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| **Tuesday, October 8, 2013131008-1****In this Issue:****Metro Celebrates Customer Service Week****Transit Oriented L.A. Summit Scheduled on Thursday, October 10, 2013****Media Alert Regarding Metro Rail Enhancements for CicLAvia Event Held on Sunday, October 6, 2013** |
| **Metro Celebrates Customer Service Week**Customer Service Week is recognized during October 7-11, 2013. This is an international commemoration devoted to recognizing the importance of customer service and to honoring people who serve and support customers with the highest degree of care and professionalism. In 1992, the U.S. Congress proclaimed Customer Service Week a nationally recognized event to be celebrated during the first full week in October. Our agency’s Customer Programs & Services and Customer Relations Departments are celebrating their employees for their exceptional customer service on behalf of Metro. Team leaders are paying tribute with special treats and recognition in appreciation for their service to our passengers.**Transit Oriented L.A. Summit Scheduled on Thursday, October 10, 2013****Los Angeles Mayor and Metro Board Director Eric Garcetti and Los Angeles County Supervisor and Metro Board Director Mark Ridley-Thomas will speak at a Urban Land Institute (ULI) event scheduled on Thursday, October 10, 2013 entitled Transit Oriented L.A. Our agency is helping to sponsor and organize this event,** which will include an interactive panel exploring how to dramatically improve the city’s transportation corridors. Transit Oriented L.A. – ***toLA*** – will expand the traditional emphasis on individual transit stations to a bold transformation of corridors to achieve a truly transit-oriented Los Angeles. Also, ULI will present the results of two groundbreaking studies. The Corridor Project, funded by a ULI Foundation Urban Innovation Grant, focuses on linking stations and improving streetscapes. The Building Reuse Partnership, with the National Trust for Historic Preservation, demonstrates how to revitalize neighborhoods by reusing older buildings. “These two pioneering studies combine as a blueprint for uplifting entire communities,” said ULI Los Angeles Executive Director Gail Goldberg. “We know that vacant or obsolete buildings can be transformed into creative office space and other economically vibrant and environmentally sustainable uses. We also know that improving transportation corridors is key to enhancing livability around transit stations. Together, these studies re-envision today’s development and tomorrow’s mobility.” To read the complete story as posted on The Source, please click [here](http://thesource.metro.net/2013/10/02/transit-oriented-la-summit-to-be-held-oct-10-in-downtown-los-angeles/). **Media Alert Regarding Metro Rail Enhancements for CicLAvia Event Held on Sunday, October 6, 2013**Yesterday, the Los Angeles Times inquired about the enhanced rail service Metro provided for the CicLAvia event held this past Sunday, October 6, 2013. Staff reported that Metro Operations added trains to both the Gold Line and Red Line to accommodate increased numbers of bicyclists and other event-goers. All available trains from the Gold Line yard were used to augment line service, with three-car trains operating at seven to eight-minute schedules. Instead of 16 cars per hour, the Gold Line utilized 24 cars per hour. Red Line service was augmented from four-car trains to six-car trains, with service in the shared Red/Purple Line segment running every six minutes. A story recapping CicLAvia event may run today.  |
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