

SYSTEMS SAFETY AND OPERATIONS COMMITTEE
FEBRUARY 16, 2012
Item #53

MOTION

By

Directors Huizar and Yaroslavsky

Travelers Aid Society of Los Angeles (TASLA), which operated an information booth at Union Station's western portal off Alameda Street for many years, went out of existence on February 1, 2012. The volunteers who staffed this booth provided valuable free information to the public at large relative to Metro, Metrolink and Amtrak services as well as information on tourist and cultural destinations throughout Los Angeles County. While Union Station provides information to the public in several formats, having an information booth at the western portal is useful given the size of the facility and the location of Metro's existing customer service centers at the eastern portal off Vignes Street.

The TASLA volunteers are seeking to continue their activities at Union Station. These individuals have provided a valuable service for many years and we should look at the possibility of retaining their services under an appropriate entity that would oversee their operations. Metro staff should work with the Union Station Joint Management Council (USJMC) to identify the best path forward to determine how TASLA volunteers can continue providing services to visitors at Union Station.

I, THEREFORE MOVE that the Board direct the CEO to report back at the March board meeting on viable options that would include retaining the free information services that were provided by the Travelers Aid Society of Los Angeles volunteers at Union Station.