



Date: June 26, 2006
 Committee Meeting Date: _____
 Board Meeting Date: August 3, 2006
 ACTION X DISCUSSION _____ INF X

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
 Board of Directors

THROUGH: Michael T. Burns
 General Manager *Michael T. Burns*

FROM: *Bill Lopez*
 Bill Lopez
 Chief Administrative Officer

SUBJECT: Employees of the Month for July 2006

RECOMMENDATION:

Recognize Carolyn Ferguson, Information Systems Analyst II, River Oaks Administration; Robert Kiesser, Coach Operator, Cerone Division Operations; Malcolm Washington, Facility Worker, Light Rail Maintenance as our Employees of the Month for July 2006.

BACKGROUND:

Carolyn Ferguson, an Information Systems Analyst II, is July's Administrative Employee of the Month. With almost six years of service to VTA, Carolyn is known as a dependable and reliable worker. As a Help Desk Analyst, Carolyn is very knowledgeable in her area of work. She maintains a very high closure rate for Help Desk problem calls. Carolyn assisted in the upgrading of Help Desk software and serves as the main lead on the implementation of various modules of the software. Carolyn is courteous, professional and consistently helpful in resolving problems and providing exceptional customer service to her internal computer clients. Congratulations to Carolyn Ferguson, Administrative Employee of the Month for July!

Robert Kiesser, Cerone Coach Operator, is this month's Operations' award winner. With over twenty years of service, Robert is well-respected by VTA customers and co-workers. Known for his friendly, helpful attitude, Robert serves as an excellent role model for other employees. He is noted for his exceptional customer service and ability to respond to riders to enable them to reach

their destinations. Robert does not hesitate to wait for customers running to catch his bus, and is not shy in extending a pleasant greeting to all who board his bus. Robert has an excellent attendance record and good attitude. Congratulations to Robert Kiesser, Operations Employee of the Month for July!

Malcolm Washington, a Light Rail Maintenance Facility Worker, is this month's Maintenance Employee of the Month. Serving VTA proudly for nearly six years, Malcolm is known as a team player with high initiative in getting the job done. Malcolm is a valued employee with an excellent attendance record. He works well with co-workers and always has a positive attitude. Malcolm is highly respected by his co-workers for his attention to detail and desire to ensure that assignments are completed on time. Congratulations to Malcolm Washington, Maintenance Employee of the Month for July!

Prepared by: Carolyn Grattan Eichin, Employee Relations Department