# ISSUES RAISED AT THE JAN-FEB 2009 PUBLIC MEETINGS

The following key issues were identified based on the rider survey conducted for the Q2/Veirs Mill Line on December 17, 2008 and the first phase of public meetings, which included one held on January 29, 2009 at Rockville United Church in Rockville and the second held on February 5, 2009 at Holiday Park Senior Center in Wheaton.

PASSENGER CROWDING ON BUSES
Crowding and capacity on buses is a top issue for passengers at most times of day, not just peak periods.

BUS BUNCHING
During peak and off-peak hours, passengers wait for relatively long periods of time in which no buses arrive and then two or more buses arrive at the same time.

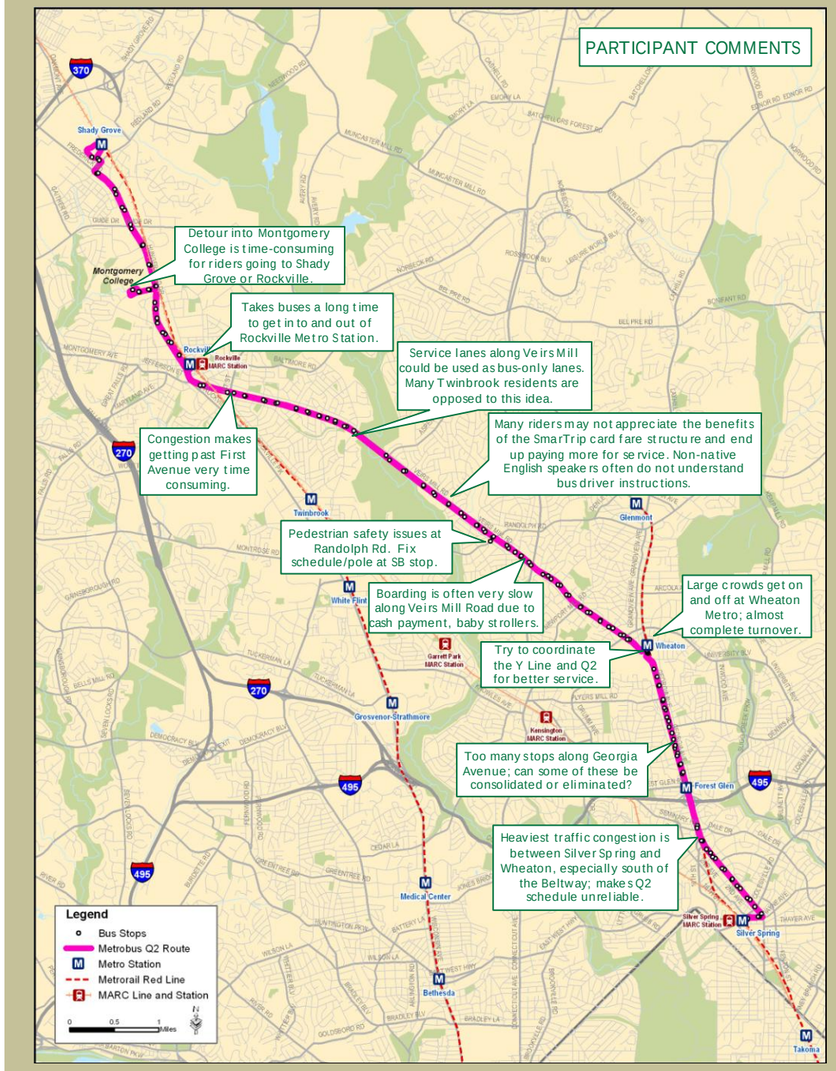
LONG TRAVEL TIMES
Travel on buses is slow given the high number of stops along the route and total time required for passengers to enter/exit the bus.

SCHEDULE ADHERENCE
Most buses don't arrive at the times posted on the schedules.

FARE COLLECTION
Many passengers do not use SmarTrip cards, which increases boarding times at stops.

SAFETY AND SECURITY
This includes security concerns at stops and on buses.

OTHER ISSUES
Hours of service (at late night, early morning), driver courtesy, and disabled access at bus stops.



# POTENTIAL ROUTE AND SCHEDULE CONCEPTS FOR THE VEIRS MILL LINE

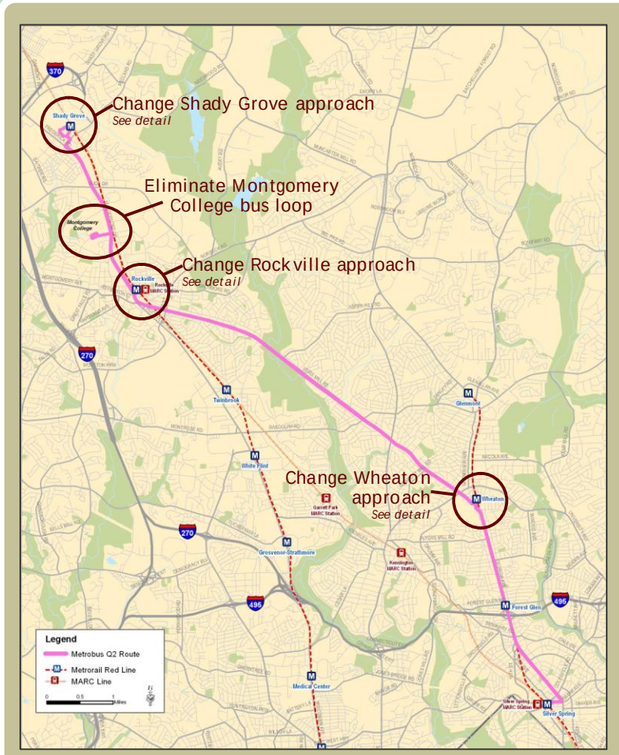
## *CONCEPT ONE: ENHANCE EXISTING SERVICES*

The 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.

The key elements may include:

- Rerouting the Shady Grove station approach to use the State Route 355 (Frederick Road) station entrance, allowing King Farm residents to access the bus stops more easily
- Possible elimination of the Montgomery College bus loop to shorten travel time between Rockville and Shady Grove. Options include eliminating the loop only at times when the College is not busy or possibly eliminating it on all Q2 trips
- Improving the Rockville Station stop location to speed up the time it takes for buses to turn into and exit the station
- Improving the Wheaton Station stop location to speed up the time it takes for buses to make stops at the station
- Longer buses – using articulated buses on the Q2 route, possibly only during peak hours, to more comfortably accommodate the high passenger loads
- More frequent service – possibly running more buses to decrease wait times at stops and crowding on buses
- Consolidating bus stops that are very close to each other and that do not get much use to reduce the total number of stops along the route

| ADVANTAGES | DISADVANTAGES |
|---|---|
| • Minor changes to existing route alignments or stops<br>• Some potential to reduce bus bunching<br>• Potential to reduce bus travel time<br>• Potential to reduce bus crowding<br>• Can be implemented in short term | • Buses still impacted by congestion and delay<br>• Travel delay for passengers if buses are held back by Street supervisors to optimize vehicle spacing<br>• Higher capital costs if articulated buses must be purchased<br>• Higher operating costs if frequency is increased |




Wheaton approach alternative

Shady Grove approach alternative

Rockville approach alternative 1

Rockville approach alternatives 2 and 3

# POTENTIAL ROUTE AND SCHEDULE CONCEPTS FOR THE VEIRS MILL LINE

## *CONCEPT TWO: SIGNIFICANTLY MODIFIED TO BETTER SERVE COMPONENT MARKETS*

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

The key elements may include:

- Local service improvement options – would include many of the options listed in Concept 1
- Elimination of service north of Montgomery College to shorten the overall Q2 route and improve its schedule adherence. Ride On bus service would still continue to connect the College with the Shady Grove Metro station.
- Elimination of service south of Wheaton Station to improve the reliability of the bus service by creating a shorter, more easily managed bus route. Q2 riders could transfer to the Red Line Metrorail, Y-series buses, Ride On buses or to a new shuttle service between Wheaton and Silver Spring.

  - or –

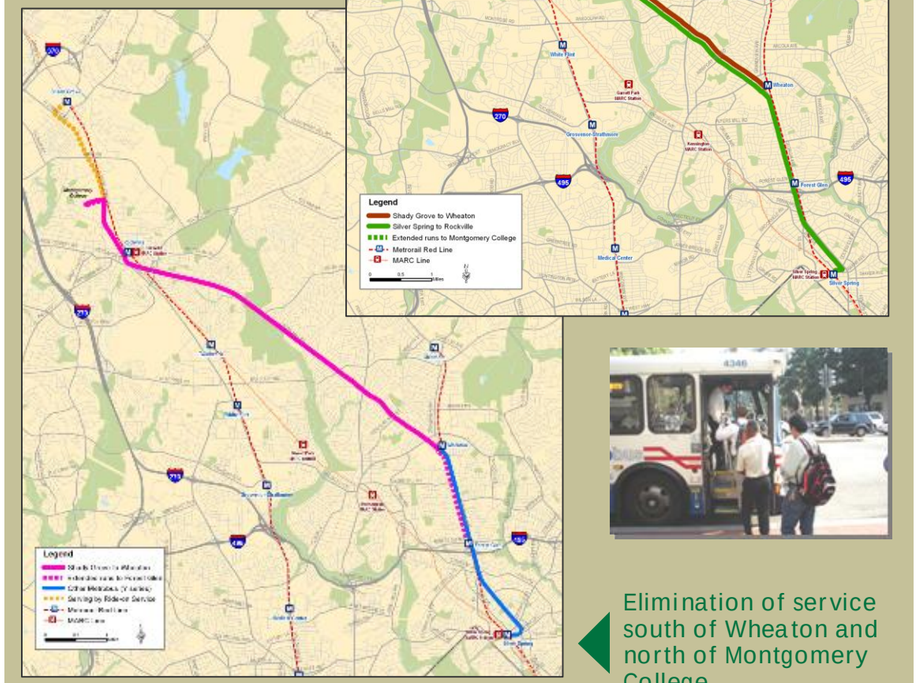
  Elimination of service south of Wheaton with some bus runs continuing to Forest Glen Metro. This option would allow the Q2 to continue to serve passengers along Georgia Avenue in between Wheaton and Forest Glen.

  - or –

  Two Overlapping Veirs Mill Road corridor routes – one route between Silver Spring and Rockville and the second route between Wheaton and Shady Grove. The option would improve the reliability of the bus service by creating shorter, more easily managed bus routes along the corridor.

| ADVANTAGES | DISADVANTAGES |
|---|---|
| • Improves schedule adherence and reliability by shortening the Q2 route<br>• Reduces bus bunching by creating a shorter, more manageable route<br>• Reduces bus crowding if overlapping routes are provided with more frequent service<br>• Potential to reduce operating costs if no new shuttle or more frequent bus services are provided | • Elimination of service south of Wheaton would require an additional transfer for some Q2 riders exiting/boarding along Georgia Avenue<br>• Elimination of service north of Montgomery College would require an additional transfer for some riders going to Shady Grove<br>• Higher operating costs if service frequency is increased by adding shuttles or overlapping routes with more service |

Two Overlapping Veirs Mill Road corridor routes






Elimination of service south of Wheaton and north of Montgomery College

# POTENTIAL ROUTE AND SCHEDULE CONCEPTS FOR THE VEIRS MILL LINE

## *CONCEPT THREE: SIGNIFICANTLY ENHANCED AND NEW METROBUS SERVICES ALONG THE CORRIDOR*

The 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.

The key elements may include:

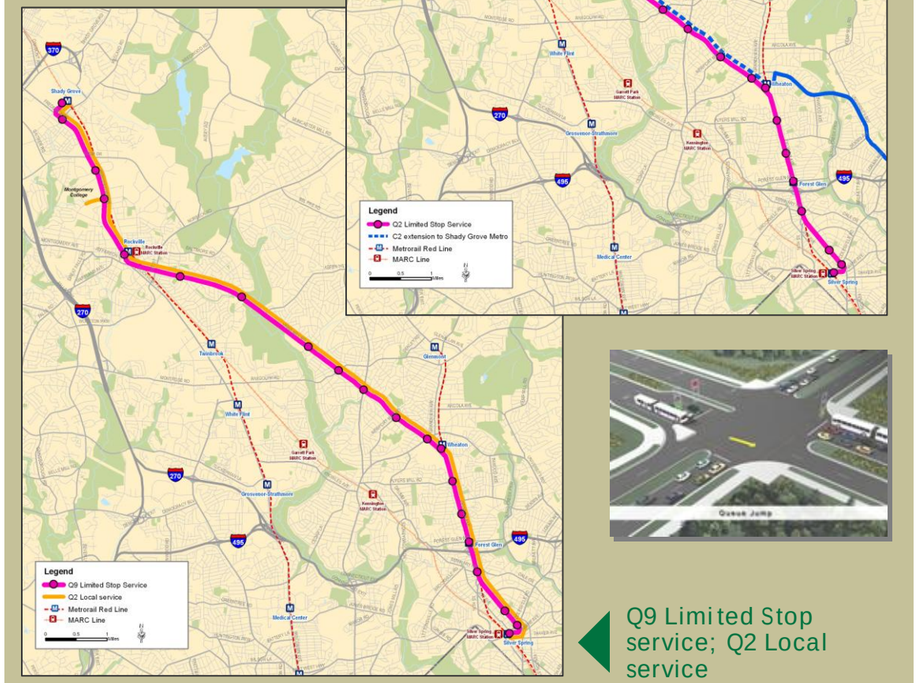
- Local service improvement options – would include many of the options listed in Concept 1
- Introduce new Limited Stop service "Q9 Metro Extra" along the entire length of the Q2 corridor but only serving major stops. Existing Q2 service would continue, either at same or reduced frequency.

  - or –

  Convert Q2 to Limited Stop-only service and extend the C2 to either Shady Grove or Rockville – Passengers would need to transfer to Ride On or other Metrobus routes to access stops no longer served.
- Create Bus-only lanes along certain segments of the Q2 route to reduce delays due to traffic congestion
- Traffic signal priority allowing buses to activate longer green signals or shorter red signals to pass through traffic lights faster
- Create bus-only "Queue-Jump" lanes at more intersections to reduce delays due to traffic lights and congestion
- Improved enforcement to prevent illegal parking at bus stops, allowing buses to safely access stops without delays
- Provide "real time" bus arrival information via personal mobile devices or on screens at major bus stops

| ADVANTAGES | DISADVANTAGES |
|---|---|
| • Significantly reduces bus travel time by eliminating the majority of stops and by reducing delays due to traffic congestion<br>• A new Limited Stop "Q9 Metro Extra" service would significantly reduce bus crowding<br>• Improves schedule adherence by reducing the number of stops and delays due to traffic congestion | • Converting the Q2 to limited stop-only would reduce service frequency for stops no longer served by Q2<br>• Introducing a new limited stop service would require additional operating and capital investments<br>• Bus-only lanes would require major capital investments<br>• Real time bus arrival information system would require major up-front investments |

Q2 Limited Stop service; C2 extended to Shady Grove





Q9 Limited Stop service; Q2 Local service

# POTENTIAL ROUTE AND SCHEDULE CONCEPTS FOR THE VEIRS MILL LINE

## *CONCEPT FOUR: SIGNIFICANTLY ENHANCED AND NEW METROBUS SERVICES CONNECTING CORRIDORS*

The 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.

The key elements may include:

- Local service improvement options – would include many of the options listed in Concept 1
- Introduction of new Veirs Mill Road-University Blvd Limited Stop Service – a new "Metro Extra" service between Shady Grove and College Park, following the Q2 route between Shady Grove and Wheaton and the C2 route between Wheaton and College Park.

  - or –

  Extending the C2 to Shady Grove as a limited-stop service between Wheaton and Shady Grove.
- Two Overlapping Veirs Mill Road corridor routes – one route between Silver Spring and Rockville and the second route between Wheaton and Shady Grove.
- Create Bus-only lanes along certain segments of the Q2 route to reduce delays due to traffic congestion
- Traffic signal priority allowing buses to activate longer green signals or shorter red signals to pass through traffic lights faster
- Create bus-only "Queue-Jump" lanes at more intersections to reduce delays due to traffic lights and congestion.

| ADVANTAGES | DISADVANTAGES |
|---|---|
| • Improves connections to College Park and along University Blvd<br>• Significantly reduces bus travel time by eliminating the majority of stops and by reducing delays due to traffic congestion<br>• New limited stop and local overlapping services would significantly reduce bus crowding in Veirs Mill corridor<br>• Improves schedule adherence by reducing the number of stops and delays due to traffic congestion | • Introducing a new limited stop service would require additional operating and capital investments<br>• Bus-only lanes would require major capital investments<br>• Real time bus arrival information system would require major up-front investment to implement the technology |


Signal priority

Queue Jump

Bus-only lane

Bus arrival information