



**Metro**

# Daily Brief

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**CEO Roger Snoble**

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### **APTA Peer Review Panel Members Hold First Conference Call**

Members of the American Public Transportation Association's (APTA) Peer Review panel held their first joint conference call last week. The panel will convene later this month to examine the public safety issues related to tunneling along the Wilshire Corridor. Metro has provided panel members with background materials regarding the Wilshire corridor, and we're working to facilitate the schedule of meetings and site-visits the panel members will make as part of their APTA Peer Review of the Wilshire Corridor.

### **Major Projects Moving Forward**

A Metro Networks radio reporter today interviewed Public Relations staff about the status of three major transportation projects that promise relief for commuters and others: Metro Orange Line, Eastside construction, and Expo. Staff talked about the Oct. 29 opening of the Metro Orange Line, tunnel-boring machines that will soon be lowered into the ground at Mariachi Plaza for the Eastside Project, and public review of environmental documents for the Expo Line.

### **Don't Forget Your Packages**

Public Relations staff today told a Metro Networks radio reporter that Metro riders should be careful to take their packages with them when they exit buses and trains, otherwise, they will be treated as suspicious packages and could cause delays on Metro as law enforcement takes no chances and must determine they are harmless. The public is encouraged to be alert and was told how to notify authorities if they witness suspicious activity on the Metro system.

### **Popular Cash Express Stoppage of pass sales puts strain on October Pass Sales**

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Popular Cash Express, a long-time Metro pass vendor with 45 outlets, abruptly stopped selling passes and stamps the last week of September - which is the beginning of pass sales for October. This chain was responsible for selling a large quantity of our monthly passes - mostly in the Valley. The halt in pass sales was part of a maneuver to better position the check-cashing company for sale. This halting of sales placed a strain on Metro's retail vendor network and Customer Centers. Staff scrambled to restock remaining outlets and shift resources to best accommodate customers.

Staff is in the process of redistributing fare media to existing open outlets as well as signing new ones to avoid a repeat of last month. Even before the Popular Cash Express situation, we were looking at alternatives to better serve our disabled, senior and student customers by using Sector offices to facilitate distribution of college/vocational and LACTOA applications, K-12 student cards and senior ID cards.

We have heard that another vendor may purchase the Popular locations and reinstate Metro pass sales at a later date.

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