

SFO SHUTTLE

A MESSAGE FROM THE PRESIDENT JEFF LEONOUKAKIS

While recently attending the annual California Bus Association conference I had the pleasure of participating in a leadership seminar facilitated by Hank Freidman, Director of Human Resources for VersaCold USA.

VersaCold is an international warehouse and distribution company specializing in refrigerated logistics.

SFO Shuttle Bus Company

Safe, Attentive, Professional

Fall 2008

Hank had many valuable insights as to what constitutes effective leadership and makes a company a great place to work.

In addressing why employees leave a company:

- ☐ 7% leave due to poor communication—people don't know what's going on and feel disconnected
- ☐ 8% leave because they feel the job was not what they expected—ie; promises that were made were not kept or the job description was not accurately defined
- ☐ 12% saw no future with the company, no room for advancement ☐ 73% thought their boss was a jerk and cared more about profits than the employees as human beings.



[SFO Management Training Program](#)

In defining effective leaders, they:

- ☐ Encourage the heart—they are supportive when it really matters most ☐ Model the way—they walk their talk and lead by example ☐ Demonstrate courage—they have the guts to challenge the current process and are not afraid to make changes for the overall good of the company
- ☐ Inspire a shared vision—get everyone on the same page and make sure all team members clearly know what the company goals are and how they can be achieved
- ☐ Move people to act—do not get hung up with “paralysis by analysis”, trust people to make good decisions and “Just Do It!”

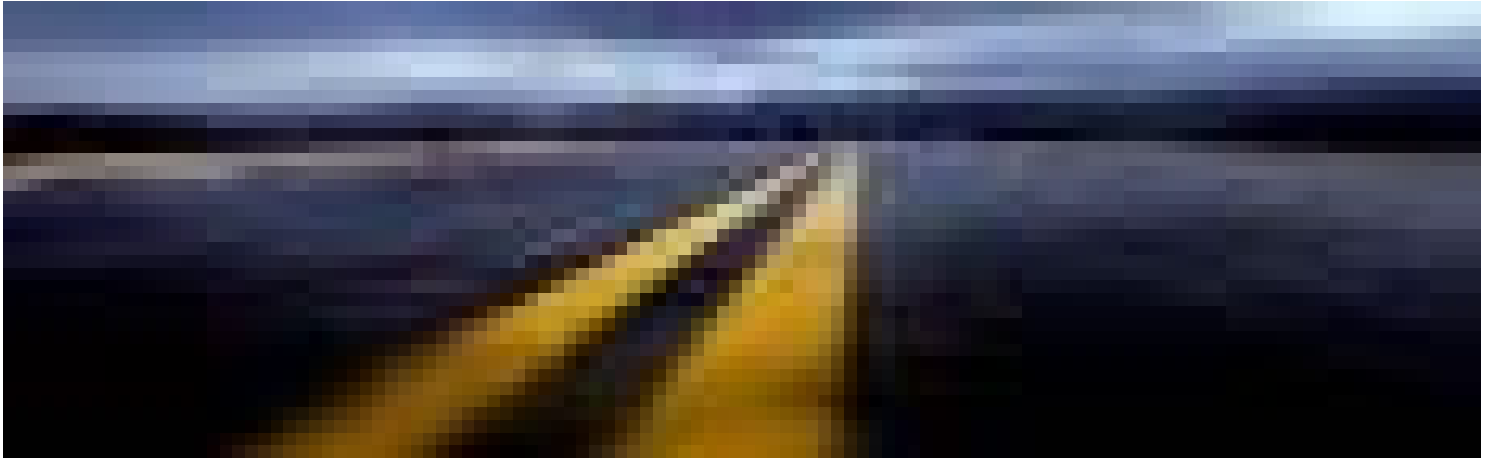
You will read elsewhere in the newsletter about our exciting new Management Training Program where we are committing time and resources to providing several of our managers and supervisors with the skills to grow with our company. We believe that by providing this training we will address many of Hank's observations and develop effective leadership from within our company. In doing so, we believe that this investment will continue to help us reach our goal as a healthy, growing company and a great place to work with opportunities for all.

[SFO Management Training Program](#)

SFO Shuttle Bus Company is pleased to announce that our 2008 Management Training Program was rolled out October 11th at Oakland (RAC) offices. We are very happy to welcome our first group of individuals that have been selected based on their talent, commitment, and eagerness to continue their managerial growth and personal development. Please take a minute to congratulate our Class of 2008.

Jose Quintanilla, Oakland (RAC) Andrew Suarez, Google Lisa Villafuerte, Oakland (RAC) Christina Avila, Oakland (RAC) Margarita Robison, Oakland (RAC) Eugene Fletcher, Emeryville Derik Crawford, Oakland (RAC) Evanna Ledbetter, Oakland (RAC)
Ezzeldin Abdelrahim, Stanford Remy Johnson, (Oakland (RAC) Eric Banford, Stanford Margueritte
Vincent Suarez, Stanford Margueritte James Teague, SFO International

Again, congratulations to those participating in the SFO's 2008 Management Training Program!



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A MESSAGE FROM THE GENERAL MANAGER BOB ROOPER

WHAT IS DROWSY DRIVING?

Sleepiness and driving is a dangerous combination. Most people are aware of the dangers of drinking and driving but don't realize that drowsy driving can be just as fatal. Like alcohol, sleepiness slows reaction time, decreases awareness, impairs judgment and increases your risk of crashing. It's nearly impossible to determine with certainty the cause of a fatal crash where drowsy driving is suspected. However, there are a number of clues at a crash scene that tell investigators that the person fell asleep at the wheel. For example, drowsy driving accidents usually involve only one vehicle where the driver is alone and the injuries tend to be serious or fatal. Also, skid marks or evidence of other evasive maneuvers are usually absent from the drowsy driving crash scene. Unlike alcohol-related crashes, no blood, breath, or other objective test for sleepiness behind the wheel currently exists that investigators could give to a driver at the scene of a crash. This makes police training in identifying drowsiness as a crash factor very difficult.

Definitions of drowsy driving or driver fatigue rely on how the concept of "fatigue" is defined. Fatigue is a general term commonly used to describe the experience of being "sleepy," "tired," "drowsy," or "exhausted." While all of these terms have different meanings in research and clinical settings, they tend to be used interchangeably in the traffic safety and transportation fields.

There are many underlying causes of sleepiness, fatigue and drowsy driving. Including sleep loss from restriction or too little sleep, interruption or fragmented sleep; chronic sleep debt; circadian factors associated with driving patterns or work schedules; undiagnosed or untreated sleep disorders; time spent on a task; the use of sedating medications; and the consumption of alcohol when already tired. These factors have cumulative effects and a combination of any of these can greatly increase one's risk for a fatigue-related crash.

Sleepiness or Fatigue Causes the Following:

- ▣ Impaired reaction time, judgment and vision
- ▣ Problems with information processing and short-term memory
- ▣ Decreased performance, vigilance and motivation
- ▣ Increased moodiness and aggressive behaviors

In addition to the dangers of driving under the influence of fatigue, several states are considering legislation that would allow police to charge drowsy drivers with criminal negligence if they injure or kill someone while driving if they have not

had adequate sleep.



SFO SHUTTLE

A MESSAGE FROM SFO ASS'T GENERAL MANAGER JIM TEAGUE

The Management Training Classes are in full swing with the third module, Customer Service Training just being completed after finishing Introduction to Management and Bus Operations in prior weeks. All the participants would like to thank Jeff Leonoudakis, Irene Camarena and all General Managers and let them know how excited all of us are about the program and how grateful we are for them committing their time and effort in helping us continue to grow with the company. There just isn't enough room in one newsletter to share the enthusiastic comments from all the participants but here are a few. More will be in the next newsletter as we'll have completed the final three modules.

Jose Quintanilla:

When I first heard about the Manager Training Program, I thought about the last two companies that I worked for and how valuable the training was. I was reluctant to sign up for the SFO Shuttle Bus training because I really didn't see that I had much opportunity to go much further with the company. At the encouragement of my Director of Operations I filled out the questionnaire hoping to be approved for participation. I started to get excited and nervous at the same time with anticipation. I have been with the company since 1990, and can't remember any such training being offered. So far it has truly been a good training as I look forward to the remaining modules. Thank you SFO Shuttle for helping me to get to another level of management skills. I am proud to be a representative of the company.

Lisa Villafuente:

I have attended two Manager Training meetings. Both meetings were very informational. I learned from the scenario brainstorm activities we did as groups. Listening to everyone's ideals and hearing what they would do and how I can implement them in my operations. I also learned from bus operations a lot about the different types of leaves that are available (i.e.FMLA, PTO, maternity etc.) and how to document them. I was reassured of how we as managers need to build a solid foundation and relationships with our employees, if we are going to run a profitable operation. These are the things that I have gotten from the meetings so far. Every week I look forward to going to the next one to see what else I can use in my everyday operations.

Derik Crawford:

The SFO Shuttle Bus Management Training Program means to me, a great opportunity to learn how a bus company operates. I'm excited that I was given the opportunity to grow with SFO and develop the skills and expand my knowledge of how a first class bus company operates. It has been very helpful to me that the instructors have shared a wealth of knowledge and experience over their careers. I believe my career is headed in the right direction at SFO Shuttle Bus Company. The training program is preparing me to successfully supervise or manage at any SFO Bus Facility.

Bob Rooper received a telephone call the morning of November 5th from an **SFO Long Term Parking** customer, Ms. Joanne Conte, who wished to commend our driver **Job Tesfamariam** for "above and beyond the call of duty".

According to Ms. Conte, she returned to the Bay Area to find her car parked in the SFO Long Term Surface Lot with a plastic bag covering the window and a note from driver **Tesfamariam** who had covered the window during the weekend of heavy rains.

Ms. Conte stated that she had forgotten to close her window and Mr. Tesfamariam had prevented extensive water damage to the interior of her expensive car. She also noted that all of her personal articles were still inside her vehicle upon her return.

Ms. Conte requested our address so she could send a personal note of thanks to driver **Job Tesfamariam**.

SFO Shuttle Driver of the Month

Miguel Navarro

The "Driver of the Month" is chosen from operators who have excelled in safety, attendance and customer relations. **Miguel**



Miguel Navarro

Navarro has been chosen as October's winner. Being with us less a year, Migeul has become a standout driver for our company. Thank you Miguel, not only will you now have preferred parking for the month, but now are in the running for Driver of the Year competition of which the winner receives preferred parking a year and a cash award.

With just two more months to go, lets remind everyone of this year's past monthly winners:

- Julissa Ochoa □ Lucy Alves □ Pei Qing Gu
- Roland Dori □ Javier Abundis □ David Busrod
- Miguel Navarro □ Tino Solis □ Bea Loveland
- Hussain Rajhboy



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Above and Beyond the Call.....

