

Los Angeles County MTA Leverages Progress to Unify Terminology and Streamline Public Access

AT A GLANCE



The system administrators of Metro (LACMTA) wanted to provide clear access to board and legal information for both internal teams and the public. However, inconsistent language across systems made it difficult to locate records, respond to legal requests and present board materials. By deploying Progress Semaphore as part of the Progress Data Platform, delivered via Progress Data Cloud, the team was able to use the solution's ontology modeling and auto-tagging capabilities to unify content while also meeting critical Federal Transit Authority (FTA) accessibility mandates.

COMPANY Metro (LACMTA)	INDUSTRY Transportation
PRODUCT Progress® Data Platform® Progress® Data Cloud®: Progress® Semaphore®	COUNTRY United States

Challenge

Over 10 million Californians living in Los Angeles County have numerous public transportation options, all of which are managed by LACMTA. The agency was facing numerous roadblocks related to inconsistent internal terminology and content classification.

“Progress helps us provide clarity and understanding to our customers in our content without the burden of understanding localized nomenclature within Metro.”

Omar Camacho
Director of Systems Maintenance,
Metro (LACMTA)

Solution



Migrated LACMTA's database to the cloud with the Semaphore UI.



Enhanced backend search capability to streamline information access.



Deployed Progress Semaphore within the Progress Data Platform to unify keywords with ontology modeling, auto-tagging and federated archival enrichment.

Results



Improved legal responses and content organization by reducing reliance on department-specific terminology.



Enabled easier access to monthly Board reports and topic-based discovery through enhanced public transparency.



Simplified maintenance and scalability for a small team in a 40-person cross-functional unit.



Unify your organization's data in one platform to manage critical business data.

- /progresssw
- /progresssw
- /progresssw
- /progress-software
- /progress_sw_