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San Gabriel Valley General Manager Jack Gabig (center), together with Division 3 Transportation Manager Dan Frawley (center right), Maintenance Manager William Grunwald (left) and the entire team to honor them as recipients of two impressive "How You Doin'?" awards.



## Division 3 Shows Improvement in 'How You Doin'?' Win

BY JESSICA TYERMAN

(August 18, 2004) North Los Angeles Division 3 came a long way this year, receiving two significant "How You Doin'?" awards.

The Division's transportation and maintenance teams earned the "How You Doin'?" Most Improved Division award for FY 2004 and Best Division award for the fourth quarter of FY 2004.

Together, the awards amounted to \$3,000, which was presented in two big checks, Aug. 9. Each department, transportation and maintenance, will receive \$1,500.

"It was great having the trophy here for six months in a row, but I have to say that the check for \$3,000 looks even better," says Transportation Manager Dan Frawley. "We appreciate the recognition."

Division 3 showed improvement in three categories during FY 2004. The division had cleaner buses, fewer new Workers' Compensation claims, and lower accident rates from the prior year.

### 'Particularly proud'

"I am particularly proud of the 'Most Improved – FY 2004' award," says Maintenance Manager William Grunwald. "The employees at Division 3 have worked hard to overcome many difficult challenges over the past year. These efforts are now beginning to show results."

For the fourth quarter of FY 2004, both transportation and maintenance ranked first in having the fewest number of new Workers' Compensation claims.

The division also had the second-best in-service, on-time performance at 72.61 percent, the third-fewest complaints per 100,000 boardings (2.84), and the fourth-most miles between mechanical failures with

9,347.

"This has been a team effort where everyone has contributed," says Grunwald. "My thanks go out to the Division 3 employees."

"I congratulate all of our employees – Maintenance and Transportation – for a spectacular job," says Frawley. "It's a team concept here at Division 3 and we enjoy working together to provide the best possible service to our customers."

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