



relationships that are critically needed to continue our rebuilding work and to chart Metro's future direction. Finally, she will oversee management's communications with the Board of Directors on various matters including incident reports, Board memoranda, presentations and Board requests.

To leverage all of our work with civic groups, public officials, customers, interest groups and related planning work, the Chief of Staff's organization will include the Office of Government Relations, the Office of Performance, and a reorganized Office of Planning to include Regional and Strategic Planning, Corridor Planning, Capital and Systems Planning, Policy Analysis and Sustainability.

Additionally, Nat Bottigheimer, Assistant General Manager for Planning and Joint Development has announced his resignation effective June 15, 2012, in order to relocate with his family to Princeton, NJ, where his wife has accepted a Princeton University faculty position. Upon his return from a vacation and to assist with the organizational transition, Nat will serve as a part-time advisor into the Fall on the Regional Transit System Plan and Metro's real estate program. The Real Estate and Parking functions will continue to report to Deputy General Manager of Administration Carol Kissal.

Another important part of continuing our rebuilding program and preparing for the Silver Line Service is expanding our workforce and supporting our existing employees. Under the leadership of Gary Baldwin, the Department of Human Resources is being restructured and has launched major initiatives to achieve the hiring goals needed for all our programs. In this regard, Gary and his team will report directly to me.

Finally, I am appointing Lynn Bowersox to the position of Assistant General Manager of Customer Service, Communications and Marketing effective June 1, 2012. In addition to maintaining her current Public Relations responsibilities, Lynn will also now oversee Marketing and Promotion, Customer Research and the Customer Service Center. She will become a direct report to me and join the ELT.

I am confident that these changes will further support and continue our progress on rebuilding Metro and successfully manage various upcoming challenges and initiatives. Please provide your full cooperation and assistance as this reorganization takes effect.

Richard Sarles  
General Manager and  
Chief Executive Officer