

***X1-X2-X3* Metrobus Benning Road/H Street Line Study**

# Rider Survey: Final Results

August 2009





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## 1. Introduction to the Benning Road-H Street Line Study

The Washington Metropolitan Transit Authority (WMATA), in partnership with the District Department of Transportation (DDOT), is studying ways of improving transit service along Metrobus routes X1, X2, and X3—collectively called the Benning Road-H Street Line or the “X Line.”

The current Benning Road/H Street Line service runs from Minnesota Avenue Metro to Potomac Park/State Department (X1), Lafayette Square at H Street and Madison Place NW (X2), and McLean Gardens at Newark Street and Wisconsin Avenue NW (X3).

The Benning Road/H Street Line was chosen for study by WMATA and DDOT for several reasons. Its average weekday ridership of about 14,000 makes it the fourth most heavily used line in the Metrobus system. The transit corridor is an important link to Downtown and other parts of Northwest DC for residents in Northeast DC. Because of the popularity of the X Line routes and heavy traffic along the corridor, the line often suffers from overcrowding, delays, and other operational problems.

To address the challenges facing the Benning Road-H Street Line, the project team has conducted two public meetings and interviewed bus operators. The team is also investigating limited-stop and local connector services; identifying new vehicle types, bus stop designs and locations, and methods of service monitoring and traffic management; developing a strategy and timetable to phase in the improvements; and determining sources of funding for the improvements.

## 2. Rider Survey Methodology

Among the first action items of the Benning Road-H Street Line study is the rider survey. The purpose of this unscientific survey was to hear from riders themselves about problems with the line, and suggestions on how to improve service. A secondary purpose was to collect names, addresses, and e-mail addresses of respondents so that they could be included in mailings that announce public meetings for the study.

The rider survey effort was made up of four parts: design, promotion, administration, and tabulation.

### Design

The study team first determined what specifically it wanted to learn from riders and then phrased the questions in ways to best obtain that information. In the end, 18 questions were devised and there was a section at the end where respondents could write in additional comments (see Appendix A).

The next step was to design methods for administering the surveys. There were two ways in which the survey could be taken by riders: a paper survey, and on-line. For the paper survey, the questions were arranged on a piece of folded cardstock with one panel for U.S. Postal Service business reply mail information. An English version of the survey appeared on one side, while a Spanish translation was on the other side. The surveys featured paper hooks at the top so they could be hung from the overhead handrails of buses. They were also designed to fit into the “take one” racks of buses.

The second way for riders to take the survey was on-line at the project website, [www.metrobus-benning-h-dc.com](http://www.metrobus-benning-h-dc.com). While the questions on the paper survey were geared toward riders’ opinions as they were riding the bus that instant, the questions in the on-line version were modified to reflect more general impressions about the Benning Road-H Street Line service.

### Promotion

The survey was promoted in two ways. First, with 11” x 17” posters that were placed on X Line buses in advance of the survey and on the survey day itself (Appendix C). Second, the survey was also promoted was through announcements on the project website.

## **Administration**

The paper survey was administered on Thursday, June 25, 2009, from 6 am to 10 pm. Staff members from WMATA and DDOT were stationed at popular boarding locations along the corridor to hand out surveys in person to riders as they waited for X1, X2, and X3 buses. Staff from consulting firm AECOM Transportation were assigned to Minnesota Avenue Metro to put posters on buses, hang surveys from overhead hand rails, place surveys in schedule racks, and affix collection pouches in the front and back of each bus. In the afternoon and evening, AECOM staff was responsible for removing the materials from buses and collecting completed surveys.

In all, approximately 4,000 surveys were distributed on the day of the survey. While the paper survey was administered on only one day, the on-line version was available for two months after June 25.

## **Tabulation**

Project staff retrieved completed surveys from the collection pouches on buses throughout the course of the survey day and from the business reply mail address in the eight weeks following the survey day. A spreadsheet was used to record and calculate answers to multiple-choice questions.

A summary of the rider survey results is included in Part 3 of this report, and survey results by question are in Part 4. Part 5 contains both a summary and question-by-question results of the on-line survey. A transcription of open-ended additional comments from the paper survey is in Appendix E.

## **3. Summary of Rider Survey Results**

A total of 620 completed surveys were received by the project team. Of these, 520 were paper surveys while the other 100 were completed on-line. The following is a list of the most significant things learned about rider attitudes toward the Benning Road-H Street Line:

- 1) The biggest problem facing the Benning Road-H Street Line is overcrowding. Although 62 percent of riders were able to find a seat on the day of the survey, buses are reported to be at capacity or over capacity during peak periods and sometimes at mid-day and in the evening.
- 2) The frequency with which buses arrive is also a significant issue for X Line riders. Schedule adherence is reported to be a problem, along with the bus bunching that comes with it. Even when respondents generally have an overall favorable view of the line, most believe that the schedules are not particularly helpful.
- 3) 57 percent of riders said that they are “very” or “somewhat” concerned about safety and security on X Line buses and at bus stops. Many riders reported unruly teenage passengers.
- 4) Most riders rated their bus operator highly, although there were some complaints about unprofessional behavior.
- 5) Many respondents indicated that the condition, comfort, and cleanliness of buses and bus stops need improvement, particularly shelters and benches. There were many reports of leaking buses, poor climate control, and excessive trash.
- 6) Slightly more than half of riders indicate that they transfer to or from the X Line. Answers varied widely, but Metrorail was the most popular mode to transfer to or from. The 90s Line buses and the U routes were the most popular bus lines to transfer to or from.

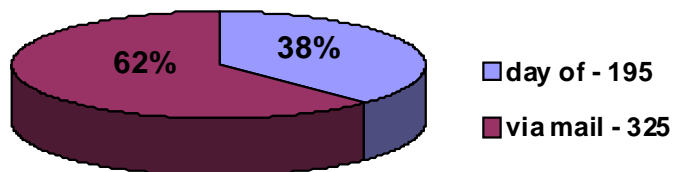
- 7) Riders indicated that they would use new transit services on the Benning Road-H Street corridor—particularly a limited-stop route—if they were available. There was less support for streetcar and neighborhood connector options.

#### 4. Rider Survey Results

The following pages reveal the results of the survey by question. Note: Part 4 details only the paper survey; the results of the on-line version of the survey are in Part 5.

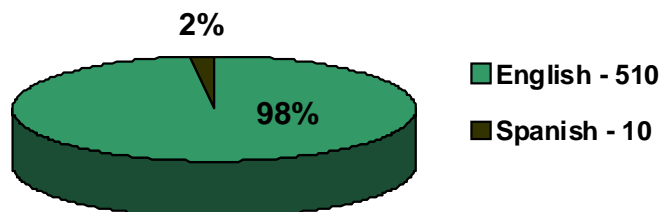
##### Received the Day of the Survey, or Later via Business Reply Mail

Survey takers had two means of returning their completed surveys: 1) they could place them in one of two clear vinyl pouches mounted at either end of each X Line bus on the day of the survey, or 2) they could send them postage-paid through the mail later via Business Reply Mail. Almost two-thirds of surveys were returned via mail: 325 to 195.



##### English or Spanish

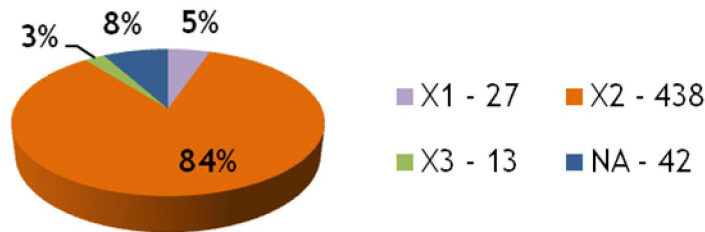
All of the surveys handed out and placed on buses were bilingual, with English on one side and Spanish on the other. Almost all of the 520 returned surveys—98 percent—were in English.



## 1) Please Check the Metrobus Route You're Currently Riding

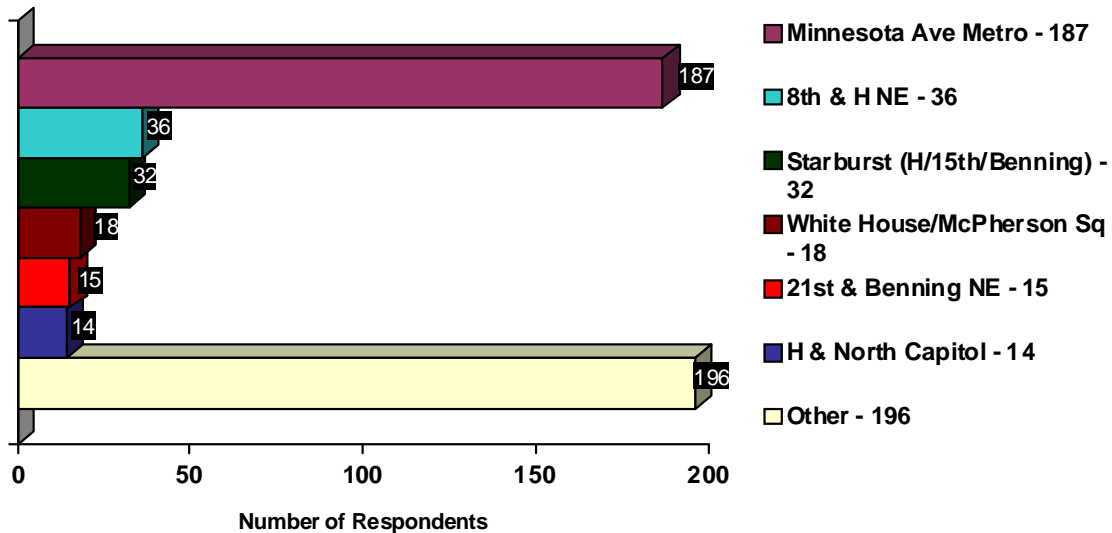
The X2 route was used by far more respondents (84 percent) on the day of the survey than the X1 (5 percent) or the X3 (3 percent).

Although the question asks riders to circle the bus they are *currently riding on*, some circled more than one route. As riders cannot be on more than one bus at a time, and there is no way to know which bus they were on, these responses were counted in the "no answer" (NA) category.



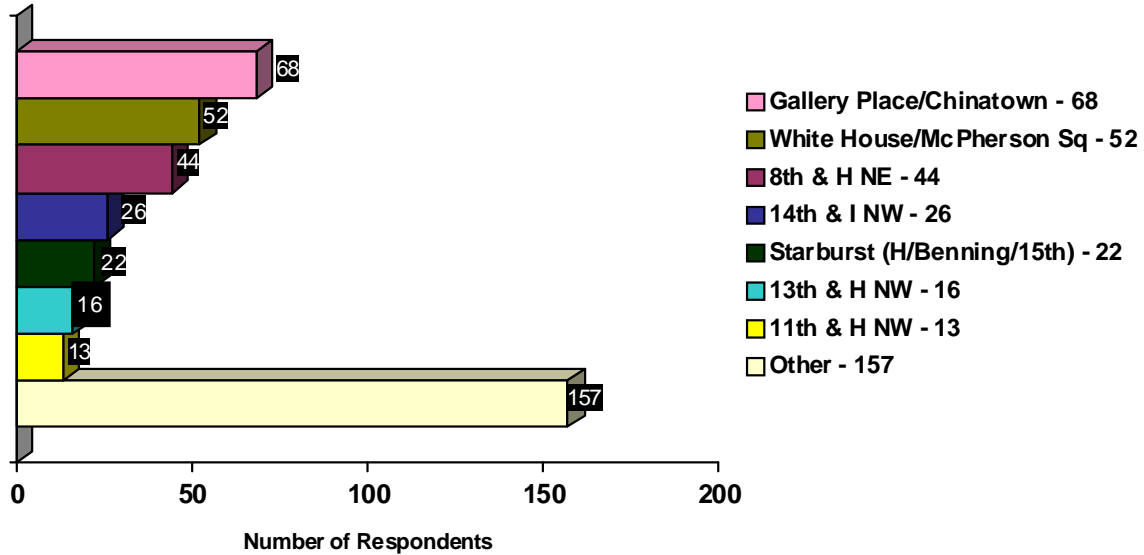
## 2) At Which Stop or Intersection Did You Board This Bus?

This question was designed to find out which stops along the Benning Road-H Street corridor are the most popular in terms of where riders board their buses. The table below shows that Minnesota Avenue Metro is the most popular boarding location, with a rather even distribution among the rest.



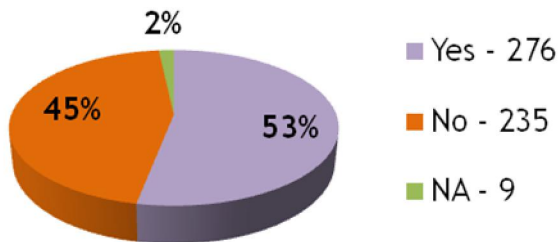
### 3) At Which Stop or Intersection Will You Exit This Bus?

The counterpart to Question 2, this question reveals which stops along the Benning Road-H Street Line are the most popular in terms of where riders exit their buses. The table below shows that alighting locations on the line are fairly spread out. The most common response—Gallery Place/Chinatown—was identified by 68 people as the place they exited on the day of the survey.

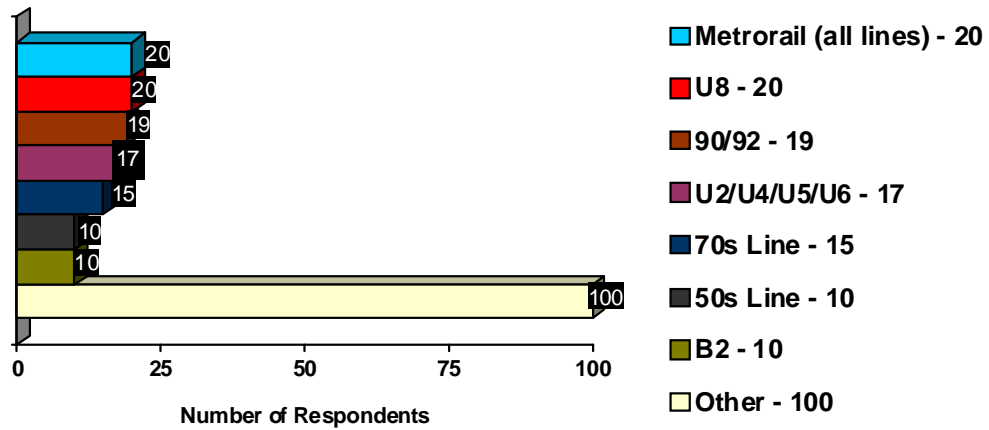


### 4) Did You, or Will You, Transfer To/From Another Bus or Metro Line on This Trip?

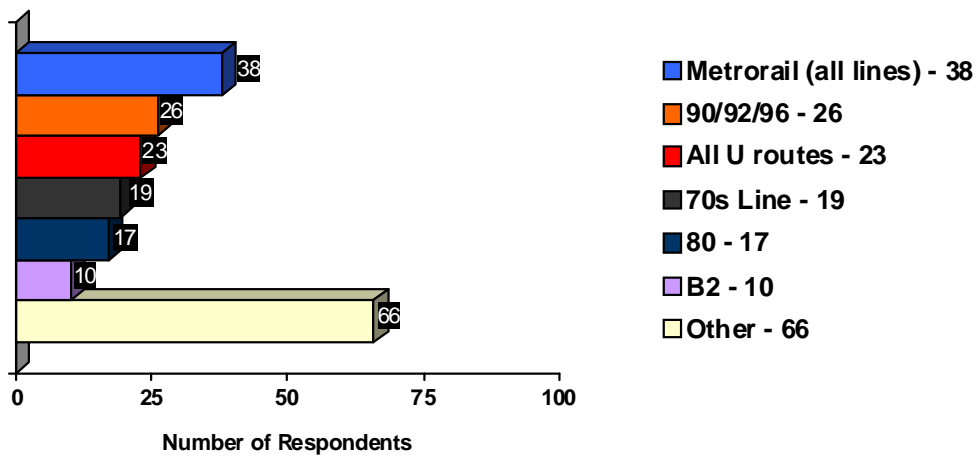
Question 4 has three parts. The first part asks if people transferred or expect to transfer to another bus or Metrorail line on their trip, while 4a and 4b follow up by asking which bus/rail line they transferred from or plan to transfer to. More than half of respondents on the Benning Road-H Street Line transferred or planned to transfer on the day of the survey.



**4a) If Yes, Which Bus or Metro Line Did You Transfer From?**  
 (Based on 211 affirmative responses)

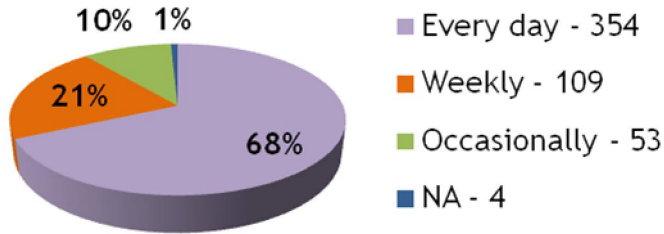


**4b) Which Bus or Metro Line Will You Transfer To?**  
 (Based on 199 affirmative responses)



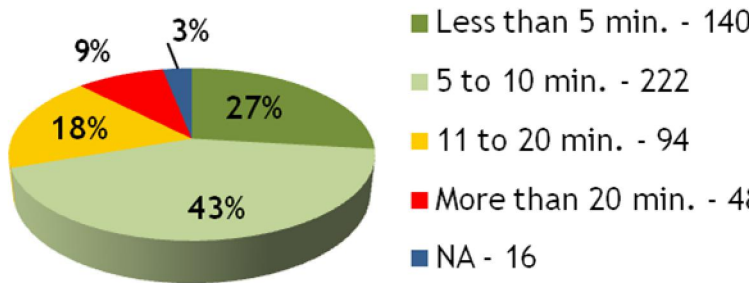
### 5) How Often Do You Ride the Benning Road-H Street Line Buses?

More than two-thirds of respondents are daily riders.



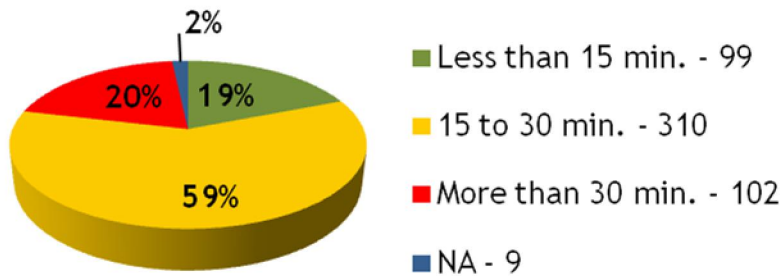
### 6) How Long Did You Wait for the Bus You're Now On?

Seventy percent of respondents waited for the bus for 10 minutes or less on the day of the survey. Twenty-seven percent waited more than 10 minutes.

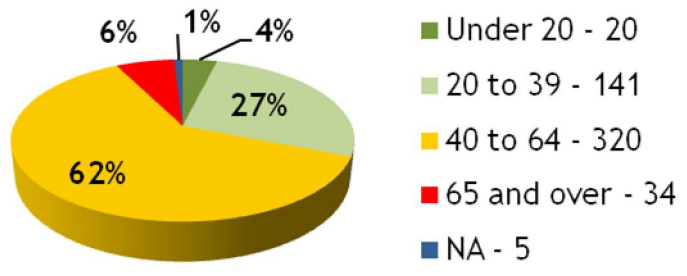


### 7) How Long Will You Be on This Bus?

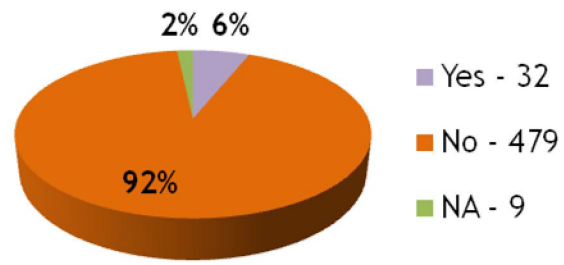
Most riders have short commutes, with 78 percent traveling less than half an hour.



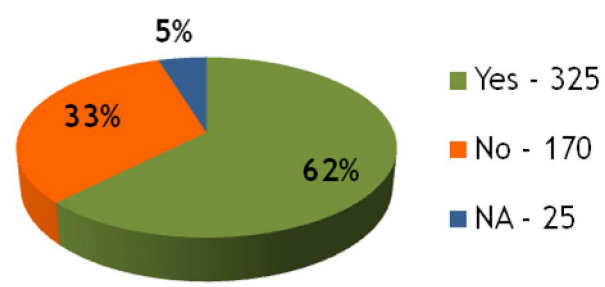
**8) Please Indicate Your Age:**



**9) Did You Use a Wheelchair or Other Assistive Device on This Trip?**

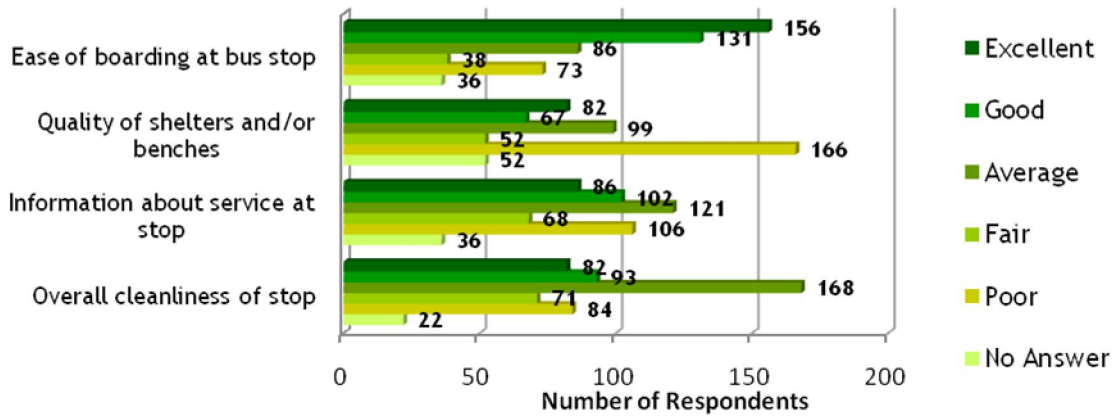


**10) Was a Seat Available When You Boarded This Bus?**



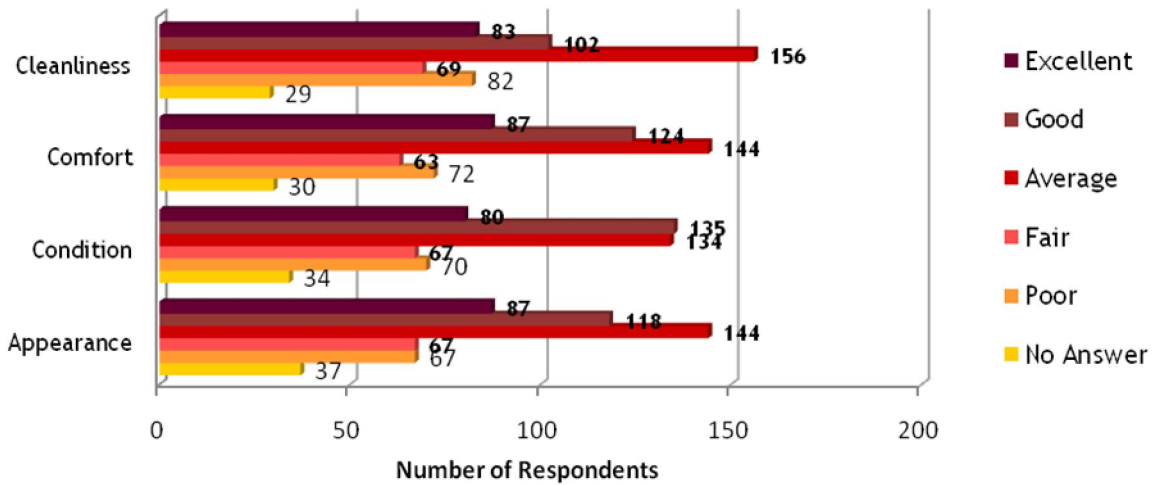
**11) Please rate the quality of the bus stop where you boarded this bus:**

The quality of shelters and benches is an area in which most riders would like to see improvement.



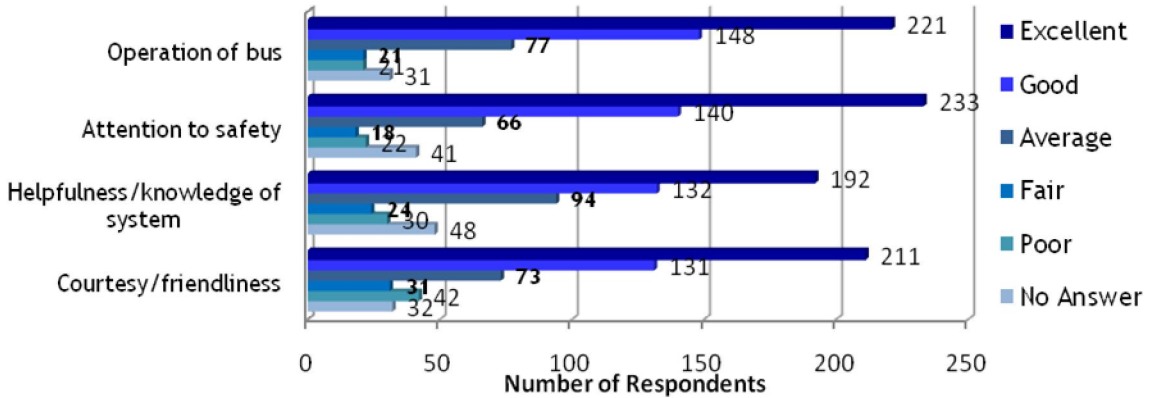
**12) Please rate the quality of the bus you're on:**

Many riders commented in the write-in section about buses that leak, have poor heating and air conditioning, and have worn seats and too much litter. In this section, most riders rated the condition of buses as “average.”

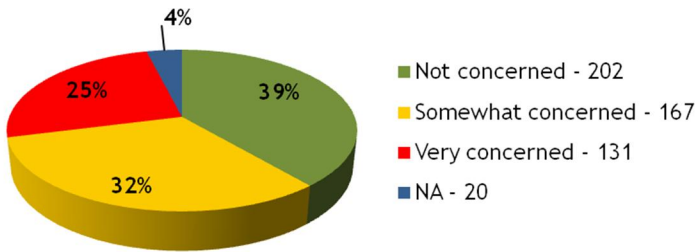


**13) Please rate the driver on the bus you're currently riding:**

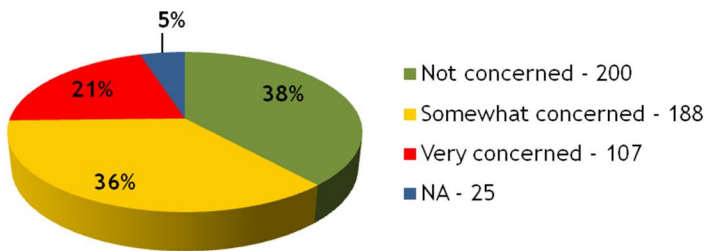
Although a few riders complained of unprofessional bus operators, most rated them as “excellent.”



**14) Please rate your overall feelings of safety and security on this bus:**



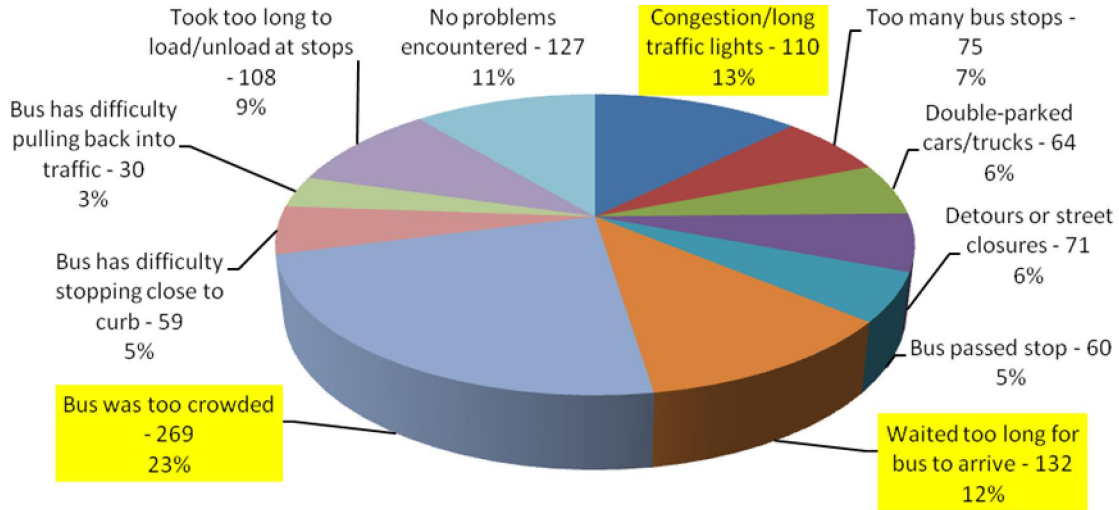
**15) Please rate your overall feelings of safety and security at the bus stop where you boarded this bus:**



Questions 14 and 15 reveal that many riders – 57 percent – feel unsafe on X Line buses and at X Line bus stops. This is an area of concern that will need to be addressed as the study moves forward.

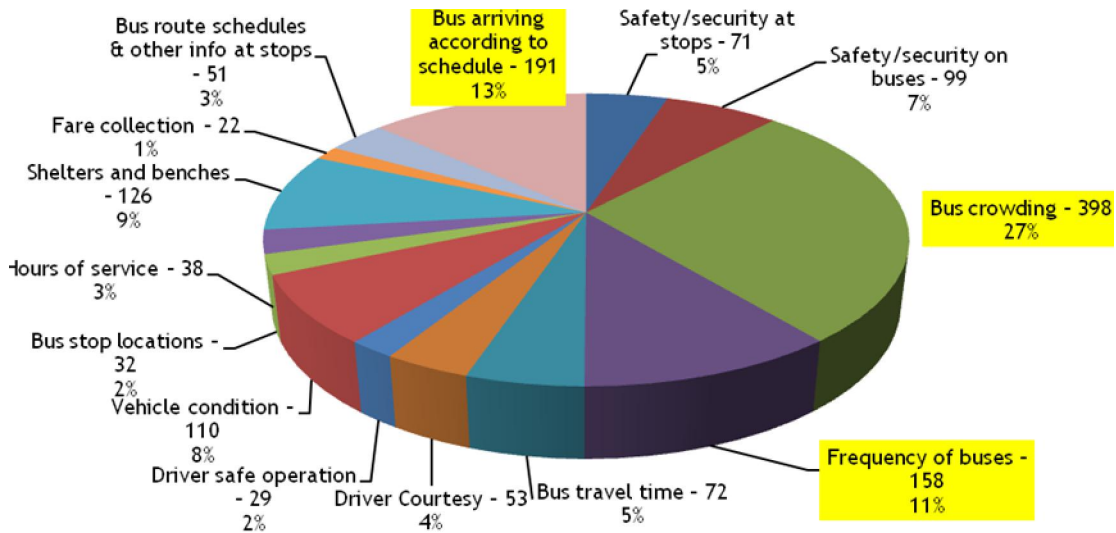
### 16) What factors impacted your trip on this bus today?

Crowding was the top issue faced by X Line riders on the day of the survey, followed by long travel times and waiting too long for the bus to arrive.



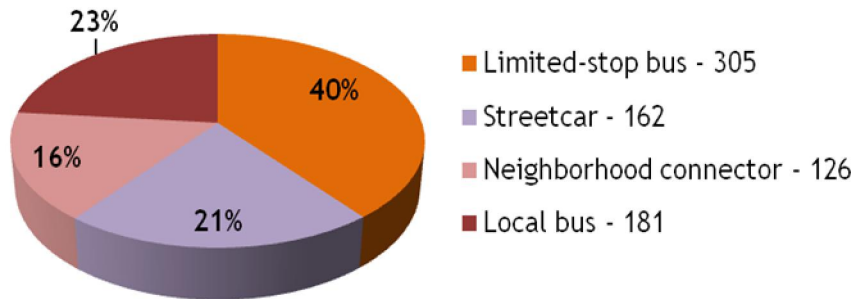
### 17) Identify three areas where you feel that service on the Benning Road-H Street Line needs the most improvement:

The top area in need of improvement according to X Line riders is overcrowded buses, followed by schedule adherence and frequency of buses.



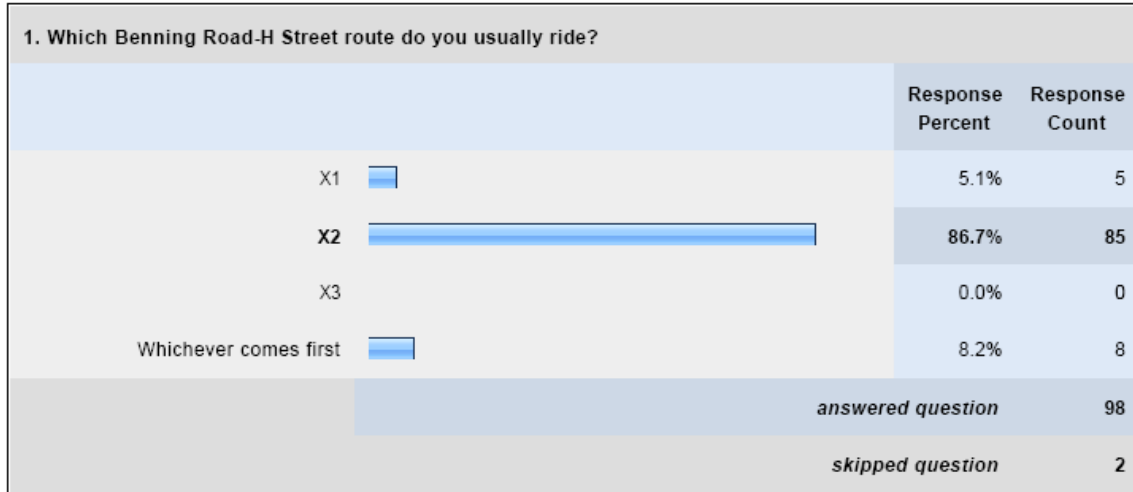
**18) Which of the following transit service types would you use if they were available on Benning Road-H Street?**

Most respondents said they would prefer a limited-stop service on the corridor if it were available. Only 21 percent said they would use a streetcar, and 23 percent would continue using local buses.



## 5. Results of the On-Line Version of the Rider Survey

Of the total 620 responses received, 100 were from the version available for approximately eight weeks at the project website, [www.metrobus-benning-h-dc.com](http://www.metrobus-benning-h-dc.com). The results of the on-line survey sometimes patterned those of the paper survey; however, there were some variations, which are indicated below.



## 2. At what intersection do you usually board the X1, X2, or X3?

A large majority of on-line respondents' boardings take place in the middle of the corridor along H Street NE between the Starburst intersection (Maryland Ave/15th Street NE) and 3rd Street NE. This is in contrast to respondents of the paper survey, most of whom board at either end of the corridor: Minnesota Avenue Metro or the intersection of Minnesota and Benning in the AM Peak, and Downtown near the White House in the PM peak.

1.	6th and H St NE	Wed, Aug 26, 2009 5:46 PM
2.	18th Street and Columbia Road, NW	Mon, Aug 24, 2009 2:41 PM
3.	11th and H NE	Mon, Aug 24, 2009 1:43 PM
4.	H and 13th NE	Mon, Aug 24, 2009 11:31 AM
5.	13th & H St., NE	Wed, Aug 19, 2009 8:53 PM
6.	11th and H Street NE	Fri, Jul 24, 2009 6:14 PM
7.	Hechinger Mall at 16th St	Fri, Jul 24, 2009 3:46 PM
8.	Minnesota and Benning	Fri, Jul 24, 2009 11:20 AM
9.	8th and H NE -or- in front of the White House	Fri, Jul 24, 2009 10:24 AM
10.	14th and H NE	Fri, Jul 24, 2009 8:31 AM
11.	H & 13th	Fri, Jul 24, 2009 7:50 AM

12.	14th and H	Fri, Jul 24, 2009 12:42 AM
13.	H and 13th St. NE	Thu, Jul 23, 2009 11:44 PM
14.	11th St. NE	Thu, Jul 23, 2009 7:30 PM
15.	12th and H NW	Thu, Jul 23, 2009 6:21 PM
16.	11th St. and H St NW	Thu, Jul 23, 2009 5:59 PM
17.	10 and H ne	Thu, Jul 23, 2009 5:20 PM
18.	11th & H ST NE	Thu, Jul 23, 2009 4:56 PM
19.	11th and H NE	Thu, Jul 23, 2009 4:54 PM
20.	13th & H	Thu, Jul 23, 2009 4:46 PM
21.	12 & H NE	Thu, Jul 23, 2009 4:01 PM
22.	11th & H	Thu, Jul 23, 2009 3:54 PM
23.	H and 11th NE	Thu, Jul 23, 2009 3:53 PM
24.	7th and H, NW	Thu, Jul 23, 2009 3:20 PM
25.	8th and H St NE	Thu, Jul 23, 2009 1:50 PM
26.	h and 5th ne	Thu, Jul 23, 2009 1:30 PM
27.	H and 13th NN	Thu, Jul 23, 2009 1:07 PM
28.	14th and H NE	Thu, Jul 23, 2009 12:35 PM
29.	H and 13th NE	Thu, Jul 23, 2009 12:16 PM
30.	12th & H NE	Thu, Jul 23, 2009 11:19 AM
31.	10th and G	Thu, Jul 23, 2009 11:02 AM
32.	11th and H NE	Thu, Jul 23, 2009 10:43 AM
33.	H St and 11th NE	Thu, Jul 23, 2009 10:11 AM
34.	13th & H Sts., NW	Thu, Jul 23, 2009 10:04 AM
35.	14th and H NE	Thu, Jul 23, 2009 9:50 AM
36.	19th and Benning NE	Thu, Jul 23, 2009 9:45 AM
37.	11th ST and H St	Thu, Jul 23, 2009 9:37 AM
38.	16th and Benning	Thu, Jul 23, 2009 9:35 AM
39.	8th and H NE	Thu, Jul 23, 2009 9:26 AM

40.	3rd & H	Thu, Jul 23, 2009 9:03 AM
41.	5th and H NE	Thu, Jul 23, 2009 7:26 AM
42.	14th & H Street NE	Wed, Jul 22, 2009 11:50 PM
43.	7th and h street NW	Wed, Jul 22, 2009 10:58 PM
44.	14th & H NE	Wed, Jul 22, 2009 10:50 PM
45.	16th St NE	Wed, Jul 22, 2009 9:49 PM
46.	7th & H NW	Wed, Jul 22, 2009 9:27 PM
47.	13TH & H STS NE	Wed, Jul 22, 2009 9:07 PM
48.	h and 12th St NE	Wed, Jul 22, 2009 8:28 PM
49.	3rd & H St NE	Wed, Jul 22, 2009 8:06 PM
50.	8th and H street NE	Wed, Jul 22, 2009 7:36 PM
51.	14th and H St NE	Wed, Jul 22, 2009 7:24 PM
52.	7th and H NW	Wed, Jul 22, 2009 7:16 PM
53.	H and 8th NE	Wed, Jul 22, 2009 6:58 PM
54.	6th and H	Wed, Jul 22, 2009 6:50 PM
55.	12th and H	Wed, Jul 22, 2009 6:19 PM
56.	13 and H street NE	Wed, Jul 22, 2009 5:54 PM
57.	13th &H	Wed, Jul 22, 2009 5:42 PM
58.	14th and H NE	Wed, Jul 22, 2009 5:34 PM
59.	13 & H	Wed, Jul 22, 2009 5:26 PM
60.	H and 8th	Wed, Jul 22, 2009 4:16 PM
61.	H and 8th Street	Wed, Jul 22, 2009 4:01 PM
62.	Chinatown Metro	Wed, Jul 22, 2009 3:58 PM
63.	5th and H, NE	Wed, Jul 22, 2009 3:53 PM
64.	H St. & 11th St. NE	Wed, Jul 22, 2009 3:44 PM
65.	13th & H NW	Wed, Jul 22, 2009 3:27 PM
66.	10th & H St, NE	Wed, Jul 22, 2009 3:18 PM
67.	11th and H NE	Wed, Jul 22, 2009 3:14 PM

68.	H and 11th NE	Wed, Jul 22, 2009 2:58 PM
69.	5th & H NE	Wed, Jul 22, 2009 2:49 PM
70.	11th and H, NE	Wed, Jul 22, 2009 2:38 PM
71.	13 & H	Wed, Jul 22, 2009 2:32 PM
72.	H and 10 or H and 8	Wed, Jul 22, 2009 2:26 PM
73.	H St./Benning/Bladensburg/15th St	Wed, Jul 22, 2009 1:44 PM
74.	Benning and H	Wed, Jul 22, 2009 12:04 PM
75.	13th St NE	Tue, Jul 21, 2009 10:34 PM
76.	14th & H NE	Tue, Jul 21, 2009 3:20 PM
77.	4th and H, NE	Tue, Jul 21, 2009 12:05 PM
78.	12th and H NE	Tue, Jul 21, 2009 11:55 AM
79.	16th & H	Tue, Jul 21, 2009 9:43 AM
80.	Lafayette Park	Tue, Jul 21, 2009 9:14 AM
81.	13th and H NE	Tue, Jul 21, 2009 8:49 AM
82.	Eighth Street NE and H Street NE	Tue, Jul 21, 2009 8:00 AM
83.	12th Street NE	Tue, Jul 21, 2009 7:54 AM
84.	8th + H NE	Mon, Jul 20, 2009 9:07 PM
85.	14th and New York Ave NW	Mon, Jul 20, 2009 8:10 PM
86.	12 & H ST NE	Mon, Jul 20, 2009 5:44 PM
87.	13th and H St. N.E.	Mon, Jul 20, 2009 3:33 PM
88.	8th street NE	Mon, Jul 20, 2009 3:17 PM
89.	Chinatown 7th and H NW	Mon, Jul 20, 2009 2:23 PM
90.	13th & H Street NW	Mon, Jul 20, 2009 1:07 PM
91.	8th and H, NE	Mon, Jul 20, 2009 1:05 PM
92.	14th & H NE	Mon, Jul 20, 2009 1:04 PM
93.	H St NE and 11th NE	Mon, Jul 20, 2009 12:50 PM
94.	6th and H NE	Mon, Jul 20, 2009 12:32 PM
95.	H & 14th NE	Mon, Jul 20, 2009 12:26 PM

96.	3rd and H St NE	Mon, Jul 20, 2009 11:31 AM
97.	Between 4th and 6th Streets along H.	Mon, Jul 20, 2009 11:26 AM
98.	16th and Benning Road	Mon, Jul 20, 2009 11:14 AM
99.	H and 14th NE	Mon, Jul 20, 2009 10:59 AM
100.	14th and H	Mon, Jul 20, 2009 10:52 AM

### 3. At what intersection do you usually exit the X1, X2, or X3?

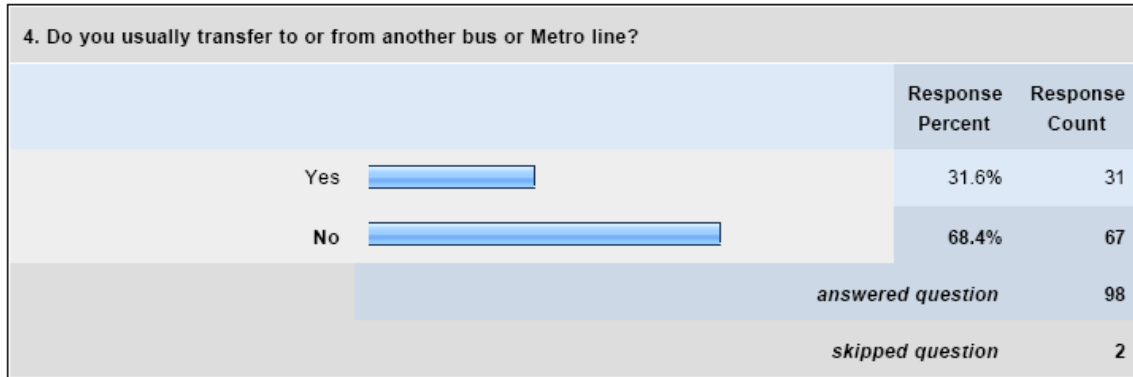
Most on-line respondents exit the bus Downtown, at Chinatown/Gallery Place or near the White House.

1.	Gallery Place	Wed, Aug 26, 2009 5:46 PM
2.	29th St. and Calvert St.	Mon, Aug 24, 2009 2:41 PM
3.	8th and H NW (Chinatown)	Mon, Aug 24, 2009 1:43 PM
4.	Potomac Park	Mon, Aug 24, 2009 11:31 AM
5.	11th & H Street, NW	Wed, Aug 19, 2009 8:53 PM
6.	15th and Constitution Ave NW	Fri, Jul 24, 2009 6:14 PM
7.	9th and H	Fri, Jul 24, 2009 3:46 PM
8.	8th and H	Fri, Jul 24, 2009 11:20 AM
9.	White House -or- 8th and H NE	Fri, Jul 24, 2009 10:24 AM
10.	North Capitol	Fri, Jul 24, 2009 8:31 AM
11.	McPherson Square	Fri, Jul 24, 2009 7:50 AM
12.	Chinatown	Fri, Jul 24, 2009 12:42 AM
13.	H and 7th-14th St. NW	Thu, Jul 23, 2009 11:44 PM
14.	Lafayette Park	Thu, Jul 23, 2009 7:30 PM
15.	9th and H NE	Thu, Jul 23, 2009 6:21 PM
16.	14th St. and H St. NE	Thu, Jul 23, 2009 5:59 PM
17.	13th and H NW	Thu, Jul 23, 2009 5:20 PM
18.	Chinatown	Thu, Jul 23, 2009 4:56 PM
19.	Chinatown	Thu, Jul 23, 2009 4:54 PM
20.	McPherson	Thu, Jul 23, 2009 4:46 PM

21.	15 & I NW	Thu, Jul 23, 2009 4:01 PM
22.	H & North Capitol	Thu, Jul 23, 2009 3:54 PM
23.	H and 10th NE	Thu, Jul 23, 2009 3:53 PM
24.	14th and H NE	Thu, Jul 23, 2009 3:20 PM
25.	11th and H St NE	Thu, Jul 23, 2009 1:50 PM
26.	Chinatown or 13th and H NE	Thu, Jul 23, 2009 1:30 PM
27.	H and 12th NE	Thu, Jul 23, 2009 1:07 PM
28.	7th and H NW	Thu, Jul 23, 2009 12:35 PM
29.	C and 21st NW	Thu, Jul 23, 2009 12:16 PM
30.	14th St NW	Thu, Jul 23, 2009 11:19 AM
31.	Lafayette Square	Thu, Jul 23, 2009 11:02 AM
32.	15th and H NW	Thu, Jul 23, 2009 10:43 AM
33.	H St and 11th NW	Thu, Jul 23, 2009 10:11 AM
34.	14th & H Sts., NE	Thu, Jul 23, 2009 10:04 AM
35.	7th and H NW	Thu, Jul 23, 2009 9:50 AM
36.	North Capitol and H Sts	Thu, Jul 23, 2009 9:45 AM
37.	Gallery Place Metro	Thu, Jul 23, 2009 9:37 AM
38.	17th and Benning	Thu, Jul 23, 2009 9:35 AM
39.	7th and H NE	Thu, Jul 23, 2009 9:26 AM
40.	7th & H	Thu, Jul 23, 2009 9:03 AM
41.	Either 13th and H NW or 12th and Constitution NW	Thu, Jul 23, 2009 7:26 AM
42.	5th Street NE	Wed, Jul 22, 2009 11:50 PM
43.	6th and H street NE	Wed, Jul 22, 2009 10:58 PM
44.	Varies	Wed, Jul 22, 2009 10:50 PM
45.	14th St NW	Wed, Jul 22, 2009 9:49 PM
46.	16th & Benning NE	Wed, Jul 22, 2009 9:27 PM
47.	21ST & C STS NW	Wed, Jul 22, 2009 9:07 PM
48.	China town	Wed, Jul 22, 2009 8:28 PM

49.	7th & H St NW	Wed, Jul 22, 2009 8:06 PM
50.	Chinatown, 8th and H Street NW	Wed, Jul 22, 2009 7:36 PM
51.	14th and H St NE	Wed, Jul 22, 2009 7:24 PM
52.	6th and H NE	Wed, Jul 22, 2009 7:16 PM
53.	McPherson Square	Wed, Jul 22, 2009 6:58 PM
54.	Lafayette Park	Wed, Jul 22, 2009 6:50 PM
55.	8th and h	Wed, Jul 22, 2009 6:19 PM
56.	12 and H NE	Wed, Jul 22, 2009 5:54 PM
57.	gallery place	Wed, Jul 22, 2009 5:42 PM
58.	11th and H NW or 7th and H NW	Wed, Jul 22, 2009 5:34 PM
59.	13 & H	Wed, Jul 22, 2009 5:26 PM
60.	H and 8th	Wed, Jul 22, 2009 4:16 PM
61.	Depends	Wed, Jul 22, 2009 4:01 PM
62.	17th/Benning	Wed, Jul 22, 2009 3:58 PM
63.	14th and I NW	Wed, Jul 22, 2009 3:53 PM
64.	H St. & 7th NW	Wed, Jul 22, 2009 3:44 PM
65.	12th & H NE	Wed, Jul 22, 2009 3:27 PM
66.	8th & H St, NE	Wed, Jul 22, 2009 3:18 PM
67.	At the corner of Connecticut and H NW	Wed, Jul 22, 2009 3:14 PM
68.	Gallery Place Metro	Wed, Jul 22, 2009 2:58 PM
69.	7th & H NW	Wed, Jul 22, 2009 2:49 PM
70.	7th and H, NW	Wed, Jul 22, 2009 2:38 PM
71.	13th & H	Wed, Jul 22, 2009 2:32 PM
72.	H and Chinatown	Wed, Jul 22, 2009 2:26 PM
73.	Downtown	Wed, Jul 22, 2009 1:44 PM
74.	7th and H St	Wed, Jul 22, 2009 12:04 PM
75.	9th St NW	Tue, Jul 21, 2009 10:34 PM
76.	15th & I NW	Tue, Jul 21, 2009 3:20 PM

77.	16th and H NW	Tue, Jul 21, 2009 12:05 PM
78.	15th and I NW	Tue, Jul 21, 2009 11:55 AM
79.	8th & H	Tue, Jul 21, 2009 9:43 AM
80.	12th and H NE	Tue, Jul 21, 2009 9:14 AM
81.	14th and I NW	Tue, Jul 21, 2009 8:49 AM
82.	15th Street NW and I Street NW	Tue, Jul 21, 2009 8:00 AM
83.	9th Street NW	Tue, Jul 21, 2009 7:54 AM
84.	7th + H NW	Mon, Jul 20, 2009 9:07 PM
85.	14th and H NE	Mon, Jul 20, 2009 8:10 PM
86.	3RD & H ST NE (UNION STATION)	Mon, Jul 20, 2009 5:44 PM
87.	7th and H St. NE	Mon, Jul 20, 2009 3:33 PM
88.	15th Street NW	Mon, Jul 20, 2009 3:17 PM
89.	14th and H NE	Mon, Jul 20, 2009 2:23 PM
90.	17th & Benning Road NE	Mon, Jul 20, 2009 1:07 PM
91.	9th and H, NW	Mon, Jul 20, 2009 1:05 PM
92.	21St & C NW	Mon, Jul 20, 2009 1:04 PM
93.	H St NW and 13th NW	Mon, Jul 20, 2009 12:50 PM
94.	11th and H NW	Mon, Jul 20, 2009 12:32 PM
95.	McPherson Sq Metro	Mon, Jul 20, 2009 12:26 PM
96.	21st and C St NW	Mon, Jul 20, 2009 11:31 AM
97.	6th Street	Mon, Jul 20, 2009 11:26 AM
98.	15th and I NW	Mon, Jul 20, 2009 11:14 AM
99.	I and 14th NW	Mon, Jul 20, 2009 10:59 AM
100.	Gallery Place	Mon, Jul 20, 2009 10:52 AM



Unlike the paper survey, in which more than half of respondents transfer to/from another bus or Metro line, more than two-thirds of on-line respondents have a one-seat ride.

**5. If you selected "yes" for #4, which bus or Metro line do you usually transfer from to get on the Benning Road-H Street Line?**

1.	42	Mon, Aug 24, 2009 2:41 PM
2.	Red Line	Wed, Aug 19, 2009 8:53 PM
3.	none	Thu, Jul 23, 2009 7:30 PM
4.	Orange Line to New Carrollton	Thu, Jul 23, 2009 5:59 PM
5.	Red line	Thu, Jul 23, 2009 4:56 PM
6.	blue/orange	Thu, Jul 23, 2009 4:46 PM
7.	Red	Thu, Jul 23, 2009 3:20 PM
8.	yellow line	Thu, Jul 23, 2009 9:37 AM
9.	red line	Thu, Jul 23, 2009 9:35 AM
10.	B2 Bladensburg Road - Anacostia	Wed, Jul 22, 2009 11:50 PM
11.	N/A	Wed, Jul 22, 2009 10:50 PM
12.	Yellow Line	Wed, Jul 22, 2009 8:28 PM
13.	Yellow and Red lines	Wed, Jul 22, 2009 7:36 PM
14.	green	Wed, Jul 22, 2009 5:42 PM
15.	Green/Yellow Line	Wed, Jul 22, 2009 5:26 PM
16.	Chinatown	Wed, Jul 22, 2009 3:58 PM
17.	70	Wed, Jul 22, 2009 2:49 PM
18.	Red Line	Wed, Jul 22, 2009 2:26 PM

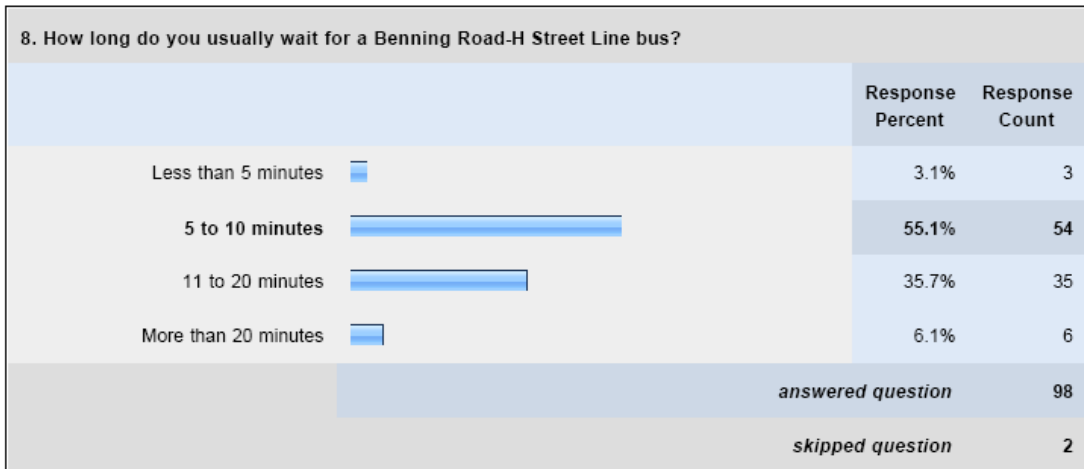
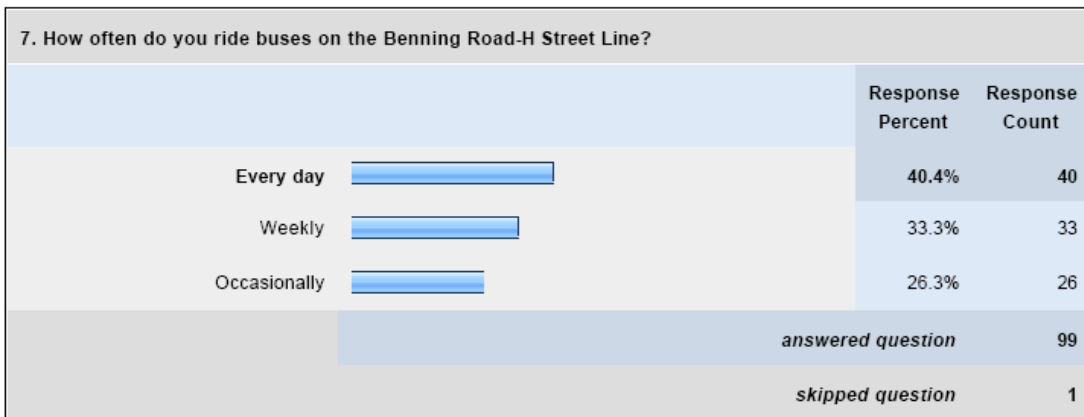
19.	B2	Wed, Jul 22, 2009 12:04 PM
20.	Orange/Blue	Tue, Jul 21, 2009 8:49 AM
21.	Gallery Place Metro-Green Line	Tue, Jul 21, 2009 7:54 AM
22.	I come home from work at Union Station and take the X2 to get to my house.	Mon, Jul 20, 2009 5:44 PM
23.	Metro red line	Mon, Jul 20, 2009 3:33 PM
24.	32 or 36	Mon, Jul 20, 2009 3:17 PM
25.	gallery place china town metro	Mon, Jul 20, 2009 2:23 PM
26.	D6 Stadium Armory	Mon, Jul 20, 2009 1:07 PM
27.	Red Line	Mon, Jul 20, 2009 11:26 AM
28.	80 bus line	Sun, Jul 12, 2009 5:51 PM
29.	U8	Fri, Jun 26, 2009 6:04 PM
30.	90 and 92	Wed, Jun 24, 2009 2:38 AM

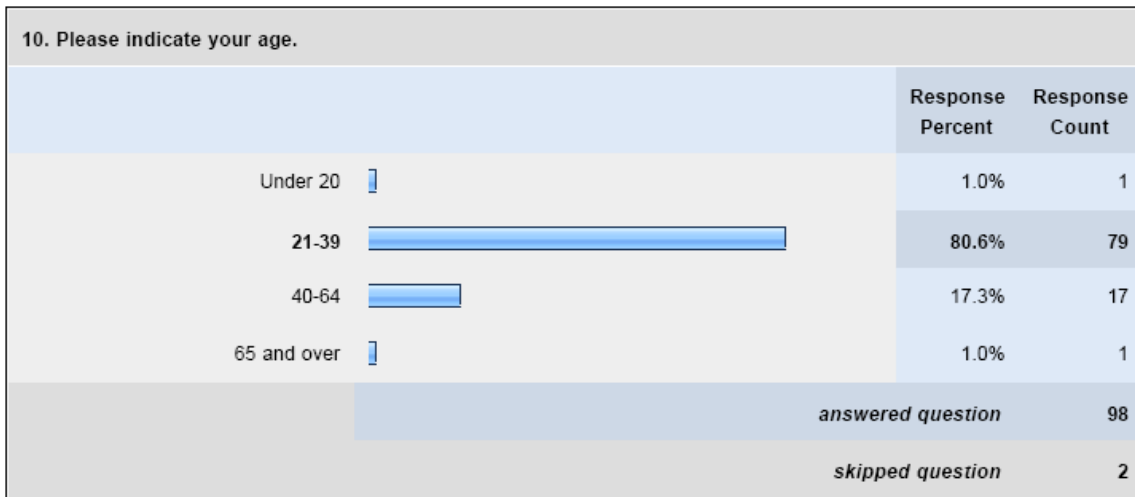
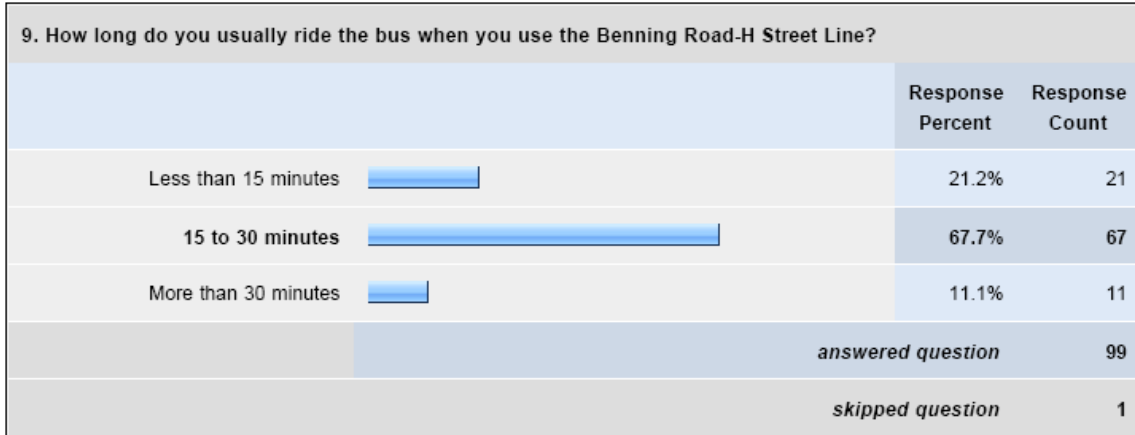
**6. If you selected "yes" for #4, which bus or Metro line do you usually transfer to after riding the Benning Road-H Street Line?**

1.	N/A	Mon, Aug 24, 2009 2:41 PM
2.	Red Line	Wed, Aug 19, 2009 8:53 PM
3.	Circulator or D6	Thu, Jul 23, 2009 7:30 PM
4.	Route 70	Thu, Jul 23, 2009 4:56 PM
5.	yellow line	Thu, Jul 23, 2009 9:37 AM
6.	orange line	Thu, Jul 23, 2009 9:35 AM
7.	none	Wed, Jul 22, 2009 11:50 PM
8.	Gallery Place/Chinatown	Wed, Jul 22, 2009 10:50 PM
9.	china town	Wed, Jul 22, 2009 8:28 PM
10.	green	Wed, Jul 22, 2009 5:42 PM
11.	Green/Yellow Line	Wed, Jul 22, 2009 5:26 PM
12.	N/A	Wed, Jul 22, 2009 3:58 PM
13.	Yellow Line to Huntington	Wed, Jul 22, 2009 3:44 PM
14.	Yellow	Wed, Jul 22, 2009 2:38 PM

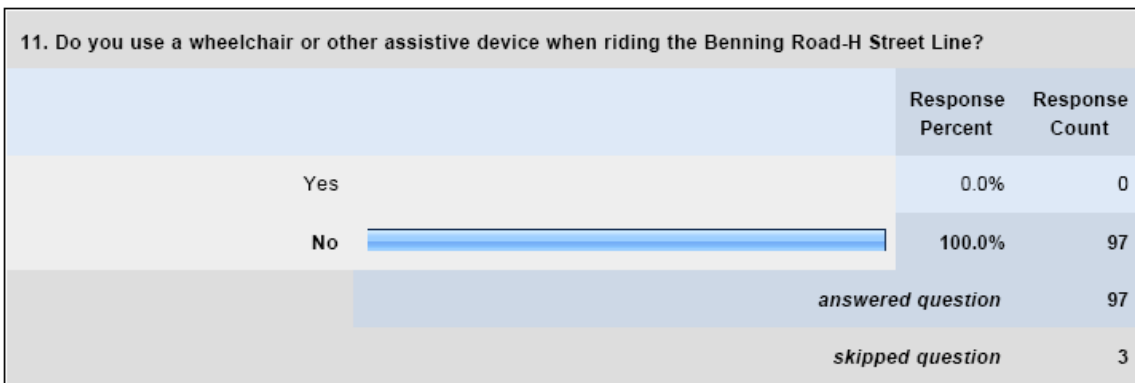
15.	70	Wed, Jul 22, 2009 12:04 PM
16.	Orange/Blue	Tue, Jul 21, 2009 8:49 AM
17.	DC Circulator	Tue, Jul 21, 2009 7:54 AM
18.	I take the X2 to Union Station to go to work via Union Station (Red Line)	Mon, Jul 20, 2009 5:44 PM
19.	32 or 36	Mon, Jul 20, 2009 3:17 PM
20.	Orange Line	Mon, Jul 20, 2009 12:26 PM
21.	Red Line	Mon, Jul 20, 2009 11:26 AM
22.	U5	Sun, Jul 12, 2009 5:51 PM
23.	79	Fri, Jun 26, 2009 6:04 PM
24.	B2	Wed, Jun 24, 2009 2:38 AM

Most on-line respondents who transfer to or from another bus or rail line to/from the X Line do so with Metrorail. As the X Line intersects with the Blue/Orange, Red, and Yellow/Green Lines, all are represented in responses.





Unlike the paper survey, in which most respondents were aged 40 to 64, a large majority of on-line respondents were between 21 and 39.



Also unlike the paper survey, in which 6 percent of riders used a wheelchair or other assistive device (a relatively high number compared to the 2 or 3 percent seen in rider surveys for other Metrobus studies), no on-line respondents reported using such devices.

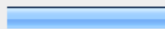
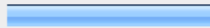
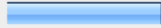
For questions 13, 14, and 15, in which riders rated the quality of buses, stops, and bus drivers, on-line respondents were generally less favorable in their opinions than paper survey respondents. On-line respondents generally rated their stops as poor, as opposed to a mix of responses in the paper surveys. On-line respondents mostly rated the buses as fair, as opposed to average. And on-line respondents rated drivers as average or good as opposed to excellent.

13. Please rate the quality of the bus stop where you usually board the Benning Road-H Street Line. (1 = poor quality, 5 = high quality)							
	1	2	3	4	5	Rating Average	Response Count
Overall cleanliness of stop	27.8% (27)	27.8% (27)	26.8% (26)	16.5% (16)	1.0% (1)	2.35	97
Information about service at stop	36.1% (35)	33.0% (32)	19.6% (19)	10.3% (10)	1.0% (1)	2.07	97
Quality of shelters and/or benches	58.2% (57)	16.3% (16)	16.3% (16)	7.1% (7)	2.0% (2)	1.79	98
Ease of boarding at bus stop	15.5% (15)	15.5% (15)	37.1% (36)	27.8% (27)	4.1% (4)	2.90	97
<i>answered question</i>							98
<i>skipped question</i>							2


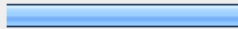

14. Please rate the quality of the buses on the Benning Road-H Street Line. (1 = poor quality, 5 = high quality)							
	1	2	3	4	5	Response Count	
Cleanliness	39.4% (39)	32.3% (32)	21.2% (21)	7.1% (7)	0.0% (0)	99	
Comfort	31.3% (31)	33.3% (33)	26.3% (26)	8.1% (8)	1.0% (1)	99	
Condition	30.6% (30)	35.7% (35)	25.5% (25)	7.1% (7)	1.0% (1)	98	
Appearance	30.6% (30)	36.7% (36)	22.4% (22)	9.2% (9)	1.0% (1)	98	
<i>answered question</i>							99
<i>skipped question</i>							1

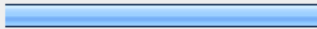
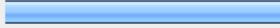


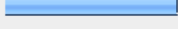
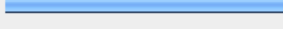
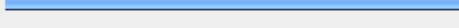


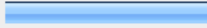
15. Please rate the drivers of the Benning Road-H Street Line buses. (1 = poor quality, 5 = high quality)							
	1	2	3	4	5	Response Count	
Operation of buses	1.0% (1)	15.5% (15)	43.3% (42)	29.9% (29)	10.3% (10)	97	
Attention to safety	5.2% (5)	22.7% (22)	34.0% (33)	29.9% (29)	8.2% (8)	97	
Helpfulness/knowledge of system	2.1% (2)	15.5% (15)	37.1% (36)	39.2% (38)	6.2% (6)	97	
Courtesy/friendliness	5.2% (5)	15.5% (15)	37.1% (36)	29.9% (29)	12.4% (12)	97	
<i>answered question</i>							98
<i>skipped question</i>							2

**16. Please rate your overall feelings of safety and security on the Benning Road-H Street Line buses.**

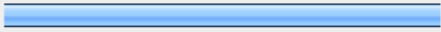
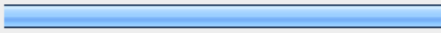
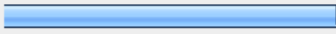
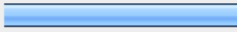
	Response Percent	Response Count
Not concerned 	30.6%	30
<b>Somewhat concerned</b> 	39.8%	39
Very concerned 	29.6%	29
<i>answered question</i>		98
<i>skipped question</i>		2

**17. Please rate your overall feelings of safety at the bus stop where you usually board the Benning Road-H Street Line buses.**

	Response Percent	Response Count
Not concerned 	40.4%	40
<b>Somewhat concerned</b> 	45.5%	45
Very concerned 	14.1%	14
<i>answered question</i>		99
<i>skipped question</i>		1

18. What factors typically impact your trips on Benning Road-H Street Line buses?			Response Percent	Response Count
Congestion/long traffic lights		61.2%	60	
Too many bus stops		54.1%	53	
Double-parked cars/trucks		30.6%	30	
Detours or street closures		12.2%	12	
Bus passes the stop		33.7%	33	
Long waits for bus to arrive		55.1%	54	
<b>Crowded buses</b>		<b>89.8%</b>	<b>88</b>	
Buses have difficulty stopping close to the curb		12.2%	12	
Buses have difficulty pulling back into traffic		5.1%	5	
Takes too long to load and unload at stops		39.8%	39	
I don't usually encounter problems on the X1/X2/X3		0.0%	0	
			<i>answered question</i>	98
			<i>skipped question</i>	2

19. Please identify the THREE areas where you feel that service on the Benning Road-H Street Line needs the most improvement.		
		Response Percent    Response Count
Safety/security at stops		14.3%    14
Safety/security on buses		34.7%    34
<b>Bus crowding</b>		<b>85.7%    84</b>
Frequency of buses		45.9%    45
Bus travel time		14.3%    14
Driver courtesy		1.0%    1
Driver safe operation		2.0%    2
Vehicle condition		17.3%    17
Bus stop locations		8.2%    8
Hours of service		3.1%    3
Shelters and benches		16.3%    16
Fare collection		2.0%    2
Bus route schedules and other information at stops		8.2%    8
Bus arriving according to schedule		32.7%    32
	Other (please specify)	12
	<b>answered question</b>	<b>98</b>
	<b>skipped question</b>	<b>2</b>

20. Which of the following transit service types would you use if they were available on Benning Road/H Street?			
		Response Percent	Response Count
Limited-stop/Express bus		84.8%	84
<b>Streetcar</b>		<b>85.9%</b>	<b>85</b>
Neighborhood connector		64.6%	64
Local bus		45.5%	45
<i>answered question</i>			99
<i>skipped question</i>			1

On-line respondents to the survey were more amenable to the idea of using a streetcar than respondents to the paper survey. Both groups would use a limited-stop service if it were available.

# Appendix A: Rider Survey, English



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 78033 ARLINGTON, VA  
POSTAGE WILL BE PAID BY ADDRESSEE  
WMATA C/O AECOM  
3101 WILSON BLVD STE 400  
ARLINGTON VA 22201-9976



**X1-X2-X3**

**Rider Survey**

Website: [www.metrobus-benning-h-dc.com](http://www.metrobus-benning-h-dc.com)  
Hotline: 703-682-5060

**M metro**

**Metrobus Benning Road-H Street Line Study**

The Washington Metropolitan Area Transit Authority (WMATA) and the District Department of Transportation (DDOT) are conducting a comprehensive study of Metrobus routes X1, X2, and X3. The purpose of the study is to identify problems, develop solutions, and improve bus service on the Benning Road-H Street Line. Please take a moment to complete the following survey. After completing the survey, place it in the pouch marked "rider survey" on this bus or drop it in the mail (postage is paid).

1. Please check the Metrobus route you're currently riding.  
 X1    X2    X3

2. At which stop or intersection did you board this bus?  
 \_\_\_\_\_

3. At which stop or intersection will you exit this bus?  
 \_\_\_\_\_

4. Did you, or will you, transfer to/from another bus or Metro line on this trip?    Yes    No  
 If yes, which bus or Metro line did you transfer from?  
 \_\_\_\_\_

Which bus or Metro line will you transfer to?  
 \_\_\_\_\_

5. How often do you ride the Benning Road-H Street Line buses?  
 Every day    Weekly    Occasionally

6. How long did you wait for the bus you're now on?  
 Less than 5 min.    11 to 20 min.  
 5 to 10 min.    More than 20 min.

7. How long will you be on this bus?  
 Less than 15 min.    15 to 30 min.    More than 30 min.

8. Please indicate your age:  
 Under 20    20 to 39    40 to 64    65 and over

9. Did you use a wheelchair or other assistive device on this trip?  
 Yes    No

10. Was a seat available when you boarded this bus?  
 Yes    No

11. Please rate the quality of the bus stop where you boarded this bus.  
 (1 = poor quality, 5 = high quality)

1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall cleanliness of stop  
 Information about service at stop  
 Quality of shelters and/or benches  
 Ease of boarding at bus stop

12. Please rate the quality of the bus you're currently on.  
 (1 = poor quality, 5 = high quality)

1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cleanliness  
 Comfort  
 Condition  
 Appearance

13. Please rate the driver on the bus you're currently riding.  
 (1 = poor performance, 5 = outstanding performance)

1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Operation of bus  
 Attention to safety  
 Helpfulness/knowledge of system  
 Courtesy/friendliness

14. Please rate your overall feelings of safety and security on this bus.  
 (Please note concerns in additional comments box at right.)

<input type="checkbox"/> Not concerned	<input type="checkbox"/> Somewhat concerned	<input type="checkbox"/> Very concerned
--	---	---

15. Please rate your overall feelings of safety and security at the bus stop where you boarded this bus. (Please note concerns in additional comments box at right.)

<input type="checkbox"/> Not concerned	<input type="checkbox"/> Somewhat concerned	<input type="checkbox"/> Very concerned
--	---	---

16. What factors impacted your trip on this bus today?

<input type="checkbox"/> Congestion/long traffic lights	<input type="checkbox"/> Bus was too crowded
<input type="checkbox"/> Too many bus stops	<input type="checkbox"/> Bus had difficulty stopping close to curb
<input type="checkbox"/> Double-parked cars/trucks	<input type="checkbox"/> Bus had difficulty pulling back into traffic
<input type="checkbox"/> Detours or street closures	<input type="checkbox"/> Took too long to load/unload at stops
<input type="checkbox"/> Bus passed stop	<input type="checkbox"/> No problems encountered
<input type="checkbox"/> Waited too long for bus to arrive	

17. Please identify the three areas where you feel the service on the Benning Road-H Street Line needs the most improvement.

<input type="checkbox"/> Safety/security at stops	<input type="checkbox"/> Bus stop locations
<input type="checkbox"/> Safety/security on buses	<input type="checkbox"/> Hours of service
<input type="checkbox"/> Bus crowding	<input type="checkbox"/> Shelters and benches
<input type="checkbox"/> Frequency of buses	<input type="checkbox"/> Fare collection
<input type="checkbox"/> Bus travel time	<input type="checkbox"/> Bus route schedules & other info at stops
<input type="checkbox"/> Driver courtesy	<input type="checkbox"/> Driver safe operation
<input type="checkbox"/> Driver arriving according to schedule	<input type="checkbox"/> Vehicle condition

Other: \_\_\_\_\_

18. Which of the following transit service types would you use if they were available on the Benning Road-H Street corridor?

<input type="checkbox"/> Limited-stop or express bus	<input type="checkbox"/> Neighborhood connector
<input type="checkbox"/> Streetcar	<input type="checkbox"/> Local bus

WMATA will be hosting public meetings this summer so that bus riders can further assist in the process of improving bus service on the Benning Road-H Street Line. If you would like to be notified of these meetings, please include your name and contact information below.

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 E-mail: \_\_\_\_\_  
 Additional comments: \_\_\_\_\_

**Thank you!**

# Appendix B: Rider Survey, Spanish



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 78033 ARLINGTON, VA

POSTAGE WILL BE PAID BY ADDRESSEE

WMATA C/O AECOM  
3101 WILSON BLVD STE 400  
ARLINGTON VA 22201-9976



**X1-X2-X3**

**Encuesta de pasajeros**

www.metrobus-benning-hdc.com/espanol

**M metro**

**Estudio de la línea Benning Road-H Street**  
La Autoridad de Tránsito del Área Metropolitana de Washington (WMATA) y el Departamento de Transporte del Distrito de Columbia (DDOT) están realizando un estudio de las rutas X1, X2, y X3 de Metrobus. El objetivo del estudio es identificar problemas, elaborar soluciones y mejorar el servicio de autobuses de la Línea Benning Road-H Street. Tenga la bondad de dedicar unos momentos a llenar la siguiente encuesta. Después de completar la encuesta, colóquela en el sobre marcado "encuesta de pasajeros" ("rider survey") en este autobús, o envíela por correo (el franqueo ya está pagado).

1. Seleccione el número de la ruta en la que viaja actualmente:

- X1  X2  X3

2. ¿En qué parada o intersección se subió a este autobús?

3. ¿En qué parada o intersección se bajará de este autobús?

4. ¿Transbordó o va a transbordar a otro autobús o una línea del Metro en este recorrido?  Sí  No

Si es así, ¿cuál autobús o línea del Metro usó para transbordar?

¿A qué autobús o línea del Metro va a transbordar?

5. ¿Con cuánta frecuencia viaja en los autobuses de la X1/X2/X3?

- Todos los días  Semanalmente  Ocasionalmente

6. ¿Cuánto tiempo espera por este autobús?

- Menos de 5 min.  11 a 20 min.  
 5 a 10 min.  Más de 20 min.

7. ¿Por cuánto tiempo viajará en este autobús?

- Menos de 20 min.  20 a 39 min.  40 a 64 min.  65 o mayor

8. Indique su edad.

- Menor de 20 años  20 a 39 años  40 a 64 años  65 o mayor

9. ¿Usó una silla de ruedas o algún otro dispositivo de ayuda durante este viaje?

- Sí  No

10. ¿Había un asiento disponible cuando se subió al autobús?

- Sí  No

11. Califique la calidad de la parada de autobús donde subió a este autobús.

- (1 = mala calidad, 5 = alta calidad)
1. Limpieza  1  2  3  4  5
2. Información del servicio en la parada  1  2  3  4  5
3. Calidad de los refugios o los bancos  1  2  3  4  5
4. Facilidad de subir al autobús  1  2  3  4  5

12. Califique la calidad de la parada de autobús donde subió a este autobús. (1 = mala calidad, 5 = alta calidad)

1. Limpieza  1  2  3  4  5
2. Comodidad  1  2  3  4  5
3. Condición  1  2  3  4  5
4. Apariencia  1  2  3  4  5

13. Califique al conductor del autobús en el que viaja actualmente. (1 = mal desempeño, 5 = desempeño excelente)

1. Operación del autobús  1  2  3  4  5
2. Atención a la seguridad  1  2  3  4  5
3. Amabilidad/conocimiento del sistema  1  2  3  4  5
4. Cortesía/geniteza  1  2  3  4  5

14. Califique su sentido general de seguridad en este autobús.

- (Añade otras preocupaciones que llegas en la casilla de comentarios abajo a la derecha).
- Sin preocupación  Algo preocupante  Bien  Preocupante

15. Califique su sentido general de seguridad en la parada donde se subió a este autobús. (Añade otras preocupaciones que llegas en la casilla de comentarios adicionales a la derecha).

- Sin preocupación  Algo preocupante  Bien  Preocupante

16. ¿Qué factores afectaron su viaje en este autobús?

- Congestionamiento/esperas largas en los semáforos  El autobús estaba demasiado lleno
- Demasiadas paradas  El autobús tuvo dificultad para detenerse cerca de la acera
- Autos/camiones mal estacionados  El autobús tuvo dificultad para volver a incorporarse al tráfico
- Desviaciones o cierres de calles  Tomó demasiado tiempo subir/bajarse en las paradas
- El autobús se saltó la parada  Esperó demasiado tiempo por la llegada del autobús
- No encontró problemas

17. Identifique las tres áreas en las que cree que el servicio de esta ruta necesita mejorar más.

- Ubicación de las paradas  Horarios de servicio
- Seguridad en los autobuses  Refugios y bancos
- Número de pasajeros en el autobús  Como se cobra la tarifa de viaje
- Frecuencia de pasada de los autobuses  Horarios de ruta y otra información en las paradas de autobús
- Tiempo de viaje en el autobús  Amabilidad del conductor
- Operación segura del conductor  Llegada del autobús según el horario
- Condición del vehículo  Conexión a vecindarios

Otro: \_\_\_\_\_

18. ¿Cuál de los servicios siguientes usaría si estuvieran disponibles en Benning Road-H Street?

- Autobús con paradas limitadas  Conexión a vecindarios
- Tranvía  Autobús local

WMATA va a conducir talleres públicos para que los pasajeros de autobús puedan ayudar a identificar otros problemas, desarrollar soluciones y mejorar el servicio de las rutas de la línea Benning Road-H Street. Si desea que le notifiquen de estos talleres, incluya su nombre e información de contacto a continuación:

Nombre:	
Dirección:	
Ciudad/Estado/ Código postal:	
Correo electrónico:	
Comentarios adicionales:	
<b>Gracias!</b>	

Appendix C: Promotional Poster for Rider Survey (11" x 17" landscape)

**X1-X2-X3** **Metrobus Benning Road/H Street Line Study**

# Rider Survey

**Encuesta de pasajeros**

## TODAY! Thursday, June 25, 2009

**Jueves, 25 de junio, 2009**

**Are you a rider of Metrobus routes X1, X2, or X3?**

**Do you have ideas about how to improve service on these routes?**

**Then take our rider survey and make your views known!**

**M metro**

When you've completed your survey, please place it in the pouch marked "rider surveys" or drop it in the mail (postage paid).  
Después de completar la encuesta, colóquela en el sobre marcado "encuesta de pasajeros" ("rider survey") en este autobús,  
o envíela por correo (el franqueo ya está pagado)

**d.**  
District Director of Transportation

## Appendix D: Transcription of Additional Comments

### Paper Survey – Additional Comments:

X2 has terrible service; it is always crowded.
X2 always crowded.
Need new X2 long buses, the old ones leak when it rains making fewer seats available. Put new buses used for U8
On a daily basis short buses are sent out during rush hour, making bus overcrowded. Put the new buses used on the U8 on this line.
Metro is going a great job. Keep up the good work. Some line to need help the X2 line.
Buses are too small on X here during rush hour
There needs to be an express bus for this route. The 79 is great. Use that as an example.
This bus trip is early morning rush-hour 6:30 am.
Need to have long buses during rush-hour traffic daily
Due to the overcrowding of this bus, I feel that Metro needs to make the buses more close in time as well as using more Tick Buses on this line.
Do something along the V7 line
Tired of the young people crowding the front of the bus and they won't move so you can enter or exit the bus. Bus sometimes does not have AC when it is hot (not today).
Sabador y Domingo can mor fricuducior
I take the X2 to work every morning and have often been late because of a bus arriving 10-15 mins later than scheduled. When it does arrive, it is often too crowded to stand safely. Please add more buses to this route.
Metro, It's about time you did this survey and I hope it will improve-- I've emailed countless times but never received a response (via email); Buses in Black neighborhoods "sucks"; they're dirty, trashy and the cloth seats are not properly cleaned and sanitized; lots of homeless people ride the X-1, X-2, 90 (all routes), U-5 & U-6 routes which are always late during the afternoon rush. Blacks money spend just like our counterpart (whites) and we deserve the same type of service; also, why can't these lines have express service in the a.m. and p.m. rush—get it right! Also, other than the cameras on the buses, you need to put in place some type of security on the buses.
Bus frequently passes the stop even when it is not crowded (but not today); construction; when raining bus leaks which wets the seats.
Need more longer buses on Benning Rd Thank You
Bus drivers have their preferences of customers setting on board example if the bus already move out of the stop and someone is running toward the bus they will stop for them if they like you. If not they will keep going.
Why do you put small buses on the X2 route?
X2 line should not have little buses; too many passengers, not enough seats. X2 is always crowded.
Some bus drivers drive too fast. Especially when they have a lot of people on the bus.
X2 needs more buses with a shorter period between arrival. Every evening the service is horrible for the past 3-4 years. I have riding this bus for 13 years.
I ride 4 buses to work - V7, X3, D4, E2. Now 9 months. I use bus pass
The bus tokens when bus is moving sometimes don't add up on your smart trip card. Buses never run on time, no air conditioning, trashy
Put cameras between headlights to film vehicles making illegal turns in front of buses and record buses too close to cyclists!! Another factor impacting this trip: 16 years of construction in Benn Rd. and along H St. Why? When will it end??
Poor bus service
More bus schedules at every stop- Thank You
Buses need to be on time and not crowded.
This survey should be taken for the 90 bus routes too
Only on the X-line fare box-- add fare to smart trip does not operate properly-- drivers seem to want people to lose hard earned money. I have lost over \$20.00 on fare boxes. Concern over driver attention to safety because he/she was talking to a rider.
Need more work service quality , need more improvement for the rider concerning security would be helpful
It is rare that the bus I ride is not overcrowded; today air was on, only one window open in far back; construction on H and Benning has taken too long.
I think that people with wheelchairs should have their own bus

My comments are most bus drivers are rude and again they pick up too many people - can't get off the bus when the bus is jammed packed
The ride would be more comfortable if there were space (seats)
The bus operator was very nasty to be so early in the morning. Metro needs to make the operators attend customer service training.
The arrival of X1 has been erratic. Need to tell driver <b>not</b> to speed through before scheduled arrival time.
Not available in evenings-have small grandchildren to chill out with. Thanks you. Bus Driver wonderful
X2 is always crowded; X2 runs too little (it should go later) and too infrequently.
Need more and bigger buses
The long buses need repair. Water is always in the inside and on the seat.
What happened on the train could very well on buses. The X2 is always overcrowded people packed in the front.
Couldn't access the 11th & H St NE stop due to construction, had to walk to 8th & H and missed my bus, had to wait for next one.
Streetcar if I don't have to transfer
No more X2 short buses please!
Another factor impacting today's trip: Construction on H Street!
Young people loud and rude
Work on longer buses
More buses are needed on this line.
The X2 is generally ok with arriving often in the morning, but often runs really late in the afternoon. Sometimes wait 10-20 minutes at 11 St NW. Then after a couple in a row; so does no good with easing the crowds especially at Chinatown. Also windows leak when it rains in the accordion buses. And sometimes the fare collecting machine isn't working and seriously, I want to make sure you guys are getting all the money for the fares.
Concerned about bus safety and security because I'm pregnant; you need to fix this mess.
Metro could have bus stops for school kids, so that regular buses will be available seats for seniors and workers. Kids get on the front section and will not move for the needed. Standing in the door should be stopped. Bus driver don't say anything.
I've been riding the Benn/H St. corridor for years. I like the service, except that there is always overcrowding on this line! I miss getting to work on time because of this problem. Put more buses on the line.
Poor Service
Strive for better bus and driver service
Route not really safe to ride at night. Bus stops downtown at 14th St NW-dark and isolated-not safe
Please make a change! Advertisement vs. the public safety. The signs should not take up the whole window when people are waiting for the bus they cannot see who is coming at them. People have been killed at the bus stops. I have call and I am always told that it's because the advertisements bring in money- what about our safety. Do I have to go to the news to have something done? Please pay attention. I am afraid to sit down at night because of this. I have to stand to see who is coming to the bus stop.
I would just like to say that if there were a few more buses running, it would help keep the crowding down.
Drivers have to be too aggressive due to horrible DC Traffic. We need to be designated trolley/bus lanes for whole city.
I catch the X2 everyday for the most part. I always have to stand. Bus drivers pass us by most of the time because they think the bus is full when in the back there is room. They are never on time. Most bus operators are courteous. I feel somewhat vulnerable at the bus stop alone because of the area.
As stated before, long buses should always be used on this line which would help with the overcrowding
X2 needs to be thoroughly cleaned. It usually smells awful. Take short buses off this line. We need the longer buses due to overcrowding.
Please help your bus operators to be public friendly.
Have more long buses on this route
I catch the X3 bus 3 days a week. This is a limited route yet there continues to be scheduling problems with its AM and PM service. These buses are either very late or don't show up at all. And the condition of the X3 buses are appalling, specifically the 9400' fleet of buses!
It's pretty fair for having concerns about the passengers Metro ok
Inconsiderate young adults sitting in priority seating for disability
Thanks. Don't forget the DC natives!
#15 H St., NE Construction dangerous for anyone having to walk/stand near. #17 scared to try to walk in street

(bus stop blocked by those construction ropes). Thought I might get hit, had to try anyway to not miss the bus, had to do it very quickly and get back up on the sidewalk. H St. NE is not pleasant for bus riding, walking, etc. Sidewalk is not existent, you better be quick to maneuver in street.
Thanks DC Metro Website
At rush hour there are never any seats.
Metro and Metrorail are a blessing. In time God will improve the people and the services. The problems are not the bus driver; it's the people that get on the bus. A lot of times the "not in service" sign will show instead of the place where the bus is going.
If there was a bus that went down Bladensburg Rd and Mt. Oliver, B2 and X buses would not be as congested. Seniors should be seated before children at all times. This should be stressed. Sometimes can get a seat on the bus if the school children are not on it. Bus should and could stop in front of Murray at 6th and H St. NE. Bus should stop and can stop with no problem.
Streetcar is a crazy- what happens if one breaks down- all others behind are stuck. Police used to man major intersections to keep cars from blocking intersections. Need to enforce stand BEHIND yellow line and move to back of bus. Lots of jerking/stop/start/abrupt on the bus. X8 (also ride) needs stop at 12th and MD. Blocks are really LONG between stops going to Carver Terr. Stop at 8th then 11th next.
A limited-stop cross-town route would be awesome! I live and work on either end of the X3, and it takes forever!
I work at night and I have to wait a long time for the bus to arrive @ H + North Capitol St NW. A lot of the time they arrive early and don't show up at all.
I haven't been on a bus in 50 years and the service has improved very much. The last time I rode a bus black people had to sit on the back seats. Now some young people are loud and the language. This conduct wouldn't be tolerated back when I rode the bus in the 50s.
Too many kids skipping school on school days, riding buses and taking up the priority seats
Please stop sending those very short buses on this crowded route. Also cloth/felt is a terrible material for this bus. Too many stains and wears out too fast.
The bus driver's are not courteous. The buses are crowded all the time. No A/C on larger buses. Can't find bus stops.
Do not allow eating or drinking. Music. Make people move towards the back of the bus
Have each bus wait for person getting off another bus that is there are just pulling up for others to cross and get on the bus
When one getting of one bus to transfer other driver should wait and see if someone want the bus. Some drivers know you want it but won't wait for you to cross the street.
At the end of the line driver needs to walk through and pick up all trash and debris especially newspapers
Always sending short buses and driver allowing massive amount of people on bus to point where mirrors are blocked and people standing right in front of window.
This X2 bus route need to have longer buses because the bus is always crowded. The disable and elderly have to stand up and they cannot keep their balance.
On week days during business hours, X buses should run in pairs together. I the 70s and 80s they ran in pairs. This will prevent overcrowding. Run X3 regularly!
To bus when past me because it was to crowding and I was late for work. Thank you.
Driver courtesy!
Between 5-6 am the bus fills up fast, we could use a longer bus. There is a big difference between the X-1 and X-2. Why? Very concerned about safety at bus stop because there are no lights.
some driver hold conversation with customer too long, the customers be blocking other from getting to the back of bus.
The driver should be able to put bad kids off the bus when they act up like they do.
Metro has big problems. Bring transfers back now!
This bus line does not seem safe at night.
This line does not have enough bus space to accommodate the people who want to ride it during rush hour. I'm daily passed by 3-4 full buses before one stops and crowding makes riding UNSAFE. But the bus drivers are friendly, helpful and courteous
This bus does not run according to schedule.
The X1 bus route is often late in mornings after 8am (reliable before then very unreliable after). Afternoons it's often not showing up or is very (as much as 1-5 hours) late. Also wish it would run one additional bus earlier and one later (dep. 6:10).
I love metro. It's always nice, clean and comfortable.
Some of the drivers are very kind and compassionate. Do whatever it takes to improve metro all over the DC MD VA area. Please

More buses, more frequently
None at this time, keep up the good work
And let the bus be more neat and clean or something just clean.
Really should put bigger buses on the routes
Afternoon X2 bus no seats at all at north capitol and H going toward Minnesota Ave.
Waited 15 minutes for a bus during afternoon rush. When a bus finally arrived 3 arrived all together and all were full!
I have been a patron of Metro X-lines for more than 30 years. It has always been apparent that Metro caters to affluence rather than revenue. The X2 line compared to the S2, S9 lines is a shame and disgrace. On the S2, S9 line you never wait more than 10 minutes although the route is much longer. Why is that?
Bus driver needs to tell the riders to move to the back of the bus. Metrobus that you purchase needs more space. New Metrobus is small.
Eastbound buses are too often crowded on weekdays between downtown up to Bladensburg rd
We need no streetcars. We have enough traffic and what gets cut when the budget is down?
Please hire employees to clean the inside of the buses on a daily basis.
Please run the caterpillar buses from sunrise to 10:00pm at night. M-Sat to handle the crowd of people. Please hurry up with the new buses.
Consider express w/ less stops. Try express on rush hours.
Cleanliness of busses seems to be the greatest concern. "Will my clothes still be clean after riding the bus, will I have contracted some sort of odor"
This bus today was pitiful - no A/C - pull cord broken - seats falling off and cut. Buses like this double this AM should be pulled out of service. More security to stop the eating and drinking.
Metro has a+ service with one exception that is overcrowded buses esp. during rush hours.
B2 bus lines the passengers crowded around the driver. Sometimes it's hard to get past them. There are seats available but they stand at the front door. As many as three or four.
6 buses went by this morning before one had room to let me on. Maybe you should have more buses or bigger buses.
More runs will ease foot traffic. You seriously need to clean the buses with regularity. 99% of drivers provide excellent, helpful customer service.
Because of all the 'drama' that takes place on the X2 bus (illegal activity, fights, etc) some patrons have nicknamed it the "Jerry Springer on wheels" bus...
It doesn't appear to be a constructive practice to place the small 'ice cream truck' size buses in service during rush hour. Considering the traffic conditions which cause delays in service. It is frustrating to have a small bus finally arrive after 2-3 buses late. Crowded and angry passengers.
Please add express us to X3 buses especially afternoons. Thank you
only concern is safety on the bus. Lots of times when I get on the x2 buses there have been loud school kids-drunk people it just feels unsafe at times.
I don't know why there appears to be very angry drivers on the X2 - the drivers make great money and we the customers would enjoy an angry, fuss-free ride.
During rush hours they don't use long buses. Also buses are old.
Another X2 pulled up after our bus loaded. Our driver left the bus w/out giving us an opportunity to board the other bus which immediately left, forcing us to wait!
Please have someone check on the streetcar rails on Benn Rd. The men were screwing the screws with their hands, no machines to screw them in. So please check them, thanks. I ride the buses NE and NW all the time, all drivers are just great, sometimes the buses are full, no seats, they always stop and pick us up. I thank them.
Kids sit on the first seats - won't move, curse driver out if he asks them to move - say "they pay their fare like everybody else" - have to move for wheelchairs "no comment" when they get on! Going to where you have doctor's appointments is usually OK unless kids on the bus, they are disrespectful and rude. Have to "get off the bus" on the way home because they fight and curse so much!
Often drivers are not knowledgeable about the city -- which bus goes where. This X1 bus doesn't seem to have a regular schedule especially in the evening.
People standing behind driver talking, blocking the entrance, Loud music (no earphones) profanity!!
The X9 buses are in horrible condition. They always leak when it rains and often parts are hanging from the ceiling and could injure someone.
Operator "Charles" my regular operator on the X2 on my return trip is wonderful. I catch the X2 at 8:34pm at 15th and H St NE
When it rains, half, and I do mean half, of the seats on the X2 and X1 line are wet and I do mean wet. Can this

problem be solved?
Sometimes the bus is crowded
Please do something about the rules for those big baby strollers blocking the aisles. In an emergency it is impossible to get off. Very concerned about school kids arguing using cursing language and filthy nasty taking over the whole bus. It's disgusting.
Primer bus #63 debe pasar mas a menudo
Is it possible we can address the issue of drivers passing stops to refuse passenger pick-ups? Because I seen times a wheel chair passenger needed the same bus and was left getting washed out in the rain. That's bogus!
Why did 11th Street stop shelter get replaced with a smaller shelter? Also, half the bus drivers stop at 6th and H St NE and half don't, that's confusing.
The 30s bus heading from SE to Friendship heights is terrible, you guys have only one 30 bus headed that way in the mornings, it's more people getting off just as many getting on. I catch the bus every morning - you need at least three 30s buses heading from SE to Friendship heights, plus a 39 express would be much better. Just like the Silver Spring express, there are at least 3 running that route in the mornings.

### On-Line Survey – Additional Comments:

1.	I missed this notice as the survey date was after schools had closed for the summer vacation. However, a number of elementary-age students (with their parents) rely on this bus route (and the 96) to get from 18th and Columbia to the Oyster School at 29th and Calvert. Additional service (or slight changes in the timing of the bus routes) would facilitate timely arrival at school by 8:30 or 8:35 (not 8:45+, meaning a very late arrival) and not 8:17, as this would be a very early arrival. Some redundancy with the 96 is helpful in case one route is running very off schedule on a given day.	Mon, Aug 24, 2009 2:41 PM
	Metro could alleviate much of the crowding by implementing express buses at the bus stops where the vast majority of riders get on and off: 15th Street, NE; 8th Street, NE; North Capitol Street, NW; 7th Street, NW (Gallery Place Metro); and 13th Street, NW.	
2.	Separately, bus drivers on the X2 line seldom enforce fare collection. In one instance, I pointed out to the bus driver than an individual boarded the bus by using his friend's monthly pass. The bus driver endangered my safety by telling the two friends what I alleged, which they admitted, then doing nothing. The two friends followed me off the bus at my stop (fortunately, nothing happened to me only because an MPD cruiser happened to be at the bus stop where I got out, so I was able to linger there until the friends left).	Wed, Aug 19, 2009 8:53 PM
3.	Eastbound X2 gets extremely crowded at First/Capitol stop. Shelter/stop at 8th and H NE is also extremely crowded and dirty.	Fri, Jul 24, 2009 10:24 AM
4.	Express bus. Express bus. Express bus.	Fri, Jul 24, 2009 8:31 AM
5.	Drivers are friendly, but timeliness is highly unpredictable. It is not unusual to be passed by for as many as THREE full buses in a morning. One area for improvement for drivers would be to get standing riders to move to the back to make room for others to board.	Fri, Jul 24, 2009 7:50 AM
6.	The bus is overcrowded and full of sketchy people eating, drinking, drunk, high, etc. If it weren't I'd take it every day. As it is I wind up taking the D8 and changing at Union Station most of the time.	Thu, Jul 23, 2009 6:21 PM
7.	Route X2 should go back to its original Route of running from Capital Heights Metro to Lafayette Square.	Thu, Jul 23, 2009 4:56 PM

8.	There were no choices available for communicating "I don't ride the X1-X3," and why. In my case, there are too many absolutely horrific personal safety stories to ride that bus.	Thu, Jul 23, 2009 12:39 PM
9.	The buses are usually hit or miss. Sometimes the service is on time and the drivers are good, but more often than not the buses are too crowded to stop at my stop and I have to wait for a bus or two before I can get on, thus making me late for work. Short buses should not be run during the morning rush hour.	Thu, Jul 23, 2009 10:43 AM
10.	I would use the X3 much more often if it ran at times other than during weekday rush hour.	Thu, Jul 23, 2009 9:50 AM
11.	A major problem besides crowding is the condition of buses when it rains. Often, the buses leak and at least half the seats become unavailable because they are covered in water. THIS IS UNACCEPTABLE, especially since crowding is already a major problem when it is not raining.	Thu, Jul 23, 2009 9:35 AM
12.	I love the X1 bus. If I am able to catch it, I ride it in the morning and the evening. It is hands-down the most convenient route for me, but it runs too infrequently. Even adding two more busses in both the morning and evening commutes would make a big difference.  If I miss the X1, the X2 is my second choice. It gets very crowded in the evenings at Gallery Place and again at 1st and North Capitol.	Thu, Jul 23, 2009 7:26 AM
13.	Please consider express routes (e.g. with stops at every 7-8 blocks, such as Hechinger Mall or 14th street NE, 8th St NE, North Capitol, Chinatown, etc.)	Wed, Jul 22, 2009 11:50 PM
14.	It is difficult to overstate the extent to which the X2 line suffers from overcrowding and unreliability. I have pretty much stopped using the X2 to get places from my house in Trinidad and now rely mostly on the D4/D8 because the X2 is such a horrible experience.	Wed, Jul 22, 2009 10:50 PM
15.	The X1 often runs on smaller buses. There are many newer but very small buses running on it. When the X2 is late in the morning, there is a lot of spillover onto the small bus since many riders can take either.	Wed, Jul 22, 2009 9:07 PM
16.	Some drivers engage in a long conversation and it can get very distracting  Often Westbound busses are full and pass without stopping. I used to commute to Buzzard Point and would take the X1 as it was less crowded/noisy; however, the infrequency of that route makes it impractical. If the X1 ran more frequently during rush hour and on weekends, I would use it more often.	Wed, Jul 22, 2009 8:28 PM
17.	13. Answers based on new stop at 3rd & H St NE. There is no shelter at 7th & H St NW.  14. I've had it rain in busses before. Usually a lot of trash, open windows with the AC on.  15. Drivers are usually amazing, but when busses are full, they blow right by.	Wed, Jul 22, 2009 8:06 PM
18.	19. Better busses... ones without gum/stains/liquids on seats or busses roof leaks, AC systems that provide the right temp with closed windows. (Think Circulator)  I think the H street construction has a large impact on the X2 bus services, so I tried to ignore the construction and focus on what it was like before the construction and admittedly, it is more about the sidewalks and the inability for the bus to pull into to	Wed, Jul 22, 2009 7:36 PM

	the sidewalk due to illegally parked cars since the bus stop (8th and H street NE) is in front of the banks and everybody doesn't want to park in the bank's parking lot, hence the illegally parked cars in front of the bank makes it difficult for the riders and drivers. I wish the police or parking enforcement can take a post and watch over this spot like hawks to make sure the spot is all clear for the bus to pull into.	
19.	Security, especially after dark, is a big issue on these lines. They have a bad reputation, such that several people I know who regularly ride Metrobuses refuse to ride the X2 because of threatening patrons and overcrowding. It's such a useful route, but it's a shame that the abusive language and overcrowding make it not a great option for travel across town.	Wed, Jul 22, 2009 7:16 PM
20.	Metro should focus on getting the H Street streetcar line finished.	Wed, Jul 22, 2009 4:01 PM
21.	I was mugged at the X2 stop at 4th and h in April so that may have influenced my responses. To his credit, though, the bus driver was incredibly helpful, and called the police for me and waited with me until they arrived at the Gallery Place station.	Wed, Jul 22, 2009 3:53 PM
22.	Ever since the Metro Red Line crash, the buses have been packed more than ever and it isn't uncommon for 2 buses in a row to not stop because they are too full.	Wed, Jul 22, 2009 3:44 PM
23.	Have occasionally waited 45+ minutes for the x2 during rush hour (PM). Bus often passes my stop (AM), drivers usually fail to fill the bus, since they won't make people move back to actually fill the bus up.	Wed, Jul 22, 2009 2:38 PM
24.	Buses are overcrowded and are in the worst condition of all the buses in the entire system. The stops near 8th street are dangerous. It is ineffective for the police to sit in their cars in the Rite Aid parking lot while the activity is outside on the corners. The police are on foot in Chinatown. Why are they in their cars at the H-Street Crossing? Are they purposely turning a blind eye or do they really not see they activities going on around their cars?	Wed, Jul 22, 2009 2:26 PM
25.	N/A	Wed, Jul 22, 2009 1:44 PM
26.	The X2 has great potential but also problems. * Congestion is acceptable in the morning but in the evening it's usually faster to walk from 16th and H, NW to North Capitol. * Safety concerns on board are a real issue. I'm a guy and it's not as bad for me, but my wife won't even ride the bus. Some of the riders are always yelling, they get in arguments, etc.	Tue, Jul 21, 2009 12:05 PM
27.	I waited for more than 30 minutes this morning and had 2 full buses pass me. There need to be more of the 90ft buses run on the X2 line - especially during rush hour.	Tue, Jul 21, 2009 11:55 AM
28.	I normally walk to the metro in the morning so I don't have to take the X2. It is normally running late in the morning and most often times very crowded. The stop I would use, 11th and H St NE, is often times skipped by multiple buses and I end up just walking to 8th and H St. NE just to get on the bus. Because of that hassle in the morning, I would rather just walk the mile plus to the metro.	Tue, Jul 21, 2009 9:14 AM
29.	Buses often pass by the 13th and H NE stop without stopping, but still have lots of room in the back half of the bus. Drivers need to be better at forcing people to move all the way to the back to free up space. Some do this, but most do not.	Tue, Jul 21, 2009 8:49 AM
30.	Would love to see the DC Circulator come to H Street.	Tue, Jul 21, 2009 7:54 AM

31.	At rush hour, the bus gets too crowded. Mainly from all the people waiting for a long time at the bus stops. There should be safety limitations regarding how many people could get on the bus.	Mon, Jul 20, 2009 8:10 PM
32.	What myself and my neighbors really need is a consistent connection from our end of H Street to downtown or at a minimum Union Station.	Mon, Jul 20, 2009 5:44 PM
33.	For #14 above - if it is one of the newer shorter buses tend to be cleaner and in better shape.	Mon, Jul 20, 2009 3:33 PM
34.	Street Car would be an added beauty to the already run down H street NE area	Mon, Jul 20, 2009 3:17 PM
35.	I am also often a driver on this street and a rarely see the buses pull up the curb, thereby completely blocking a whole lane of traffic. This is all over the city not just X2	Mon, Jul 20, 2009 2:23 PM
36.	I cannot stress enough that there needs to be an increase in capacity - more or larger buses running more frequently. I've ridden many other lines throughout the city and there is nothing quite as crowded as the X2.	Mon, Jul 20, 2009 12:50 PM
37.	The service for the X1 bus in the afternoon is quite bad. It often is late and some runs are just skipped while passengers wait for twenty minutes or more for a bus. The other problem is drivers who don't know the route. There is a general feeling that this route gets low priority from the WMATA authorities.	Mon, Jul 20, 2009 11:31 AM
38.	This line is a disaster. Very overcrowded and unsafe. It's like 3rd world conditions on there. These are good people who need a safe and reliable way to get to work, and WMATA is really letting them down. Also, the fact that the bus stops just about every block on H St is ridiculous.	Mon, Jul 20, 2009 10:52 AM
39.	Just want to thank bus operator F. Coles for his everyday Courtesy/friendliness on Thursday June 18. I watched Mr. Coles on bus 2461 X2 deal with several unruly passengers and he handled all of them in a professional manner.	Sun, Jul 12, 2009 5:51 PM
40.	more enforcement of Metro's rules regarding eating, drinking and personal listening devices need to be enforced on Metrobuses;	Fri, Jun 26, 2009 6:04 PM