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The well-known 1.800.COMMUTE telephone number, provided by Caltrans since 1994 to help transit riders reach Metro’s Customer Information agents, is being discontinued. Customers are now being advised to call 323.GO.METRO (323.466.3876). [[More](#)]



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323.GO.METRO is Taking over for 1.800.COMMUTE

The well-known 1.800.COMMUTE telephone number, provided by Caltrans since 1994 to help transit riders reach Metro’s Customer Information agents, is being discontinued. Customers are now being advised to call 323.GO.METRO (323.466.3876).

While the phone number is changing, the service remains the same. Metro’s Customer Information agents will continue to handle approximately 50,000 calls a week from riders seeking assistance with bus and rail trip planning. Other travel, traffic and commuter/rideshare information, which was also provided through 1.800.COMMUTE, can now be accessed by calling 511.

In a time of severe state budget restraints, the \$800,000 annual cost of providing the toll-free 1.800.COMMUTE number led to its discontinuance. By contrast, providing the 323.GO.METRO number will cost Metro approximately \$12,000 annually.

While 323.GO.METRO isn’t a toll-free number, calling the number from most areas of Los Angeles County will not result in a toll charge to the caller. In addition, Customer Relations finds that most callers now use cell phones, which generally do not incur toll charges.