Brewster Shop employs an unorthodox approach to safety in the workplace by empowering the Local Safety Committee to bring safety concerns from the shop floor to the shop boss’ attention! The results? Brewster is a significantly safer place at which to work! See full details on page 2.

One of Our Own

"Uncle John" was so tickled pink one day when Communication & Signal Senior Engineer Anthony Forcina gave him a "thumbs up" for a job well done that he went home and told everyone. After all, who wouldn’t get a charge from a supervisor’s praise?

The twist in this story is Uncle John, who works in our North White Plains Facility, doesn’t work for Forcina or Metro-North — he’s there as part of an innovative partnership between Metro-North Railroad and Westchester ARC, a not-for-profit organization serving people with developmental or intellectual disabilities.

"When we first populated this facility in 1997, Westchester ARC (which had been awarded the one-person janitorial contract) asked us to additionally ‘host’ a training program — at no extra cost to Metro-North — where they could have workers at various stages of developmental or intellectual disabilities gain work experience. This would hopefully prepare them for a more independent life," Forcina explains.

Forcina and others at NWP championed the cause and to this day have had no regrets... instead they have a profound appreciation and affection for the workers.

Right now at NWP, there is a five-person janitorial staff, plus a Job Coach, from Westchester ARC, carrying out such duties as sweeping and mopping floors, cleaning windows and mirrors, and removing trash. They work a maximum of four hours each weekday, between 10 AM – 2 PM. And while some will move on to another job after developing ample skills, others will remain working at the facility.

"They not only do a good job, but they brighten our day — they’re always happy to come to work and they always like interacting with us," Forcina says.

"We consider them one of our own; so we try to always celebrate holidays and their birthdays, and sometimes we just buy cookies or a treat for them for no reason at all except to show we appreciate them.”

continued on page 4
What the other members of our MTA family are up to.

MTA Rail News

2010-2014 Capital Program Approved

The recent approval of the MTA’s $26.3 billion 2010-2014 Capital Program will enable us to deliver continued service improvements, expand our transit network to meet the evolving needs of our region, and generate savings for our operating budget. Look for details in the next issue of On Track

Our Little Chickadees...

Two peregrine falcon chicks were relocated around Memorial Day weekend to the top of the Verrazano-Narrows Bridge’s Brooklyn tower where they were welcomed into the nest by a mother falcon already caring for three new chicks of her own.

This means that MTA Bridges and Tunnels is home to a total of 11 new peregrine falcons this year. Four females hatched at Marine Parkway–Gil Hodges Memorial Bridge in Queens and two more hatched atop the Bronx tower at the Throgs Neck Bridge.

All of the chicks hatched in late April and early May, and banding takes place several weeks later to allow the talons to grow to adult size. Each new chick receives an identification band so they can be tracked as they grow and reproduce. (Visit http://www.mta.info/video or http://www.youtube.com/mtainfo to see a short clip of the banding process)

Urban falcons like to nest atop bridges, church steeples and high-rise buildings because they provide an excellent vantage point for hunting prey, including pigeons and small birds.

Up On The Roof... The Metropolitan Transportation Authority (MTA) and New York Power Authority (NYP A) in early June unveiled an advanced rooftop-mounted solar thermal array that heats hot water used to wash subway cars at New York City Transit’s (NYCT) Coney Island Overhaul Shop and Maintenance Facility. The system is expected to lower NYCT’s power bill by $94,000 and avoid 86 tons of carbon dioxide (CO₂) emissions per year.

“The MTA and its agencies are working hard to make sure that every dollar we receive is used wisely, and that applies to our energy bill as well,” said Thomas F. Prendergast, President of MTA New York City Transit.

“I want to thank the New York Power Authority and NYSERDA, for helping MTA New York City Transit save money and go even greener.”

The solar thermal project, which began in November, is part of a more than $1.1 million NYP A- and NYSERDA-funded energy efficiency upgrade for the Coney Island Facility, which also includes the installation of high-output fluorescent fixtures that are more efficient, last longer and provide better illumination than the light sources they replaced, saving the MTA $76,000 per year.

Our coworkers use us as a sounding board... they know to come to us for quick answers. There are no problems, but as part of a proactive approach to preventing injuries before they happen!
They’ve Got Class...

Future Managers Program graduates Jeff Weston (left, center) and Cheryl Stephney are congratulated by Metro-North President Howard Permut and MTA Chairman & CEO Jay Walder.

...a nd this special “class” — a year-long stint as participants in the MTA’s Future Managers Program (FMP) has led Metro-North employees Sr. Group Sales Specialist Cheryl Stephney and Ass’t. Chief Training Officer Jeffery S. Weston straight into a bright future at the organization!

The program is an intensive, multi-dimensional leadership development program designed to help participants develop leadership skills, expand their perspective and knowledge of the expansive scope of MTA, and to establish an interagency network of colleagues to meet current and future work efforts.

“The biggest benefit of going through FMP was seeing how large the MTA really is,” Weston notes. “Having such exposure and access to the other agencies, and getting to know employees from other agencies, has given me a better understanding of how diverse our organization is and how important the work is that we perform.”

The components of the program are rotational assignments, leadership training classes and a mentor program. Managed by MTA’s Organizational Development & Training Department, the program is open to employees in operations and back-office administrative positions.

“As an employee of five years at MTA, I viewed this as a unique way to accelerate my knowledge of the organization,” Stephney says.

“I have teammates and mentors at each agency now who I can call with questions regarding my career,” Stephney adds. “There are so many great people out there willing to give their time and effort — I can’t thank them enough for this learning experience.”

Congratulations to Stephney and Weston — all the best in your future endeavors at Metro-North!
According to Assistant Deputy Director – Facilities Engineering Geoff Dopsch, these stations are being renovated as part of the larger Hudson Line Stations Rehabilitation Project. This phase, started in January 2010, will be completed later this year. (To date, 13 Hudson Line station platform complexes have been completely rebuilt going north from Morris Heights through Irvington.) As we go to press, both Scarborough and Philipse Manor are almost completed, while at Ossining 90% of the project is finished.

Major “home improvements” at these stations include new inbound/outbound platforms with canopies, as well as new enclosed overpasses. (Philipse Manor will have its existing overpass rehabilitated, while new ones will be installed at Scarborough and Ossining.)

In addition we are installing:

- New elevators and enclosed stairs, and a wind wall for the inbound platform at Scarborough.
- Seven new staircases connecting the elevated station building/vehicular overpass to the east and west side parking areas and ferry dock, as well as to the

That’s how we like to think of each of our stations—as a front door to our train service, and to the communities we serve. So, as a “good neighbor,” we are making “home improvements” just like everyone else on the block.

Here’s a quick overview of work occurring at key stations on our territory funded through the MTA’s Capital Program and our federal and state partners.

On the Hudson Line: We’re nearing completion of the rehabilitation work on Philipse Manor, Scarborough, and Ossining stations.

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Cookies or not, the ARC workers also bring something to the table. “They are so pleased to be verbally rewarded for all the good work that they do, that it has made all the shop people here go out of their way to compliment each other. The ARC people taught us something in terms of making this shop a personally rewarding workplace,” Forcina notes.

In fact, rumor has it that the NWP Track Dept. employees were so enamored with one Westchester ARC person’s fine job, they nominated him for Employee of the Month, putting his photo on a bulletin board for the month!

It has been a rewarding partnership for Metro-North as well as Westchester ARC, so much in fact that recently the ARC organization presented Metro-North with a Special Appreciation Award for our many years of support. “The experience and involvement of the ARC individuals at the North White Plains Shop has proven rewarding and enlightening for everyone in the shop and has led to more compassionate human interaction all around,” President Howard Permut notes. “The railroad is fortunate and proud to have employees like Anthony Forcina, who has been supervising and working with the ARC individuals for 14 years.”

Celebrating Metro-North’s “Special Appreciation” award from Westchester ARC are (l.-r.): Al Santini, Robert Walker, Westchester ARC’s Shari Lewitt and Karen Fiorentino Community Employment Supervisor, President Howard Permut, Anthony Forcina, and Anthony Gardner.
Fixing Up Our Door(s)...

platforms, at Ossining. There will also be four new elevators stretching from the station building to the platforms and to the east and west parking facilities. The enclosed elevated walkway connected to the station building will also be renovated.

At Tarrytown Station, new center island and side platforms are in the works along with new fully enclosed and heated shelters during the winter, and overpasses, one of which will boast new elevators.

As a "Good Neighbor," We Are Making "Home Improvements" Just Like Everyone Else on the Block.

Platform amenities range from canopies, heated shelters, lighting, benches, to new PA and visual information systems. Work at Tarrytown started in October 2009 and is expected to be finished by February 2012.

Further up the line, our Poughkeepsie Station renovation is still underway; all doors and windows on the historic Poughkeepsie Station are being replaced, including the five monumental arched windows. The internal walls will be cleaned and the east exterior wall cleaned and repointed. (We’ve already replaced the Spanish clay tile roof and cleaned the buildings terra cotta facade.)

The next phase at Poughkeepsie will include finishing and repointing the exterior walls. The multi-year project is expected to be finished by 2013.

Expanded parking is always a much sought after improvement at most stations, and at Cortlandt Station work has begun on adding up to 720 parking spaces (bringing parking capacity to 1,605 spaces from 885).

Additional improvements include an intermodal plaza, and pedestrian overpass extension leading to the west side of the station’s tracks, and a new passenger waiting and vendor area in the overpass, Assistant Deputy Director – Capital Engineering Mukesh Mehta explains.

Also, to improve access, we are reconfiguring the Route 9A intersection leading to the station.

This project, which began in September 2009, is expected to finish by November 2011.

On the New Haven Line: By year’s end, we anticipate unveiling our newly renovated Port Chester and Rye stations. (We started work at these stations in July 2009.)

These Projects Are An Essential Part of Metro-North’s High Quality of Customer Service...

We are bringing both stations back to a state of good repair. Look for rehabilitated platforms, new canopies, stairs, ramps, platform amenities, and PA and visual info systems.

Additionally, Rye Station will have its overpasses rehabilitated. Its station building will also be renovated.

“These projects are an essential part of Metro-North’s high quality of customer service, and serve as a good example of how we work to make every dollar count,” Director – Facilities, Capital Engineering Tobey Ritz.

He’s Looking Out For You!

N orth White Plains custodian Brian Marti’s quick action proves that making Safety Priority One is an everyday responsibility that can save lives.

On the job for seven months, Marti noticed one day recently a Con Edison utility feeder wire (leading from an electrical transformer) that was jutting up against the metal walkway of the nearby Fisher Avenue Bridge. Realizing that this could be a potential safety hazard, Marti immediately reported the issue to the North White Plains Local Safety Committee.

“We had the Power Department come out to assess the situation and they determined that was indeed a dangerous situation,” Superintendent - Train Operations, NWP Stephen Neville said. “Because it was in contact with the metal bridge, if the cable ever frayed, it could have possibly electrocuted someone walking on bridge.” The Power Dept. quickly notified Con Edison which made temporary repairs and later returned to “bury” the cable by running it through manholes.

For making Safety Priority One, Marti received a certificate of recognition from the North White Plains Local Safety Committee, and “thanks” from President Howard Permut.
Getting these numbers is instrumental in helping us plan train schedules and consist sizes

According to Assistant Director – Revenue Improvements Doris Miller, implementation of the APC system took an orchestrated effort between the vendor and our OPA, Information Technology, Structures, and Power departments. “To make sure APC operates at optimum levels, we conducted our own survey to identify the prime locations for the sensors, the best installation height of the sensors for maximum accuracy, and to sketch out a solid plan for the wiring, conduit, electrical, and other support work that would bring this system to launch.”

“APC required a great amount of attention to detail,” Director – OPA Daniel O’Connell says. “Doris did an excellent job in managing this project; further, it is a credit to all those employees who worked on bringing the project to fruition successfully.”

At Yankees-E. 153 Street, the sleek, stainless steel clad infrared sensors are installed at a nine-foot height in six locations — over the four sets of stairs and two elevators leading from the platforms. Each sensor is attached to a data recorder unit that stores and then sends the count info to an IT server, where it sits ready for passenger-count reports upon request. The sensor locations were selected to be as unobtrusive as possible — in fact, Miller notes, you wouldn’t even know they were there, because they fit hand-in-glove with the station’s contemporary design.

Why Yankees-E. 153 Street Station? According to Assistant Director – Marketing Analysis & Fare Policies Jay Piegeman, the hordes of sports fans using our “Train to the Game” service is “the ultimate test for the system”; during game days the trains come at fast and frequent intervals and customers depart in erratic patterns.

The sensors don’t just record during game days — it’s a year-round effort so that we can ensure Bronx customers using our “Train to the Game” service is “the ultimate test for the system”; during game days the trains come at fast and frequent intervals and customers depart in erratic patterns. (The sensors don’t just record during game days — it’s a year-round effort so that we can ensure Bronx customers using this station are provided with enough train service to suit their travel needs.)

“We also save significantly on labor costs — to provide accurate counts at Yankees-E. 153 Street Station would entail about 15 to 18 employees working what can become a 10-hour day,” Fiegerman notes. In addition, it was a less-costly proposition since a good portion of the wiring and installation prep work was done as the station was being built.

Being perfectionists — and not being one to concede anything to an “opponent” — OPA still opted for side-by-side APC and manual counts during the initial five Yankees home games in April.

“We didn’t doubt the system, but because of the different station configuration and different customer flows, we wanted to ensure it worked as well at the Yankees station as it did during tests last year in the Terminal,” Fiegerman says. “The results were excellent... and the human counters went back to their offices!”

And the data can be manipulated quite easily now, Senior Technical Analyst Frank Lennon explains. “The system data is produced at one-minute intervals, providing us with close to real-time numbers. We can also customize APC-based reports by specific time periods, arrivals or departures, or by entry or departure points — it gives us a lot of information!”

“Getting these numbers is instrumental in helping us plan train schedules and consist sizes in order to ensure our customers’ service needs are fully met,” Fiegerman adds. “Our wish-list for future applications of APC includes train-by-train customer counts and expansion of the system to other heavily traveled stations.”

“This effort is yet another example of how Metro-North utilizes cutting-edge technology in moving toward our Vision 2013 goals,” O’Connell notes. “It helps us fine tune delivery of our transportation product so that we can fulfill all our customers’ needs — now and in the future.”

The word about APC is already spreading as New Jersey Transit and Long Island Rail Road have expressed keen interest in seeing how the system works so well for us!
Howard —

The new Yankee schedule looks good. Quite informative.

The real purpose is to compliment your Lost and Found department. I left my wallet on the train and was able to pick it up (even the cash was in it) at GCT. To prove I am really crazy, while picking it up I left my BlackBerry at Lost and Found!

In a beyond-the-call-of-duty effort, James at Lost and Found redialed the last person I had spoken to on the BlackBerry to alert me. James is quite pleasant and really wanted to help.

The place is really organized and people were retrieving everything, from raincoat belts to heart transplant manuals. (I am not kidding!)

So if you are ever near Track 100, stop to see them and tell them they are doing a great job.

Also am happy to write a nice letter about it if it helps.

—Mary Ann

Customer Corner

This column will highlight a customer letter that shows how, on a daily basis, our employees' dedication and hard work contribute toward Metro-North's reputation as a brand name for excellence.

Rosemary Rodriguez
Locomotive Engineer
We should try to complete major construction projects on time because this work often impacts our service. Although it is important to upgrade stations — and we do work toward minimizing any effect of projects on trains, there are still unavoidable delays.

Brian Webster
Manager – Capital Procurement
To me, this seems like more an Operations related function but I guess we all play a part in on time performance. My role is to make sure we have the parts and whatever else is necessary to get the job done without delay. This would then trickle down and impact other things.

Solomon Hudson
Cabinet Maker
With the exemption of bad weather, which can wreak havoc with everything, we need to continue to maintain every aspect of the operation – equipment, signals, switches, trees along the right of way, and so forth. With the continued work of our experienced employees, we should be able to attain our goal and stay there.

Antonino Scalfani
Car Inspector
Good equipment means good on-time performance. From my viewpoint, we should do calendar day maintenance inspections (CDMI) at night for the minor service needs; conduct brake tests in a timely fashion; and make sure the train overall is in good operating condition BEFORE it leaves Grand Central.

By 2013 We Will Achieve:

98% ON-TIME PERFORMANCE

We spoke to some employees in Grand Central Terminal about how we could attain this goal.

For further information on Vision 2013 visit our extranet at www.yourmnr.org.

Luis Lemos
Mechanical Foreman
We achieved record on-time performance in 2009, and I am confident we can continue to meet our Vision 2013 goals. We just need to keep doing what we already do well. Communication is the key to let everyone know what needs to be done.

Thomas Brisbane
Baggage Handler – Mailroom
Start with communication on the lowest level and make sure it is effective. Without it, track workers, train operators, and dispatchers would not know what is going on and when there is lack of communication, it could result in train service delays.

Sheryl Kirk
Customer Service Representative
We need to continue to do routine maintenance on the trains because when we have equipment issues, everything gets thrown off schedule — it delays the customers, it delays other trains.

Robert Walsh
Customer Service Representative
With the financial situation at hand — with less money and less people — it is going to be harder to reach a high on-time performance. We need to evaluate our expenses and budget to become more efficient in how we spend money.

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MOVIN' UP

Congratulations to these employees who were recently promoted or transferred:


MOVIN’ ON

Here are more of your co-workers that have recently retired. Best wishes to all!


On the Road to Vision 2013

Here’s how the railroad stands in some of our key goals for 2013 as of May 31, 2010

<table>
<thead>
<tr>
<th>Goal</th>
<th>May 2010</th>
<th>YTD 2010</th>
<th>2010 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achieve Zero Injuries:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FRA Reportable Injuries</td>
<td>10</td>
<td>58</td>
<td>132</td>
</tr>
<tr>
<td>Lost Time Injuries</td>
<td>4</td>
<td>37</td>
<td>82</td>
</tr>
<tr>
<td>Achieve 98% On-Time Performance: On-Time Performance (E of H)</td>
<td>98.4%</td>
<td>98.0%</td>
<td>97.7%</td>
</tr>
<tr>
<td>Mean Distance Between Failure</td>
<td>207,245</td>
<td>161,507</td>
<td>115,000</td>
</tr>
<tr>
<td>Achieve 98% Customer Satisfaction: Consist Compliance (E of H)</td>
<td>98.6%</td>
<td>98.5%</td>
<td>97.8%</td>
</tr>
<tr>
<td>Customer Complaint Index (per million rider)</td>
<td>134.3</td>
<td>144.1</td>
<td>115</td>
</tr>
<tr>
<td>Transport 100 Million Customers: Ridership – E of H</td>
<td>6.58 mil</td>
<td>31.5 mil</td>
<td>77.2 mil</td>
</tr>
<tr>
<td>Achieve 9% Reduction in Cost Per Passenger (from $11 to $10): Fare Operating Ratio (preliminary)</td>
<td>61.80%</td>
<td>56.7%</td>
<td>53.3%</td>
</tr>
<tr>
<td>Cost Per Passenger (preliminary)</td>
<td>$10.88</td>
<td>$11.58</td>
<td>$12.21</td>
</tr>
<tr>
<td>Achieve $75 Million Increase in Non-Passenger Revenue: Incremental Non-Fare Revenues</td>
<td>$40,850</td>
<td>$1,467 mil</td>
<td>$5,237 mil</td>
</tr>
</tbody>
</table>

For more Vision 2013 information, visit our intranet at www.mnr.org or our extranet at www.youmnr.org.

For Your Benefit...

As former Beatle John Lennon put it in his song Beautiful Boy, “Life is what happens to you while you’re busy making other plans.” Yes... there are some life changes within our control, and some that aren’t. But no matter what happens in your life, you want to make sure that those you love and care about are sufficiently covered by your health insurance. Last year, many of you were a part of the New York State Health Insurance Program (NYSHIP) Eligible Employee Audit that was performed by BUDCO, an independent agency hired by the New York State Civil Service Department. The goal of this audit was to ensure that all of your dependents are eligible for coverage. Now that the audit has been completed, it is vitally important to remember to notify the Benefits Department when a “qualifying life event” occurs that may affect you or your dependent’s eligibility for coverage.

Qualifying life events are:
- Birth or adoption of a child
- Marriage
- Divorce
- Death of a dependent
- Loss or gain of coverage due to a change in your spouse’s employment

You may add or delete dependents from your health insurance coverage based on the type of qualifying life event you are experiencing. All changes due to a qualifying life event must be consistent with the change in your status. For example, if you get married you may add your new spouse to your coverage. All changes due to a life event must be made within 30 days of the date of the event. Notifying the Benefits Department in a timely fashion will ensure that your dependent is enrolled as soon as he or she is eligible for coverage.

For further information, please contact:
- Employee Benefits Department – 212-340-2217
- For information on Health Issues, call: NYSHIP 877-PLN-4MTA
- MetLife Dental 800-942-0854
- EyeMed 866-799-9984
- For information on Retirement Issues, call: Railroad Retirement Board 877-772-5772
- MTA Defined Benefit Pension Plan 212-437-0730

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Executive Editor: Mark Mannix
Editor/Writer: Joe Antonacci
Managing Editor/Writer: Nancy Huie
Creative Director: Michael Stetson
Photographer: Frank English
Senior Graphic Designer: Barbara Sarchich