



Central City is crowned Best Transportation Division for the 2003 fiscal year.

Central City Division: Driven to be the Best

By FRANKLIN A HOLMAN

(Sept. 3, 2003) Dedication and teamwork are the driving factors behind Central City Division 1's recently receiving four "How You Doin'" awards, including Best Transportation Division for Fiscal Year 2003.

The division cashed in at the awards ceremony, receiving \$1,000 for best transportation division, \$1,000 for most improved division, \$500 for outstanding division of the fourth quarter and the award for outstanding transportation division for June 2003.

"It takes a team effort to get these awards," General Manager Rich Rogers said. "Division 1 consistently demonstrated teamwork month after month."

Transportation Manager Sonja Owens said the team effort consisted of helping each other on the line, being conscious of how to make improvements, and committing to high performance standards.

They are family

Teamwork has a deep meaning to Division 1 according to Rogers. "This division is more than a team; they are a family. They enjoy working with one another; they support each other and are continually motivated by being the best."

"Last time I was at Division 1, I challenged you to take it to the next level," Rogers said. "So, not only have you proven yourself each month to be the best, you have proven that you have continued to move the bar higher and higher."

As Best Transportation Division, Division 1 raised the bar by placing first in in-service/on-time performance and first in reducing complaints per boarding. They also had an on-time pullout percentage of 99.81 percent.

Rogers ended the awards presentation by challenging the division to, "Step it up, continue to improve and be the best of the best."

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