



“IF WE CAN’T DO IT SAFELY, WE WON’T DO IT AT ALL.

FIRST GROUP AMERICA.....

- First Transit
- First Student
- First Vehicle
- Greyhound



RICHARD GONZALEZ, GENERAL MANAGER

- Five years with First Transit, Inc.
- Ten years at Palm Tran, Inc.
- Ten years at Pepsi Cola of the Palm Beaches. (Driver, Salesman and Risk Management)

So, what is it that I do now?



THIS IS WHAT MY CLIENT THINKS I DO....



THIS WHY MY EMPLOYEES THINK I DO...



THIS IS WHAT MY MOTHER THINKS I DO.....



THIS IS WHAT I THINK I DO....



THIS IS WHAT I REALLY DO.



THE BUCK STOPS HERE! I AM RESPONSIBLE FOR:

- Operations: Get the vans out on time. Make sure the bid is run.
- HR: Recruiting drivers, controlling turnover.
- Finance: Invoicing the client. Making sure drivers get paid.
- Maintenance: Making sure PM's are completed. Control road calls.
- Etc.
- And etc.....
- And etc.....

SPEAKING OF CLIENTS, WHO IS MY CLIENT?



PALM TRAN, INC. PARATRANSIT SERVICE.....

- Perform 40% of the contract.
- Year after year, First Transit has had the highest number of commendations.
- Leaders in Outreach and Giving back to the community.

