



**SYSTEMS SAFETY AND OPERATIONS COMMITTEE
MAY 17, 2012**

SUBJECT: UPDATE ON TRAVELER'S AID IN UNION STATION

**ACTION: RECEIVE AND FILE REPORT ON UPDATE OF TRAVELER'S AID IN
UNION STATION**

RECOMMENDATION

Receive and file report on update of Traveler's Aid in Union Station.

ISSUE

In February 2012 a motion was introduced by Directors Huizar and Yaroslavsky asking staff to explore viable options for retaining the free information services that were provided by the Travelers Aid Society of Los Angeles at Union Station. This report provides an update of where staff is in resolving this issue.

DISCUSSION

Staff met with representatives from the Joint Management Council (JMC), which manages and operates Union Station and the Gateway Property. The JMC has agreed to contact interested organizations and request that they submit a proposal for taking over the responsibility of managing the information booth located near the main entrance of Union Station, fronting Alameda Street. The organizations submitting a proposal will be asked to include qualifications, a plan for providing the booth with trained staff to distribute information about transit services at Union Station, information about tourism and major attractions, and general information about the greater Los Angeles area. Proposals are expected to be submitted by mid-May and an organization will be chosen by June 2012.

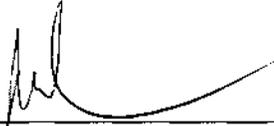
Because the JMC is in the process of selecting an appropriate vendor to manage the booth, volunteers will not be allowed to provide any information from this location during the interim time period. However, the JMC has requested that organizations submitting proposals indicate their ability and willingness to work with former members of the Travelers Aid group that previously provided similar information services to Union Station visitors.

In the meantime, former Travelers Aid volunteers will be invited to join the Metro Volunteers program. They will be allowed to perform community outreach activities at local events and at Metro functions. The Metro Volunteers group is composed of Metro staff and community volunteers that provide transit information to Los Angeles County residents.

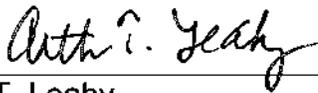
NEXT STEPS

The JMC will request proposals from interested entities that would like to provide information to the public using the Union Station information booth. Proposals will be reviewed to ensure minimum qualifications such as having proper insurance coverage, a reliable source of obtaining general tourist information and experience in dealing with the public. As mentioned, it is expected that an organization will be selected by early June. Staff will provide an update to the Board once an entity has been selected.

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