus fleet in North America for use in the then-new Downtown Seattle Transit Tunnel. Eventually, the buses were converted to all-electric trolley buses. We recently scrapped the first of those converted buses (#4249), marking the beginning of the end for that aged fleet. Parts and components from the 60-foot coach were reclaimed to supply the rest of the fleet with replacements that are no longer available on the market. Atlantic Base vehicle maintenance staff members can harvest almost all critical parts from a coach in about four days. Some non-converted Bredas are still kept at the South Training Facility, and these are also used for parts. This type of recycling helps reduce the cost of running our remaining fleet of aging 60-foot trolleys.

**“Leaning” the parts inventory**—When a Vehicle Maintenance team began a Lean project last spring (see the May/June issue of In Transit), it identified five process changes that might help reduce inventory while keeping needed parts on hand. The team tested those processes over the following 90 days, and implemented one of them in August. The new process delays the addition of a new part to the inventory until it’s shown to be needed multiple times. Also, four paper forms that required signature approval are now a single electronic form with no signature required. The changes reduce both wasted time and the addition of excess parts to inventory.

**Metro employees build stronger communities in many ways**—as part of their jobs, and also through participation in King County’s award-winning workplace giving program. This year’s campaign runs from Sept. 24 to Nov. 21; learn more at www.kingcounty.gov/giving.

**Metro helps developers “right size” parking**—Through an innovative study and associated web-based tool (www.rightsizeparking.org), Metro is helping developers create...
more affordable housing and, at the same time, more sustainable transit-and pedestrian-friendly communities. The tool helps align multifamily parking supply with demand while preserving resources and supporting a range of community goals, including transit-oriented development and housing affordability. The study has received national attention for its innovative data-driven process, strategies of public engagement, and best-practice policy development, and other cities are adopting the study and web tool concept for their own planning purposes.

■ **Light rail creating in-house training videos**—To facilitate the training of new electro-mechanics, the Rail Section’s training department is creating in-depth videos that cover all aspects of light-rail vehicle (LRV) maintenance. “These new training videos allow us to focus on the most important information, present it in a clear and concise way, and reinforce the training with relevant hands-on experience,” said **Anthony Martin**, technical trainer. Operator **Kevin Gumke**, an experienced videographer, is on special assignment to the project.

■ **Carrying a torch for Metro**—With a sustainability theme (“Mother Nature Loves Metro”), King County Executive **Dow Constantine**, RapidRide Man (retired operator **Willie Middleton**), and almost 60 employee volunteers and family members accompanied a RapidRide bus in the 2014 Seafair Torchlight Parade in downtown Seattle on July 26. Many of the volunteers carried sustainability messages that spoke to traffic and congestion issues and how to make our region more environmentally friendly.

■ **POW-MIA flag to fly at East Base**—East Base operator **David Waggoner**, who is also the Commander of the Veterans of Foreign Wars Post #3436, championed the flying of a POW-MIA (prisoner of war/missing in action) flag at East Base in recognition of military personnel who have not returned home. Waggoner’s VFW post donated the flag and an American flag to fly with it. **Andy Connor** (Vehicle Maintenance), also a veteran, will help Waggoner raise and lower the flag.

■ **Security Monitoring Center gets upgrade**—Built in 2005 to monitor Metro’s first three parking garages, Metro’s Security Monitoring Center now covers 14 key Metro facilities with more than 280 cameras and 170 emergency call stations. A recent upgrade project expanded the center to meet current security demands and modernized its technology systems to meet current King County standards and improve performance and reliability. “We need to be able to respond to emergencies and provide security monitoring at a high level to meet Metro’s goals,” said Security Coordinator **Gail Israelson**. “This upgrade has provided our staff with state-of-the-art technology to achieve those goals.”

■ **Federal funds earmarked for Metro**—In July, the Puget Sound Regional Council’s Transportation Policy Board recommended the distribution of approximately $690 million in federal transportation funding to central Puget Sound agencies for the fiscal years 2015-2017. Metro will receive about $200 million of those funds. Funded projects will help preserve our existing infrastructure and improve the mobility and efficiency of our transportation systems. The projects...
include transit speed and reliability corridor improvements to benefit routes 8 and 150, replacement of our electric trolley fleet, and a community trip reduction initiative. For a complete list, see www.psrc.org/assets/11666/Detailed-Project-List.pdf.

■ Providing a Safe Place — The Safe Place program helps get youths (age 12-17) off the street. If someone in this age group boards a Metro bus and asks for help, our drivers are trained to summon help and reassure the youth that help is on the way. A recent example: one night, at around 11 p.m., Safe Place got a call from a Metro coordinator about a 14-year-old girl who had boarded a bus asking for help. Safe Place staff responded immediately and met with the girl, who was waiting on the Metro bus with the driver. She told them about conflicts between her and her mother, who kicks her out of the house for several days after an argument. The girl had told her school counselor about this, and her counselor suggested that next time it happened, she should board a Metro bus and ask for Safe Place. She was taken to an emergency youth shelter, where she was given a bed for the night, and family reconciliation services were provided to her and her mother to address the issues that led to her running away. The girl eventually returned home to her family.

■ Poetry on Buses to showcase local voices — Starting in November, some of the ad spaces on Metro RapidRide buses and other facilities will display poetry instead. King County residents were asked to submit poems online. A total of 365 of the submitted poems—one for each day of the year—will be chosen for display on RapidRide buses and stations. They’ll also be published on our website. The project launch will be celebrated at the Moore Theater on Nov. 10 with an evening of poetry and performance.

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<th>General Manager</th>
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<td>events and efforts, and to what they will bring to the conversation by way of education, feedback, and new input. All of these things will help keep us on track and moving toward our goal.</td>
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In the meantime, please know there is an unflagging commitment to drive PACE recommendations forward, from me personally and from the entire Metro management team. I’m sure the leaders of ATU 587 and PTE 17 feel the same way. It’s been a good partnership so far, and together we expect to see Metro move forward as an organization.

Significant positive changes lie ahead for us all to embrace. Reaching a better place always feels good, but sometimes the journey can be just as satisfying. We’re breaking new ground with PACE, and we’ll be tackling some tough issues through this initiative. We have good, strong relationships in place, and we will rely on those relationships to sustain our work as we press through the challenges.

— Kevin Desmond
General Manager
## Retirements

**Design and Construction**
- **Yousif Farjo**, engineer IV – August 1; 28+ years
- **Faye Smith**, real property agent II – August 14 (last day); 31+ years

**Metro Transit Police**
- **Sgt. William Hurley** (2013 Sergeant of the Year for MTP and KCSO) – August 7; 15 years

**Operations**
- **Pam Davis**, chief (Atlantic Base) – August 1; 35 years

**Power and Facilities**
- **Daniel Schwartz**, line material worker I – July 19; 22+ years
- **Lorri Traylor**, chief (North Facilities) – July 1; 30 years

**Vehicle Maintenance**
- **Benny Fusaro**, transit maintenance machinist – August 1; 20+ years
- **Don Henkel**, lead mechanic (Bellevue) – September 30; 24+ years
- **Marcus Murphy**, mechanic (East) – August 1; 23+ years
- **Chester Wiggins**, equipment service worker (Atlantic) – August 1; 30+ years

## Promotions and Job Changes

**GM Office**
- **Cathy Jimenez** to confidential secretary II from confidential secretary I (Dept. of Community and Human Services, Director’s Office)

**Operations**
- **Dennis Lock** to chief (Operations Training) from first-line supervisor

**Power and Facilities**
- **Troy Jaeger** to acting lead facilities constructor (Shelter Crew/ South Facilities) from facilities constructor
- **David Martin** to line material worker I (Power) from line worker helper
- **Jeremy Waldner**, radio technician, transferred to KC Radio Group (electronic communications specialist)

**Rail**
- **Veronica Busby** to rail electro-mechanic from rail electro-mechanic trainee
- **Daryoush Hakki** to rail supervisor-in-training (SIT) from light rail operator
- **Kavin James** to rail SIT from light rail operator
- **Douglas Lane** to rail SIT from light rail operator
- **Linda Matz** to light rail operator from transit operator (Transit Operations)
- **Kathy Morgan** to rail resource coordinator from administrator II (Transit GM Office)
- **Masla Pillay** to rail operations chief from rail supervisor
- **Bigyan Pratap** to rail SIT from light rail operator
- **Richard Randall** to streetcar supervisor from first-line supervisor (Transit Operations)
- **Alan Siciliano** to streetcar supervisor from rail supervisor
- **Dorothy Stankowski** to rail SIT from light rail operator
- **Raymond Williams** to rail operations chief from rail technical trainer
- **Yuriy Yavorskyy** to light rail operator from transit operator (Transit Operations)

**Service Development**
- **Mary Bemowski** returned to transportation planner II (Route Facilities) from special assignment (Transit Operations/Service Quality)
- **Prakash Chand** to acting senior transit schedule planner (Scheduling) from transit base dispatch/planner (Transit Operations)
- **Doug Hicks** to acting transportation planner I (Route Facilities) from transit operator (Transit Operations)
- **Tom Moran** returned to business and finance officer II (Market Development) from special assignment (Service Planning)
- **Katie O’Lone** to intern III (Market Development) from intern III (Transportation Community Relations)
- **Daniel Rowe** to transportation planner III (TLT) from transportation planner II (TLT) (Market Development)
- **Dominic White** to acting project/program manager I (Market Development) from senior customer information specialist (Customer Communications and Services)
- **Susan Whitmore** to special assignment position (GM Office) from project/program manager III (Market Development)

**Vehicle Maintenance**
- **David Campbell** to equipment dispatcher (North) from equipment service worker