



MANATEE COUNTY GOVERNMENT
"EMPLOYEE RECOGNITION PROGRAM"
NOMINATION FORM

(PLEASE PRINT)

DATE: 01/28/2020

[X] EMPLOYEE OF THE MONTH NOMINATION

NAME: Towanna Johnson
DEPARTMENT: Public Works DIVISION: Transit
JOB TITLE: Para-Transit Scheduler DATE OF HIRE: 02/21/2006
NOMINATED BY: William Steele/Benita Zarr/Tammy Grinnell PHONE#: 7440

Expiration (if applicable):
Reviewed by Human Resources Date:

[] 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#:

Reviewed by Human Resources Date:

Nominated Employee(s): Johnson, Towanna

Type of Nomination: Employee Of The Month



EMPLOYEE OF THE MONTH NOMINATION

1. BRIEFLY DESCRIBE THE JOB DUTIES OF THE NOMINEE:

Build daily schedules for the Handy Bus services in accordance with Local, State and Federal guidelines. Coordinating and organizing schedules for dialysis, acute care patients; and school, work and nutrition trips for clients who rely on Manatee County Area Transit for their day-to-day essential needs.

2. DESCRIBE IN DETAIL (INCLUDE EXAMPLES) OF EXEMPLARY CUSTOMER SERVICE GIVEN BY THIS NOMINEE.

Towanna consistently takes pro-active steps to identify potential problems which may arise with route scheduling. She makes the necessary schedule modifications to ensure an effective, efficient Level of Service (LOS) in order to average 350 passenger trips in weekday service delivery operations. This LOS is essential to balance ridership demand with operating resources, ensuring on-time schedule adherence, and high-quality customer service for Handy Bus passengers. Recent examples of exemplary customer service include:

1. Establishing an efficient yet customer-service friendly solution to serve clients in the Duette/Myakka Service area.
2. Coordinating dialysis services with local clinics to ensure regular treatment and providing sufficient recovery time after treatment.
3. Establishing "floater" work assignments to assist operators who are running behind schedule with respect to their assigned route schedules, thereby ensuring continuing on time performance for Handy Bus clients.

3. GIVE EXAMPLES OF EXCEPTIONAL ACHIEVEMENTS. HOW DID THE EMPLOYEE'S ACCOMPLISHMENTS EXCEED THE NORMAL STANDARDS/EXPECTATIONS FOR THE JOB? HOW DID THE EMPLOYEE'S ACCOMPLISHMENTS RESULT IN A SPECIAL ACHIEVEMENT OF SIGNIFICANT IMPORTANCE TO THE COUNTY?

Towanna consistently goes "above and beyond" the call of duty. In fact, she demonstrates a great rapport with Handy Bus clientele and the staff at medical facilities. She is that "can-do" employee who evaluates client travel situations and works these situations diligently in an effort to find methods where the daily route schedule works for each client. To date, there is significant improvement with respect to decreased passenger complaints and fewer denials for Transportation Disadvantaged (TD) sponsored services. At the same time, the Handy Bus program is now meeting the on-time performance objective (i.e., 95%) for the first time in many, many years. Towanna is doing an excellent job in facilitating service delivery operations and working effectively to ensure ambitious on-time performance and LOS performance objectives.

4. ACCOUNTABILITY, CIVILITY, AND ETHICS: GIVE SPECIFIC EXAMPLES OF HOW THE EMPLOYEE DEMONSTRATES EXCEPTIONAL LEADERSHIP SKILLS; SERVES AS A ROLE MODEL FOR OTHERS, DISPLAYING DESIRABLE QUALITIES/TRAITS SUCH AS VISION, INTEGRITY, HONESTY, DEDICATION, HIGH LEVEL OF WORK ETHICS, FAIRNESS, ASSERTIVENESS, AND HARD WORKING.

Towanna consistently maintains a positive, professional, and empathetic working relationships with employees and clients, which makes her very approachable. She is an effective listener, especially when it concerns Transit Operators (needing more time between pick-ups, proper sequencing for passenger trips, improving the operator's on-time performance, etc.) When necessary, Towanna will proficiently rearrange the route schedule to accommodate these issues and ensure results. She pays attention to detail, especially when it concerns persons with disabilities relying on the Handy Bus for service delivery. This is demonstrated in staff discussions with dialysis centers, medical facilities and during regularly scheduled staff/safety meetings.

ADDITIONAL EXAMPLES/JUSTIFICATION: SPECIFIC ACCOMPLISHMENTS, COMPLETED PROJECTS, ETC. (EXAMPLE: PROFESSIONAL DEVELOPMENT, VOLUNTEERISM, ETC.)

To get the job done and ensure effective and efficient results in service delivery operations, Towanna willingly works extra hours when necessary. Towanna is fully capable of fulfilling her role as a Scheduler for the Handy Bus system, and ensures the Handy Bus runs are scaled to the prescribed weekday LOS. This "results first" approach prevents the domino effect of: Service denials, late trip occurrences, and dissatisfied clients and transit operators. Towanna is a most valuable personnel asset for Manatee County Government!



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.

- Safety meeting contribution
- Response in an emergency
- Coaching co-workers on safe work practices

- Demonstration safety consciousness & initiative
- Consistent maintenance of safe work environment
- Identifying, reporting and helping to correct a hazard

Nominated Employee(s): _____
Type of Nomination: _____

1. Explain how employee(s) achieved, maintained or improved safe work environment. (BE AS SPECIFIC AS POSSIBLE. Use an additional sheet as necessary.)

TEAM NOMINATION

Check the selected criteria that best describes the team's performance.

- | | | | | | |
|--------------------------|--------------------|--------------------------|----------------|--------------------------|-------------|
| <input type="checkbox"/> | Project | <input type="checkbox"/> | Committee Work | <input type="checkbox"/> | Emergency |
| <input type="checkbox"/> | Special Assignment | <input type="checkbox"/> | Cost Savings | <input type="checkbox"/> | Promotional |
| <input type="checkbox"/> | Community Work | <input type="checkbox"/> | Other | | |

1. Summarize the work efforts that justify this nomination.

2. How did the team of employees contribute to improving the quality of services to the County and its citizens? Explain how this effort was beyond the normal realm of duties and responsibilities of these individuals.

HEROISM NOMINATION Describe heroic act below or attach additional pages.

Nominated Employee(s): Johnson, Towanna

Type of Nomination: Employee Of The Month

ADDITIONAL COMMENTS:

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

Please see 3 pages attached.

Towanna's functional responsibility for scheduling next-day Handy Bus service delivery operations is much more than a full time job, as she is continually pulled in a variety of directions. This is due to staff recognition that Towanna possesses the expertise and dedication to assist with the myriad of service delivery operational issues that arise everyday. Towanna is the employee that consistently demonstrates a "can-do," positive attitude, which sets a great example for others to follow. Her "results first" approach means that she is willing to work hard every day to develop meaningful, real-world service delivery solutions. Towanna is a "very dedicated employee" and the Public Works/Transit Division is blessed to have her as a teammate.

Towanna P. Stech 1-29-20

EMPLOYEE'S SUPERVISOR Approved/Disapproved <i>Stech</i>	Date: <i>1/29/20</i>
Supervisor's Comments:	
DEPARTMENT DIRECTOR Approved/Disapproved <i>Chad</i>	Date: <i>1/30/20</i>
Department Director's Comments:	
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.**

MEMORANDUM

To: Transit Operators, Dispatch, Dispatch Supervisor, and Scheduler
From: Benita L. Zarr, Paratransit Operations Superintendent
Date: July 16, 2019
Subject: Commendation for Above Average Service



I received an email on July 8, 2019 commending staff for excellent service. Praising the staff for being courteous and always on time.

I would like to take this opportunity to thank you for a job well done.

Keep up the good work, your dedication and compassion to continue to provide excellent service is much appreciated and a great representation of Manatee County Government!

cc: Chad Butzow, Public Works Director
William P. Steele, Transit Division Manager
James Egbert, Transit Operations Chief
Kevin Sheerin, Transit Operations Superintendent
Melinda Waggoner (File)

Public Works
Transit
2411 Tallevast Rd Sarasota, FL 34233
(941)708-7426

MEMORANDUM

To: John Gilbert, Fil Rivera, Casandra Adderley, Brian Medina-
Operator Supervisors and Towanna Pompey-Dispatcher
From: Benita L. Zarr, Transit Operations Superintendent
Date: February 21, 2017
Subject: Commendation for Above Average Service



I received a letter commending Operator Supervisors, John Gilbert, Fil Rivera, Casandra Adderley, Brian Medina and Dispatcher Towanna Pompey for the fantastic job they do on a daily basis.

I would like to take this opportunity to recognize your good customer service.

We continue to appreciate your efforts and representation of Manatee County Government!

cc: William Steele, Transit Division Manager
James Egbert, Transit Operations Chief
File

Public Works
Transit
2411 Tallevast Rd Sarasota, FL 34244
(941) 708-7426

MEMORANDUM

To: Tammy Grinnell, Paratransit Coordinator, Transit Operators
From: Benita L. Zink, Transit Operations Superintendent
Date: May 24, 2016
Subject: Commendation for Above Average Service



I'd like to take this opportunity to recognize the great customer service you provide by going over and beyond the normal call of duty to assist in the care of our Handy Bus clients.

Keep up the great work, we appreciate your representation of Manatee County Government!

cc: William Steele, Transit Division Manager
James Egbert, Transit Division Superintendent
File

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

LARRY BUSTLE * CHARIS B. SMITH * 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

MEMO: The easiest and fastest way to manage and process auto glass claims is at www.easyglass.com.

RECEIVED

MAY 20 2016
PUBLIC WORKS
TRANS. SYS. MGMT.

Dear Tammy,

Thank you and your
drivers for taking great
care of Jean (my mother)

Gratefully,

Cindy Desrosiers

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MEMORANDUM

To: Para-Transit Operators, Towanna Pompey, Joe Naples
From: Ellen-Marie Szipocs, Transit Operator Supervisor
Date: December 19, 2014
Subject: Kudos



I received a note card on December 19th, 2014, from Vicki Taylor; who wanted Manatee County Area Transit to know how wonderful the entire staff is at Manatee County Area Transit, Para Transit. She wanted to thank everyone for their kindness and hard work.

Ellen-Marie Szipocs

Transit Operator Supervisor

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

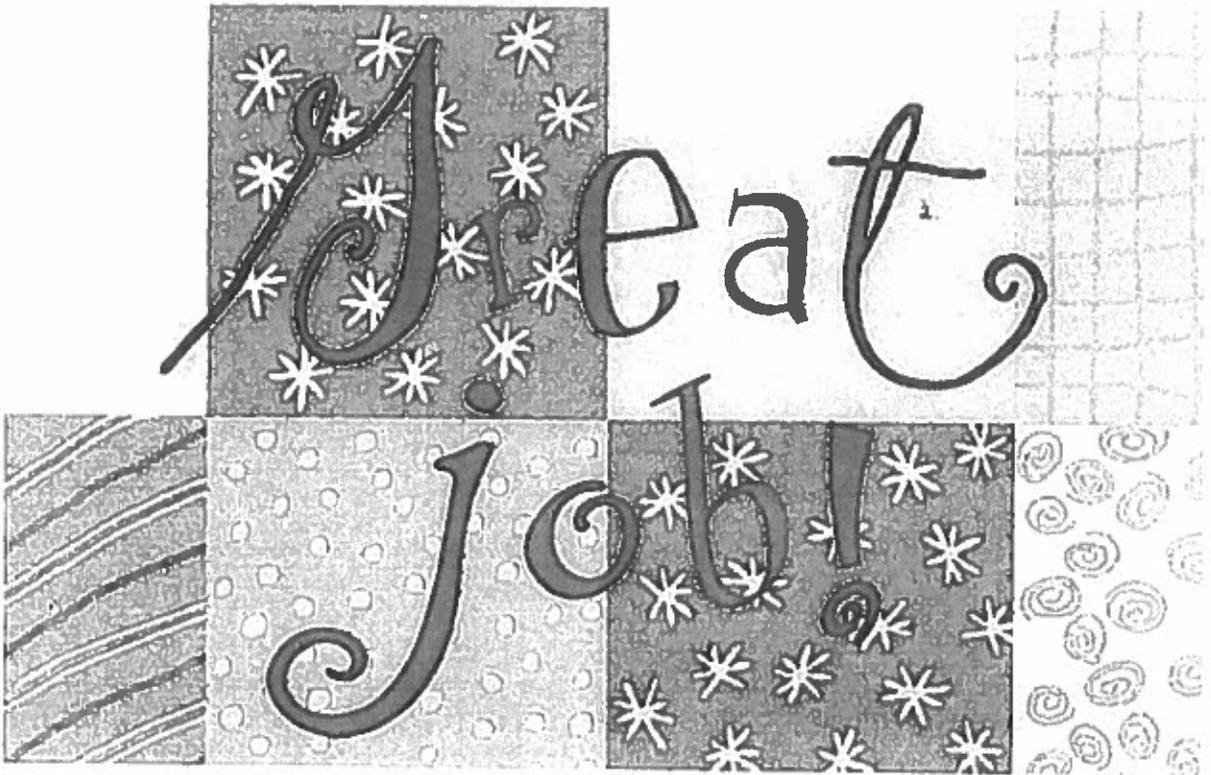
Department Name
Division Name
E-Mail Address
Phone number (941) XXX-XXXX

LARRY BRISTLE * CHARLES H. SMITH * JOHN R. CHAPPEL * ROBIN DISABATINO * VANESSA BAUGH * CAROL WILKINSON * BELSY BENAC
District 1 District 2 District 3 District 4 District 5 District 6 District 7

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and Studio

www.hallmark.com



Dear Ellen,

I felt it necessary to write this note to tell you how wonderful the Dispatch Staff is, year round. They are always nice and very helpful. They try very hard to get needs met.

I am truly thankful for the Handi Bus Service and all your staff.

Thanks
to Everyone for all you do!

Sincerely
Licki Taylor
DeSoto Lowers

Dear Ellen,

I felt it necessary to write this note to tell you how wonderful the Dispatch Staff is, year round. They are always nice and very helpful. They try very hard to get needs met.

I am truly thankful for the Handi Bus Service and all your Staff.

Thanks
to Everyone for all you do!

Sincerely
Dicki Taylor
DeSoto Towers

MEMORANDUM



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

MANATEE COUNTY
FLORIDA

Phone: 941.747.8621
Fax: 941.708.7464
www.myanatee.org

To: Towanna Pompey, Transit Dispatcher
From: Ellen-Marie Szipocs, Transit Operator Supervisor *EMS*
Date: November 21, 2013
Subject: Commendation

On Monday, November 18th, 2013, we started training the drivers on the new upgrades of the Mobile Data Terminal (MDT) and the new software for the Trec Units. The drivers have been frustrated in working with the new software. We succeeded in getting the drivers to understand how to operate all the functions.

I'd like to take this opportunity to thank you for a job well done in assisting in this process. 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

Phone: 941.747.8621
Fax: 941.708.7464
www.mymanatee.org

MANATEE COUNTY FLORIDA

To: Towanna Pompey, Transit Dispatcher
From: Benita L. Zarr, Transit Superintendent
Date: August 27, 2013
Subject: Commendation for a great Team Player

Thank you Towanna Pompey for being a great Team Player during the mandatory training and being short staffed. Towanna you were positive and very proactive in assisting with the schedules and making things work in coordination with available routes.

Keep up the great Team Work, we appreciate what you do!

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