Behind The Wheel

RFTA'S INTERNAL NEWSLETTER

SPRING 2024

MEMO

RFTA
ROARING FORK TRANSPORTATION AUTHORITY

As many of you are aware, Dan Blankenship has announced his retirement scheduled towards the end of 2024. We want to keep you informed about the latest developments regarding this transition.

Following an internal recruitment process, the RFTA Board of Directors is excited to announce the selection of Kurt Ravenschlag as the finalist for the Chief Executive Officer (CEO) position. Kurt has been an integral part of RFTA, serving as the Chief Operating Officer since January 2018.

Throughout his time here, Kurt's leadership has been pivotal in overseeing Bus Operations, Paratransit, Vehicle Maintenance, Human Resources, Safety and Training, Facilities, Special Projects, and the strategic execution of our substantial $250 million capital improvement plan.

Before joining RFTA, Kurt served as the General Manager of Transfort, contributing significantly to the development and implementation of critical transit projects, notably the MAX Bus Rapid Transit system, and developing the strategic transit plan for Fort Collins, Colorado.

With over two decades of experience in both public and private sectors of the transit industry and a background serving in the United States Marine Corps, Kurt brings a wealth of expertise in planning, implementing, and managing transit systems.

Beyond his professional achievements, Kurt is devoted to raising his three children and enjoys all of what western Colorado has to offer.

Expressing his gratitude, Kurt mentioned, "I am honored by the opportunity to be considered for the CEO position at RFTA. Under Dan Blankenship's leadership, we have achieved remarkable successes, and I look forward to continuing that tradition. This upcoming year presents a valuable opportunity to learn from Dan and collaborate closely, ensuring a seamless transition as we move RFTA into the future. I'm eager to embrace this chance to learn and lead, ensuring RFTA's continued success in serving our communities."

Kurt will become the RFTA CEO in September 2024, collaborating closely with Dan to ensure a smooth transition. Dan has endorsed Kurt's selection, expressing full confidence in his ability to lead RFTA into the future. Dan is expected to remain employed by RFTA until the end of 2024, serving in a supporting role.

We want to assure you that RFTA remains committed to a transparent and thorough selection process. According to statutory guidelines, the finalist for the CEO position must be made public at least fourteen days prior to any formal appointment or employment offer. While we are excited about our finalist's potential, we will await the expiration of this mandatory notice period. Please join us in supporting Kurt and Dan as they prepare for this transition. We are confident and excited about the future of RFTA. Thank you for your dedication and contributions as we move through this process. We will keep you updated as we progress through this transition.

Thank you,

Jeanne McQueeney
Chair, RFTA Board of Directors

Kurt Ravenschlag

Service Awards

Driver of the Year Winner	Nigel Brett
NEW Driver of the Year Winner	Joseph St. Vincent
Vehicle Maintenance Employee of the Year Winner	Trent Smith
Vehicle Maintenance NEW Employee of the Year Winner	William Engelmann
Administration Employee of the Year Winner	Robin Glenn
CEO Outstanding Performer Winner	David Carle
Team of the Year Winner	Thomas Auestad
Team of the Year Winner	Danny Knight
Team of the Year Winner: Vehicle Maintenance	Andrew Husfloen
Team of the Year Winner	Jose Salguero Jr.
Team of the Year Winner	Trent Smith
Team of the Year Winner	Joe Paradise
Team of the Year Winner	Seth Salisbury
RFTA Award of Excellence	Dan Blankenship

2024 CHANGES FROM THE INSIDE

Starting off this new year, RFTA made a few internal changes to allow more leverage for growth.

Communications is now included with the **CEO department** rather than under Planning. Their functions and responsibilities are the same as previous.

About the Communications Team

RFTA's Communications Team works to effectively and accurately communicate relevant news, information and achievements of RFTA. They support the RFTA Board of Directors, executive leaders and staff in communication efforts, crisis communications, service changes, building connections with community members and organizations, and work to further the image and identity of RFTA among internal and external audiences.

Members & Roles

Jamie Tatsuno - *Communications Manager*
Jamie leads the charge with internal and external communications at RFTA. She plans, organizes, and manages the activities of the department, performing community/public/customer information related work. Her responsibilities include managing the RFTA website and HUB Intranet, enforcing the RFTA brand, social media engagement, developing content for public/rider messages, managing media relations, and connecting with the community. Jamie regularly communicates with and provides support to RFTA's staff, the public, and subcontractors regarding all communication, customer information, web and creative work.

Joni Christenson - *Communications Specialist*
Joni supports the team with all duties related to RFTA communications, internally and externally: print & digital graphic design, HUB & website support, brand identity, social media content creation, and more.

Yazmin Carlson - *Creative Communications Associate*
Yazmin supports the team with internal and external communications at RFTA. Her responsibilities include creative work in graphic design (digital and print), translating, and photography. She also supports in managing the RFTA website, HUB Intranet, RFTA TV and social media.

EVOLUTION OF RFTA'S TECHNOLOGY DEPARTMENT

The RFTA traditional Information Technology (IT) Department is undergoing a transformative shift towards a more dynamic and forward-thinking Technology Department. Facing challenges such as silos, a reactive approach, and limited alignment with business goals, RFTA recognizes the need for change. Here's the roadmap moving forward for the RFTA Technology Department:

Strategic Alignment:

- Aligning technology goals with broader business strategy to drive innovation and efficiency.

- Actively contributing to organizational objectives rather than just merely maintaining systems.

Cross-Functional Collaboration:

Breaking down silos by fostering collaboration across departments like Vehicle Maintenance, Operations, Facilities, HR, and Administration to foster creativity and problem solving.

Expanded Roles:

The technology department will encompass functions beyond traditional IT, including Intelligent Transit Systems (ITS), Digital Transformation, Data Science and Analytics, Cloud Adoption and Management, Cybersecurity, and Innovation.

Agility and Adaptability:

The technology department will embrace agility. It will respond swiftly to market changes, technological advancements and user needs. It will anticipate challenges, and proactively seeking solutions rather than awaiting problems to arise.

Cultural Shift:

- The shift isn't just structural; it's cultural. The technology department fosters a growth mindset, encouraging continuous learning and experimentation.

- It will collaborate with other departments to emphasize shared goals rather than isolated functions.

This transformation signifies more than a mere name change; it represents RFTA's commitment to staying ahead in a digital world.

Trails and Corridor Is Now Its Own Department

Breaking Out of Facilities:
We are excited to announce a significant development within RFTA that aligns with our mission statement of Connecting our Region with Transit and Trails. Effective January 2024, a new department dedicated solely to the management and oversight of the Rio Grande Trail Corridor has been established. This new department is called the Railroad Corridor and Trails Department.

Background:
In 2018, RFTA staff updated the Access Control Plan (ACP) to strengthen the protection and management of the RFTA Railroad Corridor. Subsequently, we developed a comprehensive Land Use Review process for entities seeking to utilize the corridor, including utility companies and member jurisdictions. While the 2018 ACP underwent minor updates in 2023, the Railroad Corridor and Trails Department's focus now turns to the crucial task of updating the 2005 Recreational Trails Plan to finalize a comprehensive plan managing all aspects of the railroad corridor.

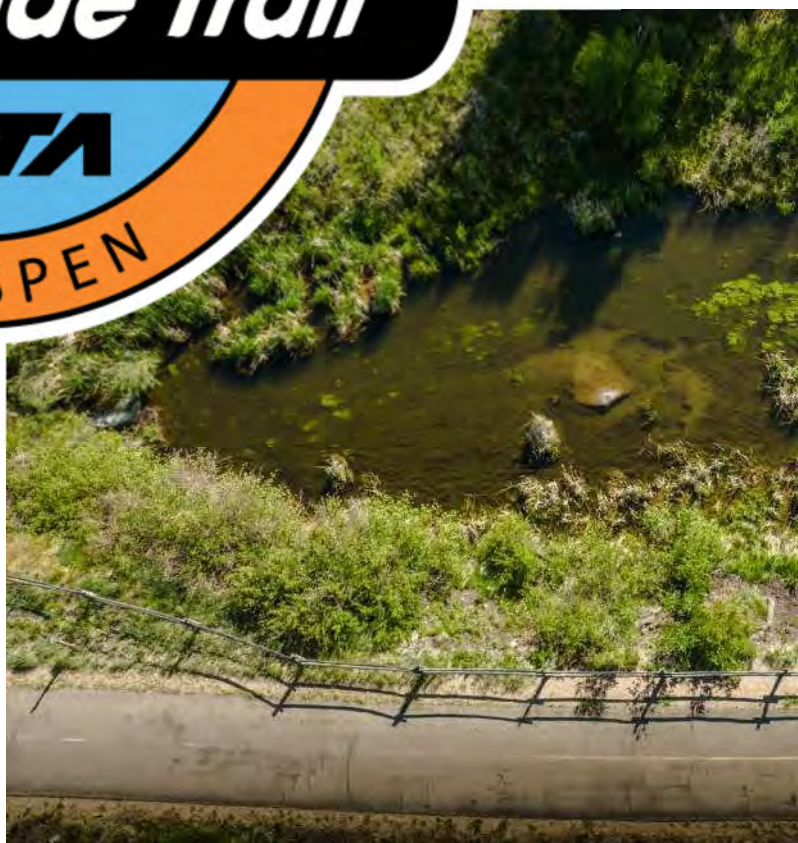
The Need for a Dedicated Department:
Until this year, the staff had been splitting time between managing the Facilities Department and the Railroad Corridor and Trails tasks. However, due to the potential growth in the corridor's usage, there is a demand for more consistent and direct management and oversight. The increased workload necessitates a dedicated team to handle applications, proposed uses, and extensive encroachment clean-up. Consequently, RFTA leadership recognized the need to separate the Rio Grande Corridor from the Facilities Department and organize it into its own department. This decision was part of a strategic initiative aimed at breaking off trails and railroad corridor activities from facilities to provide the autonomy required to focus on these services and assets.

The RFTA Railroad Corridor is a valuable asset for our region's transportation needs. As our communities grow, the Rio Grande Trail corridor plays a vital role in addressing transit opportunities between communities and connecting to larger transportation networks. By owning the right-of-way outright, RFTA has the opportunity to explore dedicated lane systems, including buses and e-bikes, while preserving the Rio Grande Trail as a scenic rail-to-trail system.

Moving forward, Angela Henderson, as the newly appointed director of the Railroad Corridor and Trails Department, will dedicate her efforts to safeguarding and enhancing this invaluable asset. Her team will actively engage in educating RFTA, member jurisdictions, non-member jurisdictions, and the public at large about the long-term intended use of the corridor for transit, including maintaining and expanding the Rio Grande Trail.

This strategic move aims to bolster RFTA's ability to effectively manage and protect the Railroad Corridor. Angela Henderson's journey with RFTA began in 2007, initially assisting the Facility Director with Facility and Trails tasks and supporting the RFTA attorney in managing the railroad corridor. Following the untimely passing of the attorney, Renee Black, in the summer of 2007, Angela took on the responsibility of learning about and managing the railroad corridor independently.

Over the years, Angela immersed herself in researching railbanking and related laws, studying various railbanked corridors, seeking legal opinions, and developing a profound understanding of the asset's significance. Her knowledge and passion equip her to educate others on the importance of safeguarding the asset for its current and future multi-modal use. Angela eagerly anticipates focusing solely on this crucial asset and collaborating with the jurisdictions RFTA serves to maximize its regional benefits while preserving and expanding the Rio Grande Trail.



Welcome Aboard

Drivers

Matthew Beasley
Carlee Bell
Ashton Carrasco
Mark Cross
Garrett Ennis (rehire)
Caroline Estel
Noris Garcia
Don Henry
Jeri Henry
Zach Hinojosa
Alberto Jacinto (rehire)
Hedi Khebou
Aaron Lockett
Sara Penneman
Scott Perez
Christopher Saari
Brandon Sheaffer
Amy Strenzinski

Gelvin Alvarado

Vehicle Maintenance
CDL Service Worker

Karen Bastidas

Finance
Accounts Payable

Louis Dimmit

I.T.
Senior Software Engineer

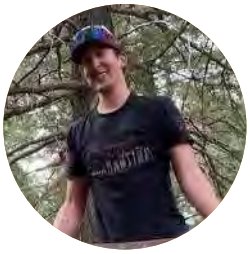
Phillip Myers

Facilities
Project Manager

Bisi Costanzo - Senior Generalist (HR)

About 7 months ago, I moved to Colorado from the great state of Texas (Lone Star chic here!). My HR career started many years ago. A switch to education occurred when I moved to Texas. The classroom teacher role was done for 7 years.

I just had to switch back to HR about a year ago because I missed it, and this is where I thrive the most. I am excited to continue my career at RFTA and see what the future holds for me, in this part of Colorado and the organization as a whole.



Colton Cruz - Transit Mechanic (Vehicle Maintenance)

My name is Cruz - I'm 25, I live in Glenwood Springs with my girlfriend and 7yo son. I've lived here for two years. I came from Wagner Cat in Carbondale.

Kyle Eckes - Project Manajer (Facilities)

Hello! I'm Kyle Eckes—pronounced "X" like the letter. Originally hailing from Maryland just outside Washington DC. I proudly support DC sports teams, though I am coming around to the Colorado teams. With a background in Geographic Information Systems (GIS), and Project Management I have a wealth of experience for my new role here as a project manager.

I have been in Colorado for over 10 years now, first in Durango and then Meeker. For the past six years, I've called the valley home, previously working with the Town of Snowmass Village. Beyond my professional endeavors, I'm deeply involved in the local community as the president and a coach for the Maroon Belles Volleyball Club, nurturing young talent and fostering a love for the sport.

During winter weekends, you'll often find me on the sidelines of volleyball tournaments across the country or carving through local powder on the ski slopes. As the weather warms, my family and I embark on camping adventures to remote and rugged destinations. I'm also a HAM, KF0LCS.

I'm thrilled to be joining RFTA's team as a Project Manager, eager to bring my skills and enthusiasm to the table. I look forward to contributing to the success of the team and making a positive impact in the RFTA community.

David Glenn - Revenue Clerk I (Finance)

Hi, I'm retired from the Navy. My lovely wife Terri (who works here at RFTA) and I have been married going on 29 years. I enjoy riding my motorcycle and spending time with family. It's great to be here with all you good people. Looking forward to meeting you all.

Amber Kennedy - Trails (Seasonal)

Seasonal Trails and Corridor Technician Amber Kennedy is a student in Ecosystem Sciences at Colorado Mountain College in Spring Valley. She participates as a volunteer in the Heritage Fruit Tree Project of the Roaring Fork Valley, which focuses on mapping heritage cultivars, genetic analysis, pruning, propagating, and harvesting.

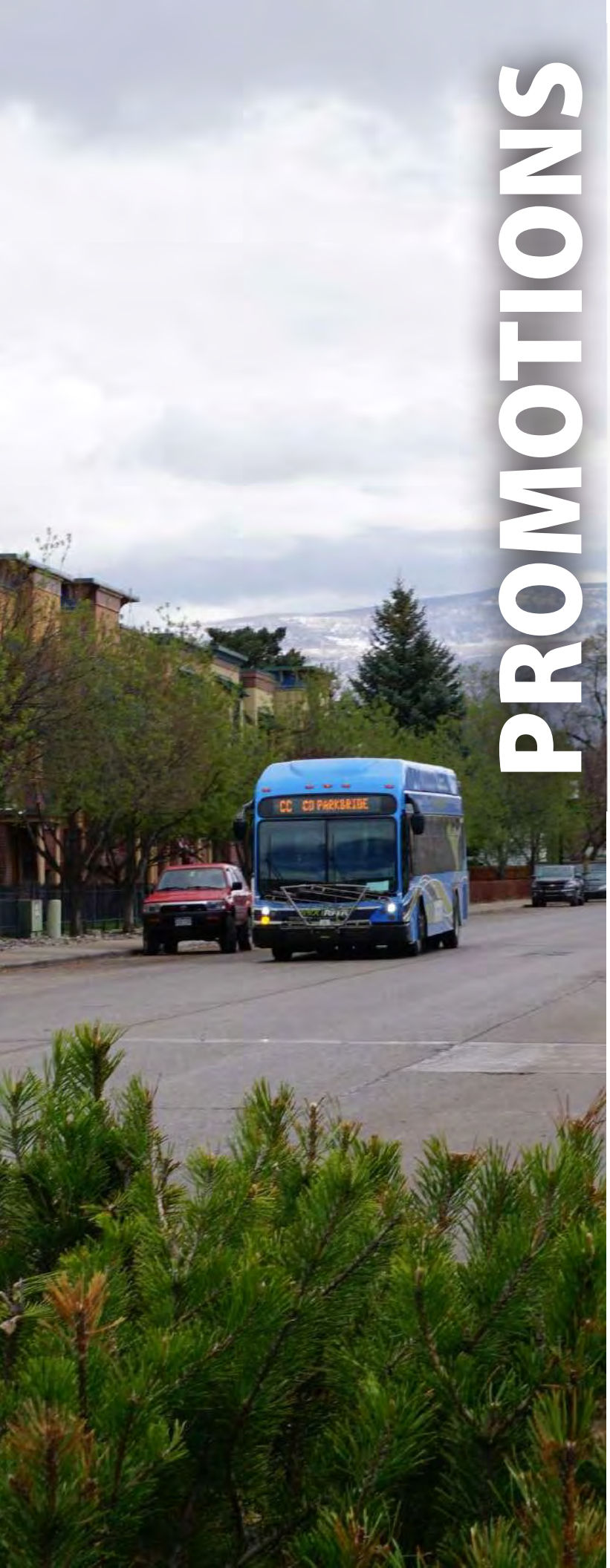
With skills in GIS and other mapping software applications, Amber plans to customize an easy to use, mobile-friendly interactive map to help the team identify key locations along the trail and corridor for better navigation and project management. Her experience in construction and landscaping has given her the hands-on skills needed for trail maintenance. And when she's not on the trail, Amber spends most of the summer out exploring our public lands, hanging out by the river, or working to build her own garden at home.

Joe Marshall - CDL Service Worker (Vehicle Maintenance)

Joe is a Colorado native, relocating here from Denver. He loves the weather here and cannot imagine living anywhere else. As a side job, Joe is a video editor for YouTube. He was watching a few videos; liked one he saw, but realized it could have been presented better. He contacted that person and asked if he could edit it. The result was a part time job. Joe was asked what is one of the more unusual videos he's been asked to edit. He had a 20-year-old submit a video of him playing a video game – no sounds or talking. Joe turned it into an action-packed video gaming session. Joe is excited to work for RFTA and is looking forward to getting to know those on his team.

Jesse Smith - Trails (Seasonal)

Jesse is originally from Ontario then relocated to Upstate New York. He grew up in the woods, loved trees and even more so, enjoyed climbing them. He took a course of tree felling, and was hooked. This was the career path he was looking for. He studied environmental science and forestry. With a Forest Technology degree, he was now ready to begin doing what he loved. Jesse had his own business for a little while, working in "residential" trees. Then he moved on to working with state parks in Brooklyn, relocated to Colorado and worked with residential again, and eventually the Forestry department. During this, Jesse earned his I.S.A.. International Society of Arboriculture credential, which is the highest level offered. He is excited to work for RFTA because the trail in in his backyard, but more importantly, he wants to contribute to the community which he lives.



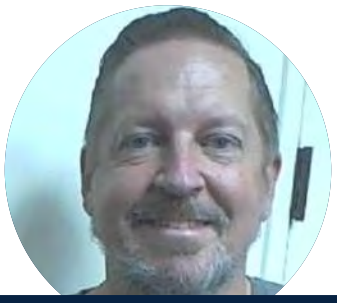
PROMOTIONS

Oscar Diaz

Promoted to Lead Mechanic. Oscar has been with RFTA since November 2021 and about a year ago, he was promoted to a Transit Mechanic.

Eric Duarte

Promoted to Lead Mechanic. Eric has been with RFTA since August 2020.



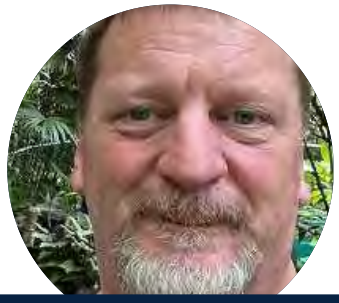
Andrew Haupert

Promoted to Facilities Supervisor for the Road crew.

PROMOTIONS

Angela Henderson

Promoted to the Director of the newly carved out department of Trails and Railroad Corridor. Her prior role was the Assistant Director of Facilities.



Matt Mullally

Promoted to the Application and Data Manager on the Information Technology Team. Matt has been with RFTA for close to 9 years as the Senior Software Engineer and has devoted his career to advancing cutting-edge IT solutions in both public and private sectors. For those that don't know Matt, outside of work, he indulges in hobbies such as ceramics, woodworking, and maintaining a fitness at the gym.

Who and Where is HR

The BEST way to contact HR is by email to:

hr@rfta.com

The HR department is located at 401 23rd Street Suite 207 in Glenwood Springs - the Valley Professional Building. This building is next to Alpine Bank on Grand Ave.

Erin Kemp

HR Director (Works Remotely)
ekemp@rfta.com | 384.4952

Bisi Costanzo

HR Generalist II - On-Boarding & Employee Relations
bcostanzo@rfta.com | 989.1150

Megan Faichney

Benefits Manager
mfaichney@rfta.com | 384.4878

Natalie Pimental Rosario

HR Assistant
nrosario@rfta.com | 384.4906

Terri Rider

HR Generalist I - Medical Leaves
trider@rfta.com | 384.4889

Stacy Summers

HR Generalist II - On-Boarding & Employee Relations
ssummers@rfta.com | 384.4854

Maria Vazquez

HR & Risk Management Manager - Worker Comp and Accidents
mvazquez@rfta.com | 384.4950

When you call one of us, please leave a voice message.
We can better respond when you leave your name and reason for calling.

BEHIND THE WHEEL

RFTA
ROARING FORK TRANSPORTATION AUTHORITY

RFTA BOARD

Pitkin County
Greg Poschman / Francie Jacober

Town of Basalt
Bill Kane / David Knight

City of Aspen
Torre / Sam Rose

Town of Carbondale
Colin Laird / Ben Bohmfalk

Eagle County
Jeanne McQueeney /
Kathy Chandler-Henry

City of Glenwood Springs
Shelley Kaup / Ingrid Wussow

Town of New Castle
Art Riddile / Brandy Copeland

Town of Snowmass Village
Alyssa Shenk / Bill Madsen

RFTA CEO
Dan Blankenship

RFTA COO
Kurt Ravenschlag

RFTA CFAO
Michael Yang

RFTA Human Resources & Communications

Erin Kemp
HR Director | 970.384.4952

Maria Vazquez
HR & Risk Management Manager | 970.384.4950

Megan Faichney
Benefits Manager | 970.384.4878

Terri Rider
HR Generalist I | 970.384.4889

Stacy Summers
HR Generalist II | 970.384.4854

Bisi Costanzo
HR Generalist II | 970.989.1150

Natalie Pimental Rosario
HR Assistant | 970.384.4906

Jamie Tatsuno
Communications Manager | 970.384.4864

Joni Christenson
Communications Specialist | 970.384.4871

Yazmin Carlson
Creative Communications Associate | 970.989.1184

401(a) no longer has the requirement of six months employment prior to being activated. RFTA now contributes immediately, beginning with the employee's first paycheck.

457 Matching into the 401 Began Pay Period 02/25/24 – 03/09/24

The 457(b) Retirement Matching program went into effect on March 15, 2024. 50% of your voluntary contribution to the 457(b) plan (up to 3% of wages) was successfully deposited to your 401(a) account, as previously announced. You may log into your 401(a) account through the Empower website and see the funds labeled as 457(b) matching funds.

Although the matching funds were deposited in accordance with the program, electronic paystubs initially uploaded to Doculivery did not list the matching amounts. We have updated your electronic paystubs and you should now be able to see them within Doculivery. These 457(b) matching funds are listed in the ***"Employer Paid Benefits"*** of your paystub:

Employer Paid Benefits
Description
401a Match
HSA
HDHp E1
Medicare
Retire
Alt FICA
SUTA

Do you know the difference between... **sleep needed to feel awake and sleep needed to be healthy?**

Sleep is important for good health. Studies show that not getting enough sleep or getting poor quality sleep on a regular basis increases the risk of having high blood pressure, heart disease, and other medical conditions.

It's possible to get just enough sleep to stay awake and alert during the day. Research from the National Institutes of Health shows that four key sleep factors are crucial to protect your health:

- **Good quality, uninterrupted sleep**
- **7-8 hours of sleep each night (adults)**
- **Regular bedtime and wake-up time every day**
- **Exposure to sunlight during the day**

Tips for **Getting a Good Night's Sleep**

Practice healthy habits during the day:

- Go to bed and wake up at the same time each day.
- Try to get at least 30 minutes of sunlight.
- Exercise regularly, but not within 2-3 hours before bedtime.
- Don't take naps after 3 p.m.
- Avoid caffeine and nicotine.
- Avoid alcoholic drinks before bed.
- Avoid large meals and drinks late at night.
- Avoid medicines that delay or disrupt your sleep, if possible.

Create a good sleeping environment:

- Have a comfortable mattress and pillow.
- Keep the room temperature cool.
- Avoid distractions such as noises, bright lights, clocks, TVs, and computers.

Take time to relax before going to bed:

- Read a book or listen to music, and turn off the TV and electronic devices.
- Take a hot bath, which will adjust your body temperature and help you relax.

If you are awake for more than **20 minutes**, get up and do something relaxing. If you continue to have trouble sleeping, **talk to your doctor about it**.

National Heart, Lung, and Blood Institute

THE heart TRUTH®

For more information, visit **www.nhlbi.nih.gov/sleep**.

RFTA Doesn't Want to Leave Us in the Dark

After the Basalt, Lake Christine fire in July 2018, RFTA, Holy Cross Energy, and Pitkin County have been working together to design a Microgrid system that would provide the AMF, Pitkin County Public Works, Pitkin County Airport Terminal, and the Pitkin County, Holy Cross offices with power in the event of a grid-wide power outage. The emergency power will come from a Pitkin County battery backup system charged by a solar array. During a power outage, the system would automatically create the microgrid system, and the four facilities would begin to run on the power stored in the battery. This first phase of the larger microgrid project will provide power to each facility for approximately 30 to 60 minutes.

For RFTA, this project's first phase should eliminate the need for the AMF's emergency generator to kick on when there are "nuisance" power outages that last 30 minutes or less. If there is a long-term power outage, the emergency generator can take over, powering the facility's essential equipment, except for Battery Electric Bus chargers.

The memorandum of understanding for the project encompasses the scope of the project and its phases, the responsibilities for the design, construction, management, maintenance of the system, ownership of the infrastructure for the project, and the current plus future financial commitments of each member.

This does not commit RFTA to any participation in the microgrid's future phases, ownership or maintenance responsibility. RFTA's future participation in the project will be at the discretion of the RFTA Board of Directors, subject to available resources, cost-effectiveness, and future organizational priorities.

RFTA Board members Francie Jacober and Greg Poschman accompanied Kurt Ravenschlag and Ben Ludlow to the Congressional Delegation in Washington D.C. from March 19 – March 22, to advocate for their support of grant applications.

Congratulations

Congratulations Jeremy and Jacklynn Brockway on the 02/26 birth of their daughter

ABIGAIL

Congratulations Trent Smith and Sienna Pearlman on the 03/18 birth of their son

AXEL

EMPLOYEE SPOTLIGHT

STEVE MCQUISTON OPERATIONS

As I write this I have just finished my latest race season, having completed 3 races this season. The latest was on March 10 at the YMCA of the Rockies Snow Mountain Ranch where I competed in the Snow Mountain Stampede 25K Classic Race.
In X-C skiing there are 2 types of races; classic, which utilizes a technique known as the diagonal stride, and freestyle, which utilizes the skating technique. I prefer to compete using the Classic technique.
I got into the sport some years ago while visiting my sister in Crested Butte. I took a lesson at the CB Nordic Center and was quickly hooked.

One of the reasons I came to RFTA was because of the fact there's about 80 kilometers of groomed trails in the Aspen/Snowmass area and, unlike many Nordic areas, you don't have to pay a trail fee. Mostly I've been skiing at the Spring Gulch Nordic Trails outside of Carbondale. I pay a yearly membership fee to help pay for the maintenance of the trails. Technically there's no fee, but there's a suggested donation of $10 for non-members.

If anyone is interested in getting into this sport, start with the Aspen Cross-Country Center or any of the Nordic Centers. They usually offer a package deal that includes your equipment and a lesson. Remember that you're going to be exerting yourself outdoors so you won't want to be wearing a lot of clothes. A base layer and an outer layer should be enough, and maybe a sweater. I used a pair of nylon ski pants for my first X-C outings.
Interested in racing? Make sure you can stay on your feet skiing downhill on intermediate level terrain. Seek out as many different intermediate level hills as you can find, and ski down as many and the steepest intermediate level hills, at as many different areas as you can find. Make sure you can ski downhill in control so you can get around the folks who crash at the bottom of the slope.

See you on the trails!

JANUARY PILLARS 2024

CONGRATULATIONS

Steve Sayers (Vehicle Maintenance)

Steve Sayers has been with RFTA since June 2023, in the capacity a Transit Service Tech. Daniel Fogle, his colleague, wants to recognize Steve for his dedicated efforts.

Steve is always willing to help other employees of any task. He is very smart and always knows how to do his job regardless of the task. Steve is kind to all and also humorous. These qualities make for a good work environment. He is willing to tackle any task given to him. As of you being one of the more recent new hires Steve, not yet one year in, kudos to you for making a notable difference so early on. No other new hire has been nominated as quickly as you were.

Justin Hughes (Facilities)

Justin Hughes has been with RFTA since October 2020, in the capacity Facilities Tech II. Scott Benesh, his supervisor, wants to recognize Justin for his dedicated efforts.

We have been shorthanded on the road crew. For a long time and Justin has worked on his days off to cover the shortages, on the following dates. 10-30, 10-3, 9-30, 9-23,8-19. This benefited RFTA, the Community to keep our Brand clean and functioning not only for RFTA, but the community.

FEBRUARY PILLARS 2024

Andy Haupert (Facilities)

Andy Haupert has been with RFTA since November 2021, in the current role of Facilities Technician II.

Scott Benesh, his supervisor, wants to recognize Andy for his dedicated efforts.

Due to the crew shortage at the AMF, Andy came in on his days off to assemble, the safety railing. The goal was to have it assembled before winter, without Andy helping the project would not have been completed. Andy came in on the following days, 8/22, 8/29, 9/5, 9/12, 9/19, 9/26, 10/3, 10/10, 10/24, 11/7. Andy gave up many of his days off to help meet the need of the job.

Matt Davis (Vehicle Maintenance)

Matt Davis has been with RFTA since June 2016, in the capacity a Lead Mechanic. Oscar Diaz, his colleague, wants to recognize Matt for his dedicated efforts.

Matt is always willing to help. Oscar said whenever he is stuck on a problem, Matt is a good coworker to bounce ideas or think outside the box. Matt is always ready to work, is not hesitant to take on new challenges, is a good coworker and just all-around fun to be working alongside.

Traveler on Call Drivers: Cathy Close, Georg Ann Jewell & Bob Shivley

Cathy Close has been with RFTA since June 2022 Georg Ann Jewell has been with RFTA since October 2015, Bob Shivley has been with RFTA since May 1994.

All our On-Call Paratransit drivers go above and beyond when providing service to our passengers. They are kind, courteous, and compassionate to all of our passengers.

None of them have a set schedule. Typically, they are notified just the day prior when a shift will be needed. There are also days they will be called for the same day shift coverage. All of them almost always help with the coverage we need.

CONGRATULATIONS

MARCH PILLARS 2024

Sarah Faichney (Facilities)

Sarah Faichney has been with RFTA since September 2022, in the capacity of a Business Support Specialist I. Joni Christenson, her colleague, wants to recognize Sarah for her dedicated efforts.

Sarah comes to work every day with a smile on her face, even if she's having a bad day or is super busy, she continues to carry on with an enthusiastic and out-going attitude.

She goes above and beyond to welcome any new faces at the bunker and has generated a positive work culture in the office by doing little things to try to include everyone and integrate our departments, like monthly birthday celebrations. She has also worked hard to come up with and execute new and fun activities for RFTA employees through the Activity Committee (like pumpkin carving). She does her best for her department and RFTA as a whole. Way to be a positive light Sarah!

Sarah does a great job organizing the food for our monthly Staff meetings and the Board meetings. She makes sure to address any dietary requirements and has team favorites available for everyone! Sarah readily jumped in to support HR with Supervisor Academy and is a wonderful addition to the Activity Committee. She is considerate of everyone she works with and is always willing to lend a helping hand.

Rueann Lyles (Operations)

Rueann Lyles has been with RFTA since November 2021, in the capacity as a CDL Bus Operator.
Jerry Herring, her supervisor, wants to recognize Rueann for her dedicated efforts.

Rueann does something for EVERYONE. She is a first-class driver who exceeds all of her duties. She has trained new drivers not only for vehicle familiarization and route training, but also in Zonar. She always steps up when asked and goes way beyond whatever is asked of her.

She has a background in customer service and utilizes that extensive background in her daily duties. She answers all of the public's numerous questions in a polite and courteous manner. Her funny and calm demeanor resonates with all of her fellow coworkers, as well as the supervisors. The way she trained hundreds of drivers in Zonar was especially effective. She has raised the bar for all other drivers to aspire to in their own endeavors. Rueann gives public service for everyone she comes into contact. She is always asked to do special projects that bring her before the public. She always represents RFTA in a very positive way.

Almost everything she does is above and beyond. From her driving to training to pitching in when needed, Rueann is an exemplary employee who constantly exceeds expectations. That she does it with a smile and her witty charm, endears her to the majority of fellow workers. Aside from too few compliments, this Pillar award would be the first to acknowledge her

CONGRATULATIONS

valuable contributions to our organization. Rueann is the very definition of what a great driver and employee should do when representing RFTA. I cannot say enough about this person and their constant inspiration, dedication and professionalism. Others can all learn from this exceptional woman and her tremendous contributions to RFTA.

Logan Morley (Vehicle Maintenance)

Logan Morley has been with RFTA since January 20, 2020, in the capacity of a Transit Service Tech. McKenzie, his colleague, wants to recognize Logan for his dedicated efforts.

Logan has a great attitude at work, and is always willing to help out with any tasks needing to be done. He has begun studying for his ASE's (has passed one) and has the goal to obtain Master transit within the year. With a great can-do attitude, a willingness to do what needs to be done, and the fact that he has taken on the challenge that so many have passed up by committing to taking and passing all the required ASE's, he has shown dedication to RFTA and should be recognized for this.

PILLARS AMONGST US

CONGRATULATIONS

Another Year, Another Successful X Games

RFTA thanks you, the Operators, for stepping up and supporting the system with all of your additional help.

The preliminary numbers are in and RFTA transported more than 8,500 passengers over the course of the weekend. To put that into perspective, it is equivalent to 170 full buses at standing room only. It was a major undertaking.

Many thanks go out to the training team and the trainees! The training team suspended their efforts for a week to send additional help to X Games. When the trainees showed up, they delivered. They were smiling, drove beautifully, and even picked up additional shifts as the weekend went on to continue to help.

Without our 6 additional trainees it would have been much harder to succeed and we must thank them for suspending training to support.

Life comes with challenges.

Your Assistance Program is here to help.

Your Assistance Program can help you reduce stress, improve mental health, and make life easier by connecting you to the right information, resources, and referrals.

All services are free, confidential, and available to you and your family members. This includes access to short-term counseling and the wide range of services listed below:

Mental Health Sessions
Manage stress, anxiety, and depression, resolve conflict, improve relationships, and address any personal issues. Choose from in-person sessions, video counseling, or telephonic counseling.

Life Coaching
Reach personal and professional goals, manage life transitions, overcome obstacles, strengthen relationships, and build balance.

Financial Consultation
Build financial wellness related to budgeting, buying a home, paying off debt, managing taxes, preventing identity theft, and saving for retirement or tuition.

Legal Consultation
Get help with personal legal matters including estate planning, wills, real estate, bankruptcy, divorce, custody, and more.

Work-Life Resources and Referrals
Obtain information and referrals when seeking childcare, adoption, special needs support, eldercare, housing, transportation, education, and pet care.

Personal Assistant
Save time with referrals for travel and entertainment, seeking professional services, cleaning services, home food delivery, and managing everyday tasks.

Medical Advocacy
Get help navigating insurance, obtaining doctor referrals, securing medical equipment, and planning for transitional care and discharge.

Member Portal
Access your benefits 24/7/365 through your member portal with online requests and chat options. Explore thousands of self-help tools and resources including articles, assessments, podcasts, and resource locators.

BENEFIT SUMMARY FOR RFTA

- Eligibility: Full-time and seasonal employees as well as their spouse or significant other and dependents 26 and under.
- Counseling Session Available: 8 per incident, per year.
- Access to triadeap.com website.

Username: RFTA **Password:** EAP

Contact Triad EAP
Call: 877-679-1100
Visit: www.triadeap.com

TRIAD EAP
An AllOne Health Company

WEST BUTTERMILK BBQ

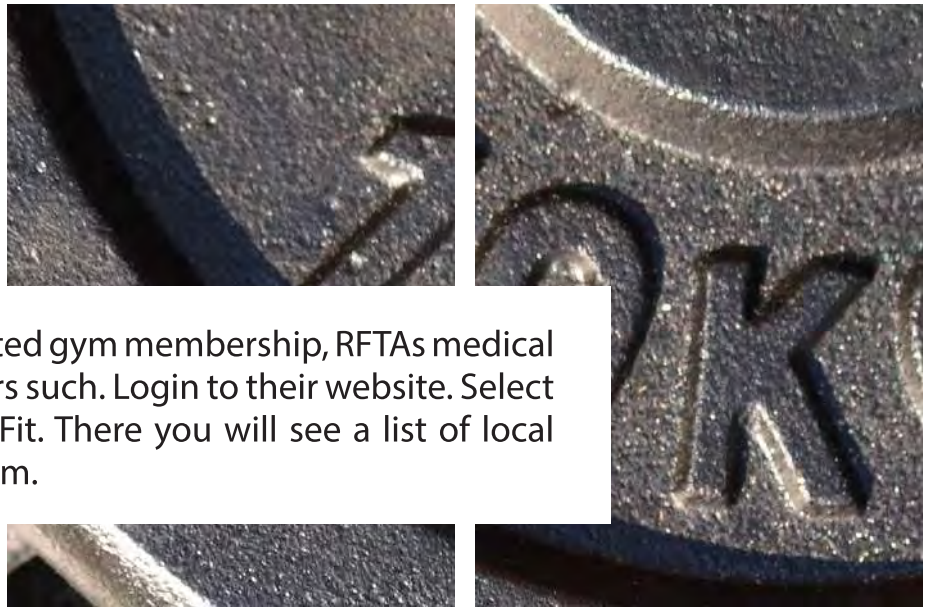
Thank You to **Chris Belmont** and **Sarah Faichney** for initiating, planning and executing a BBQ at Buttermilk in March.

Sarah Faichney (Facilities)

Chris Belmont (Operations)

Andrea Thompson (Operations)

Gym Membership



If you are searching for a discounted gym membership, RFTAs medical insurance provider, Anthem offers such. Login to their website. Select Discounts, then select Active & Fit. There you will see a list of local gyms participating in the program.

Through the company From You Flowers, RFTA employees may order discounted floral deliveries to family and friends living out of state or out of the local area. This is a great way to remember Grandma's birthday living in Indiana, or congratulate a friend's new baby born in California, or a delivery simply Just Because. The below website automatically applies the **25% discount** at time of your purchase.

fromyouflowers.com/RFTA call **800.838.8853** and mention **Code: RFTA** and your **25% discount** will be automatically deducted.

fromyou flowers.com®

Reminder

If you change addresses, notify HR so we have the most current information in your personnel files.

CLOSING THOUGHT

Teamwork

Coming together is a beginning...Keeping together is progress...Working together is a success.