

○ September | ○ 2021



SunGuide

scoop

TO SERVE THE TRAVELING PUBLIC BY PROVIDING A SAFE, RELIABLE, AND EFFICIENT TRANSPORTATION SYSTEM

QUOTE OF THE MONTH:

"In a world where you can be anything, be kind."

- Caroline Flack

Pillar of the Month:

Unity: We work together and we succeed together.



On the Horizon....

This section is to highlight news and upcoming events in SunGuide.

Oct 20th - Staff Meeting

Oct 27th - Shift Supervisor Meeting



EXCEEDING EXPECTATIONS

This section is to highlight the work of individuals who have gone above and beyond in the workplace.

Our "**Gold Star**" Program is coming soon!

Lucent Group is currently developing a brand new Dashboard so we can track all of your amazing achievements!

Please send any ideas you'd like to share to Natalia!
nlopez@lucentgp.com

PERFORMANCE MEASURES

**Partial Calculation*

PM	TARGET	CURRENT
RR Dispatch Time	<2 minutes	01:13*
Event Confirmation Time	<3.5 minutes	01:30*
DMS/ADMS Posting Time	<5 minutes	01:33*
Other Agency Notification Time	<7 minutes	06:14*

[SUNSHINE SPOTLIGHT]

This section is to highlight any new or recent employees at SunGuide.

*We are currently hiring for
an IT Technician II and
Operator I positions.*

CONGRATS!

Management Reminders:

*This section is to provide reminders of new updates or documents from
management to operators/contractors.*

Management would like share a big

Thank You!

for your continuous hard work while
overcoming adversity. We truly admire your
dedication and you inspire us every day to
prevail. Keep up the important work you all
do!

Happy Birthday!

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ANOTHER TRIP
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