



We Get Letters

Passengers like
Metro Gold Line.

PHOTOS BY JUAN OCAMPO

Gold Line Opening Brings Flood of (Favorable) E-Mails

By BILL HEARD, Editor

(July 31, 2003) Since the opening of the Metro Gold Line on Monday, Bertha Bruner's computer has been overflowing each morning with e-mails.

A customer service officer in Passenger Relations, Bruner's job is to answer e-mails and, with another employee, answer letters about Metro Bus and Rail service. Suddenly, the normal 15 to 22 e-mails per day have just about doubled to 38 or 40.

An architect who works in downtown LA e-mailed, "All I have to say is thank-you, thank-you, thank-you! The Metro Gold Line...is a joy. No more sitting in the car on the Pasadena Freeway staring at the cars surrounding me."

On Thursday morning, Passenger Relations Manager Tom Horne counted an e-mail backlog of 114 and more were arriving hourly. Most public inquiries are answered within three days.

"This defies anything we've ever run into down here," Horne marvels.

Most e-mail senders are seeking Metro system information, asking for a Metro Rail map, asking about operating hours or parking near the Metro Gold Line.

"Complaints are in the minority," says Bruner. "The majority of e-mails are very favorable."

"Can you please give me some general parking information on the Fillmore and Del Mar Parking?" a woman e-mailed. "How much is it for parking, must it be reserved, or (is it) first-come, first-served?"

And a web technologist wrote: "We took the Gold Line on Sunday and it is totally fantastic. I take the Blue Line every day to go to work in Long Beach, but I wish I had a job in Pasadena just to see the scenery the Gold Line goes through every day. Now we don't have to worry about parking in

Pasadena anymore. Thanks a million!!! You guys are great."

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