



**Metro™**

MAY 20, 2004

TO: BOARD OF DIRECTORS

THROUGH: ROGER SNOBLE 
CHIEF EXECUTIVE OFFICER

FROM: MATT RAYMOND 
CHIEF COMMUNICATIONS OFFICER

SUBJECT: NEW METRO INFORMATION HOURS

ISSUE

Metro Information will have new hours starting June 27, 2004. Callers to 1-800-COMMUTE will be able to receive routing assistance from 6:30am to 7pm on weekdays, and from 8am to 4:30pm on weekends.

DISCUSSION

Metro Information provides one-on-one assistance to LA County's transit customers via telephone. By calling 1-800-COMMUTE, customers can speak with an agent and receive advice on routing and fares for any transit trip in the county, using any of the county's transit providers. The same routing and fare information also is available via the internet through the Metro Trip Planner at metro.net.

Metro Information currently handles 40,000 to 45,000 calls per week. Because internet access has increased among transit riders, use of the Metro Trip Planner has been steadily growing; it now provides an additional 225,000 to 250,000 itineraries over the web each week.

Beginning June 27, 2004, the weekday operating hours for Metro Information will be 6:30am to 7pm, while weekend hours will be 8am to 4:30pm. After hours, recorded messages will refer callers to the Metro Trip Planner, which is available 24 hours a day.

Staff also is placing greater emphasis on call monitoring, standard scripting and agent coaching to improve service to Metro customers and maintain acceptable average wait times on 1-800-COMMUTE.

NEXT STEPS

Metro Information will continue to monitor call volumes and wait times on a daily basis and ensure that customers receive quality service while minimizing wait times as much as possible.