

Metro News

MTA's Upgraded Trip Planner Faster, More Intelligent

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The fill-out form for MTA's basic trip planner is now available on the newly redesigned home page. A new advanced search form also has been added.



MTA CEO Roger Snoble and Flexcar founder Neil Peterson, former LA County Transportation Commission executive director, demonstrate how a wave of the smart card opens Flexcar.

Trip Planner Gets Intelligence Boost

Customers who use MTA's Internet trip planner at metro.net can now receive faster, more comprehensive information.

The new smarter trip planner prevents unnecessary transfers and reduces time walking between bus stops and rail stations.

User-friendly pull-down menus allow customers to maneuver back and forth through the trip planner program without re-entering origin/destination information. Inter-regional itineraries can be created using Los Angeles, Orange, Riverside, San Bernardino and Ventura counties.

Customers also can receive trip planning assistance by dialing 1.800.COMMUTE. Both the Internet and telephone customer information agents handle 10,000 inquiries a day. [MN](#)

MTA and Flexcar Lead The Way

MTA and Flexcar, an innovative provider of car-sharing programs, have united to offer commuters the opportunity to "borrow the keys" at an affordable price.

Commuters can take advantage of the bus, train, carpools or vanpools, but still have a car available. It's the best of both worlds.

Members who sign up for the Flexcar program pay an hourly rate, which covers the cost of gasoline, insurance, maintenance and the car.

"We believe Flexcar will grow in popularity and attract many first-time public transit users," said MTA CEO Roger Snoble. Flexcar members can use vehicles at Union Station in downtown Los Angeles and select Metro Gold Line stations.

For more information, call Metro Commute Services at 213.922.2811 or 1.800.COMMUTE. [MN](#)

One Of Earliest Sectors Marks Banner First Year

One of the first customer-based service sectors established by MTA has had a successful first year thanks to a little ingenuity and copious customer feedback.

Among the early successes of Metro San Fernando Valley are the launch of Metro Rapid on Van Nuys Boulevard, breaking ground for the San Fernando Valley Metro Rapidway, opening in 2005, and completion of the North-South Transit Corridor Study.

Four other service sectors also were created by MTA to improve bus service, reliability and customer satisfaction.

"Making sure we have good service on the road will always be the primary goal," said Metro San Fernando Valley General Manager David Armijo. "Because of customer input, the Metro System is improving." [MN](#)

Juror Pass Program Expanded Beyond Downtown Area

Metro's Juror Pass Program, introduced in March, has expanded from the Los Angeles downtown area to include six additional Los Angeles Superior Court District courts.

Nearly 300 jurors per month have been opting for the Metro Weekly Pass, offered through the Juror Pass Program at downtown Los Angeles Superior Courts.

The program allows Los Angeles Superior Court jurors to exchange their vehicle mileage reimbursement for unlimited local travel on the Metro Bus and Metro Rail system. Jurors serving in LAX, Compton, Long Beach, Norwalk, Torrance and Van Nuys district courts are eligible.

For more information, call Metro Commute Services at 213.922.5669 [MN](#)



MTA Planning Manager Jane Matsumoto points out useful features of new quicker and easier to use ticket vending machines.

Metro Ticket Machines Redesigned for Ease

Customers are enjoying a new sophisticated generation of hassle-free, tri-lingual ticket vending machines (TVMs) which reduce the time Metro Rail passengers spend purchasing a ticket.

User-friendly TVM features include audio/video display windows that give instructions in English, Spanish and Chinese, audio headset hook-ups for hearing and visually impaired customers, and security mirrors that enhance safety.

Fifty of the new TVMs are installed at Metro Gold Line stations as well as at Union Station, with at least two TVMs at each station. Upgrades of all TVMs are planned for next year.

The TVMs enable riders to purchase multiple tickets — up to eight identical tickets at a time — and make change for bills from \$1 to \$20. [MN](#)



Metro San Gabriel Valley General Manager Jack Gabig lends a helping hand during continuing renovation of El Monte Bus Station.

El Monte Bus Station Renovation Begins

MTA has begun turning the clock back on the appearance of the popular El Monte Bus Station with new lighting, tiling, paint and the construction of a customer service center opening in January.

Future plans include larger operations facilities to accommodate a growing bus fleet, 14 additional bus bays and a possible joint development transit village featuring retail and commercial space. [MN](#)

New Information Signs Have Dual Purpose

New backlit map display cases installed at Metro Blue Line stations provide customers with detailed information on the Metro Rail system and connecting Metro Bus and Long Beach Transit service, making customer choices easier. [MN](#)

