



NEWS

May 15, 1995

CONTACT: RICK JAGER/JIM SMART
MTA PRESS RELATIONS
(213) 244-6165, 244-6347
FOR IMMEDIATE RELEASE

MTA TELEPHONE INFORMATION HOURS TO CHANGE EFFECTIVE MAY 21; EL MONTE, CALMART CUSTOMER SERVICE CENTERS TO CLOSE JUNE 10

MTA will modify its telephone information hours of operation effective May 21 and close the El Monte and CalMart Customer Service Centers in an effort to cut operating costs and reduce a projected budget deficit of \$97.6 million anticipated in FY 96.

Effective May 21, the new hours of operation for MTA's Telephone Information Center will be 6 a.m. to 7 p.m., Monday through Friday. Weekend service will be operational from 8 a.m. to 6 p.m. The telephone information center will continue to be closed on holidays. Presently MTA Telephone Information Center operates 6 a.m. to 10 p.m. seven days a week, excluding holidays.

"As we struggle with rising costs we looked at every department within the MTA to see how they could operate more efficiently in these lean financial times," said MTA Chief Executive Officer Franklin E. White. "We are confident that we will still be able to serve the riding public and accommodate their needs for information about bus and train routes and schedules."

Effective June 10, MTA will close the El Monte Customer Service Center, located at 3501 Santa Anita, and the California Mart Center, 1016 S. Main Street in Los Angeles.

(MORE)

CUSTOMER SERVICE CENTERS TO CLOSE

Page 2

Patrons in El Monte wishing to purchase monthly bus/train passes and discount tokens after June 10 can do so at Nix Check Cashing, 10458 Garvey; Northeast Food Stamps, 10103 Valley Blvd.; Currency Services of California, 10990 Lower Azusa Road and The Check Connection, 9961 E. Valley Blvd.

In downtown Los Angeles, patrons can purchase their monthly passes and discount tokens at MTA Customer Service Centers located at the ARCO Plaza, 515 South Flower, or the Main Street Customer Service Center, 419 South Main Street.

In addition, MTA maintains a network of over 450 pass sell outlets throughout the greater Los Angeles area where bus and train patrons can purchase monthly passes and discount tokens.

Last month MTA announced the elimination of 569 staff positions to help offset the deficit anticipated in FY 96. A total of 20 individuals in the Telephone Information Center are effected by the layoff, five at the customer service centers and four department workers. These layoffs and modifications of service hours will save \$1.4 million annually.

"The closure of these two customer service centers, modification of telephone information hours and the layoff of dedicated MTA staff is a painful step that no one at the MTA wants to take," said White. "The reality of our fiscal situation in the last two years has forced us to eliminate more than 1,000 staff positions. My goal is to keep any future staff reductions to an absolute minimum."

The MTA's FY 1996 proposed budget, which will include plans to resolve the remaining deficit, is expected to be presented to the Board of Directors later this month.

(MORE)

CUSTOMER SERVICE CENTERS TO CLOSE

Page 3

The following is a list of MTA Customer Service Centers that will remain open:

ARCO Plaza, 515 S. Flower St., Los Angeles.

Main Street, 419 S. Main St., Los Angeles.

Hollywood, 6249 Hollywood Blvd., Hollywood.

San Fernando Valley, 14435 Sherman Way, Van Nuys.

Baldwin Hills/Crenshaw Plaza, 3650 W. M.L. King Jr. Blvd., Los Angeles.

Wilshire, 5301 Wilshire Blvd., Los Angeles.

East Los Angeles, 4501 "B" Whittier Blvd., East Los Angeles.

Patrons requesting information regarding MTA bus and train routes and schedules can call MTA's Telephone Information at (213) 626-4455.

#