

Full Coach Operator Staff to Reduce Overtime Costs and Absenteeism

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- Winter 2012 – shortage of 46 operators
 - Performance issue – missed trips / outlate buses
 - Operator demand – overtime hours
- Ramped up hiring to fill 138 operator vacancies with attrition
- Preliminary results:
 - Missed trips reduced by 56 percent
 - Outlates reduced 36 percent
 - Overtime hours reduced by 12 percent or \$1 million first year
 - Direct cost savings \$2.5 million first year
 - A reduction in absenteeism

