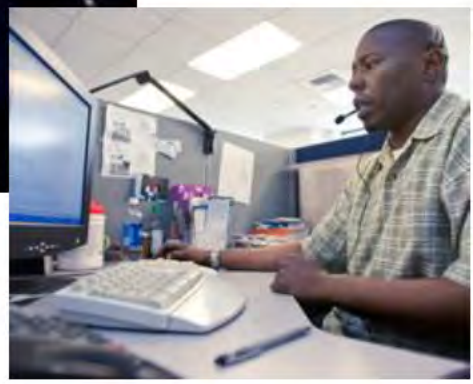
Customer Communications and Services

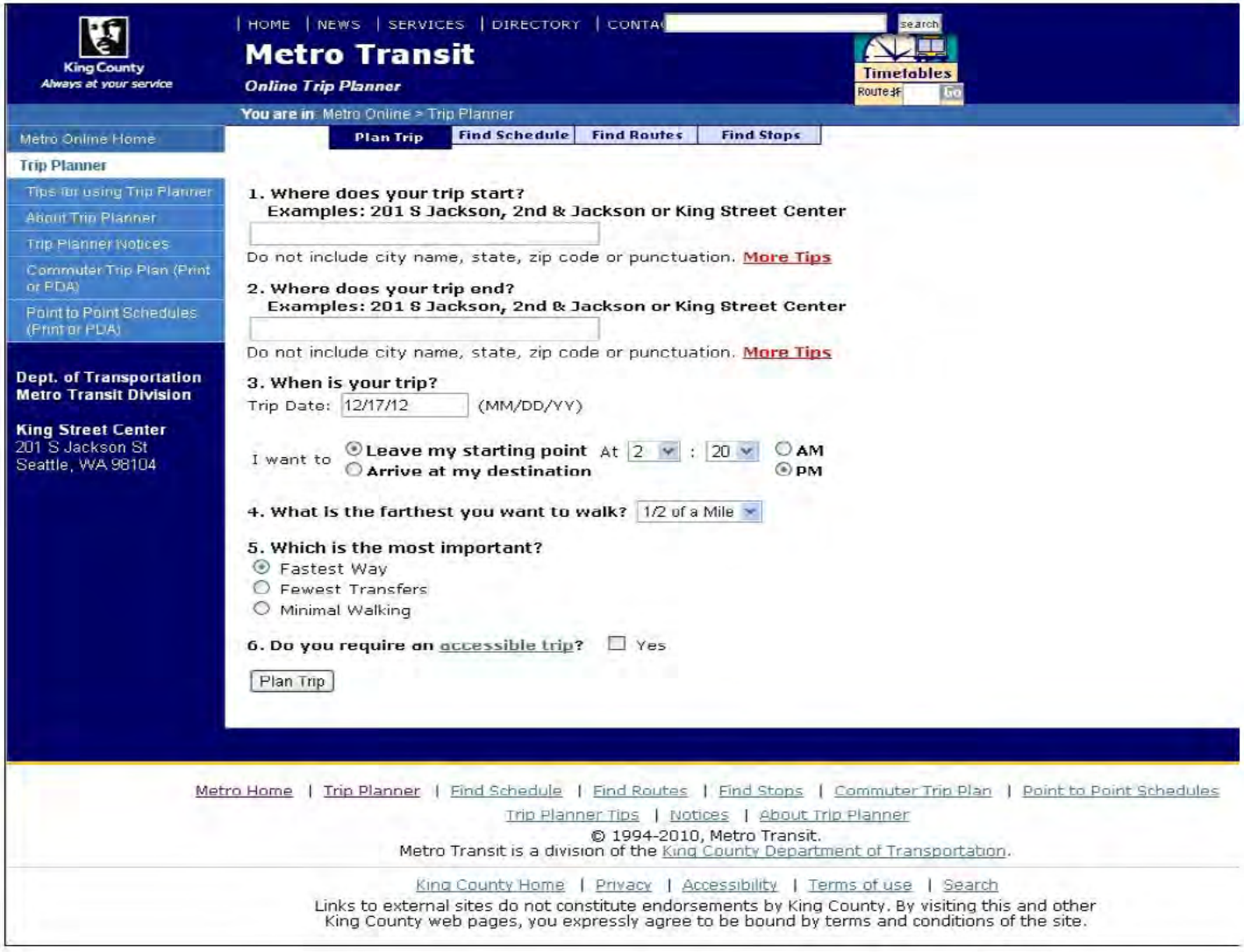


Our First Trip Planner 1972

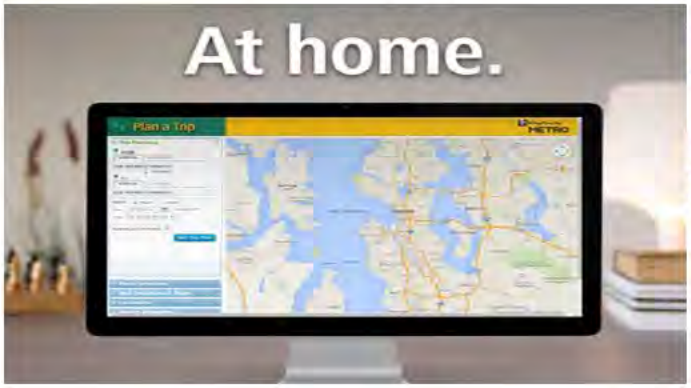
KCM Trip Planning History

- 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



2014 Trip Planning



Desktop

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

Trip Planner
Transit Riding in the Puget Sound Region

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

- 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

Questions?