

○ April | ○ 2022



# SunGuide

## SCOOP

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

### QUOTE OF THE MONTH:

*Everything good that's ever happened to me, came out of helping others."*

*-Danny Trejo*

### Pillar of the Month:

*Encouragement: We build up and empower each other.*

## *On the Horizon....*

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

**Apr 13<sup>th</sup>** - Shift Supervisor Meeting

**Apr 20<sup>th</sup>** - Operations Staff Meeting



# EXCEEDING EXPECTATIONS

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

## Telecommunications Appreciation Week!!

### Monday 4/11/22: Hawaiian Day

Hawaiian Shirt and Jeans  
Food Provided by East Lake Market

### Tuesday 4/12/22: Rep Your City Day

Shirt from your Hometown and Jeans

### Wednesday 4/13/22: ITS Awards Ceremony

SunGuide Polos and Jeans  
Pizza Provided by Papa Johns

### Thursday 4/14/22: Decades Day

Dress in your best 70's attire and Jeans

### Friday 4/15/22: Sports Day

Wear your favorite Sports Gear and Jeans  
Hot Dogs and Popcorn Provided

## PERFORMANCE MEASURES

March 2022

PM	TARGET	CURRENT
RR Dispatch Time	<2 minutes	<b>0:45</b>
Event Confirmation Time	<3.5 minutes	<b>01:21</b>
DMS/ADMS Posting Time	<5 minutes	<b>01:28</b>
Other Agency Notification Time	<7 minutes	<b>05:18</b>

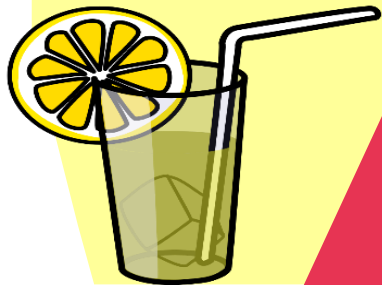
# Sunny's Refreshments

This section is to 'refresh' operators on certain tasks.

Use Event Attributes to categorize your Wrong Way Driving events.

Options include:

- WWD Lawn Crews
- WWD Field Test
- WWD Self-Correct
- WWD Nothing Found on CCTV
- Operator Training Event
- WWD Emergency Response for Emergency Vehicles
- WWD False Alarm Adj Rd for Adjacent or Frontage Roads



## [SUNSHINE SPOTLIGHT]

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

*Congratulations to  
Victoria Schultz for  
becoming an IT Tech I!*

## Management Reminders:

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

Operators must dispatch their Road Rangers within 3.5 minutes from the time the event is confirmed.

If you are unable to dispatch a Road Ranger, make sure you leave a comment within the timeframe.

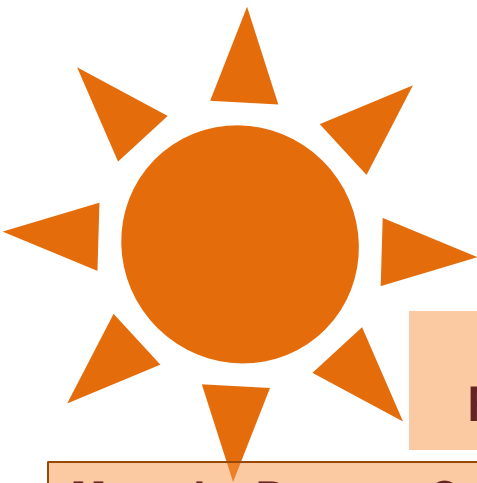
ANOTHER TRIP AROUND  
THE SUN...

- Birthdays:**
- Jared Roso - April 7<sup>th</sup>
  - Michelle Crawson - April 22<sup>nd</sup>
  - Jennifer Bingham - April 23<sup>rd</sup>
  - Natalia Lopez - April 23<sup>rd</sup>
  - Carlton Urban - April 27<sup>th</sup>
  - Mike Crawson - April 30<sup>th</sup>

### **Anniversaries:**

- Austin Kostelnik - 1<sup>st</sup> Anniversary





# Bring on the Heat

This section is to highlight any amazing hobbies, events, or other cool things our team spends their spare time enjoying.

## Charlie Keasler Reporting Coordinator

### Meet the Reports Coordinator Charlie Keasler!

He has been working for the RTMC since August 2008. Before this career, Charlie worked for a Radio Production company and hosted an AM Station in St. Pete. Below are some interview questions he was kind enough to answer:

#### In what year did you start working as a Radio Host?

1994, on an AM station in St. Petersburg

#### How long did you work in Radio?

Sixteen years! (1994-2004, 2006-2012)

#### What is one thing you liked about the job?

The non-stop nature, the teamwork, the weirdness. I see a lot of that in the work we do here at the RTMC.

#### What is one thing you didn't like?

Being indispensable (I wore many hats back then), I was always working, and it burned me out.

#### What is the wildest story you told on air?

Can't tell you. Courtney made me sign a form ;-)

#### What is one thing you think is better or worse about radio today?

Radio today, among other things, is much worse due to social media.

#### Would you work in Radio again if the opportunity presented itself?

I have been approached on occasion, but no.

#### How did working in Radio prepare for where you are in your career now?

It certainly adapted me to the 24/7 life!!

#### What is your favorite Radio station in Tampa?

I don't have one!!!



## Laugh Management Center



Have a joke or image of your own? Please share them with Natalia!

[nlopez@lucentgp.com](mailto:nlopez@lucentgp.com)

