



**Board Report**

**File #:** 2024-0971, **File Type:** Informational Report

**Agenda Number:** 19.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
NOVEMBER 21, 2024**

**SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

**ISSUE**

The Operations Department is celebrating two Employees of the Month (EOM) for the month of November 2024. This presentation will highlight these EOMs' work ethics, tenure, and outstanding achievements among other respectable attributes.

**EQUITY PLATFORM**

Employee of the Month nominations to the Chief Operations Officer must be for frontline employees or field supervisors serving in a customer-facing role. Operations management is encouraged to nominate employees that have achieved excellence and/or gone above and beyond their assigned job role/functions and are diverse in both gender and ethnicity. In addition, a review of the location, job responsibilities, and seniority is considered when making final selections to ensure there is diverse representation among the various groups within the department. Operations also work with Logistics, Maintenance, and System Security & Law Enforcement who nominate employees who work at our various Metro locations.

Prepared by: Diane Corral-Lopez, Executive Officer, Operations Admin (213) 922-7676

Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034

Stephanie N. Wiggins  
Chief Executive Officer

# November 2024

## Employees of the Month



**Metro**

Operations, Safety, and Customer Experience Committee  
November 21, 2024

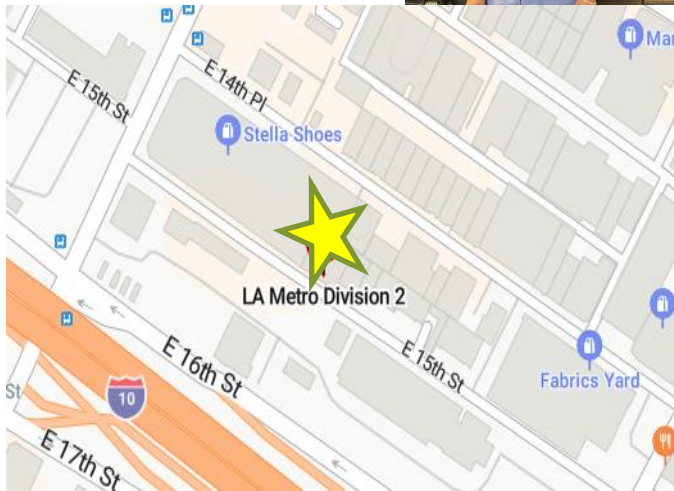
# November Employees of the Month



## Bus Maintenance

Senior Service Attendant

**Shirley Tran**

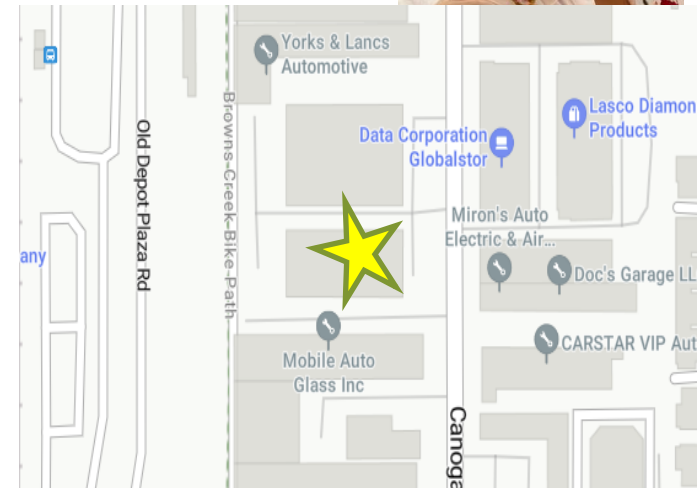
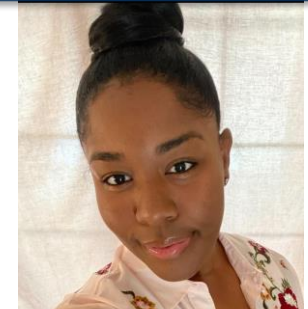


**Division 2 – Downtown Los Angeles**

## MicroTransit

Micro Transit Operator

**Roshanna Hall**



**Loc 131 – Chatsworth Location**

# Employees of the Month



**Metro<sup>®</sup>**