



2018 Individual and Team Nominees

Wall of Fame has an important purpose...
to recognize current King County Metro employees—
as Individuals and Teams—who exemplify one or
more of our **four Business Drivers:**

- Provide great service**
- Improve reliability of Metro's services**
- Keep the system safe and make it safer**
- Make Metro a great place to work**



INDIVIDUAL NOMINEES



Will Barnes, Business and Finance Officer

Nominated by Ron Atherley, Design & Construction

Will Barnes is the epitome of delivering great service, and has taken Design & Construction by storm. Will has been in Design & Construction less than two years, and far exceeds customer service expectations through his knowledge of accounting, data management, analytics, and reporting. He reliably performs his work with skill, grace and composure and is a valued resource within the Project Control group, across Design & Construction and within the Finance Section. Will is a high flier and active participant at leadership team meetings, strategic team meetings, and finance meetings. Will is valued for his knowledge and his ability to synthesize complex data into meaningful, easy to use and informative reports. Will has taken on several special projects, including development of several automated systems for collecting financial, project and schedule data from various sources, and creation of integrated reporting systems. Will has been instrumental in advancing our overall capital projects reporting systems capability while mastering a variety of database and data graphical display tools. These reporting systems provide information for project managers and supervisors in intuitive and easy to navigate dashboards. With these efforts, Will continues to achieve even greater customer service heights, and makes Metro an even greater place to work! Thank you Will Barnes!



Andrew Brick, Transportation Planner III

Nominated by Raj Cheriell, Strategy & Performance

Andrew Brick embodies all of the qualities that warrant nomination to Metro's Wall of Fame. Every day he helps our agency to provide great service because he understands that improving our service, means first understanding our service. Andrew's understanding of our system's data is both broad and deep, and he has been a leader in developing new ways of culling and communicating our data effectively to decision makers. With the sheer quantity of information generated by (and about) our transportation system, we as an agency run the constant risk of becoming data rich, but information poor. Without dedicated professionals like Andrew working constantly to improve data communication, we would be.

Andrew is at the forefront in utilizing business intelligence tools to leverage our existing data in new ways, and to communicate its message quickly and effectively to managers and stakeholders. His work saves staff time in the production of traditional, manually produced reporting, and makes the message from our data more meaningful. The dashboard reporting tools he has helped to develop make decision-making faster and more informed, and challenge the traditional top-down approach of data production and distribution, by putting it accessibly into the hands of the folks who make our system work every single day.

Andrew excels in these efforts by thinking creatively about the challenges Metro faces, and by asking important questions that help guide and focus our work every day. Driven, critical thinkers like Andrew are what enable Metro to continually innovate, adapt, and improve. His work ethic, leadership and sense of humor make him an asset to Metro.



Brian Cady, Chief of Power Distribution

Nominated by Melda Hickman, Power & Facilities

Brian has over 28 years at Power Distribution, giving him great exposure to all aspects of King County's electrical system including the Trolley Overhead, Substations, Park-and-Ride lot lighting, comfort stations, all of the bases, and the Downtown Seattle Transit Tunnel. Brian started as an Electrical Constructor and then was promoted to a Crew Chief in April 2011. In March 2013, he was promoted to Chief of Power. Along the way he has continually looked for ways to improve the workplace, be it through newer technology, safer work practices, or more training. When LED lighting was first introduced, he made a conscious decision to introduce it to management and followed through to get it implemented, thus saving King County an exceptional amount of money due to less maintenance with sustainable, efficient lighting. Brian is dedicated to King County and Power Distribution in many ways; he spends countless hours supporting the crews and management staff, he makes himself available to his employees and is a great mentor to his employees and his peers. Brian is reliable in his response to outside agencies, inside King County and everyone across the board. He knows the systems he supports and can give you a history of the system at any time. Brian makes Metro a great place to work. He is positive, upbeat and humorous. Brian takes pride and ownership in his position as Power Chief and exemplifies all of King County's values and commitments.



Jessie Carter, Human Resources Supervisor - HRIS

Nominated by Susan Eddy, Employee Services

In March of 2017, the Department of Labor (DOL) contacted Metro regarding how it pays transit operators, in particular how they were compensated for non-driving work requirements. In order to be responsive to the DOL inquiry, Metro needed to provide all requested pay records for nearly 3,000 operators.

Jessie Carter, Human Resources Supervisor and Senior Human Resource Information System (HRIS) subject matter expert, was instrumental in working with DOL auditors and ensuring Metro was timely in response to all requests for information. Because of the complexity and size of our organization, this was not simply a matter of e-mailing a file, but involved a lot of back and forth between the DOL and Metro on the parameters of the request, interpretation of the provided information, and maintaining ongoing and clear communication. Jessie was in constant contact with the auditor during this process as Metro's representative for the data request.

In addition, once the DOL audit had concluded and DOL issued their findings, Jessie was again instrumental in helping to analyze HRIS data and worked with the auditor on determining back pay for impacted operators. This again involved long hours of analysis on payroll records, ongoing communication with labor relations stakeholders and the DOL auditor, administration and oversight to ensure the calculations were applied appropriately so that operators received proper compensation in line with the work performed.

Jessie's commitment to continually making Metro a great place to work, her dedication to clear communication, and her fastidious attention to detail helped to ensure that Metro was 100% compliant and responsive to all DOL requests and findings.



Amanda Craig, Transit Administrative Support Specialist III

Nominated by Hollie N. Alejandria, Link light rail

Amanda Craig has been nominated because if we could clone her, we would. Although she has only been with the Link light rail Section for just under a year, she has demonstrated leadership, dependability and an unrelenting drive to learn quickly and implement her new skills. She has proven to be flexible, understands when there is a sense of urgency, and can be depended on to complete all tasks assigned to her. What is most admirable is that she makes herself available to respond to all requests from management, even though her primary responsibility is in support of the Vehicle Maintenance group.

Recently, she has demonstrated leadership skills in making sure all newly hired administrative staff have a smooth transition into their roles and receive the training they need to succeed. Amanda's work at Link light rail is conducive with the business drivers of making Metro a great place to work and providing great service because the support she provides is what makes the foundation at Link light rail solid for all of the staff to stand on so they can be successful in the work they do.

When you communicate with her, you always leave happier than when you started. She has a contagious smile that absolutely brightens every room. Employees who are happy and engaged are productive. She always does everything she can to ensure the highest morale of the department.



Neil Crosier, Emergency Management Program Manager

Nominated by Mark L. Norton, Transit Security & Emergency Management

Neil has been the Emergency Management Coordinator for Metro since 2013, beginning with nearly zero knowledge of the discipline. He began to apply himself to studying the field of work, engaging with community and government partners, and studying the art and science of managing emergencies. In earning certifications and credentials along the way, he was eligible to participate in real-time emergency relief efforts, representing King County Metro at the SR-530 Landslide in 2014 and several other incidents.

Neil was tapped to provide services to the Department of Transportation (DOT) Director's Office as the DOT Emergency Manager, a service that saves the county upwards of \$250,000 every biennium, while simultaneously bringing his expertise to all five divisions within the DOT. Neil sponsors classes, exercises, and trainings, all of which serve to make Metro and all of the other DOT divisions safer.

Through ensuring we have solid partnerships with Metro's operational support groups, such as Service Quality & Safety, as well as providing exercises in which these groups and our front-line operational sections participate, Neil has improved the reliability of Metro's services. For example, Neil secured agreements which encourage SDOT to work to allow passage of Metro coaches during road events which interrupt normal traffic. This enables Metro to be the only form of road transport getting through some very disruptive scenes. As a result, Metro is demonstrated to be an essential service for the traveling public. Additionally, Neil actively oversees and supports the Training & Exercise Coordinator.

Neil has helped Metro continue to be a great place to work through these accomplishments, as well as his unfailing cheer, positive approach to even the most complex and frustrating situations, and his work to make everyone's day a little brighter.



Gloria Klein, Functional Analyst III

Nominated by Cindy Sattler, Vehicle Maintenance

For 36 years, Gloria has set the bar in Vehicle Maintenance (VM) for providing great service, striving every day to improve processes and provide information that help people do their jobs. A quiet person by nature, Gloria is usually the person behind the scenes providing the data that enables management to make data driven decisions. No matter how complex the request, how short the deadline, or how heavy her work load, Gloria epitomizes calm under pressure.

The Data Management Team relies on Gloria's knowledge of M5 extensively, which stems from her involvement in the transition from the previous fleet maintenance software to M4 in 1999, and the subsequent upgrade to M5 in 2006. The Team has a deep respect for Gloria's knowledge, and they value learning from her in order to better assist our customers.

When Base Automation came to VM in 2012, Gloria taught even those most resistant to change how to effectively use M5 to correctly code their time, query coach history information and understand the importance of maintaining good data. Today, she continues to be that quiet voice for change for many M5 process projects.

VM participated in one of the first Lean Process Improvement Projects in Transit and Gloria was a key participant, not only providing the data to establish baselines and targets, but sharing her expertise on how M5 can be used to effectively manage parts, minimum/maximum settings and re-order points. She continues to provide monthly data to measure the milestones and make suggestions for process improvements.

Gloria exceeds her customers' expectations, by always going the extra mile. By providing this great service, she is able to help our internal customers provide great service to our ridership.



John Rochford, Administrator of Access Operations

Nominated by the Access Team and Chrissy Russillo, Paratransit & Rideshare Operations

John Rochford exemplifies King County Metro Transit's commitment to provide great, safe service for thousands of community members. A King County employee since 2001, John manages all service operations of the Paratransit Access program. The program provides mobility to people with disabilities within King County. In 2016, the Access program provided nearly one million ADA paratransit trips, with an average of more than 3,000 trips each day.

John pioneered special transportation services for people with disabilities in the Seattle region. He came to Seattle in 1980 as a Jesuit volunteer and launched a small paratransit service called Seattle Personal Transit (SPT). This was before the federal Americans with Disabilities Act of 1990 (ADA) required equal access to public transportation for persons with disabilities. John just did this because it was the right thing to do.

John successfully lobbied to get Metro funding for SPT. The Fremont Public Association eventually took over the administration of SPT, which was renamed Solid Ground Transportation in 2013. Solid Ground remains the only nonprofit service provider of Metro Access Transportation today.

John manages two major contracts to provide Access services. He strives to assure quality service for our customers in a way that is fair and supportive, both to customers and

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service providers. He is in regular contact with Access customers, making sure the service works well for them. He cares deeply about each customer, and continually puts in extra hours to patiently work with riders to understand their needs and address any challenges they might have. John's calm and caring presence benefits customers and Metro overall.

John and his Access colleagues are also leading a major effort to improve Access services for the future. He continually identifies creative ways to improve services in a cost-effective manner. John willingly contributes his expertise and knowledge to this initiative. John also makes Metro a great place to work with the respect he extends toward his colleagues. He is caring, encouraging and supportive of his teammates. He is a leader among the Access team.



Steven Troy Smithmeyer, Detective Sergeant

Nominated by Major Dave Jutilla, Metro Transit Police

Sergeant Smithmeyer has been a contributor to the positive functions and reputation that Metro Transit Police (MTP) detective units provide. During part of the year, Sergeant Smithmeyer was the Sergeant for Joint Transit Anti-terrorism Team (JTATT) and established himself as a very competent and professional member of that unit. He is highly respected with outside agency partners for his high level of interaction with our intelligence unit as well as with Seattle Police and Federal Agencies. He has managed major incidents within the City of Seattle and also assisted with a very high profile incident where three Seattle Police Officers were shot.

Sergeant Smithmeyer was assigned as our representative in the command post due to his professionalism, skills, and knowledge of basic Incident Command System (ICS) concepts. He also provided ICS for major protests and demonstrations during the year with positive outcomes. His operation plans and briefings are well-planned, articulate, and detailed.

In addition to JTATT, Sergeant Smithmeyer was selected to be in charge of our Street Crimes Unit. Sergeant Smithmeyer took the reins and demonstrated his high level of competency. He was able to integrate quickly and effectively, directly communicating his expectations to his detectives. He led them towards functioning as a service to the rest of MTP.

Sergeant Smithmeyer recently put together training for outside agencies to be delivered during the Sexual Misconduct Reduction Program in order to educate those agencies on the functions of Metro.

During multiple operations, his attention to detail is highly commendable. Representatives from outside our agency have shared nothing but positive feedback about Sergeant Smithmeyer.

Sergeant Smithmeyer's contribution to MTP over the last year has been exemplary. He has represented the King County Sheriff's Office and Metro Transit Police in a very positive light by demonstrating his professionalism, integrity, and leadership, to our staff and outside agencies around us which look to him as an example.



Nathan Vass, Transit Operator

Nominated by Michael Thornton, Bus Operations

Nathan has been a Transit Operator since June 2007. During that time, he has received 206 customer commendations. To put that into perspective, the system wide average is 1.1 commendations per operator, per year. Metro has twice recognized him as Operator of the Month and his exceptional customer service and overall service to the community has caught the attention of others as well. Nathan was recently featured on the front page of the Seattle Times. He has also been recognized by numerous other local publications. Nathan stands out as an inspirational leader to his co-workers and everyone he encounters, but it doesn't stop there. In his spare time, he has a blog "The view from Nathan's bus" where he talks simply about the nice things that happen on the bus. Nathan drives predominantly in the Rainier Valley and his ability to focus on the positive, touches everyone he meets. He truly is the best Metro has to offer.



Kimberly Williams, Customer Service Coordinator

Nominated by Matt Hansen, Customer Communications & Services

Kim sets the standard for customer service in our section. She is prompt, kind and informed. There are very few questions Kim cannot answer. When she is stumped, she knows exactly where to find the answer. Kim provides great service!

Kim joined our team in the Pass Sales office and quickly learned the system and shined in her ability to help customers at the window. Her next role was in Business Transportation Solutions. She walked into her role with a depth of ORCA knowledge that made a transition to business accounts short and smooth. Before her one year special duty assignment was up she was already training new members to our team.

Kim helps make Metro a great place to work! Not only is Kim amazing at her core job of helping business customers, she has also taken on developing our customer service standards as a section, giving critical input about our system requirements for the next generation ORCA. Kim also leaned into our business refresh with ideas and suggestions. Kim brings professionalism and poise to our team. She has redefined what it means to be a team player.



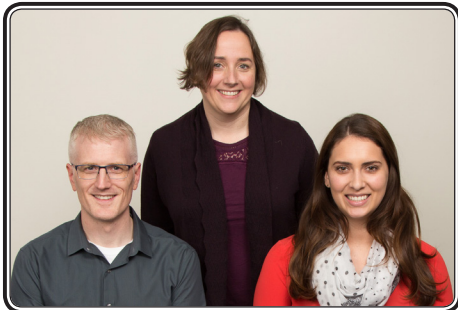


TEAM NOMINEES

Business Intelligence Team

Team Members: **Andrew Brick, Alyx Bock, Raj Cheriell, and Emily Nutsch**

Nominated by Sanjay Gokhale, General Manager's Office



This Business Intelligence team and these four individuals are transforming Metro's measure performance against what we've promised to deliver to the people of King County. They have built a 16-point dashboard for Monthly Business Reviews (MBR). The dashboard and MBR process holds the potential to transform Metro's measure performance and in turn, improve the access, quality, efficiency and efficacy of Metro's service.

(Left to right): Andrew Brick, Emily Nutsch, and Alyx Bock (not pictured): Raj Cheriell

Component Supply Center "Transmission Rebuild Shop"

Team Members: **Tiberiu Dirdala, Ted Herron, David Jones, John Nesbitt, Anthony Reynolds, Greg Springer, and Jong Yim**

Nominated by Don Goodwin, Vehicle Maintenance

The Component Supply Center (CSC) Transmission Rebuild Shop team deserves recognition for multiple reasons including: their knowledge, the quality of their product, the pride they take in their work, and their status as an industry leader (demonstrated by fact that different transit agencies across the United States and Canada look to them and come to learn from them). Further, the Transmission Rebuild Shop took the initiative to implement the tools of the Lean Process several years before the Lean Process was introduced at King County Metro Transit. The Transmission Rebuild Crew continues to seek evaluative input while looking for ways to improve their rebuild process and product. The group includes racial, ethnic and age diversity and they work as a team, learning from each other and relying on one another. The CSC Transmission Rebuild Crew is definitely a model for all of us.



*(Back row): John (Dave) Nesbitt, Jong Yim, Tiberiu Dirdala
(front row): Greg Springer, Anthony Reynolds, David Jones
(not pictured): Ted Herron*

There are several examples where the Transmission Rebuild Shop has collaborated with different Maintenance Bases, transit agencies and companies to help each entity and organization improve. They have established and maintained a highly-engaged, high-performing team, capable of achieving great business results. As a team they make knowledgeable decisions and are not afraid to ask for help or share their concerns. They also take responsibility for their actions and continuously set new goals for themselves as a team. They are dedicated to building and developing trust with customers.

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The Transmission Rebuild Shop exemplifies several of the competencies we want in all of our leaders:

- Building highly effective teams
- Setting goals
- Actively listening to the team members and customers
- Documenting procedures and evaluating the results
- Helping people overcome their weaknesses
- Sharing their knowledge and not being afraid of failure

The Transmission Rebuild Shop empowers people every day by asking them “how can we improve our work and our environment?” They acknowledge others for their work and innovations. The diverse work force brings new ways of doing things and new ways to learn.

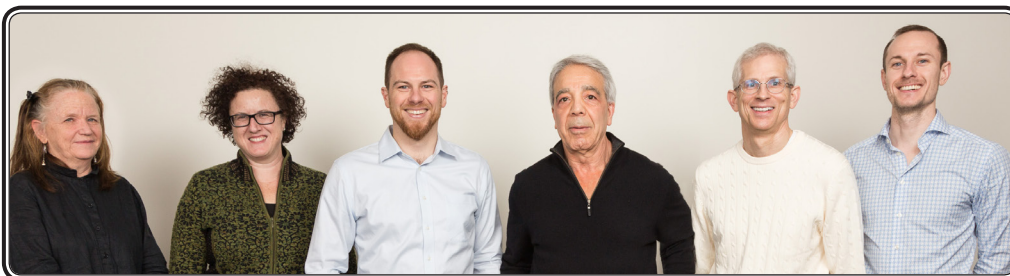
One of the things that makes this team great is that everyone on the Transmission Rebuild Team wants to be part of the team. People who have been part of the team for more than 20 years say that it is now the best it has ever been. I am very proud of that.

In addition to being renowned as technical experts in rebuilding transmissions, which includes the hybrid transmissions, they are very aware of the safety practices necessary to work on transmissions. The Transmission Rebuild Team takes a great deal of pride in being good stewards of the tax payer’s dollars. They are all very passionate about their work and the people they work with. The Transmission Rebuild Crew has taught others the value of a diverse work force and developing an environment for “Creating Continuous Improvement.”

Condition Assessment Team

Team Members: Dave Crippen, Barbara Fariss-Bateman, Mika Kaplan, Rylan Knuttgen, Amir Moazzami, and Jeremy Vining

Nominated by Rylan Knuttgen, Design & Construction



(Left to right): Barbara Fariss-Bateman, Mika Kaplan, Jeremy Vining, Amir Moazzami, Dave Crippen, and Rylan Knuttgen

Condition Assessments are a fundamental part of both Metro Transit’s Asset Management Program and the Federal Transit Administration’s (FTA) Moving Ahead for Progress in the 21st Century (MAP-21). The direct efforts of Condition Assessments culminate into the

Transit Facility Condition Needs Report (TFCNR), which identifies and prioritizes needs for maintaining Metro’s facilities in a State of Good Repair (SGR). SGR controls costs while improving safety and reliability through informed capital investment decisions. Among the many wonderful results of SGR is the pride employees feel in their contribution to keeping King County Metro Transit safely moving millions of customers every year, while maintaining the highest level of service.

In addition to the mighty benefits the Condition Assessment Team provides, its efforts have yielded Metro a federal grant of over \$19 million for the Atlantic Base Bus Yard Pavement Replacement project.

Department of Labor (DOL) Audit Response Team

Team Members: Christine Anderson, Edward Burich, Jessie Carter, Heather Cory, Janet Crahan, Phil Devault, Wilmer Dueno, Abdi Elmi, Jeff Garland, Katie Kovalchuk, Candice Stephens, and Robin Taylor

Nominated by Susan Eddy, Employee Services



(Left to right): Janet Crahan, Wilmer Dueno, Jessie Carter, Jeff Garland, Candice Stephens, Phil DeVault, Christine Anderson, Heather Cory, and Robin Taylor (not pictured): Edward Burich, Abdi Elmi, Katie Kovalchuk

In March of 2017 the Department of Labor (DOL) contacted Metro regarding how it pays transit operators, in particular how they were compensated for non-driving work requirements. In order to be responsive to the DOL inquiry, Metro needed to provide all requested pay records for nearly 3,000 operators.

The DOL Audit Response team coordinated records and on-site visits, assessing potential liability and

how to address it, as well as developing and executing project plans for improvement and compliance with compensation requirements. The work involved long hours, complicated analysis, collaboration across multiple work locations, and constant communication, both internally and externally. Pulling information and data from multiple sources, the team was instrumental in Metro's ability to be responsive to the DOL during this process.

If that wasn't enough, once the DOL determined how back-pay to operators should be calculated, there was an additional enormous administrative process in issuing the \$6.4 million dollars-worth of paper checks to 2,403 transit operators. This team led a group of staff volunteers, sequestered in the General Managers office, with by-hand sorting, envelope stuffing, and mailing these paper checks by the deadline.

Throughout the process, the team worked to quickly identify areas of liability and engage across sections and work locations to minimize and/or eliminate liability moving forward. The team showed dedication to continually making Metro a great place to work by managing crucial work and ensuring responsiveness to the DOL which was absolutely critical in demonstrating Metro's commitment to appropriately compensate employees who provide vital transit service.

Fare Simplification Team

Team Members: Brandon Banks, Carol Cooper, Rob Coughlin, Sarah Driggs, Dave Dunneback, Laurie Elder, Scott Gutierrez, Matt Hansen, Sunny Knott, Mark Konecny, Briana Lovell, DeAnna Martin, Tessa McClellan, Lori Mimms, Tom Moran, Stephanie Pure, Amy Sanders, and Chuck Sawyer

Nominated by Jana Demas, Strategy & Performance

Historically, Metro has had a complex fare structure that causes confusion for our riders, disputes with our operators, and can compromise the quality of our service. Depending on the time of day and the distance you are traveling, you could pay three different fares! Given the need for simplicity for our riders and our region as we move to next generation ORCA, it was timely to evaluate our fare structure and propose a change to our decision-makers, after over 30 years of talking about it!

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(Back row): Tom Moran, Dave Dunneback, Laurie Elder, Lori Mimms, Sunny Knott, Stephanie Pure, Sarah Driggs, (front row): Tessa McClellan, Rob Coughlin, Briana Lovell, DeAnna Martin, (Not pictured): Brandon Banks, Carol Cooper, Scott Gutierrez, Matt Hansen, Mark Konecny, Amy Sanders, and Chuck Sawyer

The Fare Simplification team took on this challenge, bringing together internal and external stakeholders to coalesce around a simpler fare that would be one price (\$2.75) at all times of day, regardless of the distance traveled. This work meets all four of our business drivers in the following ways:

- Provide great service, by making our system easier to use and navigate for customers
- Improve reliability of service, by reducing dwell times for coaches as customers have more clarity about what to pay
- Keep the system safe, by reducing operator fare disputes with customers
- Make Metro a great place to work, by improving the working conditions for operators

The simplified fare of \$2.75, one-zone, all day, is a huge milestone for our fare program and it is due to the hard work and persistence of a number of people primarily in Government Relations, Customer Communication & Services, Strategy & Performance, and Service Development, that we have been able to achieve this milestone with surprisingly little fanfare at the political level. Nice work team!

King County Metro Transit Operators – Full-time & Part-time

Team members: All Bus Operators

Nominated by Kenneth Price and Lonnie Arnold, Bus Operations

As a team, King County Metro Transit Operators dedicate their lives to providing high levels of safety and reliability during heavy traffic, inclement weather, and potentially volatile public demonstrations. It is during these times that our diverse team of drivers are faced with the challenge of staying positive when customers are unhappy, being a protector when passengers are met with threats of harm or danger, and remaining reliable during daily problems that may arise.



(Left to right): Carey LaMothe, Robert Horton, Yen Matley, Theresa Tobin, Ove Hanson Joann Gries, Denise Wilson, and Tracy Nys

Transit Operators are continually striving to maintain Metro's long-time slogan "We'll get you there". Driving in heavy fog, or rain, or snow, our Operators are focused. From the safe delivery of the many school districts' and colleges' students throughout the region, to providing safe and dependable service to the many ADA passengers that rely on our services to get to their doctor's appointment or grocery store. Operators provide this support continually, during what may sometimes be a long shift.

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Many drivers will often return to base, only to be asked by the Dispatcher if they could “please do one more run” because “I’ve got no drivers.” Going beyond the call of duty is what our drivers have done, day in and day out. Bus Operators may go days without seeing their families for more than an hour after work, because they have another “family” that also depends on them. As a team, Transit Operators work together to make Metro a great place to work. Operators are the most essential personnel in providing service to our community.

ORCA Portable Customer Service Terminal Revitalization Team

Team members: **Ron Bishop, Rachel Buchan, Tim Cady, Frances Cummings-Tucker, Laurie Elder, Mark Gloss, Tyler Jenicek, Russ Mattichak, and Robert Nedrow**

Nominated by Laurie Elder, Customer Communications & Services



(Left to right): Mark Gloss, Laurie Elder, and Russ Mattichak (not pictured): Ron Bishop, Rachel Buchan, Tim Cady, Frances Cummings-Tucker, Tyler Jenicek, and Robert Nedrow

Customer Communication & Services (CCS) has five portable Customer Service Terminals (CST) units that are used out in the field to serve customers. This capability is critical to the CCS goal to make it easier for customers of all types to use an ORCA card. Normally CCS schedules 25 - 30 events per month throughout King County, and as many as 3/5 units are needed at any given time. These units can be used to handle the same level of service on ORCA cards that can be provided if the customer were to come into one of our two customer service offices.

The ORCA vendor, Vix, developed a mobile version of the CST in 2013 and CCS staff has been attempting to use the equipment at community centers and workplace events, with limited success. By mid-2017, Pass Sales staff finally realized that the performance of the equipment was so unreliable that it did more harm than good to take the equipment out, set it up, and then not be able to use it. Customers were irritated that the equipment was not working and hosts were angry if events were cancelled. Our staff were embarrassed and frustrated. CCS was not able to provide required on-site customer service to local colleges in September because no units were working, and the ORCA LIFT program has suffered.

Since the cellular connection needed to connect to the ORCA back-end is managed by King County and not the vendor, it became clear that if anyone was going to figure out this equipment, it would have to be King County.

Enter KCIT, specifically Russ Mattichak in Networks. Russ agreed to take on the problem. Eventually Russ figured out that the CST required much more than good signal strength. Not only do the equipment components and application need to boot up in a particular sequence, but also the application is quite sensitive and requires continual connectivity on up to six different connections. If any connection is lost even momentarily, the application requires booting up again in exactly the right sequence in order to operate fully.

Russ figured out how to “super-charge” the CSTs in a number of innovative ways. For our staff, he added trouble-lights to tell at a glance if there is a proper connection. To improve performance he added a small computer to monitor and jump start the connection. As a result, these units now can operate without any failures in a variety of environments common to our outreach events. This means that the CST is functioning better than ever. Now that our staff is confident they can reliably provide all the services that customers request, we can concentrate our efforts on making the person-to-person customer experience the best that it can be.

Rail Supervisors Team

Team members: Salah Abdi, Glenn Brockett, Dan Brown, Al DeSart, Ted Edmondson, Steven Eng, Jefferson Eusell, Matthew Gemmill, Daryoush Hakki, Annette James, Kevin James, Douglas Lane, Dennis Maguire, Daniel Mathews, Douglas Moore, Nicolas Routh, Nitten Sanger, Shannon Shay, Joshua Shields, Alan Siciliano, Dorothy Stankowski, Justin Swanson, Kevin Winter, and Yuriy Yavorsky

Nominated by Hollie Alejandria, Link light rail



(Above; left to right): Doug Lane, Josh Shields, Alan Siciliano, Matthew Gemmill, Ted Edmondson, Yuriy Yavorsky (below; left to right): Nitten Sanger, Salah Abdi, Kevin Winter, Glenn Brockett, Jefferson Eusell (not pictured): Dan Brown, Al DeSart, Steven Eng, Daryoush Hakki, Annette James, Kevin James, Dennis Maguire, Daniel Mathews, Douglas Moore, Nicolas Routh, Shannon Shay, Dorothy Stankowski, and Justin Swanson



The Rail Supervisors are a unique group in Metro because they must come to work daily prepared to work in the Field, as a Dispatcher, Planner, a Link Train Controller, or a combination of the three. Due to serious staffing shortages the first nine months, this past year was even more challenging as the Rail Supervisor group was called upon regularly to operate trains in service and act as Link Control Center (LCC) Duty Chiefs. Not only did this group come through in filling the work as it came, but they did it while matching the same excellent record of safety that the Rail Section has provided since passenger service began. The dispatch/planners were especially resourceful in making service targets by drawing on all available operators, technical trainers, and their fellow supervisors to operate in service as needed. The Field Supervisors excelled in responding to routine and emergency incidents and managing crowds at Husky Stadium. The LCC controllers handle the stress of emergency management in a composed professional manner and restore service as soon as safely possible.

All efforts of this group in the past year have demonstrated their determination, drive and commitment to providing safe, reliable, on-time service to the public. Our Rail Supervisor Team plays an integral role in achieving all four of Metro's business drivers.

Solar Lit Shelter Team

Team members: Archie Alexander, Michelle Anderson, Don Aylesworth, Daren Bassen, Tim Bell, Kelvin Bridges, Brad Burgin, Brian Cady, Ralph Cady, John Campagnaro, Lisa Carter, Dale Cummings, Tim Dickinson, Paul Eng, Janet Harjo, Melda Hickman, Charles Hopper, Tory Jaeger, Garnet Luick, Ralph McQuillan, Jeff Peters, Greg Redford, Charlie Reynolds, Mary Schumacher, Paul Sorensen, Bill Stockman, and Alina Tanzer

Nominated by David Cantey, Service Development

King County Metro Transit has been installing energy efficient solar light-emitting diode (LED) bus shelter lighting systems to enhance passenger safety since 2005. Solar-powered lighting allows Metro to install lighted bus stops without the expense and construction of connecting the shelter to the regional power grid, and LED technology consumes far less power than typical lighting systems. Dale Cummings developed and has managed this program for many years. He and the stellar team have long-incorporated solar lighting as part

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(Left to right): Tim Dickinson, Troy Jaeger, Ralph McQuillan, Dale Cummings, Lisa Carter, Brad Burgin, Greg Redford (not pictured): Michelle Anderson, Archie Alexander, Don Aylesworth, Daren Bassen, Tim Bell, Kelvin Bridges, Brian Cady, Ralph Cady, John Campagnaro, Paul Eng, Janet Harjo, Melda Hickman, Charles Hopper, Garnet Luick, Jeff Peters, Charlie Reynolds, Mary Schumacher, Paul Sorensen, Bill Stockman, and Alina Tanzer

of our crime prevention through environmental design response at bus stops with security issues, and more recently have started implementing a significantly improved suite of solar shelter lighting hardware, both as retrofits and as new installations. Dale has truly kept Metro among the national, leading transit properties in the solar lighting arena.

This year, Metro is receiving an “Outstanding Case Study Award” from the Sustainable Purchasing Leadership

Council (SPLC) for Solar Security Lighting for Metro Bus Shelters. SPLC’s annual Leadership Awards recognizes public and private sector organizations for leveraging their purchasing power to advance the long-term health and vitality of society, economies, and the planet. The team was successful in expanding the program to support an increase from about 50 solar lit shelters a year to about 150 new solar lighting systems per year for 2017 and 2018. The long term goal is to install new solar lighting in virtually all of the 1,200 remaining unlit Metro shelters over a period of eight years, in a cost effective manner, at a sustainable yearly pace of about 150 shelters per year.

Stop Based Scheduling Implementation Team

Team members: **David Bailey, Todd Cannon, Dan Gauthier, Ruth Kinchen, Matt Koppelman, Steve Masumoto, Cathy Snow, Amy Spangler, Saravanan Thangavelu, and Jay Vavra**

Nominated by Jon Bez, Operations



(Left to right): Matt Koppelman, Saravanan Thangavelu, Cathy Snow, Todd Cannon, Ruth Kinchen, Jay Vavra, Amy Spangler, David Bailey (not pictured): Dan Gauthier, Steve Masumoto

The Stop Based Scheduling project spanned several years from concept, through design, to implementation. The goal was to implement a major change to our underlying data systems while remaining invisible to our customers. At the same time, the change was revolutionary in terms of pushing Metro forward from a decades-old approach of building schedule data to an approach that meets and exceeds

new, cutting-edge business practices for the transit industry. Instead of using three software systems that touch three workgroups to build route schedule data in a process that takes several days to complete, Metro can now build all aspects of a transit schedule and load it to downstream systems in a process that is managed all within the Scheduling group; consolidating both the data and responsibility for route quality.

With the support and leadership of key project managers in Systems Development and Operations, first Cathy Snow, and then Amy Spangler, and the diligence of Ruth Kinchen, David Bailey, Saravanan Thangavelu, and Matt Koppelman who supported the leadup and launch of this major data infrastructure upgrade, Stop Based Scheduling was launched with minor fanfare and little to no notice on the part of customers. Now Metro benefits from having a system that is truly tied to the customer experience, using data that always knows where a bus is from the moment it leaves the base and refers to actual stops in the system, along the route... mission accomplished!

Tunnel Maintenance Team

Team members: Marion Asirot, Emilio Briones, Lewis Capers, Edgardo Fabia, Walter Green, Rick Greenquist, Joe Haigh, Juan Hood III, Troy Jaeger, Abdul Malik, Joe McDaniel, Greg McNair, David Munson, Vijay Nair, Nick Nash, Carlo Natividad, Brad Newman, Tsegay Negash, Abdi Samatar, Jeff Steuby, Nouane Thepvongsa, Don Tucker, and Berhanu Wakene

Nominated by Jose Reyna, Power & Facilities



(Above; back row): Edgardo Fabia, Carlo Natividad, Greg McNair, Don Tucker, David Munson, Lewis Capers, (above; center row): Vijay Nair, Berhanu Wakene, Nouane Thepvongsa, Juan Hood, Marion Asirot, Walter Green, Tsegay Negash, (above; front row): Nick Nash, (not pictured): Rick Greenquist, Abdul Malik, Brad Newman, and Jeff Steuby

(left to right):
Emilio Briones,
Joe McDaniel,
Joe Haigh,
Troy Jaeger, and
Abdi Samatar



The Downtown Seattle Transit Tunnel (DSTT), also referred to as the Metro Bus Tunnel, is a 1.3-mile-long tunnel. The tunnel serves Downtown Seattle, running west under Pine Street from 9th Avenue to 3rd Avenue, and south under 3rd Avenue to South Jackson Street. The DSTT is also the busiest section of the Link light rail network, with thousands of riders per day. The DSTT is one of two tunnels in the United States shared by buses and trains. This facility has five stations, numerous elevators, and escalators.

The Tunnel Maintenance Team is comprised of one of the most diverse work groups in Metro. A group of twenty employees maintains this critical facility. The duties range from scrubbing floors, emptying garbage cans, polishing stainless steel, pressure washing platforms, removing graffiti,

sanitizing public areas; the list can go on and on. This group is rarely recognized for their work. They operate twenty four hours a day, seven days a week responding to calls from the control center for many things including unsanitary conditions and safety-related issues in the stations. This team often goes above and beyond their standard duties for the sake of our customers.

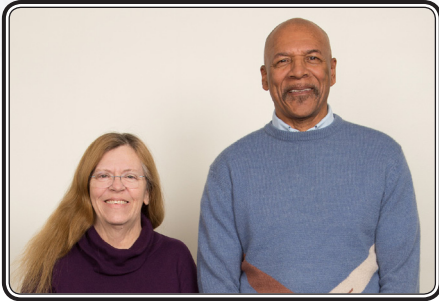
In recent years there has been an increase in ridership and special events in Seattle that has stressed our facilities to their limits. Additionally, there has been a huge increase in the homeless population presence in our entrances to the tunnel stations. When the city hosts special events such as the Torchlight Parade, SeaFair, and countless others, there can be hundreds of thousands of people passing through the tunnel in a single weekend. This greatly increases the workload, but the team meets this challenge head-on, knowing full-well that our customers expect a safe and clean facility come Monday morning. They come together as a single unit and accomplish the mission at hand.

The team's approach has been to provide great customer service with courtesy and a smile. They look at ways to improve the customer experience, always willing to give directions to a lost tourist or lend a helping hand to our customers with disabilities. This group is a veteran team with some employees having more than 30 years of service. There are various trade groups represented: custodial staff, utility laborers, maintenance constructors, and building operating engineers. These staff are usually the first to arrive in an emergency and they never disappoint, calling for assistance, directing our first responders to the exact location or rendering first aid when needed. They exemplify our core values of safety, diversity, inclusion, teamwork, and great customer service. This team truly understands their mission of safely transporting our customers to their destinations and providing a great experience.

Van Donation Team

Team members: **Diane Davis and Harold Davis**

Nominated by Craig Foster, Paratransit & Rideshare Operations



Diane Davis and Harold Davis

Each year, Metro makes available, through a vetted donation process, retired passenger vans for exclusive use by nonprofit organizations or local governments that are able to address the mobility needs of low-income, elderly, youth or people with disabilities. For 2017, each King County council member received four vans from Paratransit and Rideshare Operations (PRO) vanpool program to donate to applicant organizations representative of their constituency, for a total of 36 donated vans. PRO not only provides the vans for donation, but also provides applicant screening, fleet inventory and preparation, as well as delivery of the vans to the respective council member. Diane Davis and Harold Davis work tirelessly with the van donation program manager,

Paul Carlson, to solicit and process all van donation applications, as well as organize and personally oversee the consolidation, inspection, maintenance, and delivery of all 36 vans. An example of their selfless service and dedication to the program was demonstrated when a van failed to make delivery due to mechanical issues. Diane and Harold quickly found an alternative van, expedited the cleaning, inspection and preventive maintenance of the van, and then personally delivered the van to the council member. Diane and Harold's passion for providing access to transportation for all King County citizens resulted in another successful year of van donations.

The program's ability to help serve the transportation needs of seniors, youth, people with disabilities, and low-income people within King County is a testament to the helping hand of Metro public transportation. Diane and Harold Davis have been stellar ambassadors of the program, and set the example for King County's equity and social justice (ESJ) work.

Workforce Development Team (Chief Development Program)

Team members: **Jonathan Halperin, Amanda Nightingale, Rachael Viars, Danielle Wallace, and Susan Whitmore**

Nominated by Anita Whitfield, Diversity & Inclusion EEO Manager



(Left to right): Danielle Wallace, Susan Whitmore, Amanda Nightingale, Rachael Viars, and Jonathan Halperin

The Workforce Development Team exemplifies the "Make Metro a Great Place To Work" business driver in many ways, particularly in their work of designing and delivering the first "Chief Development Program."

Under Jonathan's leadership, this team is providing a comprehensive leadership training program providing Metro's newest leaders with the coaching, support, and tools needed to lead Metro into an emerging future. Thanks to this team's work, our newest leaders are developing

skills which align directly with Metro's strategy, priorities, and core values. This cohort-based training approach can be a model for coordinated and integrated leadership development into the future.