



# KING COUNTY AUDITOR'S OFFICE



DECEMBER 1, 2022

## Follow-up on Metro Transit Reliability

**Metro Transit completed one recommendation and made progress on another, resulting in better data and information for customers.** Metro Transit completed its work with a contractor to restructure the data that feeds the data stream used by third-party trip-planning applications, allowing improvements such as automated alerts to ensure timely data to third parties. To inform its decision on the future of its online trip planner, Metro Transit is planning to conduct further customer research and work with other local transit agencies in 2023.

Finishing its work on the remaining recommendation will allow Metro Transit to ensure its trip-planning services are cost-effective while providing the most value to customers.

Of the five audit recommendations:

|  |           |  |               |  |           |
|--|-----------|--|---------------|--|-----------|
|  | 4<br>DONE |  | 1<br>PROGRESS |  | 0<br>OPEN |
| <b>Fully implemented</b><br>Auditor will no longer monitor.                        |           | <b>Partially implemented</b><br>Auditor will continue to monitor.                  |               | <b>Remain unresolved</b><br>Auditor will continue to monitor.                      |           |

Please see below for details on the implementation status of these recommendations.

### Recommendation 1

On December 1, 2021

DONE



### Recommendation 2

PROGRESS



**Transit should conduct an evaluation of the costs and benefits of maintaining its online trip planner and determine whether to continue offering this application given the prevalence of free, third-party alternatives.**

STATUS UPDATE: Metro Transit is continuing to evaluate its options for its online trip planner. Metro Transit plans to conduct further customer research and work with other regional transit agencies in 2023 to compile the information needed to decide which option it will pursue.

WHAT REMAINS: We will consider this recommendation complete once Metro Transit has determined whether and in which form to continue offering its trip-planning application. Implementing this recommendation will help Metro Transit ensure its efforts are cost-effective and provide the most value to its customers.

### Recommendation 3

DONE



**Transit should coordinate with major third-party application developers to ensure that real-time service data distributed to third parties is timely, accurate, and complete.**

STATUS UPDATE: Metro Transit has completed its work with a contractor to restructure the data that feeds the data stream used by third-party developers, allowing improvements such as automated alerts, to ensure timely data to customers. Metro Transit reports this has helped improve the efficiency of its data-sharing processes. Metro Transit also plans to continue improvements in this area by working with other local transit agencies to make all local transit data provided to third-party providers more consistent, helping to further improve rider experience.

IMPACT: Implementing this recommendation helped improve the efficiency of Metro Transit's data-sharing processes, the reliability of the data used by the developers, and the experience of Metro Transit's customers who use these applications.

### Recommendation 4

On December 1, 2021

DONE



### Recommendation 5

On December 1, 2021

DONE



Elise Garvey conducted this review. If you have any questions or would like more information, please contact the King County Auditor's Office at [KCAO@KingCounty.gov](mailto:KCAO@KingCounty.gov) or 206-477-1033.