

Held in the social hall of a church in Westwood, the April 1 hearing on proposed service changes for Metro Westside/Central set the tone for community participation.



Westside Residents Favorable to Unusual Hearing Format

(April 10, 2003) It wasn't the usual MTA public hearing, but residents reacted positively to the way the Westside/Central sector staff conducted a recent meeting on proposed service changes.

Held in the social hall of a church in Westwood, the April 1 hearing was conducted informally by General Manager Tracy Daly. She worked the audience Oprah-style, passing a microphone to those who wished to comment.

"The audience seemed to like it," says Daly. "It seemed to change the tone from that of a normal public hearing."

Afterward, many of the 30 attendees visited a group of information tables where scheduling, operations and maintenance staff answered questions about the proposed changes. The residents also could provide written comments for the hearing record.

A court stenographer, on hand for the hearing, also was available to record any additional comments the residents wished to make.

"Conducting the hearing this way allowed us to really interact with our customers," says Daly. "Our service planning staff also got some ideas from what the residents had to say."

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