

Transit Court Customer Code of Conduct & Operations During Covid 19

Presented By

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Los Angeles County Metropolitan Transportation Authority



Customer Code of Conduct

- There are provisions in the Customer Code that may be used to effect directives of the Agency during the Covid 19 period.
- The Agency can urge or require compliance, by verbal instruction, announcements, or the posting of a sign in our facilities, vehicles, and on the Metro web site.
- The Customer Code is adequate at this time.

Transit Court operations adjustments during the Covid 19 period

- Essential services continuing
- In person services at Gateway suspended
- Enhanced online services, with telephone and email accessibility