

## **Metro Staff Response to Questions and Suggestions about Bus Stop Consolidation**

Two of the biggest customer complaints to Metro Transit are that buses don't run on time, and that rides on the bus take too long. Lengthy travel time was the top complaint heard during the Ad Hoc Plan process back in 2008. Because of increasing on time performance issues, riders are not able to make their connections to other routes, or are late to jobs or appointments.

When serving stops, buses must slow down, pull over to the stop where passengers board and alight, and then the bus has to accelerate away from the stop. Serving a stop generally takes 45 seconds to a minute or more.

If a bus is running late, each delay causes the bus to get further and further behind to the point it can no longer make connections with other routes.

### **Is Metro's bus stop consolidation project being done to save money?**

No. The primary goal is to improve travel times and reduce missed connections. Cost savings is not a goal of the bus stop consolidation project.

### **Won't thinning out these stops make it less convenient or more difficult for some to use the bus?**

There may be some customers who are unable to get stops that are located further away, but ADA paratransit service may be available in those instances.

### **Can't Metro just thin stops during off-peak hours?**

Skipping existing stops during only certain times of the day or different days of the week would cause an increase in complexity and confusion for passengers and drivers alike. In addition, many routes are experiencing schedule issues during off-peak hours and on weekends.

### **Does thinning stops really save time?**

An analysis of the stop consolidation project on Johnson and Gorham streets shows an improvement of 30 seconds to a minute over these relatively short 1 mile segments. This is a significant time savings and could be the deciding factor for buses making connections with others, or customers arriving to work or an appointment on-time.

Although there may be an increase in walking distance to certain stops, staff feels that the hardship of customers missing connections and facing 30 to 60 minute waits for the next bus is a major concern as well. Staff recommends stop reduction in some corridors because it will result in a net benefit to the system as a whole.