

## Metro's proposed service reductions for 2014-2015 Survey — long form

### Welcome

Thanks for taking time to give us your feedback. If you haven't already, please take a few moments to review the proposed service reductions at [www.kingcounty.gov/metro/future](http://www.kingcounty.gov/metro/future). If you have questions or need this survey in an alternate format, please contact us at 206-263-9770 or [haveasay@kingcounty.gov](mailto:haveasay@kingcounty.gov).

### Introduction

Metro works hard to provide the service our customers rely on. The last thing we want to do is make cuts. As the sales tax revenue that supports Metro service has fallen short since 2009, we've cut costs, raised fares, and taken many actions to keep buses on the road. But after some temporary funding runs out next June, Metro faces a \$75 million budget gap. Legislators are considering new ways to fund transit, but they haven't yet agreed on a solution. Without new funding, we have no choice but to plan service cuts.

We've developed a plan to cut service by up to 17 percent of our total system to close the budget gap. In West Seattle and Southwest King County, we'll also have to reduce service when funding for extra bus service during Alaskan Way Viaduct construction runs out. If no new funding is approved, we'll start making cuts in June 2014, with more to follow in September 2014 and in 2015.

In the meantime, we'd like to hear from you. We're especially interested in ideas about how we might minimize impacts on our riders, serve more customers, and still make the necessary reductions, which we might be able to incorporate in the final service reduction recommendations that will be considered by the King County Council.

### Tell us about you

1. In what city or unincorporated area do you live? \_\_\_\_\_
2. What is your zip code? \_\_\_\_\_
3. How often do you ride Metro buses? (choose one)
  - 3 or more days a week
  - 1-2 days a week
  - Less than one day a week
  - Never



## Your feedback on Metro's proposed changes to bus service

Riders and communities across King County would feel the impacts of these proposed reductions. Remember, ideas that help us minimize impacts and serve more riders – and do not shift impacts from one community to another, while still making the necessary cuts – may allow us to modify this proposal before it goes to the King County Council for consideration.

Thank you for choosing the long form of our survey, which includes a set of questions about how these proposed changes will affect one specific trip you take that is most important to you. These are very detailed questions that will help us learn more about things we might have missed in our analysis. It is this level of detail that could help us consider possible modifications to this proposal.

### How would these proposed changes affect a specific trip you take?

Thinking about the transit trip you take most often or that is most important to you...

17. Tell us which route(s) you use to take **this trip only**:

---

---

18. Does your trip include any Sound Transit services (Link light rail, the Sounder train, or Regional Express bus routes) at least once per month? (choose one)

- Yes  
 No

If so, which ones? (check all that apply)

- Link light rail  
 Sounder train  
 Regional Express bus route(s): \_\_\_\_\_

19. What is the primary purpose of the trip you take most often or that is most important to you? (choose only one, even if you also use the bus for other purposes)

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> To get to/from work   | <input type="checkbox"/> To get to/from church    | <input type="checkbox"/> For special events           |
| <input type="checkbox"/> To look for a job     | <input type="checkbox"/> For shopping/errands     | <input type="checkbox"/> For jury duty                |
| <input type="checkbox"/> To get to/from school | <input type="checkbox"/> Fun/recreational/social  | <input type="checkbox"/> To get to the airport        |
| <input type="checkbox"/> To get to a food bank | <input type="checkbox"/> For medical appointments | <input type="checkbox"/> Other (please specify below) |

---

---

---

20. What specific destination are you traveling to/from? (For example, the name of your place of employment, school, or social service organization) (please name only one)

---

21. At what times do you use transit to get to/from your destination? (check all that apply):

<b>Times</b>	<b>To</b>	<b>From</b>
Between 4:00 and 6:00 am	<input type="checkbox"/>	<input type="checkbox"/>
Between 6:00 and 9:00 am	<input type="checkbox"/>	<input type="checkbox"/>
Between 9:00 am and 3:00 pm	<input type="checkbox"/>	<input type="checkbox"/>
Between 3:00 and 7:00 pm	<input type="checkbox"/>	<input type="checkbox"/>
Between 7:00 and 10:00 pm	<input type="checkbox"/>	<input type="checkbox"/>
Between 10:00 pm and 1:00 am	<input type="checkbox"/>	<input type="checkbox"/>
Between 1:00 and 4:00 am	<input type="checkbox"/>	<input type="checkbox"/>

22. If the proposed changes are made, will you still be able to use transit at all the times you selected for this trip? (choose one)

- Yes
- No
- Not sure

23. How do you currently get to transit for this trip? (choose one)

- I walk to the bus stop.
- I bike to the bus stop.
- I drive a car to a park-and-ride or another bus stop.
- I get dropped off at a park-and-ride or another bus stop.
- Other (please specify): \_\_\_\_\_

24. Approximately how far do you currently go to reach transit for this trip? (choose one)

- Less than 1/4 mile (1,250 feet)
- 1/4 to 1/2 mile
- 1/2 to 1 mile
- 1 to 3 miles
- More than 3 miles

25. If the proposed changes are made, how do you expect you will get to transit for this trip?  
(choose one)

- I will walk to the bus stop.
- I will bike to the bus stop.
- I will drive a car to a park-and-ride or another bus stop.
- I will get dropped off at a park-and-ride or another bus stop.
- I will stop riding the bus because it will no longer be convenient.
- Not sure what I will do.

26. With the proposed changes, about how far do you expect to have to travel to reach transit for this trip? (choose one)

- Less than 1/4 mile (1,250 feet)
- 1/4 to 1/2 mile
- 1/2 to 1 mile
- 1 to 3 miles
- More than 3 miles
- I don't know

27. How do you expect your time waiting at the stop to change for the trip you take most often?  
(choose one)

- My wait will be longer.
- My wait will be shorter.
- I will wait about the same amount of time.
- Not sure.

28. About how long does this trip currently take, from the time you get on your first bus to the time you get off the last bus at your destination? (Include time it takes to transfer.) (choose one)

- 15 minutes or less
- 16-30 minutes
- 31-60 minutes
- 61-90 minutes
- More than 90 minutes

29. How many times do you currently transfer from one bus to another to complete this trip?  
(choose one)

- None
- 1 transfer
- 2 or more transfers

30. With the proposed changes, about how long do you expect this trip to take—from the time you get on your first bus to the time you get off the last bus at your destination (including the time it takes to transfer)? (choose one)

- 15 minutes or longer
- 16-30 minutes
- 31-60 minutes
- 61-90 minutes
- More than 90 minutes

31. With the proposed changes, how many times do you expect you will need to transfer from one bus to another to complete this trip? (choose one)

- None
- 1 transfer
- 2 or more transfers

32. How do you get from the bus to your final destination? (choose one)

- I walk
- I bike
- I use VanShare
- I get picked up by someone in a car
- Other (please specify)

33. Currently, about how far do you travel from where you get off the bus to your final destination? (choose one)

- Less than 1/4 mile (1,250 feet)
- 1/4 to 1/2 mile
- 1/2 to 1 mile
- 1 to 3 miles
- More than 3 miles

34. With the proposed changes, how do you expect you will get from the bus to this destination? (choose one)

- I will walk.
- I will bike.
- I will use VanShare.
- I will be picked up by someone in a car.
- I will stop riding the bus because it will no longer be convenient.
- Not sure what I will do.
- Other (please specify): \_\_\_\_\_

35. With the proposed changes, about how far do you expect to have to travel from where you get off the bus to your final destination? (choose one)

- Less than 1/4 mile (1,250 feet)
- 1/4 to 1/2 mile
- 1/2 to 1 mile
- 1 to 3 miles
- More than 3 miles
- I don't know

36. For each route being proposed for deletion, reduction, or revision, we have identified "rider options" or alternatives you might be able to use. Do you believe one of these options will work for you? (choose one)

- Yes
- No
- I don't know

Why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

37. If the proposed changes were made, how would your use of transit be affected?

I would use transit... (choose one)

- More than I do now
- Less than I do now
- The same as I do now
- I would stop using transit all together
- I don't know

Why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Our planning process

The Regional Transit Task Force, made up of community members, recommended in 2010 that Metro adopt guidelines that use objective information for adding, reducing, or changing transit service. The King County Council adopted these service guidelines in 2011.

As we developed this plan for cutting service, our service guidelines helped identify where to cut or keep service in communities throughout King County in a way that is fair and equitable. The guidelines balance the goals of productivity, social equity, and providing service countywide.

38. Before starting this questionnaire, had you heard about Metro's service guidelines?

- Yes
- No
- Not sure

Our service guidelines prioritize how we reduce service. Our process for deciding where to make cuts considers the following things:

- How well is the route performing compared to other routes?
- Does the route duplicate other bus service?
- If the route runs during peak travel hours only, does it have more riders or faster travel times than alternative service in the same area(s)?
- How does existing transit service in the corridor compare to its target service level (based on community characteristics including the number of homes and jobs nearby, how many people rely on transit in areas that have a high percentage of minority and low income residents, and the connection the corridor provides to centers where many people live, work, or take transit).
- How does existing transit service in the corridor compare to its target service level (based on community characteristics including the number of homes and jobs nearby, how many people rely on transit in areas that have a high percentage of minority and low income residents, and the connection the corridor provides to centers where many people live, work, or take transit).

39. Regardless of how you feel about the proposed changes, do you understand how these priorities shaped the proposed changes to your route(s)?

I understand: (choose one)

- Very well
- Well enough
- Not very well

Why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



### Demographics and household information (optional)

Information you provide here is optional and helps us ensure we are hearing from the whole community.

41. How many persons, including yourself, live in your household? (choose one)

- 1             4  
 2             5 or more  
 3

42. How many persons in your household ride the bus at least once per week? (choose one)

- 1             4  
 2             5 or more  
 3

43. Your age: (choose one)

- 15 or younger             35-44  
 16-17                       45-54  
 18-19                       55-64  
 20-24                       65 or older  
 25-34                       I would rather not say

44. If you have a disability, please indicate what kind (check all that apply).

- Mobility  
 Vision  
 Hearing  
 Cognitive  
 Other: \_\_\_\_\_  
 I'd rather not say  
 Not applicable

45. Do you consider yourself... (check all that apply)

- Asian-American/Pacific Islander             Multiple ethnicities  
 American Indian/Alaska Native             White or Caucasian  
 Black or African-American                   I would rather not say  
 Spanish, Hispanic, Latino                   Other (please specify): \_\_\_\_\_  
(Mexican, Mexican American,  
Chicano, or Latino)

46. What is the primary language you speak at home? (choose one)

- |   |                                   |  |
|---|-----------------------------------|--|
| <input type="checkbox"/> Amharic                                | <input type="checkbox"/> Oromo    | <input type="checkbox"/> Ukrainian               |
| <input type="checkbox"/> Arabic                                 | <input type="checkbox"/> Russian  | <input type="checkbox"/> Vietnamese              |
| <input type="checkbox"/> Chinese (Mandarin,<br>Cantonese, etc.) | <input type="checkbox"/> Spanish  | <input type="checkbox"/> I would rather not say  |
| <input type="checkbox"/> English                                | <input type="checkbox"/> Somali   | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Korean                                 | <input type="checkbox"/> Tagalog  | _____  |
|   | <input type="checkbox"/> Tigrinya |  |

47. How many cars or trucks are available for use by your household? (choose one)

- |                            |                                    |
|----------------------------|------------------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 3         |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 4 or more |
| <input type="checkbox"/> 2 |                                    |

48. What is your annual household income? (choose one)

- |   |   |
|---|---|
| <input type="checkbox"/> Less than \$7,500    | <input type="checkbox"/> \$75,001 to \$100,000  |
| <input type="checkbox"/> \$7,500 to \$15,000  | <input type="checkbox"/> \$100,001 to \$140,000 |
| <input type="checkbox"/> \$15,001 to \$25,000 | <input type="checkbox"/> More than \$140,000    |
| <input type="checkbox"/> \$25,001 to \$35,000 | <input type="checkbox"/> Don't know             |
| <input type="checkbox"/> \$35,001 to \$55,000 | <input type="checkbox"/> I'd rather not say     |
| <input type="checkbox"/> \$55,001 to \$75,000 |   |

Continued on next page.

### **Your feedback on Metro's service reduction outreach process (optional)**

The following questions are optional. Your answers will help us improve the way we engage members of the community as we make decisions about transit service.

49. How did you hear about Metro's proposed service reductions? (check all that apply)

- News media or neighborhood blog
  - Metro Matters blog
  - Metro or King County website
  - Metro email or text alert
  - Advertisement on/in bus
  - Poster at my bus stop
  - Handout given to me at a transit center or community event
  - Twitter
  - Facebook
  - Friend
  - Employer
  - An organization I'm involved with
  - Other (please specify): \_\_\_\_\_
- 

50. The notice, advertisement, and/or invitation to learn more and share your thoughts about Metro's service reduction was clear and welcoming. (choose one)

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

51. What resources did you use to understand Metro's service reduction proposal? (check all that apply)

- Metro's web content
  - Metro Matters blog
  - I attended one or more of Metro's public meetings
  - I spoke with staff at an info table or community event
  - I attended a presentation by Metro staff at a meeting hosted by another group
  - Information shared via news media or a neighborhood blog
  - Other (please specify): \_\_\_\_\_
-

52. Did these resources help you understand the changes being proposed and how these changes would affect you? (choose one)

- Yes
- No
- I don't know

53. From the time you were notified, were you given enough time to provide meaningful feedback on Metro's decision-making process? (choose one)

- Yes
- No
- I don't know

54. I believe that taking the time to share my views will result in better decisions being made about service reductions. (choose one)

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- No opinion

55. How much confidence do you have that Metro is doing all it can to meet the community's needs while making the best use of resources? (choose one)

- A lot of confidence
- A little confidence
- No confidence
- Not sure

56. Please share any additional feedback you have about our outreach process (continue on back if you need more space):

---

---

---

---

---

57. We're moving to more electronic notification to keep people informed about Metro transit service planning. If you use email and would like to stay informed about next steps in this decision-making process as well as future opportunities to participate in decision-making, please provide us with the following information.

Name: \_\_\_\_\_

Email address: \_\_\_\_\_