



# City of Chicago



R2015-187

Office of the City Clerk

## Document Tracking Sheet

**Meeting Date:** 3/18/2015

**Sponsor(s):** Burke (14)

**Type:** Resolution

**Title:** Recognition extended to Bruce Meredith for exemplary customer service for Chicago Transit Authority

**Committee(s) Assignment:**

## **RESOLUTION**

**WHEREAS**, Bruce Meredith is a truly dedicated customer service representative and a 20-year veteran of the Chicago Transit Authority; and

**WHEREAS**, Bruce Meredith is assigned to the morning rush hour shift at the Grand-Milwaukee station where he greets virtually all of his riders by name and enjoys widespread popularity with commuters; and

**WHEREAS**, One rider was so impressed with Bruce Meredith that he made a widely-viewed video of him and circulated it on the web; and

**WHEREAS**, Bruce Meredith says he always tries to be as courteous as possible and became a customer favorite after a supervisor challenged him to take his customer service ‘to another level’; and

**WHEREAS**, Bruce Meredith took up the challenge and began to greet every passenger by name; and

**WHEREAS**, The kindness and infectious optimism of Bruce Meredith has resulted in the sheer delight of CTA riders; and

**WHEREAS**, Bruce Meredith, who is always well-groomed and wears a crisp uniform, says that his tireless efforts have helped to transform what used to be a dull commute into an atmosphere akin to a block party; and


**WHEREAS**, A resident of Broadview, Bruce Meredith is the recipient of more than a dozen commendations from passengers who have contacted the CTA; and

**WHEREAS**, Bruce Meredith is the father of three children and a faithful member of Victory Cathedral Worship Center in Bolingbrook; and

**WHEREAS,** The hard work ethic and exuberance of Bruce Meredith serve as an example to all; now, therefore

**BE IT RESOLVED,** That we, the Mayor and the members of the Chicago City Council, assembled this eighteenth day of March, 2015, do hereby commend Bruce Meredith on his dedication and do hereby express our best wishes for his continued success; and

**BE IT FURTHER RESOLVED,** That a suitable copy of this resolution be presented to Bruce Meredith.

A handwritten signature in black ink, appearing to be 'GWB', written over a horizontal line.

**Alderman - 14<sup>th</sup> Ward**