

Handout



Los Angeles County
Metropolitan
Transportation
Authority

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BOARD BOX ITEM

TO: BOARD OF DIRECTORS
FROM: RAE JAMES, EXECUTIVE OFFICER, COMMUNICATIONS
SUBJECT: CLOSURE OF METRO INFORMATION ON SUNDAYS

ISSUE:

This report is to inform the Board that Metro Information will be closed on Sundays, beginning December 14, 1997. The Metro Information Call Center provides schedule, itinerary planning and general information to the public.

BACKGROUND:

Customer waiting intervals have increased since the staff reductions in 1995. Wait times now average 10-12 minutes throughout the day. During peak periods, wait times can exceed 20 minutes. Despite the introduction of voice response enhancements and a program to enhance timetable mailings to customers who travel the same route frequently, the Department has been unable to bring customer wait time to a more satisfactory level.

This closure will allow the Department to deploy employees who were scheduled to work Sundays to other assignments, increasing the number of customers assisted and reducing wait times. Typically, Sunday callers are requesting travel information which is less immediate and could be accommodated by calling at other times. Sunday call volumes average 2,500 to 3,000 calls compared to weekday averages in excess of 8,000 calls.

Customers have been informed of our Sunday closure by recorded announcement when calling Metro Information, service change brochures, timetables and media releases. Assistance is available from 6:00 a.m. - 8:30 p.m. weekdays, and 8:00 a.m. - 6:00 p.m. on Saturday.

Prepared by:
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