



May 21, 2024

Dear Christina O'Claire and Michelle Allison:

We here at the Transit Riders Union love Transit Operator Appreciation Week and we love to celebrate our Metro drivers all year round!

For this year's Transit Operator Appreciation Week, we distributed fliers to riders at bus stops with a QR code linking to the Metro Driver Comment page so that our fellow transit riders could thank their drivers.

We noticed that the Driver Comment Page seems more intended for reporting misconduct and negative incidents about drivers. There is the dropdown menu to select commendation, but some of the other required fields on the page use language like "incident" and "concern".

Our feeling is that riders may hesitate filling out a commendation on the Driver Comment Page as it is currently, not wanting it to be mistaken for a complaint.

We understand that you need to provide riders with a tool for reporting problems. But we would like to see a link to a separate Driver Commendation Page that has some different language and doesn't require as many fields to be filled in. And maybe a "That's great to hear. Thank you!" pop-up after submission.

We want Metro drivers that are doing great work to feel appreciated and to make it easy for transit riders to tell Metro how grateful they are!

Sincerely,

TRU's Bus and Transit Service (BATS) Workgroup