

### NCX Survey Rider Survey Results



METRO conducted an online survey of NCX riders between October 6 - 15, 2014. Here is what we learned and what we are doing to improve NCX service:

- You told us to fix overcrowded buses and schedule gaps: NCX riders said they want "more scheduled trips (33%); "earlier or later trips" (25%); "shorter travel time" (16%); and "fewer stops" (4%).
- METRO will add a 3:45 PM departure from Downtown Cleveland on January 20, 2015 when the Winter Schedule period begins. Route and timetable details are being finalized.

A complete summary of the survey results is available [here](#).

### RKP Transit Center Park & Ride Lot Construction

A 154-stall park and ride lot at the Robert K. Pfaff Transit Center (RKPTC) is projected to open by Thanksgiving. This lot will be available at no cost to METRO commuters.



- 21% of NCX riders said they would begin their trip at the RKPTC lot after it opens.
- There is not yet enough demand for a direct "RKP to downtown Cleveland" trip (with no other Akron stops), however if ridership growth from this P&R increases it may be warranted in the future.

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## MCI Coach Rehabilitation



METRO has eight MCI coach buses for use on the NCX highway route. During peak commute periods, seven MCI buses are scheduled to be in use with one backup. Thus, if more than one bus has a mechanical problem a regular "city bus" is assigned to make the run. While regular buses are not ideal for NCX trips, the only alternative is to cancel the trip.

- On October 29, METRO's Board of Trustees approved a \$233,419 contract to rehabilitate two MCI coaches to extend their service life.
- While the coach buses are being rebuilt, more NCX trips than usual will be made with regular buses.

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## Automated Vehicle Location System

METRO is installing and pilot testing an AVL system to provide real-time information bus location and arrival times. METRO riders will be able to view a real-time system map, set personalized alerts, and consult timetables with a computer or mobile phone.



For a preview of METRO's AVL system capabilities, please visit transit websites for SARTA in Canton or the Rapid in Grand Rapids [pinpoint.sartaonline.com](http://pinpoint.sartaonline.com) or [connect.ridetherapid.org](http://connect.ridetherapid.org).

- METRO's AVL system will be ready for public release in Spring 2015.
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Input from our riders is very helpful to gauge your needs and decide how best to meet them. We hope METRO can continue to serve you with safe, dependable, cost-effective, and customer-focused transit services.

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