Customer Communications and Services

Our First Trip Planner 1972

KCM Trip Planning History

- 1990 – Call center staff answered 560K to trip planning calls (72% calls lost)
- 1995 – Introduced automated next bus info by phone “MyRide” (46% calls lost)
- 2000 – Introduced Metro Online website
  - primarily timetables and general transit information (12% lost).
- 2001 – Introduced Regional Trip Planner (10% lost)
  - CT, ET, KCM, PT, ST and WSF

First Online Trip Planner – 2001

King County
Always at your service

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search

Metro Transit

Online Trip Planner

Timetables
Route #: Go

You are in: Metro Online > Trip Planner

Metro Online Home
Trip Planner
Tips for using Trip Planner
About Trip Planner
Trip Planner Notices
Commuter Trip Plan (Print or PDA)
Point to Point Schedules (Print or PDA)

Dept. of Transportation
Metro Transit Division

King Street Center
201 S Jackson St
Seattle, WA 98104

Plan Trip | Find Schedule | Find Routes | Find Stops

1. Where does your trip start?
Examples: 201 S Jackson, 2nd & Jackson or King Street Center

Do not include city name, state, zip code or punctuation. More Tips

2. Where does your trip end?
Examples: 201 S Jackson, 2nd & Jackson or King Street Center

Do not include city name, state, zip code or punctuation. More Tips

3. When is your trip?
Trip Date: 12/17/12 (MM/DD/YY)

I want to ◉ **Leave my starting point** At 2 : 20 ○ **AM** ◉ **PM**
○ **Arrive at my destination**

4. What is the farthest you want to walk? 1/2 of a Mile

5. Which is the most important?
◉ Fastest Way
○ Fewest Transfers
○ Minimal Walking

6. Do you require an accessible trip? ☐ Yes

Plan Trip

Metro Home | Trip Planner | Find Schedule | Find Routes | Find Stops | Commuter Trip Plan | Point to Point Schedules
Trip Planner Tips | Notices | About Trip Planner

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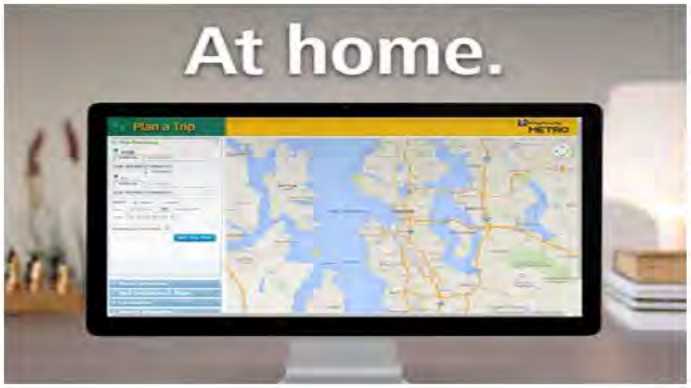
2014 Trip Planning



Desktop

Launch: Dec 2013
2014 page views: 18,356,015

Mobile Web

Launch: Jun 2014
2014 page views: 1,770,488

Mobile Apps

Launch: Jan 9, 2015
Downloads thru Mar 8:
Android = 2,714 iPhone = 5,920
Usage thru Mar 8:
Trip Plans Processed – 33,563
Next Departure Requests – 20,914
Route Schedule Lookups – 50,968

Trip Planner
Transit Riding in the Puget Sound Region

- Community Transit
- Everett Transit
- Intercity Transit
- King County Water Taxi
- Link Light Rail
- Metro Transit
- Monorail
- Pierce Transit
- Snoqualmie Valley Transit
- Sound Transit
- Sounder Commuter Trains
- Seattle Streetcar
- Washing State Ferries

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Questions?