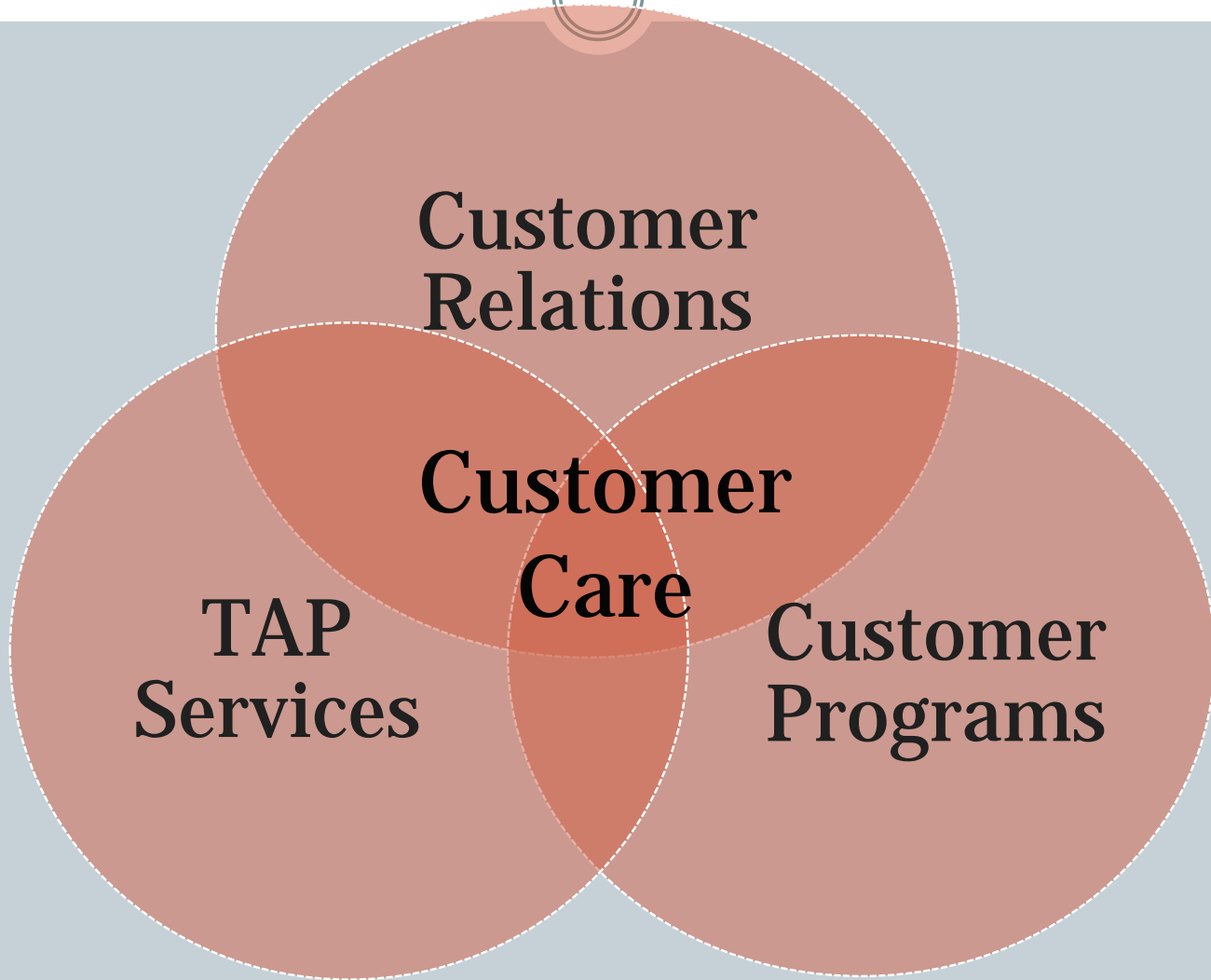


Metro



Overview



Customer Relations fy17 statistics



Calls Answered for FY17: 55,018



Average Monthly Calls Answered: 4,585



Average Hold Time: 2:17 (min/sec)

Examples of Incident Reports



Metro

Los Angeles County Metropolitan Transportation Authority

53957
CUST 104 7

INCIDENT REPORT

MR./MRS./MS. FIRST: _____ LAST: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

PHONE: (____) _____ - (____) _____

LINE # _____ VEHICLE # _____ BADGE _____

DIV # _____ BR # _____ LOCATION: _____

DIRECTION: _____ DATE: _____ TIME: _____

CATEGORY: _____ (W - L - T)

RECEIVED BY: _____ DATE: _____ TIME: _____

ANSWER REQUESTED WRITTEN? _____ VERBAL? _____ NONE? _____

CUSTOMER COMMENTS: _____

ROUTED TO	DEPT	CONTACT	PRIORITY

DOC NUMBER _____

Bus Incident Detail

Incident Record Information

Record ID	Division	Category	Select Sub-Category
<input type="text"/>	{Select} ▾	{Select} ▾	<input type="text"/>
How Received	Urgency	Rec. Status	Action Requested
{Select} ▾	{Select} ▾	1 - Issued ▾	Immediate Action ▾
Web Comment Number	Status Action Date	ADA Status	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Customer Information

Title First Name	Last Name	Home Phone	Work/Cellular Phone	Answer Type
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	{Select} ▾
Street		City	Zipcode	Date/Time Received Created By
<input type="text"/>		<input type="text"/>	<input type="text"/>	Tue Nov 29 2016 <input type="text"/>
Email Address		Tap Card #		
<input type="text"/>		<input type="text"/>		

Customer Comments

Division Response

Findings

Vehicle/Driver Information

[Look up Operator](#) [Reset](#)

Operator Badge	Operator First Name	Operator Last Name	Incident Date	Incident Time
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	01 : 00 ▾ AM ▾
Line	Vehicle #	Bus Run Location	Destination	Direction
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	{Select} ▾

Processing comments



Contacting Customer Relations



- **Monday through Friday 8:00a.m.-4:15p.m.**
 - 213.922.6235
 - 1800.464.2111
- **24/7 Via Email: CustomerRelations@metro.net**
- **24/7 Via www.Metro.Net : Customer Comment Form**

End



- **Tips for reporting a problem**
 - Know the date, time, and location
 - Provide the direction of travel
 - Note the Line number
 - Vehicle numbers are posted inside and outside of vehicles
 - Operators wear badge numbers on their right sleeve
 - Report as soon as possible