



**Division 2  
Crossroads Depot**

**Focus on  
Customer Service**

**Presented By: Diane Frazier,  
Division 2 Transportation Manager**

# Division 2 Statistics

- Manager
- Two Assistant Managers
- 91 Part-Time Operators
- 299 Full-Time Operators
- Nine Transit Operation Supervisors
- Stenographer
- 160 Daily assignment
- 144 Saturday assignments
- 113 Sunday assignments

# Operating Resources



- The Administration Team evaluates operator resources for next day.
- Mark-up fills open assignments and schedules report operators for unexpected vacancies.

# Operating Resources

- The Window TOS monitors operator assignments
- Fills unforeseen vacancies that occur throughout the day



# Customer Complaint Reduction

- Commendation Certificate
- Customer Complaint Investigation
- Interviewing of operator
- World Class Customer Service Class
  - Certificate of Completion
- Line rides
- Undercover observations

# In Service On Time Performance

- Posting of Division Performance Data
- Interest Based Problem Solving
  - Bi-weekly review of operators that run ahead of schedule
- Daily Meeting with Maintenance Manager
- Interview of Operators
  - Progressive discipline



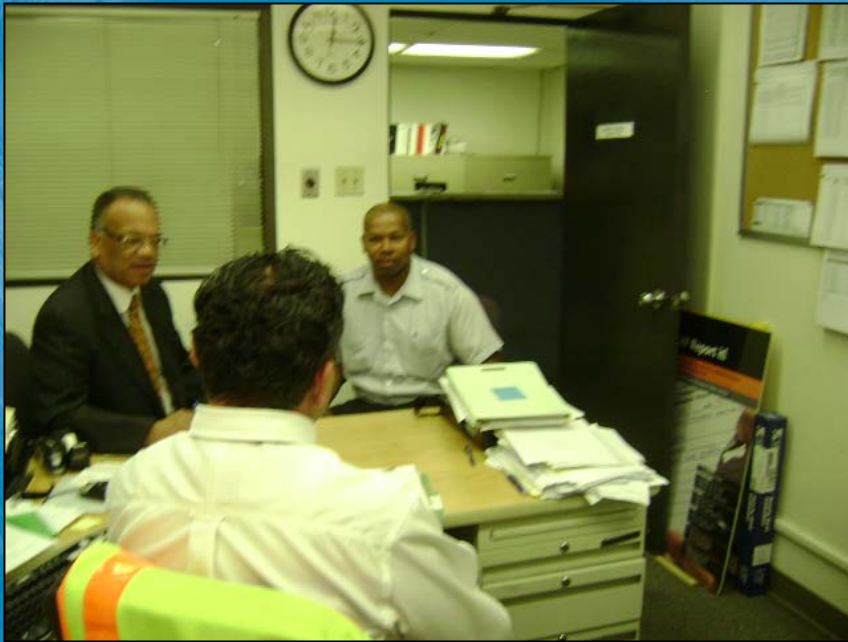
# Instruction Department Team

- Andrew Carrasco, Assistant Manager
- Purvis Johnson, TOS
- Kenny Jones, TOS
- Juan Petla, TOS
- Patricia Ragan, TOS



# First Level Accident Review Board

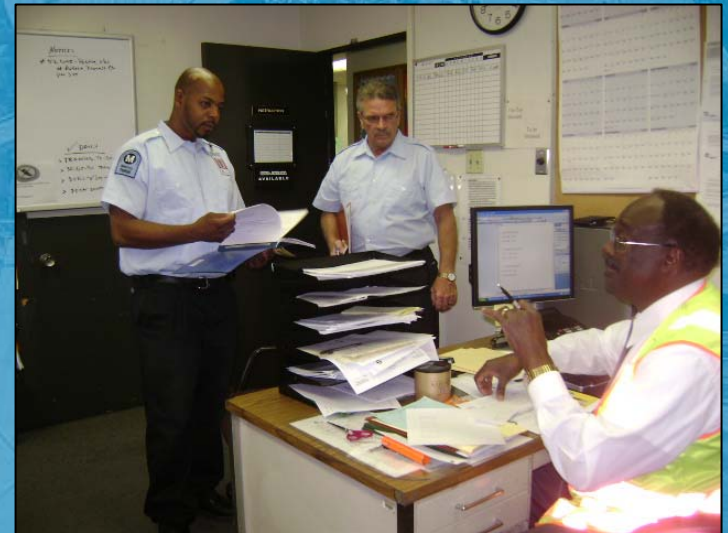
- Manager or Assistant Manager
- Line Instructor Mentor
- Transit Operation Supervisor
- Bus Operators
- Union Representative





# New Employee Orientation

- Yard Operation
- Mechanical defects
  - Minor
  - Major
- Employee Safety Awareness



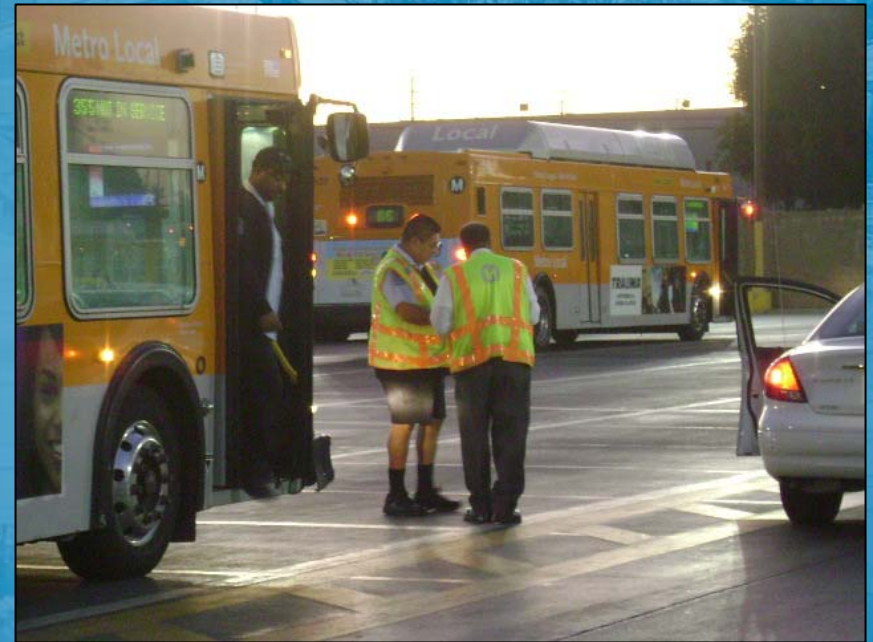
# Information/Rap Sessions

- ADA Compliance
- Safety
- In Service On Time Performance
- Customer Complaints
- Scheduled Ops and Cops Meetings



# Yard Management

- To ensure On time pullouts
- Maintenance Team
- In Service On Time Performance
- Customer Complaints



# “We Care... Gateway Cities Sector Team” Have a safe day!

