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Teamwork Prompts Changes to 'How You Doin'?' Awards

- Divisions 8, 3 and 9 are recent winners

By LISA HUYNH

(Feb. 18, 2003) In an effort to build morale and encourage teamwork between the transportation and maintenance teams at each operating division, a committee of division managers recently made revisions to the "How You Doin'?" awards program.

"It's nice to bring the two teams together so that they can celebrate their successes together," says General Manager Rich Rogers, who led the committee. "We're trying to build the idea that both transportation and maintenance collectively work together as a team."

The quarterly, annual and most improved annual awards now recognize the combined effort of transportation and maintenance, rather than separately as teams.

The quarterly

They're doin' great!



West Valley Division 8 won Best Division for the second quarter FY 2004. Eric Rapp photo.



West Valley Division also received Outstanding Maintenance Division for December 2003. Eric Rapp photo.



North Los Angeles Division 3 took home Outstanding Transportation Division for December 2003. Christopher Hernandez photo.

award for the most improved division was removed from the program, while the monthly division award remained the same.



San Gabriel Valley Division 9 also won Outstanding Transportation Division for December 2003. Christopher Hernandez photo.

A matter of balance

"We're trying to balance the ability to recognize the performers, but at the same time, bring the groups together so they can win individual awards on a monthly basis and combined awards quarterly and annually," says Rogers.

The category of on-time pullouts was dropped from the transportation performance indicators, while the weighted percentage increased in the categories of in-service on-time performance, accidents and complaints.

The accident category was raised 5 percent, while the percentage allotted for complaints doubled from 10 to 20 percent.

In the maintenance performance indicator, the category of on-time pullouts also was removed from the program, while bus cleanliness was added as an indicator to the monthly division award.

The bus cleanliness category jumped significantly from 25 to 35 percent, making it the highest weighted category in the overall scoring.

The Winners

West Valley Division 8 took home two "How You Doin'?" awards - Outstanding Maintenance Division for December 2003 and Best Division for the second quarter FY 2004.

"I'm proud of our employees," says General Manager David Armijo. "They work hard to be the best, and it shows. Our divisions are always at the top of the list."

Division 8 took home a trophy for Outstanding Maintenance Division and \$1,000 for winning Best Division.

North Los Angeles Division 3 and San Gabriel Valley Division 9 were tied for outstanding transportation division for December 2003.

Division 3 was best in on-time pullouts and was second lowest in new Worker Compensation claims. Division 9 significantly decreased its new Worker Compensation Claims and customer complaints.

Both received trophies for their winnings.