

## ITEM 9

### MOTION by Councilmember Richards August 3, 2005

On June 1, Metro closed the customer service center at Sherman Way and Van Nuys Blvd., due to increased costs, primarily the increasing rent at the strip mall where the center had been located for more than 30 years.

The Metro San Fernando Valley Governance Council has heard the concerns of several patrons of the Metro system that there is no longer a central location in the Valley to obtain system timetables and process applications for those fare media types which require photos.

At the same time, Metro has a commitment as part of the Orange Line project to restore the former Southern Pacific depot (the Lankershim Depot) that occupies an area at North Hollywood Station immediately adjacent to the Orange Line platform and across the street from the Red Line entry portal.

North Hollywood Station would be an ideal location for a customer service center, since by its very nature it has the highest number of passengers passing through it each day than any other location in the Valley. Further, when the Orange Line begins operation later this year that number is likely to increase significantly.

I therefore move that the Council request the appropriate departments at Corporate to determine the feasibility of opening a replacement customer service center inside the Lankershim Depot, when it is restored.