

Date: October 24, 2007Committee Meeting Date: N/ABoard Meeting Date: November 1, 2007**BOARD MEMORANDUM**ACTION  X  DISCUSSION   INF  

**TO:** Santa Clara Valley Transportation Authority  
Board of Directors

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

**FROM:** Bill Lopez  
Chief Administrative Officer

**SUBJECT:** Employees of the Month for October 2007 and Supervisor of the Quarter

**RECOMMENDATION:**

Recognize Joyce Stewart-Cook, Buyer Assistant, River Oaks Administration; Sherry Cruz, Coach Operator, Cerone Operations; and Sarah Ann Keating, Service Worker, Chaboya Maintenance, as Employees of the Month for October 2007; and Diann Cosgrove, Transportation Supervisor, Guadalupe Division, as Supervisor of the Quarter for the fourth quarter of 2007.

**BACKGROUND:**

Joyce Stewart-Cook, Buyer Assistant in the Fiscal Resources Division at River Oaks, is the Administration award winner for October. Joyce has been with VTA for over 9 years, and is known by her peers as a helpful and thoughtful co-worker. Recently, Joyce's efforts were instrumental in obtaining a substantial class action award for VTA from a prominent software company. Joyce painstakingly sifted through five years of archived invoices in order to submit a valid claim. Her diligence paid off when VTA received the award of over \$125,000 in credit toward future software purchases. With her caring attitude and excellent attention to detail, Joyce creates a positive work environment and helps make VTA a better place to work. Congratulations to Joyce Stewart-Cook, Administration Employee of the Month for October!

Sherry Cruz, Cerone Division Coach Operator, is this month's Operations award winner. Sherry has been with VTA since 1998 and performs her job with high standards. Sherry has received several customer compliments noting her pleasant demeanor and courteous service to passengers.

Recognized by her supervisors for her professionalism and willingness to help out when needed, Sherry serves as an excellent role model for her fellow Coach Operators. By making her passengers' needs a priority, Sherry upholds VTA's commitment to superior customer service, and is very deserving of this award. Congratulations to Sherry Cruz, Operations Employee of the Month for October!

Sara Ann Keating, Service Worker at Chaboya Division, is our Maintenance Employee of the Month for October. Sara has nearly 25 years of service with VTA. She prepares the buses with supplies and cleaning touch-ups to ensure that VTA bus operators are able to pull out and start their routes promptly at 4:00 a.m. Known by her co-workers as a person who treats everyone with respect and is always willing to help when needed, Sara is a definite asset to the Chaboya Maintenance department. Her attention to detail and "can-do" attitude make Sara an outstanding and worthy recipient. Congratulations to Sara Ann Keating, Maintenance Employee of the Month for October!

Diann Cosgrove, Transportation Supervisor assigned to the Operations Control Center (OCC) at the Guadalupe Division, is Supervisor of the Quarter for the fourth quarter of 2007. Diann started with VTA in 1990, first as a Coach Operator, then as a Light Rail Operator, giving her a broader perspective in her current assignment as Transportation Supervisor. Noted by her management as being hard-working and dedicated, Diann is always looking for ways to streamline and improve work processes. In her current position, Diann supervises VTA Light Rail Operators, giving them the direction and leadership required to help them to perform their jobs. In addition to her supervisory duties, Diann is in charge of the light rail power grid, ensuring that VTA's electrification systems remain energized and safe. Diann is known for creating a cohesive, motivated and highly efficient unit serving a critical function within VTA. Positive about her job, Diann is always willing to help co-workers and subordinates with a friendly cooperative demeanor. Diann is clearly an asset to her Division as well as to VTA. Congratulations to Diann Cosgrove, Supervisor of the Quarter!

Prepared by: Mitsuno Baurmeister, Employee Relations Department