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TOS Marvin Kidd: No '10-59s' on his watch. He has a passion for helping disabled patrons use public transportation.

Photos: Gayle Anderson

TOS Kidd Recognized for Assisting Metro Patrons

By Laura Kloth
Staff Writer

Transit Operations Supervisor (TOS) Marvin Kidd says he was just doing his job when he assisted two wheelchair users and their blind companion as they were trying to get home following a rally in downtown Los Angeles last June.

Kidd's efforts apparently made such an impression on one of them, Ken Schaap, that he quickly penned a letter to Metro CEO Art Leahy to let him know how grateful they were for Kidd's assistance.

"Both companions with me are wheelchair bound. I am blind," reads Schaap's letter written on Dayle McIntosh Center letterhead, an organization that specializes in providing resources and advocacy for the disabled.

"We got carried away with the rally and the next thing we knew we were almost alone," wrote Schaap. "With two manual wheelchairs and an old, blind guy, we were in trouble. Metro to the rescue."

Kidd was driving by in a Metro van when he spotted the trio.

"A lady came up to me in a

wheelchair and said she wanted to get back to where she started," Kidd explained later. "I said, 'OK, go down here and catch a bus and it will take you right to the corner.' "

Schaap's letter reads: "When we arrived at the bus, much to our surprise, Mr. Kidd was there. He helped us on the bus. Three stops later, we had to get off and there was Mr. Kidd to help us again. He helps us get to the parking lot."

"To some," he wrote, "these kind deeds may not seem like much, but to me and my companions, they were God sent. Mr. Kidd was so courteous and kind beyond the call of duty in helping us. My partners and I felt that someone should know about these kind deeds. We formally thank Mr. Marvin Kidd and compliment you, Mr. Leahy, on your choice of supervision."



Wrote one patron in a letter to Metro: "Mr. Kidd was so courteous and kind beyond the call of duty in helping us."

A passion to help

Kidd, a former bus driver for children with special needs, said he has a passion for assisting disabled patrons.

"My mom is confined to a wheelchair. I look at it like this. Those three individuals that I helped -- one of them could have been my parent. So I would like for the supervisors to do the same thing if they see my parent out there. That's how I look at it," he said.

Originally addressed to Leahy, the letter made its way to Chief Operations Officer Carolyn Flowers and other senior-level executives, including DEO of Operations Michael Greenwood who promptly praised Kidd for his efforts and presented him with a framed version of Schaap's letter and an official commendation letter from Metro.

A duty to serve

As a TOS, Kidd is responsible for accident investigations, answering complaints and most importantly, according to him, handling wheelchair "pass-ups," called "10-59s."

A "10-59" occurs when an operator is forced to pass-up a wheelchair passenger when either the bus's wheelchair ramp is malfunctioning or the bus is at full wheelchair capacity. Kidd is responsible for insuring the wheelchair patrons gets picked up as quickly as possible.

"I just try to get over there and assist them and try to get them on the next one. A lot of them, they're trying to go to doctor's appointments," he said.

"They didn't have to write nothing about me," said Kidd, referring to the commendation. "I wasn't even looking for that. My duties were to just make sure that they get to where they needed to go."

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