



TOP ACHIEVERS Division 3 Transportation receives transit trophy. From left, Acting DEO of Bus Transportation John Roberts, Transit Operations Supervisor Fredia Sanderlin, Transportation Manager Dan Frawley, Transit Chief Tom Conner and Bus Operator Ben Ethridge.

Transit Operations Aims 'How You Doin'?' Performance Program at Bus, Rail Divisions

(Feb. 27) "How you doin'?" is more than just a casual greeting in Transit Operations these days. It's the department's newest performance awareness and incentive awards program.

Transit Operations Chief Tom Conner expects the program to increase awareness of bus and rail performance among frontline employees. It's also an opportunity to improve communication - top to bottom - and to encourage ideas from frontline employees.

"I want everyone to feel that they are part of something and that they contribute individually and as a team," said Conner. "'How you doin'?' personalizes our goals for every frontline person. I'm proud of our accomplishments. Everyone should have that same positive feeling."

For the program's kickoff, Tuesday morning, Conner traveled to three operating divisions to present traveling trophies to the top achievers for January. They are Division 3 Transportation, Division 6 Maintenance and the Metro Green Line.

Awards for top performers

Awards of \$500 each will go to the transportation and maintenance division and to the Metro Rail line that post the best quarterly performances. Units that achieve the highest scores for the year will win \$1,000 each.

The unit showing the greatest improvement for the year also will receive \$500. The money is to be used for recreation or improvements to employee common areas.

Conner will present traveling trophies to the transportation and maintenance division and rail line that performed at the highest level during the previous month.

"How you doin'?" also includes actual cash awards for individuals who submit valuable suggestions. Up to eight \$100 awards may be presented each month to employees whose suggestions are implemented by Transit Operations.

To boost performance awareness, Transit Operations will install large banners at the divisions. Each month, managers will post charts showing the unit's performance in various areas. They'll list the goal, the 12-month performance, how performance can be improved and the unit's ranking against others.

Employees also can check the banners for other important news and information about the program.

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