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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
SEPTEMBER 17, 2020**

**SUBJECT: CUSTOMER EXPERIENCE PLANNING**

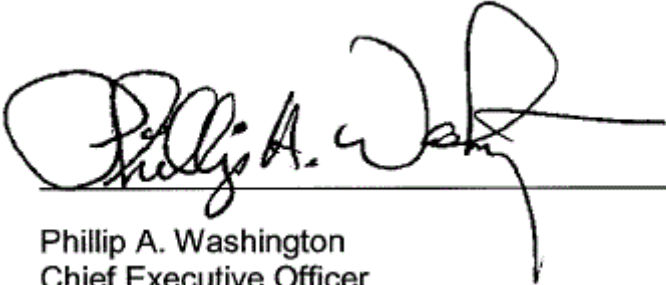
**ACTION: ORAL REPORT**

**RECOMMENDATION**

RECEIVE oral report on Customer Experience Planning.

Prepared by: Aaron Weinstein, Executive Officer, Customer Experience, (213) 922-3028

Reviewed by: Nadine Lee, Chief of Staff, (213) 922-7950



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Phillip A. Washington  
Chief Executive Officer