

Committee: **London Transit Commission**

Organization/Sector represented: **N/A**

Name: **Rob McGarry**

Occupation: **customer service/communications**

Work experience: **My work experience over the last number of years has been varied but primarily has been focused on customer service orientated roles, most recently as a customer service representative for London Hydro. Prior to 2014, I was working in the field I studied in- journalism, and worked for Corus Radio London. I was primarily working for AM980, now known as 980 CFPL as a newscaster/reporter, as well as traffic reporter. I also had many other tasks in addition to those three cited, and did work when needed for the FM broadcast properties also under the same roof.**

Education: **My formal educational background is in journalism- both radio and television, and also in public relations and communication.**

Skills: **What I bring to the table is knowing the process and protocol required in bringing various viewpoints forward. These ways must be followed and despite the views of some that there may be ways to circumvent a process, it is much easier to follow the already defined processes in place in order to have your views and especially the views of others heard. Secondly, my communication skills in presenting those views in a clear and succinct way. I have been to countless meetings over the years- LTC, city council and so forth that a point could have been made in a way shorter time period but instead was drawn out and made the meeting less efficient and unnecessarily long.**

Interest reason: **I have been born, raised and educated in this city and for my almost 31 years it has been a great place to live, work and play, but I feel like it can and will be so much more as we move forward as a city. We have a lot of potential and I believe hearing from those in the community who are motivated not only to make change but be the change is where we need to be as a city in the future. I also want to remain in this community and continue to enjoy a quality of life which is hard to find elsewhere. Too many people I know in years gone by have left the city, out of frustration for many, to pursue greater opportunities and career advancement. In a city of 400,000 people we not only need to retain the talent we have but also continue to make London an attractive place not only to come for school, but also one to stay, finding a good, quality work in and have a reliable transit system in order to make the city accessible.**

Contributions: **The contribution I can make to this role is combining my years of customer service/communication experience and being a true representative of the ridership on the commission. I have been a rider for well over a decade now, and while I have seen many improvements in that time there have also been set-backs too. Right now is the ideal time for me to get involved. The knowledge I bring not only from an educational and work background, but one as a rider who will not only listen to an echo-chamber of the few, but the voice of the many is something I can bring to the table and help see worthwhile and lasting results for the ridership. Lastly with the ongoing BRT discussion that has dominated local landscape, most recently in the municipal election, my time to add my voice and the most importantly the voice of the ridership is critical at this stage of the broadening scope of our public transit system in the city.**

Past contributions: **I was elected to Fanshawe's Student Union serving in an executive role as vice president internal from October 2008-April 2009, and then served as a representative for the school of language and liberal studies from October 2009-April 2010. I also ran for president of the Fanshawe Student Union in the spring of 2010, and ran numerous times for various roles during my time spent at the college. In addition to the above I have been involved on various municipal, provincial and federal election campaigns in one capacity or another for about 15 years now.**

Interpersonal: **My experience in exchanging my views with others, and in appreciating and respecting the skills, abilities and knowledge of others comes from my on the ground skills gained assisting numerous local election campaigns. Whether it was engaging with the public door-to-door, via phone or preferred communication method, whether they were supportive or not it has taught me to appreciate the various voices and viewpoints that are brought to the table, and also how to bring their voices into the discussion regarding important issues such as ones affecting riders with the LTC. In addition, my prior work in the journalism field in interviewing and speaking with a wide scope of the general public,**

interviewing various stakeholders, and presenting information in a factual, unbiased way has also assisted me in gaining further experience in appreciating and respecting the skills, abilities and knowledge of others.

Interview interest: **Yes**