



**GATEWAY CITIES SERVICE COUNCIL  
APRIL 14, 2016**

**SUBJECT: ADOPT-A-LINE PROGRAM**

**ACTION: CONSIDER INITIATION OF LINE EVALUATION PROGRAM**

**BACKGROUND**

At the March 2016 Service Council meeting, Vice Chair Shidler requested staff propose a Gateway Cities line ride program for Councilmembers. The goal would be for each Councilmember to adopt a bus line under the purview of the Service Council with the agreement that they would monitor through periodic rides and report on operation. Councilmembers would benefit significantly and gain a hands-on understanding of the issues and concerns facing our customers.

**IMPLEMENTATION**

To initiate this program, Councilmembers would be requested to select notify staff and indicate which bus line(s) they wished to adopt. Staff would then develop a schedule for the Program. The schedule would contain the following:

- The respective bus line(s) to be adopted by the Councilmember;
- Dates when each line is recommended to be ridden; and
- Dates when oral reports are due to the full Council.

The plan would provide sufficient time for each Councilmember to complete his/her line ride(s) and to provide an oral report at the following month's Council meeting. Prior to each line ride, staff will contact the respective Councilmember and provide them with a survey form and current timetable that can be used to evaluate the service. A sample of the survey form is provided with this report for your information (Attachment A).

Should changes in the scheduling of the line ride(s) become necessary, staff will first attempt to reschedule with another Councilmember, or reschedule to another date if that is not possible.

If the Council is in agreement with this approach, staff will prepare a schedule to be presented to the Council in June 2016 in order that the first line rides can be scheduled for July 2016.

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**ATTACHMENT**

Attachment A – Line Ride Report Form



**Metro**

**SERVICE COUNCIL MEMBER  
LINE RIDE REPORT**

Name: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

Line: \_\_\_\_\_ Bus#: \_\_\_\_\_ Bus Run #: \_\_\_\_\_ Operator Badge #: \_\_\_\_\_

Boarding Location: \_\_\_\_\_ & \_\_\_\_\_

Alighting Location: \_\_\_\_\_ & \_\_\_\_\_

Time On: \_\_\_ : \_\_\_ AM/PM Time Off: \_\_\_ : \_\_\_ AM / PM Was the bus on time? Yes / No

Direction: North / South/ East / West Service Type: Weekday / Saturday / Sunday / Holiday

Overall Bus Cleanliness: Good / Fair / Poor

Select One: Observation / Commendation / Complaint

Was the exterior head sign correct? Yes / No

Were there brochures in bin? Yes / No

Was the driver's appearance professional? Yes / No

Was the driver courteous? Yes / No

Were there passenger pass ups? Yes / No

Was the bus crowded? Yes / No

Was the heater operational? Yes / No

Was the floor clean? Yes / No

Was the air conditioner operational? Yes / No

Were the seats clean? Yes / No

Was there graffiti on the bus? Yes / No

Was the bus exterior clean? Yes / No

Did the driver give fare information? Yes / No

Was a fare evasion observed? Yes / No

Were there trash bags available? Yes / No

Did the bus travel at a safe driving speed? Yes / No

Did the driver give connection information? Yes / No

Did the automated bus stop calling system work? Yes / No

Did the driver call out major stops and transfer points? Yes / No

Additional Follow-up Requested: Yes / No

Additional Comments: \_\_\_\_\_

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