



1. Identify performance measures to assess ridership and customer satisfaction with the existing Metro bus network and the new network integrated with the Central Link light rail;

2. Include plans through which the division shall conduct a customer and resident service assessment survey to be conducted by March 2017 to measure customer and resident satisfaction before and following the service change;

3. Be coordinated with Sound Transit performance assessments to avoid duplication of effort; and

4. Be modeled on past performance reports such as the C and D Line Assessment, and

WHEREAS, the work plan includes a scope of work, tasks, schedule, milestones, and budget, and

WHEREAS, Metro has compiled the required information and the executive has transmitted the work plan for assessing ridership impacts and customer response regarding the University Link bus integration as set forth as Attachment A to this motion to the council;

NOW, THEREFORE, BE IT MOVED by the Council of King County:

The council hereby approves the King County Metro Transit Work Plan for Assessing Ridership Impacts and Customer Response to the University Link Bus Integration, Attachment A to this motion.