

# Core Transit Staff Newsletter

October 16, 2024

Vol 06

## Last Chance! We Want to Hear from YOU!

It's the final week to share your thoughts! If you haven't already, please take just 5 minutes to fill out our 10-Year Transit Plan Survey.

Your opinion matters – seriously! We're building the future of Core Transit, and **your voice is at the top of our list**. Don't miss out on this chance to shape what's next for our team and the community!

You can



**Take the  
5-minutes  
online  
survey**

**You can Scan  
this QR Code**



**Or visit these websites to go  
to the survey:**

[CoreTransit.org](https://fp.mysocialpinpoint.com/core-transit-10-year-plan)

You can click on the survey image

<https://fp.mysocialpinpoint.com/core-transit-10-year-plan>

This will take you directly to the survey

# Updates from your Marketing Team

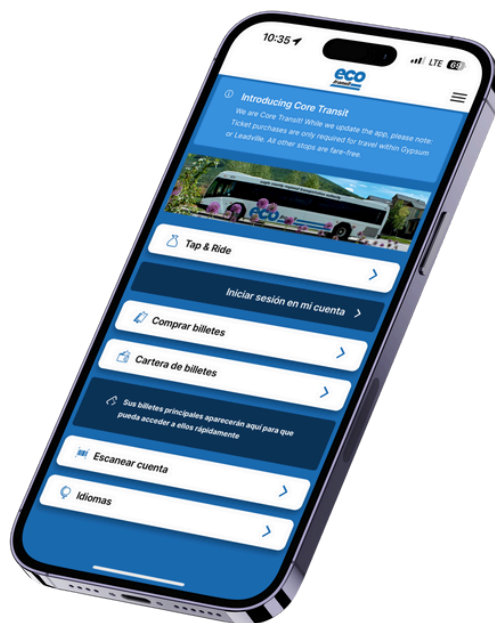
## What's the Deal with the App?! 🤔📱

We know passengers have been like,  
“Wait, why is the app still ECO Transit?!” And we totally get it!  
So, here's the inside scoop so you can help passengers stay in the loop.

Right now, the app is called **ECO Tickets**, but don't worry – it's working just as smoothly as ever! **The rebrand to Core Tickets is coming**, but here's the thing: it takes a minimum of 4 months for the development engineers to work their magic. Plus, we're on a waitlist since many other agencies are also updating their apps. So, while we're sticking with the old look a little longer, rest assured those Core Transit vibes are on the way!



In the meantime, let riders know **the app is still the same trusty tool for buying fares** – just with a retro ECO Transit feel for now. Thanks for spreading the word and keeping everyone excited for what's to come!



# Updates from your Operations Team

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We recently received a heartfelt letter from a rider praising one of our amazing operators for their dedication to service. This letter perfectly captures the spirit and commitment each of you bring to our community every day.

We couldn't be prouder to have such a fantastic team, and this recognition is just a small reminder of the incredible work you all do. Thank you for making a difference – we couldn't do it without you!

*Dear Core,*



*This is simply a quick note of compliments regarding one of your drivers - Matthew.*

*I am a local resident living in Vail and Avon and I use your bus between both quite often. Matthew is a win for your company. He literally makes good things unfold continuously. I've seen it come across in his genuine care and attentiveness to your riders – and with equal help given to everybody.*

*I've witnessed a few times how he connects with everybody who boards his bus. But in his quick hello he also asks the passenger where they are headed to make sure they are on the right bus. Similarly, before he gets on the bus, he'll stand in front and simply ask people walking around (perhaps confused) if they need any help.*

*Oh, yes, one more thing, he speaks Spanish and not only does he enjoy speaking in the other's language (especially if they don't speak English), but so does the person he's helping.*

*Super quick, but I wanted to share our good feelings of this gentleman and my recommendation of how much he is valued.*

*With all my best wishes,  
And gratitude,  
John*



# Updates from your People and Culture Team

## Spreading Core Transit's Vision! Empowered Employees and Purpose



Selene and Tati from the P&C team had a great time at the statewide HR Conference in Keystone! They came back energized and full of new ideas on how to make Core Transit an even better place to work. From learning about AI in HR to mastering tough conversations, the common theme was clear: it's all about people.

**One key takeaway? Purpose matters.** At the conference, they were reminded of the mission at Core and the importance of all of us working to provide our community with user-friendly transportation solutions that are safe, rewarding, and reliable! Celebrating that each of us is an integral member of our system that successfully moves over 1 million+ people each year.

They had a fantastic conference, and are eager to implement new ideas at Core Transit! They enjoyed sharing all the exciting changes happening here with others at the conference!

## Open Enrollment: November 4th - 22nd

We are pleased to announce that Open Enrollment is approaching soon! This is the only opportunity for current employees (except for life changes like a marriage, birth or new job) to make changes to their insurance plans. The good news is that there will be no changes to our plans or premiums for 2025, ensuring continuity and ease for everyone.

This year, we anticipate a passive enrollment process, meaning no action will be required unless you wish to make changes. Stay tuned for more details!

## Housing Updates

Selene will be conducting 1:1 meetings with employees who live in housing this week and next to provide personalized updates. We can confirm that there will be no changes to the cost of rent for 2024 or 2025 for employees currently in housing.

# Updates from your People and Culture Team

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## Staffing & Hiring News

Our hiring efforts are going strong! We are excited to welcome approximately 11 new drivers starting on October 21st, with another class joining us on November 4th. Please make sure to introduce yourself and welcome the new drivers to our Core Team.

Staffing levels are looking good at this time.

## Mental Health Benefit - Please Create an Account for Mountain Strong

Just a reminder, we have launched the Mountain Strong initiative. It's always wise to create an account before you need the services, so you're ready to go when you want to find a therapist. The Mountain Strong Employee Assistance Program is a behavioral health benefit offered to Core Transit employees and their household members to assist with personal challenges or work-related difficulties that may impact job performance, mental and physical health, or emotional well-being. You can access this information via the Paylocity App by navigating to Menu > Company Links > Mountain Strong EAP

## Benefits Inquiries

Have you had a chance to look at the Benefits Guide or visit the FREE Health Clinic? Now is a great time to dive into our great benefit packages, update your doctors with your new insurance and more. If you have any questions about your benefits, Tati is our resident expert and is available to assist you. Alternatively, you can email your inquiries to [people.culture@coretransit.org](mailto:people.culture@coretransit.org).

## Here are some key points regarding your health insurance:

1. You should have received separate cards for different services: Prescriptions (CVS), Health Insurance (UMR), and Dental (Delta Dental). You can access these online in the CEBT Health Plan App or ask P&C to order you cards if needed.
2. Some people have encountered issues at the pharmacy, which were actually due to errors on the pharmacy's part. Don't hesitate to ask the pharmacist to double-check how they are entering your information.
3. Ensure all your doctors have your updated insurance cards to avoid any issues with your coverage.
4. If you have questions or need help understanding your coverage, CEBT is very helpful. You can reach them at 1-800-332-1168.

# Updates from your IT Team

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## Your Breakroom Just Got a Tech Upgrade!

We're thrilled to announce that we're replacing the Chromebooks in the breakroom with brand new Lenovo laptops at both the MSC and Swift Gulch locations. You'll have the option to use these laptops or an iPad during your breaks.

**Here's the best part:** these devices will be in "kiosk mode," so you can dive right in without needing to sign in each time! They'll also be set to incognito mode, giving you a seamless experience while you browse.

Feel free to use these laptops to watch some YouTube or Netflix, catch up on personal emails, or whatever else you want during your downtime. They're here for you, and we want you to take full advantage of this awesome benefit!

Enjoy, and happy browsing! 🎉





# Core Events

## Touch a Truck: A Day of Fun! 🚌

This weekend, we had a blast at the “Touch a Truck” event! It was incredible to see the excitement on the faces of little ones and their parents as they explored our bus, tried out the driver’s seat, and checked out all the cool switches and buttons.

While there were helicopters, fire trucks, trash trucks, and other amazing vehicles, we were definitely the stars of the show! With “The Wheels on the Bus” blasting through the speakers, every kid wanted a chance to experience what it’s like to drive for Core Transit! 🎵

**A huge thank you** to the operations team for helping us organize our participation in this super fun event. **And an extra special shoutout to Alejandro and Kelsie** for their fantastic support throughout the day! They took amazing pictures, guided the kids through the experience, and helped out when those curious fingers were pushing buttons they shouldn’t have! You both truly embodied what it means to be part of our awesome team! 🙌



# Core Transit Wins Big! 🏆🎉

We're excited to share some amazing news.  
**Core Transit has been awarded Large Community Transit Agency of the Year at the Colorado Association of Transit Agencies (CASTA) Fall Conference! 🎉**

This prestigious award, voted on by our transit agency peers across the state, recognizes the incredible work we've done as a new organization. It celebrates our efforts to expand and improve operations, grow ridership, and connect with a new audience through the launch of our fare-free service all while establishing Core Transit.

Talk about a big deal!

We'll be planning a bigger celebration soon to recognize this achievement, but for now, know that your hard work is being seen and appreciated across Colorado!!

Stay tuned for more details, and thank you for everything you do to make Core Transit shine!