

DCA09FR008
Lake Buena Vista, Florida
July 5, 2009



Train Coordinator
Personnel File

Requestor Information:

Name: Evelyn Martin
 Requestor's Area: Labor Office
 Title-Line/Ext: [Redacted]
 Date Submitted: 4/17/2008
 Personnel Number: [Redacted]
 Email Address: [Redacted]

For Office Use Only
 Org Mgmt Representative:

Name: Gavilias Aldrich
 Personnel Number: [Redacted]
 Title Line/Ext: [Redacted]
 Email Address: [Redacted]
 Effective date: 4/20/2008
 New Position #: 70194606
 Date Completed: 4/17/2008

Employee/Cast Member Affected: (Required Information)

(1) Legal Name: David B Gilmore
 (2) Personnel Number: 70194606
 (3) Current Position Number: 4/20/2008
 (4) Effective date of move: (Must be Sunday)
 (5) Reason for Movement: Work Status Change
 (6) Type of Movement: Move STCU Cast Member
 70194606

Is Salary Grade or Pay Rate changing?
 (Salaried and O&T only)

Highest paid person in crew if reclassing
 to working foreman (CMC only): Name/Personnel Number

← Instructions will appear once option is selected here

THIS FORM HAS CHANGED
 In order for this request to be completed please complete fields in red for all
 actions and any fields in black that are changing.

Employee/Cast Member Current Position Information

(7) Current Company Code: 1029
 (8) Current Org Unit #: 10009164
 (9) Current Position Title: Coord Monorail H/H 3
 (10) Current Job Key: 60010154
 (11) Current Personnel Area (PA): 2100:TRANSPORTATION SYSTEM 1029 - FL
 (12) Current Personnel Subarea (PSA): M265 / STCU TCU-006
 (13) Current Employee Group (EG): Hourly
 (14) Current Employee Subgroup (ESG): 02 Regular Non-Exempt
 (15) Current Work-Time (If Applicable):
 (16) Current Shift (If Applicable):
 (17) Current Contract Field (for DLR):
 (18) Flexible Work Arrangement:

Employee/Cast Member New Position Information

(19) New Company Code: 1029
 (20) New Org Unit #: 10009164
 (21) New Position Title: MONORAIL H/H 3
 (22) New Job Key: 60005512
 (23) New Personnel Area (PA): Hourly
 (24) New Personnel Subarea (PSA): 06 Casual On-Going Non-Exempt
 (25) New Employee Group (EG):
 (26) New Employee Subgroup (ESG):
 (27) New Work-Time (If Applicable):
 (28) New Shift (If Applicable):
 (29) New Contract Field (for DLR):
 (30) Flexible Work Arrangement:
 (31) New Work Tax Area (If Applicable):
 (32) New Unemployment State (If Applicable):

Compensation Information:

Current SG
 Current Pay Rate
 Provided by: (Comp Consultant Name)

New SG
 New Pay Rate

Desired Outcome / Justification:

FT to CR



Employee Administrative Services
 ✦ accurate ✦ responsive ✦ accessible ✦ secure ✦

To: Employee Administrative Services
 Fax: (407) 938-4110
 From: _____
 Phone: _____
 Total Number of Pages with Attachments
 (if applicable) _____

Request for Corrective Action

Use this form to request a reversal or modification of an SAP HR administrative transaction
 (e.g. separation, leave of absence) in the event of an error or a change.

TEAM MEMBER
Team Member Name: David B Gilmore
Nickname / Known as:
Personnel Number or SS Number: [REDACTED]

REQUESTER
Request Date: 04/01/08
Originator of Request: Phillip White
Originator Personnel Number: [REDACTED]
Originator Email Address: [REDACTED]
Phone: (407)- 560-1911 Tie Line: 8- 264

SEPARATIONS	
<input type="checkbox"/> Delete	<input type="checkbox"/> Change Effective Date to: Note: The effective date of a separation should be the same as the last day worked, unless there is a Leave of Absence or attendance notation involved.
<input type="checkbox"/> Change Separation Code to:	
<input type="checkbox"/> Change Rehire Code to:	

LEAVES OF ABSENCE	
<input type="checkbox"/> Delete	<input type="checkbox"/> Change Date to: (Specify Start, Extend or Return)
<input type="checkbox"/> Change Leave Type to:	

PAY CHANGES	
<input type="checkbox"/> Change Effective Date to:	<input type="checkbox"/> Change Amount to: <input type="checkbox"/> Hourly <input type="checkbox"/> Bi-weekly <input type="checkbox"/> Weekly <input type="checkbox"/> Annually

OTHER	
<input type="checkbox"/> Status/Position Change <input type="checkbox"/> Service Date Adjustment	<input type="checkbox"/> Delete <input checked="" type="checkbox"/> Change Effective Date to: 04/06/08

Additional Information
Please move transaction effective 03/30/08 moving him onto a Coord Monorail H/H 3 to be effective 04/06/08. Just received notification that David will be extended one more week on his TA Transportation Guest Service Manager role.

Move A Team Member

Requestor Information:

Name: Phillip White
 Requestor's Area: Labor Office
 Tie-Line/Ext: [Redacted]
 Date Submitted: 3/26/2008
 Personnel Number: [Redacted]
 Email Address: [Redacted]

For Office Use Only
 Org Mgmt Representative:

Name: Phillip White
 Personnel Number: [Redacted]
 Tie Line/Ext: [Redacted]
 Email Address: [Redacted]
 Effective date: 3/30/2008
 New Position #: 70194606
 Date Completed: 3/26/2008

Employee/Cast Member Affected: (Required Information)

(1) Legal Name: David B. Gilmore
 (2) Personnel Number: [Redacted]
 (3) Current Position Number: 70206575
 (4) Effective date of move: (Must be Sunday) 3/30/2008
 (5) Reason for Movement: Work Status Change
 (6) Type of Movement: Move Cast Member into Another Position
 Position number to move Cast Member into: 70194606
 Are changes to position above required?

Is Salary Grade or Pay Rate changing?
 (Salaried and O&T only)

Highest paid person in crew if reclassifying to working foreman (CMC only):

Name/Personnel Number

Employee/Cast Member Current Position Information

(7) Current Company Code:	1029	(19) New Company Code:	1029
(8) Current Org Unit #:	10009165	(20) New Org Unit #:	10009164
(9) Current Position Title:	TA Transportation Guest Service Manager	(21) New Position Title:	Coord Monorail H/H 3
(10) Current Job Key:	30006901	(22) New Job Key:	60010154
(11) Current Personnel Area (PA):	2100:TRANSPORTATION SYSTEM 1029 - FL	(23) New Personnel Area (PA):	M265 / STCU TCU-006
(12) Current Personnel Subarea (PSA):	9000 / Non-Union - 000 (Sal/Mgmt)	(24) New Personnel Subarea (PSA):	Hourly
(13) Current Employee Group (EG):	Salaried	(25) New Employee Group (EG):	02 Regular Non-Exempl
(14) Current Employee Subgroup (ESG):	01 Regular Exempt	(26) New Employee Subgroup (ESG):	
(15) Current Work-Time (If Applicable):		(27) New Work-Time (If Applicable):	
(16) Current Shift (If Applicable):		(28) New Shift (If Applicable):	
(17) Current Contract Field (for DLR):		(29) New Contract Field (for DLR):	
(18) Flexible Work Arrangement:		(30) Flexible Work Arrangement:	
		(31) New Work Tax Area (if Applicable):	
		(32) New Unemployment State (if Applicable):	

Compensation Information:

WDW Work Contract
 Current SG
 Current Pay Rate
 Provided by: (Comp Consultant Name)

Desired Outcome / Justification:

returning to previous role after TA end.

<--- Instructions will appear once option is selected here

THIS FORM HAS CHANGED

In order for this request to be completed please complete fields in red for all actions and any fields in black that are changing.

Employee/Cast Member New Position Information

(19) New Company Code:	1029
(20) New Org Unit #:	10009164
(21) New Position Title:	Coord Monorail H/H 3
(22) New Job Key:	60010154
(23) New Personnel Area (PA):	M265 / STCU TCU-006
(24) New Personnel Subarea (PSA):	Hourly
(25) New Employee Group (EG):	02 Regular Non-Exempl
(26) New Employee Subgroup (ESG):	
(27) New Work-Time (If Applicable):	
(28) New Shift (If Applicable):	
(29) New Contract Field (for DLR):	
(30) Flexible Work Arrangement:	
(31) New Work Tax Area (if Applicable):	
(32) New Unemployment State (if Applicable):	

Requestor Information:

Name: Phillip White
 Requestor's Area: Labor Office
 Tie-Line/Ext: [Redacted]
 Date Submitted: 8/8/2007
 Personnel Number: [Redacted]
 Email Address: [Redacted]

**For Office Use Only
Org Mgmt Representative:**

Name: Phillip White
 Personnel Number: [Redacted]
 Tie Line/Ext.: [Redacted]
 Email Address: [Redacted]
 Effective date: 8/12/2007
 New Position #: 70194606
 Date Completed: 8/8/2007

Employee/Cast Member Affected: (Required Information)

(1) Legal Name: David B Gilmore
 (2) Personnel Number: 70206575
 (3) Current Position Number: 8/12/2007
 (4) Effective date of move: (Must be Sunday)
 (5) Reason for Movement: Work Status Change
 (6) Type of Movement: Move Cast Member into Another Position
 Position number to move Cast Member into: 70194606

← Instructions will appear once option is selected here

THIS FORM HAS CHANGED

In order for this request to be completed please complete fields in red for all actions and any fields in black that are changing.

Is Salary Grade or Pay Rate changing? (Salaried and O&T only)

Highest paid person in crew if reclassifying to working foreman (CMC only) : Name/Personnel Number

Employee/Cast Member Current Position Information

(7) Current Company Code: 1029
 (8) Current Org Unit #: 10009164
 (9) Current Position Title: TA Transportation Guest Service Manager
 (10) Current Job Key: 30007353
 (11) Current Personnel Area (PA): 0601:TRANSPORTATION SYSTEM - FL
 (12) Current Personnel Subarea (PSA): Salaried
 (13) Current Employee Group (EG): 01 Regular Exempt
 (14) Current Work-Time (If Applicable):
 (15) Current Shift (If Applicable):
 (16) Current Contract Field (for DLR):
 (17) Flexible Work Arrangement:

Employee/Cast Member New Position Information

(19) New Company Code: 1029
 (20) New Org Unit #: 10009164
 (21) New Position Title: Coord Monorail H/H 3
 (22) New Job Key: 60010154
 (23) New Personnel Area (PA): 0601:TRANSPORTATION SYSTEM - FL
 (24) New Personnel Subarea (PSA): M2957,STCU TCU-006
 (25) New Employee Group (EG): Hourly
 (26) New Employee Subgroup (ESG): 02 Regular Non-Exempt
 (27) New Work-Time (If Applicable):
 (28) New Shift (If Applicable):
 (29) New Contract Field (for DLR):
 (30) Flexible Work Arrangement:
 (31) New Work State (If Applicable):

Compensation Information:

Current SG
 Current Pay Rate
 Provided by: (Comp Consultant Name)

New SG
 New Pay Rate

Desired Outcome / Justification:

CM is returning from TA to previous role.

PERFORMANCE CONNECTION

The Walt Disney Company Annual Performance Review

Employee Information

Name: David Gilmore

Business Organization: TRN-WDW Transportation & Resort Support

Title: CR Transportation Guest Service Manager

Reports To: Janet Morin

PERNR: [REDACTED]

Period to Assess: 10/1/2007 - 9/30/2008

Business Objectives

➤ Demonstrate Commitment to Cast Members

Take a sincere interest in Cast Members, treat them with kindness and respect, value their diversity, listen to and follow up on their issues. Always strive to become a more effective Leader by continuously learning and adapting from experiences.

Day-to-Day Tasks include:

Teaching/Coaching - Conduct check-ins, career mentoring, teaching sessions; seek learning opportunities for Cast, observation feedback, and accountability.

Self-Development - Personally and professionally.

One-on-Ones - Prepare and conduct meetings between you and your Cast and you and your Leader.

Communication Updates - Constantly share information with your Cast to build knowledge.

Recognition - Plan and attend Cast Recognition events and distribute awards.

Workplace Inclusion - Role model and embrace the concepts of workplace inclusion

| Comments

| Rating: Not Yet Rated

➤ Know and Manage the Operation and Teach It to Cast Members

Recognize when and where to be when needed and be available to step in to assist. Model, and teach Disney Service Basics and encourage Cast and Guest interaction. Collaborate with partners, effectively administer business activities, and translate the whys behind decisions.

Day-to-Day Tasks include:

Service Delivery - Lead Cast performance by learning and teaching Disney Service Basics. Anticipate and respond to Guest needs.

Operations Duties - Proactively perform managerial tasks to keep the operation running smoothly and efficiently.

Guest Situations - Identify and correct Guest-related situations.

Meetings - Attend global, Line-of-Business, and local meetings as required.

Daily Preparation and Office Work - Have a plan for the day and complete paperwork.

Labor-Related Duties - Perform daily labor management of schedules, deployment, Workbrain, time, and pay.

| Comments

Rating: Not Yet Rated

➤ **Lead and Monitor Cast Performance and Operational Improvements**

Seek and appreciate improvement and good performance and describe how Cast Member actions make a difference for the Guest. Consistently communicate expectations and uphold standards, remove barriers and identify improvements, know when to make decisions, and when to empower the Cast. Efficiently monitor and measure the operation and recognize great performance.

Day-to-Day Tasks include:

Cast Situations – Identify and correct Cast-related situations as quickly as possible.

Appreciation – Provide daily, personalized positive reinforcement; greet and thank the Cast for their efforts and performance.

Measurement Activities – Collect data to support measurement, and Cast performance observations, as needed.

Four Quality Standards – Maintain focus and deliver Safety, Courtesy, Show and Efficiency.

Magical Moments – enable your Cast to deliver Magical Moments at an unprecedented level

Comments

Rating: Not Yet Rated

➤ **Specific Goals for Transportation Guest Service Managers**

Magic in Motion

- Actively engage and support the implementation of MiM.
- Effectively and proactively communicate with Cast at all levels.
- Deliver and sustain appropriate training for all MiM users.
- Develop processes and tools to effectively implement project.
- Support the Monorail / Watercraft scheduling pilot.

Dreams Sustainment

- Create a culture that involves all of our Cast Members to produce fresh ideas for magical moments that continue to delight our guests through the YOMD and beyond.
- Actively participate in the Dreams/Engagement Fair for 2008.
- Participate in MM/T5 everyday.
- Identify and implement Best Practices from Parks/Resorts into Transportation.
- Participate in or actively support the Courtesy CIP Teams.
- Enhance and freshen the Dreams Tool Kits in each area throughout the year.
- Utilize GSM scores and shoppers reports to improve Guest Service.
- Actively recognize Cast that create dreams for our Guests.

Emergency Preparedness

- Ensure Transportation, in conjunction with external partners is in a constant state of readiness to provide assistance to Parks, Resorts, and support areas to respond to Cast and Guest in case of an emergency.
- Support Duty Manager initiatives related to Emergency Preparedness.
 - o Participate in at least one table top or live exercise.
 - o Provide Cast Members with the skills to respond appropriately in emergency situations.
 - o Practice to improve and identify new concerns and issues.

Comments

June 1, 2009

Rating: Not Yet Rated

► Specific Goals For Transportation GSM's Part 2

Retention

- Conduct quarterly FAP sessions with Cast, document, take action and communicate results.
- Conduct regular 1/1 with Cast every 30-60 days.

Recognition

- Ensure ongoing group and individual meaningful recognition opportunities for our Cast at all levels of our organization.
- Seek out daily opportunities to individually recognize and thank our Cast.
- Support group recognition by actively planning or executing the efforts.

Diversity

- Complete and submit Diversity Bios by the 23rd of each month.
- Actively participate in LCC by identifying and mentoring at least one Cast Member for each LCC cycle.
- Attend at least one LDAT meeting per quarter.
- Show your commitment through modeling RAVE and Inclusive behaviors.

Safety

- Leverage existing tools to reenergize our safety efforts.
- Focus and seek out new creative solutions.
- Reduce at fault signal four by 10% as compared to FY07.
- Reduce Cast injury OSHA recordable rate by 5% or meet our target.
- Enforce participation of local safety teams.
- Participate and support Safety Award events.

Labor

- Provide training that will enable Cast to better understand the labor process.
- Train Cast on process and tools - i.e. the Hub.
- Identify process to address Cast issues in a timely manner.
- Educate Cast on Labor Process.
- Provide timely response to Cast with labor questions.
- Closely manage labor to short term target less any applicable variance.

Continuous Improvement

- Learn your business and seek out new processes and leverage technology to drive Guests, Cast, and Business Results.
- Measurements - Know and check your metrics (Labor/Units).
- Solicit Feedback - Seek out feedback from Guests and Cast on daily operation.
- Technology - Utilize mobile office vans to monitor service levels.
- Engagement - Be aware of your surroundings and operation and take action. Be involved, share opinions and ideas in team settings. Communicate to your team.

Comments

Rating: Not Yet Rated

June 1, 2009

Competencies

Thinks Strategically

Develops a game plan for success

- Envisions an inspiring future direction
- Develops clear and consistent strategies to achieve the vision
- Leverages synergy opportunities across functions and businesses
- Makes sound business decisions that balance competing priorities
- Examines issues from a broad perspective, considering impact beyond immediate scope
- Identifies key business opportunities and challenges
- Uses knowledge of the company's products and services to meet customer needs and financial targets
- Stays current on business issues, industry trends, and technological advances

Comments

Rating: Not Yet Rated

Builds Relationships

Cultivates relationships to advance business goals

- Establishes critical external alliances
- Engages colleagues across the organization to optimize performance
- Manages the needs of diverse stakeholders
- Facilitates win-win situations
- Resolves conflicts effectively
- Interacts well with people who have different backgrounds and work styles

Comments

Rating: Not Yet Rated

June 1, 2009

Communicates effectively inspires, influences and informs others
<ul style="list-style-type: none"><input type="checkbox"/> Obtains full engagement through inspiring communications<input type="checkbox"/> Provides appropriate rationale and context to drive commitment<input type="checkbox"/> Effectively persuades others to support ideas and plans<input type="checkbox"/> Tailors messages appropriately to the audience<input type="checkbox"/> Invites diverse points of view<input type="checkbox"/> Listens and asks questions to ensure understanding<input type="checkbox"/> Conveys relevant information in a candid and timely manner
<hr/>
<p><u>Comments</u></p> <p>Rating: <u>Not Yet Rated</u></p>

Delivers Delivers timely, high quality work that adds value
<ul style="list-style-type: none"><input type="checkbox"/> Translates strategy into specific priorities, objectives and action plans<input type="checkbox"/> Develops appropriate metrics to assess business performance<input type="checkbox"/> Manages projects, processes and resources to produce desired outcomes<input type="checkbox"/> Holds self and others accountable to high performance standards<input type="checkbox"/> Achieves high levels of customer satisfaction<input type="checkbox"/> Analyzes problems effectively and takes action to resolve<input type="checkbox"/> Uses technology to facilitate better results<input type="checkbox"/> Keeps commitments
<hr/>
<p><u>Comments</u></p> <p>Rating: <u>Not Yet Rated</u></p>

June 1, 2009

Inspires Creativity and Innovation
Generates breakthrough ideas to improve performance

- Creates an environment that encourages creative thinking and supports risk taking
- Proactively looks for new opportunities
- Takes risks and manages them intelligently
- Facilitates the exchange of ideas and creation of new ones
- Transfers ideas and successes across boundaries
- Challenges the status quo
- Conceives creative ideas to solve problems or meet objectives

Comments
Rating: Not Yet Rated

Articulates and Leads Change
Articulates a compelling business case for change

- Articulates a compelling business case for change
- Leads the change effort from inception to the attainment of desired results
- Builds commitment to change
- Coaches others through change
- Supports new initiatives
- Demonstrates flexibility in response to changes
- Remains productive despite uncertainty

Comments
Rating: Not Yet Rated

Builds Teams Aligns people to a shared purpose
<input type="checkbox"/> Provides appropriate direction, resources and environment needed for success <input type="checkbox"/> Proactively recruits, retains and develops a diverse range of talented people <input type="checkbox"/> Provides challenging work assignments and developmental opportunities <input type="checkbox"/> Addresses performance issues and takes appropriate action <input type="checkbox"/> Recognizes and rewards the achievements of others <input checked="" type="checkbox"/> Strengthens others through mentoring and feedback <input type="checkbox"/> Supports productivity and morale of the team
<u>Comments</u> Rating: <u>Not Yet Rated</u>

Exhibits Professional Excellence Acts as a role model for others
<input type="checkbox"/> Pursues excellence with integrity, passion and courage <input type="checkbox"/> Sets a good example for others <input type="checkbox"/> Shows consistency in words and actions <input type="checkbox"/> Learns from personal and organizational experiences <input type="checkbox"/> Strives for self-improvement <input type="checkbox"/> Maintains composure under pressure <input type="checkbox"/> Earns the trust and respect of colleagues, partners and customers <input type="checkbox"/> Treats others with respect
<u>Comments</u> Rating: <u>Not Yet Rated</u>

June 1, 2009

Embraces Disney Heritage and Values Respects and communicates the heritage and traditions of our company
<ul style="list-style-type: none"><input type="checkbox"/> Verifies that the Disney quality standards (safety, courtesy, show, and efficiency) are consistently delivered in the area<input type="checkbox"/> Helps new team members become accustomed to the Disney culture and traditions<input type="checkbox"/> Holds team members accountable for acting on safety concerns and shares ways to enhance safety<input type="checkbox"/> Protects and promotes the Disney heritage and values<input type="checkbox"/> Approaches work with enthusiasm
<hr/> <p><u>Comments</u> Rating: <u>Not Yet Rated</u></p>

Promotes Workplace Diversity and Workplace Inclusion Values diversity and role models inclusive behaviors that attain the highest level of customer
<ul style="list-style-type: none"><input type="checkbox"/> Articulates the business rationale for diversity and inclusion<input type="checkbox"/> Supports diversity and inclusion initiatives and shares experiences<input type="checkbox"/> Tailors product offerings to attract and engage diverse audiences<input type="checkbox"/> Role models diversity and inclusion in everyday actions<input type="checkbox"/> Takes personal ownership to foster an inclusive and welcoming workplace
<hr/> <p><u>Comments</u> Rating: <u>Not Yet Rated</u></p>

Delivers Excellent Service Delivers magical and memorable experiences by role modeling exemplary service
<ul style="list-style-type: none"><input type="checkbox"/> Finds ways to continually improve guest satisfaction<input type="checkbox"/> Surprises and delights our guests by implementing new and creative solutions<input type="checkbox"/> Empowers team members to provide immediate service recovery<input type="checkbox"/> Treats guests/clients/partners as individuals and makes them feel special<input type="checkbox"/> Considers the guest's perspective when making business decisions
<hr/> <p><u>Comments</u> Rating: <u>Not Yet Rated</u></p>

June 1, 2009

Demonstrates Technical and Functional Competence <small>Pursues technical/functional excellence in a specific profession or line of business</small>	
<input type="checkbox"/> Exhibits proficiency in the knowledge and skills essential to performing a specific role	
<u>Comments</u> Rating: <u>Not Yet Rated</u>	

Development Objectives

➤ Thinks Strategically: 2. Develops clear and consistent strategies to achieve the vision

<u>Comments</u> Rating: <u>Not Yet Rated</u>

➤ Builds Teams: 1. Strengthens others through mentoring and feedback

<u>Comments</u> Rating: <u>Not Yet Rated</u>

➤ Champions Change: 3. Leads the change effort from inception to the attainment of desired results

<u>Comments</u> Rating: <u>Not Yet Rated</u>

Overall Performance Summary

<i>David's performance for the year has earned a rating of Right on Track. While his performance exceeded expectations in some areas (Demonstrating Technical and Functional Competencies, Building Relationships, and Delivering Excellent Service), some areas continue to work forward on (Communicating effectively, and Drives Results). David will have a great deal of opportunity to excel in the next year focusing on Thinking Strategically and Championing Change. Thank you for your hard work and dedication. David's solid performance made a significant contribution to the team this year.</i>
--

Overall Rating: <u>Right On Track</u>

Rating Definitions

Leading The Way
Excellent Performance. Consistently exceeds expectations. Consistently does more than is required. Demonstrate superior level of expertise.

Moving Ahead
Strong Performance. Exceeds many expectations. Regularly does more than is required. Demonstrate high skill and abilities.

Right On Track
Solid Performance. Consistently meets expectations and occasionally exceeds some expectations. Performs at an effective and satisfactory level. Demonstrates required skills and abilities.

Falling Behind
Inconsistent Performance. Meets some expectations of the position. Demonstrate some of the required skills or abilities.

Off Track
Unacceptable Performance. Does not meet most expectations. Does not demonstrate the required skills or abilities in job responsibilities.

June 1, 2009



Interoffice Memorandum

To: David Gilmore
From: Monorail Operations Management
Subject: Violation of Clearance Procedure

Date: December 4, 2004
Phone: 824-4457



This memo documents the Violation of Clearance Procedure which occurred on December 4, 2004. On that date, you were driving Monorail Gold on the Express beam. You received an Amber MBS at pylon 135. Your train stopped at 146 with a Red MAPO. Your failure to hold at pylon 145 is a violation of Monorail Clearance Procedure.

A copy of this memo will be placed in your personnel file.

	Area Manager (Print)
Guest Service Manager (Print)	
	Area Manager (Sign)
Guest Service Manager (Sign)	

I understand that any combination of three (3) Violation of Clearance Procedure points within a two (2) year period will result in a permanent transfer from Monorail Operations. I may also choose to accept a position on another transportation department providing an opening exists. If I transfer to another transportation department and commit any one incident or accident with a twelve (12) month period of time, I will be permanently disqualified from any transportation classification. I also understand that I have a total of one (1) Violation of Clearance Procedure as of December 4,2004.

I acknowledge receipt of this Violation of Clearance Procedure memo on 12/19/04 and was given the opportunity to have a Union Representative present

 Date 12/19/04  TCU902
David Gilmore Union Steward's Signature (if applicable)
00094476

cc: Gloria Crosby
Cast Records and Benefits
Employee Relations
Personnel File:54/477 SAP ID: 00094476

Date Run : 07/31/2009
 Time Run : 12:15:12
 User : TAYLM034
 Page # : 1 of 0004

Last Name : Gilmore
 First Name : David
 Known As : David
 PrNr :
 Employment Status : 3 - Active
 PA : 2100 - TRANSPORTATION 1029 - FL
 PSA : 9000 - Non-Union - 000
 EG : 1 - Salaried
 ESG : 05 - Casual Ongoing Exemp
 Org Unit : 10009165 - TRAN-MONORAIL OPERATIONS MGMT
 Job Key : 3006901 - GUEST SERVICE MANAGER 2, TRANSPORTATION
 Pay Scale Area : 30 - WDW - Salaried
 Work Contract :
 Original Hire Date : 07/10/2004
 Recent Hire Date : 07/10/2004
 Adjusted Service Date : 07/10/2004
 Seniority Date : 04/20/2008
 Last Day Prior to Separation :

Date	Violation Type	Violation Code (9019) or Issue Type (9102)	Reason	Result	Matrix Point Value	Task Status	Supervisor	Comment
11/29/2008	3 - Not Applicable	1 - Recognition	01 - With Supervisor	45 - Great Service Fanatic Card				
07/21/2008	2 - Clocking	DCO - Did Not Clock Out			0.5	New task		
06/28/2008	2 - Clocking	DIO - Did Not Clock In/Out			1.0	New task		
06/15/2008	2 - Clocking	DIO - Did Not Clock In/Out			1.0	New task		
05/31/2008	0 - Attendance	LL2 - Late Less Than/Equal 2			0.5	New task		
05/29/2008	2 - Clocking	DCI - Did Not Clock In			0.5	New task		
04/18/2008	0 - Attendance	LL2 - Late Less Than/Equal 2			0.5	New task		
11/20/2007	3 - Not Applicable	1 - Recognition	08 - Resort-wide	57 - Partners in Excellence Recipient				
09/18/2007	2 - Clocking	DIO - Did Not Clock In/Out			1.0	New task		
09/12/2007	2 - Clocking	DCO - Did Not Clock Out			0.5	New task		
09/06/2007	2 - Clocking	DIO - Did Not Clock In/Out			1.0	New task		
08/20/2007	3 - Not Applicable	1 - Recognition	01 - With Supervisor	45 - Great Service Fanatic				

Date Run : 07/31/2009
 Time Run : 12:15:12
 User : TAYLM034
 Page # : 2 of 0004

Last Name : Gilmore
 First Name : David
 Known As : David
 PrNr

Date	Violation Type	Violation Code (9019) or Issue Type (9102)	Reason	Result	Matrix Point Value	Task Status	Supervisor	Comment
07/26/2007	3 - Not Applicable	1 - Recognition	01 - With Supervisor	45 - Great Service Fanatic Card				
05/29/2007	3 - Not Applicable	1 - Recognition	01 - With Supervisor	45 - Great Service Fanatic Card				
04/16/2007	3 - Not Applicable	1 - Recognition	01 - With Supervisor	45 - Great Service Fanatic Card				
03/30/2007	3 - Not Applicable	1 - Recognition	01 - With Supervisor	45 - Great Service Fanatic Card				
02/27/2007	2 - Clocking	DCO - Did Not Clock Out			0.5	New task		
02/18/2007	2 - Clocking	CIW - Clock IN Outside Window			0.5	New task		
01/10/2007	0 - Attendance	CFD - Call Sick Free Day			0.0	New task		
12/01/2006	0 - Attendance	LL2 - Late Less Than/Equal 2			0.5	New task		
11/15/2006	2 - Clocking	DCI - Did Not Clock In			0.5	New task		
10/26/2006	2 - Clocking	COW - Clock OUT Outside Window			0.5	New task		
10/20/2006	2 - Clocking	CIW - Clock IN Outside Window			0.5	New task		
09/06/2006	0 - Attendance	DCO - Did Not Clock Out			0.5	New task		
08/25/2006	3 - Not Applicable	1 - Recognition	01 - With Supervisor	45 - Great Service Fanatic Card				
08/24/2006	3 - Not Applicable	1 - Recognition	01 - With Supervisor	45 - Great Service Fanatic Card				
07/08/2006	3 - Not Applicable	1 - Recognition	06 - Disney Courtesy	00 -			Stephen W Ardrey	
07/28/2006	2 - Clocking	DCO - Did Not Clock Out			0.5	New task		

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Last Name : Gilmore
 First Name : David
 Known As : XXXXXXXXXX
 PrNr

Date	Violation Type	Violation Code (9019) or Issue Type (9102)	Reason	Result	Matrix Point Value	Task Status	Supervisor	Comment
02/05/2006	2 - Clocking	DCI - Did Not Clock In			0.5	New task		
02/04/2006	3 - Not Applicable	1 - Recognition	01 - With Supervisor	79 - Quarterly Award Recipient				
01/24/2006	3 - Not Applicable	1 - Recognition	01 - With Supervisor	81 - Cast Member of the Quarter			Donald Levonius	
01/24/2006	3 - Not Applicable	1 - Recognition	01 - With Supervisor	81 - Cast Member of the Quarter			Donald Levonius	
01/07/2006	2 - Clocking	DCI - Did Not Clock In			0.5	New task		
01/06/2006	2 - Clocking	DCO - Did Not Clock Out			0.5	New task		
11/28/2005	2 - Clocking	DCO - Did Not Clock Out			0.5	New task		
11/27/2005	2 - Clocking	DCO - Did Not Clock Out			0.5	New task		
11/19/2005	3 - Not Applicable	1 - Recognition	01 - With Supervisor	81 - Cast Member of the Quarter				
10/29/2005	2 - Clocking	DCO - Did Not Clock Out			0.5	New task		
07/26/2005	0 - Attendance	C1 - Call In Sick			1.0	New task		
07/16/2005	2 - Clocking	DCO - Did Not Clock Out			0.5	New task		
07/04/2005	2 - Clocking	DCI - Did Not Clock In			0.5	New task		
04/22/2005	2 - Clocking	DCO - Did Not Clock Out			0.5	New task		
03/22/2005	2 - Clocking	DCI - Did Not Clock In			0.5	New task		
02/15/2005	0 - Attendance	C1 - Call In Sick			1.0	New task		
01/04/2005	0 - Attendance	C1 - Call In Sick			1.0	New task		
12/31/2004	0 - Attendance	LL2 - Late Less Than/Equal			0.5	New task		
12/19/2004	5 - VOCP	IA4 - VOCP			1.0	New task		

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Last Name : Gilmore
 First Name : David
 Known As : David
 PrNr : [REDACTED]

Date	Violation Type	Violation Code (9019) or Issue Type (9102)	Reason	Result	Matrix Point Value	Task Status	Supervisor	Comment
12/19/2004	3 - Not Applicable	9 - Communication / Documentation	01 - With Supervisor	54 - Monthly 1 on 1 Discussion				
12/13/2004	0 - Attendance	C1 - Call In Sick			1.0	New task		
12/05/2004	3 - Not Applicable	9 - Communication / Documentation	01 - With Supervisor	54 - Monthly 1 on 1 Discussion				
11/14/2004	0 - Attendance	C1 - Call In Sick			1.0	New task		
10/04/2004	3 - Not Applicable	9 - Communication / Documentation	01 - With Supervisor	54 - Monthly 1 on 1 Discussion				
10/01/2004	0 - Attendance	C1 - Call In Sick			1.0	New task		
09/02/2004	3 - Not Applicable	9 - Communication / Documentation	01 - With Supervisor	54 - Monthly 1 on 1 Discussion				
07/10/2004	3 - Not Applicable	9 - Communication / Documentation	01 - With Supervisor	92 - Trnsprt-n-Transfer In				

Ramsey, Melissa M

From: McTarsney-Horne, Sheila M.
Sent: Friday, July 31, 2009 2:02 PM
To: Ramsey, Melissa M
Subject: FW: Coaster Close 6-26-08

From: McTarsney-Horne, Sheila M.
Sent: Monday, June 30, 2008 3:56 PM
To: Ramsey, Melissa M
Subject: RE: Coaster Close 6-26-08

TCO'd - Policies & Procedures

From: Ramsey, Melissa M
Sent: Friday, June 27, 2008 12:54 AM
To: #WDW Studios Sunset Managers
Subject: Coaster Close 6-26-08

Team,

Staffing was tight for the night.

T & A for Brake Testing. 6 CMs stayed for breaks/rotations. I let them break/rotate themselves and not run on CDS.

1 Downtime. 1915-1945 due to a Brake Failure Disagreement. Critical Fault wouldn't reset. Maintenance said we could reset zones and be up and ready with 10 minutes if the reset fix the fault. After moving the trains and getting all guests off the ride, we did this. I decided to not dump the building and there were no upset guests. We played the spiels and the guests saw we were working to get it fix.

Only issue was Austin Wuennenberg who was in Lobby. He pick up the intercom wanted to know what was going on. I said we were in the process of reset zones and should be moving trains in less than 10 minutes. He proceed to get very upset and said we need to dump the building. The guests are looking angry and getting upset with him as the line is not moving. I told him that is everything is okay and we are not dumping. I followed up with Austin after the 101 and coach him on proper Intercom use as well as who should be making that call. I told him if he starts to panic, the guests will too and he needs to talk with the guests. Also I said someone may misunderstand him and think we are dumping the building causing mass confusion. He was not to happy with my coaching.

Sheila, can you add a coaching to Austin Wuennenber [REDACTED] record card.

That's about it.

MR