

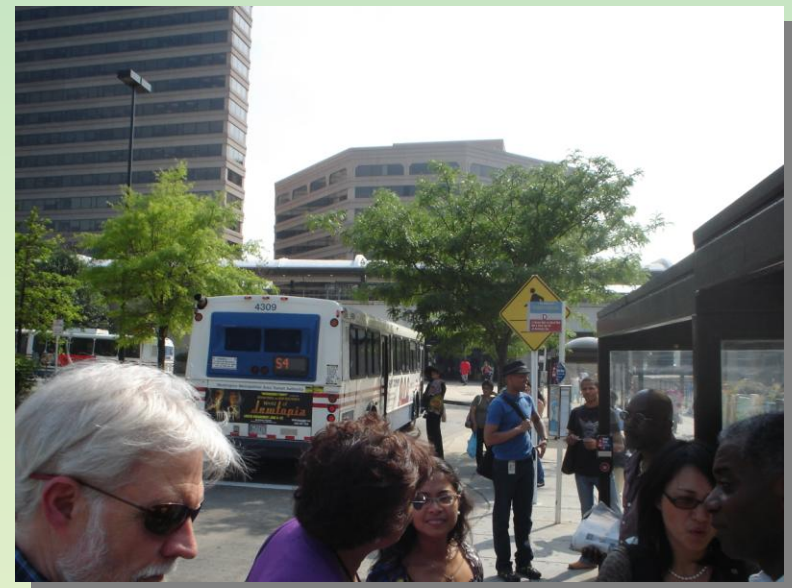
Metrobus 16th Street Line Study

Public Meeting # 1

July 15, 2008

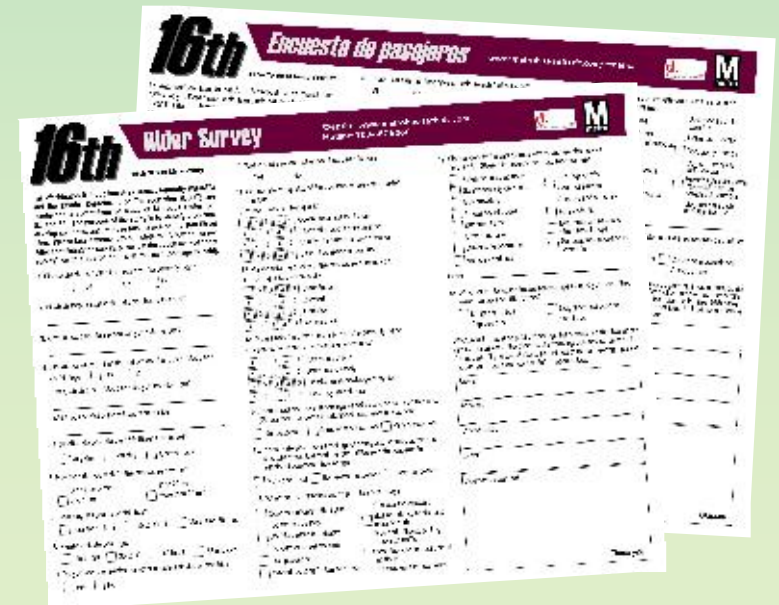
What is the Purpose of the Study?

- Improve customer experience on 16th Street Line
- Update operating plans and sustain good performance
- Establish strategy for implementing recommendations
- Plan for future capacity and new services



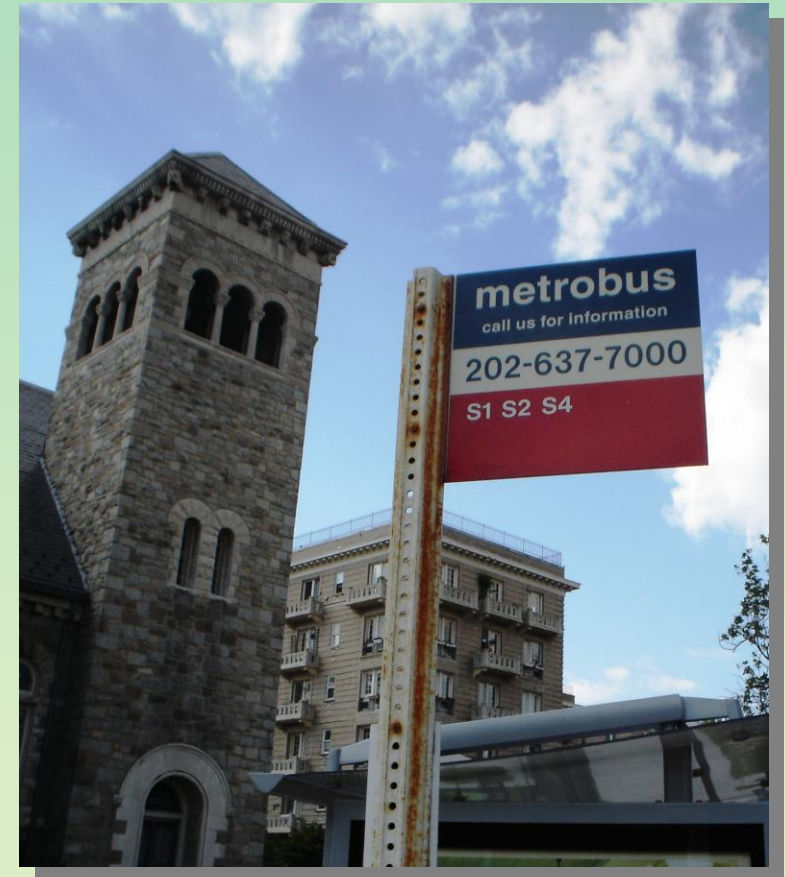
How Do Bus Riders and the Public Participate?

- Rider Survey
- Public Workshops
 - Meeting 1: Listening
 - Meeting 2: Draft Recommendations
- Comment Sheets
- Riders Advisory Council monthly meetings
- WMATA Board Meetings
- Project Hot Line 703-682-5060
- Website www.metrobus-16th-dc.com



What Will We Be Doing at Today's Workshop?

- Project team introductions
- Current status of 16th Street Line
- Results of rider survey and preliminary analyses
- Small group discussions of service issues
- Identify, prioritize, and explain issues to be addressed by the study
- Answer questions about study purpose and process



How Will The Workshop Results be Used?

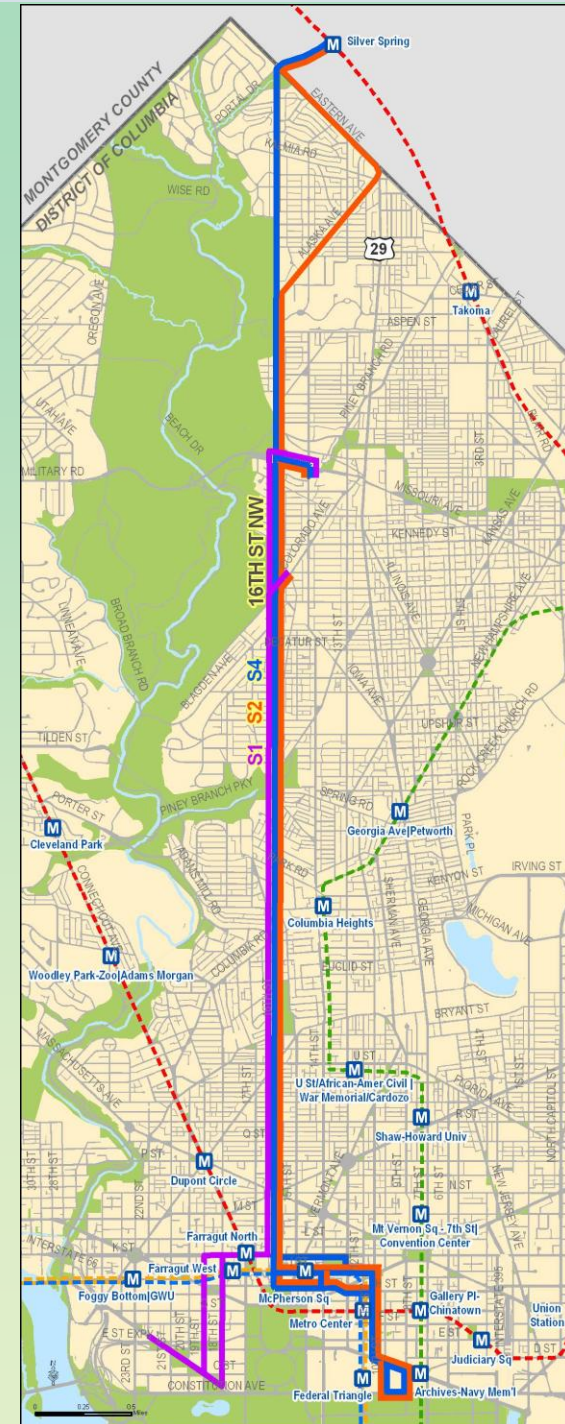
- Identify and prioritize issues for technical study
- Provide background for issue analysis and draft recommendations
- Form a consensus on what the issues are and how success should be defined



The 16th Street Line: Routes S1, S2, and S4

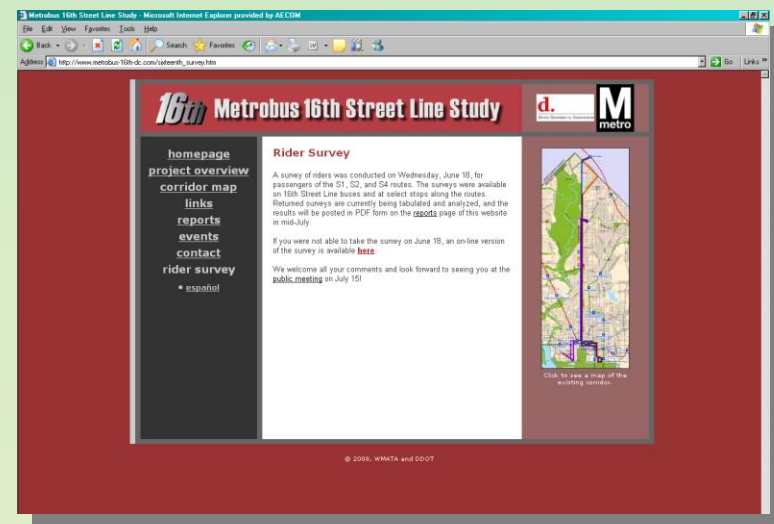
Key Characteristics

- High ridership of more than 16,000 passengers per day
- Serves 164 bus stops
- Frequent services with a cumulative frequencies of 3 to 6 minutes in peak hours
- Routes up to 8.5 miles long
- Connects major activity centers and destinations
- Congestion near Columbia Road, Colesville Road, Downtown, and other locations



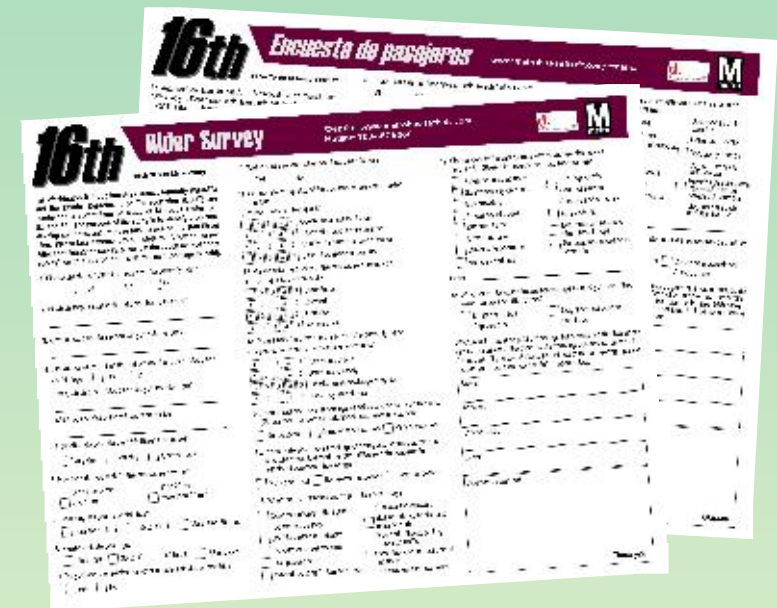
Rider Survey

- Conducted on June 18
- Distribution via schedule racks, overhead bars (hangers), and handed out at high-volume stops
- Surveys collected on bus, mailed in, or completed on-line.
- Received 1,084 responses as of July 3



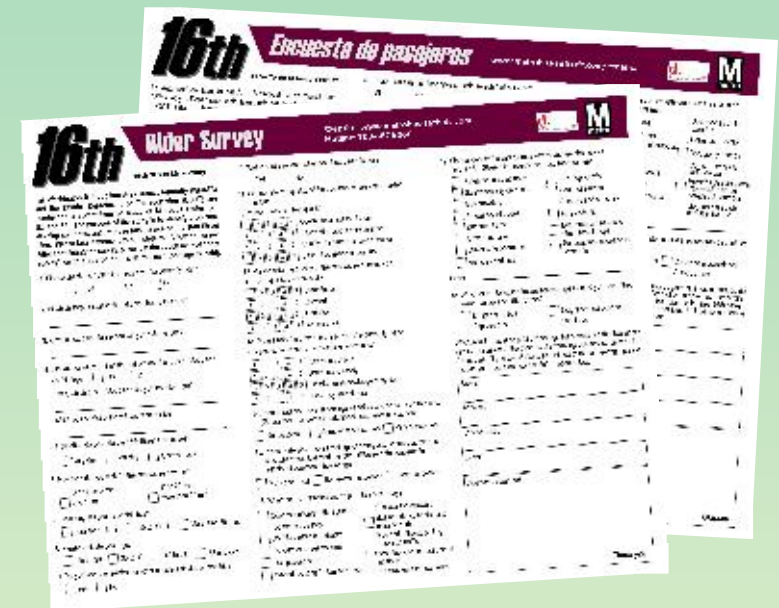
Rider Survey – Key Results

- Most (78%) are daily riders
- Most (82%) are on the bus for 30 minutes or less
- Many (19%) waited more than 10 minutes for a bus, some (5%) waited more than 20 minutes
- Most (67%) were able to find a seat upon boarding
- A portion (28%) were either somewhat or very concerned about safety



Rider Survey – Key Results

- Quality of shelters and benches rated fair or poor by 32% of respondents
- Quality of vehicles and drivers rated good or excellent by a majority of respondents
- Factors that impacted trip:
 - Bus was crowded (21%)
 - Congestion, traffic (14%)
 - Too many bus stops (14%)
 - Waited too long (13%)(15% encountered no problems)



Rider Survey – Key Results

What Needs the Most Improvement?

- Bus crowding (26%)
- Frequency of buses (22%)
- Bus arriving according to schedule (16%)
- Other key issues included: shelters and benches, travel times, and schedule information at stops



Possible Improvements to Address Bus Crowding

- Larger vehicles in peak hours
- More frequent service on existing routes
- Additional local bus services
- Express/Limited Stop service
- Encourage passengers to make trips in the off-peak period where possible



Possible Improvements for Better Schedule Adherence

- Routing changes and adjustments to avoid congestion
- Bus-only lanes
- Signal priority for transit
- Better enforcement of parking restrictions near stops
- Schedule adjustments
- Limited-stop service
- Enhanced supervision of bus operations
- Promote SmarTrip card use



Workshop Group Discussions

- **Break into small groups based on the number code at the top right corner of your agenda**
- **Each group will identify service issues that need to be addressed by the study**
- **Consider the rider survey and analysis results from the display boards as well your own experiences on the bus**
- **Each group will have a facilitator to help with the discussion and someone to write down comments**
- **At the conclusion, a representative from each group will summarize the results of the discussion at their table**

Key Questions to Consider in Group Exercise

- What are the questions we need the study to answer?
- What are the most important issues that need to be addressed?
- Are there specific strategies and improvements that we should consider?
- How do you measure success?



Planning Considerations for Next Meeting

The bus customer experience is affected by eight key elements of service design:

Key Elements of Service Design

- Service plan
- Vehicle design and type
- Bus stops and facilities
- Service personnel and management
- Customer marketing and communications
- Traffic management and operations
- Safety and incident response
- Fares and collection options

At the public meeting in September, we will prepare a package of strategies to improve each element and discuss a set of draft recommendations.

Next Steps

Based on today's comments and analysis over the coming weeks, the study team will be developing draft recommendations to share with the public at the next meeting.

Bus riders can help by:

- **Noting the specifics of your experiences on the bus and ideas for improvement to share with the study team through:**
 - **The project website: www.metrobus-16th-dc.com**
 - **Hotline: 703-682-5060, and**
 - **E-mail: metrobus.16th.street.study@gmail.com**

Next Steps (continued)

- **Think about what you need for this bus line to do for you, now and in the future**
- **Sign-up for mail/e-mail notification of the next meeting and newsletter updates on the progress of project**
- **Encourage friends and family to participate in the planning process**

See you in September!