



Metro

Metropolitan Transportation Authority

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AUGUST 12, 2005

TO: BOARD OF DIRECTORS

THROUGH: ROGER SNOBLE
CHIEF EXECUTIVE OFFICER

FROM: JOHN B. CATOE, JR.
DEPUTY CHIEF EXECUTIVE OFFICER

SUBJECT: GATEWAY CITIES SERVICE SECTOR
SCHEDULES SECOND PUBLIC HEARING TO RECEIVE COMMENT
ON DECEMBER 2005 SERVICE CHANGES

ISSUE

The Gateway Cities Service Sector Governance Council approved a motion on August 11th at their public hearing on December 2005 service changes to hold a second public hearing as follows:

Thursday, August 18, 2005 at 7 pm
Oldtimers Foundation Patio Hall
3355 E. Gage Ave.
Huntington Park, CA 90255

DISCUSSION

Gateway Cities will be holding a second public hearing on the December 2005 service changes. The effect of this second public hearing is that the public comment period on all service changes will be extended one week, through midnight August 18th.

At the counsel of Steve Carnevale, the second public hearing is recommended due to a mistake made in a Metro.net web page Headlines article that referenced the Gateway Cities Public Hearing, scheduled for August 11, 2005, as being cancelled. Although there are numerous other locations within the Metro.net web site in which the public would more easily find the correct information, it was our collective judgment that it is in the best interest of the customer to hold the second public hearing.

The Metro.net Headlines article with the incorrect information was posted on the web page on Tuesday, August 9th at 10:44AM and corrected on Thursday, August 11th at about 8:30AM. The single piece of incorrect information resided on the Metro.net web site for a little over 46 hours. We have determined that during this period of time, this web page received 156 viewings.

It is important to note that customers seeking information about service changes have multiple links within the Metro.net web site and the Sector web pages to arrive at the correct information. However, given the possibility that one or more customers may have visited this page and relied upon incorrect information relative to the Gateway Cities Public Hearing, we have put in motion the following:

- Obtained Governance Council approval to hold a second Public Hearing
- Secured a location for the second hearing
- We will post a second Gateway Cities public hearing notification in the newspaper
- We will post the second public hearing information on the Metro.net web site and the Gateway Cities Service Sector web page
- We have provided the Board notification on these actions via this Board Box.
- We will post public hearing information on Gateway Cities buses and we are exploring the same for some South Bay lines that run into the Gateway Cities Sector

Staff is anxious to hear from all members of the public concerning the Gateway Cities proposed December 2005 service changes.