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Metro car card features likeness of Division 9's Mike Mitchell and a description of his work.



## Division 9's Mike Mitchell Featured on Metro Car Cards

- Mopper-waxer recognized for professionalism

By PHIL MOORES

(May 18, 2005) Mike Mitchell can be counted on to keep San Gabriel Valley Division 9 clean and safe for nearly 400 employees every day.

Mitchell, 51, a mopper-waxer, also occasionally cares for the El Monte Transportation terminal, the busiest terminal in the western United States serving more than 10,000 customers a day.

Since joining Metro in September 1978, he has met these challenges with persistent professionalism and a never-ending smile. His attitude is always professional and positive.

Now Metro customers can catch a glimpse of Mitchell, one of several employees nominated by their managers to be featured on car cards posted in Metro Buses. The ads recognize employees who perform their jobs in an exemplary manner.

An earlier car card pictured Division 9 Operator Luduvico Castro, winner of the 2004 Metro Bus Rodeo and the 2004 Night of Stars Spotlight Award winner.

## 'Standards of quality'

Speaking of Mitchell, Division Maintenance Manager John McBryan says, "Mike's seniority allows him six weeks of vacation a year and he is sorely missed because his standards of quality are not often met by his replacements."

During the recent rains when the division's roof was leaking, Mitchell worked extra hard to keep Division 9 floors dry and hazard free.

"Mike is always taking such good care of us, we never have to ask him for anything. We are really lucky to have him", says Transportation Manager Mike Greenwood.

Mitchell's diligence has resulted in Division 9 transportation being one of Metro's cleanest. His attention to detail pays big dividends.

"Mike looks for areas that need attention, especially safety issues," says Assistant Transportation Manager Aurora Jackson. "He removes the wet floor hazard signs promptly so people don't get used to seeing them. It's those details that set him apart."

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