



PRESS RELEASE

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COOPER NAMED MUSCABUS DISPATCHER OF THE YEAR

Quality customer service to drivers and MuscaBus riders key to everyday efforts

MUSCATINE, Iowa – Providing excellent customer service has become the trademark of Helen Cooper in the short year that she has worked in Muscatine’s Public Transit Division. Cooper was hired as a MuscaBus driver and did that for six months before moving into the dispatch position.

“We had a dispatcher pass away and then two more left our department,” Amy Fortenbacher, Transit Division Supervisor said. “Cooper was hired as a driver but stepped into the dispatch position without missing a beat.”

Fortenbacher noted that Cooper is doing the dispatch position as if she has been with the Transit Division for 10 years.





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"I love that I am helping people in the community and making a difference," Cooper said.

Her work to keep the customers satisfied and the drivers informed led to Cooper being named the 2023 MuscaBus Dispatcher of the Year. She was recognized at the annual Iowa Public Transit Association (IPTA) conference on June 9 in Coralville.

"This was the first year the IPTA presented the Dispatcher of the Year award," Fortenbacher said. "They asked for nominations from all 35 transit systems in Iowa."

Cooper said that she has had to overcome many challenges in her past but they have made her stronger and more resilient in her current position.

"These challenges have made me look at things in different aspects, which helps me be more passionate and caring with our passengers," Cooper said.

Cooper has become very proficient at multi-tasking thanks to a variety of life experiences.

"I have also had to juggle many different situations in my life at once, such as working full-time and going to college full-time with three children," Cooper said. "This has helped me to become very good at multi-tasking, and that helps me with my day-to-day experiences as a dispatcher."

Fortenbacher said that Cooper took on many extra hours to make sure shifts were covered once becoming a dispatcher.

"She has worked with drivers making sure their needs are met, and worked with passengers by providing excellent customer service," Fortenbacher said.

Encouraging and dependable are two traits of Cooper who often goes the extra mile to help staff and customers.



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“We would not be able to provide this great service without Cooper’s commitment to MuscaBus,” Fortenbacher said.

The flexible schedule in working for MuscaBus means that Cooper can enjoy spending quality time with her family. She also loves to craft and is a talented quilter.

“MuscaBus is a great environment to work in,” Cooper said. “I have wonderful co-workers and I am able to help out in my community.”

Also recognized from Muscatine at the IPTA conference was Jada Peiffer who was named 2023 MuscaBus Driver of the Year.

Peiffer and Toni Hollingshed also represented MuscaBus during the 35th Annual IPTA/Iowa DOT State ROADEA. The annual competition is an opportunity for drivers to gain recognition for their driving skills, meet other drivers from across Iowa, and test their limits against those drivers while having a good time.

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