

## Frequently Asked Questions about the 28/Leesburg Pike Line Improvements

Effective 12/27/09

### **1. What changes have been made to the 28/Leesburg Pike Line?**

Three significant service changes are in effect as of December 27, 2009:

- A new limited-stop route – the 28X – serves 13 stops between Tysons Corner and Baileys Crossroads during peak periods. The stops to be served are:
  1. Columbia Pike & Carlin Springs Road
  2. Leesburg Pike at Baileys Crossroads Shopping Center
  3. Leesburg Pike & Glen Carlyn Road (Culmore Shopping Center)
  4. Leesburg Pike & Patrick Henry Drive
  5. Seven Corners Center
  6. Broad & Washington Streets (Falls Church)
  7. Broad Street & Virginia Avenue (Falls Church)
  8. West Falls Church-VT/UVA Metro Station
  9. Leesburg Pike & Pimmit Drive
  10. Leesburg Pike & Lisle Avenue (westbound) / Leesburg Pike & Ramada Road (eastbound)
  11. Leesburg Pike & Towers Crescent Drive
  12. Towers Crescent Dr. at #8000 (westbound)
  13. Tysons Corner Center
- The turn-around loop at Tysons Corner has a new, shorter route.
- The 28A and 28B are combined in Alexandria.

### **2. Why did Metro make these changes to the 28/Leesburg Pike Line?**

Several reasons:

- Metro heard many rider concerns about slow travel times and a lack of schedule reliability on the 28/Leesburg Pike Line.
- To create the highest quality service possible on the line, Metro did a study in 2009 to consider what kind of changes should be made.
- The result of rider input at public meetings and technical analysis produced the improvements to the 28/Leesburg Pike Line as of December 27, 2009.

### **3. How are the changes expected to solve the problems identified by riders of the 28 Line?**

The purpose of restructuring the line was to address several specific issues:

- The limited-stop 28X route responds to rider concerns that travel times are slow. Only 13 stops will be served on Leesburg Pike/Broad Street between Tysons Corner and Baileys Crossroads, speeding up travel for those wanting a faster trip.
- In Tysons Corner, the 28 Line used to loop around International Drive and Ring Road. The routing of this loop has been changed to Towers Crescent Drive, Ring Road, and Fashion Boulevard, which will cut several minutes from the line's travel time.
- Combining the 28A and 28B allows the line to serve a greater number of potential riders in Alexandria. The combined 28 route travels from King Street Metro to Southern Towers via King Street, Braddock Road, Howard Street, and Seminary Road. Stops for this segment include King Street Metro, TC Williams High School, Braddock Road and Marlee Way (behind Bradlee Shopping Center), and INOVA Alexandria Hospital.

**4. Apart from the above service changes, what other improvements have been (or are being made) made to the 28/Leesburg Pike Line?**

The following operational enhancements are expected to produce a better, more reliable trip for riders:

- Increased Supervision – A Metrobus supervisor has been assigned to focus only on the operation of the 28 Line. The supervisor will be in constant communication with bus drivers, advising them about problems on the road, suggesting detours and strategic buses as needed, and ensuring that buses don't get bunched up along the line.
- Enhanced Bus Driver Training – Additional training is being given to bus drivers to help them deal with problems specific to the 28 Line.
- Extended Hours – One early morning and two late evening buses has been added to the weekday schedule, along with six additional Saturday evening trips.
- Greater Schedule Reliability – Five minutes of "recovery time" has been built into the schedule at Seven Corners, so buses can more easily stay on-schedule.

**5. Will there be a fare increase to fund these improvements to the 28/Leesburg Pike Line?**

No. The improvements are not being funded through fare increases.

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

In Virginia, additional bus lines will be identified for study in the near future. The next Metrobus line in Maryland to be studied is the K6 along New Hampshire Avenue; this will take place in the first half of 2010. In the District of Columbia, Metro and the District Department of Transportation have already made improvements to the 30s Line, the 70s Line along Georgia Avenue, and the S Line along 16th Street. And a study of the Benning Road-H Street Line is currently being completed. These projects are all part of Metro's ongoing effort to restructure and improve service along the system's most heavily used bus corridors.

**7. The first phase of improvements has been implemented for the 28/Leesburg Pike Line, but I would still like to comment. How can I make my views known?**

Riders are always welcome to be advocates for further changes to the Metro system in general and the 28/Leesburg Pike Line in particular. The Riders Advisory Council (RAC) meets monthly; you may contact Metro's RAC liaison, John Pasek, at [jpasek@wmata.com](mailto:jpasek@wmata.com). You may also contact Metro's board of directors at [boardofdirectors@wmata.com](mailto:boardofdirectors@wmata.com). And you can participate in evaluations of 28/Leesburg Pike Line service; look for information on buses or call the project hotline at 703-682-5060.

*For more information about the 28/Leesburg Pike Line, visit us online at [www.Metrobus28Line.com](http://www.Metrobus28Line.com).*