

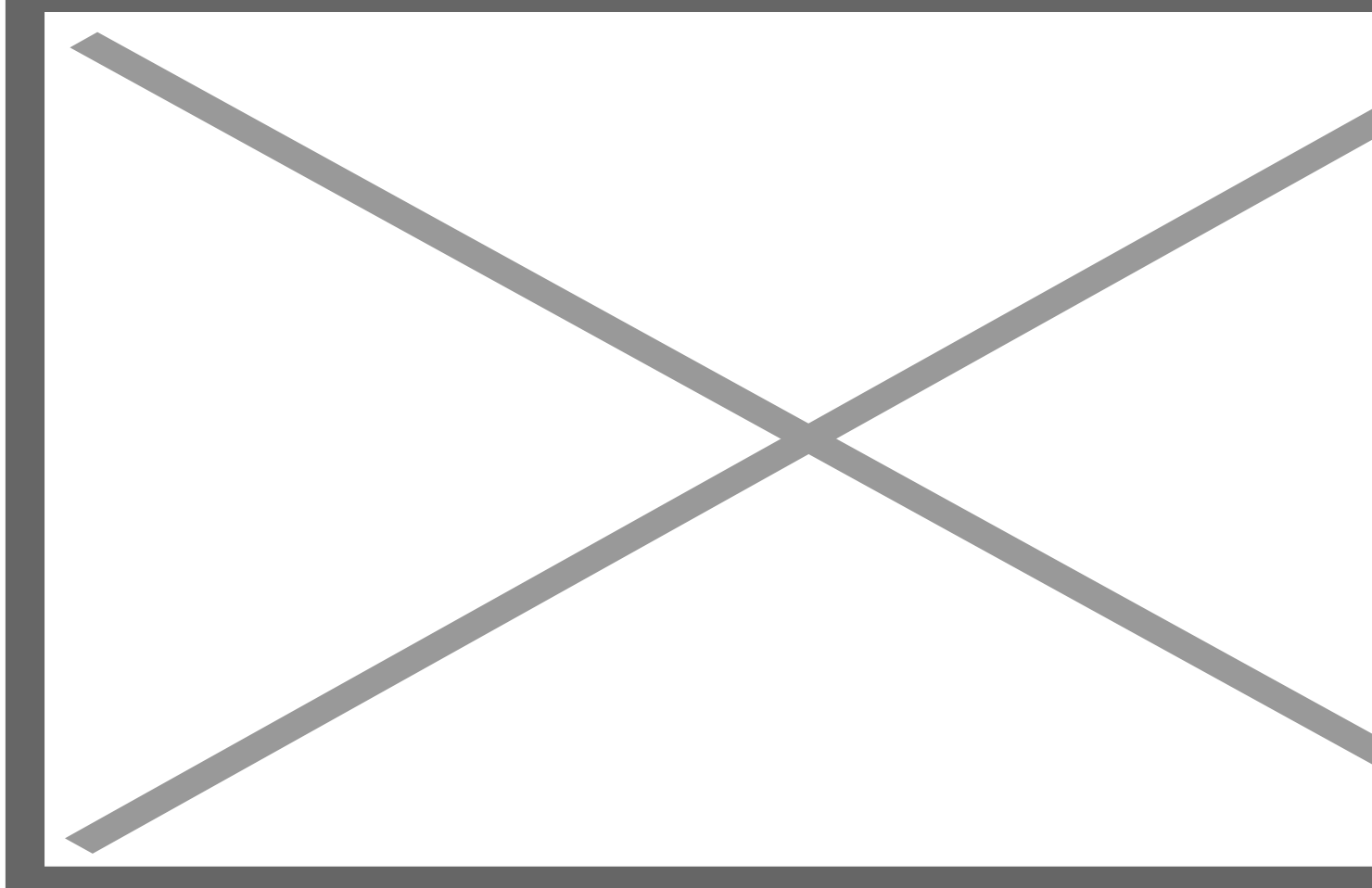


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Friday, January 8, 2016

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The first major El Niño system of the season has passed us by and we're busy preparing our improvements for the next round. Thanks for your patience as we dealt with flooded streets, sinkholes, high tides, and flooded stops. We had a whopping 15 bus routes detoured throughout the storm, and all three Trolley lines experienced delays or flooded tracks requiring bus bridges to get our riders safely to their destinations.

Through it all, members of the MTS team remained upbeat and positive, distributing information to passengers and keeping riders dry when it was safe to do so.

Here are a few comments we received from riders during the storm:

On the web:

Just a quick note to say thanks to MTS bus drivers yesterday for being so kind to soggy riders. At the Old Town transit center, during an especially heavy downpour, one driver even let us wait on his bus until the bus we needed arrived. I'm sure it was a very difficult day for the drivers, so I'm doubly grateful for their generosity and good cheer!

On the phone:

Caller said that everyone did a great job in a very difficult situation. She boarded the train at Euclid eastbound and when they arrived at Grossmont they were told that a shuttle bus would take them to ECTC. She was very pleased that there were lots of clear instructions so everyone knew what to expect. They got off the train and onto the bus with no problems or long delays. The supervisors and drivers were in good spirits and very informative. Said that she can't express enough how impressed she was and happy that she got home at about the same time that she normally would.

On social media:

Impressed by how well [@sdmts](#) plans for rain routing changes.
<https://t.co/6oQOtm1Lm9>

— Joe Crawford (@artlung) [January 7, 2016](#)

Remember to bookmark sdmts.com/alerts to keep up to date on rain detours, stop closures, and Trolley delays as we move through this rainy season!

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