



# NEWS

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**FOR IMMEDIATE RELEASE**

## **MTA TO ADJUST TELEPHONE INFORMATION HOURS EFFECTIVE DEC. 14**

In an effort to control costs and provide better Metro telephone information bus and rail service information at times when the greatest number of inquiries are received, Mondays through Saturdays, the MTA will discontinue that service Sundays, beginning December 14, by reassigning customer service agents.

As a result of the change in Metro Information, the number of agents available on Saturdays and weekdays will be increased to speed response to requests for information.

Metro Information assists customers with their travel itineraries and directs customers calling the MTA's main switchboard. Customer service agents, available to take calls on weekdays from 6 a.m. to 8:30 p.m. and Saturdays 8 a.m. to 6 p.m., can be reached at 1-(800)-COMMUTE, a number that also provides recorded information daily, 24 hours a day.

"Moving customer service agents normally assigned to work Sundays to a new schedule means the staff will increase Mondays through Saturdays," said Scott Mugford, head of MTA's Customer Relations Department. "In essence, we'll be able to handle more calls and improve our service to the public during these time periods."

Disabled passengers who need service information may call the MTA's hotline at 1-(800)-621-7828 and speak to someone daily, 24 hours a day.

"After thorough analysis, we came to the conclusion that in order to meet and surpass our own high standards of customer service this type of action was necessary," Mugford said.

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