



## STEERING BUS DRIVERS TO THE MTA

*The graduates are ready to begin MTA driver training.*

### “I HAD JOBS IN THE PAST, BUT THIS IS A CAREER.”

It was a typical graduation ceremony with pictures, family, speeches and hope for the future. And the future is very bright for 41 graduates, the largest number so far, to complete Metro Bus Operator Customer Service Training.



Deloris Austin is the mother of nine children. Only one remains at home, which has allowed her time to concentrate on her dreams. “I always wanted to drive a bus, even when I was young,” Austin says, “I didn’t really know how to start until I learned about this program.”

*Deloris Austin is no longer dreaming of being a bus driver, she is making it happen.*

The Community Development Department’s Wilshire Metro WorkSource Center and the Workforce Investment Board have teamed up with the Metropolitan Transit Authority (MTA), Valley College and the Literacy Network to recruit and train potential bus drivers.

This special program is designed to help would-be Metro bus operator candidates shore up their employability skills. They spend five weeks in a course that includes customer service skills, time management, positive study habits and for those who need it, literacy training and more. At the end of the course, the graduates are well prepared to enter the MTA driver-training program.

Raul Marias was a school bus driver when he saw an ad for the Metro Bus Operator Customer Service Training in a community newspaper.



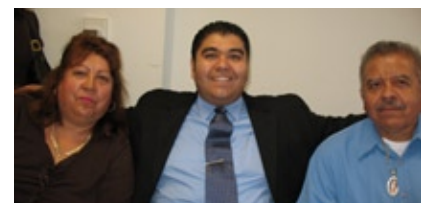
*For Robert Taylor, a career with MTA means a secure future for his family*

“This course helped me to build up the self confidence I needed to prepare for a career as a Metro bus operator,” says Marias.

With three kids and a wife, Robert Taylor thought the bus operator program would secure a future for his family. “I needed something reliable. I had jobs in the past, but this is a career,” Taylor emphatically concluded.

At the graduation ceremony, the candidates cheered for each other and vowed to work as study partners during the next phase-- six weeks of rigorous tests and training for the MTA positions.

The free program is an all out effort by the MTA to hire up to 300 drivers to staff new bus routes and increased hours of service. At this culmination, the 41 new would-be bus drivers were reminded that they are embarking on a career that will make them “the face of the MTA.”



*Raul Marias (center) was cheered by his parents at the culmination ceremony.*