



Metro's proposed service reductions for 2014-2015

Survey — short 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. If you have questions or need this survey in an alternate format, please contact us at 206-263-9770 or 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.

8. Which routes do you ride at least once per month? _____

9. 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): _____

10. For what purpose(s) do you use transit? (check all that apply)

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

11. How would you expect the proposed changes to affect the time your transit trip takes from when you leave home to when you arrive at your final destination? (choose one)

- My trips would take more time
- They would take less time
- They would take the same amount of time
- I don't know

12. How would you expect the proposed changes to affect the number of transfers you make?
(choose one)

- I would transfer more I would transfer the same
 I would transfer less I don't know

13. How far do you travel now to reach transit? (choose one)

- Less than a block 4-5 blocks
 1-3 blocks 6 or more blocks

14. Would transit service be closer to or farther away from you with the proposed changes?
(choose one)

- Closer The same
 Farther I don't know

15. 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 these options will work for you?
(choose one)

- Yes I don't know
 No

Why? _____

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

Why? _____

Questions 17-37 are for the long form of this survey.

The next question you see will be Question 38.

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? (choose one)

- 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, how well do you understand how these priorities shaped the proposed changes to your route(s)? (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,
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)

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

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)

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Somewhat disagree |
| <input type="checkbox"/> Somewhat agree | <input type="checkbox"/> 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

