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## Div. 1 Transportation #1 in September's "How You Doin'?" Contest

By DAVE HERSHENSON

(Dec. 9, 2004) Central City Division 1 Transportation recently celebrated their accomplishment as September's Outstanding Transportation Division in the "How You Doin'?" program.

Gateway Cities General Manager Alex Clifford and Division 1 Transportation Manager Sonja Owens presented the trophy and their appreciation for a job well done.

The "How You Doin'?" program evaluates all Metro divisions in a number of categories and determines ranking throughout the agency each month.

Division 1 Transportation ranked first in the in-service on-time performance category, and was also highly ranked in the areas of fewest customer complaints and the low number of new Workers Compensation claims.

"Some of the credit for this achievement needs to go to the Line Captain program we introduced in August," said Owens. "Other factors contributing to our success include ongoing 'Rap Sessions' with operators two to three times per week, the line saturations with the Sheriff's Department, our supervisors stepping up their roles in the field, and the fact that the majority of our Field Operator and Feedback are being done out on the line by all Transportation Operations Supervisors.

## Experienced operators

Line Captains are experienced operators who serve as intermediaries between operators and the management team, fostering open lines of communication and coming up with useful resolutions to improve lines' performances and help reduce accidents.

The operators are recommended for Line Captain positions by Owens and assistant managers Beth Kranda and Thom Mattocks.

"I am very proud of all of our Division 1 Transportation employees who worked together to place number one in September," said Clifford. "I was particularly happy to see that the division scored high in safety and customer service categories, two areas that we feel are extremely important."