

PUBLIC RELATIONS COMMITTEE

NOVEMBER 13, 1996

CHAIRPERSON VIVIEN BONZO:

As it is always a pleasure to recognize the achievements of outstanding employees, I will now ask Scott Mugford, Director of Customer Relations, to introduce the "Customer Information Operator" for the months of June, July, August and September 1996.

SCOTT MUGFORD:

Thank you Chairperson Bonzo:

INFORMATION OPERATOR OF THE MONTH - JUNE 1996

Our Customer Relations "Information Operator of the Month" for June is Addie Allison.

Ms. Allison is a native of Boston, Massachusetts, who came to California in 1988 and joined our Information Team the following year. This is her first time to receive this award, but I'm sure that with the numerous commendations she receives, we'll see her again.

Addie's outside interests lie in traveling, cooking, interior decorating and going to the movies. She has plans in the works to visit Paris, France.

She now looks forward to being considered for Operator of the Year.

Addie, congratulations and good luck!

INFORMATION OPERATOR OF THE MONTH - JULY 1996

The Operator of the Month for July is Greg Pitts. Greg is an employee who we can always count on. He first received the Operator of the Month award in July 1977, after just two years of employment. He then went on to win the award a total of six (6) additional occasions, and was first runner-up for Operator of the Year for 1995.

Mr. Pitts also assists in schedule room activities, which include mailing of bus timetables to our customers.

Greg is married with 2 children. His interests include art, art history, architecture, world history and writing. He enjoys basketball, skating, gymnastics and traveling. Greg also enjoys working with young people as a workshop facilitator and consultant.

Congratulations and keep up the great work!

INFORMATION OPERATOR OF THE MONTH - AUGUST 1996

Our Operator of the Month for August 1996 is Ms. Jacqueline Exeart.

Ms. Exeart came to the Information Team in 1983, and she has worked through some key events in Los Angeles. She tells me, some highlights of her career include the Olympics, the Papal visit, several earthquakes, and the relocation to our new Gateway Building.

Jackie effectively works with peers and supervisors alike. She is also often called upon for Supervisory support. Jackie is qualified as a bilingual agent, a Centrex operator and as a Porta printer operator for the hearing impaired. With her well rounded resume, she's a great asset to the Customer Information Center.

Jackie has received numerous commendations. In her spare time, she has volunteered for the Blue, Red and Green line openings for the Authority.

Her outside interests include reading and cooking, and I understand her best dish is fried chicken. She also enjoys singing and is a member of the choir at Southside Christian's Church.

Congratulations, Jackie and thanks for the great job!

INFORMATION OPERATOR OF THE MONTH - SEPTEMBER 1996

The Information Operator of the Month of September 1996 is Dora Payan.

Dora worked with Pacific Telephone for 20 years before joining MTA, and came to us with expertise in Public Relations and dedication to satisfying the public. These excellent attributes, as well as the numerous commendations she receives, were the basis for her winning this coveted award.

Dora has actively participated in department functions: as an Acting Supervisor, an Advisory Group member and currently as chairperson on a Performance Barrier Team. The team's goal is to identify alternatives and solutions to "barriers" affecting efficient and courteous service performance in the Metro Information Center.

Ms. Payan's background of helping people is not limited to her work day. She also provides social services through her Catholic

charities. Her other outside interests include cooking and being a Grandma to John, Paul and Christopher.

Ms. Payan is very proud of her employment with MTA and Customer Relations.

Dora, congratulations and keep up the great work!

(Mr. Mugford defers to Chairperson Bonzo)

CHAIRPERSON BONZO:

Thank you Mr. Mugford and thanks to each of you, Ms. Allison, Mr. Pitts, Ms. Exeart and Ms. Payan for the excellent service to the M.T.A.