



Metro

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CEO Roger Snoble

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Metro Orange Line Survey Reports Overwhelming Customer Approval

In the first official opportunity for the public to comment on Metro Orange Line service, customers overwhelmingly expressed satisfaction with the new service, according to a new customer service taken in January. The Daily News is expected to run a story tomorrow about the new survey, which reports that riders have a very positive view of Metro Orange Line service. More than 90 percent of respondents indicated that they normally have a seat for their trip, like the Metro Liner and pre-paid boarding system. The three stations with the most boardings are North Hollywood, Van Nuys and Reseda. Overall, North Hollywood station is the primary destination for Metro Orange Line riders, indicating that the Line is acting as a perfect complement to the Metro Red Line.

The survey also found that more than 50 percent of Orange Line riders are transferring from other Metro Bus and Rail services. Thirty-six percent of respondents said they had a car available to complete their trip (this compares with 28 percent systemwide). Fifty-seven percent of riders who said they drove alone or carpoled prior to the opening of the Metro Orange Line also used the 101 freeway to complete their trip, which indicates that Orange Line service is helping to offset 101 freeway traffic.

Also noteworthy, the survey found that 31 percent of Orange Line riders are new and who have used Metro for less than a year. Staff reported that it received a high response rate for this survey.

Day Pass Sting Operation results in Arrest

A sting was set up by the Los Angeles Sheriff's Department, which resulted in the arrest of a contracted operations supervisor on January 31 for allegedly selling books of day passes from home. The Sheriffs have been working extensively to crack down illegal sales and distribution of Metro Day Passes. Over the last six months, these efforts have resulted in several arrests at various locations. Much of the success of this crackdown is due to our fare media management, internal controls (serialized Day Passes) and, most importantly, a close and cooperative partnership with the Sheriffs.

APTA Quality Assurance Review

APTA's Quality Assurance Review (QAR) Team completed their review of Management Audit Services' (MAS) quality control process for the fiscal year ended June 30, 2005. The purpose of the review was to determine whether MAS' work was conducted in accordance with professional auditing standards and that MAS' own quality assurance efforts ensured their audit work complies with these standards.

The QAR process includes reviewing and testing MAS' quality control policies and procedures. As part of the review, the QAR team interviewed the Chief Executive Officer, Metro senior management, the Deputy Inspector General, the Managing Director of MAS, and MAS Managers and staff. The QAR team evaluated compliance to ten quality assurance criteria including: Independence, Planning – Audit Coverage, Planning – Assigning Personnel to Audits, Staff Qualifications – Hiring, Staff Qualifications – Professional Development, Staff Qualifications – Advancement, Consultation, Supervision, Quality Assurance and Follow-up.

The QAR team expects to issue the draft report by March 1, 2006 and the final report to the CEO and the Board by April 1, 2006.

Construction Projects Update In Downtown News

The Downtown News is preparing a story about various construction projects and developments happening in downtown Los Angeles and requested today the latest information on the Metro Gold Line Eastside Extension Project and the future Exposition Light Rail Transit Project. For the Eastside project, Rick Thorpe, described work on the two underground stations (Mariachi Plaza, Soto), the tunnel boring machines, utility relocations and preparations for the track work. On the Exposition project, the reporter was told that construction work is expected to begin this summer on two aerial stations and an underground segment in front of USC. The project is expected to be completed by 2010. The story will run on the week of February 27.

OMNI Hotel Enrolls In Metro's Employer Pass Program

Media Relations issued a news release today announcing that Omni Hotel is the latest and the largest employer to enroll in Metro's Employer Pass Program. http://www.metro.net/press/2006/02_February/metro_012.htm. The news release notes that all 220 of its full-time employees received annual passes, good for a year of unlimited travel on all Metro buses and trains. The Omni Los Angeles Hotel at California Plaza in downtown Los Angeles is enrolled in Metro's Business Transit Access Pass (B-TAP) program, one of three pass programs offered by Metro. The program is designed exclusively for businesses wanting to offer annual transit passes as part of their benefits packages.

Go Metro On Valentine's Day

Media Relations distributed a news release today announcing the availability of a new Metro Valentine's Day dining and entertainment guide. The guide is available on board Metro Trains and www.metro.net/images/valentines_day.pdf. It features a list of great restaurants, attractions and theaters patrons can visit that are conveniently located near Metro Rail Lines and the Metro Orange Line.

Upcoming CEO Meetings & Events

Next week, I will be attending the 2006 Southern California Association of Governments Consensus Trip in Washington D.C. from February 6 - 8. During my absence, John Catoe will act on my behalf with full signature authority. Upon my return, I will be participating in the Metro Gold Line Express Event and attending the Mobility 21 Coalition Meeting.

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