

Bus Operators' Mirror Suggestion Reflected on NABI Buses

- Division 1 operators asked for a better way to monitor passenger boarding from the driver's seat.
See [metro.net report June 20](#).

By LISA HUYNH

(Sept. 20, 2002) Safety comes first at Central City Division 1, especially when it comes to boarding passengers onto Metro Buses.

To help ensure safe passenger boarding, Division 1 maintenance personnel recently completed a special mirror installation project suggested by their bus operator colleagues.

In meetings earlier this year with Gateway Cities General Manager Rich Rogers, some operators had suggested that, for improved passenger safety, interior spot mirrors should be added to MTA's new NABI buses.

The operators said they used the mirrors to monitor passengers entering the front door of a bus. Analysts had previously concluded that, since the NABI's are low-floor coaches and have no steps, the mirrors weren't needed.

But, based on operator feedback, Rogers authorized a project to install the mirrors, and recently maintenance personnel completed installing spot mirrors on all 174 Division 1 NABI buses.

Other operating divisions also are expected in the near future to begin installing the mirrors on NABI buses and all new low-floor bus procurements will include the mirrors as standard equipment.

"This thoughtful suggestion from our bus operators, and the quick installation work by our mechanics, will enhance passenger safety during boarding," says Rogers. "It's these kinds of customer-oriented ideas from our front-line personnel that will help us continually improve service."

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Placed above and to the right of the driver's seat, spot mirrors are positioned so an operator can look up and see passengers boarding. A mechanic can install a mirror in about 15 minutes.

