



Georgia Ave & 30s Line Evaluation

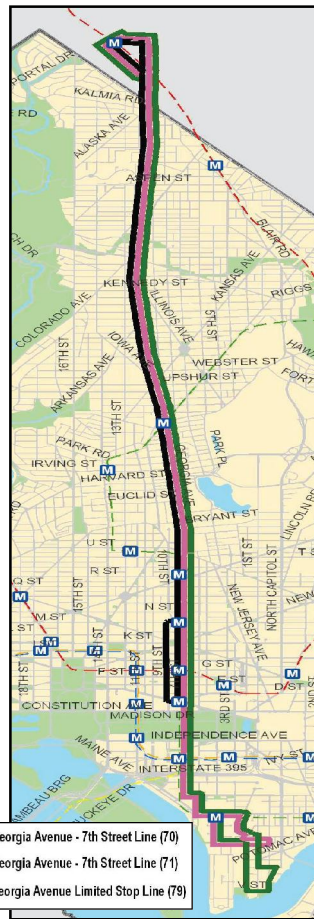
What Changed on the 70s and 30s Lines?

In March 2007, the Metro Extra Route 79 was implemented on Georgia Avenue and 7th Street on top of the existing local 70/71 routes. Initially a peak-period service, the 79 was soon expanded to an all-day route. The 79 paved the way for limited-stop service along other Metrobus corridors, including the 37 and 39 Line in 2008 and the Metro Express 59 in 2009.

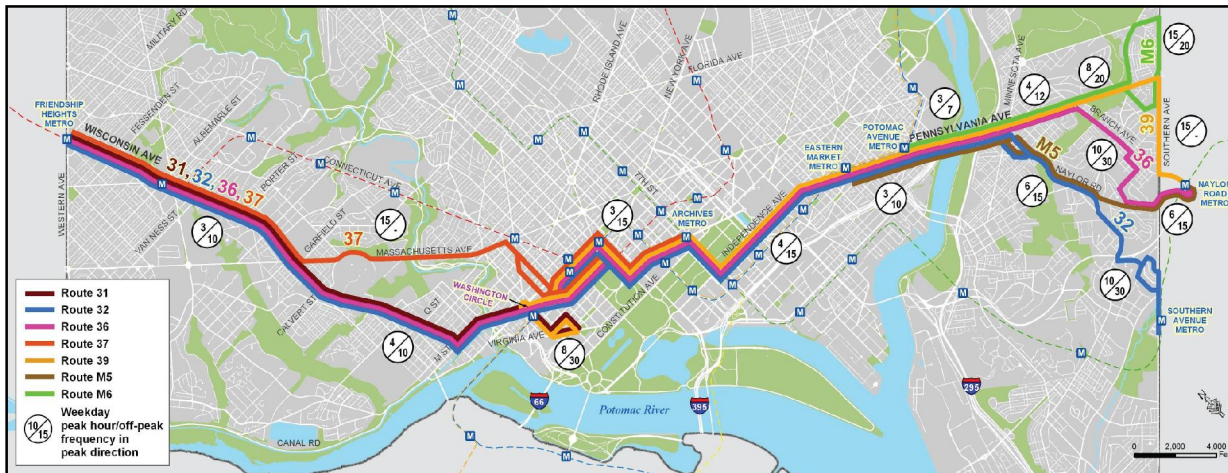
The restructured and enhanced 30s Line service was implemented in June 2008. New limited-stop routes 37 and 39 were introduced together with a number of other improvements such as enhanced supervision, increased enforcement of parking restrictions, adjustments to signal timing, improved bus stop amenities, route-specific training for bus operators, a greater level of communication with riders, and restructuring of local routes.

The primary goals of the service changes in both corridors were targeted to improve travel times and service reliability, reduce overcrowding, upgrade passenger amenities at bus stops, increase productivity and efficiency, and enhance the overall customer experience.

Right: The local 70/71 routes on Georgia Avenue and 7th Street remained basically the same, while the limited-stop route 79 Metro Extra was added between Silver Spring Metro and Archives Metro. Below: Map of the 30s Line after the 2008 restructuring. WMATA introduced two limited-stop routes (37 and 39), and two neighborhood collector routes (31 and M5) in the initial phase of implementation. Local routes 32 and 36 stayed the same. Later, the M5 was changed to 34 and extended to Archives Metro.



Georgia Avenue - 7th Street Line (70)
Georgia Avenue - 7th Street Line (71)
Georgia Avenue Limited Stop Line (79)



Route 31
Route 32
Route 36
Route 37
Route 39
Route M5
Route M6
Weekday peak hour/off-peak frequency in peak direction

Metrobus Georgia Avenue and 30s Line Evaluation

August/September 2009

WMATA and DDOT Evaluating Improvements to 70s Line and 30s Line

The Washington Metropolitan Area Transit Authority (WMATA), in cooperation with the District Department of Transportation (DDOT), is conducting an evaluation of service improvements that were made to the 70s Line in 2007 and the 30s Line in 2008. The changes included limited-stop services routes 37, 39, and the 79 Metro Extra; added supervision; specially branded buses; a restructuring of routes; and other improvements.

The Metrobus Georgia Avenue and 30s Line Evaluation has several purposes: to assess whether the goals and objectives of the improvements are being met; to determine how effective the changes have been; to further refine the initial improvements that were made; and to revisit the mid- and long-range improvements that were planned as part of the 70s Line and 30s Line studies.

See inside for details.



The 30s Line averages over 20,000 riders per weekday, and the 70s Line averages just under 20,000, making the two lines the most heavily used in the Metrobus system. Riders asked Metro and DDOT to address problems such as crowding on buses, schedule adherence, and buses bunching together along the routes. In response, Metro introduced improvements to the 70s Line in 2007 and the 30s Line in 2008.



Hotline: 703-682-5060

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Why Is an Evaluation Needed?

The Georgia Avenue & 30s Line Evaluation is part of a comprehensive effort on the part of WMATA and DDOT to improve Metrobus service on the District's most important transportation corridors. Following the implementation of these changes, evaluations must be done to ensure that the improvements are addressing the goals of providing greater capacity, reliability, and better service along the corridors.

What Is the Process of the Evaluation?

The Evaluation began with a survey of 70s Line and 30s Line riders. In June, project staff spoke directly with passengers waiting for buses at high-volume stops along the 70s Line and 30s Line and asked them to compare transit service now and before the improvements were implemented. This was followed by a paper survey that appeared on 70s and 30s Line buses in early July. (An on-line version of the survey is still available on the project website: www.GeorgiaAve-30s-dc.com.) The surveys were followed by three public meetings in July -- one on Pennsylvania Avenue SE and one in Tenleytown (for the 30s Line) and one on Georgia Avenue (for the 70s Line). The surveys, public meetings, and other means of outreach have given riders of the 70s Line and 30s Line an opportunity to let the project team know what they liked about the improvements and what aspects of transit service still need work on the two corridors.

What Was Learned From Public Outreach?

- Most riders like the new limited-stop services (37, 39) and would like the hours to be expanded.
- Limited-stop services should be better advertised.
- Bunching persists, but less frequently than before.

- Buses should arrive at regular intervals; a minimum of every 10 minutes during non-peak periods.
- The shorter routes on the 30s Line (31, 34) would be more convenient if they met Downtown.
- NextBus information should be available at major bus stops.

30s Line rider survey results:

- 41% said schedule reliability is about the same as before 2008, 36% said buses are more on-time now, and 23% said buses are late more often.
- 37% said crowding on buses is the same as last year, 33% said buses are more crowded, 29% said they're less crowded, and 1% said it depends on the time of day.
- 43% said their trip takes about the same amount of time as last year, 33% said it takes less time, and 24% said it takes longer.

70s Line rider survey results:

- 52% said buses are more on-time now than in 2007, 28% said reliability is about the same, and 20% said buses are late more often.
- 37% said buses are less crowded than two years ago, 33% said they're more crowded, 27% said crowding is about the same, and 3% said it depends on the time of day.
- 65% said their trip takes less time now than in 2007, 22% said it takes the same amount of time, 12% said it takes longer, and 1% said it depends on the time of day.

Right: Branded express buses are a feature of some new limited-stop routes. And new shelters, information cases, and other amenities have been installed at many high-volume stops on both the 70s Line and 30s Line.

Next Steps in the Evaluation Process

The next part of the process entails using what was learned through public outreach to guide the technical analysis. The feedback that was received helped identify issues to be addressed and build consensus on further changes that need to take place. Issues to be explored in the technical analysis over the coming months may include:

- Ways of improving on-time performance
- Reserved transit lanes for 70s & 30s Line vehicles
- Signal priority and signal timing adjustments
- Better enforcement of traffic/parking restrictions
- Means of increasing capacity on the routes

The project team will develop additional improvements, update the mid- and long-range plans for the 70s and 30s Lines, and revise strategies to phase in more improvements over the next few years. The Evaluation is expected to be complete by November 2009.



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The Georgia Avenue/30s Line Evaluation is a partnership between WMATA (Metro) and the District Department of Transportation (DDOT)