



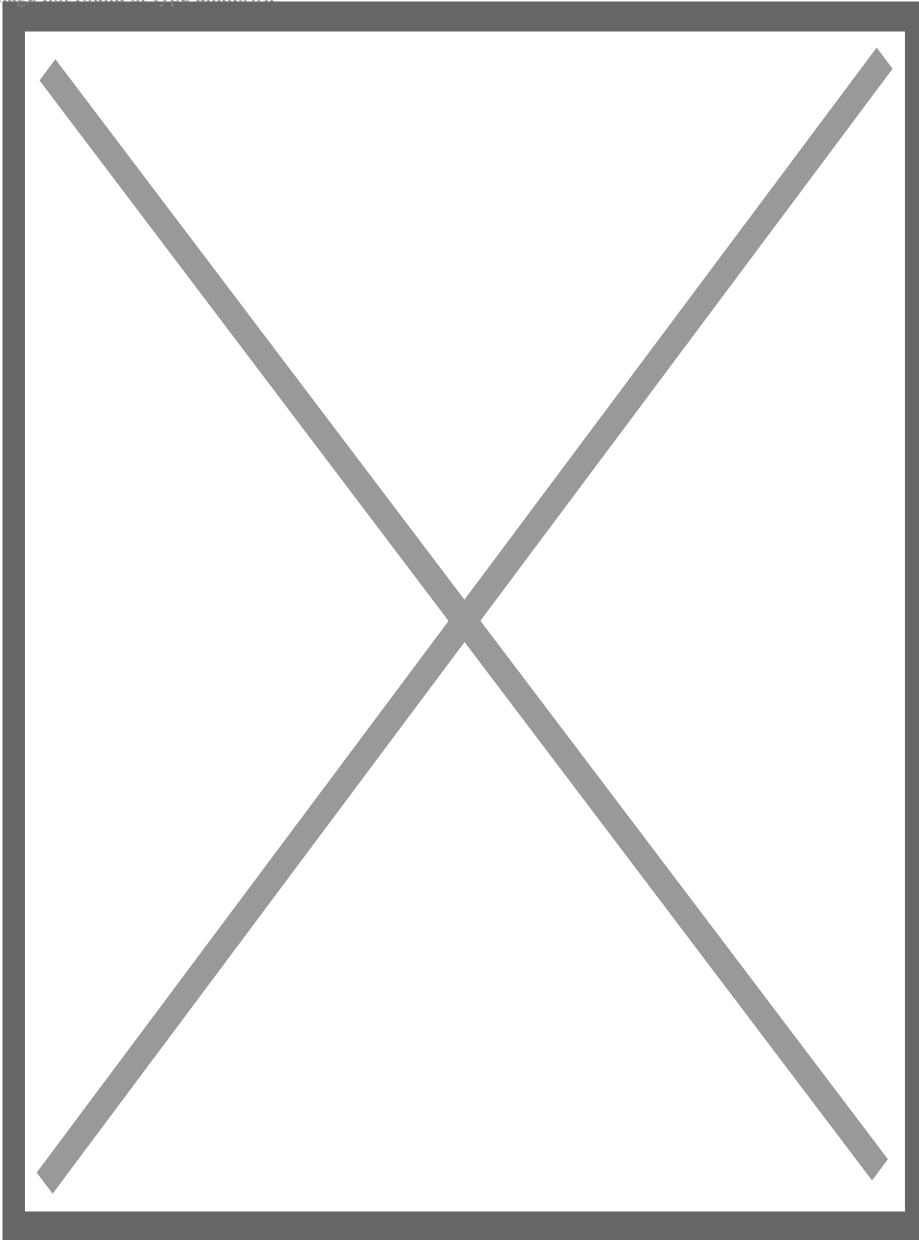
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MTS Bus is stepping up its game to recognize excellent customer service bus operators provide to MTS passengers.

Day in and day out, bus operators are faced with unique and challenging situations to which they

must respond in a safe and positive manner. In some cases, customers take notice and let us know that they were pleased with the service that they were provided.

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MTS recently received a compliment from a rider about the service of Bus Operator Delilah Fry on Route 20.

As a token of appreciation for her “rock star” service, KMD Division Manager Kevin Behan and Supervisor Robert Mediavilla presented Delilah with a letter of appreciation from Director of Transportation Jeff Codling and a “mock” rock, which let Delilah know that she rocks!

More than 100 bus operators have received *rocks* over the last year and the compliments keep coming!

***Photo (L to R): Supervisor Robert Mediavilla, Bus Operator Delilah Fry and KMD Division Manager Kevin Behan***

**News Category:**

Bus

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