

Board Report

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

File #: 2020-0580, File Type: Oral Report / Presentation Agenda Number: 22.

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

Phillip A. Washington Chief Executive Officer