



Date: March 26, 2007
 Committee Meeting Date: N/A
 Board Meeting Date: April 5, 2007
 ACTION X DISCUSSION INF

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
 Board of Directors

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

FROM: Bill Lopez *Bill Lopez*
 Chief Administrative Officer

SUBJECT: Employees of the Month for April 2007

RECOMMENDATION:

Recognize Mary Lawrence, Accountant Assistant, River Oaks Administration; Jeanette Allen, Coach Operator, Cerone Operations; and Concepcion "Charlie" Huerta, Substation Maintainer, Way, Power & Signal Maintenance, as Employees of the Month for April 2007, and Cathy Hendrix, Senior Management Analyst, Protective Services, River Oaks, as Supervisor of the Quarter for the second quarter of 2007.

BACKGROUND:

Mary Lawrence, an Accountant Assistant in the Fiscal Resources Disbursement Department at River Oaks, is April's Administration Employee of the Month. An employee since 2001, Mary handles the processing of invoices from vendors who assist VTA in providing Paratransit and Shuttle services. Her diligence and professionalism complement her thorough knowledge of VTA policies and procedures, enabling her to approach her duties with high performance standards. Managers and employees in other departments have noted Mary's accurate and timely work that is only exceeded by her excellent customer service to both VTA employees and vendors. Congratulations to Mary Lawrence, Administration Employee of the Month for April!

Jeanette Allen, Cerone Division Coach Operator, is this month's Operations Award winner. Jeanette has been an employee of VTA since 1980, and is known for her sincere concern for passenger safety and well-being as illustrated by her Million Mile Award for safe driving. Jeanette has received numerous customer compliments throughout her career, all of which exemplify her positive attitude and friendly demeanor. VTA's customers have described Jeanette as "kind and helpful to all her passengers. She is especially patient and helpful to people with disabilities and is an exceptional operator who displays gracious hospitality." Jeanette is also well regarded by her peers, who believe she helps make VTA a better place to work. Congratulations to Jeanette Allen, April's Operations Employee of the Month!

Concepcion "Charlie" Huerta, Substation Maintainer at Guadalupe Way Power & Signal, is our Maintenance Employee of the Month for April. Charlie has twenty-four years of service with VTA. He started out as an Electro-Mechanic for Light Rail and became a Substation Maintainer in 2004. Charlie is known for his dedication and high level of attention to detail, solving problems before they become crises. Other departments often seek him out as a high voltage subject matter expert. A reliable and safety-conscious employee who performs his work with minimal supervision, Charlie is a role model for new and seasoned employees alike. Described by coworkers as a quiet person who gives credit to others without calling attention to his own accomplishments, Charlie creates a positive work environment for those around him. Congratulations to Concepcion "Charlie" Huerta, Maintenance Employee of the Month for April!

Cathy Hendrix, Senior Management Analyst in Protective Services at River Oaks, is Supervisor of the Quarter for the second quarter of 2007. Cathy started her career with VTA over 14 years ago, and is an exceptional supervisor and leader to her staff. She has served VTA in many capacities, including Personnel and Benefits, Transportation Administration, and her current assignment in Protective Services. Cathy played a crucial role in helping VTA obtain a sizeable grant from the U.S. Department of Homeland Security. The grant helps to enhance security and safety for VTA's customers and employees by the installation of security cameras on light rail vehicles, and the placement of Closed Circuit TV Video-on-Demand at selected light rail and bus facilities. Cathy is highly respected for her ability to manage emergencies and for providing sound advice to her staff on stabilizing critical situations. She is definitely an asset to her team and to VTA, upholding the organization's values of great customer relations while ensuring the safety and security of both employees and customers. Congratulations to Cathy Hendrix, Supervisor of the Quarter!

Prepared by: Mitsuno Baurmeister, Employee Relations Department