


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net](#) (web)

Resources

[Safety](#)
[Pressroom](#) (web)

[Ask the CEO](#)
[CEO Forum](#)
[Employee Recognition](#)
[Employee Activities](#)
[Metro Projects](#)
[Facts at a Glance](#) (web)

[Archives](#)
[Events Calendar](#)
[Research Center/Library](#)
[Metro Classifieds](#)
[Bazaar](#)

Metro Info

[30/10 Initiative](#)
[Policies](#)
[Training](#)
[Help Desk](#)
[Intranet Policy](#)

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West Valley Division 8 Operator Gloria Jefferson, at right, receives commendation from Assistant Transportation Manager Rachel Bird



Operator Gloria Jefferson Rescues Customer's Christmas

(Jan. 23, 2007) West Valley Division 8 Operator Gloria Jefferson, shown at right with Assistant Transportation Manager Rachel Bird, came to the rescue, recently, when a customer left an expensive digital camera aboard her Line 245 bus. Passenger Nell Levy had bought the camera only an hour before from a Valley store as a present for a young relative. Apparently distracted by the holiday rush, Levy forgot to take the camera with her when she left the bus. Jefferson found the camera, reported it to the Bus Operations Center and turned it in when she returned to Division 8. Luckily, the receipt with Levy's name on it was still inside. When Levy returned home, her answering machine gave her the good news. "She was elated and couldn't believe someone was calling her to pick up the camera," said Jefferson. "I'm happy. I knew that camera was someone's Christmas present." Jefferson, who joined Metro in December 1999, received a commendation for her prompt action in reporting the lost camera.

