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Editor's Note: On August 1, Metro Information will celebrate its 100th year of service to the Southern California region. The celebration will be a tribute to the employees who staff one of the busiest customer information centers in the nation – fielding some 7,000 transit information requests each day. It also will be an opportunity for all employees to learn about this valuable Metro customer service. Gail Harvey, director of Customer Relations, wrote this piece for myMetro.net.



Metro Information Planning a Centennial Celebration, Aug. 1

By GAIL HARVEY

(July 26, 2006) It all started back on Aug. 1, 1906 when the first information clerk was hired by Pacific Electric for its Information Bureau. Her name was Mrs. F. P. (Sybil Mather) Raymer and she retired as Chief Information Clerk after 39 years of service.

Mrs. Raymer worked hard and under difficult conditions to make the Information Bureau as great as it became by 1946 – a resource of information about practically anything tourists wanted to know about Southern California.

That concept has carried through to this day, although the Metro Call Center now serves customers not only in Los Angeles County, but also in Orange, Riverside, San Bernardino and Ventura counties.

To get a perspective on the Information Bureau environment at that time, take a moment to look at the various vintage photos located on the Plaza level and 3rd floor of the Gateway Building.

How many of you have ever seen the Metro Call Center? Probably not many, because it is located on the 2nd floor of the Gateway Building and access is restricted.

But in recognition of our Centennial Celebration on Tuesday, Aug. 1, you are invited to our employee "Open House" from 11 a.m. – 2 p.m. Come and visit Metro Information and see how Customer Information agents handle the thousands of calls they receive each day via 1-800-COMMUTE.

Metro employees (sorry, no external guests) are requested to gather in the 3rd floor lobby between 11 a.m. and 2 p.m. A staff member will escort groups to the Call Center.

Take this opportunity to see a vital area within Metro that is "out-of-sight," but has survived 100 years and continues to provide essential and valuable information to our customers.

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