

DRIVING METRO FORWARD

FREQUENTLY ASKED QUESTIONS

1. What is Driving METRO Forward and how does it impact me?

It's time for change. All over the country, transit agencies have seen passengers' travel patterns shifting and overall ridership is beginning to slip. METRO's Board has asked for an analysis of our bus system. We're holding tons of public meetings to gather your input on how we change and improve bus service over the next few years.

Driving METRO Forward will reorganize our existing line-service bus routes to improve service and provide additional access for our customers.

The goals of the process are to:

- Match Service to Modern Travel Patterns
- Strengthen Network Structure
- Simplify the Routes
- Foster a Transit-First Lifestyle
- Build Financial Stability

2. When will Driving METRO Forward be rolled out?

The changes will be implemented in the second half of 2019. Now is the time to provide your feedback!

3. Is service being cut?

Driving METRO Forward is reorganizing existing METRO line-service bus routes in order to provide improved service and access for Summit County residents. The total number of buses on the street will not decrease as a result of these changes.

4. How will the changes affect my trips?

This will vary for each rider. To learn more about the proposed trips and how your trip could be changed, visit www.akronmetro.org/driving-forward.aspx and select "Draft Bus Network."

5. Will there be changes to the fare structure?

Right now we are only looking at bus routing and times. Detailed discussions on potential changes to our fare structure have not started.

6. How do I provide my comments?

Comment cards will be available at each public outreach event. If you are unable to attend, you can request a comment form from the Customer Service desk at the Robert K. Pfaff Transit Center, 631 S. Broadway Street – just fill it out and turn it back into the desk when you are done. Additionally, you can send an email to DrivingForward@akronmetro.org with your feedback.

7. How do I get the most current available project information in coming months?

Online: akronmetro.org/driving-forward.aspx

Email: DrivingForward@akronmetro.org

Phone: (330) 762-0341

