



## Board Report

File #: 2024-0491, File Type: Informational Report

Agenda Number: 19.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 19, 2024

**SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

#### **RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

#### **ISSUE**

Due to a lack of quorum for the July 2024 Operations, Safety, and Customer Experience Committee (OSCE) Meeting on July 18, 2024, the meeting was cancelled. Subsequently, the Receive and File Employees of the Month (EOM) presentation for July was moved to the September 2024 OSCE meeting as is standard operating procedure. Operations will be recognizing four nominees in total for July and September and will be honoring them during the September 2024 OSCE meeting.

#### **EQUITY PLATFORM**

Employee of the Month (EOM) 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

A handwritten signature in black ink, appearing to read 'Stephanie N. Wiggins', written over a horizontal line.

Stephanie N. Wiggins  
Chief Executive Officer

