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LogicTree Scheduled Arrival IVR Surpasses 400,000 Calls at RTD Denver

Achieves automation rate approaching 80%

Bowie, MD - Just 5 months after a successful initial launch, LogicTree's TransitSpeak Scheduled Arrival IVR has surpassed 400,000 calls on its way to handling an estimated 1,000,000 by its first anniversary. RTD Denver, the 15th largest public transit agency in the U.S. went live in July 2009, adding a Spanish language module in November. Call volume continues to grow each month.

Called **MyStop**, the system automates the most common calls received by RTD – answering inquiries for “When is the next bus scheduled?” These calls account for 80% of the 3.3M received by RTD's telephone information center each year.

The result has been a significant positive impact on customer service, with customers showing a preference for receiving arrival information using the automated system.

The Scheduled Arrival IVR achieves automation rates approaching 80%, without hold times, also allows the caller to request future day and times, and is available 7x24.

“LogicTree has exceeded our expectations for the MyStop bus arrival IVR,” according to Joe Berdaus, Senior Manager, Customer Information. “Their project delivery staff had the system live for the public in 5 months from NTP. The result is that we have been able to provide better customer service to callers that need more assistance while letting those who just want scheduled arrival information to get it more quickly.”

About LogicTree Corporation

LogicTree provides innovative IVR solutions for the Transit and 511 markets. Our solutions focus on connecting agencies to their customers, making access to transit and traffic information easy and intuitive. Since 2001 LogicTree has led the market with innovative, proven solutions, deploying the world's first speech-enabled transit trip planning IVR, the first Personalized 511 and the first Spanish 511 systems, all using proven speech recognition technology and LogicTree's patented VoxLinx™ telephony platform. This history of innovation continues as our products and services evolve to meet the customer service requirements of transit agencies, DOT's and the traveling public.

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