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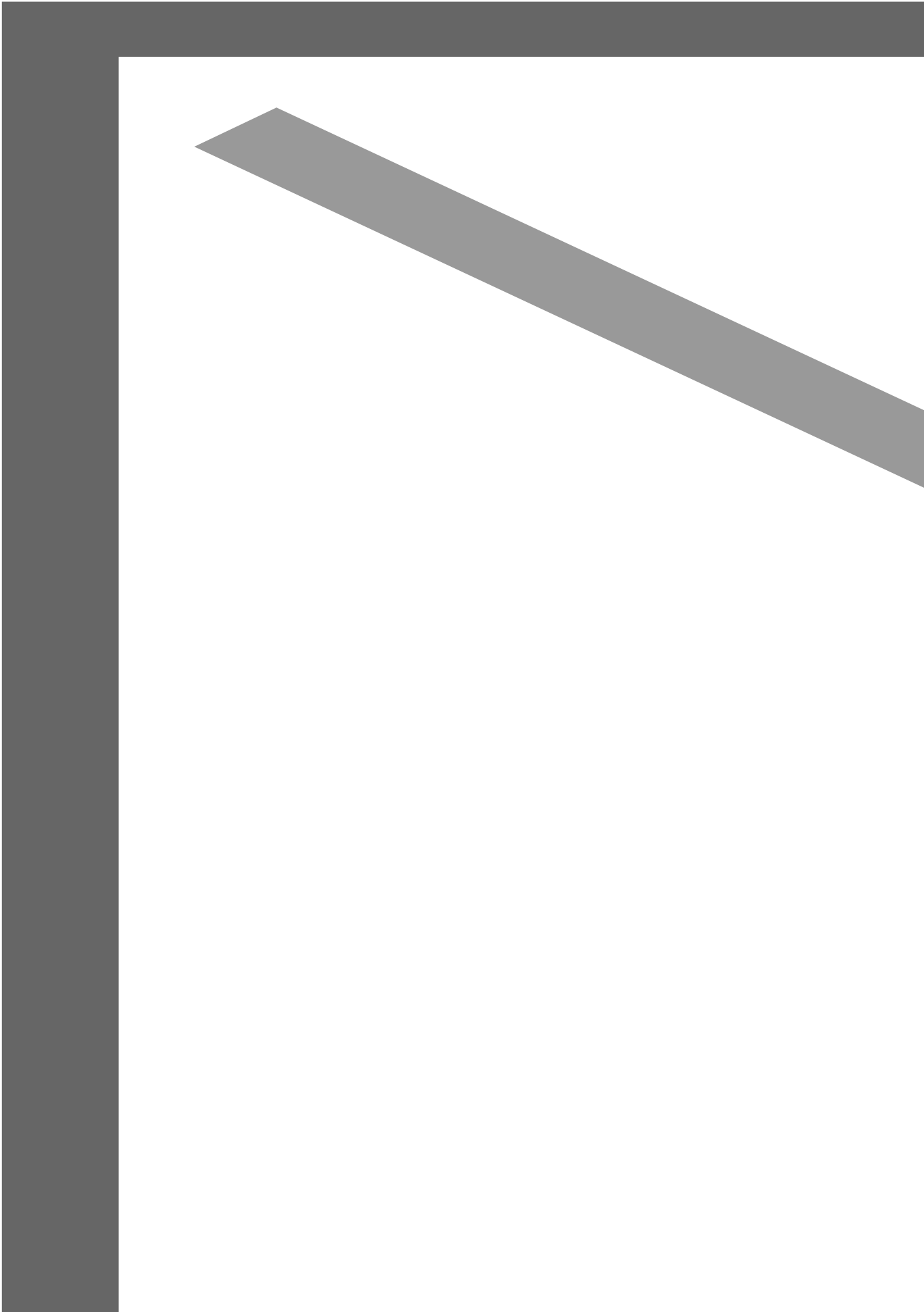
[Home](#) > Passenger Praise

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Monday, January 14, 2019



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Our train and bus operators make a positive impact in the lives of thousands of residents every day. Passengers appreciate the service and we also appreciate hearing from them. Here are some positive comments our team has received in the past couple of months.

**Rider Wesley Cooksy** - "I wish to compliment the driver of Trolley #4046. I was approaching Morena/Linda Vista station while his train was still in the station. The doors had just closed. The driver buzzed once at me and encouraged me with a wave of the hand to get on board. I thought that was quite nice of him. Thanks again."

**Rider Candace Potter** - "The new South Bay Rapid 225 is amazing. I ride transit 4 days a week from Chula Vista to the San Diego International Airport. Typically I take the Blue Line Trolley to America Plaza and then catch the 992. Being able to catch the 225 was so much easier and so much faster. I really appreciate having this resource. Thank you!!!"

**Rider Lenore Aldridge** - "The driver of train #3011b was wonderful. A few people were running to catch the Trolley and she waited the few seconds for them. Not only was she courteous, but she was punctual and I certainly felt safe, despite the drizzling weather."

**Rider B. Weisner** - "As a visitor to San Diego from Jerusalem, Israel, I rode many city buses and want to commend all of your drivers. They are most patient, kind and attentive to the riders' needs. I was most impressed. Please offer my praise to each one individually."

**Rider Lori Kearns** - "I wanted to compliment the driver on keeping us informed about a Trolley stuck at SDSU. I'm not sure how long the Trolley was stuck but the coordination to keep both sides moving with only one track was excellent and we were only about five minutes behind schedule."

**Anonymous** - "Having used your San Diego buses (Routes 215 and 7) for past two weeks as an overseas visitor I am very, very impressed with the drivers. They display constant courtesy and consideration for passengers with a disability or who are frail/aged, as well as parents of children. Thank you it's been a pleasure riding your buses."

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