**RATP Dev Management of OUT**

**Donna Zampella, General Manager**

More than 20 years of experience, General Manager Donna Zampella is an exceptional member of RATP Dev’s management team. Since December 2018, Donna has managed the Oxford University Transit (OUT) in Oxford, Mississippi, which encompasses services for the City of Oxford, as well as the University of Mississippi. With a ridership exceeding 1 million passengers annually, OUT is the most utilized transit system in Mississippi.

Since becoming General Manager, Donna and her team have worked in coordination with OUT to support, develop, and enhance several areas of service, including:

* Managing the 1.3-million-dollar facility renovation beginning January 2020 and completed September 2020, on-time and within budget.
* Procuring eight (8) 30’ Low Floor Heavy Duty Buses and two (2) Vans.
* Creating an extensive safety program for new hires and existing employees.
* Installing safety barriers in all transit buses between each seat for added protection during the pandemic.
* Reworking and adding routes to incorporate the Affordable Housing neighborhoods and the annexed area within the city limits.
* Designing new bus stop signs for clear visibility of public transit.
* Assisting with obtaining the new Downtown Parking Garage Shelter.
* Replacing the GPS/Passenger Counter System to a reliable, useable system.
* Managing 65 employees with an annual budget of over 5 million dollars with 34 transit vehicles.
* Continuing the trend of increasing ridership each year, prior to the pandemic, reaching over 1.2 million passengers in 2019.
* Increasing marketing and transit awareness to achieve a ridership growth of 20% in 2019.
* Developing and implementing safety awareness and policies within all aspects of Oxford University Transit, in coordination with the RATP Dev corporate and regional safety team
* Visiting several locations to enhance understanding and incorporation of fuel-efficient vehicles
* Prior to becoming the General Manager for Oxford University Transit, Donna was the Office Manager for Oxford University Transit, providing her with additional expertise on the nuances of transit within the city. While in this role, Donna:

-Enhanced employee time management procedures through implementing the payroll software PayCom. This allowed for the automation of payroll calculations

-Developed a standardized filing system for important documents. This created a system in which documents were more easily accessible to support audits and annual reviews by the Mississippi Department of Transportation.

-Updated policies and procedures and computerized documents that were previously completed by hand.

-Worked closely with staff in completing required reporting, budgeting, grant submission.

Beyond her work with OUT, Donna, is also an active member in the transit industry, and the community. She is a member of the Mississippi Public Transit Association (MPTA), Community Transportation Association of America (CTAA), Regional Leader, for the Northeast Mississippi Region, and a chairman r the City of Oxford Affordable Housing Committee. Additionally, she was presented the Outstanding Staff Member Award from the Mississippi Department of Transportation, 201 Donna has also been recognized by RATP Dev, USA for numerous safety recognitions for the operation of OUT and was a spokeswoman at RATP Dev’s Women in Leadership Meeting in 2019.

Donna is dedicated in her role as General Manager and will continue to partner with OUT to expand and enhance the system through safety, equity, and sustainability – connecting individuals and families to opportunities, as well as our community, our economy, and our environment.