

INSIGHTS

December 6, 2019

New online training platform launches Dec. 9

Employees can begin using a new web-based training platform beginning Monday, Dec. 9.

The Council's new Learn platform replaces LearnCenter, which is no longer available. Like LearnCenter, Learn will provide access to hundreds of web-based courses and schedules for instructor-led classes.

Learn courses can help employees with their professional development and cover everything from writing to web design.

Learn will also be used to manage required training. Employees and their managers will be able to track training history through Learn. LearnCenter records will be transferred to Learn.

Employees can find out more about Learn at several upcoming information sessions. Sessions will be held at the Heywood Police & Office Facility, next to the Heywood Garage, on the following dates and times:

- Tuesday, Dec. 17 – 1 p.m. and 2 p.m. (managers can attend a 3 p.m. session)
- Tuesday, Jan. 14 – 10 a.m. and 11 a.m. (managers can attend a 9 a.m. session)

Several sessions will also be held at the Metropolitan Council's office building, 390 Robert St. N., St. Paul.

Find more information and a full schedule of upcoming information sessions on MetNet.

Winter returns, and with it a renewed focus on customer service

From General Manager Wes Kooistra

Winter weather always makes our lives a little more challenging.

We were reminded of that fact last week, when the Twin Cities got its first helping of snow and ice, making already busy roads even harder to navigate.

Winter's arrival also provided a reminder of our responsibility to provide safe, reliable and accessible transportation while operating in some of the toughest conditions in the country.

As usual, we persevered.

As snow fell last Saturday, train operators and support staff helped thousands of fans get safely to and from TCF Bank Stadium for the Gophers-Wisconsin game. On Monday, when icy roads led to widespread slowdowns, bus operators bypassed traffic using new bus lanes on Hennepin Avenue. And, as always, our facilities staff spent the week doing everything they could to clear our busiest boarding areas and support facilities.

Amidst all this activity, operators and technicians also brought buses to

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The largest group of bus operators to go through training together this year recently moved into part-time roles. More than a dozen new operators also began training this week. From left to right, the new operators who recently finished training are (back row): **Tyrone Williams, Jr.**, **Cindy Bastin**, **John Fortuna**, **Cynthia Burda**, **Scott Anderson**, **Tyler Goethe** and **Brandon Mitchell**; and (front row) **Roy Murray**, **Said Muse**, **Scott Downie**, **Mulisa Kebede** and **Edward Sayers, Jr.**. Efforts to hire additional bus operators are ongoing. Learn more at metrotransit.org/drive.

the scene of two local tragedies so first responders and others could remain warm.

The response was, in many ways, exactly what we've become accustomed to. Our challenge now is to raise the bar even higher. And that's what precisely what we've set out to do.

We've expanded our facilities maintenance team so we can do more – before, during and after storms – to keep boarding areas free of snow and ice, a service that is especially crucial for customers with mobility challenges.

We're building stronger partnerships with city and county partners who share snow removal responsibilities and have installed more shelters, many with heat and light, to protect customers from the elements.

To help prevent buses from getting stuck, snow tires have been installed across the fleet for the first time ever. An expanded communications staff will help keep customers informed about unexpected delays in real time. Service changes that will take effect this Saturday will reduce wait times and help alleviate overcrowding.

And our police department's Homeless Action Team has been expanded and better equipped to help individuals in need.

Perhaps most importantly, we continue to do everything we can to recruit, hire and assist the operators, technicians and support staff we rely on to maintain service throughout the winter months.

Notably, the largest group of new operators we've seen recently completed their training – and another larger group is now following in their footsteps.

These efforts, along with the

CUSTOMERS TELL US HOW WE'RE DOING

"Genuine compassion and concern"

Metro Transit Police Officer **Quentin Waterkamp** was impressed by the actions of Public Facilities Worker **Tim Valento**, who recently stepped in to help an individual in need.

An individual at the Union Depot platform had fallen off the platform and needed medical attention. As I pulled the man to safety, Tim stopped what he was doing and helped me get this man back onto a bench on the platform.

Tim took a second out of his busy morning to help a stranger and showed genuine compassion and concern for another human being. He did not know the circumstances this man was in yet did his best to try and keep the man warm.

It was extra special to see another employee take the safety of another so seriously and professionally. His compassion was amazing. I don't think such things should go unnoticed and I am very proud to work around such great individuals.

knowledge that comes from decades of operating through our region's darkest, coldest and snowiest days, will help our region stay on the move over the coming months.

Because winter is a part of our routine, the dedication and skill we bring to the table can be overlooked. But that doesn't make it any less impressive.

Many of us are asked to arrive at work when roads remain treacherous, and to spend several more hours on ice- and snow-covered roads after clocking in. As we were reminded last winter, being outside in the brutal cold is, at times, unavoidable.

As General Manager, I want you to know that I recognize the challenges you overcome and the dedication you display every winter. Thank you for all that you've already done, and all that you will do over the coming months.

Together, we can and will continue to raise the bar not only this

winter, but in every season to follow.

Provide feedback by sending an e-mail to generalmanager@metrotransit.org.

Referral, encouragement turns one career change into two

It doesn't take long to see that bus operators **Crystal Garrison** and **Yolanda Sims** are close friends.

On a recent weekday afternoon, they laughed frequently as they traded stories about their first few months at Metro Transit and compared the advantages and disadvantages of their work schedules.

They also talked excitedly about landing full-time roles that provide competitive pay, good benefits and opportunities to advance.

The casual conversation occurred in part because, while they work out of different garages and have been at Metro Transit less than 18 months, they've worked side-by-side for years.

continued on next page

Before coming to Metro Transit, Garrison and Sims worked for a school bus company and spent several hours together every day. While they enjoyed what they did, the jobs came with minimal benefits and 45-minute commutes and without employer-sponsored retirement plans or many opportunities to advance.

Wanting more, Garrison and Sims set their sights on Metro Transit. Garrison applied first, and Sims said she'd wait to see how that experience unfolded.

"I said, 'You stay there for a few months, let me know how it works out, and if it works out I'll come,'" said Sims, a mother of three who also had experience as an intercity bus operator.

Garrison was still in training when she started texting Sims details she was picking up in orientation. As a trainer, Sims would initially be taking a slight pay cut. But at 51 years old, she also saw a chance to create a fitting final chapter in her work life.

When Sims applied, she listed Garrison as a reference; after Sims passed probation, Garrison earned a \$500 referral bonus.

The extra cash was welcome, but Garrison and Sims say their newfound career paths are the real reward. Both women are hoping to retire from Metro Transit. Sims is also helping organize an Employee Resource Group to support other women at her garage, and is serving as the ATU Local 1005's Woman's Caucus.

While they're excited about what's ahead, both acknowledge the transition hasn't always been easy.

Garrison said safely moving 40- and 60-foot buses through city traffic is nothing like driving a school bus, which she described as a "large car."



Shortly after beginning training, Operator **Crystal Garrison**, left, started encouraging her former co-worker, **Yolanda Sims**, right, to submit an application of her own. Now, both women are excited to build careers at Metro Transit. Garrison earned a \$500 referral bonus for urging Sims to apply.

"I thought I was a driver, but this has taught me to be the best of the best," she said. "This is just a much different experience. Your driving skills become so much better."

Garrison and Sims are also learning how to avoid getting rattled and how to navigate challenges like restroom access. As new operators, their time off is also limited and it can be harder to get their preferred routes and schedules.

But they enjoy how quickly the days go by, interacting with customers and knowing they are giving back to their community. When given the chance, Garrison also likes to tell friends, customers, anyone who will listen that they, too, can be a bus operator.

"She's going to be a very good recruiter," Sims said. "She sold me."

Refer a successful candidate and earn \$500!

Council employees can earn some extra money and help Metro Transit fill critical workforce needs by referring successful candidates. Employees will receive \$500 for referring an individual who passes their probationary period as a bus operator. A \$500 incentive is also available to employees who refer successful candidates for several technician or rail systems positions. To receive the incentive, applicants must include the name and employee number of the employee who referred them on the employee referral question of their job application. Learn more about applying and application assistance at metrotransit.org/drive.

INSIGHTS is published weekly and posted in the Customer Services & Marketing section of the MetNet intranet site. Employees are invited to submit comments, letters to the editor and story ideas. Contact the editor at Insights@metrotransit.org.

Mission statement: We at Metro Transit deliver environmentally sustainable transportation choices that link people, jobs and community conveniently, consistently and safely.

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Several bus and train operators were recently recognized by the Metropolitan Council's Transportation Committee. From left to right: Assistant Transportation Manager **Mary Johnson**, East Metro Operator **Hadiyya "Dee" Gbadoe**, East Metro Operator **Proeun Doeun**, Train Operator **Curt Morales**, Train Operator **Al Jama** and Assistant Manager-Rail Transportation **Shoeb Behlim**. East Metro Operator **David Wisner** was also recognized at the meeting.

Council recognizes quick thinking bus, train operators

Several bus and train operators were recently recognized for the way they responded to dangerous incidents.

The operators were honored by members of the Metropolitan Council's Transportation Committee on Monday, Nov. 25, as part of the Awarding Accomplishment program. The honorees were:

- East Metro Bus Operator **Hadiyya "Dee" Gbadoe**, who witnessed a stabbing and contacted police when she spotted the suspect months later. The suspect was quickly apprehended and charged by Metro Transit police.
- East Metro Bus Operator **Proeun Doeun**, who pulled his bus over to block traffic when he witnessed a motorcycle crash on Interstate 35E. A first responder who was on the bus jumped out to aid the motorcyclist.
- East Metro Bus Operator **David Wisner**, who safely brought his bus to a stop after a turkey flew into the windshield. Wisner was

driving a Route 54 bus near the airport when the bird collided with the bus.

- Train Operator **Al Jama**, who halted the Green Line train he was operating when he observed an individual fall into the right of way as the train was beginning to depart a station.
- Train Operator **Curt Morales**, who halted the Green Line train he was operating when he observed an individual jump unexpectedly into its path.

Community invited to take new look at Chicago-Lake Transit Center

Community members will soon be invited to help imagine the next chapter for the Chicago-Lake Transit Center, one of the busiest boarding locations in the Twin Cities.

The site, just west of the Midtown Exchange, is being rethought in part because plans for two future Bus Rapid Transit lines call for new, enhanced stations to be built nearby, on Chicago Avenue and Lake Street.

Metro Transit Event Calendar: Dec. 6-13

Friday (6)
Saturday
Quarterly service changes take effect
Free rides: Holidazzle, Loring Park, 10 a.m. to 11 p.m.
Sunday
Monday
Tuesday
Wednesday
Thursday
Free rides: MACV Home for the Holidays, Target Field, 7:30 a.m. to 3:30 p.m.
Friday

Have an event to share?
E-mail insights@metrotransit.org.

The stations will be part of the METRO D Line, which will substantially replace Route 5, and the METRO B Line, which will substantially replace Route 21.

On an average weekday, around 2,700 customers now board at the Chicago-Lake Transit Center.

After the new BRT lines open, the transit center could be repurposed as a "mobility hub" where shared bikes, scooters and vehicles are centrally located. The City of Minneapolis tested mobility hubs throughout the city in 2019.

In addition to high-frequency transit, the site is considered an ideal transportation hub because of its proximity to the Midtown Greenway, one of the most popular bike routes in Minneapolis. The Midtown-Phillips neighborhood is also home to an array of healthcare centers, service agencies and businesses.

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Preliminary planning efforts will be supported by the Congress for New Urbanism's Legacy Projects program, which partners national design firms and local partners. CNU is hosting its annual meeting in the Twin Cities in 2020.

The Chicago-Lake design work will be led by San Francisco, Calif.-based Van Meter Williams Pollack, LLP.

Designers will also help come up with plans for a Southeast Asian-themed indoor and outdoor market on University Avenue; to support placemaking in St. Paul's District Del Sol; and to make the intersection of Portland Avenue and Interstate 494 more inviting.

Community members will be invited to share input throughout the Chicago-Lake design process. Workshops will be held next spring, and periodic outreach will occur at the transit center. Designs will be shared at CNU's conference in St. Paul next June.

Metro Transit, the City of Minneapolis, shared mobility providers and Ryan Companies, the property owners, will be involved in the design efforts and possible future improvements.

Ideas that emerge through the design process will likely be tested with low-cost or temporary changes ahead of any significant investment.

Pending full funding, the D Line is expected to be under construction as early as 2021; construction on the B Line could begin in 2022.

Wellness Around the Council: Brenda Lutzke



Last December, Ruter Operator **Brenda Lutzke** went to the doctor because a



Community members will soon be invited to share their thoughts on the future of the Chicago-Lake Transit Center, in south Minneapolis. With boarding areas shifting to new locations, the center could become a mobility hub where shared bikes, scooters and other transportation options are centrally located.

wound on her big left toe just wouldn't heal – a side effect of having Type 2 diabetes.

Facing the prospect of amputation, she sought treatment at Hennepin Healthcare's Center for Wound Healing, which specializes in treating non-healing wounds caused by poor blood flow.

To improve circulation, Lutzke received hyperbaric oxygen therapy. In a hyperbaric chamber, air pressure is increased so lungs can gather more oxygen, which is distributed throughout the body.

Lutzke recently spoke about her journey with HealthPartners Health Coach Ashley Starr.

What inspired you to look elsewhere for care and answers?

I've been working here for almost nine years and was diagnosed with Type 2 diabetes 5 years ago. Since then, I've lost 200 pounds and taken steps to manage the disease. I try to walk on the treadmill three times a week, lift weights and make sure I'm getting enough sleep. While my health had improved, I had a wound that wouldn't heal and I was sick of not making progress with my doctor. This inspired me to check out

Hennepin Healthcare's Center for Wound Healing, and I am so happy I did.

What is hyperbaric treatment and what was your experience like?

Over a five-day period, I went into a chamber for 20 treatments, each of which took about 2.5 hours. They moved fast, too. I went in for a consult on a Monday and by the next day I was set up for treatment. I spent eight weeks in a boot and now I'm feeling great!

How has the hyperbaric treatment improved your life?

I can walk with ease and don't have to worry about my feet all day. I recommend this to anyone who has a wound that won't heal. I went almost a year dealing with this and I'm glad I decided to take charge of my health and make a change. It's also a good reminder for me to continue watching what I am eating and stay on top of my diabetes.

Wellness Around the Council is presented by Fit For Life, the Metropolitan Council's workplace wellness program. Features appear monthly in HR Connect and other Council newsletters. For support reaching your wellness goals,

contact Health Coach **Ashley Starr** at Ashley.Starr@metc.state.mn.us. Starr is available for one-on-one and group sessions.

Organizational changes take effect in January

Organizational changes affecting several departments will take effect in January. The changes are being made to help advance agency priorities and promote greater collaboration.

The changes will utilize the current vacant positions of Deputy General Manager (last held by Mark Fuhrman) and Assistant General Manager (last held by Julie Johanson) to create two new departments:

- Capital Programs, which will include Engineering & Facilities and work units focused on expanding the Bus Rapid Transit and light rail networks and preserving existing infrastructure.
- Planning, Evaluation and Marketing, which will include Marketing and Transit Information, Service Development, Transit Oriented Development and Strategic Initiatives which, among other responsibilities, supports data-driven decision making.

The vacant positions of Deputy General Manager for Capital Programs and Assistant General Manager for Planning, Evaluation and Marketing are expected to be posted this month and hired in early 2020. Current leadership roles will otherwise remain unchanged.

In addition, the current position of Senior Manager of Policy Development will become a Chief of Staff position, held by **Lesley Kandaras**. The scope of the current Transit Systems Development Director of Administration position, held by **Robin Cauffman**,



*Metro Transit police officers joined hundreds of other Meals on Wheels volunteers who helped pack and distribute meals on Thanksgiving Day. This month, officers will be involved in several Shop With a Cop events, where officers help young people find gifts for their friends and family members. For more information on those events contact Recruitment and Outreach Coordinator **Gwen DeGroff-Gunter** at Gwendolyn.Degroff-Gunter@transitpd.org.*

will be expanded to Metro Transit Director of Administration. Cauffman, Manager of Communications and Media Relations **Howie Padilla**, and the open position of manager of Equity & Inclusion will be overseen by the Chief of Staff.

Changes falling under the Deputy General Manager of Capital Programs and under the Assistant General Manager of Planning, Evaluation, and Marketing will be effective upon the hiring of those positions. Other changes falling under the Chief of Staff position will be effective on January 1.

Questions about the transition can be directed to a manager or supervisor.

November Commendations

These employees earned commendations in November. Unless otherwise noted, the employees are bus operators.

One commendation

Brandon Acey, #78561
Lamar Adams, #5848
Solomon Adeleke, #3836

Sofi Adem, #79081
Adeyinka Adesida, #67361
Richard Angelini II, #79019
Cherri Armstrong, #75342
Cecelia Avakey, #76376
Orion Beaufort, Transit Information
Bradford Benner, #9418
Terese Blanchard, #74030
Ella Brakob, Transit Information
Wade Brazil, #79154
Taneesha Broomfield, #67068
David Buckhalton, #79140
Michael Carter, #64008
Brian Conover, #70336
Lauren Cox, #66162
Anthony David, #76004
Elizabeth De Salguero, #74321
Zachary Dennis, #79070
Jason Dewitt, #77117
David Dieken, #76073
Proeun Doeun, #5994
Mohamed Doualeh, #68021
Darryl Draper Sr, #73415
Benjamin Drayer, #75411
Stephen Elliott, #76303
Howard Ellis, #75308
Lawrence Evans, #70006
Zenebework Feleke, #73066
Michael Flowers, #73407

continued on next page

Benjamin Follese', #77236
 Melinda Frank, #7906
 James Griffin, #66091
 Charles Hall, #6344
 Rahhal Hamimoune, #71065
 Jean Harwell, #72478
 Alan Hinrichs, #70192
 Gregory Hollie, #77078
 Steven Holm, #78237
 Jeremy Hop, Customer Relations Specialist
 Abdishakur Jama, #78254
 Abdalla Jibril, #78278
 Thomas Joerndt, #70196
 Andrew Johnson, #74415
 Jeffrey Johnson, #7822
 Stepfon Killingsworth, #73605
 Ruby Kimbrough, #77234
 Monica King, #78438
 Barbara Knutson, Transit Information
 Daniel Kraemer, #74521
 Sarah Lawrence, #76030
 Vaurice Lee, #78055
 Justin Levasseur, #74417
 Francis London, #77032
 Earl Madison, #9804
 Leanne Mays, #75490
 Ericka Meisinger, Transit Information
 Michael Miller, #74508
 Issak Mohamed, #78334
 Adolfo Morales Rodriguez, #79079
 Soua Moua, #64002
 Laura Muench-Thomsen, Transit Information
 Timothy Mulcahy, #64165
 Dominic Mullen, #76474
 Vamilar Ngungkpan, #72238
 Kenneth Novack, #77300
 Bernice Ojogwu, #6701
 Osman Osman, #77462
 Sarah Pollard, #64436
 Trahern Pollard, #74344
 Trabresa Reese, #67159
 Liban Said, #76488
 Scott Schaller, #74159
 Kevin Schnyders, #71209
 Thomas Schroeder, #78053
 Timothy Sehm, #75461



Construction continues on Interstate 35W, where lanes, bridges and entrance and exit ramps are being rebuilt as part of a massive, state-led project. The northbound I-35W bridge over 31st Street is due to be demolished this weekend. The northbound exit ramp from I-35W to 31st Street/Lake Street is also scheduled to close today, Friday, Dec. 6, until fall 2021, while a new bridge over 31st Street is built. As part of the project, new southbound MnPASS lanes and a new transit station at Lake Street are also being built. Learn more about service on I-35W and current and upcoming construction activities at metrotransit.org/35w.

Floyd Seres, #76387
 Ryan Shimon, #75453
 Mahdi Siarag, #75005
 Scott Stephens, #78295
 Shorlanda Stewart, #74584
 David Stiggers, #66256
 Sharon Stoneman, Transit Information
 Arthur Tart, #78033
 John Thomas, #78234
 James Till, #2091
 Bertrand Turner, #66159
 Timothy Valento, #73659
 Lee Vang, #79096
 Celester White, #75470
 Brian Willenbring, #65008
 Tremayne Williams, #76187
 Shane Willis, #72263
 Pao Xiong, #68125
 Daya Yang, #75069
 Jer Yang, Customer Relations Specialist

Two commendations

Omar Ahmed, #74495
 Roger Clark, #77259
 Larry Goldsby, #79085
 Lamont Harris, #6827
 Xavier Knazze, #71222
 Bruce Miller, #71221
 James Mueller, #78378
 Connissa Robison, #74081

Roger Rust, #67250

Three commendations

John Edwards, #65116
 Joseph Sturdevant, #6579

Four commendations

Bobby Colbert, #79374

November People Movers

Welcome to these bus operators hired in November

Jessee Johnson
 Osman Dualeh
 J Nyudeh Kai
 Lynn Buss
 Elijah McDonald
 Didier Nkurunziza
 Rowan Forrester
 Kevin Montry
 Eugene Evenson
 Debra Nimz

Welcome to these employees hired in November

Sarah French, Customer Relations Specialist
 Ruth Madison, LRT Helper
 Lamar Walton, LRT Helper
 Torey Johnson, Principal Admin Specialist, Transit Police

continued on next page

Congratulations to these employees on their promotions or transfers

Linda Scanlon, Customer Relations Specialist to Accounting Specialist

Dustin Quam, Construction Inspector, Metro Plant to Assistant Contract Administrator

Carlisha Lyles, Transit Supervisor to Assistant Transportation Manager, Heywood

Mark Greenhoward, Operator, East Metro to Cleaner, South

Crystal Warner, Operator, East Metro to Cleaner, Heywood

Elisabeth Ofridam, Cleaner, Heywood to Cleaner, Nicollet

Steven Hanson, Bus Operator, South to Cleaner, Northstar

James Mulcare, Facilities Technician, Ruter to Facilities Technician, Transfer Road

Karl Lundeen, Facilities Technician, Rail to Facilities Technician, Ruter

Thomas Hosley, Fare Collections Specialist, East Metro to Fare Collections Specialist, South

Adam Kleven, Traction Power Maintainer to Foreperson, Traction Power

Mohamed Elmi, General Dispatcher, East Metro to General Dispatcher, Nicollet

Thomas Sabourin, Mark Up Dispatcher, Heywood to General Dispatcher, Heywood

Ahmed Jama, General Dispatcher, Nicollet to General Dispatcher, East Metro

Roberto Pena, General Dispatcher, East Metro to General Dispatcher, Ruter

Charles Kelly, General Dispatcher, Ruter to General Dispatcher, East Metro

Thomas Loehlein, General Dispatcher, South to General Dispatcher, Nicollet

Michael Adams, General Dispatcher, Heywood to Mark Up Dispatcher, Heywood

Theodore Raveling, General Dispatcher, East Metro to Relief Mark-Up Dispatcher, East Metro

Mohamed Elmi, General Dispatcher, Nicollet to Relief Mark-Up Dispatcher, South

Douglas Boyer, Relief Mark-Up Dispatcher, East Metro to General Dispatcher, East Metro

Michael McGinley, Head Stockkeeper, Overhaul Base to Head Stockkeeper, Transfer Road

Nickolas Grimes, Stockkeeper, Ruter to Head Stockkeeper, Overhaul Base

Paul Schindler, Supervisor, Rail Maintenance to Manager, Rail Vehicle Maintenance

Donald Bryant, Mechanic Technician, Overhaul Base to Mechanic Technician, East Metro

Jerrold Frank Learn, Cleaner, Nicollet to Mechanic Technician, Heywood

Doua Lor, Helper, East Metro to Mechanic Technician, Ruter

Saralyn Romanishan, Transit Information to North Loop Facilities Support Coordinator

Antoine McAllister, Stockkeeper, Overhaul Base to Stockkeeper, Ruter

Charles Vittitow, Supervisor, Rail Maintenance QA and Training to Traction Power Maintainer

Nhatoua Xiongblaxang, Public Facilities Worker to Transit Information Installer

Sharon Stoneman, Operator, South to Transit Information Representative

Good luck to these employees who left service in November

Hassen Jama, Operator, South

Congratulations to these employees who retired in November

Ann Morrison, #2035, Operator, Nicollet

Robert Brace, #7412, Operator, Ruter

A.J. Olson, Deputy Chief

Timothy Hale, Police Officer

Great People

Ronald Roth, #1666, Operator, Nicollet

Scott Grimes, #5305, Mechanic Technician, Overhaul Base

Congratulations to these employees who celebrated work anniversaries in November

35 years

Richard Pratschner, #1793, Operator, Ruter

John Carrier, #2577, Operator, South

James Underwood, #2574, Operator, East Metro

30 years

Jeffrey Kellner, #3422, Senior Electronics Repair Tech

25 years

Vernon Hutchinson, #7400, Operator, East Metro

20 years

Melinda Frank, #7906, Operator, Heywood

Alan Thao, #3650, Janitor, Overhaul Base