



Board of County Commissioners November 16, 2021 - Regular Meeting

SUBJECT

2021 FLORIDA PUBLIC TRANSPORTATION ASSOCIATION (FPTA) AWARDS

Category

AWARDS/PRESENTATIONS/PROCLAMATIONS

Briefings

None

Contact and/or Presenter Information

William Steele, Transit Division Manager, (941) 747-8621 x7440,
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Matthew Case, Fleet Division Manager, (941) 708-7458 x7359, Matthew.Case@mymanatee.org

Action Requested

Recognition of individual and organizational awards from the Florida Transit Association (FPTA) Conference held in Daytona Beach on October 24-27, 2021. These awards recognize the outstanding achievements of Public Works/Transit and Fleet Division staff, while competing with transit agencies throughout Florida.

Enabling/Regulating Authority

Background Discussion

Manatee County Government recently received a combined six (6) awards at the joint Florida Public Transportation Association (FPTA) and Florida Commission for the Transportation Disadvantaged (FCTD) Conference held October 25-27, 2021, in Daytona Beach, Florida. This includes five individual awards and one organizational award. These awards recognize the excellence of several teammates for outstanding work efforts, an extensive array of skill sets and competencies, and favorable customer service attitudes that represent the public transportation industry and Manatee County Government (MCG) extremely well.

Individual Awards:

Operations Superintendent- Benita Zarr received recognition for completing the rigorous "FPTA Leadership Development Program," which is designed to enhance leadership skills and problem solving. Benita's Manatee County Government service spans more than 30 years, including leadership positions both as Manatee County Area Transit (MCAT) Customer Service Supervisor and Operations Superintendent. Benita's vast paratransit knowledge and operating experience, combined with a long-term, consistent commitment to customer service excellence, are tremendous assets to Manatee County Government.

Fleet Technician- Elliot Waters received recognition as third place "2021 FPTA Paratransit Technician-of-the-Year." Elliot is in his first year of service for Manatee County Government, yet demonstrates vast fleet maintenance experience, including a degree in automotive maintenance. In 2020, Elliott played a key role in finalizing the pre-build specifications for a heavy-duty transit coach bus buy (i.e., six replacement transit coaches) demonstrating his multi-faceted fleet knowledge. Elliot is already a key contributor for the Transit/Fleet "teams," especially the ongoing maintenance requirements for the Paratransit Fleet.

Transit Operator- Patricia Adams received recognition as the "2021 FPTA Transit Operator-of-the-Year" award. Patricia currently serves passengers on the Anna Maria Island (AMI) Trolley. In 2013, Patricia received statewide recognition as "Paratransit Operator of the Year" while serving MCAT Handy Bus passengers, and runner-up recognition in 2019 as "FPTA Transit Operator of the Year". Patricia is very adept, and willingly performs in any customer service operating capacity, and statewide recognition in both Paratransit and Fixed Route/Fixed Schedule customer service operations is not only very impressive, it is extremely rare.

Paratransit Operator- Janine McDonald received recognition as the "2021 FCTD Paratransit Operator-of-the-Year." Janine is an outstanding MCG employee since 2017, who consistently displays a caring attitude, and for Janine, no one is just an "ordinary passenger." Instead, these are "her passengers" and serving the transportation disadvantaged is her way of "giving back" to the community and at the same time, facilitating new friendships along life's journey. Janine is fully competent in both Fixed Route/Fixed Schedule and Paratransit customer service operations, and willingly assists the MCAT "team" when/where needed.

Paratransit Dispatcher- Farrah Goff is a member of the MCAT "team" since 2007 and received recognition as the "2021 FCTD Paratransit Dispatcher-of-the-Year." Farrah served as a Handy Bus operator for many years, and recently transitioned to the Dispatcher role, and manages daily customer service operations. She assists Handy Bus operators, especially when they are "behind schedule" during service delivery operations, and capably adjusts in real-time to support and facilitate customer service operations. In the Dispatcher role, Farrah capably assists in meeting the needs of individual clients as well as the overall customer service needs for any given day. Farrah also assists when needed with the Paratransit scheduling function, providing a critical functional redundancy and assists the "team" with special projects, including eligibility certification. Over time, Farrah is proving to be a very multi-faceted and highly capable employee.

Organizational Award:

In the FPTA organizational awards category, the MCAT "team" received a second place "2021 FPTA Marketing Award" for the Keeping Manatee Moving promotional video, which depicts MCAT personnel performing various safety protocols during the COVID-19 pandemic. This video plays on the MCAT onboard infotainment system to help passengers understand how the transit system continues to operate in a very safe manner during the pandemic and protects the riding public.

Attorney Review

Not Reviewed (No apparent legal issues)

Instructions to Board Records

Please send a stamped copy of the meeting minutes to Melinda Waggoner, Administrative Specialist, at Melinda.Waggoner@mymanatee.org, (941) 747-8621 x7629

Cost and Funds Source Account Number and Name

N/A

Amount and Frequency of Recurring Costs

N/A