



In Transit

March/April 2007

A Newsletter for King County Metro Transit Employees



*From the desk
of the General
Manager*

Solution for 'perfect storm'?

After Seattle voters recently rejected proposals to replace the earthquake-damaged Alaskan Way Viaduct, Metro once again is center stage in helping to resolve a high-visibility transportation problem affecting the region.

Even before the March 13 advisory vote took place, King County Executive **Ron Sims** challenged Metro staff to come up with a transit plan that would mitigate the construction impacts of a future viaduct solution and, if retained post-construction, would also provide the region with longer-lasting transportation benefits. We identified 49 key capital, program and service-related improvement proposals that met both objectives.

With fresh strategies to encourage transit use, new bus services and Metro's operation of Sound Transit's future Link Light Rail service, our analysis shows that the 49 transit-oriented actions can reduce the number of viaduct car trips by 30 percent – about 35,000 car trips a day! That number speaks volumes, and people have heard it. If transit is expected to substantially mitigate traffic impacts caused by a complete loss of vehicle-carrying capacity during construction, and if we are going to

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One of the two cars that has arrived so far for the Link Light Rail Line.

Light rail is almost here!

The pace of work has quickened and momentum is building in Metro Transit's Light Rail Section. Staff is getting ready to bring two major rail projects on line and to participate in the reopening of the Downtown Seattle Transit Tunnel. Soon Metro will be operating and maintaining both Sound Transit's Link Light Rail line from Westlake Center to SeaTac Airport and the City of Seattle's South Lake Union Streetcar line.

In preparation, Light Rail Manager **Austin Jenkins** has quietly built a world-class team of experienced rail workers over the past year. While some people think the new light-rail team works for Sound Transit, all staff members are actually proud employees of King County Metro Transit. The light-rail team includes a few long-time local staff members and several others who came from well-established rail systems in San Jose, Houston, Dallas,

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General Manager

expend this much energy planning such mitigation, a logical question follows: Why not make the products of those efforts part of a permanent viaduct solution?

Now that voters have turned down options to rebuild the viaduct and, also, to replace it with a new tunnel, elected officials in Olympia, Seattle and King County are more closely scrutinizing transit's role and importance, both for mitigation and as part of a permanent viaduct solution. Regardless of what happens to the existing viaduct, a surface option in some form or another becomes an added possibility. If it takes hold, Metro staff cannot help but become key players in making that option work.

A surface option is becoming an added possibility.

Speaking of key players, Metro's Light Rail Section is on the fast track to making future operation of the South Lake Union (SLU) Streetcar and Sound Transit's Link Light Rail services a reality. As I write this message, we are close to signing a labor contract with ATU 587; we have begun light-rail train car testing; and we have participated in an open house event for the new light-rail maintenance facility. We are also starting transit coach operator training on recognizing rail signal systems in the downtown Seattle joint bus-rail tunnel and are picking up the pace of hiring for new rail-related positions. Stay tuned for the next major milestone: reopening the downtown transit tunnel to bus service – and, eventually, light rail services. (See related article on page 1.) Meanwhile...

Let's enjoy the ride!
— Kevin Desmond, GM

We'll Get You There

Spotlight on Innovation

Communications Center staff poised for May move

In May, Transit's Communications Center will move from its old location on the 12th floor of the Exchange Building in downtown Seattle to a brand-new facility at 1263 Sixth Avenue S.

The new Communications Center incorporates many innovative features and systems, each the result of a collaborative team approach to the center's design. Some of those innovations will, in turn, require communications coordinators to employ new ways of doing business, resulting in enhanced communications capabilities, improved safety and building-energy efficiencies.

From the start, planning for the new Communications Center involved reviewing state-of-the-art options, with final selection made by design engineers and the Center's stakeholders – its occupants and those responsible for maintaining the Center and its systems. **Nancy Wilson**, supervisor of Service Communications, and **Charlie Weeks**, chief of Service Communications, played pivotal roles in fostering innovative thinking and input from fellow managers, communication coordinators and other center staff. **Charlie Reynolds**, project engineer in Design and Construction, helped bridge building design and technical engineering issues between the stakeholders and design engineers.

Important, but less-obvious, improvements incorporated into the new Communications Center include more natural light, more energy-efficient mechanical systems and improved seismic protection in the form of an innovative "rolling" floor for the room housing the vital radio system equipment. In the event of an earthquake, this floor system will help ensure stable, ongoing communications with bus drivers at a critical time.



The Communications Center building on Sixth Avenue S places coordinators closer to Central, Atlantic and Ryerson bases.

The Metro Communications Center provides a vital communications link between coordinators, drivers and district supervisors. Coordinators offer key, timely guidance as drivers and supervisors handle on-the-road crises. In addition, coordinators provide route and system information, troubleshoot mechanical problems, help resolve a wide range of service problems and support public safety (fire and police) requirements.



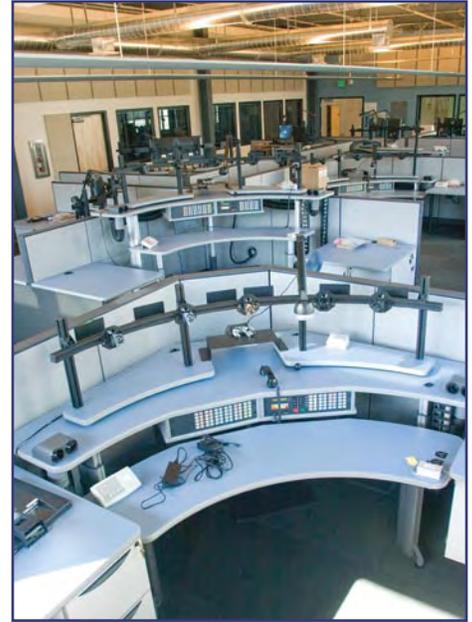
Chief of Service Communications Charlie Weeks checks out the new Communications Center, which includes natural light and energy-efficient mechanical systems.

As busy as the coordinators are, the new Communications Center should make their work lives a bit easier and more efficient once they settle into their ergonomically designed consoles. Compared to the seriously overcrowded work areas surrounding coordinator stations in the old center, the new consoles will provide substantial “ease-of-movement” benefits.

Center improvements do not end on the move-in date. In about two years, Transit will install a new radio system with enhanced communications capabilities and features, including GPS tracking. The latter will enable coordinators to more accurately know a given coach’s location, thereby improving driver and customer safety and security under emergency conditions. Not too far off is a related communications innovation – an on-board radio system that offers coach operators easy touch-screen calling into the center.

Metro’s coach operators rely heavily on communications provided through the center’s coordinators. While the move to the new center certainly provides new equipment and space, there is an added benefit. It places coordinators in closer proximity to Central, Atlantic and Ryerson bases, and the staff and drivers operating from those bases, a benefit that coordinators are looking forward to.

Through innovations reflected in the final design and construction of the new Communications Center, its future occupants will enjoy a facility that increases their capacity to provide efficient, reliable and timely communications and improve the overall safety and efficiency of Metro’s operations.



The consoles are ergonomically designed for more comfortable work and ease of movement.

In Transit



We'll Get You There

If you have any questions, comments or story ideas, send them to ***In Transit***, M.S. KSC-TR-0824, or contact **Anna Peekstok**: 206-263-6482 or anna.peekstok@metrokc.gov.

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SHORT SHOTS IN TRANSIT

News briefs in and around the Transit Division



Alina Tanzer, work center supervisor for Power and Facilities, examines a ticket vending machine at a Vancouver, B.C., Sky Train station. Metro is considering alternative fare-collection systems for RapidRide.

RapidRide rolls onward — Planning for RapidRide, the bus rapid transit (BRT) element of Transit Now, is underway. Phase 1 of the project (defining RapidRide), led by Service Development, will involve eight design teams, a coordination team and a management-level steering committee. Design teams are focusing on branding, community involvement, fares and fare collection, technology, operations and training, passenger amenities, service design and integration, and speed and reliability. Many program guidelines and standards will be decided in the second half of the year. Representatives from Metro Transit Police, Operations, Power and Facilities, Information Technology, Vehicle Maintenance, Sales and Customer Service, Safety, Research and Management Information, Design and Construction, Rideshare, Accessible Services and the General

Manager's Office (Budget) are participating on the various teams. In January, General Manager **Kevin Desmond** and staff spent a day in Vancouver, B.C., to learn more about that city's BRT, the B-Line. They returned with many ideas to apply to Metro's emerging RapidRide program.

Wi-Fi on Metro buses and vans, Phase 2 — Phase 2 of Metro's pilot Wi-Fi program on buses and vanpools is in its final stages. Soon, Metro routes 197, 255, 644 and 952, along with six vanpools, will be wired for Wi-Fi service, giving passengers free Web access during their commute. Special decals by the loading doors and on the interior bus ceiling will let riders know they are on a Wi-Fi-equipped vehicle. Phase 1 of the pilot program began in September 2005 on routes 48 and 197. The program is another demonstration of Metro's commitment to improving the customer's transit experience.



Light-rail car takes test trip in downtown tunnel — On March 14, a Sound Transit Link light-rail vehicle made its first successful, unpowered trip in the Downtown Seattle Transit Tunnel. Part of formal system integration testing, the move checked the "fit" of the vehicle within tunnel stations and sections. Metro's light-rail Operations Superintendent **Michael Avery** directed the operation, as Operations Chief **Tom Jones** rode

in the car and Maintenance Instructor **Jeff Kling** operated the Brandt Car Mover that pulled and pushed it the length of the northbound track. This important test was just one of many that must be successfully completed before Link service can begin in 2009.

Accessible services group fills service gap in Snoqualmie Valley — Metro's Accessible Services group provided a new 11-passenger, lift-equipped van to the Snoqualmie Valley Transportation (SVT) program based at the Mount Si Senior Center in North Bend. The vehicle helps meet the growing demand for special-needs transportation in an area that has little or no regular bus service. SVT is a partnership between Metro, Senior Services, HopeLink and the Mount Si Senior Center. Metro now provides five vans and some operating funds to the program, which in 2006 provided over 24,500 boardings — 75 percent of which were for Access-registered customers and seniors over 60 years old.

Protest marches test transit response procedures — The activities of three separate war-protest groups on Sunday, March 18, had little or no impact on bus services in downtown Seattle. However, on March 19, afternoon protest gatherings and marches caused service delays of 10 to 30 minutes on Fourth and Fifth Avenues, and some buses were rerouted for a short time. The Metro Emergency Response Vehicle was visible and staffed with additional first-line supervisors, a service quality chief and one Pierce Transit supervisor. Excellent telephone and



As part of the Spot Improvement Program, a special transit queue-jump signal was installed at Northeast 45th Street and 7th Avenue Northeast.

in-person communications were maintained among Metro Transit, Metro Transit Police, Seattle Police, Pierce Transit, Community Transit and Sound Transit staffs.

Vanshare vehicle on Auburn train station platform — In cooperation with the City of Auburn and Sound Transit, Rideshare Operations placed a Vanshare vehicle on the Auburn Station train platform from March 12 to 30. An electronic reader board promoting Vanshare was visible through the van’s windshield, and promotion materials were also available. The message included a program description and information on special incentives to encourage vansharing to the station. Dual objectives were to free up parking spaces at the overused parking facility and attract new bus and train commuters.

Spot Improvement Program: low cost, big benefits — One of Service Development’s Speed and Reliability Team’s activities is the Spot Improvement Program. Spot improvements are relatively low-cost solutions that benefit Metro with minimum impact to other roadway users. The Speed and Reliability Team learns of problems through regular visits to Metro bases, “green sheets”

and feedback from other Metro staff. Typically, when a new problem comes to the team’s attention, an engineer observes the problem in the field to document it and then develops one or more possible solutions. Additional data, such as traffic counts, are collected as needed and the responsible agency is contacted with the proposed change(s). Some problems are easy to fix and are handled in a matter of weeks; others require extensive traffic analysis and design work and may take several years to resolve. Regardless, once a successful solution is implemented, it pays back big benefits to transit. Successful solutions are published semi-annually in a Spot Improvement Report.

Metro operator writes book on life of a driver — What’s it like transporting more than 100 million customers a year? Central Base Transit Operator **Sean Maguire**, a 19-year Metro employee, explains it all in his book, *Did I Miss My Bus?* (PublishAmerica, 2006) In the book Maguire relates entertaining stories of what bus riders do and say on a daily basis. Maguire notes that he is frequently asked, “Are you the bus driver?” or “What time is it?” And he’s never surprised at the excuses bus riders make for why they

don’t have bus fare. Since the late 1990s, Maguire kept a journal of his encounters with riders. He wrote his book after taking a writing class and receiving encouragement from fellow employees.

New three-bike racks on Eastside coaches — By the end of March, some 250 buses were expected to have new custom-designed three-bike racks installed on them, gradually phasing out the two-bike racks that now grace all Metro buses. Coaches at East and Bellevue Bases received the new racks first because they serve routes that cross Lake Washington via the SR 520 bridge, which doesn’t have a bike lane. The new racks are funded by a \$195,000 federal grant, enough to cover the two Eastside bases. More racks will be purchased as additional funding becomes available. The base cost of each rack is about \$600. Designed by local company Sportsworks, the rack is adjustable to fit different bus models. Since it is built from a very strong composite material, the new rack is expected to hold up better than the old all-metal rack. “We ended up with a design that is new to the industry, and I think other transit agencies are going to be eager to install these, too,” said **Jim Boon**, vehicle maintenance manager. “But, more importantly, I think the new racks are going to be a big hit with our customers.”



New three-bike racks are adjustable to fit different bus models.



Long lines of people waiting to enter the Healthy Living Expo are greeted by a Metro bus and Flexcar directing them to the Marketing Group exhibit inside.



Expo attendees participate in a “plan your commute” session with a Rider Information specialist.

Metro Marketing gets ‘Healthy’ in 2007

The Metro Marketing Group had its first major kick-off event for 2007 with a big presence at Seattle’s first Healthy Living Expo March 17 and 18. Sponsored by KING-TV at Qwest Exhibition Center, the show was attended by over 40,000 people. An information booth and exhibit highlighted the health and environmental benefits of Metro’s many transportation choices. Front and center was our In Motion program that has people enroll, take a mini-marketing survey and pledge to change their travel habits. In exchange, Metro rewards them with free bus tickets and monitors travel-pattern changes. During the show, more than 1,200 people signed up for the In Motion program. The Metro exhibit also featured “plan your commute” sessions with a Rider Information specialist to show people the best way to get around. Look for more marketing and promotional campaigns that leverage the health/environment theme, such as the recent celebration of Earth Day on Sunday, April 22, when Metro offered free rides all day long.



Marketing and Information Services Supervisor Bob Virkelyst explains the In Motion program to booth visitors.

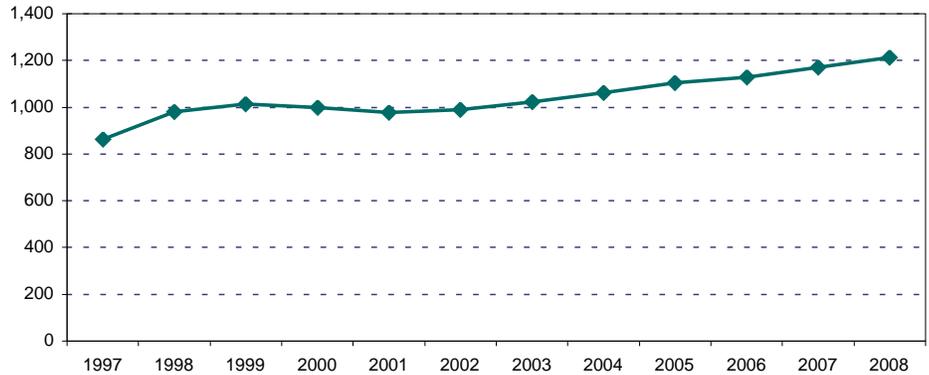


Performance corner

Access Transportation gains riders, efficiency

Access Transportation surpassed the one-million annual rider mark for the first time in 2003, and the number continues to grow. In 2006, Metro recorded 1,128,496 Access boardings — a 9.9-percent increase since 2003 and a 30.5 percent increase since 1997, when Metro fully implemented the paratransit service mandated by the Americans with Disabilities Act (ADA). The rate of growth is expected to increase even more after 2010, as the baby-boom generation ages. (Graph 1)

Graph 1: Access Boardings 1997-2008 (in thousands)



Metro and the four contractors that provide Access services face a constant challenge to improve service productivity and control costs. The effort involves:

Use of emerging technologies:

Investments in mobile data terminals and automated vehicle location capability allow Access dispatchers to proactively manage schedules and assist drivers with on-time trip performance. The dial-out module of the Access interactive voice response system automatically alerts riders that the vehicle is approaching and sends reminder calls about next-day trips or notifications of service cancellations due to weather or holidays.

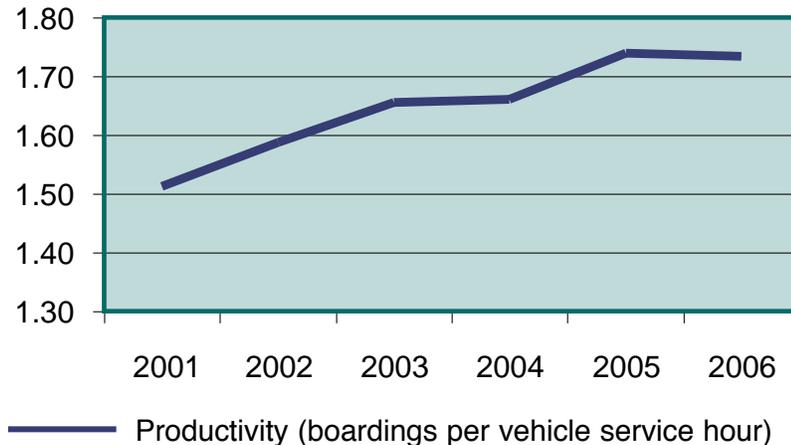
Improved business practices:

Access Transportation now restricts vehicles to geographic boundaries in areas with high travel volumes. Call takers have been trained to negotiate pick-up times to more fully use the time window allowed by the ADA. Standardizing pick-up locations in downtown Seattle and other popular destinations has improved both safety and consistency of service.

Managing trip demand: Ensuring that Access Transportation serves only people with disabilities who can't ride a regular fixed-route bus is important, as the ADA requires that 100 percent of that demand be met. Applicants are now pre-screened and more people are referred for an in-person eligibility evaluation by an occupational therapist. Also, people who can take the bus some of the time are now required to use Metro's regular bus service when they make trips that have been determined to have no barriers.

By diligently applying these tools and methods, Access Transportation has steadily improved its productivity over the past five years, rising from 1.59 boardings per vehicle service hour in 2002 to 1.73 boardings in 2006. That translates to a savings of about \$3.2 million. (Graph 2)

Graph 2: Access Transportation Productivity



KUDOS IN TRANSIT



Diamond Award winner Carol Merrill

■ **Metro reps honored with Diamond Awards** — David Lantry, supervisor of Commute Trip Reduction (CTR) Services and Carol Merrill, supervisor of Employer/Retail Products, recently received Diamond Awards from the Commuter Challenge organization in recognition of King County's and the Metro Transit Division's 15-year support of the group. Lantry and Merrill are current members of the board of directors for Commuter Challenge. Rochelle Ogershok, KCDOT public affairs coordinator, is a past board member. The highly prized Diamond Awards are presented annually to employers who best exemplify the intent and requirements of the Commute Trip Reduction law, passed in 1991 as part of Washington State's Clean Air Act to encourage work commute alternatives to driving alone. Commuter Challenge was originally created in 1989 as



The Wheelchair Accessible Taxicab demonstration project provides for eight taxicabs with wheelchair access in King County.

a six-week collaboration among King County, Metro Transit, the Washington State Department of Transportation and the Economic Development Council of Seattle and King County to call attention to and honor successful employer commutetrip reduction efforts. The effort was so successful that the organization continued and its role expanded to provide information on alternative commute modes and work options to employers throughout King County. Commuter Challenge recently became part of enterpriseSeattle, a group providing client-based economic development services to businesses throughout King County.

■ **Accessible Services earns "No Patron Left Behind" award** — Accessible Services (Paratransit and Rideshare Operations Section) was honored earlier this year with a 2006 Director's Award from the Department of Executive Services. The "No Patron Left Behind" award was given for the Wheelchair Accessible Taxicab demonstration

project, which provides for eight wheelchair-accessible taxicabs in King County.

■ **Operator braves snow/ice to help others** — Ryerson Base operator Bob Tuttle, a 17-year veteran, was on the scene of the Feb. 28, non-fatal, 50-vehicle pile-up on Interstate 90 at Snoqualmie Summit, the worst accident in the area's history. Tuttle provided a safe, warm bus for many people caught by the horrific snow and icy conditions. His professional driving skills and calm demeanor were greatly appreciated by those he transported from the accident scene. Operator Tuttle's acceptance of the assignment from Metro supervisors, who were responding to a Washington State Patrol request for help, reflects highly on Metro's promise of "We'll Get You There."

■ **Record revenue for FlexPass in 2006** — Through the combined effort of Metro Transit, the Bellevue Transportation Management Association and the Urban Mobility Group, Metro's FlexPass program

Transit operators of the month

February 2007

Atlantic Base: **Christopher Osburn**

Bellevue Base: **Michael Starr**

Central Base: **Michael Cannon**

East Base: **Jennifer Shelton**

North Base: **Bria Hedahl**

Ryerson Base: **Axel Kaliske**

South Base: **Roger Wilkinson**

March 2007

Atlantic Base: **Jeffery Jackson**

Bellevue Base: **David McClintock**

Central Base: **Ronald Green**

East Base: **Kenneth Jackson**

North Base: **Abraha Tesfamichael**

Ryerson Base: **Douglas Carr**

South Base: **Morgan Michaels**

generated record revenue in 2006 — over \$20 million. That was a gain of \$2.49 million over 2005. A breakdown shows \$11.7 million for Metro bus services, \$1.9 million for Metro vanpools, \$0.8 million for other Metro services and \$6 million for other transit agencies. In 2006, FlexPass card users took over 8.4 million Metro bus trips. Since 2002, the number of employees with access to Metro and other transit agencies has grown to 125,000 — a 49 percent increase. Over 420 employers purchase FlexPass cards for employees to enjoy the program's benefits—access to Metro and Sound Transit buses, Metro vanpool subsidies, Home Free Guarantee emergency taxi rides and other benefits as agreed to on a case-by-case basis.



GIS staff honored for WA-Trans pilot project

The Washington State Department of Transportation (WSDOT) recently honored Metro Transit's Geographic Information System (GIS) staff (Information Technology Section) with a plaque thanking them for work performed on the WA-Trans pilot project — the development of a statewide GIS transportation framework database.

WA-Trans is the first of several “framework” projects intended to develop geographic data for water features, geology, property and transportation for the entire state that are seamless, connected, consistent and continuous between jurisdictions, and will be continuously improved. **Mike Berman** accepted the award on behalf of the Metro GIS team that also consisted of **Tamara Davis, Steve Krippner, Tim Moore, Trang Bui** and **Gunnar Goerlitz**.

The Metro GIS team was an obvious choice by WSDOT to participate in WA-Trans, since Metro is developing a transportation framework for King County called TNET. The state project and TNET had similar goals of reducing duplicate maintenance of digital features, providing conduits for greater data sharing between organizations, and minimizing the impact of jurisdictional boundaries on business needs for transportation services (for example, the Enhanced 911 emergency response number that identifies the caller's address/ phone number, and public transit). As TNET would be the source for input into WA-Trans, WA-Trans is now likely to become the source for National Map, a similar framework effort to develop a national transportation database.

For the past three years, the Metro GIS team has worked with WSDOT, Pierce County GIS, the Puget Sound Regional Council, and US Geodetic Survey personnel to implement WA-Trans in a major urban area with limited geographic scope. The primary result was the development of a seamless transportation network across the King/Pierce County border that could be used for a variety of transportation business needs. The two counties worked together to establish “agreement points” along the common border where transportation features cross and a mechanism for maintaining them. The agreement point process has fostered a new cooperative relationship between King and Pierce counties that will facilitate intra-county transportation in the future.

A secondary goal of the pilot project was to identify and streamline a methodology for implementing WA-Trans that could serve as a blueprint for other areas across the state. A standard memorandum of understanding between agencies working on such pilots is now being developed by the King County Prosecuting Attorney's Office and the Washington State Attorney General's Office.

The success of this pilot project has encouraged the state to pursue funding for similar efforts in the near future, such as one for the King/Snohomish County border. Metro Transit GIS expects to be asked to participate in that effort, too.

Continued from Page 1

Light rail is coming

Philadelphia and Portland. Initial hires by Jenkins included a senior human resources analyst, an administrator and three transit supervisors (called superintendents in the rail industry). He has since added a streetcar activation manager, a safety officer, 11 chiefs, and a business/finance officer to round out the start-up team.

This start-up group is producing the rules, operating procedures and training programs that will become the foundation of the light-rail organization. Chiefs must know all facets of their respective work groups' duties and responsibilities in order to "train the trainers" down the line. This explains why most of the start-up crew comes with prior rail experience. From this point on, it is more likely that particularly talented people will be recruited from the existing Metro workforce.

Over the next few months, hiring will focus on chiefs and first-line supervisors. Interested Metro operations and maintenance workers will have an opportunity to possibly change their career paths from bus to rail. While a few Supervisory Control and Data Acquisition workers will be employed in early 2008, the remaining light-rail workforce will be hired in mid-to late 2008, with rail car operators hired last.

Although the Link Light Rail Line will not begin service until 2009, the first car arrived in December 2006 and a second car arrived in January 2007. Eventually, 35 rail cars – being built in Japan by Kinki Sharyo International – will be delivered. Before the rail cars are handed over to Metro, each must be rigorously tested and certified. Under the direction of Sound Transit, Metro's light-rail staff is now testing the first two Link rail



Light Rail Operations Superintendent Michael Avery and Administrator Pamela Paul inspect one of the new rail cars at the rail-maintenance yard.

cars. The test track begins in the new rail-maintenance yard built by Sound Transit at 3407 Airport Way S (near Airport Way S and S Hanford Street) and follows the E-3 Busway almost to Royal Brougham Way.

On June 1, Metro light-rail staff are scheduled to move from the King Street Center into a new rail maintenance facility. "Our move date has been extended several times over the last year and our Metro colleagues have been very accommodating by allowing us to share their third- and eighth-floor space with them," Jenkins said. "I appreciate their patience, and we will surely invite them to an open house in the new building."

On March 5, Seattle Mayor Greg Nickels dedicated the Operations and Maintenance Facility, which sports a new "Rail" sign that includes the original "R" from the former Rainier Brewery. The four-story facility can hold eight trains side by side in the maintenance bays and has the potential to service a fleet of over 100 cars when

future alignments expand to north and east.

The Downtown Seattle Transit Tunnel will reopen for bus-only service later this year. To prepare for joint bus and light-rail operations in the tunnel, Metro coach operators are learning a new set of rules and differences between bus and train signal systems. The light-rail group is working closely with operations staff to ensure all bus operators receive needed extra training on rail signals and rail rules governing tunnel operations.

"When trains start operating with buses in the tunnel, we will be pioneering a system that does not exist anywhere in the world that I know of," Jenkins said. "Trains and buses will share the same roadway and that presents a multitude of challenges. Just like buses, the rail industry operates in an environment where customer and worker safety is our highest priority. As soon as we open the tunnel, everything has to be done the right way."

Soon after the tunnel reopens, the City of Seattle-owned South Lake Union Streetcar will go into operation with three cars during the December 2007 holiday season. Track installation is almost complete along the 1.3-mile alignment south of Lake Union. The streetcars, built by Inekon in Ostrava, Czech Republic, should arrive at the rate of one per month beginning in July 2007. “This will be the smallest streetcar line in the country, running between Westlake Center downtown and Yale Avenue N., near the Fred Hutchinson Cancer Research Center on Eastlake Avenue E.,” said **Tom Irion**, streetcar activation manager. “But it is expected to be heavily used by shoppers and workers and could be the start of a citywide streetcar network.”

Reflecting the anticipation of things to come, Jenkins said, “We are building the best rail transit organization in the United States and it is especially exciting to be adding light rail to Metro’s already nationally recognized bus operation. The locations and alignments of these rail lines are among the best I’ve seen.”



The light-rail team includes, front center: Light Rail Manager Austin Jenkins; first row: Senior HR Analyst Elena Vrinceanu; Administrator Pamela Paul, Streetcar Activation Manager Tom Irion and Operations Chief Tom Jones; middle row: Way, Power and Signals Superintendent Raymond Green, Operations Superintendent Michael Avery, Maintenance Training Chief Jeff Kling and Operations Chief Jerry Laborde; back row: Maintenance Service Center Chief Rick Stiles; Operations Chief Patrick Brouard; Maintenance Superintendent Tedd Hankins; Signals and Communication Chief Michael Johnson. Not pictured: Track and Facilities Chief Terry Bigley, Operations Chief Marwan Al-Mukhtar, Operations Chief Karambir Cheema, Finance and Business Officer Tam Swett, Safety Officer Dale Lewis, Operations Chief Bruno LaRitz and Operations Chief Keith Sherry.



ON THE MOVE

Transit Division retirements, promotions/job changes, new hires, and remembrances

Retirements

Design and Construction

Marc Dallas, real property agent — Feb. 28; 21 years

Operations—Non-operators

Brent Peterson, first-line supervisor (Service Quality) — May 1; 30 years

Operations—Operators

East Base:

Richard Morgan — Mar. 30; 15+ years

North Base:

Bob Diehl — Apr. 1; 35 years

Linda Shogren — Apr. 1; 30+ years

South Base:

Harold Barnett — Mar. 31; 15+ years

Thomas J. Robertson — Mar. 31; 30+ years

Sales and Customer Service

Lottie Cross, supervisor of Rider Information Office — Mar. 31; 30+ years

Service Development

Diane Harper, transportation planner III (Service Planning) — Mar. 23; 13 years

John May, special service coordinator (Scheduling) — Mar. 31; 30 years

Vehicle Maintenance

Nemesio Domingo, chief (Ryerson Base Maintenance) — May 1; 28+ years

Jim Nale, supervisor (East Base Maintenance) — Mar. 31; 27+ years

Corliss Victor-Marshall, supervisor (NRV) — Mar. 31; 35+ years

Promotions/Job Changes

General Manager Office

Christine Anderson to acting special projects manager from Market Development, Service Development

Power and Facilities

Iranie Antoine to equipment service worker (Vehicle Maintenance) from transit custodian II

Keith Nelson to acting chief from radio maintenance specialist (Radio Maintenance)

Service Development

Dan Gauthier to special service coordinator (Scheduling) from first-line supervisor (Service Quality); succeeds John May (retired)

Transit Human Resources

Aileen Lewis to acting PTTO HR analyst from HR associate

Transit Safety

Michael Lemeshko to transit safety supervisor from acting supervisor

Vehicle Maintenance

Rellie Benton to transit chief, Central Base from transit chief, Atlantic Base

Craig Clark to transit chief, East Base from transit chief, South Base

Bill Cleveland to lead transit purchasing specialist from transit purchasing specialist

Denis Cramer to transit parts specialist from equipment service worker

Bruce Lillquist to supervisor, East Base Maintenance from chief, East Base Maintenance

Rene Mather to transit purchasing specialist from transit parts specialist

Walter Slade to transit chief, Ryerson Base from transit chief, Component Supply Center

Paula Smail to transit chief, South Base from transit chief, Central Base

Deb Stenoien to chief of Vehicle Maintenance from lead mechanic

New Hires

Information Technology

David Moos, senior database administrator — Jan. 31

Service Development

Valerie Garvida, acting administrator I (temp. hire for position vacated by Joan Lewis) — Mar. 9

Vehicle Maintenance

Iranie Antoine, equipment service worker — Feb. 12 (see Job Changes, Power and Facilities)

Timothy Bell, transit parts specialist — Mar. 12

Warren Bellant, mechanic — Mar. 12

Todd Brown, mechanic — Nov. 13

Todd Burke, mechanic — Mar. 12

John Cole, equipment service worker — Feb. 12

Brian Hathaway, utility service worker — Dec. 11

Ron Hughes, mechanic — Mar. 12

Angel Lomuntad, mechanic — Dec. 11 (rehire)

Ernest McKee, mechanic — Feb. 12

Mike Muehlenkamp, mechanic — Mar. 12

Jesse Parrott III, equipment service worker — Mar. 12

Lloyd Peska, equipment service worker — Dec. 11

Anthony Reynolds, mechanic — Feb. 12

Cindy Sattler, data administrator — Jan. 29

Vanessa Williford, equipment service worker — Mar. 12

Christopher Zwiefelhofer, mechanic — Feb. 12

In Our Thoughts

Felicia Dotson, transit operator (South Base); passed away on Jan. 26

Harry (Gordy) Gordon, retired electrician constructor/crew chief (Power and Facilities); passed away on Jan. 20

Robert Hargreaves, transit operator (Ryerson Base); passed away on Mar. 29