

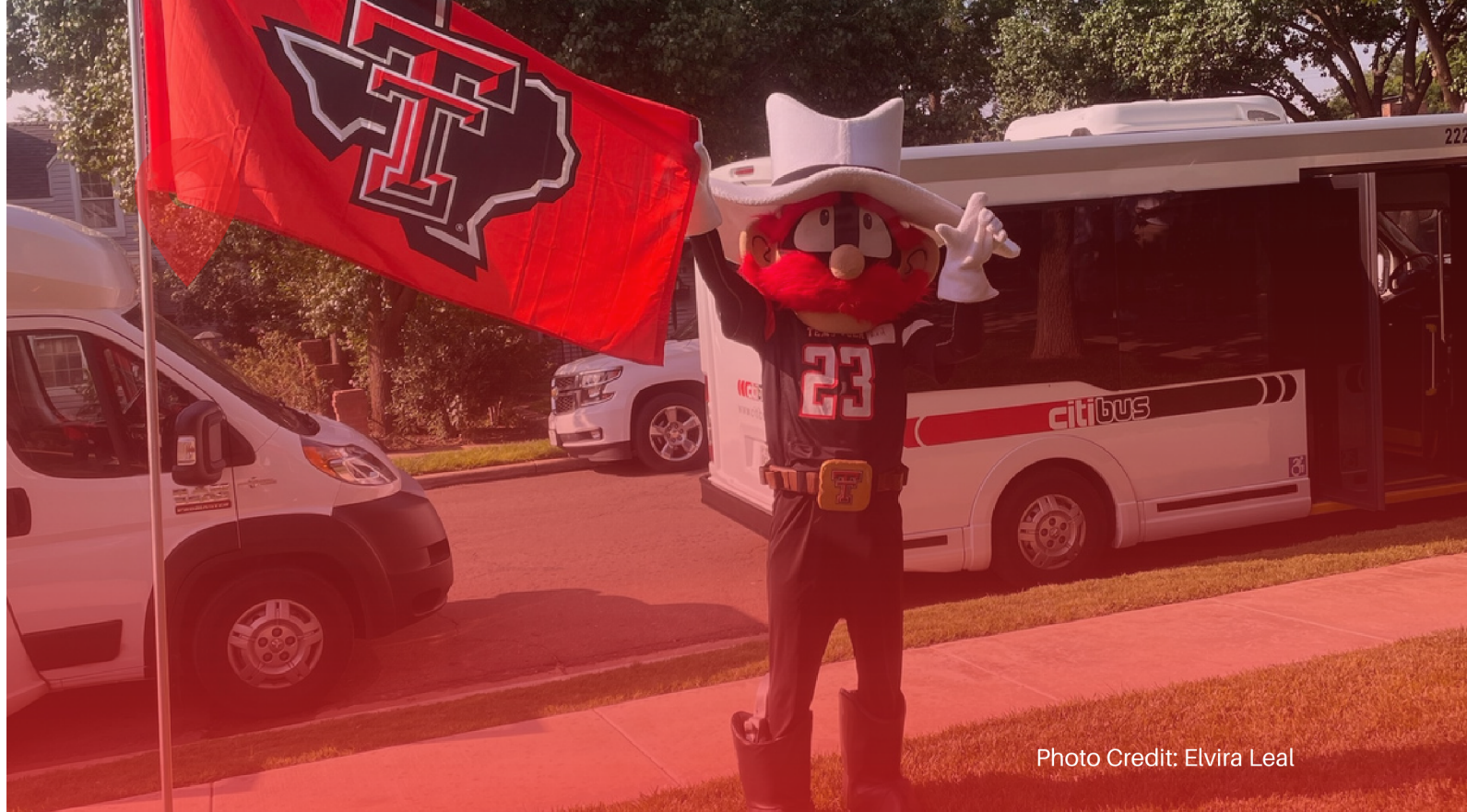
Q1 - 2022/2023

# newsletter



Photo Credit: Nate Martinez





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## Q1 UPDATE

### Transit Advisory Board

We are happy to introduce the newly elected Board Chair and Vice Chair officials.

Board Chair  
Jason Potter



Vice Chair  
Sandra Chatham



# Letter From The Top

chris mandrell



I want to thank you all for your hard work this year. It has been awesome to see everyone work together to make every service that we provide possible.

As you know, accidents happen when we least expect them, so it is important that we all take care of each other and keep an eye out for one another. Each accident that occurs on the job is one too many. Safety is a shared responsibility, and it's important for both employees and the company to work together to ensure that every worker returns home healthy each day. Employees should feel comfortable bringing up any issues they see as potentially unsafe, no matter how small or insignificant they may seem at first glance; we encourage everyone to be vigilant about workplace safety so that we can further reduce risks in the workplace. Please report any dangerous practices or concerns to your team leader or supervisor. Team leaders and supervisors are trained to deal with safety issues, and will take action to correct the problem if you bring it to their attention. They are also required by law to keep your identity confidential.

To this end, we've developed a number of initiatives that will be implemented soon that are aimed at making sure everyone understands why safety matters—and how they can help keep themselves safe. Everyone is doing a great job of handling our busy season, and I'm confident that we will finish the year off strong. Last, I wish each of you and your families a very merry holiday season and a Happy New Year. I look forward to continuing our success of 2022 in 2023, together!



# Safety.



ON OUR **MINDS**

**IN** OUR ACTIONS

DO YOUR **P.A.R.T.**





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# EMPLOYEE SPOTLIGHT!

Gayla has been with us since July 2003. As a driver at Citibus she provides great customer service to all of our riders. On August 29, Gayla received this positive review from a rider:

"Gayla was AMAZING!!! I took this trip less than 72hrs following back surgery and despite having a can/bus with poor shocks, she slowed down and did her best to not have the ride be bumpy for me. She also put down the ramp and helped me with my seatbelt, as I have limited twisting abilities right now. So so patient and kind! I'm very thankful she was my driver because she truly cares about her passengers."

Gayla is a team player and provides the best service every time! We are so happy that she is part of our team!



# THANK YOU ROSA!

We would like to give a HUGE shoutout to Rosa! We are so proud of her for keeping Citibus clean. Her hard work every day does not go unnoticed. Everyone can agree that Rosa makes a big difference in our building.

It is amazing to see how well Rosa takes care of things here at Citibus! We know we can always count on her to do what needs to be done.

Thank you so much, Rosa!



It is such a blessing that Rosa is now a part of Citibus! She is a joy to be around, is very friendly and cheerful and does a phenomenal job! You can tell she loves what she does as she will whistle as she works, leaving the building with a clean fresh scent.

Thank you Rosa for your dedication to doing a great job for Citibus!







OCTOBER 6, 2022

# HUB CITY BBQ COOKOFF

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Cookoff team:

Melvin Williams, Greg Roberts, Andrew Rios, Aubra Doss, & Marcella Ivins



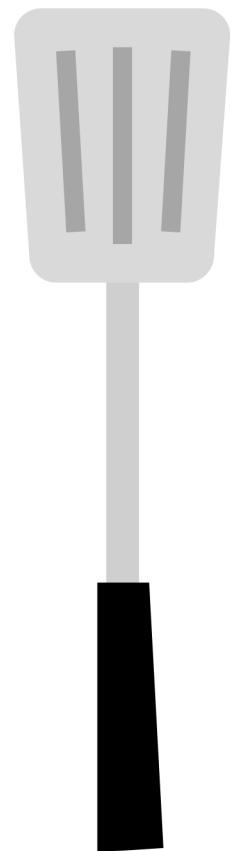
We had the opportunity to represent our brand and set up a booth at the Hub City BBQ Cookoff in October. There were over 90 teams competing, and we were one of them!

We were able to network with some great people and try some delicious food, but the best part was seeing everyone get excited about what we're doing.

It was a lot of fun to be there and see how many people loved our food!

Also, a huge shoutout to Melvin and Greg for their grilling skills! The brisket nachos were especially popular.

We're looking forward to participating again next year!



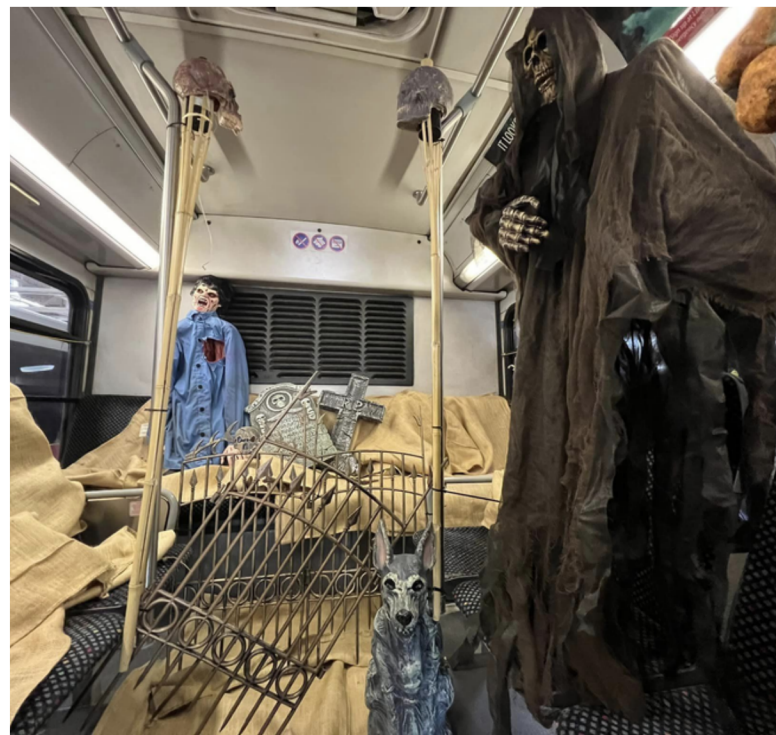


OCTOBER 31, 2022

# HALLOWEEN BOO BUS

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On October 31, Citibus had the opportunity to take the Halloween Boo Bus to the Shearer's Trunk or Treat! Having our bus there allowed "trick or treaters" to walk through the spooky bus for a cool experience. We gave out candy as well and everyone loved it! Some of the kids returned to the bus multiple times.





NOVEMBER 10, 2022

# GRAND OPENING GOODWILL CAREER RESOURCE CENTER

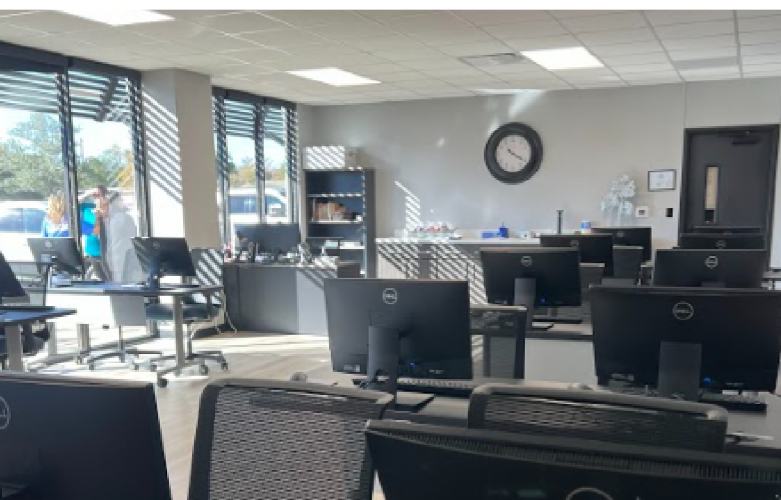


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Citibus was invited to the grand opening of the new Goodwill Career Resource Center!

We are very thankful for the partnership we have with Goodwill and look forward to bringing some of their services to our own employees.

Fun Fact: When Goodwill was looking for a new location for their resource center they made sure there was a Citibus route close by!





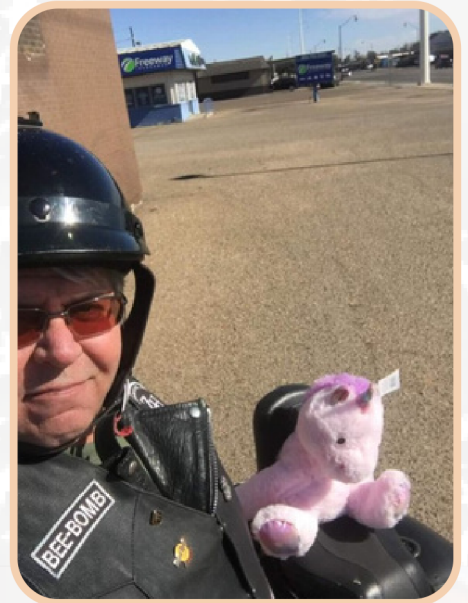
# TOYS FOR TOTS

## Donation Dates

Final Donation Date:

**December 20th**

The final date to donate toys is on  
12/20/2022



CITIBIKERS

# TOYS FOR TOTS





# OPERATIONS

**ALL DRIVERS MUST CHECK  
THEIR SCHEDULE**

## **Texas Tech Service:**

- **Semester Finals December 8th - 13th:** All morning route times will be earlier
- **\*\*Saturday December 10, 2022:** we will run service, check your schedule.

## **Spring Semester Bid All Services:**

- December 14th , 2022



Photo Credit: Raul Quevedo

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# HUMAN RESOURCES

## **Baylor Scott & White HMO Plan Effective 1/1/2023**

All employees who elected the health insurance through BSW can go to this website to locate providers, urgent cares, specialists, pharmacies and more.

[https://portal.swhp.org/#/search?networkCode=BSWPLUS\\_HMO](https://portal.swhp.org/#/search?networkCode=BSWPLUS_HMO)

## **Address Change**

If your address changes anytime throughout the year, notify HR **immediately**. [Do not wait until the end of the year.] Doing this will ensure that you are not missing important information throughout the year and will streamline the process of open enrollment.

# HR

# AFLAC



ADAM MARQUEZ – AGENT  
adam\_marquez@us.aflac.com



REBEKAH MARQUEZ – CLAIMS SPECIALIST  
rebekah\_marquez@us.aflac.com

“

Thank you everyone who we had the opportunity to meet with! We look forward to working with Citibus to bring you the best benefits available! Remember, to file your wellness benefits yearly on your Accident and Cancer policies. If you do not know if you have any available please contact us! Also claims do not have a time limit to claim, if you have any unfilled claims please contact our office and we will work to get those claimed!

”

Office Address: 3402 73rd St Suite E  
Office Phone: 806-701-5266



# *congrats* **DANA & ANDREW**



Congrats to Dana and Andrew!

Dana & Andrew welcomed a little girl on October 1st @ 8:49 am. She was 19 1/4 inches long and 7lbs 9oz.

Thank you to Dana & Andrew for allowing us to share their photos.

Congrats!



# WELCOME REBECCA!



## Accountant/Planning Analyst

We are so excited to welcome Rebecca to our team! Here are a few things about Rebecca to get to know her better:

**Children:** 9yo son (Benjamin Franklin Rodriguez), 15yo Miniature Schnauzer (Rookie), 6yo Cat (Hyena), 1.5yo Goldendoodle (Teddy Bear), 1yo Cat (Gatito) and a 4mo Chocolate Lab mix (Chewbacca).

**Birthplace:** Born and raised in Lubbock, TX

**Family:** Parents - Gilbert and Janie Rodriguez, 2 older sisters (Rachel and Beatrice), 2 nephews, 1 niece and 3 great-nieces.

**Education:** Lubbock High School, Bachelor's of Business Administration in Accounting from Lubbock Christian University, Master's of Business Administration from Texas Tech University.

**Previous Employment:** Cake Decorator/Baker at United Supermarkets, Agency Accountant at Lubbock Central Appraisal District, Senior Accountant at Covenant Health, Senior Financial Analyst at Covenant Medical Group.

**Volunteer Experience:** Southwest Little League Board Member, Salvation Army of Lubbock, Meals on Wheels, Ballet Lubbock and South Plains Food Bank.



**Hobbies:** I love to watch sports!

**Favorite Teams:** Texas Tech Football, Basketball and Baseball, Boston Red Sox/Texas Rangers, Dallas Cowboys/Kansas City Chiefs and the Dallas Mavericks. I love to go camping and fishing and yes, I do bait my own hook. We are strictly a "Catch and Release" family so we never keep or eat anything we catch. I love crafting projects (painting, mosaics, designing invitations and making party favors). Occasionally I like to bake and decorate cookies, cupcakes and cakes but it's a messy job!

**Favorite Color:** Purple

**Favorite Animal:** Turtles

**Professional Goals:** Learning all aspects of Citibus Accounting, Customer Service and Transit Planning departments, help streamline processes as needed, practice creative problem-solving, become a mentor.

**Personal Goals:** Exercise more, wake up earlier and read more books.



# Welcome to Citibus!

We would like to introduce all new employees that have not been introduced (since April of 2022). We are so thankful to have great people join our team and thrive here at Citibus!

## April 2022:

- Alice Newton
- Nathan Martinez
- Robert Stone

## May 2022

- Josephine Arriaga
- Oscar Arriaga
- Chris Schiazza
- Esbardo Cruz
- Billy Huey
- Carolyn Henderson
- Bryan Marriott
- Rosa Ramirez
- Arthur Martinez

## June 2022

- Gregory Roberts
- Jesus Rendon
- Derrica Gutierrez
- Marcella Ivins

## August 2022

- Patricia Collins
- RueAnn Ancil
- Ruben Mendez
- Robert Guajardo
- Charles Wyatt

## September 2022

- Tina Mosely
- Dominic Montez
- Rebecca Rodriguez
- Blade Soto

## October 2022

- Goldie McCollough
- DeDe Robinson
- Richard Prater
- David Mercado
- Roy Pace
- Roland Sangster
- Paul McLin
- Ronald Key
- Alfred Pacheco
- Daniel Harris
- Milton Sanchez
- Jesus Gallegos
- Joe Pineda

## November 2022

- Paul Garza
- Joshua Jones



# CITIBUS

## CHRISTMAS LUNCH

11:30 - 3:30

THURSDAY DECEMBER 15, 2023

Pete's Cookin' Food Truck will be at Citibus on Thursday to provide a free lunch for all employees. (limit 1 plate per person - if you would like a second plate you will have to make that purchase) Dessert will not come with the lunch, but it may be available for you to purchase.

## UGLY CHRISTMAS SWEATER

FRIDAY DECEMBER 16, 2023

WEAR YOUR FAVORITE UGLY CHRISTMAS SWEATER TO CELEBRATE THE HOLIDAYS!

# State Crossword Puzzle

South Carolina

Wisconsin

Kentucky

California

Minnesota

Oklahoma

Vermont

Texas

Idaho

Louisiana

S O U T H C A R O L I N A  
A M C R I T A I I I E E X  
C A I N I S N O C S I W C  
A A I N A X A A A C A T Y  
L S T O N S U S O K S F K  
I M A N K E N I E O A I C  
F X N X O L S H O C O A U  
O C I O E M A O A I X M T  
R X O E H T R H T T T O N  
N E A I I A T E O A H E E  
I A S M I U D C V M N T K  
A N V N A D N I I A A T I  
A L O U I S I A N A O M R