

■ Honored for their performance as Customer Information agents were, from left front, Oring Liev, Nicole Chietan, Ida Moody and Adriana Corona. Back row: Chief Communications Officer Matt Raymond, Communications Manager Tom Longsdon and Deputy Executive Officer Warren Morse.



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Customer Information Agents Celebrate Performance Improvements

(August 29, 2002) Although the phones kept ringing throughout, employees in Metro Customer Information did their best, Wednesday, to celebrate the improvements they've made in performance over the past several years.

Through improved training, dedication to the job and the influx of new technology, the 98-member group has succeeded in significantly reducing the average time a customer now waits to speak with a Customer Information agent.

The agents handle some 8,000 to 9,000 calls during the department's 15-hour weekday service period. They serve about 4,500 to 5,000 customers each weekend day.

"They've reduced average customer wait times from 5 minutes in FY 2000 to 3.5 minutes in FY 2001 to only 2 minutes in FY 2002," says Communications Manager Tom Longsdon. "They're just doing a bang-up job!"

Four agents were honored

Four Customer Information agents were honored for their attendance, productivity and for the commendations they have received from customers.

Agents Oring Liev, Nicole Chietan, Ida Moody and Adriana Corona were congratulated by Chief Communications Officer Matt Raymond and Deputy Executive Officer Warren Morse.

"They're on the front line and are the MTA employees many of our customers interface with first," says Raymond, describing the role of Customer Information agents. "They're critical to the success of our operations."

Morse cited the dedication of agents who are "here every day and who provide a high level of courteous, thoughtful service to our customers that's the same at the end of the day as it was at the beginning of the day. They need to be able to make each customer feel as if they're the most important call of the day."

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