

Metrobus 16th Street Line Study

Public Meeting # 2

September 23, 2008

What is the Purpose of the 16th Street Line 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 Will Improvements to the 16th Street Line Happen?

- **Initiated with funding support of \$2.4 million provided by the Mayor and City Council of the District of Columbia, with the active support of Councilmember Jim Graham, this effort will provide for rapid bus/ limited-stop service.**
- **Improvements to be phased in beginning in Spring 2009**

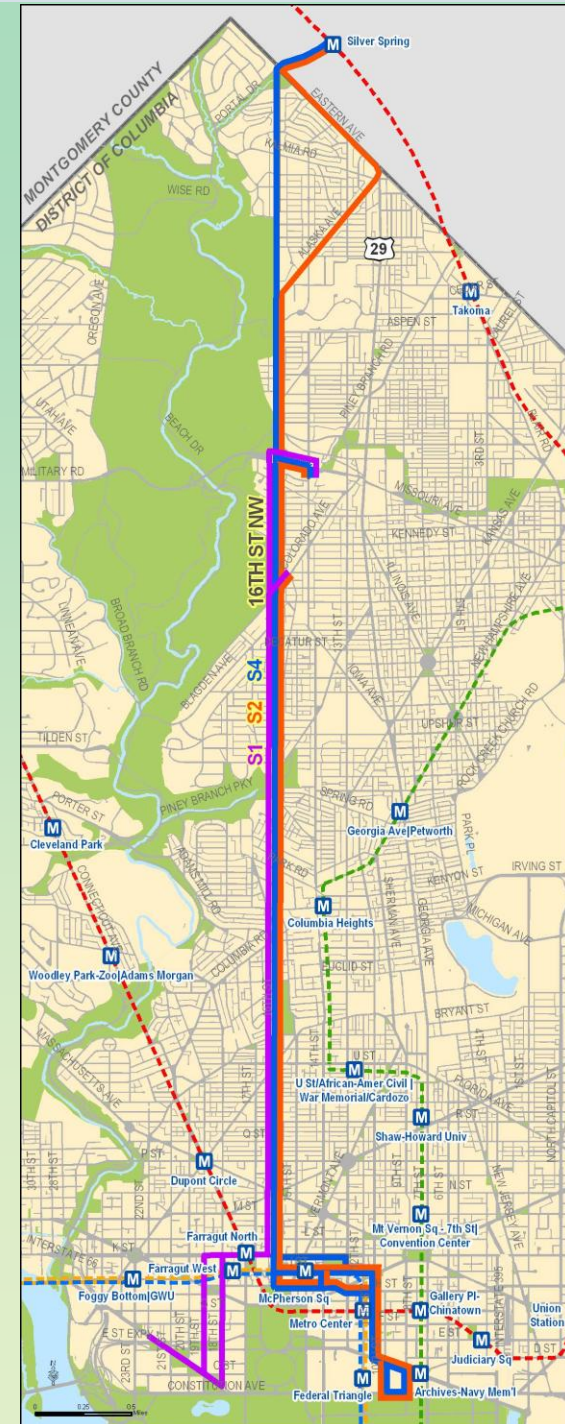
What Will We Be Doing at Today's Workshop?

- Project team introductions
- Current status of 16th Street Line
- Results of public meeting #1 (July) and technical analyses
- Small group discussions of preliminary recommendations
- Answer questions about study purpose and process



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

- High ridership: 16,000+ passengers per day
- 164 bus stops
- Frequent service: 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



What You Told Us at Public Meeting #1

- Crowding on buses at all hours
- Schedule Adherence
- Bus Bunching
- More frequent buses or larger buses
- On-street parking
- Lack of parking enforcement
- Congested roadways
- Many “Not in Service” buses
- Consider Limited-stop



What You Told Us at Public Meeting #1

- Expand or realign S1 service
- More shelters at stops
- Better training for bus operators
- Slow fare payment process
- Exiting out the front door
- Riders not moving toward the back
- Safety and security not an issue



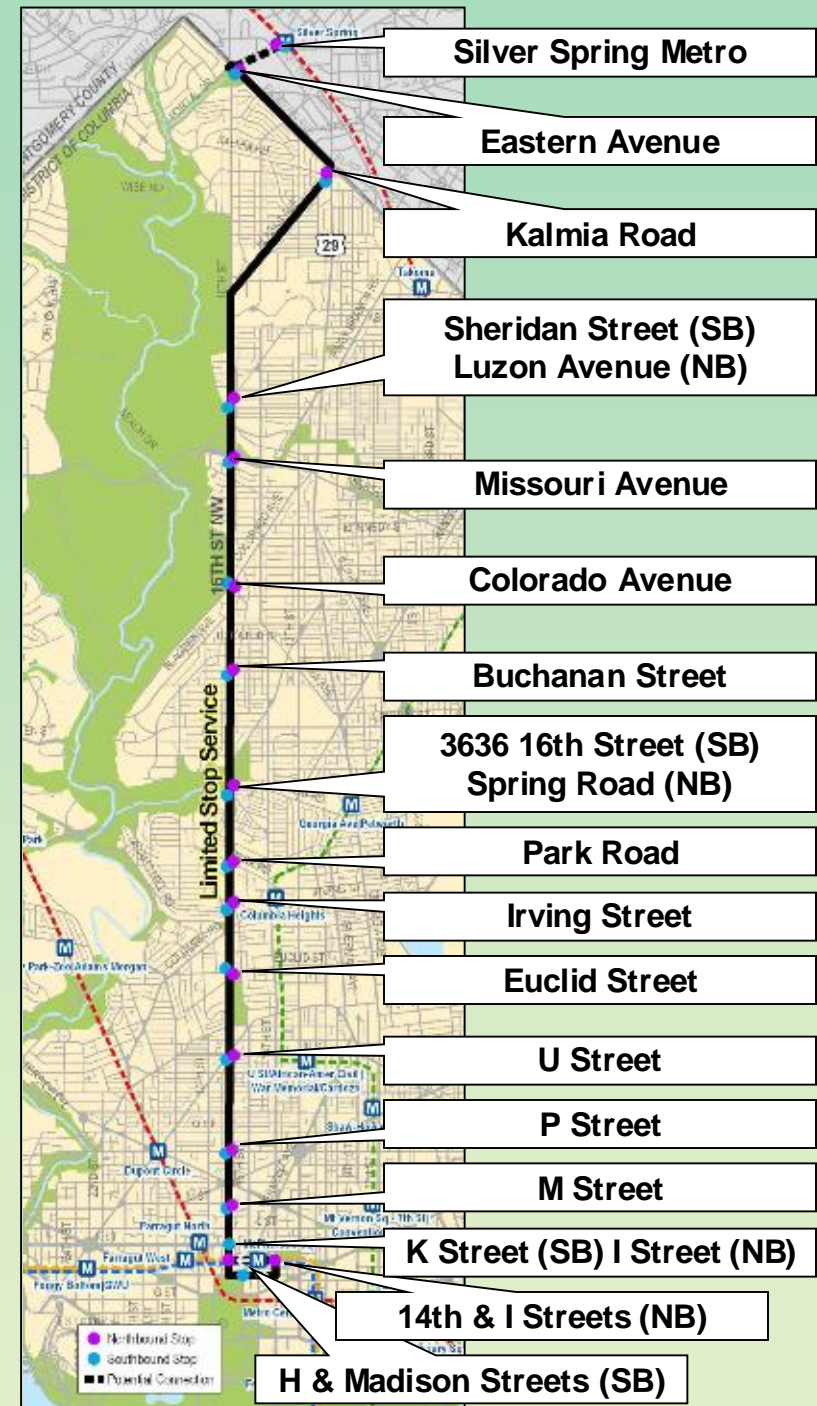
Preliminary Recommendations: Additional Service and Capacity

- Expansion of peak-period service hours for Route S1
- Longer “articulated” buses to be used later in evenings to reduce crowding
- Adjustments to S2 and S4 schedules to meet needs
- More frequent service in peak hours; as much as one bus every 2 minutes on the most heavily used segments



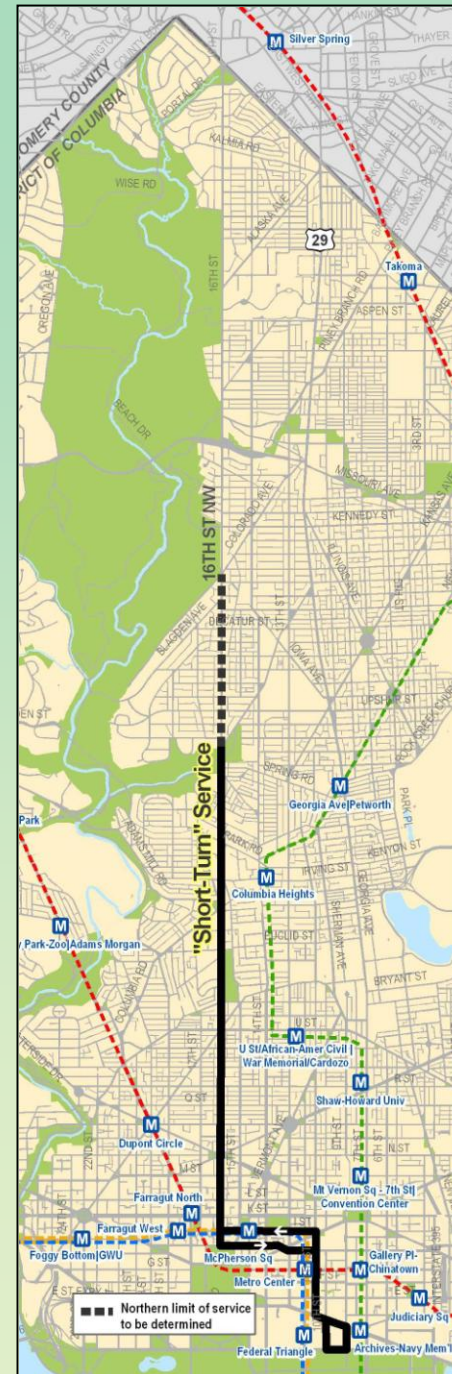
Preliminary Recommendations: Limited-Stop Service

- Similar route as current S2, between the DC/Maryland line and McPherson Square
- Improves travel times because buses would stop at fewer stops
- New service would increase capacity along the line
- Special branding, like Metro Extra on Georgia Avenue
- Peak period service every 10 minutes



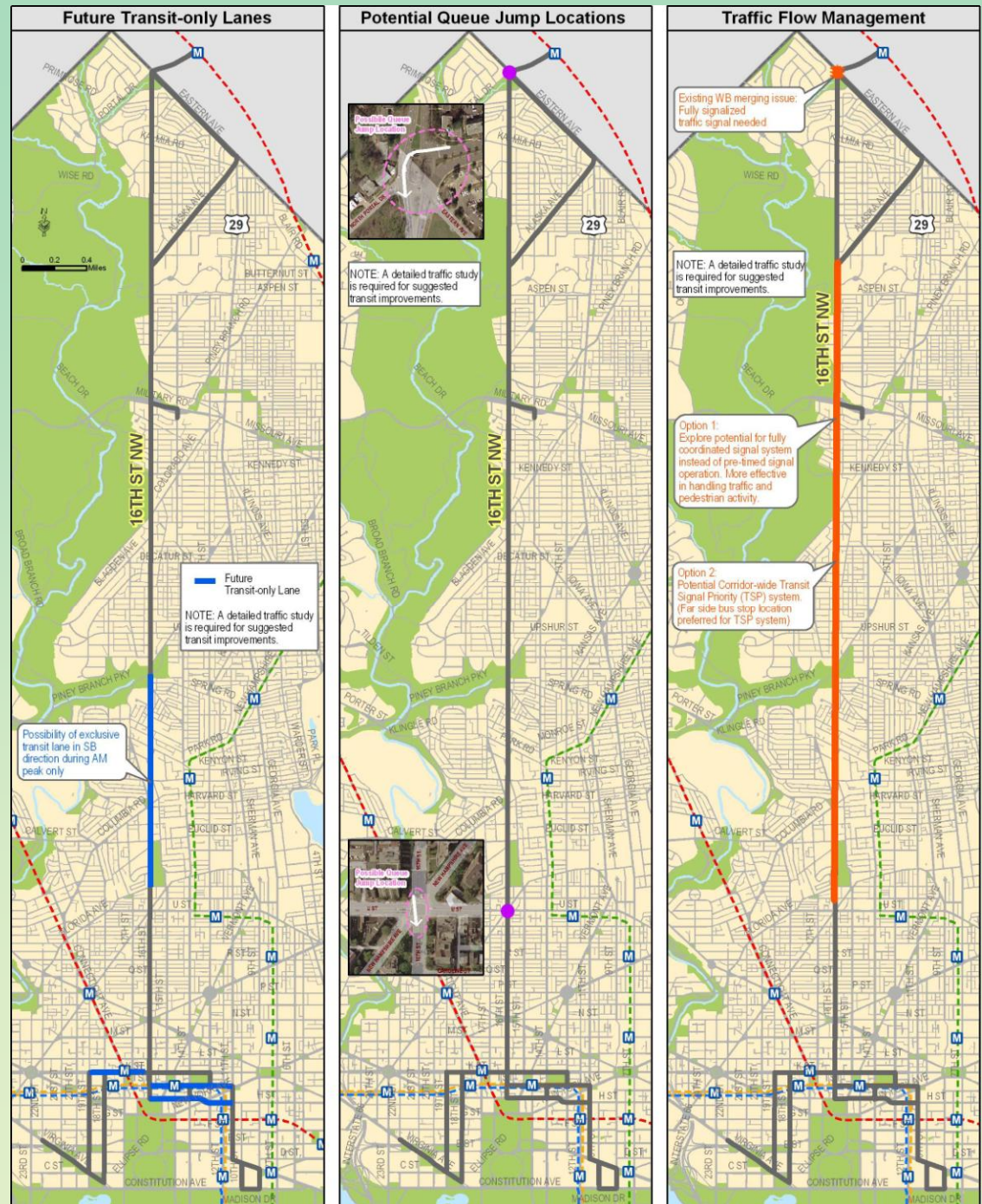
Preliminary Recommendations: Short-Turn Service

- Additional service focuses on the busiest part of the 16th Street Line
- Would run between Federal Triangle and the center of the line (northern limit of service to be determined)
- Would add capacity and decrease wait times



Preliminary Recommendations:

- Future transit-only lanes
- Queue jump lanes in two key locations
- Parking restrictions and enforcement
- Traffic management
 - Signal timing
 - Signal priority



Preliminary Recommendations: Enhanced Supervision and Training

- Three supervisors assigned throughout the day whose focus is the operation of the 16th Street Line
- Expanded use of vehicle tracking technology
- Proactive management of bus frequencies and schedule adherence
- Better coordination with parking enforcement
- Enhanced training for 16th Street bus operators



Customer Service

- Continue DC shelter replacement program
- Update schedules
- Repair damaged information cases
- New information and branding items at limited stops and transfer points
- Potential “real-time” information at stops



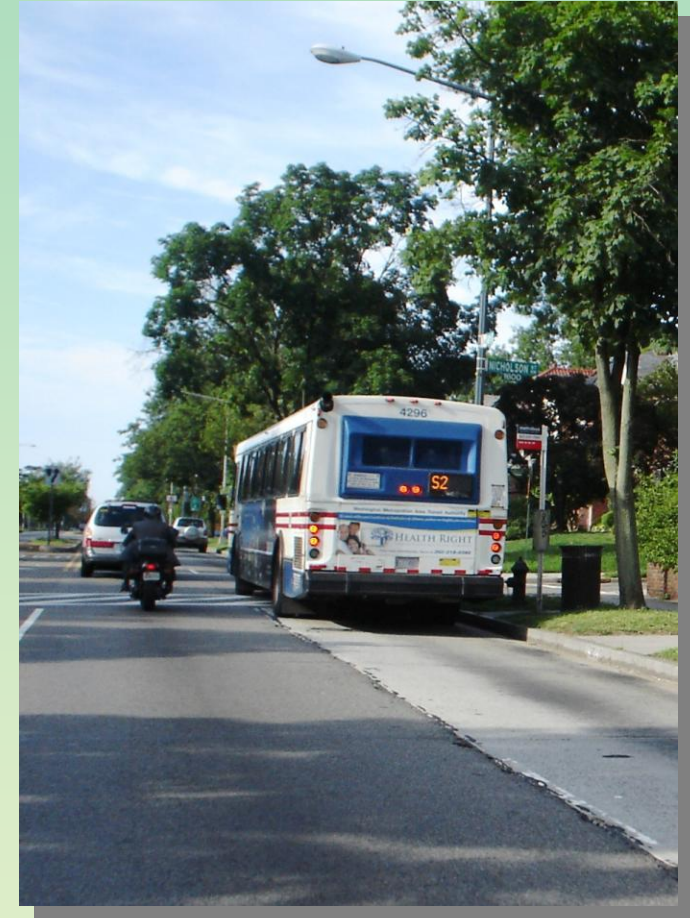
Small Group Discussions

- Break into small groups based on the number code at the top right corner of your agenda
- Each group will discuss the preliminary recommendations in terms of the extent to which they will improve service on the 16th Street Line
- 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



Next Steps

- **October: Finalize recommendations**
- **November: Review with the Riders Advisory Council**
- **End of 2008: WMATA Board Action**
- **Early 2009: Preparations for service changes, including schedules, stops, vehicles, signage, staffing, driver assignments, training, etc.**
- **Spring 2009: Begin phasing in service improvements**



How You Can Continue to Participate:

- **Comment sheets**
- **Riders Advisory Council meetings**
(jpasek@wmata.com)
- **WMATA Board meetings**
(boardofdirectors@wmata.com)
- **Sign up for e-mail updates**
(metrobus.16th.street.study@gmail.com)
- **Project hotline: 703-682-5060**
- **Website: www.metrobus-16th-dc.com**
- **Participate in post-implementation service reviews and evaluations. Expected implementation date: Spring 2009**



Thanks For Your Participation!

- Public meeting participants
- Bus riders who completed the rider survey
- Riders Advisory Council
- 16th Street Line bus drivers and supervisors
- St Stephen and the Incarnation Church, for providing the space for the public meetings
- District Department of Transportation staff
- DC Councilmember Jim Graham
- Advisory Neighborhood Commissions (ANCs)
- Neighborhood associations
- Business Improvement Districts
- Transit, environmental, and civic organizations
- WMATA bus operations, customer service/marketing, police, planning, and other staff who participated in this process