

STRIKE STORIES



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I work in the Human Resources Department. I was assigned to Customer Relations to answer the 1-800-COMMUTE lines. During the first week-end of the strike, over 8,000 citizens called to ask for alternate bus routes.

I worked in that department for three weeks, and it was one of the most rewarding experiences I've ever had. The managers were extremely supportive and my co-workers had positive attitudes – everyone was committed to finding some type of transportation alternative for their customers.

Admittedly, it was an emotional time – sometimes people called to yell at us out of anger or frustration. One day, a single mother called because she needed a route to the babysitter's house, and then a route to work. After 15 minutes of searching, I couldn't find a route for her. She started crying and said that she would be fired if she couldn't get to work. I felt so badly that I almost offered to go and pick her up in my car.

I reluctantly asked a manager for help, even though I knew that part of town had limited service. Without hesitation, my supervisor, Renee, sat down at the computer and started typing. She identified an itinerary involving 6 buses! It would take three hours to get to work, but at least she could get there. That put a smile on my face for the rest of the day.

I am thankful for the opportunity to have helped during a difficult time for MTA and the citizens of Los Angeles.

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