



and maintain more than two dozen additional light rail vehicles that will operate on the Green Line Extension. Some of these trains will begin entering service this winter as we prepare for the extension's 2023 opening.

A new wash rack that will be finished next spring will also make it easier to clean and add sand to light rail vehicles.

Several other long sought improvements have also moved forward this year, including the installation of cameras that provide high-definition real-time video and plastic seats that will be easier to keep clean.

Taken together, the challenges we've seen this year may have seemed insurmountable. I want to thank our employees for meeting every one of them head on, and to thank staff throughout the organization who have helped us along the way.

The effort that's been put forward has been nothing short of inspirational, and I am honored to be a part of this team.

---

Supervisor Thomas Myers reflects on 30-year career

Rail Supervisor **Thomas Myers** recently retired with 30 years of service.



Myers grew up riding the bus and was encouraged to apply for an operator job by his mother. While he had his doubts, Myers found he liked the independence and the chance to spend his days on the move. "It got to the point where I couldn't wait to get up and go to work I was so eager," he said.

After 20 years as a bus operator, Myers became a train operator and was immediately impressed by the chance to operate Blue Line trains in heavy snow, to go through tunnels and to avoid traffic. Being in the operator's cab, Myers said, was "just heaven." In his final years, Myers served as a rail dispatcher and rail supervisor.

In retirement, Myers hopes to relocate to warmer weather. Myers will be honored in Metro Transit's Hall of Fame, which recognizes employees who retire with 30 or more years of service.

Read more at [metrotransit.org/greatpeople](https://metrotransit.org/greatpeople).

CUSTOMERS TELL US HOW WE'RE DOING

## "This guy deserves kudos!"

Nicollet Operator **Ahmed Mohamud** impressed a Route 6 customer with the way he handled a tense situation.

*Some random guy started yelling at me for no reason and this driver stood up for me. The driver's demeanor was not only super respectful, he was trying to be nice to him. This driver, in my mind, is a rock star! I appreciate him and all other drivers for their hard work! This guy deserves kudos!*

*Jason Defreitas*

Operator earns Purple Heart, on road to recovery

Growing up, **Ousmane Bah** watched a lot of military documentaries and dreamed of someday serving in uniform.

In January 2017, years after his family emigrated from Guinea, Africa, to the United States, he enlisted in the Minnesota Army National Guard and started doing just that. Two years later, he put on another uniform, becoming a part-time weekend bus operator out of South Garage.

Today, Bah is tending to combat injuries so he can get back to serving his country and his community.

On March 14, Bah sustained significant injuries when a rocket hit a base he was stationed at in Iraq, where he and other members of the 2nd Battalion, 147th Assault Helicopter Battalion were supporting the Iraqi military.

"It was very scary and frightening," Bah said. "I didn't know if I was going to make it or not."

Recovering at Fort Riley, Kansas, Bah is hopeful he'll soon be able to drive buses and continue toward his goal of becoming a Warrant Officer.

In late-November, he returned to Minnesota where he was awarded a Purple Heart, an Army Combat Action Badge and an Army Commendation Medal. The ceremony was attended by family members, as well as Assistant Transportation Manager **Anna Penland** and South Garage Manager **Doyle Parsons**.

Bah said he was proud of the recognition and committed to his ongoing recovery. "Wearing that uniform and knowing that I'm part of the greatest military in the world makes me really proud," he said. "I just love doing it."



The Insights newsletter is published weekly. For more information, visit Insights on MetNet. A link can be found on the homepage. Feedback and story ideas can be sent to [insights@metrotransit.org](mailto:insights@metrotransit.org).