|  |
| --- |
| **Monday, November 17, 2014141117-1****In this Issue:****Metro Hosts Technology Summit on  Improving the Customer Experience****Solicitation for Proposals for Seniors and Individuals with Disabilities Program****Caltrans Interstate 5 Construction Notices** |
| **Metro Hosts Technology Summit on Improving the Customer Experience**A “Metro and the Digital Future” technology summit was recently held here at Metro for the first time. The event was chaired by Metro’s Chief Information Officer (CIO) Dave Edwards and supported by Communications and the Office of the CEO. The event was held to solicit opinions and identify solutions from a variety of experts in key developing technology areas with the intent of helping steer Metro’s vision for improving the customer’s experience on Metro’s transit systems. The event was attended by over 200 people including 29 subject matter experts and 22 solution providers. There were 27 niche presentations by technology leaders from all over the world. Adding to the panel was an international team of CIO’s from seven transit agencies who offered their unique perspective on how technology was being used in their regions to improve the customer experience. This distinguished group of individuals discussed emerging technology solutions in the following areas: bike sharing, virtual agents/kiosk, smart trip planning, car sharing, concierge services, gamification/loyalty programs, autonomous vehicles, wireless connectivity, and next-generation fare systems. Metro board Chair and Los Angeles Mayor Eric Garcetti encouraged the technology experts to assist in making Los Angeles Metro a leader in the use of technology to improve the customer experience.**Solicitation for Proposals for Seniors and Individuals with Disabilities Program**Today, the application for the 2015 Solicitation for Proposals for the Federal Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program was posted on-line. The goal of the Program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation mobility options available to them. Funding is available for operating and capital expenses. Eligible applicants include private nonprofit organizations, state or local governmental agencies and public transportation agencies including private taxi companies that provide shared-ride service to the general public on a regular basis. Applicant workshops will be held from Tuesday, December 2, 2014 through Thursday, December 4, 2014 at the Metro Gateway Headquarters with applications due on Friday, February 27, 2015. Board consideration of staff’s funding recommendations is currently scheduled for Spring 2015. For the application package and additional information, please click [here](http://www.metro.net/projects/fta5310/). **Caltrans Interstate 5 Construction Notices**Between SR-118 and SR-170The California Department of Transportation (Caltrans) will implement closures as part of a project to construct High Occupancy Vehicle (HOV) lanes and a direct HOV lane connector at the I-5/SR-170 interchange. Closures are scheduled to occur throughout the week beginning Monday, November 17, 2014 through Saturday, November 22, 2014. There are no closures scheduled for this project on Veteran's Day. To view the complete Caltrans notice, please [here](http://libraryarchives.metro.net/DB_Attachments/141117_I5_Arleta_HOV.pdf). |
| [Metro.net Home](http://www.metro.net/) | [Press Room](http://www.metro.net/news_info/default.htm) | [Projects & Programs](http://www.metro.net/projects_plans/default.htm) | [Meeting Agendas](http://www.metro.net/board/mtgsched.htm) | [Riding Metro](http://www.metro.net/riding_metro/default.htm) | [Metro Library](http://www.metro.net/library)Los Angeles County Metropolitan Transportation Authority1 Gateway PlazaLos Angeles, California 90012-2952Phone: 213-922-6888 Fax: 213-922-7447 |