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Fifth Live Internet Chat with Chair O'Connor Scheduled for noon on May 21, 2008

Board Chair Pam O'Connor will be holding her fifth Live Internet Chat to discuss with commuters their thoughts and opinions about our Draft Long Range Transportation Plan, how we can generate local funds, including a discussion of freeway toll lanes and a possible new half cent transportation sales tax for LA County, and to encourage commuters to imagine a traffic-free future.

Log on to metro.net/chat from noon to 1 p.m. on May 21st to talk to Chair O'Connor or to send in your questions in advance. A recent [press release](#) provides more information about the upcoming live chat.

Procurement to Launch New Customer Satisfaction Survey

A new electronic customer satisfaction survey, scheduled to begin in May 2008, will allow users to rate the level of service provided for various acquisitions. Surveys will be automatically e-mailed, based on the dollar amount and type of services provided, to project managers whenever a new procurement is completed.

We anticipate that approximately 7% of the 18,000 contracts and purchase orders we generated each year will generate a survey, which will allow Procurement to better assess its clients' needs.

The questionnaires will seek information on overall satisfaction, communication, problem solving and timeliness. Among the feedback requested are:

- Rating the overall service received;
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- Rating staff's problem solving ability; and
- Rating staff's response to client need and timeliness.

The goal of the survey is to help us improve the quality of service that we provide on our procurements.

Expo Line – Construction Notice – Girder Installation

Starting Friday, May 30, 2008 at 11:00 p.m. through Monday, June 2, 2008 at 6:00 a.m., the Exposition Construction Authority, as noted in a recent Construction Notice, will temporarily close the intersection of Figueroa Street and Exposition Boulevard to through traffic to complete girder installation within the intersection, as part of the construction of the Exposition Light Rail Line.

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