

MTA Now Providing Phone Information 30% Faster

(Sept. 28, 2001) The average wait time for Metro customers who call MTA Customer Information has dropped by 30 percent – to under three minutes – in the past year, according to Warren Morse, deputy executive officer, Marketing and Customer Relations.



The MTA's 99 Customer Information Agents provide personalized directions for travel via Metro Bus and Metro Rail.

On an average weekday, Metro Information handles as many as 7,000 telephone calls from bus and rail riders. The MTA's 99 Customer Information Agents provide personalized directions for travel via Metro Bus and Metro Rail.

As recently as three years ago, customers often had to wait an average of 12 minutes or more for an available agent.

To remedy the situation, Metro Information improved its ability to forecast call volumes and embarked on a program of training and supervision for its information agents.

Antiquated computer equipment at 100 workstations was replaced and upgraded to state-of-the-art networked computers capable of responding to customer requests at lightning speed.

Most calls now can be handled faster and more efficiently, and the time customers must wait for an available agent has been dramatically reduced. Today, the average wait time is often under three minutes, with the majority of calls being answered in less time than that.

Metro Information is continuing to explore options such as automated voice response and on-line maps that could enable its agents to assist customers even faster in the future.

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