

**MOTION  
DIRECTOR JOSE LEGASPI  
PLANNING & PROGRAMMING COMMITTEE  
FEBRUARY 17, 2000**

THE REVISED .FY 2000 SERVICE CHANGES ASSOCIATED WITH THE MOS-3 BUS/RAIL INTERFACE PLAN, METRO RAPID BUS AND A VARIETY OF OTHER BUS SERVICE CHANGES WILL AFFECT APPROXIMATELY 5,000 CUSTOMERS.

THE PUBLIC OUTREACH EFFORT TO INFORM MTA CUSTOMERS OF THE RECOMMENDED FY 2000 SERVICE CHANGES CONSISTED OF MEETINGS WITH STAKEHOLDERS, SUCH AS, THE BUS OPERATORS SUBCOMMITTEE, CITIZEN'S ADVISORY COUNCIL, BUS RIDERS UNION AND OTHER MTA INTERNAL COMMITTEES. IN ADDITION, A PUBLIC HEARING WAS HELD AT THE MTA ON NOVEMBER 13, 1999 TO OBTAIN FORMAL COMMENTS ABOUT THESE SERVICE CHANGES. AN ESTIMATED 150 INDIVIDUALS ATTENDED THIS PUBLIC HEARING, OF WHICH, 95 INDIVIDUALS PROVIDED VERBAL OR WRITTEN TESTIMONY ON THIS MATTER.

WHILE SOME RIDERS WILL EXPERIENCE POSITIVE IMPACTS FROM THE FY 2000 SERVICE CHANGES, MANY MTA CUSTOMERS UTILIZING MTA BUS SYSTEM TO ACCESS EMPLOYMENT, EDUCATION, HEALTHCARE AND RECREATION WILL EXPERIENCE NEGATIVE IMPACTS, SUCH AS, INCREASED TRAVEL TIME AND ADDITIONAL TRANSFERS. THE IMPACTS ON THE CURRENT MTA CUSTOMERS SHOULD BE THE PRIMARY CONCERN WHEN PROPOSING ANY SERVICE CHANGES.

I, THEREFORE MOVE, THAT:

1. STAFF EXPAND FUTURE PUBLIC OUTREACH EFFORTS RELATED TO SERVICE CHANGES BY DEVELOPING AND IMPLEMENTING A STATISTICALLY VALID MARKET ASSESSMENT SURVEY TO BETTER ANALYZE THE IMPACTS SERVICE CHANGES WILL HAVE ON AFFECTED CUSTOMERS.
2. STAFF REPORT BACK TO PLANNING & PROGRAMMING COMMITTEE WITHIN 60 DAYS WITH AN IMPLEMENTATION PLAN FOR UTILIZING A MARKET ASSESSMENT SURVEY TO MEASURE CUSTOMER SATISFACTION PRIOR TO ANY FUTURE SERVICE CHANGES.
3. STAFF UTILIZE A MARKET ASSESSMENT SURVEY TO MEASURE CUSTOMER SATISFACTION 3 TO 6 MONTHS AFTER ANY SERVICE CHANGES AND REPORT FINDINGS AND ANY RECOMMENDED CORRECTION TO THE SERVICE CHANGES TO THE BOARD.