



April 17, 2002

TO: BOARD OF DIRECTORS

FROM: ROGER SNOBLE *[Signature]*

SUBJECT: SERVICE SECTOR

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We continue to make improvements to our service quality and delivery by reorganizing MTA's current management and service delivery structure. We now have hired all five general managers for the bus service sectors and are proceeding forward in determining the assignments for each General Manager. We are proposing the following assignments for the first two sectors that will be implemented effective July 1, 2002.

- David Armijo – San Fernando Valley
- Jack Gabig – San Gabriel Valley

We would like to schedule appointments with you to meet with these two General Managers for your input and comments. We will also be introducing them to key leaders in these service sector areas. If there are specific individuals you would like them to meet, please contact Maria A. Guerra to coordinate these appointments.

In addition, the remaining three General Managers will be assigned to specific divisions and responsibilities on an interim basis or until final service sector assignments have been determined.

We are continuing to work on the service sector plan to meet our challenge of operating an efficient and customer oriented bus system. Should you have any questions please call me 213-922-6888.