

METRO RTA TRANSIT MASTER PLAN

June 27, 2011

PUBLIC INVOLVEMENT EVENTS

- § Transit Center
- § Chapel Hill Mall
- § Akron Main Public Library
- § Barberton Public Library
- § Cuyahoga Falls Natatorium
- § Twinsburg City Hall

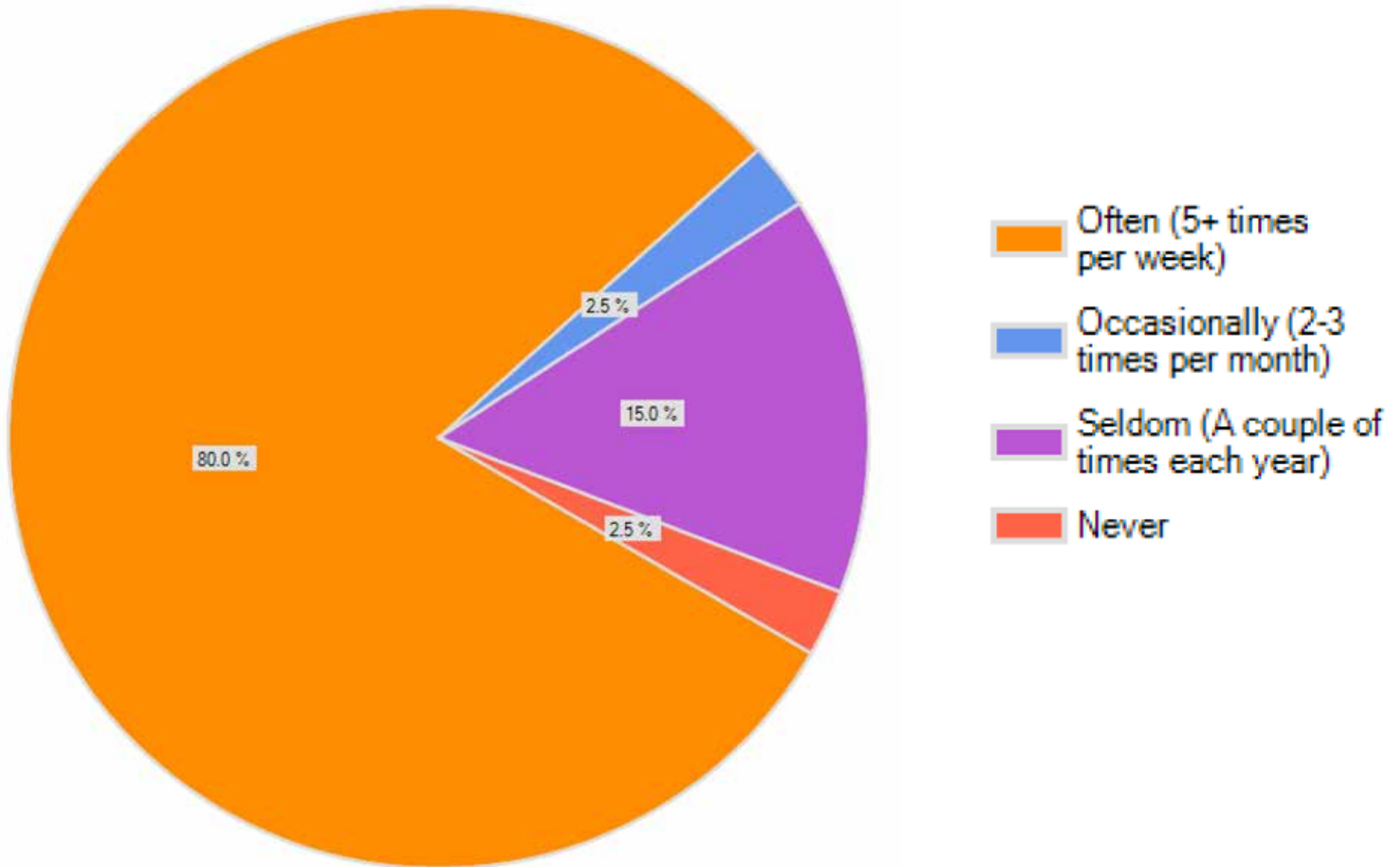
- § 62 surveys were completed at the public events, on the internet, or mailed back.



PUBLIC SURVEY RESULTS

62 responses

HOW OFTEN DO YOU USE METRO SERVICES?



IF YOU ARE NOT A CURRENT METRO CUSTOMER, WHAT WOULD ENCOURAGE YOU TO USE METRO?

SAMPLE RESPONSES:

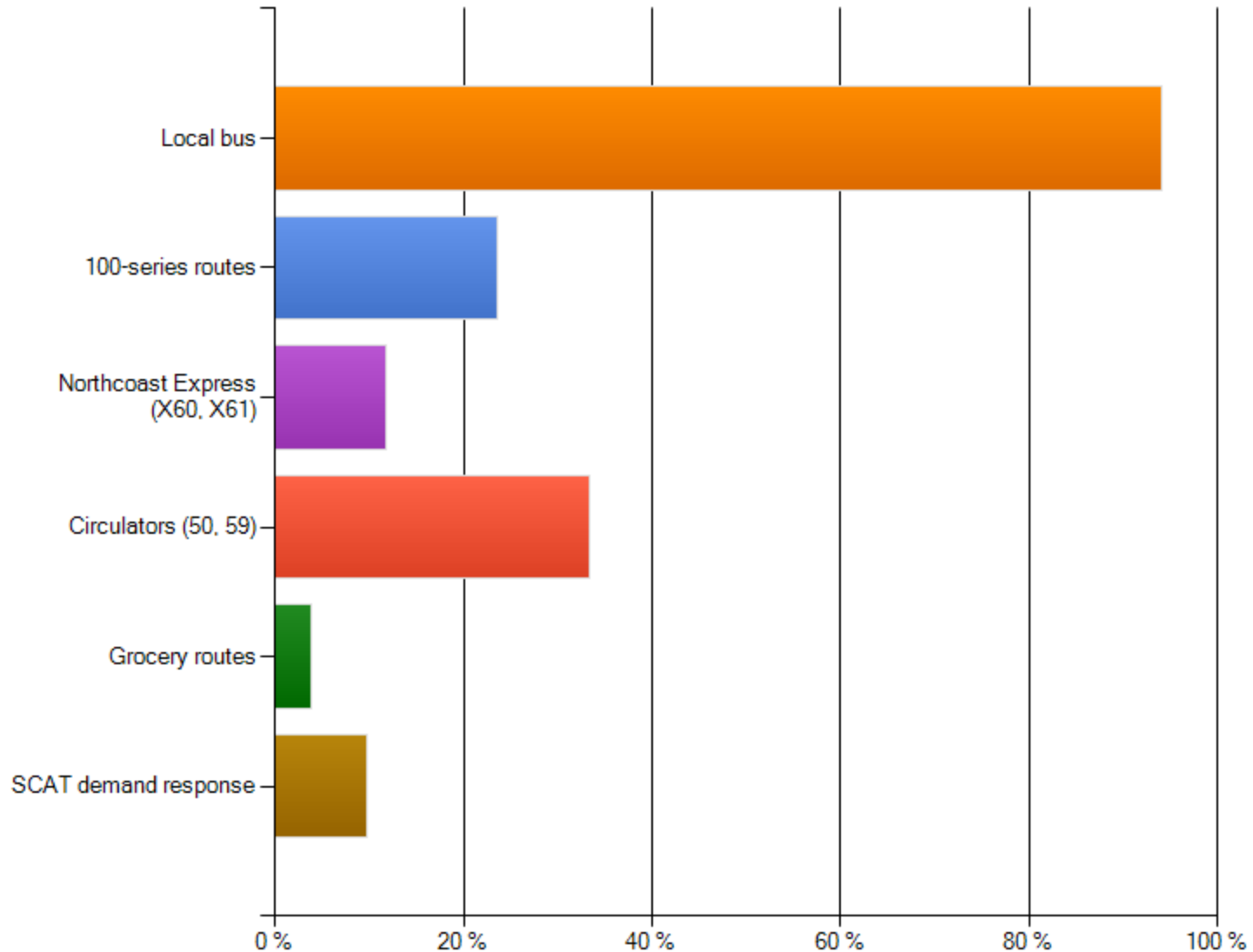
- § Direct, fast and efficient transportation from Twinsburg to multiple locations in Cleveland. Even if not for work but for games, concerts, events, etc.
- § Convenient travel to grocery stores and health care as in a route along 91 (Darrow Road).
- § Availability for my teenage children to get to and from events and work.
- § Convenient times (late night)
- § I am unaware of stops in Twinsburg and have just become aware of service to Akron and Cleveland. If I knew of the services available I may be more apt to use them

IF YOU ARE NOT A CURRENT METRO CUSTOMER, WHAT WOULD ENCOURAGE YOU TO USE METRO?

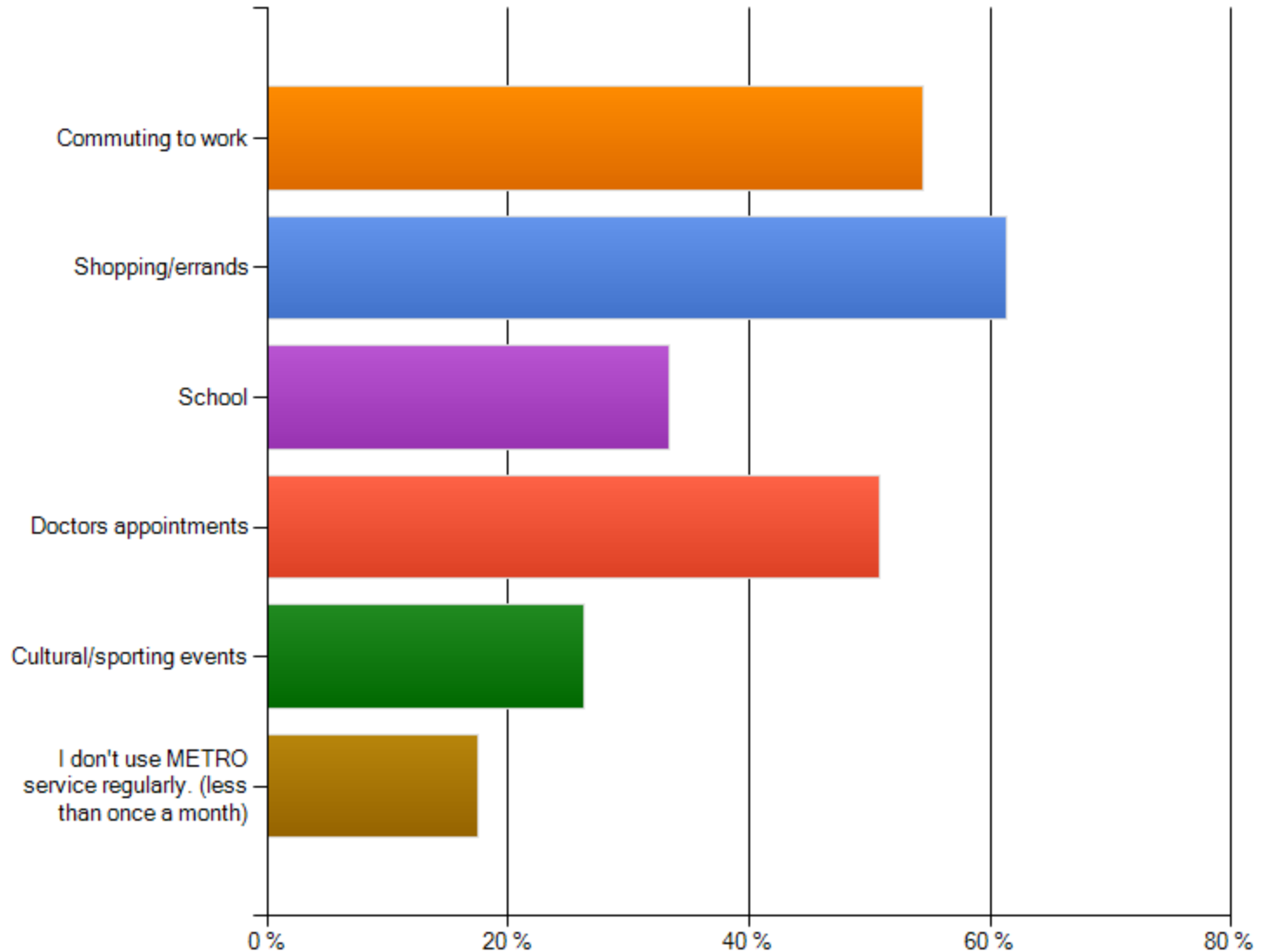
SAMPLE RESPONSES:

- § More pickup times...every 10 min service.
- § Not have to wait so long, if the buses ran more frequently.
- § More transit stations, more bus services.
- § Trips to Cleveland sporting events
- § More free days, TVs, WiFi and cleaner buses.
- § Have more stops in the area.
- § I would use a train.

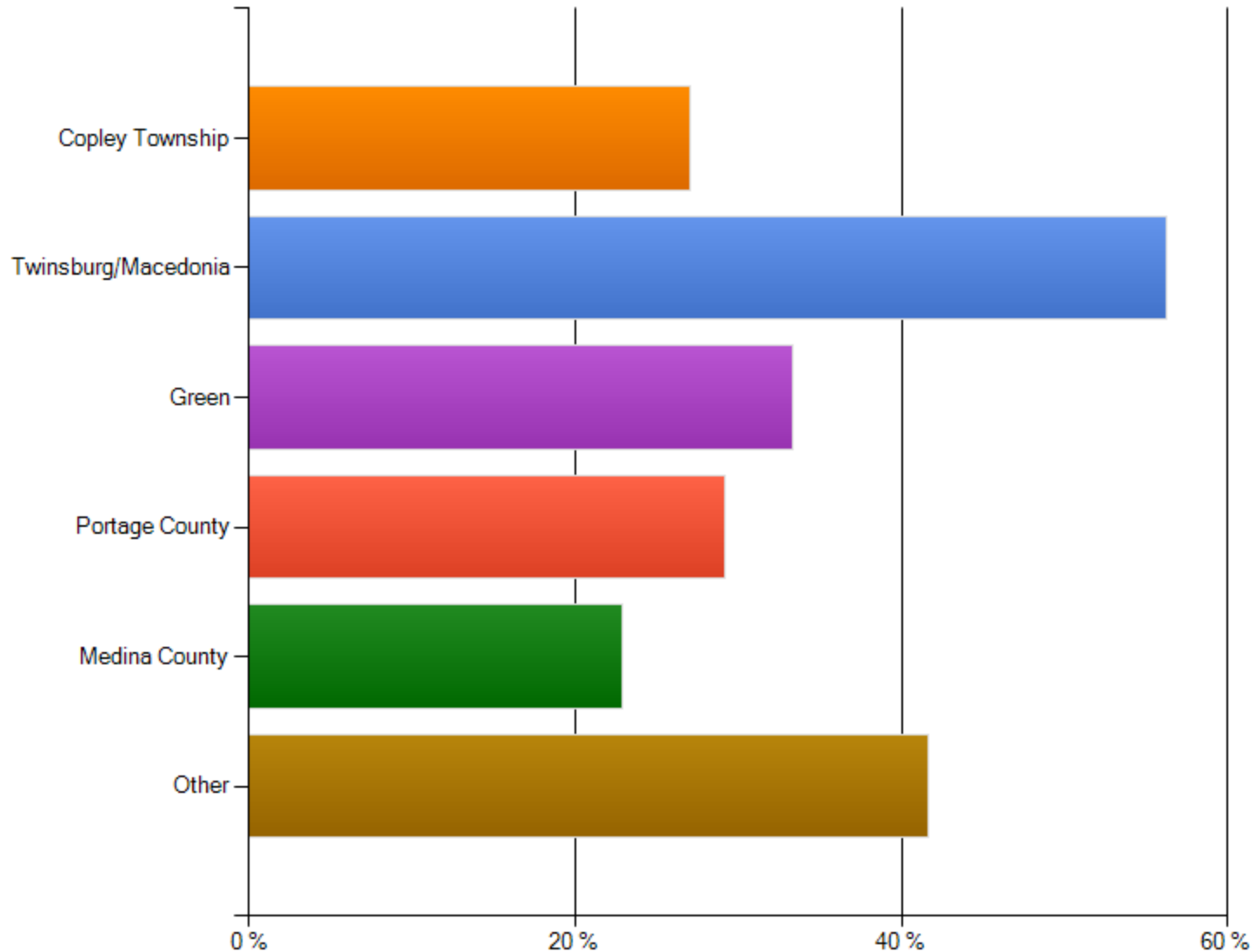
WHAT METRO SERVICES, IF ANY, HAVE YOU USED IN THE PAST YEAR?



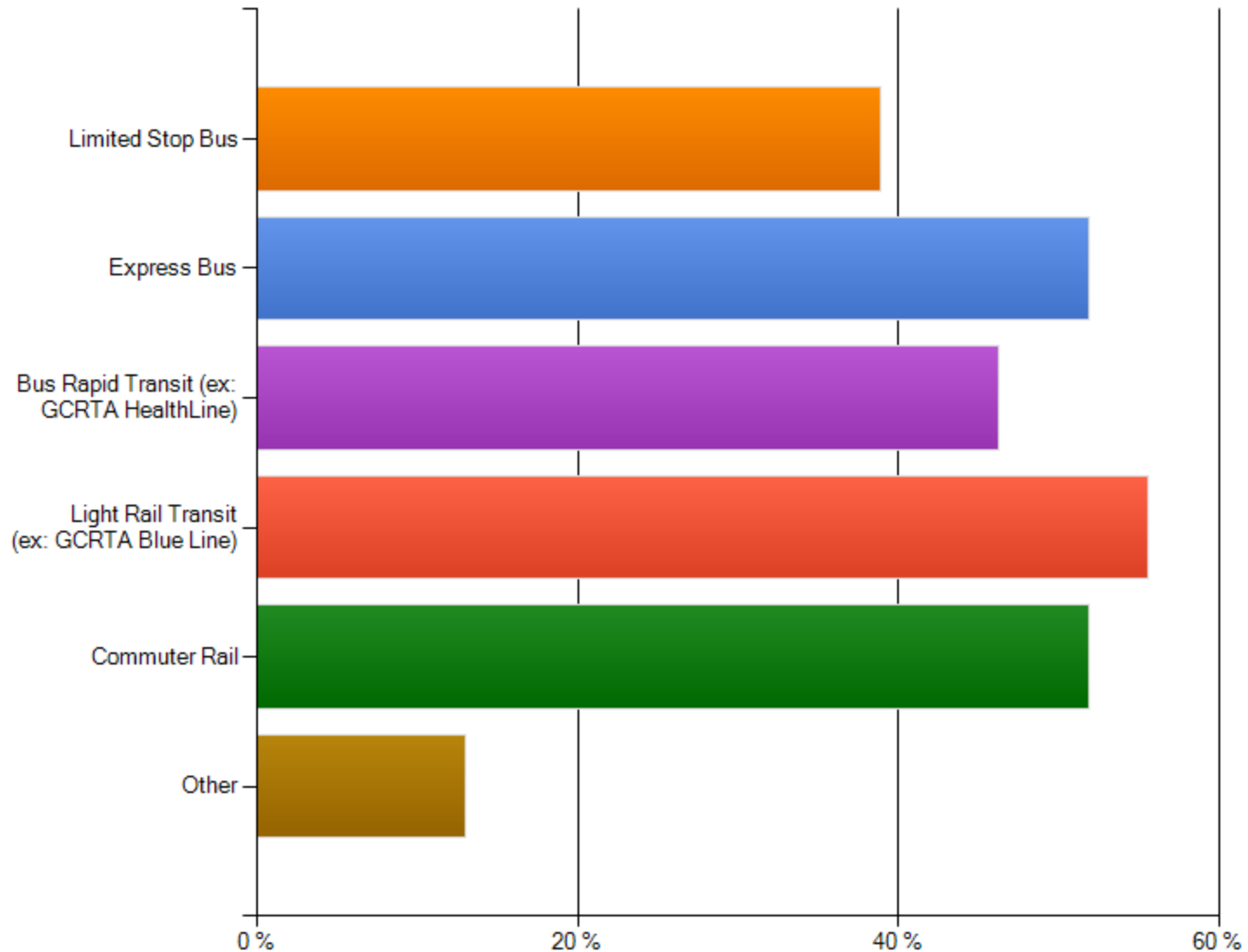
FOR WHAT PURPOSES DO YOU USE METRO?



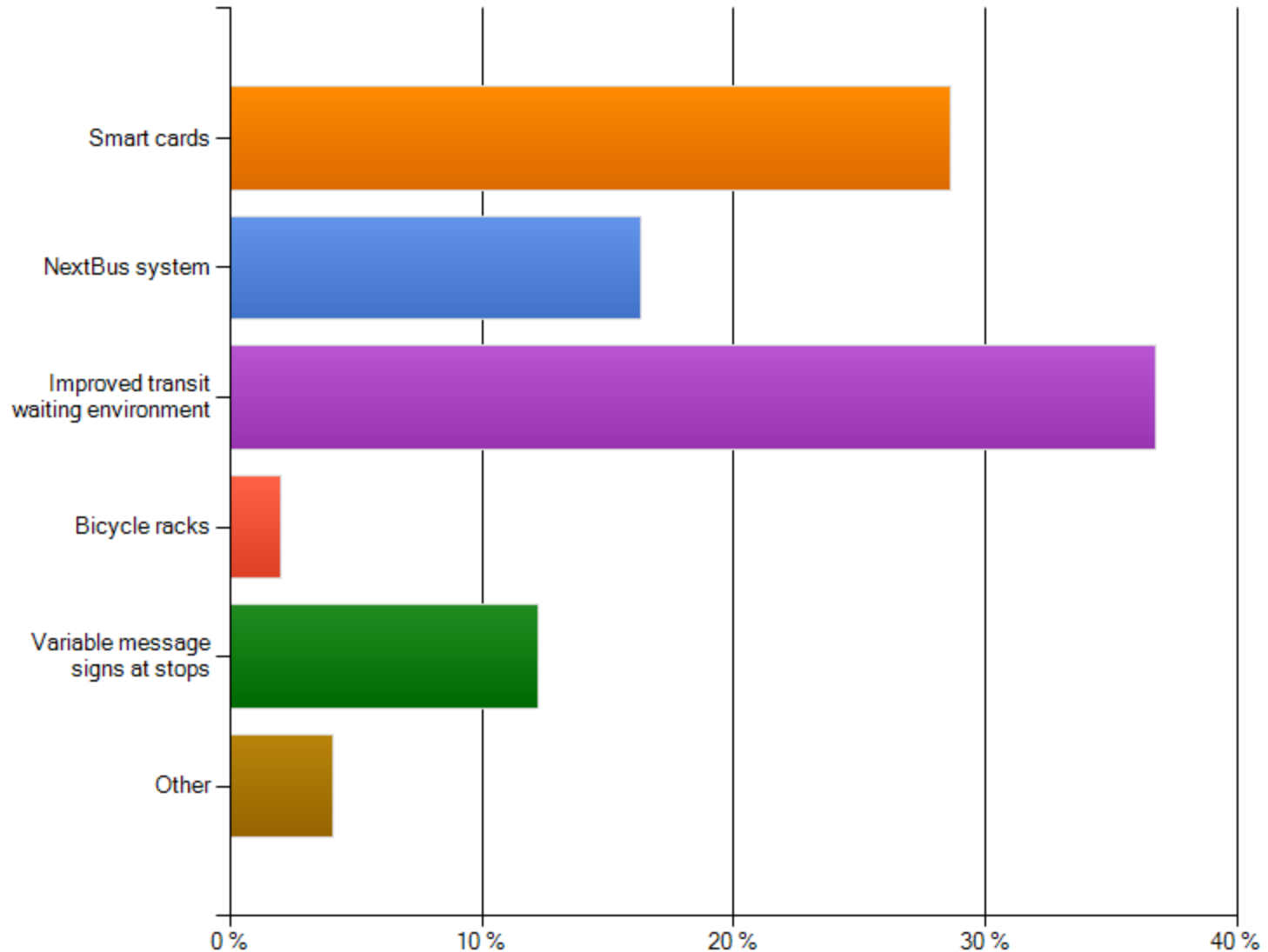
WHICH AREAS IN THE REGION SHOULD BE MORE ACCESSIBLE BY TRANSIT?



WHAT MODES SHOULD BE IMPLEMENTED IN GREATER AKRON OVER THE NEXT 20 YEARS?



WHAT AMENITY WOULD MOST IMPROVE YOUR METRO TRIP EXPERIENCE?



WHAT IDEAS, COMMENTS OR QUESTIONS DO YOU HAVE ABOUT THE TRANSIT MASTER PLAN AND THE FUTURE OF TRANSIT SERVICE IN SUMMIT COUNTY?

SAMPLE RESPONSES:

- § I really would love to see this happen for the Akron area (Summit County).
- § There should be a 102 leaving the center closer to 2nd shift work times, like 1:50 or 2:00 in the afternoon.
- § I like the transit center. It was the best thing you ever did and you feel safe.
- § Smaller buses. Bus Rapid Transit. Rapid Bus.
- § Don't use transit for cultural/sporting events because service does not run late enough. Consider more express services in Summit County. Transit message board to departures/arrivals.

WHAT IDEAS, COMMENTS OR QUESTIONS DO YOU HAVE ABOUT THE TRANSIT MASTER PLAN AND THE FUTURE OF TRANSIT SERVICE IN SUMMIT COUNTY?

SAMPLE RESPONSES:

- § I think this is a very good idea that they're trying to make something new happen in Akron. I am very excited.
- § More frequent run times for buses.
- § I was really impressed with the service display at Chapel Hill Mall. Excellent and the gentleman who answered my question impressed me also.
- § Light rail connecting the GCRTA system to Akron, CAK and Canton

WHAT IDEAS, COMMENTS OR QUESTIONS DO YOU HAVE ABOUT THE TRANSIT MASTER PLAN AND THE FUTURE OF TRANSIT SERVICE IN SUMMIT COUNTY?

SAMPLE RESPONSES:

- § Build a transit backbone with a train line that stops in the Valley and can connect up to Hudson/Macedonia and commuter down to Canton. Stops at CAK, Goodyear, Northside, CF, why not a stop in Kent as well.. This would allow more people to travel freely to places they want to go and live without needing a car. A BRT to Summit Mall wouldn't be a bad idea from Northside. Put a half cent sales tax levy up for a vote to test the waters with the public to implement train service.

WHAT IDEAS, COMMENTS OR QUESTIONS DO YOU HAVE ABOUT THE TRANSIT MASTER PLAN AND THE FUTURE OF TRANSIT SERVICE IN SUMMIT COUNTY?

SAMPLE RESPONSES:

- § Serve outside of Summit County especially the border areas of Cuyahoga AND/OR have a reciprocal relationship with the RTA if traveling to Cleveland to have bus routes and times coordinated if a rider needs to use both services,
- § I use the SCAT service for my medical appointments in Akron & the price is affordable for retirees at this time. The SCAT service is excellent & I have no complaints.

WHAT IDEAS, COMMENTS OR QUESTIONS DO YOU HAVE ABOUT THE TRANSIT MASTER PLAN AND THE FUTURE OF TRANSIT SERVICE IN SUMMIT COUNTY?

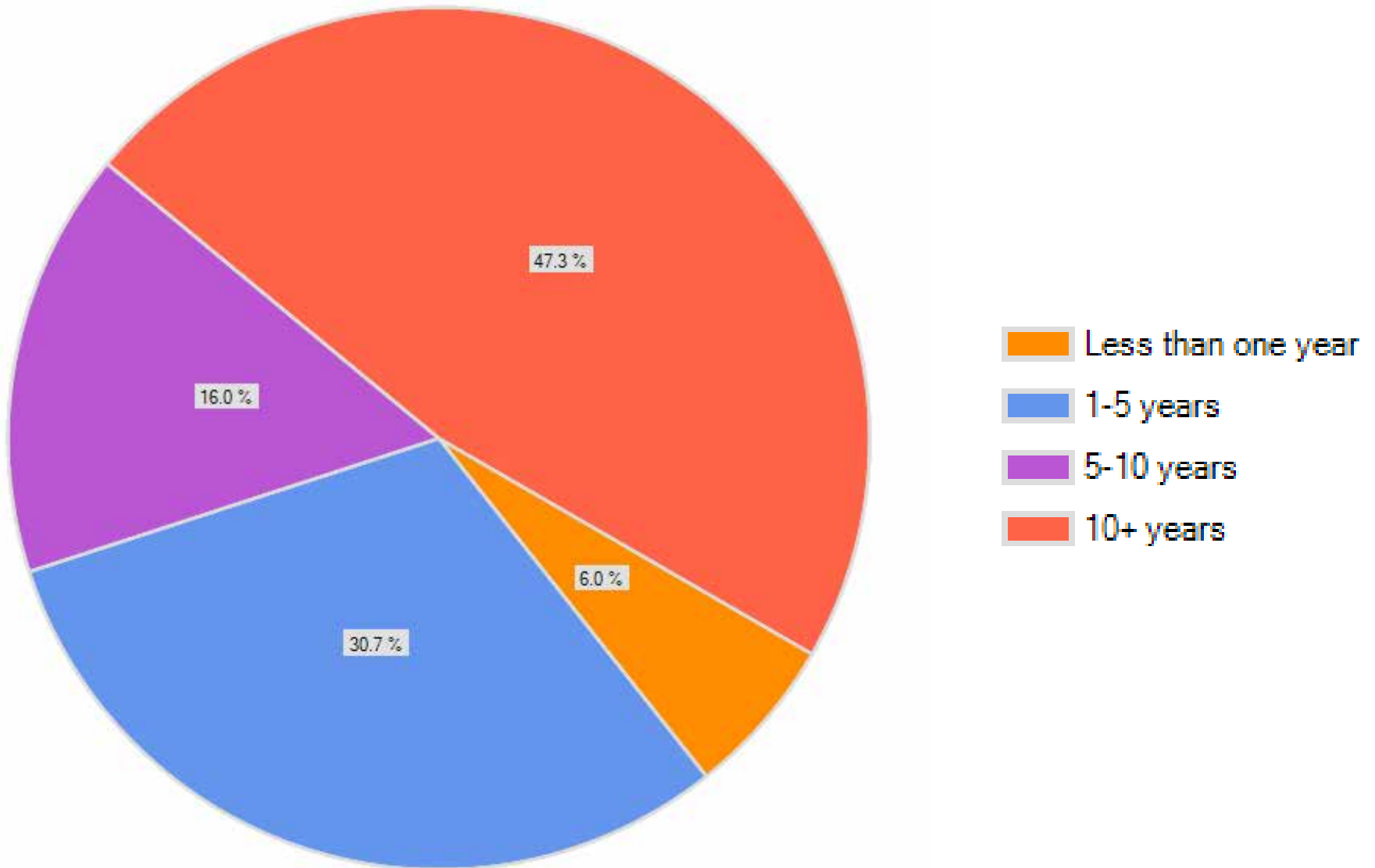
SAMPLE RESPONSES:

- § If you make the stops and units (buses, etc) look better (similar to GCRTA Euclid corridor) more middle income riders will follow. Additionally more innovative transit concepts such as BRT, and streetcars would pull more people (such as tourists) to the system. Also if Metro would find a developer to develop TODs near the city center, or even in areas such as Firestone Park, and Goodyear Heights which were once transit oriented I believe that it would be positive not only for Metro but the greater Akron area.

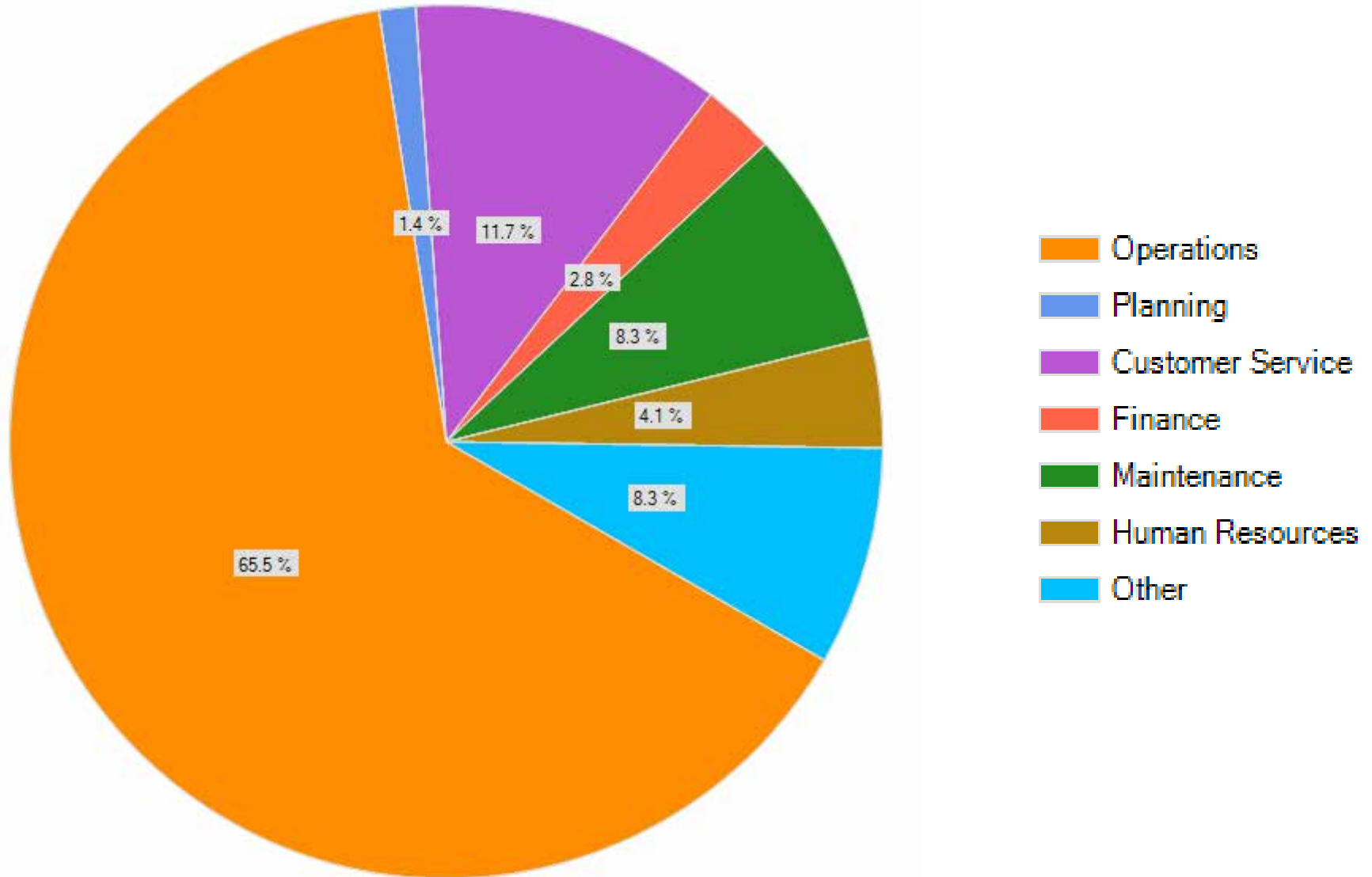
EMPLOYEE SURVEY RESULTS

154 responses

HOW LONG HAVE YOU WORKED AT METRO?



IN WHAT METRO DEPARTMENT DO YOU WORK?



IF YOU DO NOT USE METRO OR USE IT INFREQUENTLY, WHAT WOULD ENCOURAGE YOU TO USE METRO MORE OFTEN?

SAMPLE RESPONSES:

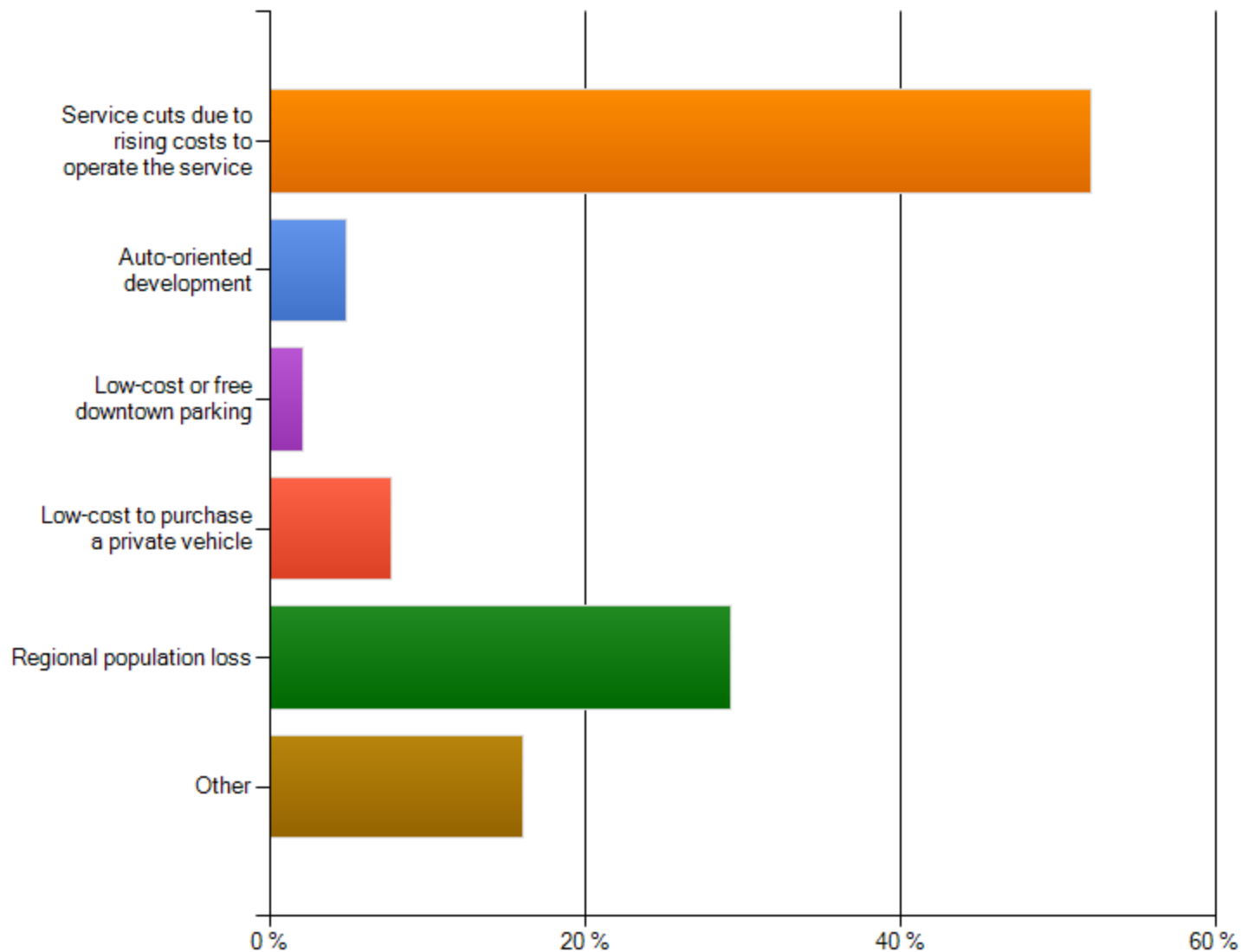
- § Higher gas prices.
- § Route closer to my home.
- § Seven day, more frequent service on the route near my home.
- § If I had a bus that could get me to and from work on time.
- § The route from my home is very long.
- § Cleaner buses.
- § Schedules do not line up with getting home before 6-6:30.
- § No issues in the summer. During school I have a time frame in picking up my kids.
- § More frequent service in my area. Access to Indians games.
- § More Park & Ride lots in outlying suburbs going into Akron.

IF YOU DO NOT USE METRO OR USE IT INFREQUENTLY, WHAT WOULD ENCOURAGE YOU TO USE METRO MORE OFTEN?

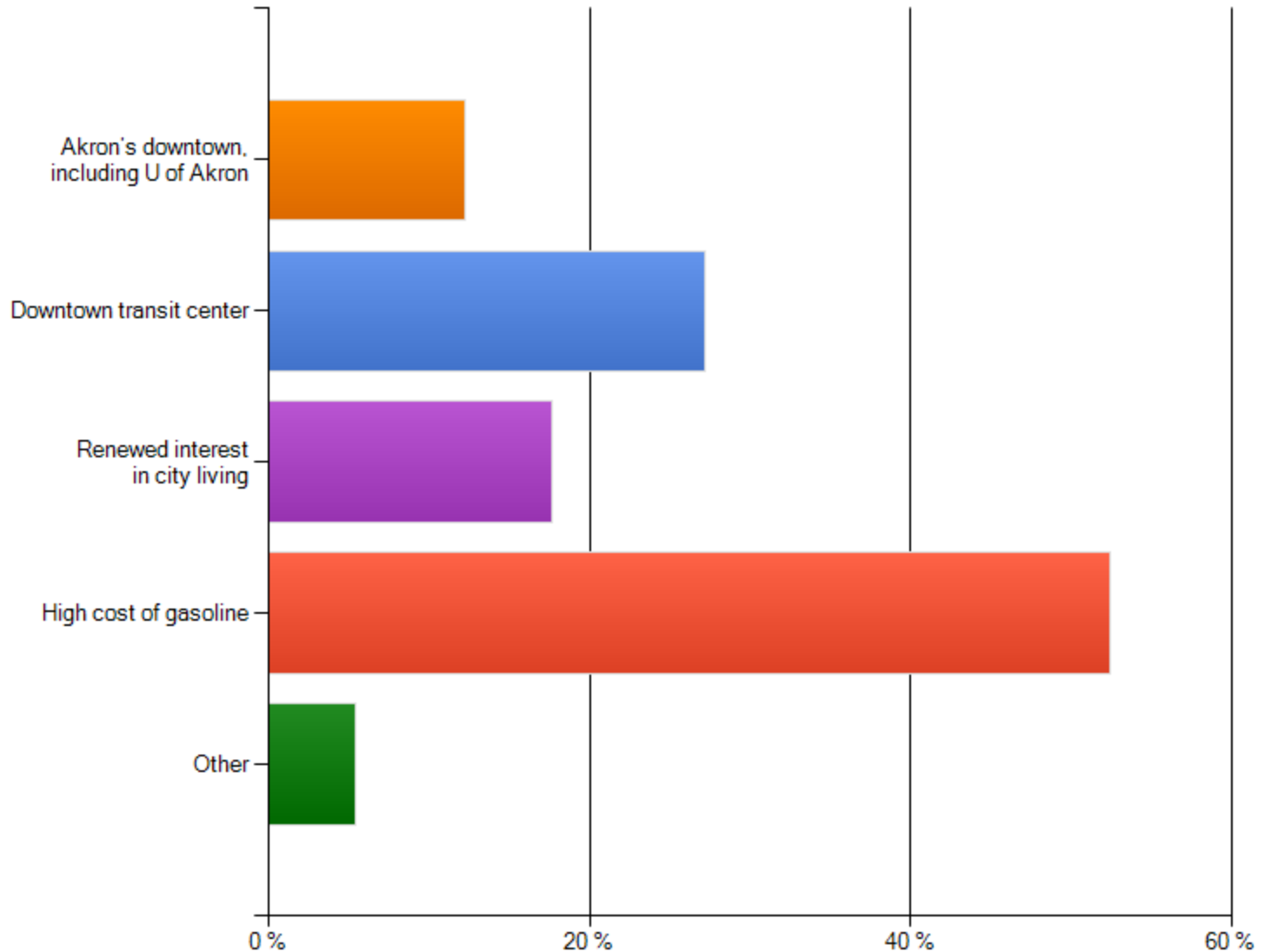
SAMPLE RESPONSES:

- § Bring me back to the garage after our routes.
- § I live in an area that doesn't have service/outside of Summit County.
- § I live on a bus line and would if something happened to my car.

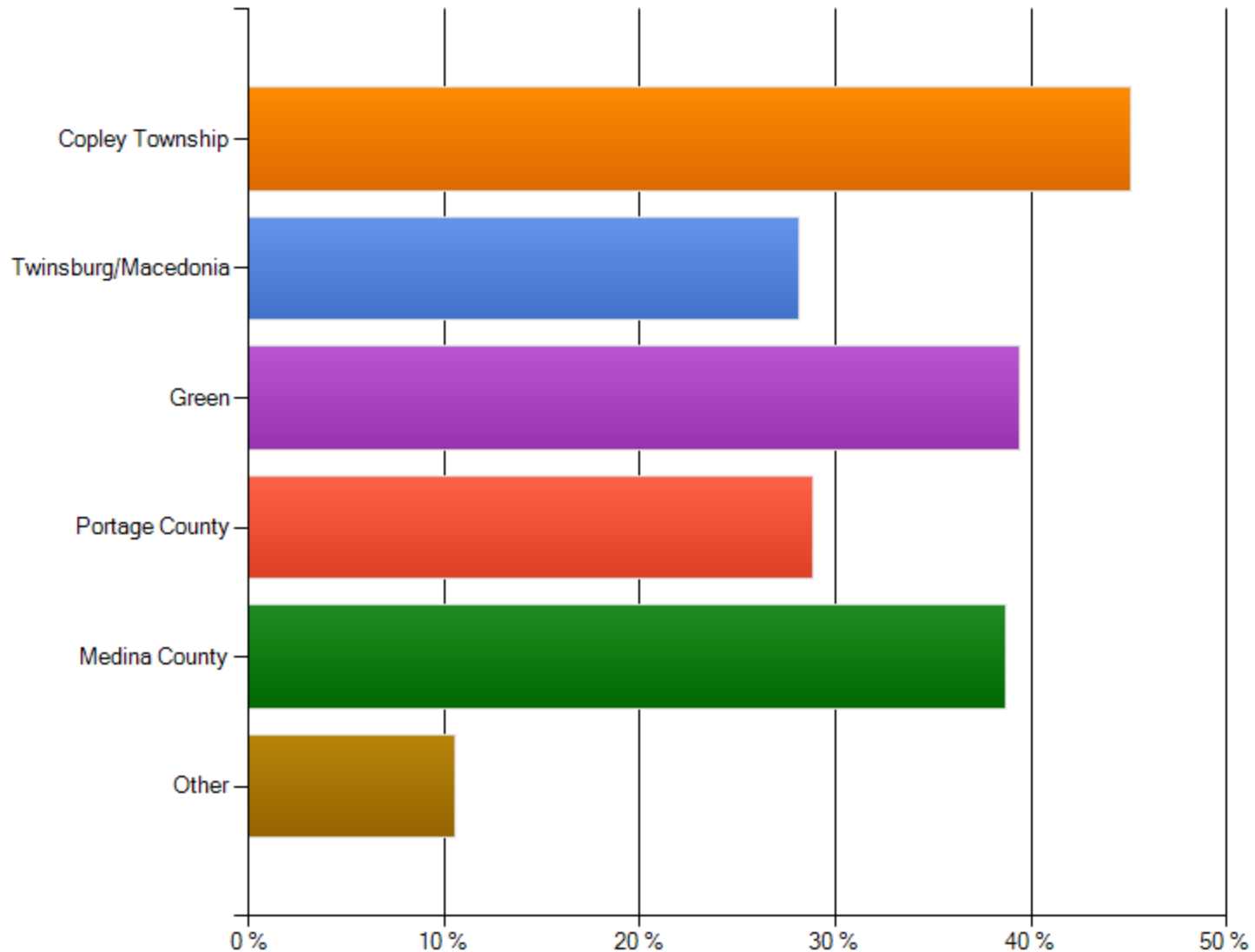
WHICH OF THESE DO YOU CONSIDER TO BE THE GREATEST THREAT TO METRO RIDERSHIP?



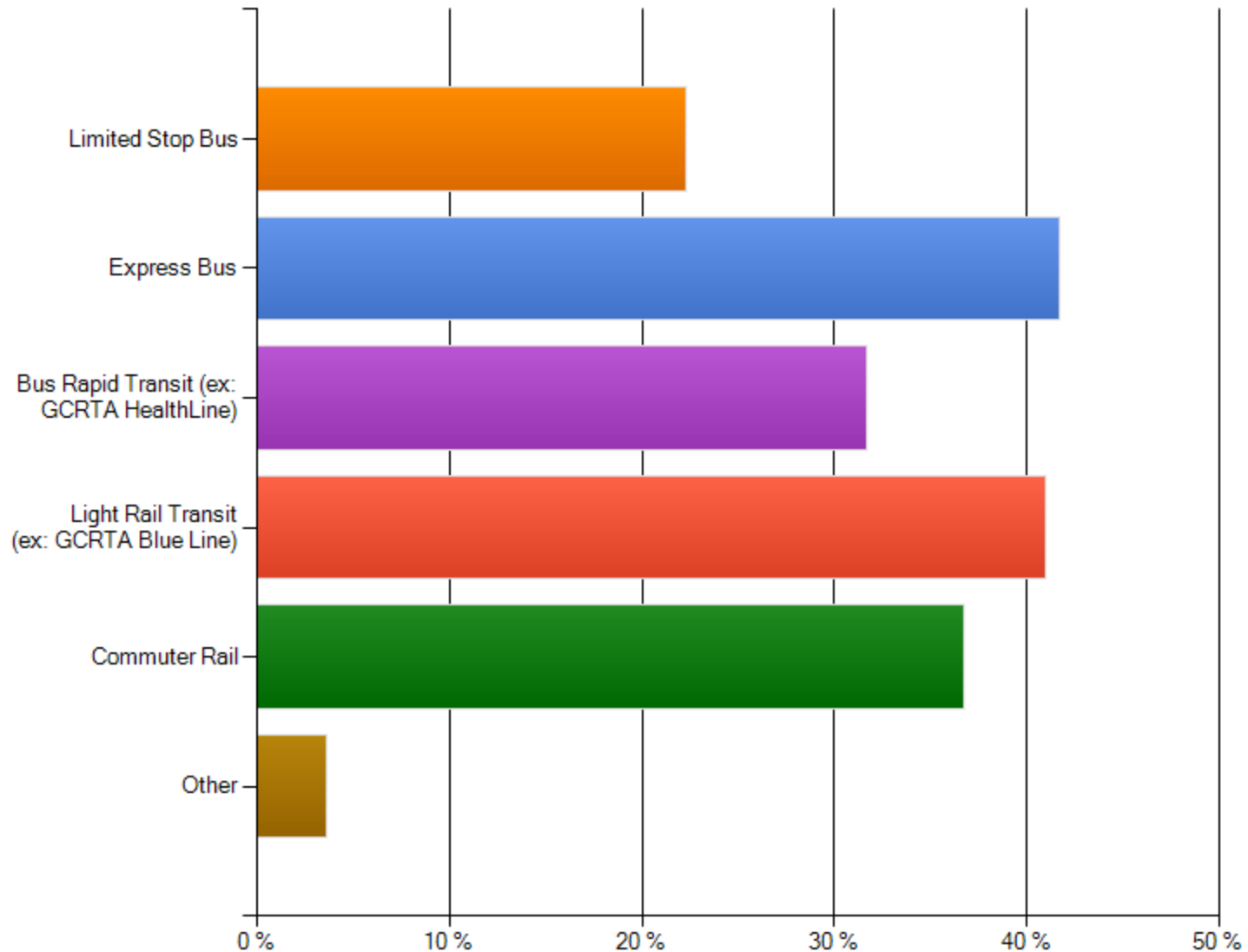
WHICH OF THESE DO YOU CONSIDER TO BE METRO'S BEST ASSET FOR FUTURE RIDERSHIP GROWTH?



WHICH AREAS IN THE REGION SHOULD BE MORE ACCESSIBLE BY TRANSIT?



WHAT MODES SHOULD BE IMPLEMENTED IN GREATER AKRON OVER THE NEXT 20 YEARS?



WHAT AMENITY WOULD BEST IMPROVE THE METRO TRIP EXPERIENCE?

