

Committee: **London Transit Commission**

Organization/Sector represented:

Name: **KEVIN MAY**

Occupation: **Customer Support Operations Manager @ Trihq Inc**

Work experience: **We are a fluid power service provider and I oversee all aspects of the Logistics, Operations, Inside sales, customer service, health and safety, employee training, continuous improvement and waste reduction. I bring over twenty years of leadership and customer service experience, specializing in team building, coaching and organizational behaviour**

Education: **Western Continuing Studies courses/workshops including: Organization Behaviour, Leading Difficult Conversations, Developing and Leading Teams, The Leaders Role in Resolving Conflicts.**

Skills: **In depth and personal knowledge of the transit system from nearly two decades of using public transit as a primary mode of transportation. I bring an ability to work well within a team framework or independently. Reliable with a strong work ethic and a unique approach to problem solving to ensure full buy in from all parties.**

Interest reason: **I have a genuine interest in contributing to the city and creating a positive impact. While I hope to help build improvements to our transit system, I also feel that I can successfully promote the many positive initiatives that are already in place.**

Contributions: **I bring a perspective from a daily transit user. I can speak to true challenges that riders face. I can speak to, from personal experience, the challenges with travelling with children, travelling to the industrial areas, travelling in bad weather and navigating transfers, detours and the safety of the bus stops. I believe that my LTC rider experience, along with my work experience will be an asset to ensure a clean, safe and reliable LTC experience.**

Past contributions: **I developed, maintained and lead the Joint Health and Safety committee at Trihq. As a member of our “leadership team” I have provided input and have been instrumental in implementing new processes and policies.**

Interpersonal: **I have learned to achieve buy in from all parties by gathering opinions and ideas from all parties. I believe that input from all levels is important to fully understand the different perspectives. While working for a small business it is crucial that all team members feel appreciated and understand that their views are valued. Our entry level employees, often present a view from the front line that office staff can not. When they feel empowered to voice their suggestions it creates an environment that embraces creative and diverse ideas. This also allows people to take ownership of a situation which often helps smooth the transition when a change is made.**

Interview interest: **Yes**