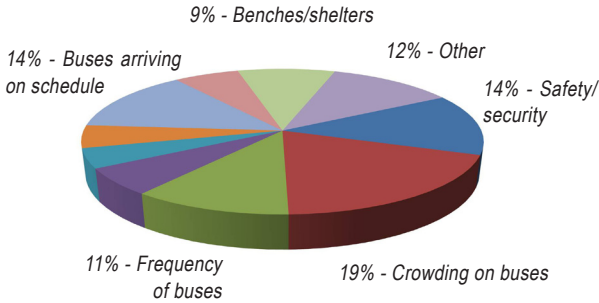


Rider Survey Results

A rider survey was conducted on April 14 for the Metrobus U Street-Garfield Line Study. Surveys were available on 90, 92, and 93 buses on the day and evening of the survey, and respondents had the option of placing their completed surveys in pouches on the buses or mailing them in later postage-paid. The purpose of the survey was to receive feedback from riders about what works on the 90, 92, and 93 routes and what needs improvement. Input from riders is being used to develop study options and recommendations for enhancing service on the line.

Of the 675 people who responded to the survey, 19 percent said crowding on buses is among the top three areas in which they would like to see improvement on the 90s buses, 14 percent identified schedule adherence as a top problem, and 14 percent also identified safety and security as being a major issue.

Top Issues Identified in 90s Line Rider Survey:



Frequency of buses also appears to be an issue as 11 percent of riders would like to see more frequent buses. Regarding potential transit improvements, 36 percent of respondents said they would use a limited-stop route if it were available, 33 percent would continue to use local service, 17 percent would like to see neighborhood connector routes, and 14 percent said they would use a streetcar line if one were constructed.



Upcoming Public Meetings!

The second series of public meetings for the U Street-Garfield Line Study will take place on:

Tuesday, June 29, 2010

Savoy Elementary School
2400 Shannon Place SE, 6:30 pm - 8:30 pm

Wednesday, June 30, 2010

Sherwood Recreation Center
Second Floor, Social Hall
640 10th Street NE, 6:30 pm - 8:30 pm

Thursday, July 1, 2010

Marie Reed Learning Center
2200 Champlain Street NW, 6:30 pm - 8:30 pm

Feedback from the May Public Meetings

Feedback heard at the three public meetings in May was similar to that of the rider survey. Participants identified crowding on buses, a lack of frequency (especially in non-peak periods), and a need for an increased security presence on buses and at bus stops as the main issues facing the line. Other suggestions for improvement included:

- Greater service reliability;
- Fewer stops or a limited-stop service;
- Increased parking enforcement;
- Better maintenance of bus stops and shelters;
- Cleaner buses with working air conditioners and windows that don't leak; and
- Signal priority and other technologies to help speed up travel times.



The U Street / Garfield (90s) Line Study is a partnership between Metro and the District Department of Transportation.

Metrobus U Street-Garfield Line Study (Routes 90, 92 & 93)

June 2010

Study Underway to Improve Transit Service on Metrobus Routes 90/92/93

The Washington Metropolitan Area Transit Authority (WMATA), in partnership with the District Department of Transportation (DDOT), has begun a study to improve transit service along the U Street-Garfield Line (Metrobus routes 90, 92, and 93), which connects neighborhoods in Southeast DC east of the Anacostia River to 8th Street, Florida Avenue, U Street, and other points in Northwest DC.

With around 15,000 passengers on an average weekday, the 90s Line is one of the most heavily used lines in the District of the Columbia and the Metrobus system as a whole. The 90, 92, and 93 routes are also an important transportation lifeline for residents of communities east of the Anacostia, in Capitol Hill, and along Florida Avenue who rely on the line for access to jobs, shopping, and recreation.

(Please see inside for details about the 90s Line Study.)



Public participation is an important part of the study process; riders are asking Metro to address problems such as crowding on buses, schedule adherence, and buses bunching together along the line.



Website: www.metrobus-studies.com
Hotline: 703-682-5060

90-92-93 Metrobus U Street-Garfield Line Study

What Is the U Street-Garfield (90s) Line Study About?

The purpose of this study is to examine ways in which transit service along the U Street-Garfield (90s) Line can be improved. This includes:

- Conducting a rider survey and public meetings to solicit input. (The survey took place on the 90s Line on April 14, 2010)
- Investigating different types of services to address the needs and deficiencies of the existing routes.
- Identifying new vehicle types, bus stop designs and locations, and methods of service monitoring and traffic management.
- Developing a strategy and schedule to phase-in the improvements.
- Determining sources of funding.

Study Specifics

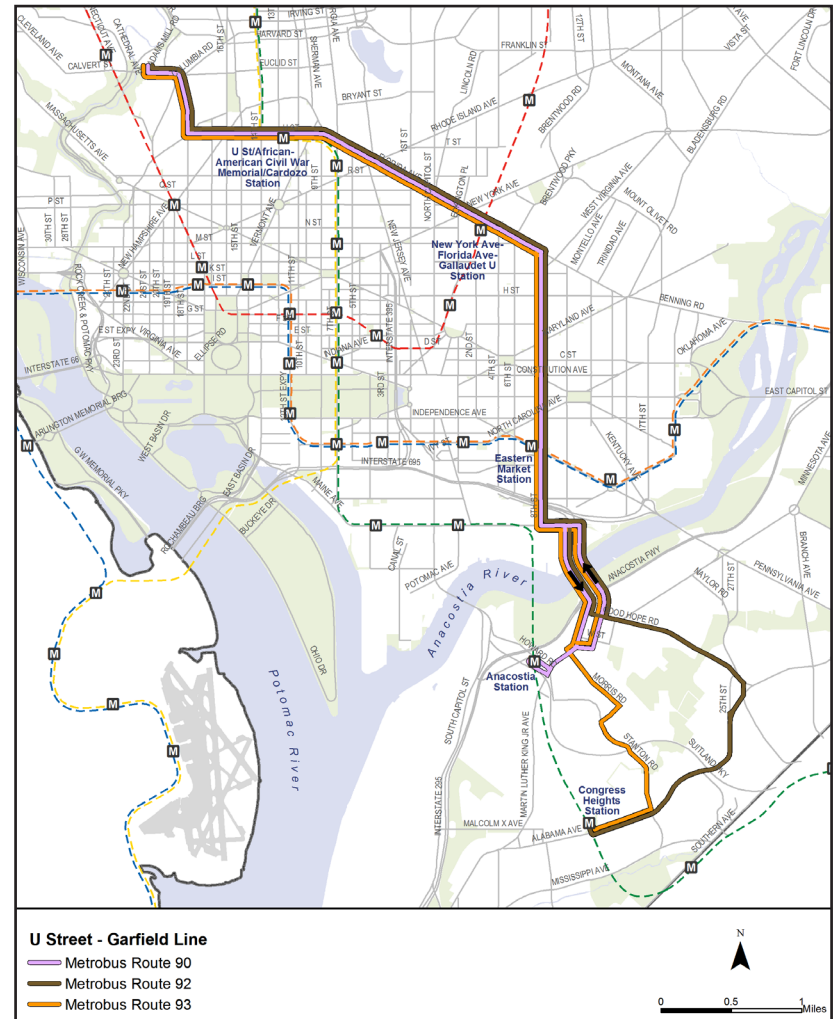
The study will take place in three phases. The first phase includes:

- Interviewing bus operators, supervisors, and trainers.
- Assessing existing transit in the corridor.
- Examining how often buses along the corridor fail to adhere to schedules and routes.
- Studying the frequency of late and missed trips, detours, and bunching of buses.
- Evaluating current traffic operations.
- Documenting roadway conditions, curbside uses, detours and points of delay.
- Reviewing bus stop conditions to improve stop amenities, accessibility, signage, and locations.

Next Steps

In the second phase of the study, the project team will recommend improvements and develop service and operations plans. The service and operations plans will build on work done in previous studies; coordinate with existing transit and traffic projects when possible; suggest routing, vehicle requirements, and the location of stops; include long-term ridership forecasts; describe the benefits to passengers; enhance training requirements for bus operators; and create new standards and procedures for Metrobus supervisors. The study team will also devise ways to measure performance; enhance communication with passengers; and examine ways of speeding up fare payment and passenger boarding. At three upcoming public meetings in June/July, Metro will present some preliminary concepts for improving transit service along the U Street-Garfield Line. You're invited to attend and give us your feedback on the ideas! Please see the reverse side of this newsletter for the dates and locations of the meetings, and see the project website for more information about the study.

In the third and final part of the study, the study team will develop final recommendations and implementation strategies.



Routes 90, 92, and 93 comprise one of the most heavily used lines in the Metrobus system. The popularity of the lines sometimes leads to overcrowded buses. In addition, the corridors that the 90s Line serves have a considerable amount of auto traffic, which can cause buses to run behind schedule. The 90s Line study is examining existing traffic and transit conditions and addressing issues that contribute to the underperformance of the service. After a comprehensive analysis, the study team will recommend improvements to the WMATA Board.

Project website: www.metrobus-studies.com