

APPROVED in Open Session

Manatee County Board of County
Commissioners

Manatee County Government Administrative Center
Commission Chambers, First Floor
9:00 a.m. - March 7, 2017

3/7/17

March 7, 2017 - Regular Meeting
Agenda Item #6

Subject

Employee of the Month - Marshall Jeffers

Briefings

None

Contact and/or Presenter Information

Contact: Tamie Langman, Human Resources, Ext. 3861

Presenter: Ron Schulhofer, Public Works

Action Requested

Presentation of the March Employee of the Month awarded to Marshall Jeffers, Transit Operator, Public Works.

Enabling/Regulating Authority

Manatee County Code § 2-2-3 - Awards and Incentives to Employees

Resolution R-09-020 - Performance Compensation Programs

Background Discussion

This award is presented monthly.

A designated parking space will be available to the "Employee of the Month."

This employee will receive a \$100.00 cash award in addition to one paid day off.

County Attorney Review

Not Reviewed (No apparent legal issues)

Explanation of Other

Reviewing Attorney

N/A

Instructions to Board Records

None

Cost and Funds Source Account Number and Name
\$125.00 0010003700-549001-Awards, Ad Valorem Tax

Amount and Frequency of Recurring Costs
None

Attachment: [jeffers EOM.pdf](#)

Attachment: [Jeffers_Nomination05242016141753.pdf](#)



MANATEE COUNTY GOVERNMENT
"EMPLOYEE RECOGNITION PROGRAM"
NOMINATION FORM

(PLEASE PRINT)

DATE: 05/09/2016

[X] EMPLOYEE OF THE MONTH NOMINATION

NAME: Marshall Jeffers

DEPARTMENT: Public Works DIVISION: Transit

JOB TITLE: Transit Operator DATE OF HIRE: 11/29/2010

NOMINATED BY: Benita Zarr/Brian Medina/Michael Forsythe PHONE#: 941-747-8621 x7635

SUBMITTED TO ERPC 5/16 ELIGIBLE FOR CONSIDERATION FROM 4/16 TO 4/17
Reviewed by Human Resources [Signature] Date: 5/24/16

[] TEAM NOMINATION

NAME: DEPARTMENT:

NAME: DEPARTMENT:

NAME: DEPARTMENT:

NAME: DEPARTMENT:

NOMINATED BY: PHONE#:

Reviewed by Human Resources Date:

[] SAFETY NOMINATION

NAME:

DEPARTMENT: DIVISION:

JOB TITLE: DATE OF HIRE:

NOMINATED BY: PHONE#:

Reviewed by Human Resources Date:

[] HEROISM NOMINATION

NAME:

DEPARTMENT: DIVISION:

JOB TITLE: DATE OF HIRE:

NOMINATED BY: PHONE#:

Nominated Employee(s): Marshall Jeffers

Type of Nomination: Employee of the Month

EMPLOYEE OF THE MONTH NOMINATION

1. BRIEFLY DESCRIBE THE JOB DUTIES OF THE NOMINEE:

Operates a County passenger bus or van in transporting citizens, senior citizens, and/or the physically handicapped, on an assigned route, according to an assigned time schedule, while safely complying with traffic regulations. Mr. Jeffers primary function is to serve persons with disabilities in the community; these passengers require special transit service provided by the County's Paratransit (i.e. door-to-door) service, branded locally as Handy Bus service.

2. DESCRIBE THE CHARACTERISTICS AND JOB COMMITMENT/PERFORMANCE THAT MAKE THIS NOMINEE EXCEL ABOVE AND BEYOND OTHER COUNTY EMPLOYEES.

Mr. Marshall Jeffers has demonstrated a great commitment to bringing quality customer service to all Manatee County Area Transit (MCAT) passengers. Mr. Jeffers always assists passengers to/from the door of their pick-up or drop-off locations to the Handy Bus vehicle. He is a great team player, always willing to work extra shifts to help co-workers and support the community, while demonstrating a positive "can do" attitude. He will provide training for new Operators and make suggestions for service improvements to the Paratransit Superintendent. The superior customer service that Marshall provides is consistently exemplary; and he receives many "kudos" for customer service. However, the respect and kindness he demonstrates on a consistent basis is what sets him apart from others. The approach to customer service promotes goodwill towards Manatee County.

3. SUBSTANTIATE WHY THOSE CHARACTERISTICS JUSTIFY THIS EMPLOYEE TO BE RECOGNIZED AS A MANATEE COUNTY "EMPLOYEE OF THE MONTH". (BE AS SPECIFIC AS POSSIBLE.)

Mr. Jeffers has been a most valuable asset to Public Works/ Transit since 2010. Marshall is willing to go above and beyond to help clients with special needs and assist fellow Operators. Marshall's customer service approach is one of his best qualities and he has been commended by Handy Bus passengers on several occasions. Marshall always demonstrates a positive "can do" attitude in addressing the constant, day-to-day and ever-changing challenges as a Para-transit Operator. Not only does he provide excellent customer service, but he is an exemplary team player and always willing to support the "team" in any way possible; this includes working extra shifts, learning several Fixed Routes, and cross-training to help cover for Operator shortages.

4. HOW DOES THIS EMPLOYEE BEST EXEMPLIFY THE COUNTY'S MISSION STATEMENT: Manatee County Government is committed to providing quality service with an emphasis on Accountability, Civility and Ethics. Manatee County Government's mission is to provide efficient, effective, responsive government that is always mindful of our sensitive natural environment while achieving the Commission's vision for the County: a premier place in which to live and work and play.

Marshall consistently demonstrates a positive, "can do" attitude with respect to the day-to-day challenges of being a Para-transit (i.e. Handy Bus) Operator. Not only does he provide superior customer service but he is also an exemplary team player who treats internal and external customers with courtesy and respect. Marshall is always willing to help his fellow drivers in any way possible, he is ready to "step-in" and work extra shifts and willingly work other modes (i.e. Fixed Route Transit) when the "team" is short staffed. Moreover, Marshall values integrity, and is accountable for his actions and decisions; he learns from mistakes and willingly takes corrective actions. Moreover, Marshall has a service ethic, and consistently remembers to "serve" the community in his daily work efforts.

SAFETY NOMINATION

Achievements considered may include, but are not limited to, the following suggestions. Check the category(ies) that best describe the safety accomplishments of the nominee.

Nominated Employee(s): _____

Type of Nomination: _____

ADDITIONAL COMMENTS:

NOTE: ADDITIONAL DOCUMENTATION AND/OR COMMENDATIONS MAY BE ATTACHED (UP TO 10 PAGES).

Mr. Jeffers has been commended for his customer service on seven (7) different occasions since July of 2014 to the present. He has completed his CPR, HIPPA and FEMA certifications in a timely and proficient manner. Marshall is also a most valuable asset in the training and mentoring of our newer drivers.

EMPLOYEE'S SUPERVISOR Approved/Disapproved	Brian O. Medina/ Mike Forsythe Date: 5-9-2016 <i>Brian O. Medina</i>
Supervisor's Comments: Marshall is a great asset to our County and we are proud to have Marshall as a member of our team.	
DEPARTMENT DIRECTOR Approved/Disapproved	<i>Ron Schulz</i> Date: 5-19-16
Department Director's Comments: <i>Great selection</i>	
Reviewed by Risk Management (Safety Award):	Date:

DEPARTMENT DIRECTOR - NOTE:

Please notify Tamie Langman, Human Resources Department of any change in status regarding the nominated employee.

PLEASE SUBMIT YOUR NOMINATION TO THE HUMAN RESOURCES DEPT.

ATTN: Tamie Langman, ERC Coordinator.



Public Works
Manatee County Area Transit
1108 26th Ave E
Bradenton, FL 34208
Phone: (941) 747-8621
www.mymanatee.org

May 5, 2016

The Paratransit Management staff has nominated our Para-Transit Operator Marshall Jeffers for the Manatee County Employee of the month.

Mr. Jeffers has been a valuable asset to our department since 2010. Marshall is always willing to go above and beyond to help all of the clients and the Operators. Marshall's customer service is one of his best qualities and he has been commended on several occasions.

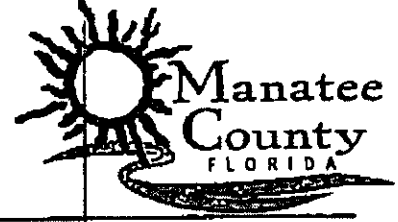
Marshall always demonstrates a positive "can do" attitude to the day to day challenges of being a Para-Transit Operator. Not only does he provide excellent customer service but he is an exemplary team player. Marshall is always willing to help his fellow Operators in any way possible, he is always ready to "step-in" and work extra. Mr. Jeffers is a valuable asset in the training and mentoring of our newer Operators.

Marshall has completed all of his training and certifications, he also likes to cross train and help on fixed route whenever the opportunity and the need arises. He is a valuable member of our team that we are proud to have representing our county.

Mr. Jeffers consistently helps the elderly in his community in all kinds of facets. In his spare time, Marshall enjoys fishing and relaxing to good tunes like classic music, jazz and progressive rock. He is also a keyboard player and a history buff that enjoys reading history books.

MEMORANDUM

To: Marshall Jeffers
From: Ellen-Marie Szipocs, Transit Operator Supervisor
Date: January 20, 2015
Subject: Signal 80



I would like to take this opportunity to thank you for a job well done and for going above and beyond your normal job duties. On January 16th, 2015, the proper protocol on a "Signal 80" was followed. You handled yourself very professional during the "Signal 80" and on the radio.

Keep up the great customer service, your work is much appreciated.

Ellen-Marie Szipocs

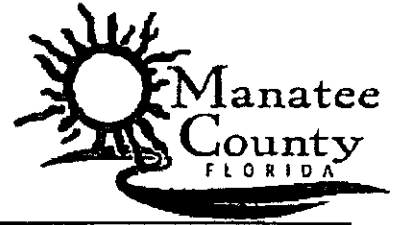
Transit Operator Supervisor

Cc. Benita Zarr, Transit Operations Superintendent
William Steele, Transit Division Manager
Keven Hoyt, Operation Chief
file

Department Name
Division Name
Mailing Address
Phone number: (941) XXX-XXXX

MEMORANDUM

To: Marshall Jeffers, Transit Operator
From: Benita L. Zang, Transit Operations Superintendent
Date: July 25, 2014
Subject: Commendation for Above Average Service



I'd like to take this opportunity to thank you for going above and beyond your normal job duties by filling in on Fixed route 6 for coverage after working your Para Transit route in order to keep Route 6 actively running.

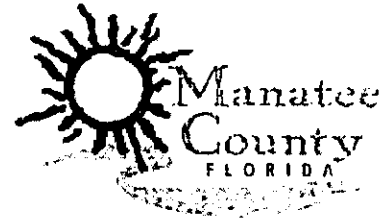
Keep up the good work Marshall, we appreciate what you do!

cc: William Steele, Transit Division Manager
Kevin Hoyt, Transit Operations Chief
Ellen Szipocs, Transit Operations Supervisor
File

Public Works
Transit
1108 26th Avenue E, Bradenton, FL 34208
(941)708-7426

MEMORANDUM

To: Marshall Jeffers
From: Ellen-Marie Szipocs, Transit Operator Supervisor
Date: September 15th, 2014
Subject: Commendation



Para-Transit received a call from Larry Berg; who wanted Manatee County Area Transit to know that Marshall's Customer Service Skills goes over and beyond what he has to do during a regular work day. Mr. Berg stated "Marshall is pleasantly awesome". He went on to say Marshall takes care of the elderly people with such care and understanding.

I'd like to take this opportunity to thank you Marshall for a job well done. Keep up the great customer service, your work is much appreciated.

Ellen-Marie Szipocs

Transit Operator Supervisor

Cc: Benita Zarr, Transit Operations Superintendent
William Steele, Transit Division Manager
Kevin Hoyt, Operations Chief
file

Public Works
Transit Division
1101 26th Avenue East, Bradenton, FL 34208
Phone number: (941) 747-2621 Fax number: (941) 701-7464

LARRY BUSTLE * MICHAEL GALLEN * JOHN R. CHAPPE * RUBEN DISABATINO * VANESSA GAUCH * CAROL WHITMORE * BETSY DENAC
District 1 District 2 District 3 District 4 District 5 District 6 District 7

MEMORANDUM

To: Marshall Jeffers
From: Ellen-Marie Szipocs, Transit Operator Supervisor *ers*
Date: June 3, 2014
Subject: Commendation



I received a call on June 3, 2014, 2014 from Charles Annalore who was transported by Marshall Jeffers. Mr. Annalore addressed how grateful he is to have a Para-Transit Service.

Mr. Annalore expressed how professional, courteous and helpful Marshall was during his transport. He also stated that the driver arrived on time and walked up to the door to assist him.

I'd like to take this opportunity to thank you for a job well done. Keep up the great customer service.

Ellen-Marie Szipocs
Transit Operator Supervisor

Cc: Benita Zarr, Transit Operations Superintendent
William Steele, Transit Division Manager
Kevin Hoyt, Operations Chief
file

Public Works
Transit Division
1108 26th Avenue East, Bradenton, FL 34208
Phone number: (941) 747-8621 Fax number: (941) 708-7464

LARRY BUSTLE * MICHAEL GALLEN * JOHN R. CHAPPIE * ROBIN DISABATINO * VANESSA BAUGH * CAROL WHITMORE * BETSY BENAC
District 1 District 2 District 3 District 4 District 5 District 6 District 7

MEMORANDUM



Manatee County Area Transit
1108 26th Avenue East
Bradenton, FL 34208

Phone: 941.747.8621
Fax: 941.708.7464
www.mvanatee.org

MANATEE COUNTY
FLORIDA

To: Marshall Jeffers
From: Ellen-Marie Szipocs, Transit Operator Supervisor *EM*
Date: February 15th, 2014
Subject: Commendation

I want to take this opportunity to say thank you for a job well done and for going above and beyond your normal job duties. We had a Transit driver call into dispatch stating he was sick, Marshall was asked to cover Route 6, and he has never done this route before on his own. Marshall did a wonderful job and handled the route with no problems.

I'd like to take this opportunity to thank you for a job well done. Keep up the great job! Your hard work and dedication is appreciated.

c: William Steele, Transit Division Manager
Kevin Hoyt, Transit Division Operations Chief
Benita Zarr, Transit Operations Superintendent
File

MEMORANDUM



Manatee County Area Transit
1108 26th Avenue East
Bradenton, FL 34208

MANATEE COUNTY
FLORIDA

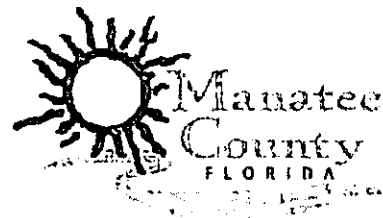
Phone: 941.747.8621
Fax: 941.708.7464
www.msmanatee.org

To: Marshall Jeffers, Transit Operator
From: Mark Betti, Operations Superintendent *MB*
Date: February 12, 2014
Subject: Great Job

I want to take this opportunity to say thank you for a job well done and for going above and beyond your normal job duties. I received a phone call today from Quest Diagnostics stating how great you were with one of your wheel chair passengers who was running late. The caller also said that you were patient, respectful and professional with the passenger and everyone else in the office. Great job.

MEMORANDUM

To: Marshall Jeffers
From: Ellen-Marie Szipocs, Transit Operator Supervisor
Date: December 16, 2014
Subject: Kudos



I'd like to take this opportunity to thank you for going above and beyond your normal job duties by volunteering to help James during a vehicle breakdown. Working as a team is very important to Manatee County, and you have shown that you are indeed a team player.

Keep up the good work Marshall; we appreciate what you do for Manatee County Area Transit.

Ellen-Marie Szipocs

Transit Operator Supervisor

Cc: Benita Zarr, Transit Operations Superintendent
William Steele, Transit Division Manager
Kevin Hoyt, Operations Chief
file

Department Name
Division Name
Mailing Address
Phone number (941) 250-XXXX

MEMORANDUM

To: Carol Coston, Casandra Adderley, Scott Hodges,
Marshall Jeffers
From: Ellen-Marie Szipocs, Transit Operator Supervisor
Date: February 9, 2015
Subject: Regatta Boat Races



I would like to take this opportunity to thank you for a job well done and for volunteering to work during this year's Regatta on the river. By shuttling back and forward across the bridge during the busy traffic times. We could not have done this without all your help.

Keep up the great "Team" effort, your work is much appreciated.


Ellen-Marie Szipocs


Transit Operator Supervisor

Cc. Benita Zarr, Transit Operations Superintendent
William Steele, Transit Division Manager
Keven Hoyt, Operation Chief
file

Department Name
Division Name
Mailing Address
Phone number: (941) XXX-XXXX

MANATEE COUNTY GOVERNMENT

MEMORANDUM

DATE: May 23, 2012
TO: Department Directors
FROM: Ed Hunzeker, County Administrator 
SUBJECT: Department Director Meeting Minutes of May 23, 2012

United Way Coordinators were recognized at the United Way Appreciation Breakfast at Crosley and the DDM followed.

Good News Items

Building & Development Services

Kudos to Vickie Newby, Permitting Tech II, from F. David Pomier who writes to John Barnott: When I visited the Manatee County Building Department to apply for a building permit, I had the good fortune of having Vickie Newby as the staff representative who would be assisting me with my application. Over the ensuing weeks, I had several opportunities to interact with Vickie when I needed advice or information relative to the permitting process. I was so impressed with Vickie's efficiency, sense of humor, limitless patience, cooperative attitude and courteous manner that I felt these attributes should be brought to your attention. If every time I, or anyone else visited or called to speak to someone in the Building Department, or any other organization, for that matter, what a pleasure it would be if all the representatives that took care of us had the abilities and capabilities of a Vickie Newby. Vickie truly is an asset which I am hopeful the Building Department recognizes, appreciates and is nurturing.

Kudos to Susan Angersoll, Development Review Specialist, from Curtis Behrens who writes to Susan: Thank you very much for looking into these items for me and for being able to provide the information so quickly. It's rare in some of our site investigation research that we can find someone who is as prompt and friendly as you have been. This information will certainly be useful in helping our client gauge the type of permitting and overall work that will need to take place for a successful build. I will be sure to contact you and the provided names should we have any more additional questions! Thanks again!

County Administrator's Office

Kudos to Kaycee Ellis, Citizens Action Center Supervisor, from Beverley Comstock who writes to Ed Hunzeker: I want the department to know that Kaycee Ellis has gone far beyond the call of duty. She helped us with a problem at Home Depot that has been a great concern for over ten years. The strip mall and Home Depot's adjoining property has been the site of trucks, cars and other vehicles parked on their property for years. There was debris dumped behind the buildings but the biggest problem is refrigerator trucks parking there and running their cooling system all night and day. She called the Sheriff's Office, Code Enforcement and Home Depot. The next day the Sheriff's Office sent two cars out to supervise the towing away of all vehicles and her call triggered the replacement of a burned out street light. Kaycee has followed up and took the time and interest to solve the problem. She has given us advice on how to handle other problems in our condo

complex. Please give her a copy of this letter and a dozen roses enclosed in the attachment for all her hard work. Thanks Kaycee for everything and just being a great gal and acting very professional.

Utilities

Kudos to Jerry Brower, UMT Iii, and Darvin Barton, UMT Trainee, from Richard Wujek who called the County Administrator's Office: Mr. Wujek said they did a great job of repairing the water line break in Country Lakes and noted they had to dig a deep hole just to reach the pipes underground. He was very appreciative of the difficult job they had to do and how hard they both worked. He said they were great employees and mentioned that Jerry had just finished another job working from 3:00 p.m. – 7:00 a.m. on another problem. Mr. Wujek was very grateful for their help, especially on a weekend.

Public Safety

Kudos to Angie Hadlock, Charge Paramedic, and Doug Mihulka, Paramedic, from Joseph Soler, MD FACEP Emergency Medicine, who writes to Lt. Jerome Ruffing: I would like to say Thank You to Douglas Mihulka and Angela Hadlock from the Public Safety Department for their exemplary assistance in the treatment of a bariatric patient. The patient, whose weight was in the 500 lbs. range, and suffering from an acute stroke, posed a unique and difficult challenge. Thank You, they handled the situation admirably. Their assistance was greatly appreciated.

Public Works

Kudos to Marshall Jeffers, Transit Operator, from Commissioner Carol Whitmore who writes to Ed Hunzeker: I attended the Transportation Disadvantaged meeting this week and almost every agency knew Marshall and wished all were like him. Thanks to Marshall for leaving an impression on the organizations that help the disadvantaged but more importantly Thank You for representing our county well.

Project Management

Kudos to Lettie Willis, Administrative Support Coordinator, from R.B. "Chips" Shore, Clerk of Circuit Court, who writes to Charlie Bishop: I am sure you are already aware, but I wanted to let you know what a wonderful asset Lettie Willis is to the Property Management Department. Yesterday, we contacted her for some assistance with having the proposed tree plan for the Historic Courthouse mounted so that it could be displayed in the lobby of the Administrative Center. Lettie was quick to offer her assistance without any hesitation and we really appreciate all she did to help us! I have known Lettie for many years and she has always been a pleasure to work with. She is an exceptional employee to your department and Manatee County and I am so proud of her. Please convey my sincere appreciation to her for me. I believe she deserves special recognition for all she does!

Community Services

Kudos to Lee Washington, Veterans Services Counselor, from Carol Anderson who called Janice Dunbar-Smith: Ms. Anderson is disabled and parked in the garage to report for jury duty. She was dismissed and as she was headed to the garage she could not remember where she parked. Lee Washington saw that she was having difficulty walking and asked if he could help. He got his personal vehicle to drive her around the parking garage to find her vehicle. Ms. Anderson wanted to commend Lee for going out of his way to help her. She moved to Bradenton about a year ago and is glad she did.

County Administrator Items

- **June Leadership Team meeting agenda items** - Please send any agenda items to Karen Windon. Meeting date is June 6th at USF Selby Auditorium at 8:30 a.m.

Department Director Items

- **Arthur Jefferson** – Dale Garcia's father passed away so please keep her in your thoughts and prayers.
- **Charlie Bishop** – Automated card access will soon require employees to use their new badge to access the parking garage, parking garage elevators, stairwell and of course the Administrative Center after working hours. Property Management is requesting that employees who need "full" access or access to other floors, other than their own, to complete the PMD Work Request System; there will be an icon for Automated Card Access.
- **Karen Windon** - Kudos to Cheri Coryea, Ava Ehde and the entire Library staff. At their Town Hall meeting Monday night they provided some impressive numbers including provided meeting space for 11,000 people; classes for 10,412 kids, are checking out 2300 e-books a month and partnered with Barnes & Noble for e-book readers training. They have really turned the library system around!

Prepared by BTyler

Manatee County Government

SICK LEAVE BANK

Membership Application & Administrative Guidelines

(This membership packet is valid ONLY for the person named below.)

Please note: Your personal Sick Leave balance is expected to be 120 hours (or more) as of the pay period ending January 25, 2013.

Membership is open to employees who have at least 120 hours as of that date.

JEFFERS JR, MARSHALL L
M005819
PUBLIC WORKS

To Apply for Membership:

SIGN & DATE the enclosed application and

send it via courier to:

Jonathan Sabin, Central Library

The application must be received no later than Wednesday, January 30, 2013.

Manatee County Government



SICK LEAVE BANK

Membership Application

(Valid ONLY for the person named below.)

Please note: Your personal Sick Leave balance met the 120 hours (or more) required as of the pay period ending January 24, 2014.

JEFFERS JR, MARSHALL L

M005819

PUBLIC WORKS

For more information about the Sick Leave Bank, please see the Administrative Guidelines on the County iNet.

To Apply for Membership:
SIGN & DATE the application on the reverse side

send it via courier to:

Michelle Petrilla, Human Resources

The application must be received no later than Friday, February 28, 2014

MEMORANDUM



Public Works Department
Transit Division
1108 26th Avenue East
Bradenton, FL 34208

MANATEE COUNTY
FLORIDA

Phone: 941.747.8621
Fax: 941.708.7464
www.myanatcc.org

To: PARA-TRANSIT OPERATORS
From: Benita L. Zah, ^{M.B.} Mark Betti-Transit Operations Superintendent
Date: October 22, 2012
Subject: Commendation for Above Average Service

I'd like to give thanks for a letter to the editor regarding the wonderful service our Para-Transit drivers have shown. Mr. Barnhard's statement, "The drivers are pleasant, courteous and helpful to clients; their highly specialized equipment is clean and well maintained; the base personnel is highly trained, courteous and unfailingly helpful and patient.

Continue working as the wonderful team you are in displaying all the qualities mention above. I'd like to personally thank each and every one of you for a job well done.

Keep up the great customer service, your work is much appreciated!

c: William Steele, Interim Transit Division Manager
Mark Betti, Transit Operations Superintendent
Michael Forsythe, Operator Supervisor
Ellen Szjpcos, Operator Supervisor
Para-Transit Operators file



**MANATEE COUNTY AREA TRANSIT
PARATRANSIT SENIORITY LIST as of OCTOBER 2012**

	PARATRANSIT OPERATORS	HIRE DATE
1.	COSTON, CAROL	05/13/00
2.	HAMILTON, JAMES	08/26/02
3.	KAMASINSKI, MARY JO	08/17/04
4.	CASE, TIMOTHY	12/13/04
5.	CONLEY, BEVERLY	03/20/06
6.	BRINSON, CARLOS	03/05/07
7.	ADAMS, PATRICIA	06/25/07
8.	ENCKE, THOMAS	09/17/07
9.	MACK, FARRAH	12/03/07
10.	GORDON, PATRICK	12/11/07
11.	BURROW, DON	09/25/08
12.	COLE, RONALD	10/20/08
13.	SYJUD, ANNA	07/13/09
14.	JEFFERS JR., MARSHALL	11/29/10
15.	BOYER, RYAN	12/27/10
16.	STINTON, STACY	01/28/12
17.	KESSLER, BRUCE	02/06/12
18.	FELLOWES, EDWARD	02/27/12
19.	COLEMAN, JEFFREY	04/30/12
20.	HODGES, SCOTT	07/09/12
21.	ADDERLEY, CASSANDRA	08/06/12
22.	PISSARENKO, OLEG	09/22/12
OPS	FRANKLIN, CEVENSONN	12/17/11
OPS	ABRAHAM, MARDOCHÉ	07/02/12
OPS	BRIDGES, BENJAMIN	10/01/12

MEMORANDUM



Public Works Department
Transit Division
1108 26th Avenue East
Bradenton, FL 34208

MANATEE COUNTY
FLORIDA

Phone: 941.747.8621
Fax: 941.708.7464
www.mvmanatee.org

To: Operator Supervisors and Transit Operators
From: Benita L. Zarr, Transit Operations Superintendent
Date: January 21, 2014
Subject: Commendation for Above Average Service

A special thanks to our Para-Transit Operators and Operator Supervisors for being kind, considerate and thoughtful. It takes a special person to provide this type of customer service each day.

Thank you for a job well done. Keep up the great customer service, your work is much appreciated!

(See attached letter)

c: Ron Schulhofer, Director, Public Works
Chad Butzow, Deputy Director Field Operations
William Steele, Transit Division Manager
Kevin Hoyt, Transit Operations Chief
File



**MANATEE COUNTY AREA TRANSIT
PARATRANSIT HIRE DATE LIST as of DEC. 04, 2013**

	PARATRANSIT OPERATORS	HIRE DATE
1.	COSTON, CAROL (410)	05/13/00
2.	HAMILTON, JAMES (409)	08/26/02
3.	KAMASINSKI, MARY JO (408)	08/17/04
4.	CONLEY, BEVERLY (402)	03/20/06
5.	BRINSON, CARLOS (403)	03/05/07
6.	ADAMS, PATRICIA (415)	06/25/07
7.	ENCKE, THOMAS (406)	09/17/07
8.	MACK, FARRAH (422)	12/03/07
9.	GORDON, PATRICK (418)	12/11/07
10.	COLE, RONALD (416)	10/20/08
11.	SYJUD, ANNA (419)	07/13/09
12.	JEFFERS JR., MARSHALL (421)	11/29/10
13.	BOYER, RYAN (405)	12/27/10
14.	KESSLER, BRUCE (412)	2/6/2012
15.	FELLOWES, EDWARD (404)	02/27/12
16.	COLEMAN, JEFFREY (411)	04/30/12
17.	HODGES, SCOTT (407)	07/09/12
18.	ADDERLEY, CASSANDRA (417)	08/06/12
19.	PISSARENKO, OLEG (414)	09/22/12
20.	DELGADO. FELIPE (420)	10/19/12
21.	OCHOA, LIONEL (401)	12/03/12
22.	BRIDGES, BENJAMIN (413)	09/21/13
OPS	ABRAHAM, MARDOCHE	07/02/12
OPS	VIGLIOTTI, ANTHONY	12/02/13
OPS	VACANT	VACANT
OPS	VACANT	VACANT
OPS	VACANT	VACANT



*With Special
Thanks*

TO ALL OF YOU

To know you

*is to know people
who are kind, considerate,
and thoughtful.*

To know you

*is to be grateful
for the special things you do."*

Hallmark.com

MADE IN U.S.A.
KANSAS CITY, MO 64111
TORONTO, CANADA M5J 1P6

8 1029037812 5



THANKS FROM YOUR RIDERS,

Youn W. Quinn
Charles Williams

Thanks for
the great
service

Betty Nelson
Janet Sommer
Paul Dorsey

Jay M. Kelly
Anita Joseph

John C. ...
Delores Kuller

Welcome Back Bruce!!!

Dear Ms. Zarr,

For everything you've done...

for being the special people

that you are...

thank you so very much.

Great Job over
the Holiday Season
and throughout
the year!!!
Manatee County Has
the Best Handy Bus
Drivers, especially,
Ron Cole, Jeff
Coleman & Carlos

Maria Hall
Jeffrey

BRINSON: They did
such a great job
during the Holiday
Run with the help
of your Transit Operator
supervisor, Ellen Szipos

MEMORANDUM

To: Marshall Jeffers
From: Ellen-Marie Szipocs, Transit Operator Supervisor *ems*
Date: June 3, 2014
Subject: Commendation



I received a call on June 3, 2014, 2014 from Charles Annalore who was transported by Marshall Jeffers. Mr. Annalore addressed how grateful he is to have a Para-Transit Service.

Mr. Annalore expressed how professional, courteous and helpful Marshall was during his transport. He also stated that the driver arrived on time and walked up to the door to assist him.

I'd like to take this opportunity to thank you for a job well done. Keep up the great customer service.

Ellen-Marie Szipocs
Transit Operator Supervisor

Cc: Benita Zarr, Transit Operations Superintendent
William Steele, Transit Division Manager
Kevin Hoyt, Operations Chief
file

Public Works
Transit Division
1108 26th Avenue East, Bradenton, FL 34208
Phone number: (941)747-8621 Fax number: (941) 708-7464



Vacation Awards

Theresa Kersey to: Amy Foltz, Kay Rogers
Cc: Ron Schulhofer

12/22/2011 03:37 PM

... for Non-Use of Sick leave from 6/4/11 to 12/2/11.

This is to inform you that the employees listed below have met the requirements for vacation award as specified below. The vacation award hours will be applied on pay date 12/30/11.

Employee ID	Employee Name	FTE	Pay Class	Department Name	Vac Awds
M005573	ANDERSON, CECIL RAY	1.00	300	PUBLIC WORKS	8
M002873	BETTI, MARK C	1.00	400	PUBLIC WORKS	8
M005819	JEFFERS JR, MARSHALL L	1.00	300	PUBLIC WORKS	8
M004231	MONEYHEFFER, BETH A	1.00	300	PUBLIC WORKS	8
M003580	PENDERGRASS, LINDA K	1.00	300	PUBLIC WORKS	8
M003627	PRAUGHT, MARK B	1.00	300	PUBLIC WORKS	8
M002210	SHEERIN, KEVIN D	1.00	300	PUBLIC WORKS	8
M005671	SIZEMORE, BLAKE	1.00	300	PUBLIC WORKS	8
M004668	WOLFE, JAMES O	1.00	300	PUBLIC WORKS	8
M003528	YATES, JAMES E	1.00	300	PUBLIC WORKS	8

Theresa Anne Kersey
Human Resources Services Coordinator
email= theresa.kersey@mymanatee.org
Phone # (941)748-4501 x 3849
Fax #(941) 749-3035



Vacation Awards

Theresa Kersey to: Amy Foltz, Kay Rogers
Cc: Ron Schulhofer

06/21/2011 08:58 AM

History: This message has been forwarded.

.. for Non-Use of Sick leave from 12/4/10 - 6/3/11.

This is to inform you that the employees listed below have met the requirements for vacation award as specified below. The vacation award hours will be applied on pay date 6/30/11.

Employee ID	Employee Name	FTE	Pay Cls	Department Name	Vacation Award
M005299	ALONSO, JORGE C	1.00	400	PUBLIC WORKS	8
M004106	BISHOP, JEFFREY L	1.00	300	PUBLIC WORKS	8
M005819	JEFFERS JR, MARSHALL L	1.00	300	PUBLIC WORKS	8
M003627	PRAUGHT, MARK B	1.00	300	PUBLIC WORKS	8
M005671	SIZEMORE, BLAKE	1.00	300	PUBLIC WORKS	8
M004649	STINTON, STACEY E	1.00	300	PUBLIC WORKS	8
M004668	WOLFE, JAMES O	1.00	300	PUBLIC WORKS	8

Thank you very much,

Theresa Anne Kersey
Human Resources Services Coordinator
email= theresa.kersey@mymanatee.org
Phone # (941)748-4501 x 3849
Fax #(941) 749-3035



MANATEE COUNTY AREA TRANSIT COMPLAINT & COMMENDATION ACKNOWLEDGEMENT

Today's Date: January 18th, 2011

ID: M005918

Employee: Marshall Jeffers

Position Title: Transit Operator

Department/Division: Community Services/Transit

Date of Hire 11/29/2010

Supervisor/Manager Statement

Date of Incident: January 18th, 2011

Time: 3:00 p.m.

Comments: SEE BELOW

Supv\Mgr : Ellen Marie Szipöcs

Date 1/18/2011

Employee Statement

I have spoken with the Supervisor regarding this issue.

Received a phone call today from Mr. Tom Beasley who is one of our dialysis clients, he wanted the Office to know that Marshall Jeffers is very pleasant and helpful and understands the clients need. He stated the Marshall, will take the time to walk each of his clients to the door.

Mr. Tom Beasley
9913 Desoto Court
Bradenton, Florida

Employee Signature

Marshall Jeffers

Date

2-1-2011



**MANATEE COUNTY AREA TRANSIT
COMPLAINT & COMMENDATION ACKNOWLEDGEMENT**

Today's Date: March 7th, 2011

ID: M005819

Employee: Marshall Jeffers

Position Title: Transit Operator

Department/Division: Community Services/Transit

Date of Hire: 11/29/2011

Supervisor/Manager Statement

Date of Incident: March 7th, 2011

Time: 9:30 a.m.

Comments: Mrs. Diane Murphy called to say what a wonderful new driver we have. Marshall is friendly and is very pleasant and comes to the front door, he doesn't sit in the driver's seat and blow the horn like other drivers. She stated that she wishes we had more drivers like Marshall. And apparently can sing, he delivered her a singing telegram.

SupvMgr: Ellen-Marie Szipocs

Date March 11, 2011

Employee Statement

I have spoken with the Supervisor regarding this issue.

Employee Comments (optional):

Employee Signature

Marshall Jeffers

Date

3-11-2011



MANATEE COUNTY AREA TRANSIT COMPLAINT & COMMENDATION ACKNOWLEDGEMENT

Today's Date: March 8th, 2011

ID: M005819

Employee: Marshall Jeffers

Position Title: Transit Operator

Department/Division: Community Services/Transit

Date of Hire: 11/29/2010

Supervisor/Manager Statement

Date of Incident: March 8th, 2011

Time: 4:30 p. m.

Comments: Mr. Thomas Beasley called today to say how wonderful our new driver Marshall is, he is very courteous, understanding, and takes the extra time to help assist his clients. He also mentioned that Marshall has a good sense of humor.

SupvMgr Ellen-Marie Szpoc

Date March 10th, 2011

Employee Statement

I have spoken with the Supervisor regarding this issue.

Employee Comments (optional)

Employee Signature

Marshall Jeffers

Date

3-10-2011

MEMORANDUM

To: Marshall Jeffers
From: Ellen-Marie Szipocs, Transit Operator Supervisor
Date: September 15th, 2014
Subject: Commendation



Para-Transit received a call from Larry Berg; who wanted Manatee County Area Transit to know that Marshall's Customer Service Skills goes over and beyond what he has to do during a regular work day. Mr. Berg stated "Marshall is pleasantly awesome". He went on to say Marshall takes care of the elderly people with such care and understanding.

I'd like to take this opportunity to thank you Marshall for a job well done. Keep up the great customer service, your work is much appreciated.

Ellen-Marie Szipocs

Transit Operator Supervisor

Cc: Benita Zarr, Transit Operations Superintendent
William Steele, Transit Division Manager
Kevin Hoyt, Operations Chief
file

Public Works
Transit Division
1109 20th Avenue East, Bradenton, FL 34209
Phone number: (941) 747-8624 Fax number: (941) 700-7464

LARRY BUSTLE * MICHAEL GALLEN * JOHN R. CHAPPE * ROBIN DESABATINO * VANESSA BAUGH * CAROL WHITMORE * HILY BENAC
District 1 District 2 District 3 District 4 District 5 District 6 District 7

Kudo's 8/30/15 Sunday

THANK YOU

We want to take this moment to thank you for coming in to make sure that our patients are safe during this weather emergency.

We realize that family time is precious, and you had previous plans for today. Know that your being here is very important to our patients and your other team members.

Once again a BIG THANK YOU from the South
Florida FMS Team



Beverly, Larrak, Tom,
Bounce, Mike, Scott,
Marshall, Ellen, John

John Gilbert
Road Supervisor
Ellen Szippas
Dispatch



Stanley
May 30, 15

PARATRANSIT DAILY RADIO

ROUTE #	OPERATOR	Veh#	LUNCH	TIME OUT	TIME IN	Misc. Appt.
401			varies			
402	Beverly	54838	1.5			
403			1.5			
404	Farrak	56462	2.0			
405			varies			
406	Wm	54839	2.0			
407			1.0			
408			2.0			
409			2.0			
410			1.5			
411			1.5			
412	Bruce	57857	1.5			
413			2.0			
414			2.0			
415			2.0			
416	Mike	56463	2.0			
417			2.0			
418			2.0			
419			2.0			
420	Scott	56960	2.0			
421	Maurice	54843	1.0			
422			2.0			
423						
424						
425						

