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Services are scheduled for R. B. Williams, Metro Bus Operator

- Popular operator joined Metro in 1999; he received many commendations from customers, including one on his last day of service.
- Viewing will be held Sunday, March 8, from 12:30 p.m. to 6 p.m. at Harrison and Ross Mortuary, 4601 Crenshaw Blvd. (323) 584 -1230.
- Funeral services will be held Monday, March 9, at 11 a.m. at the Baldwin Hills Baptist Church, 4700 W. Martin Luther King Jr. Blvd. in Los Angeles. Repast will be held at the church following the service.

By GAYLE ANDERSON

(March 5, 2009) R. B. Williams, a Metro bus operator who joined Metro in 1999, died unexpectedly at his home in Los Angeles on the weekend of Feb. 28. Mr. Williams was 65 years old.

Mr. Williams was hired by Metro as a part-time operator in 1999, and advance to full-time in May 2002. He began his current assignment at Venice Division 6 in 2004 and had previously been assigned to Divisions 1, 3, 5, and 10.



R. B. Williams

Venice Division Transportation Manager Cheryl Brown tells of numerous customer commendations generated by his cheerful nature and customer service. "He was so high-spirited and personable," she said.

Typical and quite poignantly, a final commendation arrived at her office on Feb. 27, Mr. William's last day on the job.

"The customer who was visiting from Toronto, Canada, called our customer service department exclaiming that Operator R.B. Williams 'greeted every single passenger getting on the bus with a smile and a cheerful *hello!*' The patron also stated that in his opinion this was the 'finest customer service' that he had witnessed in a vehicle operator," said Brown.

Mr. Williams was born Feb. 23, 1944, in Shreveport, Louisiana. He was single and lived in Los Angeles at the time of his death. He leaves behind two brothers, said Brown.