

# April 2025 Employee of the Month

Transit Service Delivery and Planning



**Zafir Williams**  
Bus Operator

Bus Operator Zafir Williams, who is assigned to LBT2, has worked for LBT for six months. This is his first employee of the month nomination. While he hasn't been with LBT for long, he consistently demonstrates dedication to his role and contributes to his team. He arrives to work every day and on time, and his above average performance indicators are a tribute to his hard work. His reliability and dedication to LBT make him a valuable part of the team.



# April 2025 Employee of the Month

Maintenance and Infrastructure



## **Sultan Hawthorne**

### **Custodian**

Custodian Sultan Hawthorne assists with assignments at both LBT2 and LBT1, and has been with LBT for eight years. This is his third employee of the month nomination. Sultan is always eager to help, delivering quality work with every task. On top of his regular duties, Sultan also acts as the in-house painting crew, helping with any painting needs for LBT facilities. Sultan's great attitude, teamwork and dependability make him a great asset to LBT.



# April 2025 Employee of the Month

Administrative Staff



## **Jennifer Robles**

### **Administrative Assistant, Customer Relations and Communications and Government Relations**

Jennifer Robles, Administrative Assistant, Customer Relations and Communications (CRC) and Government Relations, has been with LBT for two years and this is her first employee of the month nomination. Jennifer first joined LBT as a Customer Care Agent and was promoted to her current position in December 2023. Since then, Jennifer quickly learned her role, promoting a community and industry focus, including updating the special service charter request process. She has helped to streamline communication internally and externally, improve budget tracking tools for CRC, and created a department calendar to track projects and programs. She regularly volunteers outside of normal working hours and assists with the employee engagement committee. Recently, Jennifer played a key role in assisting with the APTA MCX conference host desk in February, ensuring smooth operations by scheduling volunteers, assisting attendees and addressing issues with professionalism. Her attention to detail made a positive impact during the conference, showcasing LBT. Her positive attitude and proactive approach to her tasks make her an invaluable part of the agency.

