

## Grateful Family Thanks MTA Dispatcher for Help, Reassurance

By BILL HEARD, Editor

(April 24, 2003) A grateful family gathered in Bus Operations Control, Wednesday, to thank an MTA dispatcher whose quick work and reassuring manner helped resolve what might have been a tragedy.

On the receiving end: Transportation

Operations Supervisor Mike Dunn, who worked the phones in a successful effort to reunite a North Hills father and son.



PHOTO BY BILL HEARD

As his seven-year-old son, Jason, looks on, wheelchair patron Leo Corrales types words of appreciation to TOS Mike Dunn, who helped reunite the pair separated at a bus stop.

It all started April 17, when Leo Corrales, 37, a motorized wheelchair patron who cannot speak and must use a keyboard-operated voice transmitter to communicate, became separated from his seven-year-old son, Jason.

The two had intended to catch an MTA contract bus, operated by Coach USA, at the intersection of Roscoe and Van Nuys boulevards in the San Fernando Valley. Jason hopped aboard the bus, but Corrales was left behind at the bus stop.

### An urgent message

In a panic and suffering an asthma attack, Corrales called his fiancé, Josephine Lozano, via cell phone and typed an urgent message. Lozano notified BOC of the emergency and Dunn immediately went into action.

"I was upset that the child was on the bus and that a wheelchair passenger had been passed up," Dunn said Wednesday.

He coordinated an effort that involved Metro Bus and Coach USA contractor bus operators and road supervisors. They were alerted to look for the boy and to provide assistance to Corrales.

It all ended happily. Some teenaged girls, realizing Jason was stranded, took him to his grandmother's house in North Hollywood. Corrales, with the help of supervisors, was able to board another bus to his destination.

"We came here, today, to thank Mike Dunn for all his help and the quick response he gave," said Lozano, during a visit to BOC. "He reassured me they were going to find Jason. He was very professional and caring."

[Back to Bulletin Board](#)