



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

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December 9, 2009

**Subject: Message on Upcoming Metro Service Changes from COO Carolyn Flowers**

Dear Metro Partner:

In an effort to better serve the needs of our customers, Metro makes adjustments to our bus & rail service twice yearly. The next round of service improvements is scheduled to go into effect beginning Sunday, December 13, 2009 or later. These improvements include some route extensions and modifications, more efficient service on major streets, and the addition of two new lines, Line 902 and the Silver Line. Line 902 will provide new local and limited service connecting the North Hollywood Metro Rail Station and Pacoima, via Van Nuys Blvd and Burbank Blvd. The new Silver Line will offer express service between the El Monte Station, Downtown Los Angeles and the Artesia Transit Center.

For details about these service changes, please click on the link below.

[http://www.metro.net/riding\\_metro/special\\_services/service\\_enhancements.htm](http://www.metro.net/riding_metro/special_services/service_enhancements.htm)

We are informing the public about these upcoming service changes in a number of ways, including distributing take one notices on all buses and trains, issuing a press release with details on changes, posting the information on Metro's main web page, and sending e-mail notification to our various transit partners including elected officials, relevant city staff and other key stakeholders.

If you have any questions, or would like more information on these upcoming changes, please contact Jody Litvak at (213) 922-1240 or via e-mail at [litvakj@metro.net](mailto:litvakj@metro.net).

Thank you for your support and partnership in delivering improved transportation alternatives throughout Los Angeles County.

Sincerely,

Carolyn Flowers  
Chief Operations Officer