

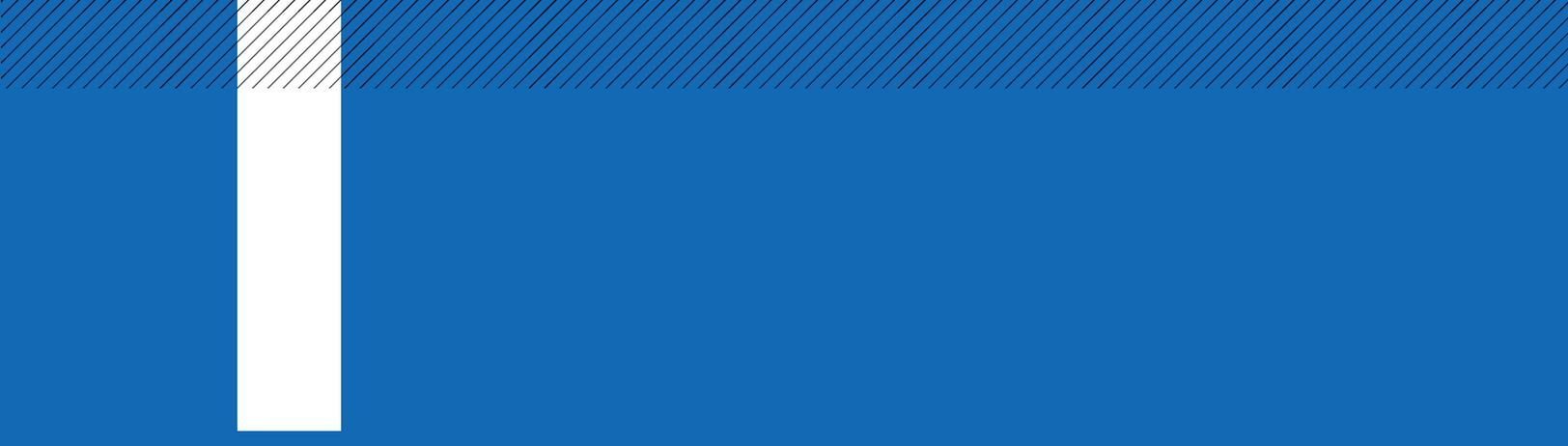
national **express**

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# Case Study

Value Awards Employee Spotlight





Are you interested in finding a career that you're passionate about at a company that helps you achieve your professional goals, rewards your hard work, and puts no limit on what you can achieve?

Then you might want to consider a career at National Express LLC. Don't believe us? Find out for yourself why National Express LLC could be the right fit workplace for you by learning a bit more about our company and the employees that make a difference in their local communities every day.

# Who is National Express?

National Express LLC (NELLC) is a subsidiary of National Express Group, PLC, one of the top transportation organizations in the UK. NELLC is comprised of a number of transportation service providers across North America. Those providers include Durham School Services, Petermann, National Express Transit, Trans Express, The Provider Enterprises, Septran, Smith Bus Service, Safeway Training and Transportation Services, White Plains Bus Co., Suburban Paratransit Service, and Ecolane. With a shared commitment to safety and customer satisfaction across all brands, NELLC has earned the partnership, loyalty, and trust of customers and employees alike.

## Company Values



### Excellence

As part of our commitment to excellence and to continuously increase our value offering to our customers and employees, we have a dedicated organization focused on driving efficiencies throughout our organization, embedding best practices, and sustaining a culture of innovation. Our employees possess a number of master certifications and we have been awarded several excellence awards by outside organizations.



### Safety

Safety is always the number one priority for NELLC across all partners; our ultimate goal is to complete a year with zero accidents. With a very collaborative approach to creating a safer atmosphere for both customers and employees, we have established ourselves as a safety leader in the transportation industry, and we couldn't do it without each and every one of our employees. With collaborative support from our employees, we have created a safer atmosphere by encouraging open discussions on safety concerns and by hiring strong managers who make sure employees have the appropriate training and equipment to safely perform their jobs.



### Customer

Customer service is also a top priority for us as an organization. Durham School Service has been able to accomplish an industry leading 96% customer retention rate. This has been a point of pride for us over the last several years. NELLC believes that personal attention to partners, a commitment to safety, and a strong philosophy on customer service will lead to reaching the goal of earning lifetime loyalty by delivering safe and high-quality services.



### People

We know how important our people are to the success of our organization. Our employee relations program, **Enjoy the Ride**, was designed to acknowledge the effort and contribution employees make to our company every day. Our company has a long history of employing a diverse workforce. Our focus is treating people with trust and respect and never tolerating discriminatory behavior. Through our equal employment opportunity policy and management training program, managers and supervisors are well versed in our zero tolerance nondiscrimination policies.



### Community

We are a big part of our local communities, since we serve them every day. We look forward to supporting local district community events and district projects. Our community involvement includes donating buses, collecting goods for families in need, and active participation in local charity events in our communities. We also are actively involved in the Special Olympics, and it is our number one charitable cause as an organization. Our employees dedicate countless hours to volunteering and raising money for Special Olympics at events across the USA. Our partnership is not about handing over a check. It's about spending a little bit of our time and learning more than we could ever imagine about courage, the human spirit, and what it really takes to win.

## Team Culture

NELLC's expert human resources team takes a hands-on approach to developing the talent within the organization. Rewarding exceptional performance from employees and creating a friendly and motivating work environment is the ultimate goal for our HR team. We choose to welcome candidates into the NELLC family that are hard-working, motivated, friendly, driven, dedicated and whose values align with our overarching company values.

**We have a culture that promotes recognition for outstanding employee performance and also fosters a family-like atmosphere.**

## Employee Awards

As an organization, NELLC has a special reward program called the "Group Values Awards" that is meant to award employees across the organization that are doing an exceptional job and deserve recognition. Employees are nominated internally by supervisors, other team members, or by members of the community in which they work.

The next few pages are the stories of five exceptional employees/teams that were rewarded in our most recent Group Values Awards. Allow them to show you why National Express LLC is a fantastic place to work and why they love doing what they do.



# E★cellence

NAME:

**Thalia Lacey**

JOB TITLE:

**JATRAM Transit Driver**

LOCATION:

**Jackson, Mississippi**

DIVISION:

**North America**



## Reason For This Nomination:

Thalia is the true definition of an unsung hero, achieving excellence in her every day work above and beyond the call of duty. Without expecting any recognition, she went the extra mile to help a local family in need out of compassion.

Struggling to make ends meet and on the verge of homelessness, the lives of Jackson resident Alexa Loggings and her two young boys were changed by Thalia's concern and taking them under her wing. She taught the family how to ride the JATRAM bus to navigate the city, and directed them to food and shelter resources in the area.

Four months after her first encounter with Thalia, Alexa Loggings is successfully employed and her family settled. She wanted to recognize Thalia's kindness and care. "Miss Thalia is an outstanding woman. She probably helps people all the time, but she needs to know that she helped me much more than she really knows," Alexa Loggings wrote in a letter to National Express Transit. Her act of kindness not only embodies our values, but highlights the great work and actions our team members do in the communities where they live and work.

It is the job of our drivers to safely transport the passengers in the city where they serve. But Thalia exhibited the excellence of National Express Transit, elevating our brand in the city of Jackson.



NAME:

**Betty Jarrell**

JOB TITLE:

**School Bus Driver, Petermann**

LOCATION:

**Pickerington, Ohio**

DIVISION:

**North America**



## Reason For This Nomination:

When it comes to the health, well-being and safety of her students, Betty Jarrell treats “her kids” as her own. Winters can be frigid in Pickerington, and after noticing that some of her students came to the bus stop underdressed for the weather, Betty went into action.

In an effort to drive out harm for her students, Betty began crocheting scarves, hats, gloves and blankets for each of her children—and her act of kindness did not go unnoticed. A parent reached out to her team, expressing her gratitude to Betty for providing her son with her handmade gift of warmth. From there, it went viral—the parent wanted everyone in the community to know about Betty and posted a message to Facebook about this wonderful driver.

Betty’s general manager saw her crocheting daily in the breakroom between runs; discovering that this hobby was an exceptional act of care and was worthy of recognition and praise.

While getting her students safely, on time and ready to learn is her primary responsibility, Betty saw a need and fulfilled it—because she cares. She did it quietly and behind the scenes, but the parents of the students she serves see her as more than a driver. She treats their sons and daughters as her own.

# Customer

NAME:

**Ethel Sykes**

JOB TITLE:

**School Bus Assistant**

LOCATION:

**Naperville, Illinois**

DIVISION:

**North America**



## Reason For This Nomination:

Ethel Sykes has certainly made significant and lasting impressions on her special-needs students—changing lives in the most exceptional ways.

Ethel began working with one of her charges who did not speak; he would not acknowledge anyone and sit in silence. During her time with him on the bus, she made it her mission not only to get him to school safely, but bring him out of his shell.

After some care, patience and lots of dedication, she helped the student say “Bye mommy, I love you” when getting picked up in the morning. Ethel reads to him daily on rides to and from school and he interacts with her—something he had never done before. Needless to say, his mother is grateful and said she’s “ecstatic” with his huge strides and improvement. She says she owes it all to Ethel.

Ethel’s story continues on from there. Another student under her care needed physical help getting on and off the bus. Little by little, she worked with the child in doing this difficult task on his own. The first time it happened, his mother burst into tears. She had never seen her son demonstrate such independence.

When asked about how she gets these results, Ethel states: “You have to let the children know you love them and build their trust by getting involved with what interests them.” Grateful parents appreciate her persistence, which has changed their lives as well as their children’s.



NAME:

**Team Orlando**

JOB TITLE:

**Customer Service Center (CSC)  
Management & Staff**

LOCATION:

**Orlando, Florida**

DIVISION:

**North America**



## Reason For This Nomination:

The selfless action of our Orlando transit team is the true definition of People—putting themselves in harm’s way to transport Orlando residents to safety during the massive destruction of Hurricane Matthew.

On October 7, 2016, Hurricane Matthew hit the shores of Florida, resulting in multiple deaths, infrastructure damage, flooding and more than one million people without power. Iconic institutions that rarely close—such as Disneyworld—shuttered their doors to avoid the largest storm the area had seen in a decade.

While Governor Rick Scott and then President Barack Obama urged residents to evacuate, our team stayed during the catastrophic storm. They felt a duty to our company and the residents in the community they serve.

The team of volunteers worked through the night—taking breaks to nap at the CSC office—transporting stranded and displaced people to Timber Creek High School for shelter. Their commitment to the community where they live and work, and dedication to the safety of their fellow neighbors, is inspiring.

To say that this team has gone above and beyond their responsibilities is an understatement. They came together as a team, supporting each other, while they literally weathered the storm helping others.

# Community

NAME:

**Lisa Magnus**

JOB TITLE:

**General Manager**

LOCATION:

**Elkhorn, Wisconsin**

DIVISION:

**North America**



## Reason For This Nomination:

Lisa Magnus has made a significant impact on the community she serves by bridging her work with her passion—honoring active and veteran military service men and women.

To thank these brave men and women for their service to country, she provides these team members with flexible schedules, time-off prior to and after deployment, caring for the families by providing support while their loved ones are away and much more.

For her dedication, Lisa was presented with the Service Member Patriot Award from the Citizen Warriors organization. United States Army Reserves Chaplain and Durham School Services Driver Rick Melvin said: "I have been serving in the United States Army Reserves for nearly four years as a Chaplain. This often requires travel and training throughout the country during the calendar year. After I was hired, she supported my requests for time-off for military duty. She routinely thanked me for serving. She even purchased a cake for Veterans Day for the many military veterans on staff at our office."

For Lisa, it comes naturally. "It is my great honor and pleasure to work with my active and veteran military personnel. 'Home of the Free because of the Brave' is my favorite saying. If it wasn't for the selfless commitment of these men and women, we would not live the way we do today."

Her work strengthens and elevates Durham's reputation in a personal way that resonates with this patriotic mid-western community.

Does National Express sound like the right workplace for you? Visit our [careers page](#) to get started on your future today.

We have available positions across North America for drivers, dispatchers, general managers, operations supervisors, safety training supervisor roles, maintenance technicians, and more.

And, who knows, maybe you'll be one of our future Group Value Awards winners!

## OUR EMPLOYEES MAKE A DIFFERENCE!

Archive your professional goals & get rewarded for your hard work!

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