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Plan a bus trip with one phone call

High-technology feature added to Valley Metro information line

PHOENIX (May 21, 2007) – Finding a way to get from point A to point B just got easier at Valley Metro. Transit information is available 24/7 at (602) 253-5000 using only the power of the voice to plan a bus trip. Utilizing state-of-the-art speech recognition technology, the system enables riders to get detailed bus route itineraries using landmarks, intersections or street addresses that are entered into the system audibly. Multiple trips or return trips can be planned for any day of the week.

Valley Metro's customer service agents receive between 5,300 and 6,000 calls per day. The new, automated trip planning system allows callers a quicker response for bus routing information.

"There are only a small number of other systems in the country that provides similar levels of automation," said Scott Wisner, Valley Metro customer service manager. "This cutting edge technology shows that Valley Metro is forward-thinking, progressive and responsive to our customers."

The development of the voice-automated menu system began more than one year ago and was rolled out in three separate phases beginning with broad information about the bus, Dial-a-Ride, light rail and rideshare. The second phase added next bus arrival times. Completed in early May, the third phase, allows callers to get bus routing information from origin to destination. Callers should now experience shorter wait times and easier access to transit inquiries.

Call 602-253-5000 to plan your bus trip—it takes just one call!

Valley Metro/RPTA is an organization of 14 local governments that provides or funds transit services to citizens in the greater Phoenix metropolitan and surrounding areas. For more information about Valley Metro public transit services, call Transit Information at (602) 253-5000; for callers with TTY (602) 261-8208; or visit the Valley Metro website at www.ValleyMetro.org.

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