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| **Tuesday, November 6, 2012121106-1****In this Issue:****Countdown to Metro ExpressLanes:** **Tip #7 –** **Customer Service Counts!****Expo Light Rail Line Construction Notice** |
| **Countdown to Metro ExpressLanes:** **Tip #7 –** **Customer Service Counts!**At the five day mark before opening Metro ExpressLanes, it is imperative to underscore the value of customer service including our approach, operations, and multiple modes of customer support. Metro ExpressLanes customer service department is comprised of more than 15 dedicated professionals within the call center and more than 28 committed staff members to serve in our walk-in locations in Gardena and El Monte. These highly-trained customer specialists handle a wide-range of queries including new account openings, service resolution, FAQs and more. Our call center representatives support nearly 100 different languages. The operational hours for both the call centers and the walk-in locations are from Monday through Friday 8:00 a.m. to 6:00 p.m. and Saturday 9:00 a.m. to 1:00 p.m. respectively. During the first few opening days of Metro ExpressLanes our call centers and walk-in locations will offer extended hours from 9:00 a.m. to 5:00 p.m. on Saturday, November 10, 2012, and 9:00 a.m. to 1:00 p.m. on Sunday, November 11, 2012 and Monday November, 12, 2012.Our call center and walk-in locations are supplemented by online options via [www.metroexpresslanes.net](http://www.metroexpresslanes.net) to sign up for FasTrak and/or answer questions. Further, our website (which has received more than 150,000 hits) is featured in both English and Spanish and includes informational videos in English, Spanish and Mandarin (the videos have received more than 50,000 views). A typical FasTrak account set-up is approximately 10-15 minutes via phone, 7-10 minutes via web and at walk-in locations. With online and mail options, the FasTrak is typically received within five business days after the Fastrak account is opened. The walk-in centers allow commuters to quickly open their account and receive the FasTrak transponder instantly. And now with additional walk-in options like select Costco locations, any more than 80 branch offices of AAA within Southern California, our customer reach is more wide-reaching than ever before! For more information please visit our [www.metroexpresslanes.net](http://www.metroexpresslanes.net) website. **Expo Light Rail Line Construction Notice**Relocation of On-Street and Underground UtilitiesAs part of the construction of Phase 2 of the Expo Light Rail Line, work crews will be relocating various existing on-street and underground utilities currently along the Expo Right-of-Way (ROW) on Palms Boulevard in the City of Los Angeles. The work is being managed and performed by Expo Phase 2 design-build contractor *Skanska-Rados Joint Venture (SRJV)*, and its subcontractors. Construction work will take place on Wednesday, November 7, 2012 through Thursday, January 31, 2013. Construction work hours are scheduled from 9:00 a.m. to 3:30 p.m., Monday through Friday. No work will take place during the holidays. Construction activities will take place on Palms Boulevard between National Boulevard and Clarington Avenue. To view the complete construction notice, please click [here](http://www.buildexpo.org/pdf_uploads/cons_4gn240yyx.pdf). [**http://www.buildexpo.org/pdf\_uploads/cons\_4gn240yyx.pdf**](http://www.buildexpo.org/pdf_uploads/cons_4gn240yyx.pdf) |
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