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Paul McCoy, one of several Metro operators commended by the public.

Rider Commendations for Division 18 Operators

By RICH MORALLO

(Aug. 5, 2004) "The operator is always neat and well dressed. He represents Metro well." So wrote a bus passenger in a letter of commendation for Paul McCoy, one of 12 Carson Division 18 operators recognized by Los Angeles riders recently.

"It feels good when a passenger recognizes the extra time and effort I put into grooming," says McCoy, who picks up passengers on Metro Rapid Line 710 traveling along Crenshaw Avenue.

In May the division led the agency in the number of kudos received from the public for various reasons such as operators being courteous or staff displaying professionalism on the job.

In the case of Line 710 Operator Lee Sillemmon, a resident wrote, "I want to thank the operator for being on time."

Special attention to service

Says Sillemmon, "I pay special attention in performing service and I encourage our passengers to acknowledge our work."

Operator Latanya West was congratulated by one passenger who wrote, "She is always on time...after riding your buses with these good drivers I know I won't be late for work and dinner."

A patron recognized Reginald Shaw's excellent driving skills as he described how a motorist cut the Metro Bus off and how Reginald was able to stop on time to avoid an accident.

Other Division 18 operators who were complimented for doing a good job were Kimberly Birdsong, Joy Johnson-Sanders, Melvin Taylor, Kathy Vaughn, James Amos and Loretta Shorts.

"It is always a pleasure to receive commendations from our customers and we take great pleasure informing the operator and his/her colleagues about each event," said Craig Smith, assistant transportation manager. "We know we have exceptional employees."