

The New “Metro Express” X9 Route: FAQs

Frequently Asked Questions about the Metrobus Benning Road-H Street (X Line) Corridor Improvements, Effective December 19, 2010

Q1. Why did Metro change the Benning Road-H Street (X Line) routes?

A1. Several reasons: The X1, X2, and X3 routes (also known as the X Line) have the fourth largest ridership of any line in the Metrobus system – about 14,000 people every weekday. Metro needed to respond to rider concerns about bus bunching, crowding, schedule adherence, and security issues on the X Line. To create a higher quality service, Metro completed a study of the X Line in 2009 to consider what kind of changes should be made. As a result of the rider input and the technical analysis, a series of improvements will be phased in over several years.

Q2. What improvements have taken place and what will be implemented in the future?

A2. The first phase of improvements to the X Line took place in December 2009 with the addition of five PM peak-period trips (eastbound) on the X2 route. Also, in September 2010, extra-long “articulated” buses were deployed to add capacity to the X2 route. The additional PM trips will be discontinued in December 2010 with the added capacity on the line.

The next phase of improvements begins on Sunday, December 19, 2010 (see Question 3), and the Metro Express X9 limited-stop route goes into service on Monday, December 20, 2010 (see Question 4). Metro is also planning long-range improvements for the X Line (see Question 5).

Q3. What immediate improvements are being made to the X Line?

A3. Metro is putting a full-time supervisor on the street whose sole job is to manage the X Line. The X Line supervisor and bus drivers will be in close communication with one another via laptop computers and hand-held devices. Through greater communication, Metro staff can more easily have illegally parked cars and trucks removed; keep riders posted about detours, delays, and other information; and put more buses into service when necessary. Furthermore:

- Updated, easy-to-read schedules are being posted at stops.
- Information cases, flags, and poles are being added or repaired as needed.
- Bus drivers are receiving additional training specific to the X Line.
- Supervisors now have a “playbook” that gives instruction on how to deal with delays, detours, when and how to put strategic buses into service, etc.
- And Metro is working with local police to promote safety and security on X Line buses and at bus stops along the corridor.

These enhancements are expected to produce a better, more reliable trip for X Line riders.

Q4. What is the X9 and how is it different than the X1, X2, and X3?

A4. The X9 is a new “Metro Express” limited-stop route. It runs from 13th & H Streets NW in Downtown DC along H Street, Benning Road, Minnesota Avenue, Nannie Helen Burroughs Avenue, and several other streets to Capitol Heights Metro Station. The X9 was created by Metro in response to riders who said they’d like a faster trip to Downtown DC. (See X9 map, Page 3)

The X9 generally runs along the same route as the X2 between Downtown and Minnesota Avenue Metro; but instead of stopping every block or two, the X9 stops much less often. This means that riders of the X9 can get to their destinations more quickly than with the local service.

X9 stops are indicated by special signs with the “Express Limited Stop Service” logo, and the X9 buses are branded so they are easily recognizable and distinct from local X Line buses. The X9 runs every 15 minutes in peak periods in both directions on weekdays; see Page 3 for a map of the X9 stops and Page 4 for a summary of all the X Line improvements.

Q5. What improvements are planned for the X Line in the future?

A5. Metro has recommended the following improvements for the X Line in the mid- to long-term:

- NextBus displays should be placed at high-volume stops along the corridor.
- Peak period X9 service should be increased from every 15 minutes to every 10 minutes.
- Transit signal priority should be deployed east of 13th Street NW.
- Dedicated transit lanes should be instituted in peak periods west of North Capitol Street.

In the 3-year-plus timeframe, X9 service should be expanded to the midday period on weekdays (with 15-minute off-peak headways). Ultimately, the X9 should become an all-day service, 7 days a week, with 10-minute headways in the peak weekday periods and 15-minute frequencies all other times.

Q6. What’s happening to the X1, X2, and X3 routes?

A6. The local X Line routes will continue to operate; the Metro Express X9 limited-stop route has been introduced as an addition to the line, not to replace any existing service. X1 riders will see the following improvements: 1) The western end of the X1 is being extended to Foggy Bottom Metro, 2) The service hours of the X1 are being extended to past 6:00 pm, and 3) The X1 is receiving other operational enhancements so that it will run more reliably.

Q7. Will there be a fare increase to fund the X Line improvements?

A7. No. The X Line improvements are not being funded through fare increases.

Q8. Will a trip on the X9 limited-stop route cost more than a trip on the X1, X2, or X3?

A8. No. All Metrobus trips on the X Line will cost the same, including for the new X9.

Q9. When will improvements be coming to bus corridors in other parts of the region?

A9. Metro has just completed a study of the U Street-Garfield Line (Routes 90/92/93) between Adams Morgan and Southeast DC, and the K6 Line along New Hampshire Avenue between White Oak, Maryland, and Fort Totten Metro station. Metro will soon begin studies to improve the Y Line along Georgia Avenue in Maryland and the A Line in Southeast DC. The order of the studies is determined in part by ridership and in part by the kinds of problems that are perceived by riders of those lines and how often they are reported to Metro.

Q10. The study is now done and the first phase of improvements has been implemented, but I would still like to comment. How can I make my views known about the X Line?

A10. Riders are welcome to be advocates for further changes to the Metro system in general and the X 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 future evaluations of the improvements to X Line service; look for information on X Line buses as details become available.




Q11. Where can I get more information about the X Line?

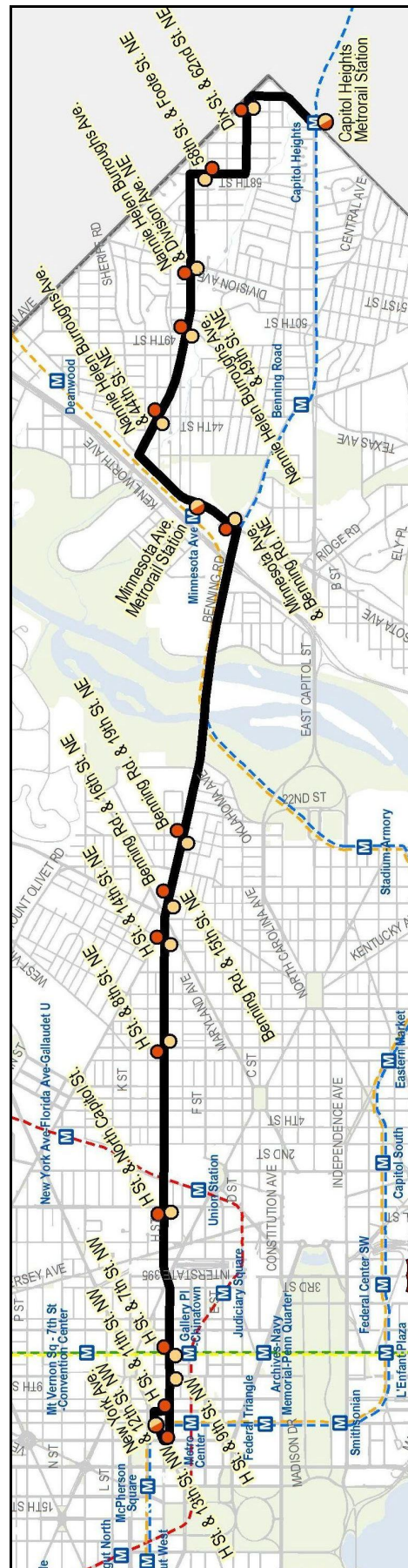
A11. www.metrobus-studies.com.

Metro Express X9 Limited-Stop Service:

X9 Stops

- 12th & New York Avenue
- 13th & H NW (westbound)
- 11th & H NW (westbound)
- 9th & H NW (eastbound)
- 7th & H NW
- H & North Capitol
- 8th & H NE
- H & 14th NE
- 15th & Benning NE (eastbound)
- 16th & Benning NE (westbound)
- 19th & Benning NE
- Benning & Minnesota NE
- Minnesota Avenue Metro
- 44th & Nannie Helen Burroughs NE
- 49th & Nannie Helen Burroughs NE
- Division & Nannie Helen Burroughs NE
- 58th & Foote NE
- 62nd & Dix NE
- Capitol Heights Metro

-  Eastbound Limited Stop Location
-  Westbound Limited Stop Location
-  Metro Express Route X9



Summary of Improvements to X Line Service, Effective December 19, 2010:

- Enhanced service supervision, including a full-time supervisor for the X Line and a supervisor “playbook” to anticipate and manage delays and detours
- X Line-specific training for bus drivers
- Improved bus stops and facilities
- Updated schedules and information case repair/replacement
- Better enforcement of parking restrictions
- Increased emphasis on safety and security on X Line buses and at X Line bus stops
- Expanded route and hours of X1 service (Monday, December 20)
- New Metro Express Route X9: limited-stop service (Monday, December 20)

Service Improvements:

Route	Terminals	Weekday Peak Headways	Off-Peak Headways	Span of Service		
				Weekdays	Saturdays	Sundays
Local Routes, All Stops						
X1 WB/AM	Minnesota Ave Metro to Foggy Bottom Metro	15 minutes	N/A	6:06 AM to 9:21 AM	N/A	N/A
X1 EB/PM	Foggy Bottom Metro to Minnesota Ave Metro	25 minutes	N/A	3:40 PM to 6:49 PM	N/A	N/A
X2 WB/AM	Minnesota Ave Metro to the White House	6 to 7 minutes	8 to 9 min. (midday) 13 to 14 min. (evening)	Nearly 24 hours	Nearly 24 hours	Nearly 24 hours
X2 EB/PM	White House to Minnesota Ave Metro	6 to 7 minutes	8 to 9 min. (midday) 13 to 14 min. (evening)	Nearly 24 hours	Nearly 24 hours	Nearly 24 hours
X3 WB/AM	Minnesota Ave Metro to McLean Gardens	20 to 30 minutes	NA	6:00 AM to 9:19 AM	N/A	N/A
X3 EB/PM	McLean Gardens to Minnesota Ave Metro	30 minutes	NA	3:40 PM to 6:39 PM	N/A	N/A
Limited-Stop Route						
X9 WB/AM	Capitol Heights Metro to 13th & H Streets NW	15 minutes	N/A	6:30 AM to 9:30 AM	N/A	N/A
X9 EB/PM	13th & H Streets NW to Capitol Heights Metro	15 minutes	N/A	3:30 PM to 6:30 PM	N/A	N/A