

Metro San Fernando Valley Plans More Community Meetings

By ERIC RAPP

(Sept. 5, 2002) Metro San Fernando Valley held its first Community Transit Meeting, Aug. 28. Encouraged by its success, the sector staff is planning even more community meetings for the future.

The meeting, held in a relatively informal style, included planners, schedule makers, and schedule checkers from the sector office, as well as Project Manager Roger Martin, the main community contact for the San Fernando Valley North/South Transit Corridor Study.

The meeting's format included plenty of time for attendees to speak to the planners and schedulers about specific problems with specific lines or stops, or to chat with Martin about the proposed north/south corridor.

"I think having our schedule makers and planners there made all the difference," says Communications Manager Marta Maestas. "Several customers told me they really appreciated being able to talk to the people who know the lines and can make changes."

Challenges for the future

Presiding over the meeting was sector General Manager David Armijo. After a short presentation about the challenges and opportunities facing Metro San Fernando Valley in the future, He took public comments and stayed until the end of the meeting talking with customers who had suggestions or complaints.

"For Metro San Fernando Valley to become more responsive to our community, customer input is vital," Armijo says.

He also helped arrange shuttles for customers who were stranded when a street closure disrupted bus service at the meeting's location.

In addition to a transit meeting specifically for seniors in September, three large Community Transit Forums will be held in October in several different parts of the San Fernando Valley.

And, says Maestas, community meetings will be held on a regular basis in the future.

"It's a great way to interact with our customers," she says.

[Back to MTA Report](#)