



Legislation Text

File #: 2016-0093, **Version:** 1

Clerk 01/27/2016

A MOTION relating to public transportation, approving a work plan for assessing ridership impacts and customer response to the University Link bus integration, as directed by Ordinance 18133, Section 4.

WHEREAS, in October 2015, Ordinance 18133 approved the March 2016 University Link bus integration service changes, and

WHEREAS, Ordinance 18133, Section 4, requires the executive to transmit a motion by January 29, 2016 for the approval of a work plan for assessing ridership impacts and customer response to the University Link bus integration, and

WHEREAS, Ordinance 18133, Section 4 requires the work plan to:

1. Identify performance measures to assess ridership and customer satisfaction with the existing Metro bus network and the new network integrated with the Central Link light rail;
2. Include plans through which the division shall conduct a customer and resident service assessment survey to be conducted by March 2017 to measure customer and resident satisfaction before and following the service change;
3. Be coordinated with Sound Transit performance assessments to avoid duplication of effort; and
4. Be modeled on past performance reports such as the C and D Line Assessment, and

WHEREAS, the work plan includes a scope of work, tasks, schedule, milestones, and budget, and

WHEREAS, Metro has compiled the required information and the executive has transmitted the work plan for assessing ridership impacts and customer response regarding the University Link bus integration as set

forth as Attachment A to this motion to the council;

NOW, THEREFORE, BE IT MOVED by the Council of King County:

The council hereby approves the King County Metro Transit Work Plan for Assessing Ridership Impacts and Customer Response to the University Link Bus Integration, Attachment A to this motion.