April’s Employee of the Month
is Jan Eckert
Jan was nominated by Joe Lalley

For April’s Employee of the Month the nominator shared an example of the day to day excellence, initiative, persistence and true teamwork this winner demonstrates.

It was a dark stormy night, shortly after the completion of the NY to Ithaca segment of the Campus-to-Campus bus run. A passenger called this winner to report a lost bag. The bag was last “seen” being taken out of the baggage compartment at the Statler Hotel stop. The bus returned to the garage and the passenger went home, only then to realize they didn’t have the bag. They contacted the office, and our winner was on the case.

She initiated the standard protocol, asking drivers and crews to check the bus, searching high and low, no bag. She called the Statler, no bag. She even called CU Police lost and found, after all they find all sorts of stuff. Things were not looking good for the lost bag. However, she would not give up. Theorizing that another passenger might have picked up the wrong bag by mistake, she sent individual emails to each passenger on the bus, describing the bag. Low and behold, the bag with its contents were found and returned to the owner. SHE made all this happen.

This is but one example of the legendary service she provides to the customers she helps each day. Her contributions are part of the reasons Campus-to-Campus is such a success.