

Lextran

EMPLOYEE NEWSLETTER—February 2015



NEW EMPLOYEE GRADUATION

Congratulations and welcome to our newest employees who recently completed training! Pictured clockwise are **Nathan Clark** (mechanic), **Evan Fyffe** (maintenance supervisor), **Jerry Houghton** (operator), and **Doug Edwards**. **Edwards** has also been selected as our newest Transportation Supervisor.

MEN'S BASKETBALL TEAM

Several Lextran employees have been participating in the YMCA men's basketball league on Sundays. The team is having a great time staying active while also enjoying some camaraderie on the court. For those who wish to attend and support the team, games are played at the High Street YMCA between 4pm and 7pm every Sunday. The March 1st game will be at 7pm.



WELCOME TO MAINTENANCE!

Terry Cunningham (right) has joined Lextran full time as the newest Maintenance Service Worker. Terry previously worked as a part-time operator. He has already proven himself to be a great addition to the maintenance staff!



CUSTOMER SERVICE TRAINING



Last month, Bill Parsons (above) led several sessions of the new Customer Service training series for employees.

Key Performance Indicators

	Jan-15
Ridership	327,780
On-time Performance	89%
Cost per Passenger	\$4.63
Preventable Accidents	1
Complaints per 100,000 passengers	7
Customer service center "grade of service"	83%

February is Black History Month

In accordance with Black History, we often wonder how much do we really know about the people who helped to build America? **Denise McAdoo** and 13-year-old granddaughter Leilani compiled a list of prominent African-American inventors and scientists. They discovered 112 African American inventors and scientists who have created practical everyday devices and coined applications and scientific discoveries in diverse fields, including physics, biology, math, medical, nuclear, and space sciences. Here are three of those very important historical figures:



Dr. Carter G. Woodson (left) was the second African American to earn a doctorate in the nation. He launched Negro History Week in 1926 which later evolved into Black History Month.

Alexander Miles (right) improved the method of the opening and closing of elevator doors and the efficiency of the elevator shaft by inventing an automatic mechanism that closed. Prior to his invention, people had to manually close the elevator shaft resulting in many accidents.



Dr. Shirley Jackson (left) utilized her knowledge of theoretical physics to make advances in telecommunications. She invented the portable fax, touch tone telephone, solar cell, and the fiber optic cables used to provide clarity in overseas telephone calls. She also became the first African American woman to receive a Ph.D from MIT.

NOTES FROM YOUR GENERAL MANAGER...

I wanted to thank everyone who was able to stop by or join me last month at the employee meetings. It was great to meet more of you and to hear more about the day to day work that you do. Everyone at Lextran plays an important role as we work as a team to provide excellent transit service in Lexington. We will always face challenges and I ask that we all support each other as we come up with solutions. The Management team will look into these topics over the next few months. Here are some of the top issues/topics heard over the course of the meetings:

- New Headquarters – Expected move-in date is April 2016. We will continue to update you on the project over the next year.
- Suggestions on all sorts of topics: Road Training, Temporary Bus Stop Signs, Spot Free Rinse, Woodhill routes, trolley routes, Richmond Road route, more training for computers and equipment.
- Uniforms: Requests for winter hoodies, more formal uniforms, a different vendor, and other ways to pay for Uniforms.
- Union Contract, Pay raises and Health Insurance
- Fleet and Vehicle Needs – Communications between Operators and Mechanics, bouncy rides, cleanliness of driver's area on-board vehicles, new bus replacement schedule
- Communications between Supervisors and Operators - waiting for transfers at the Transit Center, Calls for '10-39', support for unruly, disruptive passengers
- Low morale and worries about retaliation and losing your job
- Employee appreciation, like gift cards or getting paychecks deposited earlier, and other ways to support families
- Smoking policy on property



Carrie Butler
General Manager

Lastly, I just want to say how impressed and proud I felt over the last couple weeks watching our team deal with such extreme weather conditions. In a really stressful time, you guys shined. The week of February 16 we provided transportation to more than 27,000 passengers and received 5,000 phone calls. Thank you for taking it all in stride and helping ensure our passengers had correct information and a safe ride to their destination. That is what it is all about!