



**Metro**

Metropolitan Transportation Authority

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February 7, 2006

TO: BOARD OF DIRECTORS

FROM: ROGER SNOBLE  
CHIEF EXECUTIVE OFFICER

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

SUBJECT: CUSTOMER COMPLAINT FROM DANIEL MARTINEZ

**ISSUE**

Customer Complaint received on January 27, 2006.

**BACKGROUND**

Metro received a complaint from a customer, Daniel Martinez, regarding an incident that occurred on Thursday, January 26, 2006. Mr. Martinez reports that he was riding Metro Line 71 at approximately 8:40 PM, in the vicinity of Wabash and Evergreen, when the operator pulled the bus over and told the remaining three customers that the bus was out of fuel and they needed to get off the bus. When the patrons asked when the next bus would be coming, the Operator reportedly stated he did not know. The patrons asked if they could remain on the bus until the next one arrived. The bus operator told Mr. Martinez and the other customers they could not wait on the bus. On his four-mile walk home, Mr. Martinez reports that he was robbed.

Mr. Martinez first reported this incident to Metro on Friday afternoon, January 27<sup>th</sup>, via e-mail to Bill Heard, Communications Manager, who then forwarded the e-mail to David Armijo, Westside/Central General Manager, on Monday, January 30<sup>th</sup>. This matter has been under investigation since that time. On Thursday, February 2<sup>nd</sup>, both Gail Harvey, Director of Customer Relations and Mr. Armijo spoke to Mr. Martinez by phone. The separate phone conversations generated additional details that helped in this investigation.

Although the investigation is still open, staff concludes:

- Bus #6510 was indeed low on fuel:
  - The bus had been in operation for 16 hours and 10 minutes
  - Fuel range is generally between 16 –18 hours

- The operator failed to contact Bus Operations Control (BOC)
  - If the bus was low on fuel, the operator should have followed procedure and contacted BOC
  
- Preliminary interview was held with coach operator
  - Formal hearing is scheduled for Wednesday, February 8th

#### **NEXT STEPS**

Following completion of the investigation, staff will take corrective action including discipline, if appropriate, and institute procedures to ensure this situation does not occur again.