

Transit Employee Appreciation *Newsletter*



Customer Service – Administration

Jacqui W.

In 2014 when Jacqui saw that there was a part-time Customer Service position with the city, she knew she had to apply! Especially when she had a few family members working there (shoutout to Transit Operator Ed).

Now 12 years later, she's become a permanent full-time employee with Metro Transit. Jacqui enjoys helping people over the phone and working with her colleagues. She has learned so much about the city while working here. One time while working at the front office, she unexpectedly met a new family member! After asking a few questions, it turned out that this person was a cousin of her grandmother and they now stay in touch. When Jacqui is not at work, she likes to spend time with her grandchildren, volunteering by cooking two meals a week for the Men's Shelter, and going to church. She also is part of the Metro Social Committee and likes volunteering for events here and bringing employees together.

Thank you for everything that you do Jacqui, we appreciate you!



Kathy E.

Kathy is a Customer Service Representative at Metro and she has been here for 27 years. She previously held secretary positions (some for high level executives) and enjoyed that line of work very much. Providing great customer service is Kathy's greatest strength and she wanted to do more of that. When she saw that Metro was hiring in their Customer Service department, she knew she had to apply! She's been helping customers over the phone and providing accurate information ever since. Whether it's questions about when the next bus arrives, scheduling rides for Paratransit riders, or giving new bus riders route directions - Kathy is there for you! She enjoys the friendships she's made with customers, especially with a few Paratransit riders who she has known for many years. When Kathy is not at work, she likes to keep herself busy with crochet projects and cooking!

Thanks for all the amazing work that you do Kathy!



Operations

Dustin F.

Say hello to Transit Operator Dustin! Before joining Metro Transit in 2023, he worked at a local U-Haul and admitted he was interested and wanted to apply for an Operator position. It wasn't until (now retired) Operator/Instructor Dave Schroeder stopped one day at U-Haul to rent a truck and encouraged Dustin to apply. He is grateful for the extra push from Dave, because he has enjoyed his time here at Metro! After his first year on the job, Dustin had the opportunity to tag along with newer Operators while they get familiar with routes and help them answer questions or give tips. Dustin works on the extraboard, which means that he gets a different schedule/route every day and enjoys the variety. Having worked in mostly customer service, it's been easy and enjoyable to help customers along the way. When Dustin is not working, he likes to be outdoors - fishing, hiking, cooking, and traveling. He also loves to spend some quality time with his two nephews.

Thank you, Dustin, for all the awesome work you do!



Lori W.

Meet Transit Operator Lori! She has been part of the Metro team for four years now, and gives thanks to her uncle, (retired Transit Operator and Driver Instructor) Clinton Boone, for encouraging her to apply. One of the things that she enjoys about her job is the routine she creates, gets to be out and about in the city and having fun conversations with little kids who are riding with their parent/guardian and seeing how excited they are to ride the bus. There is a good feeling knowing that when you are an Operator, you are keeping the city moving and helping people get to where they need to go. When Lori is not at work, she likes to listen to music, watch a good movie, and read! Some of her favorite authors are James Patterson, John Grisham and Patricia Cornwell. She also likes to play video games and hang out with friends.



Thank you for all the great work that you do, Lori!

Nicky B.

Nicky joined Metro Transit as an Operator two years ago and has enjoyed her time here. She was looking for a better opportunity from her previous job in Recycling Management, and it didn't take much convincing to apply at Metro! She already knew some people who worked at Metro, heard of good benefits with the city, and it has been a laid-back job so far. Some of the enjoyable perks of her job include picking her own schedule, overtime, having opportunities to grow your career, and getting to know your regulars on the bus. She also enjoys working with great people here. When Nicky is not working, she likes to spend time with her friends and family, help coordinate events with the Metro Social Committee as President, and check out new restaurants.



We appreciate you Nicky, and thank you for all that you do!



Thank You Everyone!