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Photos by Peter Watkinson



Jack Bartman finds Janice Ortiz particularly helpful to elderly riders.



Ray Guinn nominated Steve Burns for the "We Couldn't Go Anywhere Without You" honor in part because of Burns' eagerness to answer other customers' questions about Metro service. Burns commutes from his home in West Covina to his job at an auto body shop in Alhambra.

Three Among Millions Honored to Begin San Gabriel Valley Sector Campaign

Customer selections begin 'We Couldn't Go Anywhere Without You' campaign

(July 9, 2008) Of the millions of customers the San Gabriel Valley Sector moves each year, three were chosen as the sector's best to kick off the sector's "We Couldn't Go Anywhere Without You" effort.

To highlight the value of its riders, the Metro San Gabriel Valley Governance Council honored the three winners at the Governance Council chambers on June 9. Picked from 25 nominees, Steve Burns, Janice Ortiz and Robert Ramos—as well as the operators who nominated them—received certificates and a Metro gift bag.

The smiling faces of these customers and operators will also be featured on car cards within sector buses and ads in various San Gabriel Valley publications.

Three Valued Customers

Burns commutes every day from his home in West Covina to his job at an auto body shop in Alhambra.

"Steve is an exemplary Metro customer. He's quick to help his fellow passengers when they have questions about our service," said San Gabriel Valley Operator Ray Guinn, who nominated Burns for recognition.

Ortiz depends on Metro daily to reach her job in Temple City. Bus Operator Jack Bartman, who nominated Ortiz for recognition, said, "Janice has ridden with me almost daily for nearly ten years. She is always cheerful and helpful to new passengers—especially the elderly."

Since Ramos suffered a spinal injury 17 years ago, Metro has been his sole source of transportation. The father of



Richard Lopez nominated Robert Ramos in part because of Ramos' great sense of humor.

two is enrolled in college and rides Metro to school. Bus Operator Richard Lopez, who nominated Ramos for recognition, said, "Robert has a great sense of humor, is always happy and is one of my favorite riders."

In March, San Gabriel Valley operators were asked to nominate customers they felt should be recognized as San Gabriel Valley's best. Sector staff reviewed all of the nominations and selected Burns, Ortiz and Ramos to receive the initial awards.

Additional customers and operators will be awarded later in the year.

--From David Hershenson