



Metro

Daily Brief

Wednesday August 16, 2006

20060816-0

CEO Roger Snoble

In this issue:

- [Transit Terrorism Awareness](#)
- [Metro San Fernando Valley Customer Complaints](#)
- [Customer Complaints](#)
- [I-710 Tunnel Feasibility Study](#)
- [I-710 South Corridor Project](#)

Transit Terrorism Awareness

A reporter from the *Los Angeles Times* attended this morning's Transit Terrorism Awareness meeting for Metro employees. Since April 2004, deputies from the Los Angeles Sheriff's Department have trained more than 8,500 Metro employees in classes at the operating divisions and Headquarters. Funding for the anti-terrorism training comes from a \$4.7 million Homeland Security grant, which has also been used to purchase emergency response vehicles, chemical detectors for transit facilities, and to deploy search and rescue dogs and weapons detecting dogs. A story about the cost of this and other types of emergency preparedness training is expected to run in tomorrow's newspaper.

Metro San Fernando Valley Customer Complaints

The *Daily News* inquired today regarding a Metro San Fernando Valley Service Sector report comparing area customer complaints with other Metro service sectors and other transit properties. Staff reported that the overall number of complaints has actually decreased by over 50% in the past three years. However, the San Fernando Valley has recorded a higher number of complaints (2.56 complaints per 100,000 boardings) than other sectors as of the last quarter of Fiscal Year 2006. Metro attributes some of these complaints to service reliability issues resulting from Valley bus routes that currently operate under 20-30 minute headways and on routes that are longer than 20 miles in length. Operating under the rule that one complaint is too many, Metro has implemented a number of initiatives over the past year to help mitigate customer frustrations, including operator panels and interviews and customer relations training. Metro staff will present the results of the agency's most recent customer complaint report at tonight's San Fernando Valley Service Sector Council meeting. The story is expected to run tomorrow.

Customer Complaints

Channel 7 is currently conducting an investigation about Metro bus operators using cellular phones while driving. The news station received several calls from the public complaining about this behavior and alerting them to the situation. Staff informed the television station that cell phone use while operating public buses is a serious violation of the California Vehicle Code and also of Metro Policy. As a result of these complaints, Metro has posted policy notices for bus operators in all divisions.

I-710 Tunnel Feasibility Study

Earlier today, I was interviewed for KCET's "Life and Times" program which is planning to air a story on the 710 Tunnel Feasibility Study initiated by Metro and CalTrans. The story will also feature CalTrans Director Doug Failing and is expected to air next week.

1-710 South Corridor Project

Eastern Group Publications interviewed Metro staff today regarding the status of the I-710 South Corridor Project, which aims to improve air quality and mobility in the Gateway Region. The EIR/EIS phase of this project will begin in March 2007 and is expected to take about three years to complete. The story is expected to run next Thursday.

[Metro.net Home](#) | [Press Room](#) | [Projects & Programs](#) | [Meeting Agendas](#) | [Riding Metro](#) | [Metro Library](#)

Los Angeles County Metropolitan Transportation Authority
1 Gateway Plaza
Los Angeles, California 90012-2952
Phone: 213-922-6888
Fax: 213-922-7447
