



Los Angeles County
Metropolitan Transportation Authority

Metro

News

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Paul Gonzales/Joni Goheen

Metro Media Relations

213.922.2702/213.922.2700

metro.net/press/pressroom

mediarelations@metro.net

FOR IMMEDIATE RELEASE

METRO LAUNCHES A NEW PILOT CUSTOMER CENTER PROGRAM

To improve service to underserved areas, the Los Angeles County Metropolitan Transportation Authority (Metro) today launched a pilot program that brings many Metro products and services to the community through a Mobile Customer Center (MCC).

The MCC is a logo-wrapped van containing equipment that allows Metro to issue temporary reduced fare cards and sell TAP products to customers — meaning customers no longer must trek to one of Metro’s existing customer centers. The MCC is also equipped to take photographs used on TAP cards and to accept credit card payments.

“The MCC is cost-effective experiment that expands Metro services to people for whom distance is a barrier to getting transit discounts and other services,” said Metro Chair John Fasana.

The MCC is scheduled to be tested at Senior Centers and Community Centers.

“The new Mobile Customer Service Center brings Metro closer to transit riders all across LA County,” said Metro Board Director Jacquelyn Dupont-Walker. “If you’re a school, a senior center, or just interested in transit, Metro can come to you and help get you moving.”

The MCC has much of the equipment that would be found in Metro’s Customers Centers, which are located at Union Station, One Gateway Plaza, Los Angeles; Baldwin Hills Crenshaw Center, 3650 W. Martin Luther King Blvd. Suite 189, Los Angeles; East Los Angeles Center, 4501 B Whittier Blvd., Los Angeles, and; Wilshire/Vermont Center, 3183 Wilshire Blvd., Suite 174, Los Angeles.

“Rosemead has a thriving senior community and improving convenience helps them better access Metro products and services,” said Rosemead Mayor Sandra Armenta. “Launching the MCC pilot program here gives local seniors what they need and provides Metro the chance to hone the process.”

About Metro

The Los Angeles County Metropolitan Transportation Authority (Metro) is unique among the nation’s transportation agencies. Created in 1993, Metro is a multimodal transportation agency that transports about 1.4 million passengers daily on a fleet of 2,200 clean air buses and six rail lines. The agency also oversees bus, rail, highway and other mobility-related building projects and leads transportation planning and programming for Los Angeles County. Through its oversight of one of the largest public works programs in America, Metro is changing the urban landscape of one of the country’s largest, most populous counties.