FAQs

Frequently Asked Questions about the Metrobus 30s Line Improvements

Effective 6/29/08

Q1. Why did Metro change the 30s Line routes?

A1. Several reasons: The 30s Line has the largest ridership of any line in the Metrobus system – about 20,000 people every weekday. Metro needed to respond to rider concerns about bus bunching, crowding, and schedule adherence on the 30s Line. So, to create the highest quality service possible on the 30s Line, Metro did a study in 2007 to consider what kind of changes should be made. The result of the rider input and the technical analysis produced the improvements to the 30s Line that took effect on June 29, 2008.

Q2. How are the 37 and 39 routes different than previous routes?

A2. The 37 and 39 routes are new limited-stop routes. The 37 runs from Friendship Heights to Archives, and the 39 runs from Naylor Road Metro to Foggy Bottom. Instead of stopping every block or two like the local 30s Line routes, the 37 and 39 have a limited number of stops; these are indicated by special signs with the "30s Line Limited Stop" logo. In addition, the 37 runs along Massachusetts Avenue NW rather than through Georgetown. The limited-stop format means that riders of the 37 and 39 can get to their destinations more quickly than before. The new limited-stop routes were created in response to riders who said they'd like a faster trip to Downtown.

Q3. How are the 31 and M5 different than previous routes?

A3. The 31 and M5 are 'neighborhood connectors'; the routes do not venture into Downtown the way the other 30s Line routes do. The 31 route runs between Friendship Heights and Foggy Bottom, and primarily serves residents along Wisconsin Avenue. The M5 runs between Naylor Road and Eastern Market, and primarily serves residents along Naylor Road and Pennsylvania Ave SE. The purpose of these routes is to provide extra bus capacity for riders who are taking trips within their own parts of the city. It is expected that the new neighborhood connector routes – the 31 and M5 – will decrease crowding on buses and increase reliability along their respective corridors.

Q4. *What happened to the 30, 34, and 35 routes?*

A4. As part of the 30s Line restructuring, these routes have been consolidated into the 32, 36, and M5 routes. Riders of the 34 route between Naylor Road Metro and Eastern Market can now take the M5 (transferring to the 32, 36, or 39 routes for points west of Eastern Market), while riders of the 35 route along Branch Avenue can take the 36 route.

Q5. Is it still possible for me to take the 30s Line from one end of the District to the other without transferring?

A5. Yes. At the public meetings for the 30s Line study, many riders told us that they use the 30s Line for trips past Downtown, and would prefer not to transfer to make this connection. Metro responded to this need by maintaining the 32 and 36 routes as they have been; thus, it is still possible to ride one bus from one end of the District to the other without transferring.

Q6. When will improvements be coming to bus corridors in other parts of the D.C. region?

A6. Currently, Metro and the District Department of Transportation are studying the S1, S2, and S4 routes along 16th Street NW. After that, studies will be done for the Q2 in Montgomery County, Maryland; the 28 in Fairfax County, Virginia; and other lines in the Washington area.

Q7. Apart from service changes, what other improvements have been made to the 30s Line?

A7. Metro has put more supervisors on the street whose sole job is to manage the 30s Line. Supervisors and bus drivers will be in communication with one another via laptop computers and hand-held devices. Through greater communication, Metro staff can more easily remove illegally parked cars and trucks, keep riders posted about detours and other information, and put more buses into service when necessary. Furthermore:

- More shelters are being placed at select 30s Line stops;
- Updated, easy-to-read schedules are being posted at stops;
- Adjustments to traffic light signals are being made at key intersections;
- Bus drivers will receive training specific to the 30s Line;
- And safety and security are being improved with the help of Metro Transit Police.

All of these enhancements are expected to produce a better, more reliable, safer trip for 30s Line riders.

Q8. Will there be a fare increase to fund the 30s Line improvements?

A8. No. The 30s Line improvements will not be funded through fare increases.

Q9. The study is done, and the service has been implemented, but I would still like to comment. How can I make my views known about the 30s Line?

A9. Riders are always welcome to be advocates for further changes to the Metro system in general and the 30s Line in particular. The Riders Advisory Council (RAC) meets monthly; you can contact Metro's RAC liaison, John Pasek, at jpasek@wmata.com. You may also contact Metro's board of directors at boardofdirectors@wmata.com. And you can participate in evaluations of 30s Line service; look for information on 30s Line buses or call the 30s Line hotline at 703-682-5060.

Q10. Where can I get more information about the 30s Line?

A10. www.metrobus-30s-dc.com.