



Metro

Board Report

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2018-0224, **File Type:** Oral Report / Presentation

Agenda Number: 42.

**AD HOC CUSTOMER EXPERIENCE COMMITTEE
MAY 17, 2018**

SUBJECT: METRO DRAFT STRATEGIC PLAN

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro's Strategic Plan.

DISCUSSION

The Metro draft Strategic Plan describes the actions Metro will take over the next ten years to improve security, ease-of-use, and access on the region's transit systems and improve customer satisfaction at all touch points. The oral presentation for the Ad Hoc Customer Experience Committee will focus on the customer-centric elements of the Plan. A link to the draft Metro Strategic Plan is provided here:

https://media.metro.net/about_us/vision-2028/Report_Metro_Vision_2028_Plan_2018-

The website for the Metro Strategic Plan can be found here:

metro.net/vision2028

ATTACHMENTS

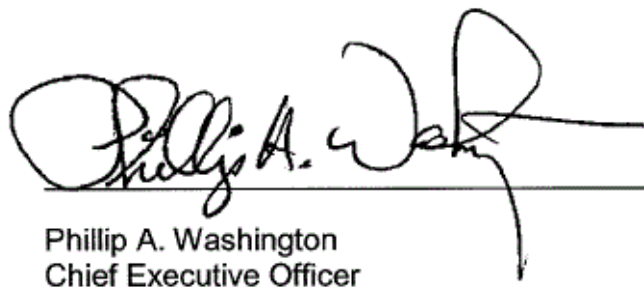
Attachment A - Presentation slides - Metro Draft Strategic Plan: Changing our relationship with the customer

Attachment B - Draft Metro Strategic Plan

https://media.metro.net/about_us/vision-2028/Report_Metro_Vision_2028_Plan_2018-

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