



New Metro Trip Planner Gives Custom Itineraries In Seconds

(October 14) A new interactive feature on MTA's website at www.mta.net is offering customers the definitive answer on how to get from point "A" to point "B" -- wherever those points may happen to be!

Thanks to the Metro Trip Planner, customers with internet access can now choose any starting and ending point in LA County and within seconds receive a detailed itinerary for making their trip, complete with timetable information, maps and fare requirements.

The new feature actually allows customers to access the largest and most accurate database of transit information in the county...the very same one used by Metro Information agents to answer some 7,000 telephone inquiries each day. But unlike 1-800-COMMUTE, the Metro Trip Planner never closes. It's available without waiting 24 hours a day, 7 days a week, from anywhere in the world.

"Internet access continues to grow," says Warren Morse, deputy executive officer, Marketing and Customer Relations, "and the Metro Trip Planner uses that phenomenon to place transit assistance at our customers' fingertips, whether they're daily riders or just planning a visit to the area."

All the user has to do is to enter a street address or intersection for their starting and ending points, indicate when they'd like to travel and what their fare category is. The Metro Trip Planner does the rest. Since many streets have similar names, the trip planner asks for additional information if it has trouble recognizing an entry; it also recognizes major landmark destinations like UCLA and LAX.

In addition to personal computers at home, most schools, libraries and community centers now have Internet access, as do hotel concierges and travel agents. As a result, there are countless outlets through which people now can easily access customized Metro Bus and Metro Rail schedule information.

You can try the Metro Trip Planner by visiting www.mta.net.

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