

Lextran

EMPLOYEE NEWSLETTER—January 2015



Carrie Butler
General Manager

NOTES FROM YOUR GENERAL MANAGER...

I am loving my first month here at Lextran as your new General Manager! I have enjoyed meeting everyone so far. If I haven't had a chance to meet you yet, please attend one of the scheduled employee meetings next week. Otherwise, feel free to stop by my office to chat! Meetings are scheduled for the times below:

- Wednesday, January 28, 2015 at 8:30 a.m. – 11:00 a.m. at the Transit Center
- Wednesday, January 28, 2015 at 1:00 p.m. – 3:30 p.m. at the Transit Center

To accommodate maintenance employee schedules, meetings will be held on Thursday, January 29, 2015 at 7:30 a.m. and 3:30 p.m. on a bus on the lot. All employees are invited to attend at these times!



SAVE THE DATE

This year's Lextran Rodeo will take place on Saturday, May 16th. Please mark your calendar! The competition will take place at the Cox Street lot behind Rupp Arena.

RODEO COMMITTEE

If you are interested in signing up for this year's Rodeo Committee, please add your name to any of the sign up sheets posted around the facilities. The event takes a lot of time and planning, so the committee is very important in executing the event. Please see **John Givens** if you have any questions.

RODEO LOGO DESIGN CONTEST

Show off your design skills by creating the 7th Annual Bus Rodeo design! A \$100 gift card will be awarded to the winner. Forms are available from dispatch or the front desk. The deadline is February 6th. At right, the 2014 Rodeo logo designed by **Robert Menifee**.



MAINTENANCE EMPLOYEE OF THE MONTH

The following employees were eligible for the December Employee of the Month drawing: **Rodney Brierly, Dail Forster, Lewis George, Jeff Jones, Gary Lamb, Stacey Padgett, Bill Ratcliffe, Steve Richardson, Starr Thornton, Clay Webb, Ana Wells, and William White.** Congratulations to the winner, **Starr Thornton!**



EMPLOYEE KUDOS

"As a passenger, I would like to say **Thomas Johnson** on Route 6 is such a good driver. It is a pleasure to ride his bus. **Lauren Campbell** on Route 8 is also excellent, she handled an issue yesterday very professionally and was very patient with a customer." -Submitted anonymously

ACCIDENT INCENTIVE PROGRAM

Since the implementation of the Smith Training Program, there has been an annual decrease in accidents. Just last year, there was an 18% decrease from the previous year—great job everyone! Also of importance, in May and December 2014, there were **no** preventable accidents. Way to go!



As a reminder, there is an incentive program in place. If Operations reaches 30 days without a preventable street accident, employees receive a \$10 gift card to a local store or restaurant. Maintenance workers receive an incentive if they go 30 days with no lost time AND no preventable accidents. Let's keep up the good work!

ROADWORTHY COMMUNICATION TRAINING

A new year brought about a change to our customer service training program. Bill Parsons of Nine Lives Solutions LLC provided a new customer service training program for all Lextran employees in January. "Roadworthy communication" was detailed and employees learned the best ways to communicate with customers throughout many kinds of situations.

How have you been using your new communication skills? Share your feedback with the training department!



MORE EMPLOYEE CHRISTMAS PHOTOS

