

Q2/Veirs Mill Line Study Public Meeting # 1

January 2009



What is the Purpose of the Study?

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



How Do Bus Riders and the Public Participate?

- Rider Survey
- Public Workshops
 - Meeting 1: Listening
 - Meeting 2: Potential Improvements
 - Meeting 3: Draft Recommendations
- Comment Sheets
- Riders Advisory Council monthly meetings
- WMATA Board Meetings
- Project Hot Line 703-682-5060
- Website www.metrobus-Q2.com



What Will We Be Doing at Today's Workshop?

- Project team introductions
- Current status of Q2 Line
- Results of rider survey and preliminary analyses
- Small group discussions of service issues
- Identify, prioritize, and explain issues to be addressed by the study
- Answer questions about study purpose and process



How Will The Workshop Results be Used?

- Identify and prioritize issues for technical study
- Provide background for issue analysis and draft recommendations
- Form a consensus on what the issues are and how success should be defined



Q2 Line Characteristics

- High ridership of 10,200 passengers per weekday
- Serves 144 bus stops
- Frequent service with a cumulative frequencies of 6 to 16 minutes in peak periods
- Route is more than 13 miles long
- Connects major activity centers and destinations
- Congestion near Silver Spring, along Georgia Avenue, and other locations



Rider Survey

- Conducted on December 17, 2008
- Distribution via schedule racks, overhead bars (hangers), and handed out at high-volume stops
- Surveys collected on bus, mailed in, or completed on-line.
- Received 274 responses as of January 21, 2009



Rider Survey – Key Results

- Most (70%) are daily riders
- Most (52%) are on the bus for more than 30 minutes
- Many (30%) waited 5 to 10 minutes for a bus, the same number (30%) waited 10 to 20 minutes
- Some were somewhat or very concerned about safety at the stop (48%) or on the bus (48%)



Rider Survey – Key Results

- Quality of stops and drivers rated good or excellent by a majority of respondents
- Most respondents rated vehicles as average
- Factors that impacted trip:
 - Bus was crowded (23%)
 - Waited too long (18%)
 - Too many bus stops (13%)
 - Congestion, traffic (13%)
 - (11% encountered no problems)



Rider Survey – Key Results

Top Issues Needing the Most Improvement:

- Bus crowding (25%)
- Frequency of buses (15%)
- Schedule adherence (14%)
- Bus travel times (12%)
- Safety/security at stops and on buses (8%)



Possible Improvements to Address Bus Crowding

- Larger vehicles in peak hours
- More frequent service on existing routes
- Additional local bus services
- Express or limited-stop service
- Encourage passengers to make trips in the off-peak period where possible



Possible Improvements for Better Schedule Adherence

- Routing changes and adjustments to avoid congestion
- Bus-only lanes
- Signal priority for transit
- Better enforcement of parking restrictions near stops
- Schedule adjustments
- Limited-stop service
- Enhanced supervision of bus operations
- Promote SmarTrip card use



Workshop Group Discussions

- Break into small groups based on the number code at the top right corner of your agenda
- Each group will identify service issues that need to be addressed by the study
- Consider the rider survey and analysis results from the display boards as well your own experiences on the bus
- Each group will have a facilitator to help with the discussion and someone to write down comments
- At the conclusion, a representative from each group will summarize the results of the discussion at their table



Key Questions to Consider in Group Exercise

- What are the questions we need the study to answer?
- What are the most important issues that need to be addressed?
- Are there specific strategies and improvements that we should consider?
- How do you measure success?



Planning Considerations for Next Meeting

The bus customer experience is affected by eight key elements of service design:

Key Elements of Service Design

- | | |
|--|---|
| <ul style="list-style-type: none">• Service plan• Vehicle design and type• Bus stops and facilities• Service personnel and management | <ul style="list-style-type: none">• Customer marketing and communications• Traffic management and operations• Safety and incident response• Fares and collection options |
|--|---|

At the next set of public meetings in March, we will prepare a package of strategies to improve each element.



Next Steps

Based on today's comments and analysis over the coming weeks, the study team will be developing draft recommendations to share with the public at the next meeting.

Bus riders can help by:

- Noting the specifics of your experiences on the bus and ideas for improvement to share with the study team through:
 - The project website: www.metrobus-Q2.com
 - Hotline: 703-682-5060, and
 - E-mail: patrick.gough@acem.com



Next Steps (continued)

- Think about what you need for this bus line to do for you, now and in the future
- Sign-up for mail/e-mail notification of the next meeting and newsletter updates on the progress of project
- Encourage friends and family to participate in the planning process

See you in March!

