

A snip of the scissors signaled the opening of the joint MTA-Metrolink Customer Service Center in Union Station's East Portal. From left representing the MTA staff are Laura Bernal of Records and Mail Services; CEO Roger Snoble, Councilman Hal Bernson and Tracy Daly, Metrolink assistant executive officer. PHOTOS: ED SCANNELL



Metrolink, MTA Open New Customer Service Center at Union Station

By SHARON GAVIN, Metrolink

(April 3, 2002) Metrolink and the MTA celebrated the opening, today, of their first joint Customer Service Center at Union Station.

Located in the East Portal of Union Station, the passenger service window will enable transit patrons to get information about, and buy tickets for, Metrolink's commuter trains, Metro buses, and the Metro Rail system in one central location.

"This joint Customer Service Center is a natural extension for both Metrolink and the MTA," said Los Angeles City Councilman Hal Bernson, chair of Metrolink's Board of Directors and a member of the MTA Board. "We share more than just the space here, we share a commitment to providing excellent service to all of our customers."

MTA Board Chairman John

Fasana said, "The new center provides transit users with a one-stop shopping opportunity. Providing these services under one roof will encourage our customers to explore more of the county via public transit."

More than three-quarters of Metrolink's passengers go through Union Station each weekday, but downtown Los

JUST THE TICKET: from left, Linda Weifenbach, Metrolink's first passenger when it opened in 1992; MTA Customer Service Manager Gail Harvey; Councilman Hal Bernson; Tracy Daly, Metrolink assistant executive officer; and CEO Roger Snoble.



Angeles is not the final destination for half of them. The ability to link the regional commuter railroad's trains with MTA's bus and rail lines is crucial to the system.

"We do everything we can to make the transit connections as easy as possible," said Bernson. "By opening this Customer Service Center we will be taking one more step out of the process."

Until the Customer Service Center opened, Metrolink information was available only at a window in the west end of Union Station, at the Metrolink website and through the 1-800-371-LINK customer service phone number.

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