



NYPIRG's

## Straphangers Campaign

# Instructions for Monitoring June 28th Bus Service Changes

Thanks for participating in this survey. Your observations will help New Yorkers know how MTA New York City Transit is implementing major service reductions. These changes are happening due to budget shortfalls. This survey is being conducted during the morning rush hour on Monday, June 28th, which is the first weekday the cuts take place. Please read all instructions before filling out the form. *It is critical that you provide accurate and complete answers.*

Your results should be turned in to the Straphangers Campaign by 12:00 noon on Monday June 28th by phone, fax or Internet. These options are detailed at the end of these instructions.

### Instructions

**At the top:** Enter all of the requested information (name, start and finish time, phone and borough of residence.)

**Question One:** Enter the intersection and borough where the bus stop is located. In most cases, you will be assigned a bus stop and told if it has been eliminated or if it now serves a "restructured" route. That's a route that is replacing and/or has been combined with another route. If you know the stop has been eliminated, circle YES. Then go to question two. If you know the route serves a "restructured" route circle NO. Enter the number of old and new route numbers and go to question three.

**Question Two:** If the stop is eliminated, does any sign at the stop state the location of the nearest bus stop? Circle YES or NO. Does the sign state this is still a bus stop (such as a "guide-a-ride" or tall blue pole)? Circle YES or NO.

**Question Three:** If the bus stop now serves a new route, is there a sign that states the number of the new route? Circle YES or NO. If there is a sign that states this is still a bus stop (such as a "guide-a-ride" or tall blue pole), circle YES or NO. If there is a "guide-a-ride," does it have a map and/or timetable for the old route? Circle YES or NO. The new route? Circle YES or NO.

**Question Four:** Did you observe a rider at the stop? Circle YES or NO. If yes, ask him/her if he/she was aware of the change in advance? Circle YES or NO. Did he/she know what alternative route(s) to take? Circle YES or NO. Then ask their estimate of new commuting time. Enter their old time and new time in minutes or check not applicable. Then ask if he/she has any other comments and write them on the form. If the rider is willing to talk to media, write their name and phone number.

**Question Five:** Did at least one bus arrive while you are at the stop? Circle YES or NO. If yes, did riders ask the bus operator about the new route the bus was taking? Circle YES or NO. If yes, did the driver offer a satisfactory explanation? Circle YES or NO. Write down any additional observations or comments.

**Question Six:** Here you may write down any additional observations or comments you have.

**Question Seven:** Circle YES or NO about whether you are willing to speak with the media about your experiences today. If yes, please be sure to include a working phone number.

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Thank you for completing this survey. If you would like to complete another survey, please move to a different bus stop and record your findings on a new form.

**Reporting Findings:** Please **call** in your results (212-349-6460); fax to (206) 309-0998; or submit via [www.straphangers.org/BusCuts2010](http://www.straphangers.org/BusCuts2010) **AS SOON AS YOU CAN**. All results should be submitted by 12:00 noon June 28, 2010.