



Board Report

File #: 2016-0174, **File Type:** Motion / Motion Response

Agenda Number: 61.

**REGULAR BOARD MEETING
FEBRUARY 25, 2016**

Motion by:

Directors Krekorian, Kuehl and Antonovich

February 25, 2016

Customer Service Center

The San Fernando Valley is home to almost two million residents. The Valley is home to the Metro Orange Line, the most popular fixed-guideway BRT in North America, as well as the terminus of the Red Line and scores of Rapid and Local bus lines that traverse its 260 square miles. Yet, the Valley does not have a Metro customer service center to serve what amounts to almost 20% of the county's population.

Valley customers currently need to travel to Union Station, East Los Angeles, or South and Southeastern areas of the county to reach a service center. Requiring the transit-dependent to travel such a distance conduct business and receive services from Metro is unacceptable. It should not be so burdensome for a Valley resident to conduct TAP business, particularly for students or members of the disability community.

APPROVE Motion by Krekorian, Kuehl and Antonovich that the MTA Board instruct staff to investigate the steps necessary to create a conveniently located Customer Service center in the San Fernando Valley and report back on that and the timeline to do so.

AMENDMENT BY DUPONT-WALKER to include in the report back information on the Mobile Customer Service Center.