The winning team for the Keystone Award, The C2C Support Team of Chris Salay, Don Beal, Carl Hoaglin, Al Wood, Chuck Morse, Patrick Clark, Jan Eckert, Rob Gombas, Amy Ross, David Lieb, and Gabe Goodwin, reminds us of a question on a middle school math test.

Up to 4 times a day, ___ 20 times a week, ___ 357 days a year, a bus leaves New York City for Ithaca and a bus leaves Ithaca for New York City. The question on the test is: Who makes this all happen?

The correct answer is the Campus to Campus Support team of cleaners, mechanics, administrators, web site managers, schedulers, IT system administrators and customer service representatives who work in 3 or 4 different locations, often times communicating via phone at all hours of the day and night. Their work is here and then there…… back and forth …. but this team runs their operation like a finely rehearsed orchestra. 98% of their customers rate the overall service as good or excellent! This team quietly makes it happen, ordinary people working towards a common goal.

The service has carried over 46,000 passengers this past year, exceeding all previous records. A recent survey of the past 7 months showed excellent results!

- 97% believe making a reservation is easy
- 99% report that the driver was courteous
- 99% say the trip was comfortable
- 99% responded that the bus was clean and well maintained
- 98% rate the overall service as good or excellent
- 99% report that they would use the service again
- 99% would recommend the service to others

Results like these take the efforts of the whole team working together and this is why the C2C service is such a success and resource to Cornell University.

Please see the FS R&R website for the complete nomination, http://www.fs.cornell.edu/hr/award.cfm