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Metro Customer Call Center Improves Service by 59%

(July 27, 2007) Over the past year, Metro's Customer Relations Call Center has reduced the average time a caller must wait to talk with an information agent by 59 percent – from six minutes, 10 seconds to two minutes, 30 seconds.

The Call Center is now answering 56 percent more calls per month, on average, than it did in FY 2006 as the number of calls grew from 79,085 to 141,542.

The Trip Planner, which customers can access on metro.net, is now processing a monthly average of 1.75 million transactions. That's 25 percent more activity than recorded in FY 2006, when the Trip Planner processed a monthly average of 1.3 million transactions.

Metro Vanpool Program Gaining Strong Enrollment

(July 27, 2007) In its first three months of operation, the Metro Vanpool Program is experiencing strong enrollment and is transporting some 3,800 passengers each day.

Launched in April with participating vanpools beginning operations in May, the program has received positive feedback from businesses and vanpoolers. By Aug. 1, nearly 430 vanpools will be enrolled in the program, according to Metro Vanpool Project Manager Jami Carrington.

The first phase of marketing, which consisted of contacts with existing vanpools and employers enrolled with Metro Commute Services, is complete.

Phase two, the general public launch, will begin August 7 with a kick-off media event. The event is prelude to a Metro workshop for employers that will promote this year's California Rideshare Week activities, events and promotions in October.

Metro Scores with Business-to-Business TAP Pass Sales

(July 27, 2007) Metro Commute Services experienced its best sales month so far with business-to-business Transit Access Pass (TAP) sales, signing up 23 companies in June.

A total of 155 worksites now participate in the annual TAP pass program. The companies, which employ more than 2,000 workers, are among the “pioneers” of the TAP program, says David Sutton, director of Metro Commute Services.

Among the 23 companies to sign up for the TAP pass program in June were the Beverly Hills Hotel, Loyola Marymount, Earthlink and McDonald’s. Revenue from pass sales to the newly recruited companies amounted to \$269,575.

Metro Commute Services offers rideshare programs and support to more than 1,100 work sites and 382,545-plus workers.

TAP passes are equipped with a smart chip and are capable of storing a variety of passes and value. In the future, the new fare media will enable customers to travel on many of the local transit operators with just one card.