

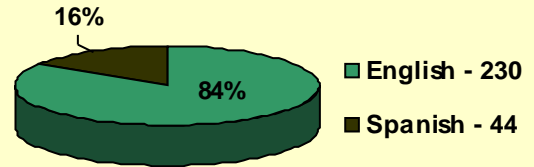
Q2 Metrobus Veirs Mill Line Study

Rider Survey – Updated Results, Dec 17 – Jan 21

A) 274 responses received as of January 21:



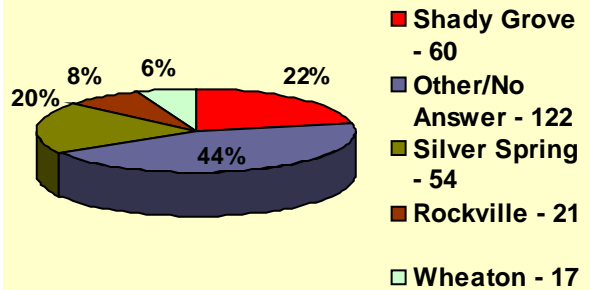
B) Language of responses:



1) What is the closest major intersection to your home?

(to be mapped)

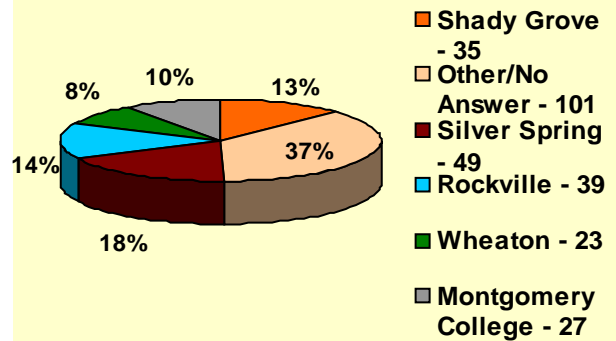
2) At which stop or intersection did you board this bus?



3) What is the closest major intersection to your final destination?

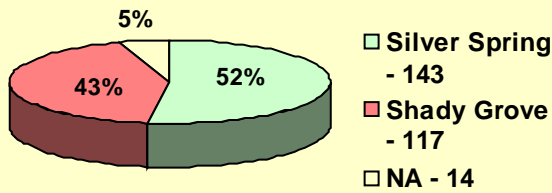
(to be mapped)

4) At which stop or intersection will you exit this bus?

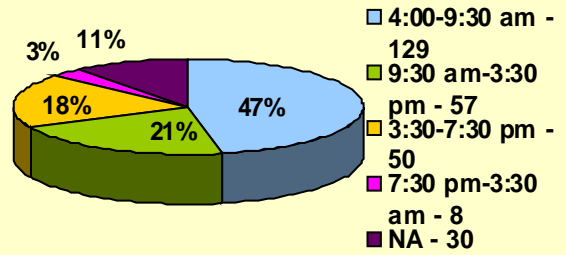


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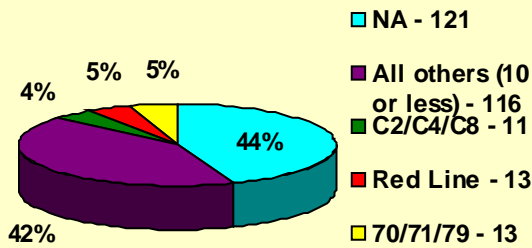
5) Which direction are you heading on this Q2 bus?



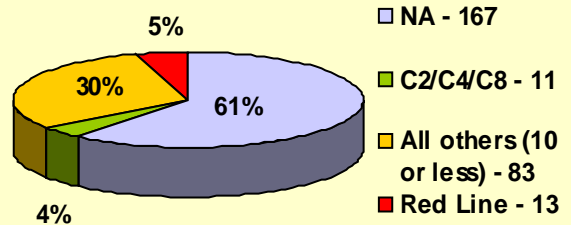
6) What time of day are you riding this Q2 bus?



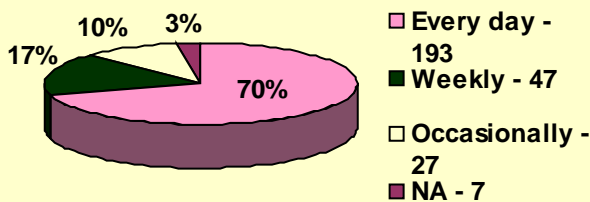
7) Did you transfer to the Q2 from another bus or a Metro line today? If so, which one?



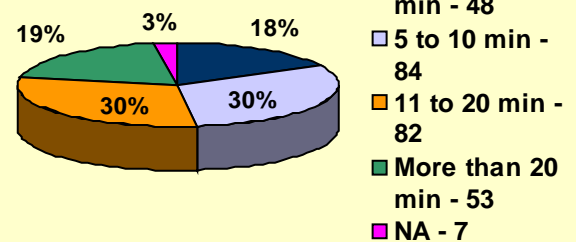
8) Will you transfer to another bus or a Metro line from the Q2 today? If so, which one?



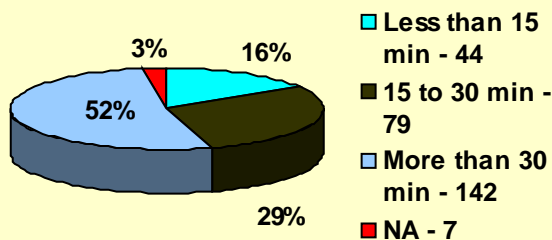
9) How often do you ride the Q2 bus?



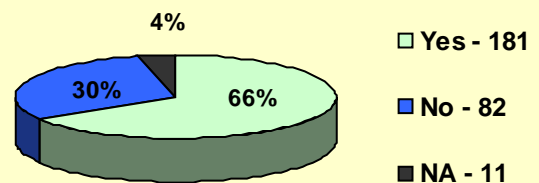
10) How long did you wait for the bus you're now on?



11) How long will you be on this bus?

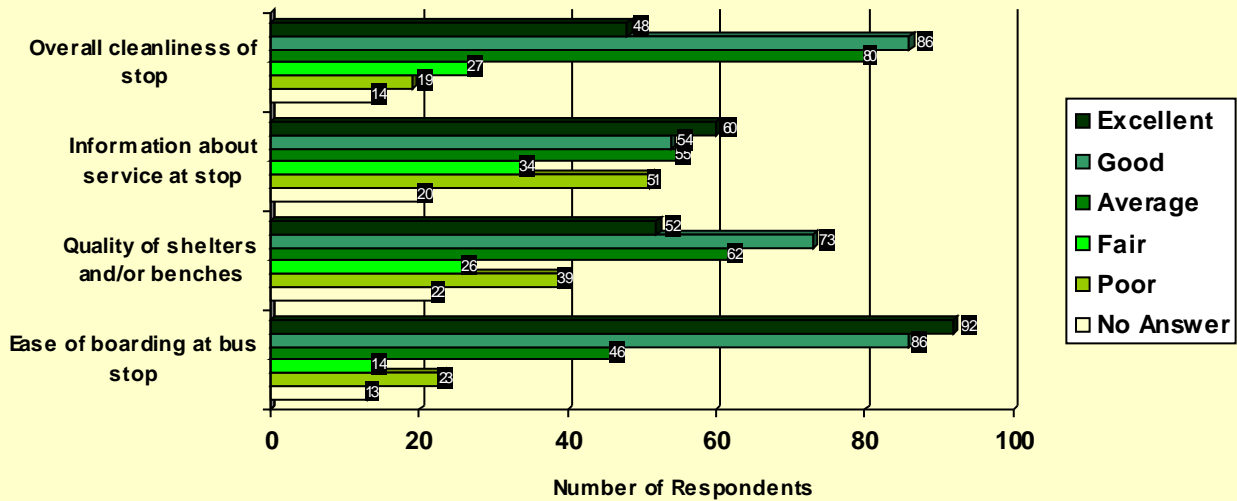


12) Was a seat available when you boarded this bus?

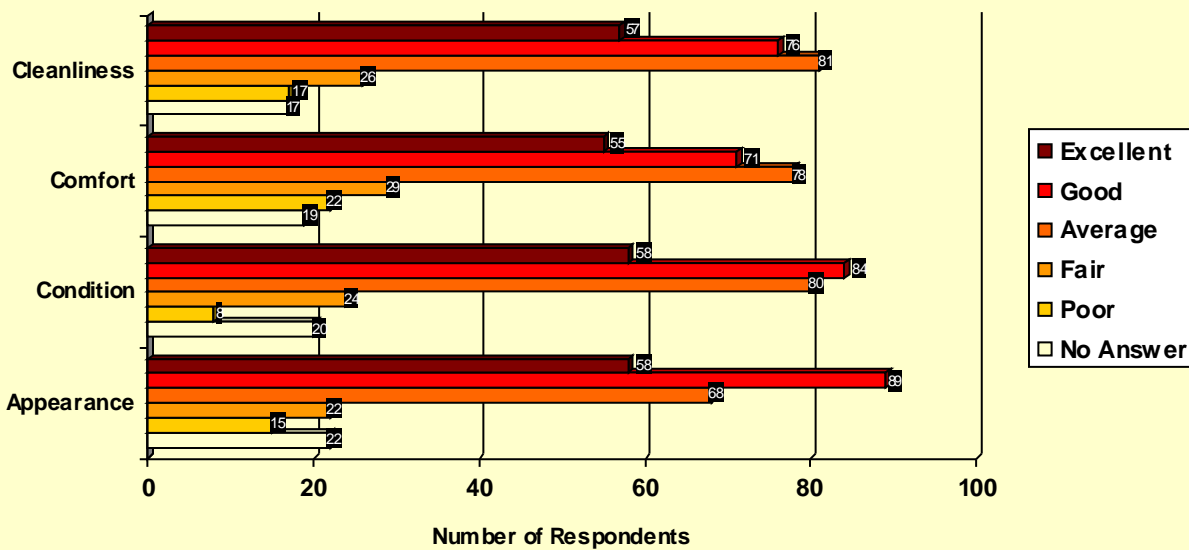


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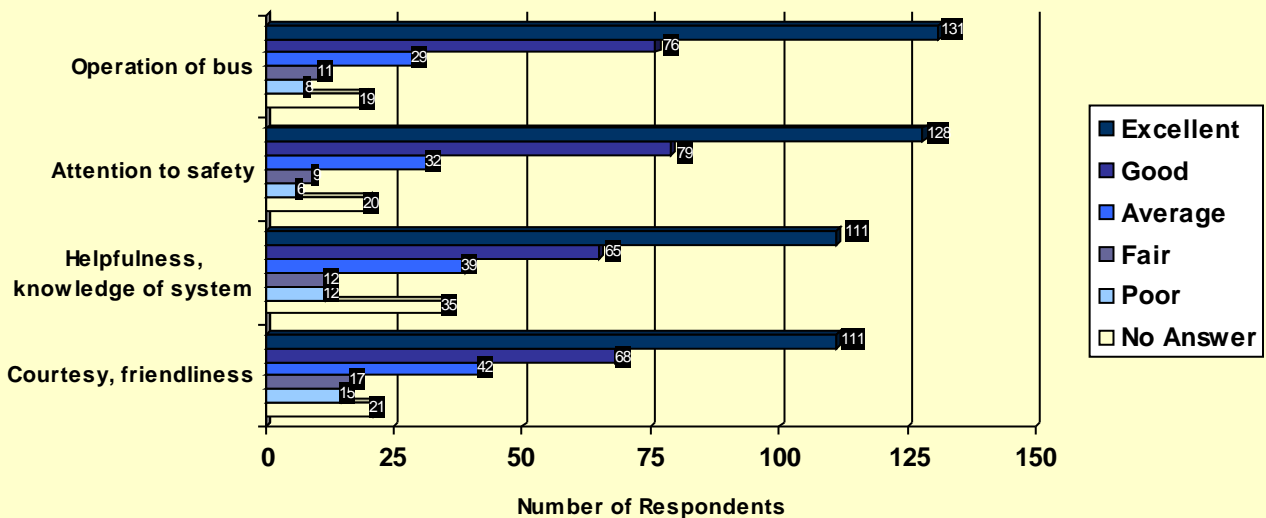
13) Please rate the quality of the bus stop where you boarded this bus (1=poor quality, 5=high quality)



14) Please rate the quality of the bus you're currently on (1=poor quality, 5=high quality)

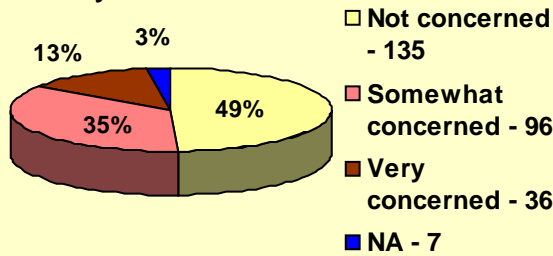


15) Please rate the driver on the bus you're currently riding (1=poor performance, 5=outstanding)

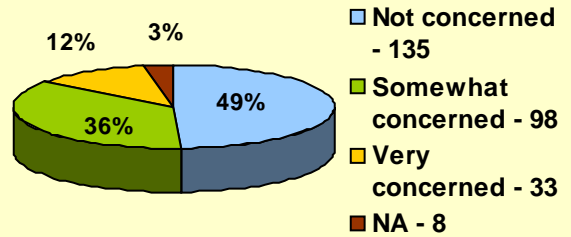


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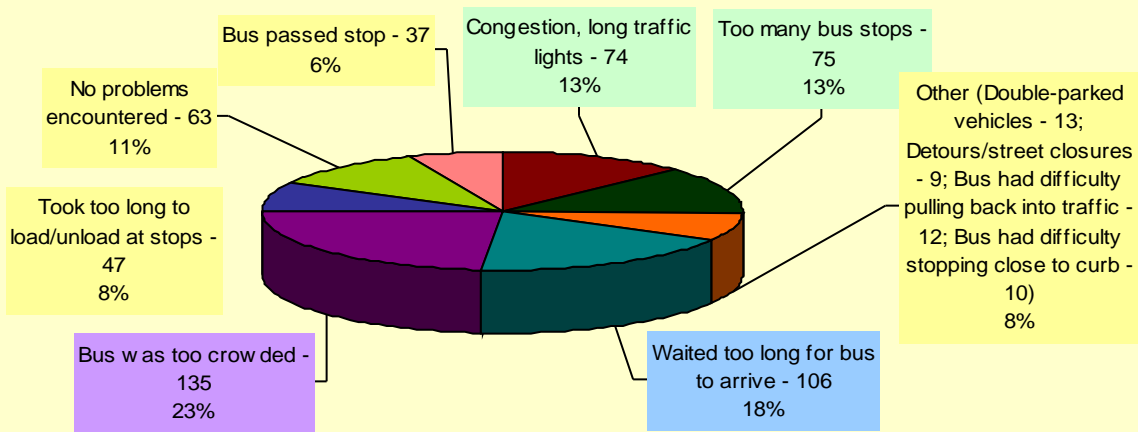
16) Please rate your feelings of safety and security on this bus.



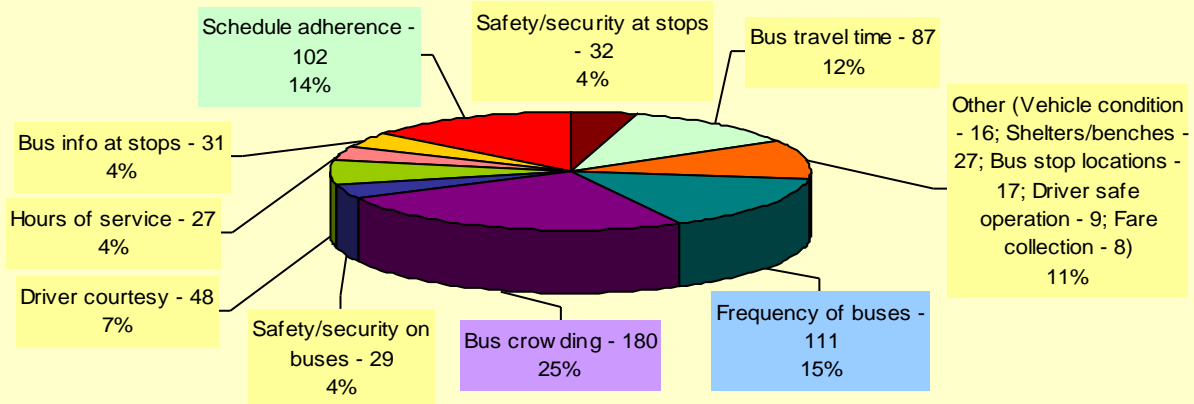
17) Please rate your overall feelings of safety and security at the bus stop where you boarded this bus.



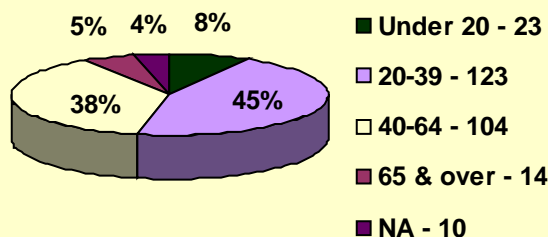
18) Which of the following problems did you notice on this trip today?



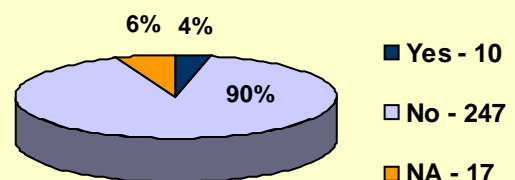
19) Please identify the three areas where you feel the service on the Q2/Veirs Mill Line needs the most improvement.



20) Please indicate your age.



21) Did you use a wheelchair or other assistive device on this trip?



Q2/Neirs Mill Line Study: Rider Survey – Updated Results, Dec 17 – Jan 21

Question 7 - Transfer From:

Ride On unidentified - 6
Route 5 - 1 G4 - 1
Route 9 - 5 J3 - 4
Route 10 - 3 L - 2
Route 12 - 1 S2 - 2
Route 15 - 2 T - 3
Route 16 - 4 Z6/Z8 - 6
Route 17 - 4 70/71/79 - 13
Route 20 - 4 Red Line - 13
Route 28 - 1 Howard Co - 1
Route 29 - 1 NA - 121
Route 34 - 1
Route 43 - 2
Route 44 - 1
Route 45 - 2
Route 47 - 1
Route 48 - 1
Route 49 - 1
Route 51 - 1
Route 55 - 9
Route 56 - 3
Route 57 - 6
Route 58 - 5
Route 59 - 6
Route 60 - 1
Route 61 - 4
Route 63 - 1
Route 64 - 5
Route 67 - 1
Route 74 - 1
Route 78 - 1
Route 97 - 1
Route 100 - 3
Route 180 - 1
Route 211 - 2
Route 229 - 1
C2/C4/C8 - 11
F4/F6 - 4

Question 8 – Transfer To:

Ride On unidentified - 2
Route 8 - 2
Route 9 - 1
Route 10 - 1
Route 15 - 2
Route 17 - 1
Route 20 - 1
Route 26 - 1
Route 34 - 3
Route 43 - 2
Route 45 - 2
Route 46 - 4
Route 48 - 2
Route 54 - 9
Route 55 - 4
Route 56 - 2
Route 57 - 2
Route 58 - 3
Route 59 - 4
Route 61 - 3
Route 63 - 1
Route 64 - 3
Route 81 - 1
Route 100 - 2
C2/C4/C8 - 11
F6 - 2
J1/2/3 - 1
L8 - 2
S2/S4 - 2
T - 2
Y - 3
Z - 6
70/71/79 - 6
Red Line - 13
MARC Rail - 1
NA - 167

Q2/Veirs Mill Line Study: Rider Survey – Additional Comments, Dec 17 – Jan 21

Overall it is a good ride.

The Q2 service needs to be more frequent. 7 days.

Overall the Q2 is always extremely crowded and the trips are extremely long.

Bus gets so full there is often no sitting or standing room. Driver tries to get as many on as possible. It be so full it's like there are people sitting in driver's lap. Drivers put under a lot when buses are too full!

How can you expect driver to drive safe and keep passengers safe when buses are loaded and packed past the yellow line. If drivers don't pick up passengers when the bus is full they get reported by passengers. That's not fair - they are looking out for the patrons. Bus is often so crowded if driver had to quickly hit the brakes passengers would fly through the window. Drivers can't make passengers happy and safe under this type of pressure. Keep them safe or risk them calling in!!!

(1) the bus stops at every corner on Veirs Mill Rd; (2) some people ride only 2-3 stops; (3) Rockville to Wheaton is the slowest leg of the trip.

Please improve the quality of this bus; it is important that the frequency is increased.

Afternoon bus drivers are very mean & unprofessional. Please do something about it.

Sometimes Georgia Ave towards Shady Grove a Q2 will pass me.

Every bus stop on this route is needed. They are not too many.

The driver on the Q2 bus leaving at 8:31 weekdays from Shady Grove is the friendliest and safest driver I have encountered in thousands of Metrobus trips!

I think they should put a few Q2 limited stops to Shady Grove. There are too many stops along the way which cause a long commute.

This bus line is very helpful; however, it needs some improvement.

I would like to just board one bus from home to work and vice versa.

90% of the drivers have no patience with non-English speaking passengers.

We need extended hours on Shady Grove Station to Silver Spring on weekdays until 12:00 midnight.

In the morning there are no seats. Overcrowded.

Need more buses running. Busy route. Thank you.

Too many stops coming and going.

Divide route in 1/2. Create new route number. Same route and times. Security on bus.

(1) People wait Q2 at Rockville every night past midnight because of the outdated schedule posted there. Cruel! (2) Metro needs to hire a mathematical modeler to overcome the daily nightmare of waiting an hour and then having 3 buses pass at once. (3) Too many listless people hassling riders nightly at Wheaton. Needs permanent cop! (4) Outlaw drivers using cell phones!!!

(1) Smoking at bus stop (2) Miss every day the Q2 at Connecticut & Veirs Mill. Miss every day 59 at Shady Grove Station to Deer Park (3) Q2 everyday full (no sit)

Wish the trip could be cut shorter. It takes me 2 hours to get to work - I live 30 min away.

The collection of fare takes long time so that many people will crowd on the entrance so please try to solve this problem.

The quality today is unusually high, usually crowded and long wait.

One thing I would like to suggest is an express bus between Silver Spring and Shady Grove.

The 5:10 am bus leaving Silver Spring to Shady Grove should avoid stopping at Montgomery College since no-one uses this stop at that time of day.

Sat & Sun need more buses from 9am till 9pm.

Many of the drivers are "heavy on the horn." I realize they have to deal with crazy drivers but sometimes it's the buses adding to the aggression on the road (not true of this particular trip).

Please make the buses bigger.

The Q2 seems to improve. The bus arrives often.

I was really concerned about my safety on this bus.

Please find some way to restrict large bulky items on buses; also no carriages or strollers should be allowed.

I don't think the bus should go through Montgomery College after a certain time of day.

It would be nice to ease overcrowding to offer a limited stop bus similar to 79 Metro Extra.

Many students are taking the Q2 because the 127 no longer works.

Q2/Veirs Mill Line Study: Rider Survey – Additional Comments, Dec 17 – Jan 21

I believe you are doing a good job, with which you have to work.

Expand Sunday hours of service. Semi-express line: Silver Spring-16th-After Beltway-Dennis-Plyers Mill-Wheaton-Connecticut-Randolph-Robindale-Aspen Hill-Twinbrook-Rockville-MC-SG; Buses daily are "hopping" 2-3 at a time, 1 Full-1 Empty, operators should have the right to stop + even them out; Education for passenger manners, i.e. "move to the back of the bus", one seat per passenger, move your bag, etc.

We need another bus like Ride On Shady Grove to Wheaton because sometimes Q2 let we don't have choice. Please think about that.

It takes too long to get into/out of Rockville Station, especially during rush hour. The bus should not go into Montgomery College - the Q2 should stay on the Pike; sometimes the bus has a hard time moving over; and it seems that the college is usually closed anyway. Too much interior noise on bus. Very concerned about homeless persons and high school students on the bus. The bus breaks down a lot.

Passengers crowd the front of bus. Passengers do not offer seats to seniors. Passengers with non-paying child passengers do not hold them in laps and let them occupy an additional seat. Passengers with large baby carriages take up space in front for riders. Bus drivers tend to ignore these issues.

Cell phone use too loud + long. Loud radios, iPods, etc. Driver Courtesy. Drunk and disorderly passengers. Pick-pockets.

We need more Q2 buses running in the morning. The bus driver does not stop because he is late and full of passengers. Most of the times the buses come together and there is not organization.

Sat. afternoon westbound bus crowded. Weekdays long waits and then 4 buses arrive together northbound. Why detour into Montgomery College?

I usually do not ride the Q2 because it does not meet its schedule, is crowded beyond capacity very often, and close to half of my attempts to get onto a bus have been unsuccessful because the bus is too full or the driver just did not stop to pick me up. Q2 is very unreliable.

We need an express bus from Silver Spring to Shady Grove until that Purple Line comes.

No info about Ride On bus at bus stop where I got on.

Please make sure that Q2 goes on the beltway to reach Mont. College. It's taking too long to reach my college from the house.

Q2 needs more extended buses during rush hours (especially evening portion). Never is seat available between 3:30pm - 6pm.

I sent in to be certified for my disability and have not heard anything. Could you let me know something?

Concerned about safety on bus because of crowding - many people next to driver; bus stop is dark; only got seat because boarded at station.

My biggest complaint is reliability. I travel during rush hour and the schedules are meaningless. Sometimes I wait a few minutes, sometime 25 minutes.

Inside of bus is not clean; Q2 should work by given schedule; 10, 11pm and 12 no Q2 so arrange these times properly

This bus route is too long. Always ends up in 2 buses and the commuter must wait.

In afternoon it is not uncommon to have 3 buses in 10 minutes, then next bus is 30 minutes later.

Better lighting around bus shelters.

Trying to find a shorter way to get to college. I leave at 3pm to be there at 6pm. Bus driver on this run #6189 is very professional. Don't get her off of this run.

Sometimes buses come 2, 3 together and then no buses.

The service in afternoon needs to be improved. Buses toward Silver Spring are often late and overcrowded. Buses toward Shady Grove arrive back-to-back all day - this never occurs toward Silver Spring.

In general buses are overcrowded, especially on Veirs Mill Rd before 6am. Sometimes not a pleasant trip.

Need to add an express bus.

Towards Shady Grove, Veirs Mill Rd & Randolph Rd bus stop - nearly everyday the bus did not arrive according to schedule

Need to add an express bus.

Need to enforce eating/drinking rules. Drivers stop from having side conversations with other people.

Bus drivers stop too hard and riders fall.

Would like buses to run all night (I work at night). Too cold to wait for a long time and a lot of times have to stand.

During rush hour the bus is very crowded, especially on Veirs Mill Rd.

Always overcrowded and unsafe. Frequency of bus needs to be increased.

Need alternative route from Shady Grove to Silver Spring or an express bus at rush hour.

Need alternative route from Silver Spring to Shady Grove or an express bus at rush hour.

Cleanliness of shelters is a concern.

Q2/Veirs Mill Line Study: Rider Survey – Additional Comments, Dec 17 – Jan 21

Always on time.

Some drivers have nasty attitude.

Q2 is frequently overcrowded. A long-time for the Silver Spring bound Q2 in the evening.

Q2 service has been the worst for years. Very late buses in am and pm. Many times up to 3 buses show up together after a long wait.

Some drivers do not stop for passengers; no shelter or bench on either side of my stop (St. Jude); need another bus route from Wheaton to Rockville Metro and Tw inbrook Metro by Veirs Mill Rd.

Seems that buses don't leave in uniform intervals. They frequently get bunched up. Not unusual to see 3 together.

Need to get rid of all the steps on Metrobuses and just have flat steps.

Q2 is rarely on time. Many times 2, 3 or 4 buses come right behind the other. Q2 is not reliable. Add another bus to this line.

One bus needed that runs direct to downtown Silver Spring from Randolph Rd.

It would be nice to have an express that stops at major intersections and metro stations. More buses on the route, too crowded.

Need more buses - too crowded.

It's starting to get cold. We need more buses.

Need express bus to Shady Grove.

Y Buses need more during pm rush hour.

Buses don't follow any schedule; 3 buses come at once after you wait for 30-45 min.; Some drivers are arrogant.

Many years experience riding the Q2: very crowded, sometimes so crowded that passes stops, usually late, bus bunching; I often take other routes to work because of the crowding on the Q2.

Go Purple Line!

Express bus would be beneficial and improve quality and timeliness. Standing in the bus is dangerous and makes the trip uncomfortable for everyone.

Waiting in the night at a bus stop without a bus showing up on time is dangerous! Q2 needs to do more at night!

Limited stop buses during peak hours in the morning and evening are very helpful for employees + students. 6am to 9am, 4:30pm to 7:30pm.

Run buses from Silver Spring to Wheaton (shuttle) and buses from Forest Glen to Shady Grove (because of the traffic) only in rush hour (3:30pm to 7:30pm).

Violation of Metro rules, rude drivers, rude riders, eating/drinking.

Safety concern due to overcrowding, which is chronic problem. Rude drivers and passengers, Driver will stop to pick up more passengers even when another Q2 nearby in rush hour.

People crowd front and do not move back to empty space.

Need an express service that stops at selected stops including all Metro red lines.

Too many stops; poor customer service by drivers; 7:38am Shady Grove departing bus driver is very rude.

Q2/Neirs Mill Line Study: Rider Survey – Additional Comments, Dec 17 – Jan 21

Spanish comments translated into English:

A bus trip can sometimes take as much as two hours; there's often road maintenance in the morning on weekends.

It's good to have surveys to improve public transportation services.

It would be a more varied and enjoyable trip to play contemporary music on the buses.

Everything is excellent; just a little improvement.

The quality of the service should be determined by how much the buses comply with the schedule.

I would like service with a limited number of stops, like the 79.

Make riders aware of the rules so that they take better care of the buses. Let passengers at stops know when buses are going out of service.

Everything is fine; my only problem is with the drivers and parking meters in DC.

Additional comments to be translated:

Pongan un express autobus para el Q2

Si la gasolina bajo de precio, porque el pasaje no bajo?

Quiero manifestar un descontento del mal servicio de la Q2 ya agradecemos la oportunidad de hacerlo. Espere mas de 45 a 60 min.

Por favor que cumplan el horario los buses, hay dias horas que se tardan mas de 40 minutos y vienen llenos y no recoge a los demas pasajeros.

Cambiar horario de la salida de estacion Silver Spring y de Wheaton sea diferente a la linea y-8-5-7-9, poner refugio en la parada de Evans y Georgia y asientos para las personas mayores, mejor en todas las paradas poner refugios

Gracias por tomarnos en cuenta

Es necesario que cumplan con el horario estipulado porque hay momentos que pasan de lado contrario hasta tres buses seguido vacios y es cuando se llenan demasiado