

What Is the Study About?

The purpose of this study is to examine ways in which transit service along the Q2/Veirs Mill Line can be improved. This includes:

- Conducting a rider survey and a series of public meetings to solicit input.
- Investigating different types of services to address the current and future needs of the existing route.
- Identifying new vehicle types, bus stop designs and locations, methods of service monitoring and traffic management, and other improvements.
- Developing a strategy and schedule to phase-in the improvements.
- Determining sources of funding.

The study has two phases.

The first phase includes:

- Assessing existing transit in the corridor.
- Interviewing bus drivers, supervisors, and trainers.
- Surveying riders.
- Determining how often buses along the corridor fail to adhere to schedules and routes.
- Studying the frequency of late and missed trips, detours, and bunching of buses.
- Evaluating current traffic operations.
- Documenting roadway conditions, curbside uses, and points of delay.
- Reviewing bus stop conditions to improve stop amenities, accessibility, signage, and locations.

A thorough examination of these and other factors will give planners a clear picture of the recommendations they need to make.

The second phase of the study will recommend improvements and develop service and operations plans. The service and operations plans will:

- Build on existing progress and infrastructure.
- Coordinate with existing transit and traffic projects when possible.
- Suggest vehicle requirements, routing, and the location of stops.
- Include long-term ridership forecasts.
- Detail benefits to passengers.
- Enhance training requirements for bus operators.
- Create new standards and procedures for Metrobus supervisors.
- Set operations control standards to measure performance and communicate with passengers.
- Examine ways of speeding-up fare payment, passenger loading, and boarding and alighting by stop.

Contact The Study Team

Public involvement is as important to the Q2/Veirs Mill Line Study as any technical analysis that will go into the project. WMATA and Montgomery County welcome and encourage the input of riders, communities, and businesses, and will work with the public, stakeholders, and county planners to identify and evaluate transit service improvements for the Q2/Veirs Mill Line.



Rider Survey Conducted

WMATA and the Montgomery County Department of Transportation conducted a rider survey on December 17, 2008, for the Metrobus Q2/Veirs Mill Line Study. Surveys were available on Q2 buses during the day and evening, and survey participants had the option of placing their completed surveys in the Q2 Line buses or mailing them in later. The purpose of the survey was to receive feedback from riders about what works on the route and what needs improvement. Input from riders will be used to develop study options and, ultimately, recommendations for enhancing service on the line. Preliminary results will be posted on the project's website in mid-January 2009.



The current Q2 service runs between Shady Grove Metro and Silver Spring Metro along Veirs Mill Road, Georgia Avenue, and Hungerford Drive. The Q2 Line averages about 10,200 passengers every weekday—one of the highest riderships in the Metrobus system. Above, a Q2 bus stops at Rockville Metro.

Metrobus: Q2 / Veirs Mill Line Corridor Study Map



The map above shows the corridor that is currently used by the Metrobus Q2/Veirs Mill Line.

How You Can Get Involved

The study is soliciting the input of riders, communities, and businesses, and will work with the public, stakeholders, and planners to identify and evaluate transit service improvements for the Veirs Mill Line. Two public meetings will take place in January 2009, in which participants can help identify problems and take a hands-on role in crafting solutions to problems with the existing service. Please see the front of this brochure for meeting information.

An open house will take place from 6:30 pm - 7:00 pm, during which participants can review project materials and speak individually with the study team, followed by a presentation from the project team at 7:00 pm. An interactive community workshop, where participants will help identify issues relative to the Q2 line, will take place from 7:15 pm to 8:15 pm. The facilities are handicapped accessible, but if you have any special needs, please call 703-682-5060 at least three days prior to the first meeting to ensure your needs are properly addressed.



If you have any questions, or you would like to be added to the mailing list, please visit the website at www.metrobus-Q2.com, or call the project hotline at 703-682-5060.

Metrobus: Q2 / Veirs Mill Line Study

Study Underway to Improve Service on Metrobus Route Q2

The Washington Metropolitan Area Transit Authority (WMATA) in partnership with the Montgomery County Department of Transportation has launched a study into ways of improving transit service along Metrobus route Q2. The project team, working with transit riders and the local community, aims to bring about meaningful improvements to the Metrobus Q2 line.

You are invited to the upcoming public meetings

These meetings will take place on:

- **Tuesday, January 27, 2009,
6:30 p.m. - 8:30 p.m.**
**First Baptist Church of Wheaton,
10914 Georgia Ave. Wheaton**
- **Thursday, January 29, 2009,
6:30 p.m. - 8:30 p.m.**
**Rockville United Church,
355 Linthicum St. Rockville**

**If either of these meetings is cancelled due to inclement weather, a meeting will be held on Thursday, February 5, 2009 at the Holiday Park Senior Center, 3905 Ferrara Drive, Silver Spring.*

