

Frequently Asked Questions about the Q2/Veirs Mill Road Line Improvements

Effective 12/27/09

1. What changes have been made to the Q2/Veirs Mill Road Line?

Before December 27, 2009, only one Metrobus route – the Q2 – operated along the corridor, between Shady Grove Metro and Silver Spring Metro.

As of December 27, 2009, Metrobus offers a wider range of routes:

- The **Q1** route runs from Shady Grove Metro to Silver Spring Metro, bypassing Montgomery College (early and late full-length trips daily).
- The **Q4** serves all stops (daily, midday schedule) from Rockville Metro to Silver Spring Metro.
- The **Q5** route runs from Shady Grove Metro to Wheaton Metro, bypassing Montgomery College (typical midday pattern on Sunday).
- The **Q6** serves all stops (daily, midday schedule, except Sundays from Shady Grove to Wheaton).

The existing **Q2** route, from Shady Grove Metro to Wheaton Metro via Montgomery College, remains in place for early and late full-length trips daily (when the frequency of service needed on Veirs Mill Road is 20 minutes or 30 minutes, so that no portion of the line will be served less often than every half-hour).

2. Why did Metro make these changes to the Q2/Veirs Mill Road Line?

Several reasons:

- The Q2/Veirs Mill Road Line has one of the largest riderships of any line in the Metrobus system – about 10,000 people every weekday.
- Metro heard many rider concerns about bus bunching, crowding, and schedule adherence on the Q2.
- To create the highest quality service possible on the Q2/Veirs Mill Road Line, Metro did a study in 2009 to consider what kind of changes should be made.
- The result of the rider input and technical analysis produced the improvements to the Q2/Veirs Mill Road Line that took effect on December 27, 2009.

3. How are the changes expected to solve the problems identified by riders of the Q2?

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

- The Q6 and Q4 routes together run along the same route as the Q2; however, they overlap along the busiest part of the line between Rockville Metro and Wheaton Metro. This means that the section with the most riders will receive more frequent service, thus decreasing wait times and crowding on buses.
- Many riders said that the service to Montgomery College was time-consuming. Thus, riders who want to get from Rockville to Shady Grove more quickly can now do so by riding the Q1 and Q5, which do not stop at Montgomery College (when the campus does not need to be served; i.e., early mornings and late evenings Monday through Saturday or all day on Sunday).
- With the new routes in place, travel time savings and reliability of bus service along the corridor are expected to improve. Scheduled travel times will be increased to reflect current traffic conditions and overlapping shorter routes will make it easier to keep buses on schedule.

4. Apart from the above service changes, what other improvements have been (or are being made) made to the Q2/Veirs Mill Road Line?

Metro has done more to improve transit service along the corridor than expand the number of routes. The following enhancements are expected to produce a better, more reliable, safer trip for riders:

- Supervisors have been assigned to manage the Q2/Veirs Mill Road Line; they will be in direct contact with bus drivers along the corridor via computers and hand-held devices to address problems before they affect service and schedules.
- Through improved communication, Metrobus supervisors can easily have illegally parked cars and trucks removed and keep riders posted about detours and other information. Through vehicle tracking technology, they can keep buses evenly separated and put more buses into service when necessary.
- Time-saving changes have been made to bus approaches to Shady Grove and Wheaton stations.
- Bus drivers are receiving additional training that is specific to the Q2/Veirs Mill Road Line.
- Safety and security are being improved with the help of Metro Transit Police.
- Metro plans to study adjustments to traffic light signals, queue jumps, bus-only lanes, and other techniques for making bus service run more quickly and efficiently along the corridor.

5. Is it still possible for me to take one bus between Shady Grove Metro and Silver Spring Metro without transferring?

Yes. With the existing Q2 route, it is still possible to ride a single bus from one end of the line to the other (but only early in the morning or during most of the evening).

6. I heard that there was going to be a new limited-stop or express service called the Q9. What happened to that idea?

Metro is still planning to implement a limited-stop service between Shady Grove Metro and Wheaton Metro; but it is not part of the first phase of improvements. The Q9 Metro Express would be added to Metrobus service along the corridor when funds permit.

7. Will there be a fare increase to fund these improvements to the Q2/Veirs Mill Road Line?

No. The Q2/Veirs Mill Road Line improvements are not being funded through fare increases.

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

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. A study of the Benning Road-H Street Line is currently being completed. In Virginia, improvements to the 28/Leesburg Pike Line are underway. These projects are all part of Metro's ongoing effort to restructure and improve service along the system's most heavily used bus corridors.

9. The first phase of improvements been implemented for the Q2/Veirs Mill Road 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 Q2/Veirs Mill Road Line in particular. The Riders Advisory Council (RAC) meets monthly; you may contact Metro's RAC liaison, John Pasek, at jpasek@wmata.com. You may also contact Metro's board of directors at boardofdirectors@wmata.com. And you can participate in evaluations of Q2/Veirs Mill Road Line service; look for information on buses or call the project hotline at 703-682-5060.

[For more information about the Q2/Veirs Mill Road Line, visit us online at www.Metrobus-Q2.com.](http://www.Metrobus-Q2.com)