

PRESS RELEASE

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LADOT Transit Opens New Customer Service Center

New Center Blends State of the Art Technology with Good Old-Fashioned Customer Service

LOS ANGELES, CA (May 26, 2016)

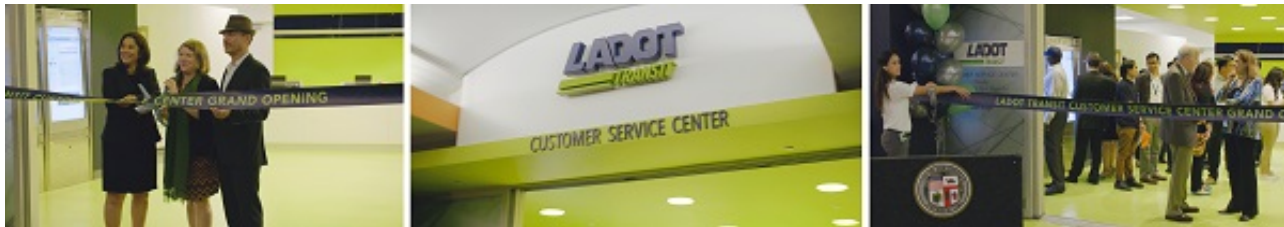
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[LADOT Transit](#), the transit services division of the City of Los Angeles Department of Transportation, opened its new Customer Service Center today in the LA Mall underneath City Hall East in Downtown Los Angeles. The new Center combines state of the art customer service technologies, including interactive kiosks and digital technologies with old-fashioned customer service.

"We are living in exciting times for transportation in Los Angeles," said Los Angeles Mayor Eric Garcetti. "Today, residents and visitors alike can traverse this incredible city without ever getting into a car. My administration is committed to ensuring that everyone in L.A. can get to work and play easily and affordably — and a big part of that is creating the best possible customer service experience for those who use mass transit. Our new LADOT Center makes good on that promise."

[LADOT Transit](#) has operated a Customer Service Center since 1994 with the first location in the Lincoln Heights Neighborhood of Los Angeles. That Center was moved to the LA Mall in 2003 near to the new location. There are four full-time Customer Service Representatives at the center.

“Our investment in the Customer Service Center provides hospitality, service and real-time transit information to LADOT Transit’s guests. We look forward to welcoming them to our new space,” said Seleta Reynolds, General Manager of the City of Los Angeles Department of Transportation.



Eric Eisenberg, President of the Los Angeles Transportation Commission, stated that the advanced customer service technology in the store was in keeping with the important role that technology plays in everyone’s life, “Technology plays a central role in the lives of every Angeleno, so I am proud that LADOT Transit has brought technologies such as interactive kiosks, digital information monitors and state of the art payment technologies to this new center. LADOT Transit has adopted the technologies that consumers use and value, which will result in more people discovering the convenience of our services.”

About LADOT Transit:

[LADOT Transit](#) is the largest municipal provider of transit services in Los Angeles County providing over 24 million trips on commuter bus and neighborhood circulator services as well as mobility services to seniors and the disabled. LADOT Transit

provides Commuter Express, point-to-point bus service, from the San Fernando Valley, Thousand Oaks, Calabasas, the Beach

Cities, El Segundo, and the Westside to Downtown Los Angeles as well as between Pasadena and Glendale, San Pedro and Long

Beach and from the San Fernando Valley to the Westside and South Bay. DASH circulator bus services operate in Downtown Los Angeles and 26 other neighborhoods in the City of Los Angeles. Cityride is the largest voluntary paratransit program of its kind in the nation, offering essential transportation services to seniors and the mobility challenged.



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