

# Q2/Veirs Mill Line Study Public Meeting # 2

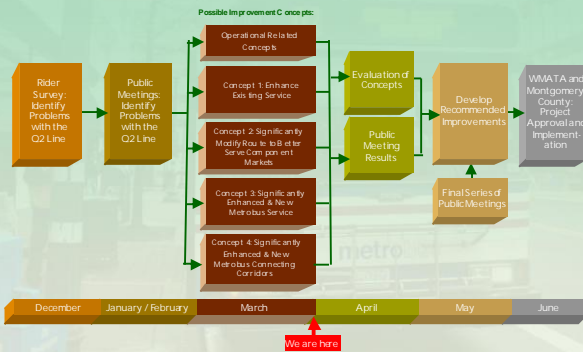
March 31, 2009

## What is the Purpose of the Study?

- Improve customer experience on the Metrobus Q2/Veirs Mill Road Line
- Update operating plans and sustain good performance
- Establish strategy for implementing recommendations
- Plan for future capacity and new services



## Study Process



## What Will We Be Doing at Today's Workshop?

Purpose of the meeting is to identify acceptable solutions to be considered:

- Discuss causes of customer-identified problems
- Test reactions to possible solutions
- Review service plan concepts
- Discuss next steps



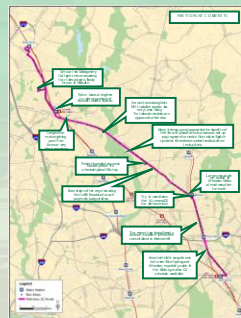
During breakout sessions, be prepared to comment on:

- Operations and service concepts
- Additional improvements to be considered
- Acceptability to passengers
- Implementability/time frame
- Unintended consequences



## Key Issues Raised at January/February Public Meetings and in the Rider Survey

- Passenger Crowding on Buses
- Bus Bunching
- Schedule Adherence
- Long Travel Times
- Fare Collection
- Safety and Security
- Customer Information
- Hours of Service
- Disabled Access



## Issue Discussion: Crowding on Buses

- Caused by:
  - Bus bunching
  - Peak period demand
- Possible solutions include:
  - Consistent distribution of buses
  - Provide alternative services to redistribute load
  - Operate larger buses



## Issue Discussion: Bus Bunching and Schedule Adherence

### Caused by variance in travel speeds between buses which is affected by:

- Traffic congestion
- Traffic signal-related delay
- Incidents/travel lane blockages
- Passenger boardings
- Access to/egress from stops
- Passenger load on the bus
- Customer-related delay
- Insufficient scheduled recovery time
- Travel times/loads by day of week



## Issue Discussion: Bus Bunching and Schedule Adherence

### Possible solutions include:

- Shorten routes so buses don't get as far behind schedule
- Provide more recovery time at end of line and schedule layover time on route
- Operate by headway rather than schedule
- Increase number of supervisors
- Operate different route patterns during rush period
- Provide signal priority for buses
- Provide reserved lanes for buses in congested areas
- Reduce the number or improve the design of stops



## Issue Discussion: Long Travel Times

### Caused by:

- Traffic delay
- Number and spacing of stops
- Passenger loading times
- Poor access to stops
- Lane blockages

### Possible solutions include:

- By-pass congested segments
- Provide reserved bus lanes
- Traffic signal priority
- Reduce number of stops
- Encourage use of rear doors
- Reduce competition for space at stops
- Enforce parking restrictions



## Issue Discussion: Fare Collection / Fare Structure

### Caused by:

- Low use of SmartTrip cards which lengthens the boarding process
- Passengers prefer bus between Silver Spring and Wheaton rather than Metrorail due to higher fares for bus/rail transfers

### Possible solutions include:

- Modifying SmartTrip card fare structure for Silver Spring – Wheaton Metrorail trips
- Promoting SmartTrip cards through public outreach



## Issue Discussion: Safety and Security

### Safety is both a matter of fact and perception

### Caused by:

- Stop location and visibility
- Poor lighting
- Unruly patron and non-patron behavior

### Possible solutions include:

- Greater Montgomery County Police and Metro Transit Police presence at hot spots
- Emergency call boxes
- Improved lighting
- Relocated bus stops
- Enhanced driver training to handle incidents
- Enhanced supervisor presence



## Issue Discussion: Customer Information

### Causes include:

- Many stops lack schedules and information cases
- Schedules at stops are outdated and/or hard to read
- Information cases are damaged or missing
- Drivers aren't familiar with the system

### Solutions include:

- Install information cases & schedules at stops that lack them
- Replace information cases, bus stop flags, and poles
- Provide drivers with instruction to increase familiarity with the Q2 Line
- Provide FAQ responses for drivers

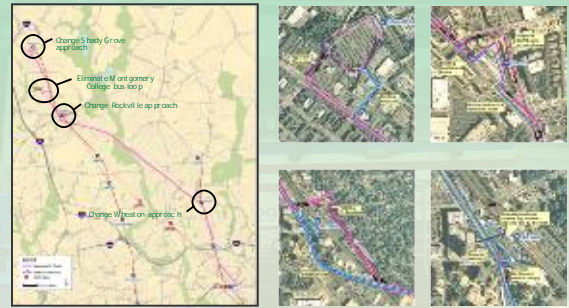


## Service Plan Concepts

- Service Concept 1: Enhance Existing Services
- Service Concept 2: Significantly Modified to Better Serve Component Markets
- Service Concept 3: Significantly Enhanced and New Metrobus Services Along the Corridor
- Service Concept 4: Significantly Enhanced and New Metrobus Services Connecting Corridors

## Service Concept 1: Enhance Existing Services

Metrobus Q2 is assumed to continue to operate as a local service bus route along Veirs Mill Road. Several service modifications would be made to the Q2 to improve its level of service.



## Service Concept 2: Significantly Modified to Better Serve Component Markets

Metrobus Q2 bus route is modified in manners which allow it to better serve specific segments along the Veirs Mill Road corridor.



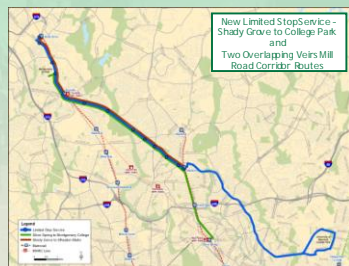
## Service Concept 3: Significantly Enhanced and New Metrobus Services Along the Corridor

Metrobus services along the Veirs Mill Road corridor are significantly enhanced to provide for new service types and an overall improvement in the transit service.



## Service Concept 4: Significantly Enhanced and New Metrobus Services Connecting Corridors

Metrobus services along the Veirs Mill Road corridor are significantly enhanced to provide for new service types and an overall improvement in the transit service. In addition, extending these improvements to adjacent connecting transit corridors in the area.



## Workshop Group Discussions

- Break into small groups based on the number code on your agenda
- Facilitator will answer questions about improvement concepts and discussion issues
- Identify the advantages, disadvantages, and trade-offs associated with each of the concepts
- Suggest additional improvements that should be considered
- Identify preferred concepts and improvements
- At the conclusion, a group representative will summarize the results of your discussions.

## Key Questions to Consider in Group Exercise

- How well do the proposed Service Concepts address the major service issues?
- How well do the Service Concepts meet other needs of Q2 riders?
- Are there other specific strategies and improvements that we should consider?
- How do you measure success?



## Workshop Group Reports



## How Can I Continue to Participate?

- Third Set of Public Meetings
- Comment Sheets
- Riders Advisory Council Monthly Meetings
- WMATA Board Meetings
- Website: [www.metrobus-Q2.com](http://www.metrobus-Q2.com)
- Project Hotline: 703-682-5060



## Next Steps

- A comprehensive staff recommendation will be prepared based on public input
- Public meetings will be held to review recommendations
- Public hearing process
- MDOT/Montgomery County budget process
- WMATA budget hearings



See You at the Next Public Meeting!

## Service Plan Solutions

