

Citizens Advisory Council September 27, 2017 meeting minutes

1. Call to Order: Pledge of Allegiance, Welcome and Introductions

Attendees: Darrell Clarke, Hank Fung, Chioma Agbahiwe, Greg Anderson, Tammy Ashton, Brian Bowens, Michael Conrad, Russ Davies, Malcolm Harris, Michael Kravitz, David Lara, Penelope Meyer, Keith Martin, Jazmin Ortega, Anne Reid, Wally Shidler, Carmen Vasquez

Introductions –Members introduced themselves.

2. Meeting Minutes

There were no minutes to approve. They are in development.

3. Metro Customer Care Presentation

Metro staff made a presentation – Anthony Roman and Richard Saldiver. Customer Care is a new department at Metro, integrating TAP services, customer relations, and customer programs. In Fiscal Year 2017 55,018 calls were answered. They write incident reports for complaints and described comment processing. The goal is for a complaint to be investigating within 15 days. Over 70% of comments are on the phone. 20% of complaints are electronic and the rest via mail. Phone center representatives are trained on asking appropriate questions to provide enough detail for a complaint to be resolved.

Members asked about letters of commendation process to the driver, how blind customers complain, what happens when an assault or crime is reported to Customer Relations, whether emails and social media posts are considered complaints, and how comments are relayed to Metro management.

4. Metro Transit App Overview

Lan-Chi Lam, Metro Director of Communications, described the app and recent revisions to it. App will be updated by the end of September. The TAP planner was rebuilt from scratch. One of the issues with the trip planner on the app is that multiple stops in a radius are showing, rather than just the closest stop that serves the route. Riders complain there are no live map online. Metro also works on connectivity with Apple and Google Maps.

The web site has enough capacity to accommodate need and is hosted in “the cloud”. Metro is working on tying the transit data with voice activated interfaces, and connections with Nextbus data. There are low tech vs high tech views of the website where users have different opinions of how the website should function and the site needs to accommodate both. Members asked about how Twitter alerts are incorporated in the app as service alerts, and inclusion of the LAX Flyaway in the app.

5. I-710 EIR/EIS Ad Hoc Committee

The subcommittee has not come up with a letter. There was no consensus to develop a letter at the meeting.

6. Standing items

Hank Fung read the legislative update.

Meeting dates for calendar year 2018 were moved by Shidler, seconded by Davies, carried unanimously.

Brian Bowens, Danielle Lafayette, and Tony Banash are the liaisons to the customer experience committee. Next meeting is scheduled for October 19 in the Metro Board Room.

7. Public comment

There was none.

8. Consider items not on the posted agenda

Future meeting topics were discussed. TAP was considered as a topic for October.

9. Adjournment

Motion by Fung, second by Davies, carried unanimously.