

South Bay Division 18 receives award for the "How You Doin'?" Most Improved Division. The transportation team tied with Crossroads Division 2 for the honors.

PHOTOS: JENNIFER YEH



### Good Marks for Division 18 in Second Quarter

By JENNIFER YEH

(Feb. 25, 2003) South Bay Division 18 has a lot to be proud of this quarter.

Not only did the division earn a "How You Doin'?" Award, but Division 18 mechanic Johnny Rodriguez won the Metro South Bay slogan contest with his entry, "Leading The Way With Metro South Bay."

Division 18's significant improvement in reduction of Worker's Compensation claims and customer complaints earned them the "How You Doin'?" Award for Most Improved Transportation Division for the second quarter FY2003.

"Our customer complaints have been a priority," says Transportation Manager Cynthia Karpman. "What we did differently was to contact the customers personally and discuss the complaints."

"Without all the employees working as a team, we would not have been able to achieve this," says Karpman.

Division 18 received a check for \$500, while slogan contest winner Rodriguez received a \$50 gift certificate to Claim Jumpers.

South Bay Division 18 Mechanic Johnny Rodriguez won the Metro South Bay slogan contest with his entry, "Leading The Way With Metro South Bay." The slogan was created last year and used in the Christmas bus painting contest.



South Bay Division 18 Transportation Manager Cynthia Karpman and Metro South Bay General Manager Dana Coffey hold the \$500 check awarded for the "How You Doin'?" Most Improved Division.



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