



Metropolitan  
Transportation  
Authority

One Gateway Plaza  
Los Angeles, CA  
90012-2952

June 14, 2002

**TO: BOARD OF DIRECTORS**

**FROM: ROGER SNOBLE** *ogs*

**SUBJECT: SERVICE SECTOR**

We continue to make improvements to our service quality and delivery by reorganizing MTA's current management and service delivery structure. As previously reported on April 17, 2002, we have hired all five general managers for the bus service sectors and are proceeding forward in determining the assignments for each General Manager. On April 17<sup>th</sup>, we reported the following proposed assignments for the first two sectors that will be implemented effective July 1, 2002:

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

Due to the immediate need to complete service sector staff hiring and to initiate the mobilization for the remaining sectors, we are proposing the following assignments for the remaining three service sectors, effective July 1, 2002:

- Richard Rogers – Gateway Cities
- Tracy Daly – Westside/Central
- Dana Coffey - Southbay

We would like to schedule appointments with you to meet with these three 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 Deputy CEO John B. Catoe, Jr. to coordinate these appointments.

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.