

Date: \_\_\_\_\_ January 16, 2008

Committee Meeting Date: \_\_\_\_\_ N/A

Board Meeting Date: \_\_\_\_\_ February 7, 2008

**BOARD MEMORANDUM**

**ACTION ITEM**

**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 February 2008 and Supervisor of the Quarter

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**RECOMMENDATION:**

Recognize Olga Perez, Office Specialist II, River Oaks Administration; Jasbir Bains, Coach Operator, North Division; and Gilbert Guevara, Facility Maintenance Worker, Guadalupe Division, as Employees of the Month for February 2008; and Stan Heffner, Survey Manager, Construction Division, as Supervisor of the Quarter for the first quarter of 2008.

**BACKGROUND:**

Olga Perez, Office Specialist II in the Warranty and Quality Assurance Department at River Oaks, is the Administration Award Winner for February. Olga has over 24 years of service with VTA. She is known by her coworkers for providing an exceptional level of service to her internal and external customers. Olga's management notes that she has made significant improvements on the warranty database system to increase the efficiency and effectiveness of claims processing and claim status reports. Olga is a valued member of the Warranty and Quality Assurance group in view of her extensive system knowledge, ability to multi-task, and her effective communication skills. Olga's ready smile, positive attitude and willingness to assist others help make VTA a better place to work. Congratulations to Olga Perez, Administration Employee of the Month for February!

Jasbir Bains, North Division Coach Operator, is February's Operations Award Winner. Throughout his seven plus years at VTA, Jasbir has consistently met the high performance standards of his job. Jasbir has received positive customer comments for his kindness and patience, and his willingness to go out of his way to help passengers. In addition to his Coach Operator duties, Jasbir serves as a Line Instructor for the Bus Technical Training unit, and enjoys "giving back" by teaching new Operator trainees the skills for driving a bus and learning their routes. Recognized by his supervisors for displaying exceptional professionalism and the ability to remain calm in stressful situations, Jasbir sets a great example for his fellow employees. As a compassionate and caring Coach Operator, Jasbir upholds VTA's commitment to superior

customer service, and is very deserving of this award. Congratulations to Jasbir Bains, Operations Employee of the Month for February!

Gilbert Guevara, Facility Maintenance Worker at Guadalupe Division, is our Maintenance Employee of the Month for February. Gilbert has been with VTA since 2001. In his current assignment as a Facility Maintenance Worker, Gilbert performs building maintenance and landscaping for Guadalupe. Gilbert takes great pride in his work as well as his work location. For example, when the entrance to the facility needed attention, Gilbert took the initiative to clear away debris and weeds so that the VTA sign could be clearly seen, and the roses could bloom again. Noted by his supervisors as a well-respected employee who demonstrates initiative and an excellent work ethic, Gilbert is a positive role model to his fellow employees. Whether he is working independently or as a member of a team, Gilbert upholds VTA's standards of quality job performance. Congratulations to Gilbert Guevara, Maintenance Employee of the Month for February!

Stan Heffner, Survey Manager in the Construction Division, is Supervisor of the Quarter for the first quarter of 2008. Stan started with VTA in 1987. In his current position, Stan supervises VTA's mapping staff and survey consultants for the 2000 Measure A and 1996 Measure B Transit Improvement Programs, giving his staff the guidance and leadership required to help them perform their jobs effectively. He also manages the drawings completed by VTA's Computer Assisted Design & Drawing unit as well as the preparation of legal surveys for VTA property acquisition. Recognized by his Division leadership as a key member of the department, Stan brings value as an in-house registered land surveyor with a wealth of experience and solid people skills. Enthusiastic about his role in the organization, Stan is viewed by his staff as a fair and knowledgeable supervisor who creates a positive work environment for his team. Stan is clearly an asset to his Division as well as to VTA. Congratulations to Stan Heffner, Supervisor of the Quarter!

Prepared by: Mitsuno Baurmeister, Employee Relations Department