

October 2018

Metrobus Service Evaluation Study

Mount Pleasant Line: 42, 43
Connecticut Avenue Line: L1, L2

Technical Memorandum #2

Public Communication and Outreach Report



metrobus

(Page Intentionally Left Blank)

Table of Contents

1.0 Introduction	1
2.0 Public Outreach Approach.....	1
2.1 Phase I: Rider Survey and Data Collection.....	2
2.2 Phase II: Input on Service Proposals.....	4
3.0 Mount Pleasant Line Phase I Survey Results	6
3.1 Summary of Results.....	6
3.2 Survey Results by Question.....	8
4.0 Connecticut Avenue Line Phase I Survey Results	18
4.1 Summary of Results.....	18
4.2 Survey Results by Question.....	20
5.0 Mount Pleasant Line Phase II Survey Results	32
5.1 Summary of Results.....	32
5.2 Survey Results by Question.....	34
5.3 Email and Hotline Comments.....	37
6.0 Connecticut Avenue Line Phase II Survey Results	38
6.1 Summary of Results.....	38
6.2 Survey Results by Question.....	40
6.3 Email and Hotline Comments.....	44
7.0 Mount Pleasant Line Open House Public Meeting	45
7.1 Summary of Results.....	45
7.2 Interactive Board Feedback	47
8.0 Connecticut Avenue Line Open House Public Meeting	48
8.1 Summary of Results.....	48
8.2 Interactive Board Feedback	50

List of Figures

Figure 3-1 Question 1 Percentage of Responses Received.....	8
Figure 3-2 Question 2 Percentage of Responses Received.....	9
Figure 3-3 Question 3 Percentage of Responses Received.....	10
Figure 3-4 Mount Pleasant Line Boardings and Alightings from Rider Survey.....	11
Figure 4-1 Question 1 Percentage of Responses Received.....	21
Figure 4-2 Question 2 Percentage of Responses Received.....	22
Figure 4-3 Question 3 Percentage of Responses Received.....	23

Figure 4-4 Connecticut Avenue Line Boardings and Alightings from Rider Survey	24
Figure 5-1 Proposal A Percentage of Responses Received	34
Figure 5-2 Proposal B Percentage of Responses Received	35
Figure 5-3 Proposal C Percentage of Responses Received	36
Figure 6-1 Proposal A Percentage of Responses Received	40
Figure 6-2 Proposal B Percentage of Responses Received	41
Figure 6-3 Proposal C Percentage of Responses Received	43

List of Tables

Table 3-1 Survey Response Summary	6
Table 3-2 Demographic Breakdown of Survey Respondents	7
Table 3-3 Question 1 Response Summary (n=533)	8
Table 3-4 Question 2 Response Summary (n=800)	9
Table 3-5 Question 3 Response Summary (n=306)	10
Table 3-6 Question 4 and 5 Response Summary (n = 759)	12
Table 3-7 Question 6 Response Summary (n = 230)	12
Table 3-8 Question 7 Response Summary (n = 306)	13
Table 3-9 Detail on Transfers from Metrorail (n = 13).....	13
Table 3-10 Detail on Transfers from Metrobus and Other Operators (n = 24)	13
Table 3-11 Detail on Transfers to Metrorail (n = 22).....	14
Table 3-12 Detail on Transfers to Metrobus and Other Operators (n = 30).....	14
Table 3-13 Question 10 Response Summary (n = 373)	15
Table 3-14 Question 11 Response Summary (n = 308)	15
Table 3-15 Question 12 Response Summary (n = 959)	16
Table 3-16 Question 13 Response Summary (n = 137)	17
Table 4-1 Survey Response Summary	18
Table 4-2 Demographic Breakdown of Survey Respondents	19
Table 4-3 Question 1 Response Summary (n = 4,064)	20
Table 4-4 Question 2 Response Summary (n = 6,092)	21
Table 4-5 Question 3 Response Summary (n = 3,741)	22
Table 4-6 Question 4 and 5 Response Summary (n = 7,748)	25
Table 4-7 Question 6 Response Summary (n = 1,946)	26
Table 4-8 Question 7 Response Summary (n = 2,299)	26
Table 4-9 Detail on Transfers from Metrorail (n = 268).....	27
Table 4-10 Detail on Transfers from Metrobus and Other Operators (n = 84)	27
Table 4-11 Detail on Transfers to Metrorail (n = 225).....	28
Table 4-12 Detail on Transfers to Metrobus and Other Operators (n = 90).....	28

Table 4-13 Question 10 Response Summary (n = 3,430)	29
Table 4-14 Question 11 Response Summary (n = 2,302)	29
Table 4-15 Question 12 Response Summary (n = 8,361)	30
Table 4-16 Question 13 Response Summary (n = 543)	31
Table 5-1 Survey Response Summary	32
Table 5-2 Demographic Breakdown of Survey Respondents	33
Table 5-3 Proposal A Response Summary (n=1,569)	34
Table 5-4 Proposal B Response Summary (n=1,557)	35
Table 5-5 Proposal C Response Summary (n=1,523)	36
Table 6-1 Survey Response Summary	38
Table 6-2 Demographic Breakdown of Survey Respondents	39
Table 6-3 Proposal A Response Summary (n=3,906)	40
Table 6-4 Proposal B Response Summary (n=3,860)	41
Table 6-5 Proposal C Response Summary (n=10,638)	42
Table 7-1 Demographic Breakdown of Feedback Form Respondents	45
Table 7-2 Respondent Satisfaction with the open house Public Meeting	46
Table 7-3 Respondent Perception of Board and Staff Effectiveness	46
Table 7-4 Adhesive Dot Voting for the Refined Proposal	47
Table 8-1 Demographic Breakdown of Feedback Form Respondents	48
Table 8-2 Respondent Satisfaction with the open house Public Meeting	49
Table 8-3 Respondent Perception of Board and Staff Effectiveness	49
Table 8-4 Adhesive Dot Voting for the Refined Proposal	50
Table 8-5 Adhesive Dot Voting on Stop Consolidation	51

Appendices

- A** Mount Pleasant Line Phase I Paper Survey
- B** Connecticut Avenue Line Phase I Paper Survey
- C** Email to Riders and Stakeholders for Phase I Web-Based Survey
- D** Mount Pleasant Line Phase II Paper Survey
- E** Connecticut Avenue Line Phase II Paper Survey
- F** Email to Riders and Stakeholders for Phase II Web-Based Survey
- G** Bus Stop Signage for Phase II Survey and Open House Public Meetings
- H** Mount Pleasant/Connecticut Avenue Lines Open House Public Meeting Boards
- I** Mount Pleasant/Connecticut Avenue Lines Open House Public Meeting Feedback Form
- J** WMATA Project Website

1.0 Introduction

The objective of this memorandum is to present the public outreach approach and results for the Washington Metropolitan Area Transit Authority (WMATA or Metro) Metrobus Service Evaluation Study (the study) for Routes 42 and 43 (Mount Pleasant Line) and Routes L1 and L2 (Connecticut Avenue Line).

The methodology and results for Phase I and Phase II of the study's public outreach component are included in this memorandum. For a description of the routes and service areas included in the study, refer to *Technical Memorandum #1: Transit Service Assessment*.

The public outreach effort targeted riders and community organizations such as Advisory Neighborhood Commissions (ANCs) and Community-Based Organizations (CBOs). The study team developed a public involvement plan to guide the collection of input from riders on issues with the Mount Pleasant and Connecticut Avenue Lines and solicit feedback regarding potential improvements. Metro uses rider feedback when preparing service improvement recommendations where needed.

The memorandum is organized as follows:

- Section 1.0: Introduction
- Section 2.0: Public Outreach Approach
- Section 3.0: Mount Pleasant Line Phase I Survey Results
- Section 4.0: Connecticut Avenue Line Phase I Survey Results
- Section 5.0: Mount Pleasant Line Phase II Survey Results
- Section 6.0: Connecticut Avenue Line Phase II Survey Results
- Section 7.0: Mount Pleasant Line Open House Public Meeting
- Section 8.0: Connecticut Avenue Line Open House Public Meeting

2.0 Public Outreach Approach

To encourage customers to provide feedback on the proposals, as well as to fulfill the requirements of WMATA's Public Participation Plan, Metro authored a communications and outreach plan that focused on current customers who use either the Mount Pleasant or Connecticut Avenue Lines, and local area residents who may be affected by proposed transit service changes. In doing so, Metro divided the study's public outreach component into two phases:

- **Phase I** – Rider Survey and Data Collection
- **Phase II** – Input on Service Proposals

Phase I was conducted from November 22 - December 15, 2017. Initial efforts included distribution of rider surveys. Metro collected feedback through the following sources:

- Dedicated web page on wmata.com/bus that explained the project and included a link to the online survey.
- Paper rider survey in English and Spanish, distributed to riders on Metrobus vehicles and collected either in person or at collection boxes at nearby Metro stations between November 28 and December 2; and

- Online rider survey in English and Spanish, distributed to riders through the email addresses associated with their SmarTrip® cards or accessed via wmata.com/bus and completed between November 22 and December 15

More information about the rider survey is included in **Section 2.1**.

Metro conducted the online Phase II outreach survey from April 27 – May 15, 2018 and the in-person outreach survey from May 1-9, 2018 to solicit feedback regarding proposed changes to the routes. Like Phase I, Phase II included promotional materials at Metrobus stops, on-bus distribution of paper surveys in English and Spanish, and an online survey. Some riders also submitted email or phone comments. Phase II concluded with an open house public meeting for each line in June 2018. More information on Phase II activities is included in **Section 2.2**.

At each phase of the public outreach process, Metro contacted ANC¹s along the lines to invite them to participate in the process. Metro also reached out to the following CBOs:

- Building Futures, 1440 Meridian Place, NW, Washington, DC 20010
- Carecen, 1460 Columbia Road NW, Suite C-1, Washington, DC 20009
- Latino Economic Development Center, 641 S Street, NW, Washington, DC 20009
- Coalition for the Homeless, 1234 Massachusetts Avenue, NW, Suite C-1015, Washington, DC 20005
- Mary's Center, 2333 Ontario Road, NW, Washington, DC 20009
- Multicultural Community Service, 2437 15th Street, NW, Washington, DC 20009
- Miriam's Kitchen, 2401 Virginia Avenue, NW, Washington, DC 20037
- Rainbow Families, 5614 Connecticut Avenue, NW #309, Washington, DC 20015

2.1 PHASE I: RIDER SURVEY AND DATA COLLECTION

The study team conducted the rider survey to hear from riders themselves about the problems they perceive with the routes and to compile suggestions on how to improve service. A secondary purpose was to collect names and e-mail addresses or phone numbers of respondents that could be used for communicating study updates. The rider survey effort consisted of three parts: design, administration, and tabulation.

The study team designed a survey with 13 questions (plus three demographic questions) to assess public perception of the routes. Respondents also had the option to give their contact information to receive project updates. Metro made the survey available to riders on paper (**Appendices A and B**) and electronically via email (**Appendix C**).

For the paper survey, the study team arranged questions on a piece of folded cardstock. An English version of the survey appeared on one side and a Spanish translation appeared on the other side. For the electronic survey, WMATA emailed riders identified through their SmarTrip® card data, a direct link to complete the survey online. Riders could also find the survey by visiting wmata.com/bus, a link that Metro included on the bottom of the paper surveys. The electronic survey asked the same questions as the paper survey in Spanish or English.

¹ ANC 3C, 3F, and 3G were mistakenly left off of the email list serve. WMATA however, did attend ANC meetings in Ward 3 to brief the community on the progress of the study.

WMATA promoted the survey through study staff aboard Metrobus vehicles and a targeted email blast to riders along both lines. Staff who conducted the survey aboard buses wore WMATA branded aprons to identify themselves as part of the study. At least one staff member per shift spoke Spanish and wore an “Hablo español” button to indicate his/her language ability. Staff administered the survey and answered rider questions about the study as necessary.

Staff administered the survey to riders on the Mount Pleasant and Connecticut Avenue Lines as shown below:

- **Mount Pleasant Line (Routes 42/43)**
 - Tuesday, November 28 from 6:30 AM to 9:30 AM; 11:00 AM to 2:00 PM; and 4:00 PM to 7:00 PM
 - Saturday, December 2, from 10:00 AM to 2:00 PM
- **Connecticut Avenue Line (Routes L1/L2)**
 - Wednesday, November 29¹ from 6:30 AM to 9:30 AM; 11:00 AM to 2:00 PM; and 4:00 PM to 7:00 PM
 - Saturday, December 2 from 10:00 AM to 2:00 PM

In addition to distributing rider surveys in person, Metro set up collection boxes for completed surveys at the following Metro stations along the lines:

- Van Ness-UDC
- Cleveland Park
- Woodley Park-Zoo/Adams Morgan
- Dupont Circle

The study team, including WMATA staff, collected completed paper surveys on-board Metrobus vehicles as well as from the collection boxes outside of the Metro stations listed above. The team tabulated them by manually entering surveys into an online database. Completed email surveys were tabulated electronically. The study team then combined paper and electronic surveys for each line using Excel to create the full survey results for each line. The full survey results for the Mount Pleasant Line are presented in **Section 0**. The full survey results for the Connecticut Avenue Line are presented in **Section 0**. Results from Phase I surveys, along with input from bus operators, bus performance data, and broader operations parameters, helped WMATA identify changes to the lines that could improve bus performance and increase rider satisfaction.

2.2 PHASE II: INPUT ON SERVICE PROPOSALS

Phase II aimed to assess bus riders' opinions on the potential changes WMATA identified after Phase I was completed. Phase II began with a rider survey for each line and concluded with an open house public meeting for each line held along the respective route. Similar to the Phase I survey effort, the Phase II survey effort consisted of four parts: design, promotion, administration, and tabulation.

The study team designed surveys that asked riders to provide their opinions on three proposed changes, as well as to respond to three demographic questions, in either English or Spanish. The three proposals differed based on the needs of each line. WMATA administered the survey on paper (**Appendices D and E**) and electronically via e-mail (**Appendix F**) and through the wmata.com/bus webpage. The study team arranged paper survey questions on a piece of cardstock and sent electronic surveys as an email link. In addition to the survey, a project hotline and email option was also available for additional feedback opportunities.

WMATA promoted the survey through the wmata.com/bus webpage, posters at bus stops, study staff aboard Metrobus vehicles, bus stop pop-up events, and a targeted email blast to riders identified through their SmarTrip® use, CBOs, and ANCs along both lines. Staff who conducted the survey aboard buses or at bus stops wore WMATA branded aprons to identify themselves as part of the study. At least one staff member per shift spoke Spanish and wore an "Hablo español" button to indicate his/her language ability. Staff administered the survey and answered rider questions about the study as necessary.

Staff administered surveys to Mount Pleasant and Connecticut Avenue Line riders as shown below:

- **Mount Pleasant Line (Routes 42/43)**
 - Tuesday, May 1 from 6:30 AM to 9:30 AM and 4:00 PM to 7:00 PM
 - Saturday, May 5 from 11:00 AM to 2:00 PM
- **Connecticut Avenue Line (Routes L1/L2)**
 - Saturday, April 28 from 11:00 AM to 2:00 PM
 - Wednesday, May 2 from 6:30 AM to 9:30 AM and 4:00 PM to 7:00 PM
 - Wednesday, May 9 from 6:30 AM to 9:30 AM and 4:00 PM to 7:00 PM at Van Ness-UDC bus stops (Connecticut Avenue and Veazey Terrace northbound and southbound stops)
- **Both Lines**
 - Thursday, May 3 from 6:30 AM to 9:30 AM and 4:00 PM to 7:00 PM at Dupont Circle (Connecticut Avenue and Q Street northbound and southbound, 20th Street northbound, R Street southbound, and Dupont Circle northbound and southbound stops)
 - Tuesday, May 8 from 6:30 AM to 9:30 AM and 4:00 PM to 7:00 PM at Farragut Square (17th Street and I Street northbound and southbound stops)

The study team collected completed paper surveys on-board Metrobus vehicles as well as at bus stops, and tabulated them by manually entering surveys into an online database. Phase II full survey results for the Mount Pleasant Line are presented in **Section 5.0**. Phase II full survey results for the Connecticut Avenue Line are presented in **Section 6.0**. Each section also includes information about email and/or phone comments received in conjunction with Phase II surveys.

Phase II concluded with open house public meetings held along the lines at the following times and locations:

- **Wednesday, June 20 from 6:00 pm to 8:00 pm**

- University of the District of Columbia, David A. Clarke School of Law, 4340 Connecticut Avenue, NW, Room 515
- **Thursday, June 21 from 6:00 pm to 8:00 pm**
 - Columbia Heights Community Center, 1480 Girard Street, NW, Room 416

At these meetings, study team members discussed the study and explained information presented on boards (**Appendix H**) with interested members of the public. Boards showed the study timeline, a map of existing routes, summaries of Phase I and Phase II survey results, explanations of the proposed changes, and an outline of next steps.

Participants indicated their opinions on the proposals by placing adhesive dots on boards or filling out a feedback form (**Appendix I**). The feedback form also included questions about participant satisfaction with the open house public meeting process and demographic information. The results of the board and survey for the Mount Pleasant Line are presented in **Section 7.0**, and the results of the board and survey for the Connecticut Avenue Line are presented in **Section 8.0**.

Additionally, the project team updated the project website throughout the study process (wmata.com/bus). A screenshot of the website can be seen in **Appendix J**.

3.0 Mount Pleasant Line Phase I Survey Results

This section includes the full results of the Phase I rider survey for the Mount Pleasant Line (Routes 42/43).

3.1 SUMMARY OF RESULTS

Table 3-1 provides the survey totals for riders along the Mount Pleasant Line. Note that only on-board surveys were collected and tabulated for the Mount Pleasant Line. Electronic surveys were considered invalid for this line and were not tabulated as part of the results.

Table 3-1 | Survey Response Summary

	Number of Surveys	%
Total Completed Surveys	340	67.33
Collected On-Board	340	--
Collected Online	N/A	--
Collected at Metro Station Drop Boxes	0	--
Unreturned Distributed Surveys	165	32.67
Total Surveys Distributed	505	100

Note: Summary only reports surveys collected onboard during public outreach.

Of the paper survey respondents, 76 percent responded in English, while the remaining 24 percent responded in Spanish.

Table 3-2 provides a demographic breakdown of the survey respondents along the Mount Pleasant Line.

Table 3-2 | Demographic Breakdown of Survey Respondents

	Number of Responses	%
Household Income		
Less than \$30,000	28	8.24
More than \$30,000	138	40.59
Prefer Not to Answer	41	12.06
No Response	133	39.12
Total	340	100
Latino or Hispanic Origin		
Yes	57	16.76
No	161	47.35
No Response	122	35.88
Total	340	100
Race		
Black/African American	29	8.53
American Indian/Alaska Native	2	0.59
Asian	6	1.76
Native Hawaiian or Pacific Islander	1	0.29
White/Caucasian	128	37.65
Prefer Not to Answer	21	6.18
No Response	153	45.00
Total	340	100

Sixty-seven (67) percent of respondents reporting household income reported earning more than \$30,000 per household per year, while 14 percent of respondents reported earning less than \$30,000 per household per year. Twenty-six (26) percent of respondents reporting ethnicity identified as Latino or of Hispanic origin, while 74 percent of did not. Regarding race, 69 percent of respondents reporting race identified as White/Caucasian, while 16 percent identified as Black/African American. Fifty-one (51) percent of respondents chose not to self-identify or did not respond.

3.1.1 Major Findings

The following is a list of the major findings taken from the rider survey for the Mount Pleasant Line:

- Most riders use the line 3-5 times per week, usually during AM peak periods (6:00 AM to 9:00 AM)
- On weekends, most riders (41 percent) use the bus between the hours of 9:00 AM to 3:00 PM
- Riders typically board in Mount Pleasant/Adams Morgan and exit near Dupont Circle or Downtown
- Riders typically wait less than 5 minutes for a bus.
- Sixty-three (63) percent of riders do not transfer to or from the bus
- Sixty-five (65) percent of riders use the bus to go to work
- Forty-five (45) percent of riders would support a reduction of Route 42 buses and an increase of Route 43 buses
- The biggest concerns for riders include crowding on the bus (22 percent), bus bunching (21 percent) and bus frequency (17 percent)

A detailed breakdown of each of the rider survey questions is presented in **Section 3.2** and the subsequent sub-sections.

3.2 SURVEY RESULTS BY QUESTION

3.2.1 Bus Routes and Riding Frequency

Questions 1 through 3 asked riders about their rides, including how often they ride the bus, and at what times during the week and on the weekend they typically ride the bus. Question 1 asked riders about how many times per week they ride either Route 42 or Route 43. Question 2 asked riders about when they typically ride either Route 42 or 43 during weekdays. Question 3 asked riders about when they typically ride Route 42 during weekends.

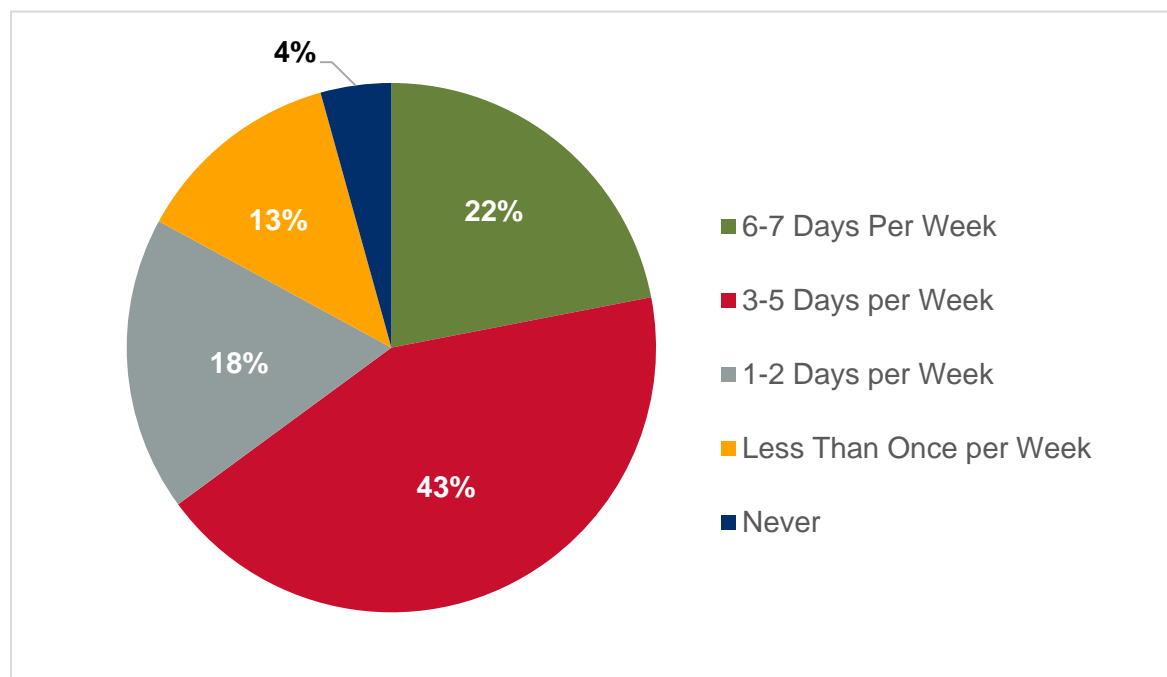
Table 3-3 shows the number of responses received for Question 1. **Figure 3-1** shows the percentage of responses received for each answer.

Table 3-3 | Question 1 Response Summary (n=533)

Q1: On average, how many times each week do you ride the Route 42 and Route 43 buses?						
Route	6–7 days a week	3–5 days a week	1–2 days a week	Less than once a week	Never	Total
42	76	141	53	40	6	316
43	41	88	43	28	17	217
TOTAL	117	229	96	68	23	533*

**The total is greater than the number of respondents due to respondents indicating frequency for both Routes 42 and 43.*

Figure 3-1 | Question 1 Percentage of Responses Received



Of the 533 total responses, 43 percent indicate respondents typically ride either or both routes 3-5 days per week, 22 percent indicate respondents typically ride either or both routes 6-7 days per week, 18 percent indicate respondents ride either or both routes 1-2 days per week, and 17 percent indicate respondents ride either or both routes less than once per week or never.

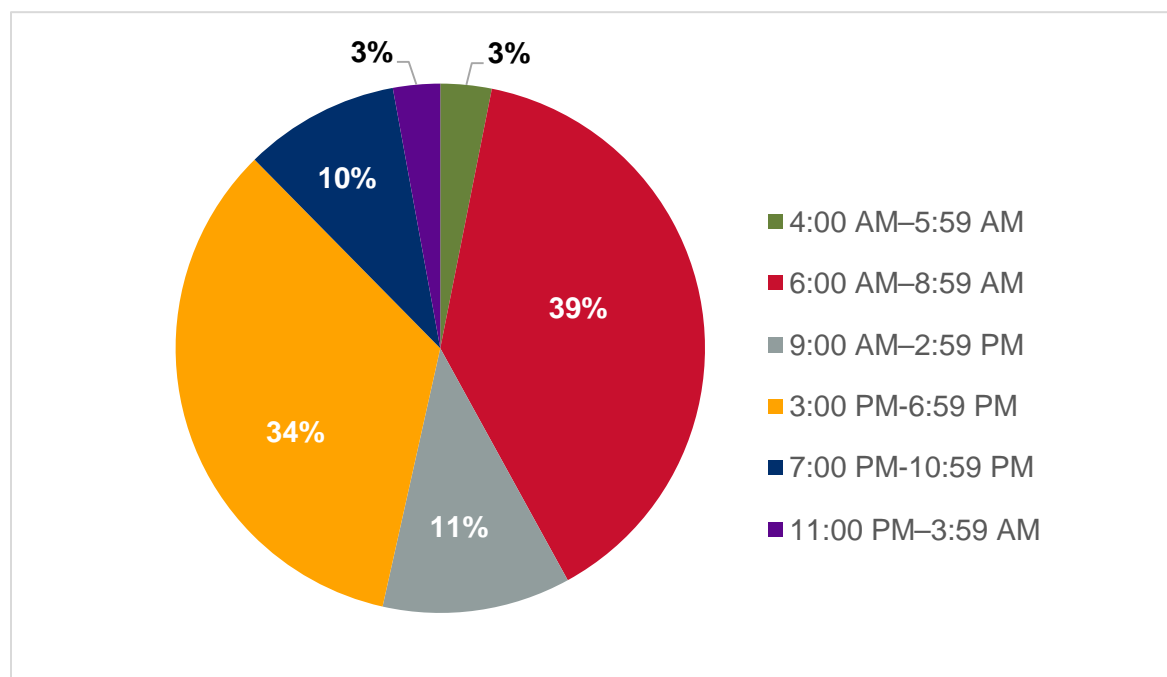
Table 3-4 provides the results for Question 2. **Figure 3-2** shows the percentage of responses received for each answer.

Table 3-4 | Question 2 Response Summary (n=800)

Q2: On weekdays (Monday–Friday), which times of day do you typically ride these buses?							
Route	4:00 AM–5:59 AM	6:00 AM–8:59 AM	9:00 AM–2:59 PM	3:00 PM–6:59 PM	7:00 PM–10:59 PM	11:00 PM–3:59 AM	Total
42	17	176	68	154	52	18	485*
43	8	135	24	119	24	5	315
TOTAL	25	311	92	273	76	23	800*

*The total is greater than the number of respondents due to respondents indicating frequency for both Routes 42 and 43.

Figure 3-2 | Question 2 Percentage of Responses Received



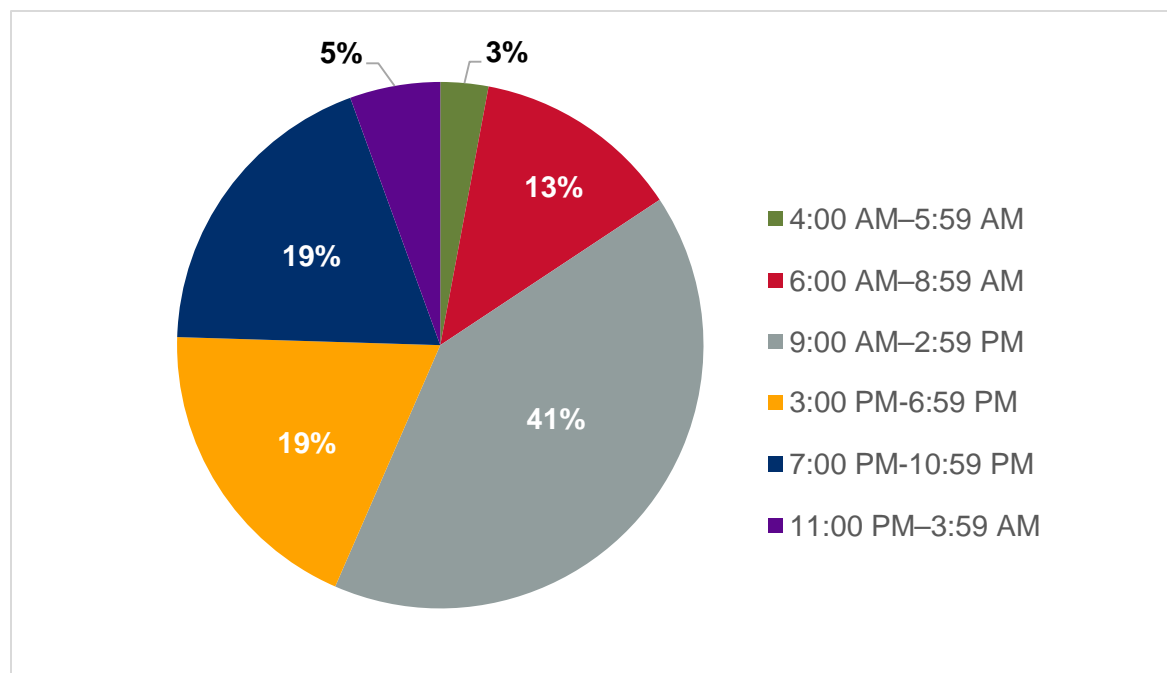
Of the 800 total responses, 39 percent indicate respondents typically ride either or both Route 42 or 43 between 6:00 AM to 8:59 AM (AM Peak). Thirty-four (34) percent indicate respondents typically ride either or both of the routes between 3:00 PM to 6:59 PM (PM Peak). Eleven (11) percent indicate respondents ride either or both of the routes between 9:00 AM to 2:59 PM (Weekday Off-Peak). Ten (10) percent indicate respondents ride either or both of the routes between 7:00 PM to 10:59 PM (Evening Off-Peak) and 6 percent indicate respondents typically ride either or both of the routes either between 4:00 AM to 5:59 AM (Early Morning) or from 11:00 PM to 3:59 AM (Late Night).

Table 3-5 provides the results for Question 3. **Figure 3-3** shows the percentage of responses received for each answer. Response to this question is from Route 42 riders only as Route 43 is a weekday-only service.

Table 3-5 | Question 3 Response Summary (n=306)

Q3: On weekends (Saturday and Sunday), which times of day do you typically ride these buses?							
Route	4:00 AM–5:59 AM	6:00 AM–8:59 AM	9:00 AM–2:59 PM	3:00 PM–6:59 PM	7:00 PM–10:59 PM	11:00 PM–3:59 AM	Total
42	9	39	125	58	58	17	306

Figure 3-3 | Question 3 Percentage of Responses Received



Of the 306 total responses, 41 percent indicate respondents typically ride the bus between 9:00 AM to 2:59 PM (Weekend Day). Nineteen (19) percent indicate respondents typically ride the bus between 3:00 PM to 6:59 PM (Weekend Early Evening). Nineteen (19) percent indicate respondents typically ride between 7:00 PM to 10:59 PM (Weekend Late Evening). Thirteen (13) percent indicate respondents reported ride the bus between 6:00 AM to 8:59 AM (Weekend Morning) and 8 percent indicate respondents ride the bus either between 11:00 PM to 3:59 AM (Weekend Late Night) or between 4:00 AM to 5:59 AM (Weekend Early Morning).

3.2.2 Boarding and Alighting Locations

Questions 4 and 5 asked riders about their physical route, including where riders boarded and alighted buses. For these questions, riders provided the bus stops and intersections for which they either boarded (Question 4) or alighted (Question 5) the bus. Responses were grouped into neighborhood categories based on the location provided in their response.

Figure 3-4 visualizes the results for Questions 4 and 5. **Table 3-6** provides a summary of the responses provided for Questions 4 and 5.

Figure 3-4 | Mount Pleasant Line Boardings and Alightings from Rider Survey

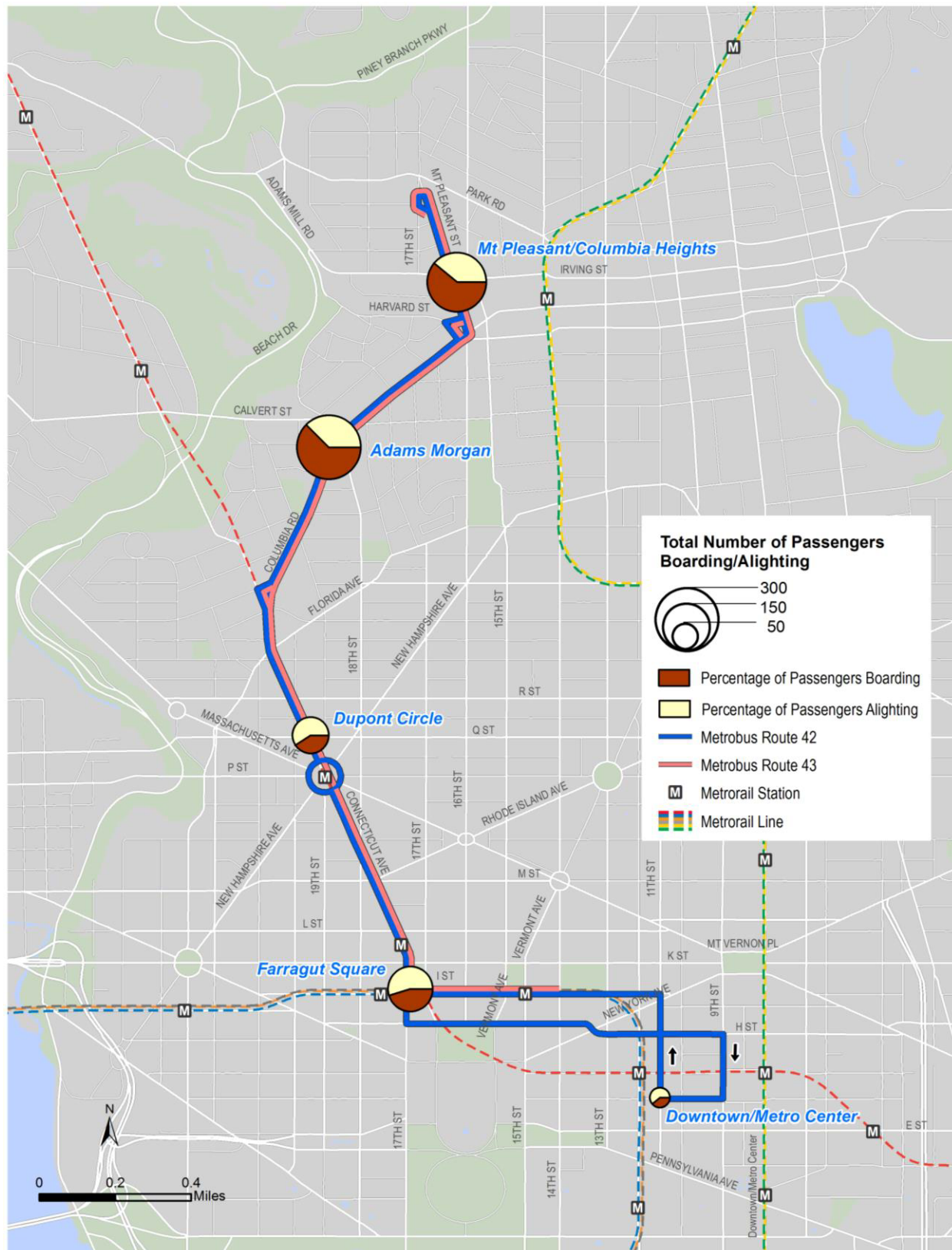


Table 3-6 | Question 4 and 5 Response Summary (n = 759)

Q4/Q5: Which locations do you normally board/alight these buses?					
Location/Neighborhood	Total Boardings	Total Alightings	Total Movements	% of Boardings	% of Alightings
Mount Pleasant/Columbia Heights	177	107	284	62.32	37.68
Adams Morgan	146	96	242	60.33	39.67
Dupont Circle	41	62	103	39.81	60.19
Farragut Square	53	77	130	40.77	59.23
Downtown DC/Metro Center	10	17	27	37.04	62.96
TOTAL	427*	359*	759*	-	-

*The total is greater than the number of respondents due to respondents choosing more than one boarding or alighting location.

Of the 759 responses received for these questions, there were more boardings compared to alightings reported in Mount Pleasant/Columbia Heights and Adams Morgan, and more alightings compared to boardings reported at Dupont Circle, Farragut Square, and Downtown DC/Metro Center. The most activity occurred in Mount Pleasant/Columbia Heights, where of the 284 total movements were reported. Of these, 62 percent were boardings, whereas 38 percent were alightings. The second highest activity center was Adams Morgan, where of the 242 total movements reported, 60 percent were boardings, and 40 percent were alightings.

3.2.3 Bus Waiting Times

Question 6 asked riders about how long they usually waited for the bus to arrive before boarding. **Table 3-7** shows the results for Question 6.

Table 3-7 | Question 6 Response Summary (n = 230)

Q6: On average, how long do you have to wait for either the 42 or the 43 bus? Please give us your best guess.		
Period	Number of Responses	%
Less than 5 Minutes	107	31.47
5–10 Minutes	80	23.53
10–15 Minutes	24	7.06
Greater than 15 Minutes	19	5.59
No Response	110	32.35
TOTAL	340	100

Of the 230 respondents who answered, 47 percent waited less than five minutes for a bus to arrive, and 82 percent waited less than 10 minutes for a bus to arrive. Only 18 percent of respondents reported waiting more than 10 minutes for a bus.

3.2.4 Transfers To/From Other Modes

Questions 7 through 9 asked riders about transfers to and from the bus. This includes whether or not riders made or planned to make a transfer, and where riders transferred to or from if a transfer was part of their travel plans.

Table 3-8 shows the results for Question 7.

Table 3-8 | Question 7 Response Summary (n = 306)

Q7: Did you (or will you) transfer on this trip? If so, which bus route or Metro station did (or will) you transfer to/from?		
	Number of Responses	%
No, I did/will not transfer on this trip	193	57.76
Yes, I transferred	51	15.00
Yes, I will transfer	62	18.24
No Response	34	10.00
TOTAL	340	100

Of the 306 riders that responded, 63 percent did not include any transfers on their current or planned route, while 37 percent of riders either already transferred to the bus and/or would make a transfer as part of their travel plans.

Table 3-9 and ***Most** respondents who indicated that they transferred in Question 7 did not provide further information on which station or route they used.

Table 3-10 show the detailed results for Question 8. The results describe passengers who had already transferred to the Mount Pleasant Line, either by Metrorail (**Table 3-9**) or by Metrobus (***Most** respondents who indicated that they transferred in Question 7 did not provide further information on which station or route they used.

Table 3-10).

Table 3-9 | Detail on Transfers from Metrorail (n = 13)

Q8: Which Metrorail Line Did You Transfer From?		
Line	Number of Responses	%
Blue-Orange-Silver	7	2.06
Red	6	1.76
No Response*	327	96.18
TOTAL	340	100

**Most respondents who indicated that they transferred in Question 7 did not provide further information on which station or route they used.*

Table 3-10 | Detail on Transfers from Metrobus and Other Operators (n = 24)

Q8: Which Bus Route Did You Transfer From?		
Bus Line	Number of Responses	%
X Line	6	1.76
H Line	3	0.88
N Line	3	0.88
30s Line	2	0.59
Circulator	1	0.29
40s Line	1	0.29
Other	8	2.35

No Response*	316	92.94
TOTAL	340	100

*Most respondents who indicated that they transferred in Question 7 did not provide further information on which station or route they used.

Of the 37 responses, more respondents indicated that they transferred to the Mount Pleasant Line from another bus than from Metrorail. Regarding Metrorail transfers, transfers were split between the Red Line or the Blue, Orange, or Silver Lines. Regarding Metrobus transfers, the most common response was “Other” (33 percent) while the most popular bus transfer was the X Line (25 percent).

Table 3-11 and **Table 3-12** show the detailed results for Question 9. The results describe passengers who planned to transfer from the Mount Pleasant Line to either Metrorail (**Table 3-11**) or to Metrobus (**Table 3-12**).

Table 3-11 | Detail on Transfers to Metrorail (n = 22)

Q9: Which Metrorail Line Will You Transfer To?		
Metrorail	Number of Responses	%
Blue-Orange-Silver	15	4.41
Red	4	1.18
Green-Yellow	3	0.88
No Response*	318	93.53
TOTAL	340	100

*Most respondents who indicated that they would transfer in Question 7 did not provide further information on which station or route they used.

Table 3-12 | Detail on Transfers to Metrobus and Other Operators (n = 30)

Q9: Which Bus Route Will You Transfer To?		
Metrobus	Number of Responses	%
H Line	6	1.76
S Line	5	1.47
30s Line	3	0.88
Circulator	3	0.88
X Line	3	0.88
D Line	2	0.59
16s Line	2	0.59
Other	6	1.76
No Response*	310	91.18
TOTAL *	340	100

*Most respondents who indicated that they would transfer in Question 7 did not provide further information on which station or route they used.

Of the 52 responses, more respondents indicated that they planned to transfer from the Mount Pleasant Line to another bus than to Metrorail. Regarding Metrorail transfers, 68 percent of responses indicated respondents planned to transfer to the Blue, Orange, or Silver Lines. Regarding Metrobus transfers, 20 percent of responses indicated that respondents planned to transfer to one of the H-Line buses, while 20 percent of responses indicated riders planned to transfer to a different bus not operated by WMATA (Circulator).

3.2.5 Trip Purpose

Question 10 asked riders about the purpose of their trip. **Table 3-13** shows the detailed results for Question 10.

Table 3-13 | Question 10 Response Summary (n = 373)

Q10: What is the purpose of your trip?		
Purpose	Number of Responses	%
Work	242	64.88
Shopping, errands	64	17.16
School	23	6.17
Medical	17	4.56
Other	27	7.24
TOTAL	373*	100

**The total is greater than the number of respondents due to respondents choosing more than one trip purpose.*

Of the 373 responses, 65 percent indicated that the respondent travels on the bus for work trips. The next largest response was for shopping or errand trips (17 percent of respondents). Eighteen (18) percent indicated that they ride the bus for school, medical, or other trips.

3.2.6 Initial Recommendations

Question 11 asked riders about a potential change to Routes 42 and 43 along the Mount Pleasant Line.

Table 3-14 shows the detailed results for Question 11.

Table 3-14 | Question 11 Response Summary (n = 308)

Q11: Suppose we can reduce the number of 42 buses and increase the number of 43 buses. Would you be in favor of this change?		
Opinion	Number of Responses	%
Yes, strongly in favor	92	27.06
Yes, moderately in favor	47	13.82
No, moderately against	28	8.24
No, strongly against	51	15.00
No Opinion	90	26.47
No Response	32	9.41
TOTAL	340	100

Of the 308 respondents who answered the question, 30 percent were in favor of the initial proposal to reduce the number of Route 42 buses and increase the number of Route 43 buses, while 29 percent had no opinion on the matter. It should also be noted that 17 percent of respondents were strongly against such action.

3.2.7 Bus Route Issues

Question 12 and 13 asked riders about specific issues along the Mount Pleasant Line. For Question 12, riders were asked to pick the top three areas of concern among nine different options for both Route 42

and Route 43. For Question 13, riders were free to write their own responses regarding improvements or changes that should be considered for both Routes 42 and 43.

Table 3-15 shows the detailed results for Question 12.

Table 3-15 | Question 12 Response Summary (n = 959)

Q12: Do Routes 42 or 43 experience any of the following issues? Please select the 3 most important issues you experience.				
Issue	42 (n = 580)		43 (n = 379)	
	No. of Responses	%	No. of Responses	%
Frequency: buses do not come often enough	96	16.55	67	17.68
Crowding: too many passengers on the bus	121	20.86	87	22.96
Buses bunch up: with large gaps between them	122	21.03	77	20.32
Buses travel slowly: takes too long to get to destination	68	11.72	25	6.60
Reliability: buses do not arrive on schedule	54	9.31	25	6.60
Safety/Security: unsafe buses or bus stops	18	3.10	6	1.58
Service hours: buses do not run early/late enough during day/night	37	6.38	32	8.44
Areas served: buses do not go where I want to go	14	2.41	14	3.69
Other	8	1.38	3	0.79
TOTAL	580*	100	379	100

* The total is greater than the number of respondents due to respondents choosing more than one issue.

Of the 580 responses for issues along Route 42, the top three most common responses were bus bunching along the route (21 percent), passenger crowding on buses (21 percent), and bus frequency, with buses not coming often enough (17 percent). Of the 379 responses for Route 43, the top three most common responses were passenger crowding on buses (23 percent), bus bunching along the route (20 percent) and bus frequency (18 percent). Twelve (12) percent of respondents for Route 42 were concerned that buses were traveling too slowly, while 8 percent of respondents for Route 43 were concerned that bus service hours should be extended.

For Question 13, the survey received 137 open-ended responses. Of these responses, the study team could sort 112 into one of several recurring categories. **Table 3-16** below shows the number of responses that were sorted into these categories. Twenty-five (25) additional responses were related to other bus routes, fares, bus driver behavior, or other topics not addressed in this study.

Table 3-16 | Question 13 Response Summary (n = 137)

Q13: What Other Improvements or Changes Should Be Considered on These Metrobus Routes?		
Response Category	Number of Responses	%
Frequency	33	9.71
Crowding	7	2.06
Bunching	11	3.24
Speed	5	1.47
Reliability	10	2.94
Safety	2	0.59
Service Hours	2	0.59
Operating Areas	8	2.35
No Improvements or Changes Needed	34	10.00
Miscellaneous/Other	25	7.35
No Response	203	59.71
TOTAL	340	100

Of the 137 responses received, one quarter stated that they were happy with the service as it is or did not think any improvements or changes were needed. About another quarter of responses addressed improvements and changes to bus frequency. About 40 percent of these (13 responses) addressed frequency for off-peak, weekend, and holiday service. Eight (8) percent of responses addressed bus bunching, 7 percent addressed reliability, and 6 percent addressed operating hours. Eighteen (18) percent of responses addressed other bus routes, fares, bus driver behavior, or other topics not addressed as part of this study.

4.0 Connecticut Avenue Line Phase I Survey Results

This section includes the full results of the rider survey for the Connecticut Avenue Line (Routes L1/L2).

4.1 SUMMARY OF RESULTS

Table 4-1 provides the survey response totals for riders along the Connecticut Avenue Line.

Table 4-1 | Survey Response Summary

	Number of Surveys	%
Total Completed Surveys	2,340	93.71
Collected On-Board	433	--
Collected At Stop	4	--
Collected Online	1,903	--
Collected at Metro Station Drop Boxes	4	--
Unreturned Distributed Surveys	157	6.29
Total Surveys Distributed	2,497	100

Of the 2,340 respondents, 81 percent completed the survey online, while 19 percent completed the survey in its paper form. Of those surveyed on-board, 88 percent responded in English, while 12 percent responded in Spanish.

Table 4-2 shows the demographic breakdown of the survey respondents.

Table 4-2 | Demographic Breakdown of Survey Respondents

	Number of Responses	%
Household Income		
Less than \$30,000	77	3.29
More than \$30,000	1,541	65.85
Prefer Not to Answer	256	10.94
No Response	466	19.91
Total	2,340	100
Latino or Hispanic Origin		
Yes	117	5.00
No	1,753	74.91
No Response	470	20.09
Total	2,340	100
Race		
Black/African American	131	5.60
American Indian/Alaska Native	7	0.30
Asian	101	4.32
Native Hawaiian or Pacific Islander	4	0.17
White/Caucasian	1,389	59.36
Prefer Not to Answer	236	10.09
No Response	472	20.17
Total	2,340	100

Eighty-two (82) percent of respondents reporting household income reported earning more than \$30,000 per household per year, while 4 percent of respondents reported earning less than \$30,000 per household per year, and 31 percent of respondents chose not to report their income. Of respondents who answered the question about Latino or Hispanic origin, only 6 percent of respondents identified as Hispanic or Latino, while 94 percent did not. Regarding race, 74 percent of respondents reporting race identified as White/Caucasian, while 7 percent identified as Black/African American and 5 percent identified as Asian. Thirty (30) percent of respondents chose not to self-identify.

4.1.1 Major Findings

The following is a list of the major findings taken from the Phase I rider survey for the Connecticut Avenue Line:

- Most riders used the line three to five times per week, usually during peak periods (6:00 AM to 9:00 AM and 3:00 PM to 7:00 PM)
- On weekends, most riders used the bus between the hours of 6:00 AM and 9:00 AM (32 percent of trips) and 3:00 PM and 7:00 PM (33 percent of trips)
- Riders typically board and exit near the line terminals
 - Chevy Chase and Van Ness were the highest activity areas
- Riders typically wait between 5 to 10 minutes for the bus
- Sixty-four (64) percent of riders do not transfer to or from the bus
 - Of the riders who do make transfers, most of them will transfer to Metrorail
- Forty-eight (48) percent of riders use the bus to go to work

- Fifty-one (51) percent of riders oppose reducing the number of L2 buses and increasing the number of L1 buses
- The biggest concerns for riders include bus frequency (28 percent), bus reliability (19 percent), and bus bunching (17 percent)

A detailed breakdown of each of the rider survey questions is presented in **Section 4.2** below and the subsequent sub-sections.

4.2 SURVEY RESULTS BY QUESTION

4.2.1 Bus Routes and Riding Frequency

Questions 1 through 3 asked riders about their rides, including how often they ride the bus, and at what times during the week and on the weekend they typically ride the bus. Question 1 asked riders about how many times per week they ride either Route L1 or Route L2. Question 2 asked riders about when they typically ride either Route L1 or L2 on weekdays. Question 3 asked riders about when they typically ride Route L2 on weekends.

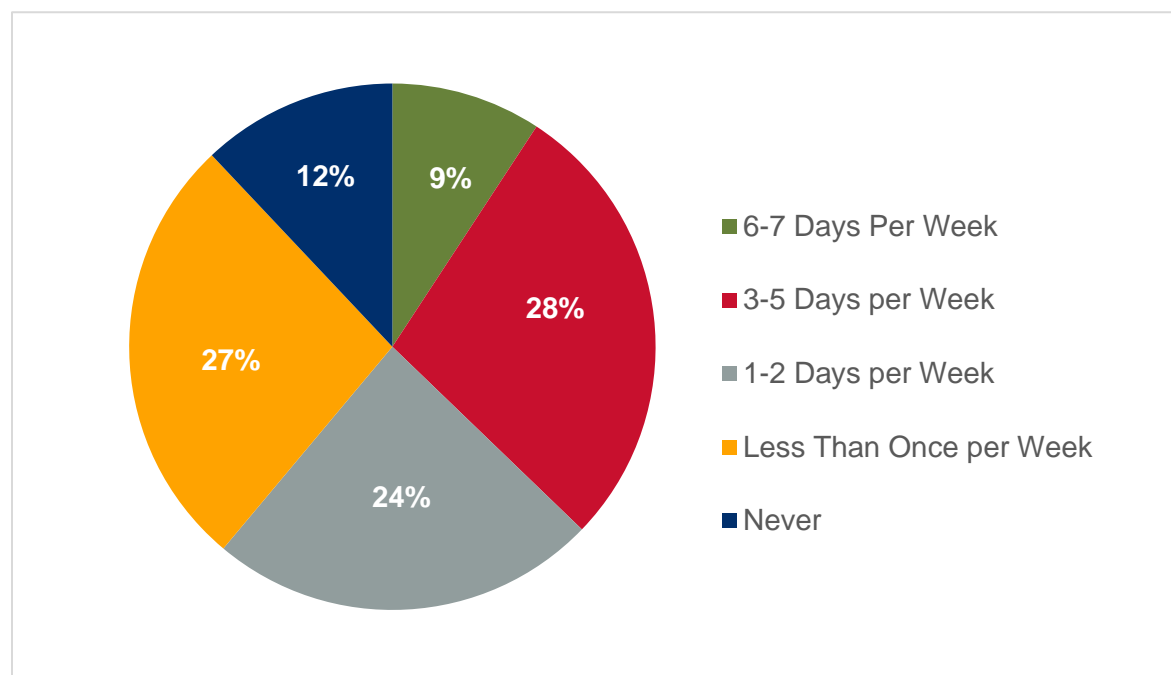
Table 4-3 shows the results for Question 1. **Figure 4-1** shows the percentage of responses received for each answer.

Table 4-3 | Question 1 Response Summary (n = 4,064)

Q1: On average, how many times each week do you ride the Route L1 and Route L2 buses?						
Route	6–7 days a week	3–5 days a week	1–2 days a week	Less than once a week	Never	Total
L1	130	481	368	582	424	1,985
L2	245	656	603	510	65	2,079
TOTAL	375	1,137	971	1,092	489	4,064*

**The total is greater than the number of respondents due to respondents choosing a frequency for both L1 and L2 routes.*

Figure 4-1 | Question 1 Percentage of Responses Received



Of the 4,064 total responses, 28 percent indicated that respondents ride either or both routes 3-5 days per week. Twenty-seven (27) percent of responses indicated that respondents ride either or both routes less than once per week. Twenty-four (24) percent of responses indicated that respondents ride either or both routes 1-2 days per week. Twelve (12) percent of responses indicated that respondents never ride either or both routes. Nine (9) percent of responses indicated respondents ride either or both routes 6-7 days per week.

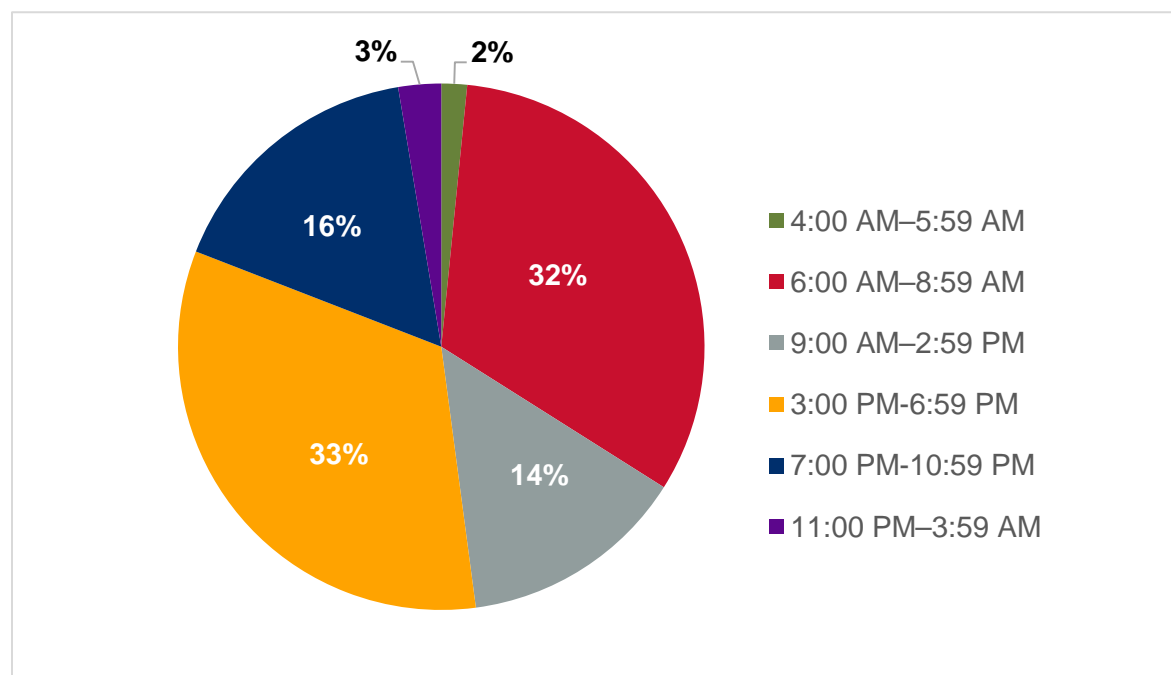
Table 4-4 shows the results for Question 2. **Figure 4-2** shows the percentage of responses received for each answer.

Table 4-4 | Question 2 Response Summary (n = 6,092)

Q2: On weekdays (Monday–Friday), which times of day do you typically ride these buses?							
Route	4:00 AM–5:59 AM	6:00 AM–8:59 AM	9:00 AM–2:59 PM	3:00 PM–6:59 PM	7:00 PM–10:59 PM	11:00 PM–3:59 AM	Total
L1	35	912	255	817	292	40	2,351*
L2	61	1,061	594	1,193	712	120	3,741*
TOTAL	96	1,973	849	2,010	1,004	160	6,092*

*The total is greater than the number of respondents due to respondents choosing times for both L1 and L2 routes or multiple times per day per route.

Figure 4-2 | Question 2 Percentage of Responses Received



Of the 6,092 total responses, 33 percent indicate respondents typically ride either or both routes between 3:00 PM and 6:59 PM (PM Peak). Thirty-two (32) percent indicate respondents typically ride either or both routes between 6:00 AM and 8:59 AM (AM Peak). Sixteen (16) percent indicate respondents typically ride either or both routes between 7:00 PM and 10:59 PM (Evening Off-Peak). Fourteen (14) percent indicate respondents typically ride either or both routes between 9:00 AM and 2:59 PM (Weekday Off-Peak). Three (3) percent indicate respondents typically ride either or both routes between 11:00 PM and 3:59 AM (Late Night), and 2 percent indicate respondents typically ride either or both routes between 4:00 AM and 5:59 AM (Early Morning).

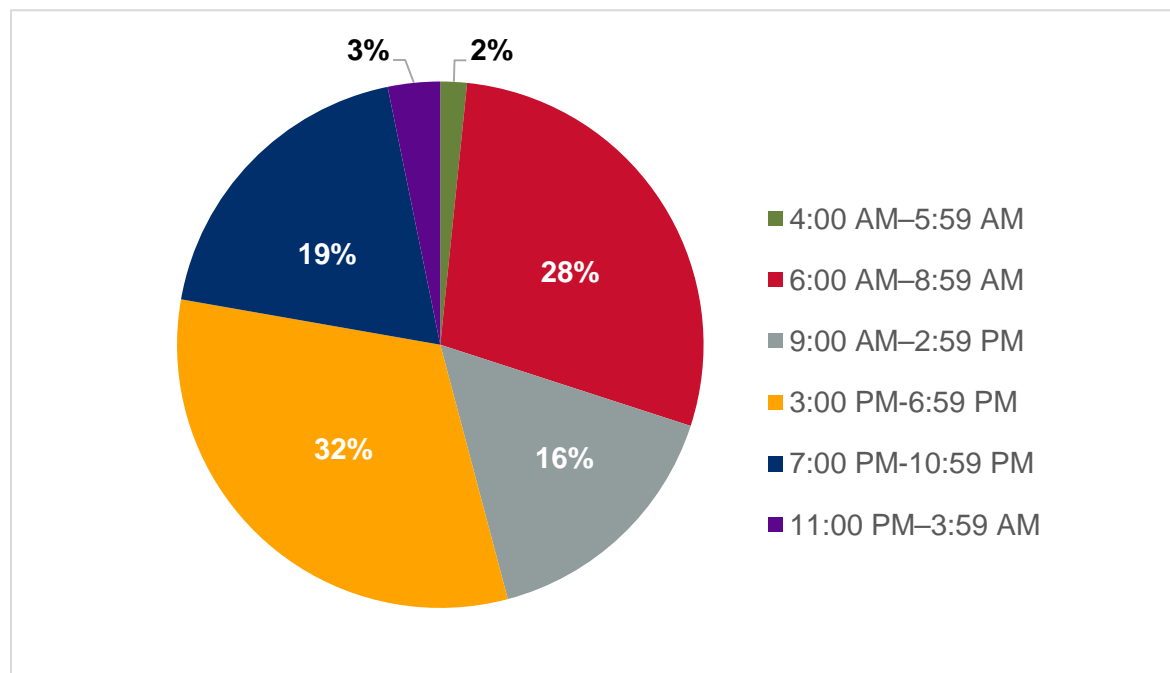
Table 4-5 shows the results for Question 3. **Figure 4-3** shows the percentage of responses received for each answer. Responses to this question are from Route L2 riders only as Route L1 is only a weekday service.

Table 4-5 | Question 3 Response Summary (n = 3,741)

Q3: On weekends (Saturday and Sunday), which times of day do you typically ride these buses?							
Route	4:00 AM–5:59 AM	6:00 AM–8:59 AM	9:00 AM–2:59 PM	3:00 PM–6:59 PM	7:00 PM–10:59 PM	11:00 PM–3:59 AM	Total
L2	61	1,061	594	1,193	712	120	3,741*

*The total is greater than the number of respondents due to respondents choosing multiple time periods.

Figure 4-3 | Question 3 Percentage of Responses Received



Of the 3,741 completed responses, 32 percent indicate respondents typically ride the bus between 3:00 PM and 6:59 PM (Weekend Early Evening). Twenty-eight (28) percent indicate respondents typically riding the bus between 6:00 AM and 8:59 AM (Weekend Morning). Nineteen (19) percent indicate respondents typically ride the bus between 7:00 PM and 10:59 PM (Weekend Late Evening). Sixteen (16) percent indicate respondents typically ride the bus between 9:00 AM and 2:59 PM (Weekend Day). Five (5) percent indicate respondents typically ride the bus between either 11:00 PM and 3:59 AM (Weekend Late Night) or 4:00 AM and 5:59 AM (Weekend Early Morning).

4.2.2 Boarding and Alighting Locations

Questions 4 and 5 asked riders about their physical route, including where riders boarded and alighted buses. For these questions, riders provided the bus stops and intersections for which they either boarded (Question 4) or alighted (Question 5) the bus. Responses were grouped into neighborhood categories based on the location provided in their response.

Figure 4-4 shows a visualization of the boardings and alightings along the Connecticut Avenue Line based on the rider survey results. **Table 4-6** provides a breakdown of the results by service area.

Figure 4-4 | Connecticut Avenue Line Boardings and Alightings from Rider Survey

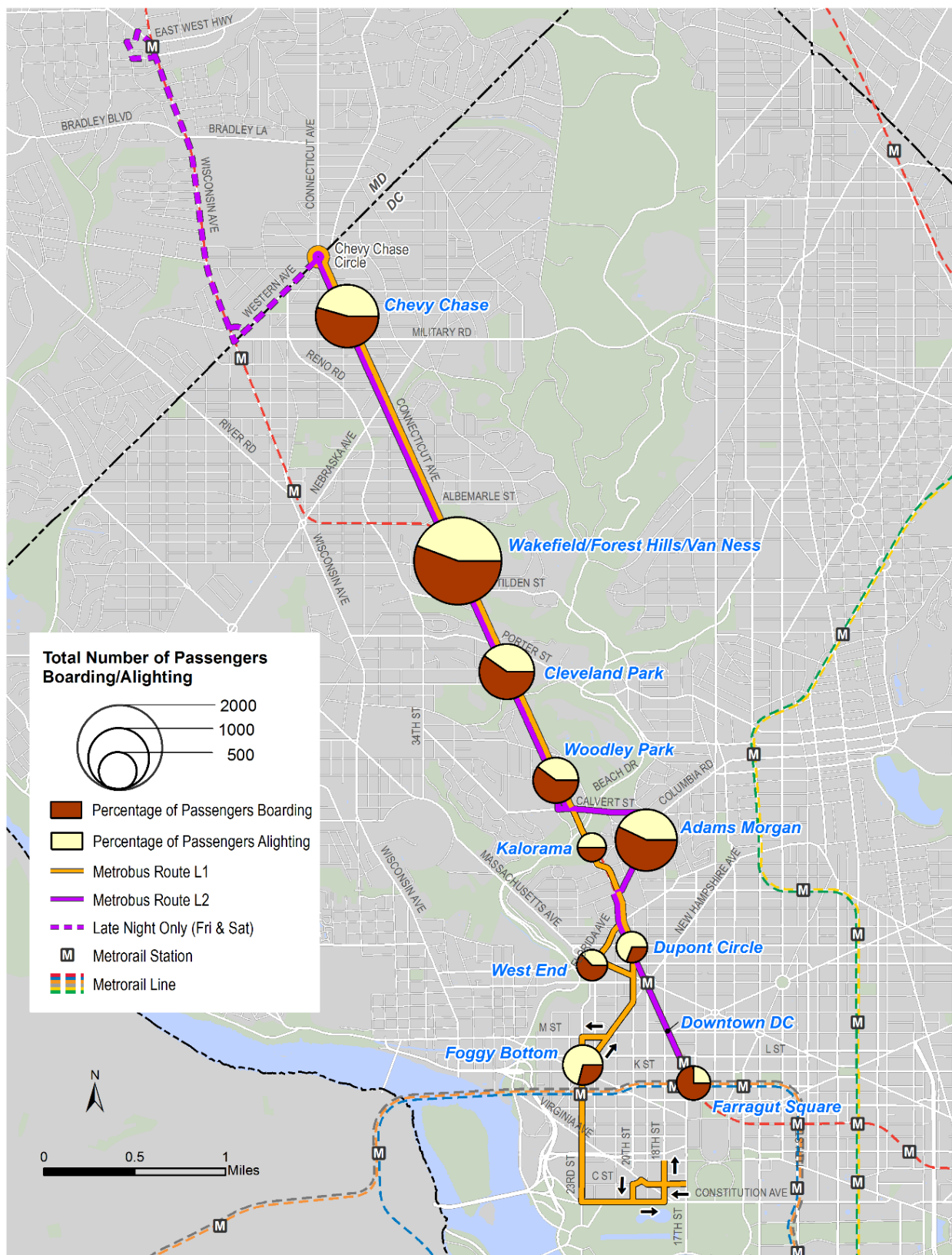


Table 4-6 | Question 4 and 5 Response Summary (n = 7,748)

Q4/Q5: Which locations do you normally board/alight these buses?				
Location/Neighborhood	Number of Boardings	% of Boardings	Number of Alightings	% of Alightings
Chevy Chase	576	12.52	482	15.32
Wakefield/Forest Hills/Van Ness	1,142	24.82	911	28.96
Cleveland Park	490	10.65	331	10.52
Woodley Park	333	7.24	219	6.96
Kalorama Heights (L1 only)	109	2.37	110	3.50
Adams Morgan (L2 only)	585	12.71	438	13.92
Dupont Circle	80	1.74	178	5.66
West End (L1 only)	160	3.48	95	3.02
Downtown DC - Conn. Ave (L2 only)	3	0.07	0	0.00
Farragut Square	233	5.06	78	2.48
Foggy Bottom	124	2.69	304	9.66
N/A	11	0.24	0	0.00
Empty Entry	756	16.43	0	0.00
Out of Service Study Area	0	0.00	0	0.00
TOTAL	4,602*	100	3,146*	100

**The total is greater than the number of respondents due to respondents choosing more than one location.*

Of the 4,602 responses, 25 percent indicate respondents boarded the bus near Wakefield/Forest Hills/Van Ness. Large numbers of respondents also reported getting on the bus at Adams Morgan (13 percent of responses), Chevy Chase (13 percent of responses), and Cleveland Park (11 percent of responses). Sixteen (16) percent of responses indicate respondents get on the bus but the respondent did not indicate where.

Of the 3,146 responses received for passenger alighting, 29 percent indicated respondents got off the bus near Wakefield/Forest Hills/Van Ness. Large numbers of respondents also reported getting on the bus at Chevy Chase (15 percent of responses), Adams Morgan (14 percent of responses), Cleveland Park (11 percent of responses), and Foggy Bottom (10 percent of responses).

4.2.3 Bus Waiting Times

Question 6 asked riders about how long they usually waited for the bus to arrive before boarding. **Table 4-7** shows the results for Question 6.

Table 4-7 | Question 6 Response Summary (n = 1,946)

Q6: On average, how long do you have to wait for either the L1 or the L2 bus? Please give us your best guess.		
Period	Number of Responses	%
Less than 5 Minutes	560	23.93
5–10 Minutes	852	36.41
10–15 Minutes	326	13.93
Greater than 15 Minutes	208	8.89
No Response	394	16.84
TOTAL	2,340	100

Forty-four (44) percent of respondents indicated they wait 5 to 10 minutes for a bus to arrive. Twenty-nine (29) percent of respondents indicated that they wait no more than 5 minutes for a bus to arrive. Twenty-eight (28) percent of respondents indicated that they wait at least 10 minutes for a bus to arrive.

4.2.4 Transfers To/From Other Modes

Questions 7 through 9 asked riders about transfers to and from Mount Pleasant Line. This includes whether or not riders made or planned to make a transfer (Question 7), and where riders transferred to or from if a transfer was part of their travel plans.

Table 4-8 shows the detailed results for Question 7.

Table 4-8 | Question 7 Response Summary (n = 2,299)

Q7: Did you (or will you) transfer on this trip? If so, which bus route or Metro station did (or will) you transfer to/from?		
	Number of Responses	%
No, I did/will not transfer on this trip	1,470	62.82
Yes, I transferred	487	20.81
Yes, I will transfer	342	14.62
No Response	41	1.75
TOTAL	2,340	100

Of the 2,299 responses, 64 percent indicated riders did not plan to make any transfers on their current or planned route, while 36 percent indicated riders either already transferred to the line and/or planned to make a transfer as part of their travel plans.

Table 4-9 and **Table 4-10** show the detailed results for Question 8. There were 487 total transfers reported from other services to the Connecticut Avenue Line, but only 352 respondents included further information about the bus route or Metrorail line used. The results describe riders who already transferred to the Connecticut Avenue Line, either by Metrorail (**Table 4-9**) or by Metrobus (**Table 4-10**).

Table 4-9 | Detail on Transfers from Metrorail (n = 268)

Q8: Which Metrorail line did you transfer from?		
Line	Number of Responses	%
Blue-Orange-Silver	55	2.35
Red	212	9.06
Green-Yellow	1	0.04
No Response*	2,072	88.55
TOTAL	268	100

* Most respondents who indicated that they transferred in Question 7 did not provide further information on which station or route they used.

Table 4-10 | Detail on Transfers from Metrobus and Other Operators (n = 84)

Q8: Which bus route did you transfer from?		
Bus Line	Number of Responses	%
30s Line	12	0.51
42/43	7	0.30
90s Line	13	0.56
D Line	5	0.21
E Line	16	0.68
H Line	16	0.68
Circulator	6	0.26
Other Metrobus	9	0.38
No Response*	2,256	96.41
TOTAL	2,340	100

* Most respondents who indicated that they transferred in Question 7 did not provide further information on which station or route they used.

Of the 352 completed responses, more indicated riders transferred to the Connecticut Avenue Line from Metrorail than from Metrobus. Of the 268 reported transfers from Metrorail, 88 percent were from the Red Line, while 12 percent were from the Blue, Orange, or Silver Lines. Less than 1 percent of transfers were from the Green or Yellow Lines.

Of the 84 reported transfers from Metrobus and other operators, 38 percent of transfers were from either the E or H Lines, 15 percent were from the 90s Line, 14 percent were from the 30s Line, and 11 percent were from other Metrobus lines. Less than 10 percent were transfers from Routes 42/43, the D Lines, or the DC Circulator to the Connecticut Avenue Line.

Table 4-11 and **Table 4-12** show the detailed results for Question 9. There were 342 total planned transfers from the Connecticut Avenue Line to other transit services, but only 315 respondents provided further detail indicating which line they planned to use. The results describe passengers who planned to transfer from the Connecticut Avenue Line to either Metrorail (**Table 4-11**) or to buses (**Table 4-12**).

Table 4-11 | Detail on Transfers to Metrorail (n = 225)

Q8: Which Metrorail line do you plan on transferring to?		
Line	Number of Responses	%
Blue-Orange-Silver	29	1.24
Red	193	8.25
Green-Yellow	3	0.13
No Response*	2,115	90.38
TOTAL	2,340	100

*Most respondents who indicated that they would transfer in Question 7 did not provide further information on which station or route they used.

Table 4-12 | Detail on Transfers to Metrobus and Other Operators (n = 90)

Q8: Which bus route do you plan on transferring to?		
Bus Line	Number of Responses	%
30s Line	4	0.17
42/43	14	0.60
90s Line	14	0.60
D Line	2	0.09
E Line	11	0.47
H Line	17	0.73
Circulator	9	0.38
Other Metrobus	19	0.81
No Response*	2,250	96.15
TOTAL	2,340	100

*Most respondents who indicated that they would transfer in Question 7 did not provide further information on which station or route they used.

Of the 315 completed responses, more indicated that respondents planned to transfer from Connecticut Avenue Line to Metrorail than to Metrobus or other bus operators. Of the 225 reported planned transfers to Metrorail, 86 percent were to the Red Line, while 13 percent were to the Blue, Orange, or Silver Line, and 1 percent was to the Green or Yellow Lines.

Of the 90 reported planned transfers to Metrobus or other bus operators, 32 percent were to either Route 42/43 or the 90s Line buses. Nineteen (19) percent were to the H Line buses, 12 percent were to the E Line buses, and 10 percent were to the DC Circulator. Less than 10 percent of transfers were to either the 30s Line or D Line buses. Twenty-one (21) percent were planned to one of several individual Metrobus lines not listed above.

4.2.5 Trip Purpose

Question 10 asked riders about the purpose of their trip. **Table 4-13** shows the detailed results for Question 10.

Table 4-13 | Question 10 Response Summary (n = 3,430)

Q10: What is the purpose of your trip?		
Purpose	Number of Responses	%
Work	1,636	47.70
Shopping, errands	985	28.72
School	141	4.11
Medical	259	7.55
Other	409	11.92
TOTAL	3,430*	100

**The total is greater than the number of respondents due to respondents choosing more than one trip purpose.*

Of the 3,430 responses received, 48 percent indicated respondents ride either or both routes for work trips, while 29 percent indicated respondents ride either or both routes for shopping trips or errands. Twenty-four (24) percent of responses indicated respondents ride either or both routes for school, medical, or other trips.

4.2.6 Initial Recommendations

Question 11 asked riders about a potential change to Routes L1 and L2 along the Connecticut Avenue Line. **Table 4-14** shows the detailed results for Question 11.

Table 4-14 | Question 11 Response Summary (n = 2,302)

Q11: Suppose we can reduce the number of L2 buses and increase the number of L1 buses. Would you be in favor of this change?		
Opinion	Number of Responses	%
Yes, strongly in favor	338	14.44
Yes, moderately in favor	289	12.35
No, moderately against	379	16.20
No, strongly against	804	34.36
No Opinion	492	21.03
No Response	38	1.62
TOTAL	2,340	100

Of the 2,302 responses received, 51 percent were against reducing L2 buses and increasing L1 buses, with 35 percent strongly opposing such changes. 28 percent of respondents would be in favor of the initial recommendation, with 15 percent strongly supporting it. 21 percent of respondents did not have an opinion.

4.2.7 Bus Route Issues

Question 12 and 13 asked riders about specific issues along the Connecticut Avenue Line.

For Question 12, riders were asked to pick the top three areas of concern among nine different options for both Route L1 and Route L2. **Table 4-15** shows the detailed results for Question 12.

Table 4-15 | Question 12 Response Summary (n = 8,361)

Q 12: Do Routes L1 or L2 experience any of the following issues? Please select the 3 most important issues you experience.				
Issue	L1 (n = 3,646)		L2 (n = 4,715)	
	Number of Responses	%	Number of Responses	%
Frequency: buses do not come often enough	1,037	28.44	1,292	27.40
Crowding: too many passengers on the bus	398	10.92	570	12.09
Buses bunch up: with large gaps between them	569	15.61	882	18.71
Buses travel slowly: takes too long to get to destination	265	7.27	429	9.10
Reliability: buses do not arrive on schedule	632	17.33	940	19.94
Safety/Security: unsafe buses or bus stops	26	0.71	37	0.78
Service hours: buses do not run early/late enough during day/night	491	13.47	323	6.85
Areas served: buses do not go where I want to go	184	5.05	189	4.01
Other	44	1.21	53	1.12
TOTAL	3,646*	100	4,715*	100

**The total is greater than the number of respondents due to respondents choosing multiple issues.*

There were 3,646 responses for issues along Route L1. The top three issues were bus frequency, with buses not coming often enough (28 percent), bus reliability, with buses not arriving on schedule (17 percent), and bus bunching along the route (16 percent). There were 4,715 responses for Route L2, and the top three issues were also bus frequency (27 percent), bus reliability (20 percent) and bus bunching (19 percent). For Route L1, there were a high number of responses for extending bus service hours (13 percent) and bus crowding, with too many passengers on the bus (11 percent). For Route L2, bus crowding (12 percent) was the only other area of concern to receive more than 10 percent of completed passenger responses.

For Question 13, riders were free to write their own responses regarding improvements or changes that should be considered for both Routes L1 and L2. Of the 916 individual responses received for Question 13, 823 responses (90 percent) could be sorted into one of several frequently occurring answers given by respondents. The other 10 percent of responses pertained to topics not covered in this study, such as other bus routes, fare, or driver attitude or behavior, among others.

Table 4-16 shows the detailed results of the answers that were successfully tabulated for Question 13.

Table 4-16 | Question 13 Response Summary (n = 543)

Q13: What Other Improvements or Changes Should Be Considered on These Metrobus Routes?		
Response Category	Number of Responses	%
Frequency	317	1.50
Crowding	18	0.09
Bunching	28	0.13
Speed	59	0.26
Reliability	134	0.64
Safety	14	0.09
Service Hours	86	0.38
Operating Areas	100	0.47
No Improvements or Changes Needed	66	0.30
Miscellaneous/Other	93	0.43
No Response	1,517	64.83
TOTAL	2,340	100

Of the 823 responses tabulated, over one third pertained to changes to bus route frequency, and 15 percent addressed reliability. Other commonly requested changes included changes to span of service (9 percent) and operating areas (11 percent).

5.0 Mount Pleasant Line Phase II Survey Results

This section includes the full results of the Phase II survey for the Mount Pleasant Line (Routes 42/43), as well as a summary of email comments. The Phase II paper survey can be seen in **Appendix D**.

5.1 SUMMARY OF RESULTS

Table 5-1 provides the survey totals for riders along the Mount Pleasant Line.

Table 5-1 | Survey Response Summary

	Number of Surveys	%
Total Completed Surveys	1,726	92.60
Collected On-Board	189	--
Collected At Stop	118	--
Collected Online	1,419	--
Collected at Metro Station Drop Box	N/A	--
Unreturned Distributed Surveys	138	7.40
Total Distributed Surveys	1,864	100

Of the paper surveys collected, about 80 percent of the surveys were completed in English, while the remaining 19 percent were completed in Spanish.

Table 5-2 provides a demographic breakdown of the survey respondents along the Mount Pleasant Line.

Table 5-2 | Demographic Breakdown of Survey Respondents

	Number of Responses	%
Household Income		
Less than \$30,000	83	4.81
More than \$30,000	1,042	60.37
Prefer Not to Answer	319	18.48
No Response	282	16.34
Total	1,726	100
Latino or Hispanic Origin		
Yes	170	9.85
No	1,161	67.27
No Response	395	22.89
Total	1,726	100
Race		
Black/African American	137	7.94
American Indian/Alaska Native	18	1.04
Asian	79	4.58
Native Hawaiian or Pacific Islander	5	0.29
White/Caucasian	955	55.33
Other	71	4.11
Prefer Not to Answer	210	12.17
No Response	251	14.54
Total	1,726	100

Seventy-two (72) percent of respondents reporting household income reported earning more than \$30,000 per household per year, while 6 percent of respondents reported earning less than \$30,000 per household per year. Thirteen (13) percent of respondents identified as Latino or of Hispanic origin, while 87 percent of respondents did not. Regarding race, 65 percent of respondents identified as White/Caucasian, while 9 percent of respondents identified as Black/African American. Fourteen (14) percent of respondents chose not to self-identify.

5.1.1 Major Findings

The following is a list of the major findings taken from the Phase II rider survey for the Mount Pleasant Line:

- The majority of respondents (59 percent) were not in favor of running Route 42 buses to Dupont Circle only and Route 43 buses to Gallery Place.
- Over half of respondents were in favor of running both routes underneath Dupont Circle through the Connecticut Avenue underpass, compared to only 39 percent not in favor.
- Forty-two (42) percent of respondents were not in favor of converting some Route 42 buses to Route H1 buses, compared to 34 percent in favor.

A detailed breakdown of results for each of the rider survey questions is presented in **Section 5.2** and the subsequent sub-sections.

5.2 SURVEY RESULTS BY QUESTION

5.2.1 Proposal A

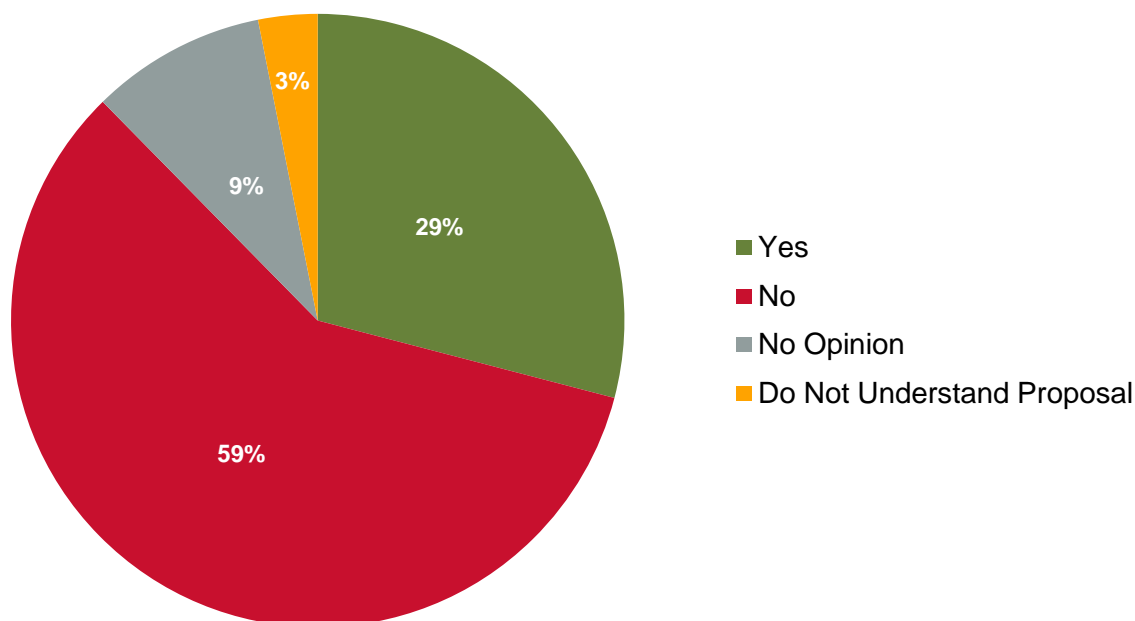
The first question asked participants for their opinions on running Route 42 buses between Mount Pleasant and Dupont Circle only and Route 43 buses between Mount Pleasant and Gallery Place.

Table 5-3 shows the number of responses received for each answer. **Figure 5-1** shows the percentage of responses received for each answer.

Table 5-3 | Proposal A Response Summary (n=1,569)

Proposal A: Route 42 buses would run between Mount Pleasant and Dupont Circle only AND Route 43 buses would run between Mount Pleasant and Gallery Place					
Are you in favor of this proposal?					Total
Yes	No	No Opinion	Do Not Understand Proposal	No Response	
456	919	145	49	157	1,726

Figure 5-1 | Proposal A Percentage of Responses Received



Of the 1,569 respondents, 59 percent were against the proposal, 29 percent were in favor, 9 percent had no opinion, and 3 percent did not understand the proposal.

5.2.2 Proposal B

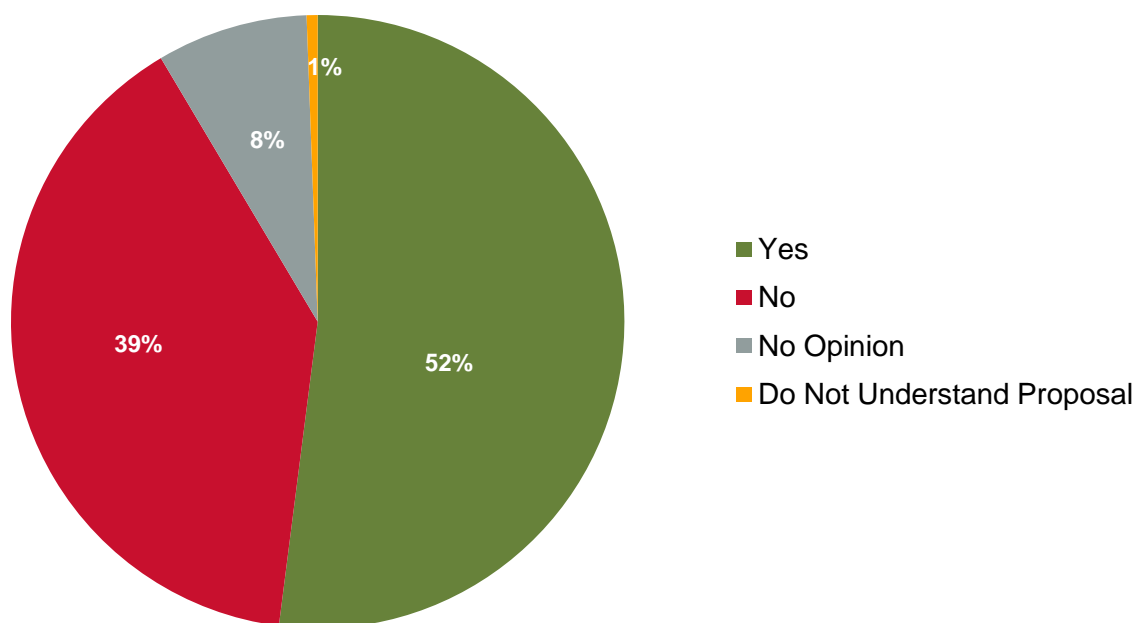
The second question asked respondents to provide their opinion on running both Route 42 and Route 43 buses underneath Dupont Circle through the Connecticut Avenue underpass.

Table 5-4 shows respondents' opinions on the proposal. **Figure 5-2** shows the percentage of responses received for each answer.

Table 5-4 | Proposal B Response Summary (n=1,557)

Proposal B: At Dupont Circle, all Route 42 and 43 buses would run under the Connecticut Avenue underpass. This means that all buses would bypass the stops at Dupont Circle and Q Street. Also, all buses heading north would bypass the stop at R Street.					
Are you in favor of this proposal?					Total
Yes	No	No Opinion	Do Not Understand Proposal	No Response	
810	614	124	9	169	1,726

Figure 5-2 | Proposal B Percentage of Responses Received



Of the 1,557 respondents, 52 percent were in favor of the proposal, 39 percent were not in favor, 8 percent had no opinion, and 1 percent did not understand the proposal.

5.2.3 Proposal C

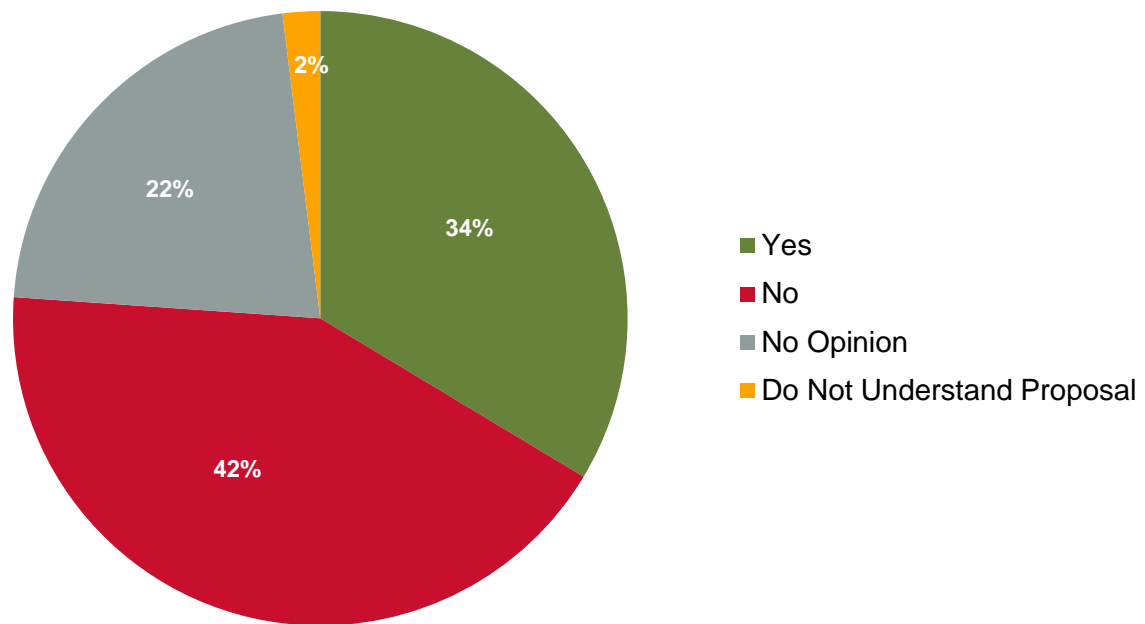
The third question asked respondents if they were in favor of converting some Route 42 buses to Route H1 buses to increase the span of service of Route H1.

Table 5-5 shows respondents' opinions on the proposal. **Figure 5-3** shows the percentage of responses received for each answer.

Table 5-5 | Proposal C Response Summary (n=1,523)

Proposal C: Convert some Route 42 buses to Route H1 buses. Operate Route H1 all day. (The purpose of this proposal is to provide all-day service on Route H1 between Brookland and Foggy Bottom.)					
Are you in favor of this proposal?					Total
Yes	No	No Opinion	Do Not Understand Proposal	No Response	
512	647	334	30	203	1,726

Figure 5-3 | Proposal C Percentage of Responses Received



Of the 1,523 total respondents, 42 percent were not in favor of the proposal, 34 percent were in favor, 22 percent had no opinion, and 2 percent did not understand the proposal.

5.3 EMAIL AND HOTLINE COMMENTS

Metro received email comments from six stakeholders on the proposed changes to Routes 42 and 43, including three members of the general public, Councilmember Nadeau's office, ANC 2B, and a member of the Metro Accessibility Advisory Committee.

Of the three members of the public, two expressed their opposition to Proposal A, two expressed their support for Proposal B, and one expressed his/her support for Proposal C. One also asked if Councilmember Nadeau's office or ANC 1C had been consulted regarding the proposed changes, and Councilmember Nadeau's office responded by encouraging Metro to consult with ANC 1C, which represents Adams Morgan.

ANC 2B, representing Dupont Circle, expressed its opposition to Proposal A and its support for Proposals B and C. A member of the Metro Accessibility Advisory Committee expressed opposition to all three proposals.

Metro received five hotline phone call comments related to Routes 42 and 43. Four callers expressed opposition to all of the proposed changes, and three expressed opposition to Proposal B. Additionally, one commenter stated that the open house public meeting location was a poor choice, while another did not understand the proposals.

6.0 Connecticut Avenue Line Phase II Survey Results

This section includes the full results of the Phase II rider survey for the Connecticut Avenue Line (Routes L1/L2), as well as a summary of email comments.

6.1 SUMMARY OF RESULTS

Table 6-1 provides the survey totals for riders along the Connecticut Avenue Line.

Table 6-1 | Survey Response Summary

	Number of Surveys	%
Total Completed Surveys	4,101	95.08
Collected On-Board	261	--
Collected At Stop	90	--
Collected Online	3,750	--
Collected at Metro Station Drop Boxes	N/A	--
Unreturned Surveys Distributed	212	4.92
Total Surveys Distributed	4,313	100

Of the paper surveys collected, 92 percent of the surveys were completed in English, while the remaining 8 percent were completed in Spanish.

Table 6-2 provides a demographic breakdown of the survey respondents along the Connecticut Avenue Line.

Table 6-2 | Demographic Breakdown of Survey Respondents

	Number of Responses	%
Household Income		
Less than \$30,000	153	3.55
More than \$30,000	2,486	57.64
Prefer Not to Answer	947	21.96
No Response	727	16.86
Total	4,313	100%
Latino or Hispanic Origin		
Yes	263	6.10
No	3,022	70.07
Prefer Not to Answer	365	8.46
No Response	663	15.37
Total	4,313	100%
Race		
Black/African American	278	6.45
American Indian/Alaska Native	42	0.97
Asian	206	4.78
Native Hawaiian or Pacific Islander	11	0.26
White/Caucasian	2,406	55.78
Prefer Not to Answer	632	14.65
No Response	738	17.11
Total	4,313	100%

Sixty-nine (69) percent of respondents reporting household income reported earning more than \$30,000 per household per year, while 4 percent of respondents reported earning less than \$30,000 per household per year. Seven (7) percent of respondents reporting ethnicity identified as Latino or of Hispanic origin, while 83 percent did not. Sixty-seven (67) percent of respondents reporting race identified as White/Caucasian, while 8 percent identified as Black/African American. Thirty-two (32) percent of respondents chose not to self-identify.

6.1.1 Major Findings

The following is a list of the major findings taken from the Phase II rider survey for the Connecticut Avenue Line:

- Respondents were about equally likely to be in favor or not in favor of converting all Route L1 buses to Route L2 buses.
- Respondents were overwhelmingly against terminating every other Route L2 trip at Woodley Park on weekends.
- Respondents were least in favor of removing stops at Tilden Street, Calvert Street, Cathedral Avenue, and Devonshire Place.

A detailed breakdown of each of the rider survey questions is presented in **Section 6.2** and the subsequent sub-sections.

6.2 SURVEY RESULTS BY QUESTION

6.2.1 Proposal A

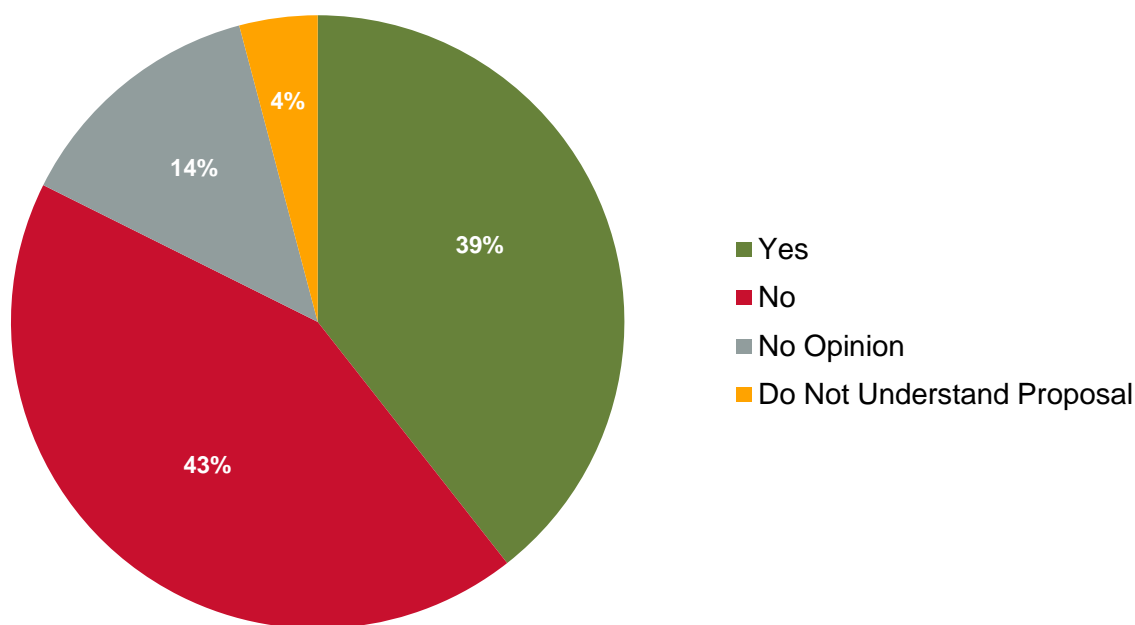
The first question asks participants for their opinions on converting all Route L1 buses to Route L2 buses in order to simplify service and increase weekday frequency of Route L2.

Table 6-3 shows the number of responses received for each answer. **Figure 6-1** shows the percentage of responses received for each answer.

Table 6-3 | Proposal A Response Summary (n=3,906)

Proposal A: Convert all Route L1 buses to Route L2 buses. All buses between Chevy Chase Circle and Farragut Square would run along the L2 route. (The purpose of this proposal is to simplify service options and increase weekday frequency between Chevy Chase Circle and Farragut Square.)					
Are you in favor of this proposal?					Total
Yes	No	No Opinion	Do Not Understand Proposal	No Response	
1,539	1,678	528	161	407	4,313

Figure 6-1 | Proposal A Percentage of Responses Received



Of the 3,906 total respondents, 43 percent were against the proposal, 39 percent were in favor, 14 percent had no opinion, and 4 percent did not understand the proposal.

6.2.2 Proposal B

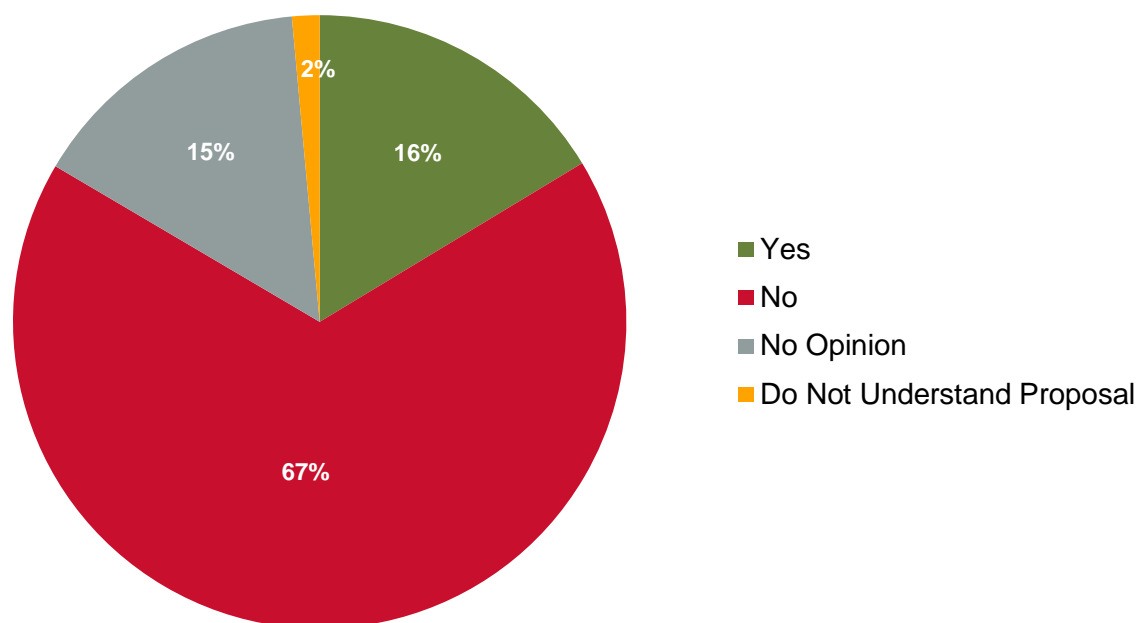
The second question asked respondents to provide their opinion on terminating every other Route L2 trip at Woodley Park on weekends to increase frequency along the route north of Woodley Park.

Table 6-4 shows respondents' opinions on the proposal. **Figure 6-2** shows the percentage of responses received for each answer.

Table 6-4 | Proposal B Response Summary (n=3,860)

Proposal B: On weekends only, terminate every other Route L2 trip at Woodley Park. The trade-off: Between Chevy Chase Circle to Woodley Park, buses would arrive every 20 minutes instead of every 30 minutes. BUT Between Woodley Park and Farragut Square, buses would arrive every 60 minutes instead of every 30 minutes.					
Are you in favor of this proposal?					Total
Yes	No	No Opinion	Do Not Understand Proposal		
631	2,591	582	56	453	4,313

Figure 6-2 | Proposal B Percentage of Responses Received



Of the 3,860 respondents, 67 percent were not in favor of the proposal, 16 percent were in favor, 15 percent had no opinion, and 2 percent did not understand the proposal.

6.2.3 Proposal C

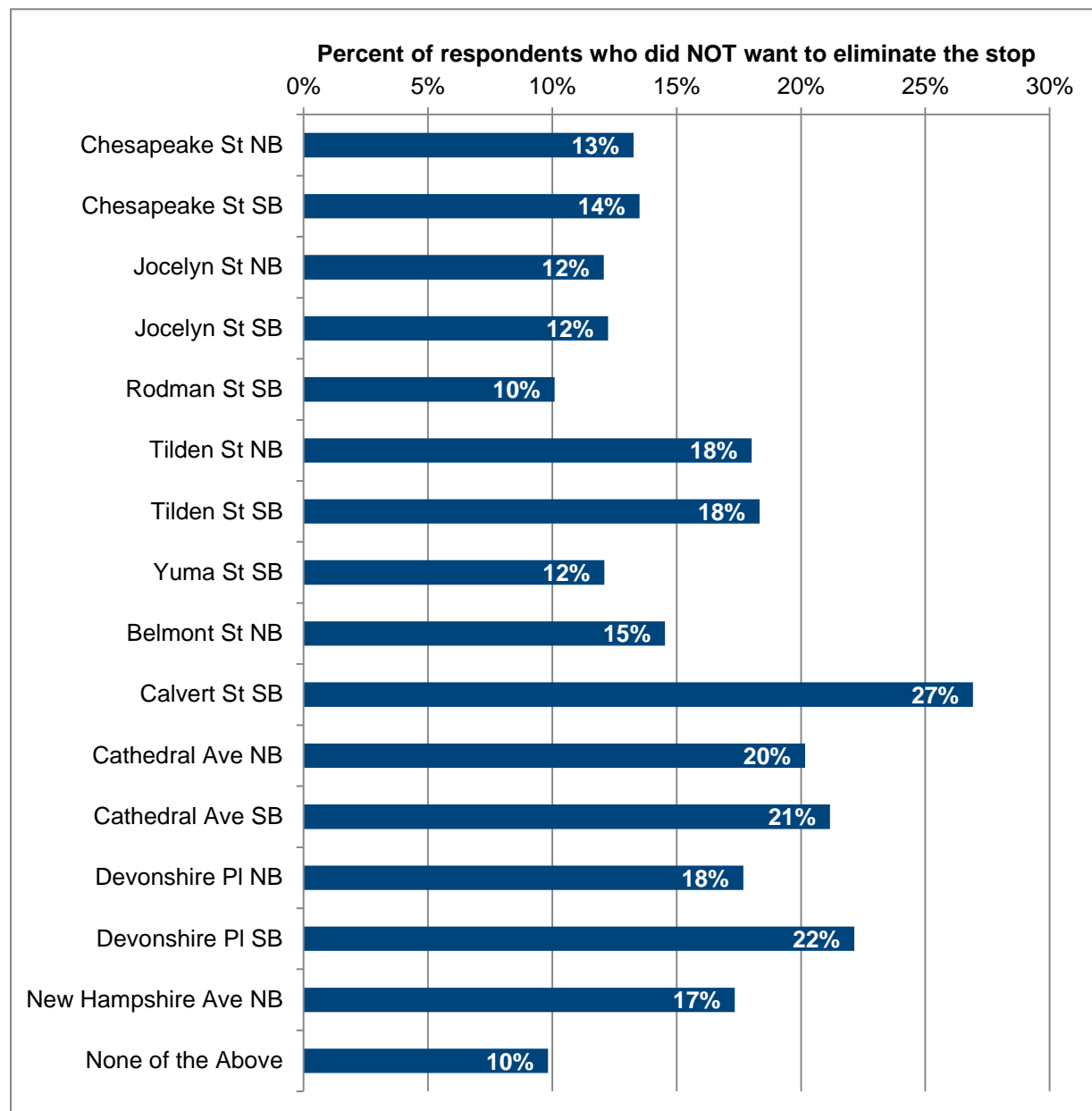
The third question asked respondents about eliminating bus stops that are under-utilized and close in proximity to other bus stops. It provided the stop name, direction, distance to next stop, and estimated walking time to the next stop so participants had relevant information to make the decision.

Table 6-5 shows how many respondents' objected to the elimination of each stop. **Figure 6-3** depicts the percentages graphically.

Table 6-5 | Proposal C Response Summary (n=10,638)

Proposal C: A third proposal is to consolidate certain bus stops – that is, to remove certain bus stops that are not used frequently but are close to other stops. By doing this, buses can travel more quickly because they wouldn't have to stop as often. Below is the list of bus stops that are being considered for removal. Please check the ones that you do NOT want removed, if any.					
Stop	Direction	Distance to Next Stop (ft)	Estimated Walking Time to Next Stop (minutes)	Number of Responses	% of Respondents
Connecticut Ave NW @ Chesapeake St NW	N	540	2.5	544	13.27%
Connecticut Ave NW @ Chesapeake St NW	S	567	2.5	554	13.51%
Connecticut Ave NW @ Jocelyn St NW	N	462	2	495	12.07%
Connecticut Ave NW @ Jocelyn St NW	S	254	1	502	12.24%
Connecticut Ave NW @ Rodman St NW	S	672	3	414	10.10%
Connecticut Ave NW @ Tilden St NW	N	633	2.5	739	18.02%
Connecticut Ave NW @ Tilden St NW	S	638	2.5	752	18.34%
Connecticut Ave NW @ Yuma St NW	S	554	2.5	496	12.09%
Connecticut Ave NW @ Belmont St NW	N	701	3	596	14.53%
Connecticut Ave NW @ Calvert St NW	S	939	4	1,104	26.92%
Connecticut Ave NW @ Cathedral Ave NW	N	748	3	827	20.17%
Connecticut Ave NW @ Cathedral Ave NW	S	859	3.5	868	21.17%
Connecticut Ave NW @ Devonshire PI NW	N	528	2	725	17.68%
Connecticut Ave NW @ Devonshire PI NW	S	501	2	908	22.14%
New Hampshire Ave NW @ N St NW	N	766	3	711	17.34%

Figure 6-3 | Proposal C Percentage of Responses Received



Respondents were most opposed to eliminating stops at Calvert Street, Cathedral Avenue, Devonshire Place, and Tilden Street. They were least opposed to eliminating stops at Rodman Street, Yuma Street, and Jocelyn Street.

About 3,000 respondents provided no response to this question, either indicating that they did not object to the elimination of all the stops on the list or that they were not able to complete this question.

6.3 EMAIL AND HOTLINE COMMENTS

Metro received email comments related to Routes L1 and L2 from 16 stakeholders (15 members of the general public, a member of the Metro Accessibility Advisory Committee, and the Woodley Park Community Association) during the comment period.

Six stakeholders expressed opposition to Proposal A, citing the need for commuters to reach employers such as George Washington University or the US State Department and for children to get to school. Three stakeholders expressed opposition to Proposal B.

Two commenters indicated support for Proposal C and two were critical of the survey design for that proposal. Five commenters expressed opposition to eliminating bus stops at Devonshire Place, three expressed opposition to eliminating stops at Cathedral Avenue, and two expressed opposition to eliminating the stop at Calvert Street. One individual was against eliminating any stop. These commenters were generally concerned with access for seniors and the disabled.

Metro also received 20 hotline phone call comments related to the proposed changes on Routes L1 and L2. Four callers expressed opposition to all proposed changes, and one caller supported all proposed changes. Two callers opposed Proposal A. One caller expressed opposition to Proposal B, and one stated that he/she was neutral towards the proposal. One caller expressed support for Proposal C, and ten callers objected to the removal of specific stops. Nine of these opposed the removal of the Tilden Street stops, while one opposed the removal of the Chesapeake Street stop. Additionally, three callers requested more frequency and one caller stated that he/she did not understand the proposals.

7.0 Mount Pleasant Line Open House Public Meeting

The study team held an open house public meeting on the proposed changes to the Mount Pleasant Line on Thursday, June 21, 2018 from 6 pm to 8 pm at the Columbia Heights Community Center. The study team also presented this information on the Wednesday, June 20 open house public meeting held at the UDC David A. Clarke Law Center, along the L1/L2 line. At these meetings, study team members discussed the study and explained information presented on boards (**Appendix H**) with interested members of the public. Boards showed the study timeline, a map of existing routes, summaries of Phase I and Phase II survey results, explanations of the proposed changes, and an outline of next steps. This section presents the results of those open house public meetings as they relate to the Mount Pleasant Line.

7.1 SUMMARY OF RESULTS

At the June 21 open house public meeting that focused on the Mount Pleasant Line, 24 individuals signed in and 19 individuals submitted feedback forms. These individuals provided the demographic information shown in **Table 7-1**.

Table 7-1 | Demographic Breakdown of Feedback Form Respondents

	Number of Responses	%
Household Income		
Less than \$30,000	0	0.00
More than \$30,000	16	84.21
Prefer Not to Answer	1	5.26
No Response	2	10.53
Total	19	100%
Latino or Hispanic Origin		
Yes	2	10.53
No	15	78.95
Prefer Not to Answer	1	5.26
No Response	1	5.26
Total	19	100%
Race		
Black/African American	1	5.26
American Indian/Alaska Native	0	0.00
Asian	1	5.26
Native Hawaiian or Pacific Islander	0	0.00
White/Caucasian	15	78.95
Prefer Not to Answer	1	5.26
No Response	1	5.26
Total	19	100

Ninety-four (94) percent of respondents reported a household income of over \$30,000. Over 80 percent of respondents did not identify as of Latino or Hispanic origin, while 11 percent did. Eight-three (83) percent of respondents identified their race as White/Caucasian, while 6 percent identified with Black/African American and Asian each.

Respondents also answered questions about how they felt about the open house public meeting process. The responses for the June 21 open house public meeting are tabulated in **Tables 7-2** and **7-3**.

Table 7-2 | Respondent Satisfaction with the open house Public Meeting

Question	Extremely Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	No Response	Total
How satisfied are you with the opportunity to provide feedback today?	5	11	0	2	1	19

Eighty-nine (89) percent of respondents indicated that they were “satisfied” or “extremely satisfied” with the opportunity to provide feedback while 11 percent of respondents indicated they were very unsatisfied.

Table 7-3 | Respondent Perception of Board and Staff Effectiveness

Question	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	No Response	Total
The presentation boards were easy to understand.	6	9	2	1	0	1	19
Staff was knowledgeable and professional.	14	2	1	0	0	2	19
Total	20	11	3	1	0	3	38

Eighty-three (83) percent of respondents agreed that the presentation boards were easy to understand and 94 percent of respondents agreed that staff were knowledgeable and professional. Only 1 respondent did not agree with these statements.

7.2 INTERACTIVE BOARD FEEDBACK

Participants provided feedback via two methods – adhesive dot-based voting on proposed changes and a large notepad positioned alongside the boards.

Table 7-4 shows where attendees at both the June 20 and June 21 meetings placed their adhesive dots on the presentation board.

Table 7-4 | Adhesive Dot Voting for the Refined Proposal

	I love this proposal! Move it forward!	I like this proposal but it needs certain adjustments.	I do not like this proposal. No need to consider!	I have no opinion or am not affected.	Total
Refined Proposal Keep Route 42 Short trips from Mount Pleasant to Farragut Square -AND- Introduce Route 43 Long to travel from Mount Pleasant to Gallery Place Both proposed routes travel via the Connecticut Avenue Underpass and only run during peak periods Reallocate some peak period Route 42 buses to accommodate new Route 43 trips	15	7	1	3	26

Eighty-five (85) percent of respondents indicated that they like or love the proposal, while 4 percent indicated that they did not like it. Twelve (12) percent responded that they did not have an opinion or were not affected.

Participants also submitted comments via large notepads placed alongside the presentation boards. Participants commented on their desire for an improved outreach and survey process. Other comments on Metro stations and infrastructure are not considered relevant to the study at hand.

8.0 Connecticut Avenue Line Open House Public Meeting

The study team held an open house public meeting on the proposed changes to the Connecticut Avenue Line on Wednesday, June 20, 2018 from 6 pm to 8 pm at the UDC David A. Clarke Law Center along the L1/L2 line. The study team also presented this information on the Thursday, June 21 open house public meeting held at the Columbia Heights Community Center, along the 42/43 line. At these meetings, study team members discussed the study and explained information presented on boards (**Appendix H**) with interested members of the public. Boards showed the study timeline, a map of existing routes, summaries of Phase I and Phase II survey results, explanations of the proposed changes, and an outline of next steps. This section presents the results of those open house public meetings as they relate to the Connecticut Avenue Line.

8.1 SUMMARY OF RESULTS

At the June 20 open house public meeting that focused on the Connecticut Avenue Line, 33 individuals signed in and 26 individuals submitted feedback forms. These individuals provided the demographic information shown in **Table 8-1**.

Table 8-1 | Demographic Breakdown of Feedback Form Respondents

	Number of Responses	%
Household Income		
Less than \$30,000	0	0.00
More than \$30,000	18	69.23
Prefer Not to Answer	6	23.08
No Response	2	7.69
Total	26	100%
Latino or Hispanic Origin		
Yes	1	3.85
No	22	84.62
Prefer Not to Answer	2	7.69
No Response	1	3.85
Total	26	100%
Race		
Black/African American	1	3.85
American Indian/Alaska Native	0	0.00
Asian	3	11.54
Native Hawaiian or Pacific Islander	0	0.00
White/Caucasian	17	65.38
Prefer Not to Answer	4	15.38
No Response	1	3.85
Total	26	100%

Three-quarters of respondents reported an annual household income of more than \$30,000, while no respondents reported an income below \$30,000. Almost 90 percent of respondents did not identify as of

Hispanic or Latino origin, while only 4 percent did. 68 percent of respondents identified as White/Caucasian, 12 percent identified as Asian, and 4 percent identified as Black/African American.

Respondents also answered questions about how they felt about the open house public meeting process. The responses for the June 20 open house public meeting are tabulated in **Tables 8-2** and **8-3**.

Table 8-2 | Respondent Satisfaction with the open house Public Meeting

Question	Extremely Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	No Response	Total
How satisfied are you with the opportunity to provide feedback today?	6	15	4	1	0	26

Eighty-one (81) percent of respondents indicated that they were “satisfied” or “extremely satisfied” with the opportunity to provide feedback while 19 percent of respondents indicated they were not satisfied.

Table 8-3 | Respondent Perception of Board and Staff Effectiveness

Question	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	No Response	Total
The presentation boards were easy to understand.	12	9	2	1	1	1	26
Staff was knowledgeable and professional.	19	3	1	1	0	2	26
Total	31	12	3	2	1	3	52

Eighty-four (84) percent of respondents agreed that the presentation boards were easy to understand and 92 percent of respondents agreed that staff were knowledgeable and professional. Eight (8) percent of respondents did not find the boards easy to understand, while 4 percent did not consider the staff knowledgeable or professional.

8.2 INTERACTIVE BOARD FEEDBACK

Participants provided feedback on boards via two methods – adhesive dot-based voting on proposed changes and a large notepad positioned alongside the boards.

Table 8-4 shows where attendees at either meeting placed their adhesive dots on the presentation boards to indicate their opinions on Changed Proposals A and B.

Table 8-4 | Adhesive Dot Voting for the Refined Proposal

	I love this proposal! Move it forward!	I like this proposal but it needs certain adjustments.	I do not like this proposal. No need to consider!	I have no opinion or am not affected.	Total
Changed Proposal A Northbound Route L1 buses travel around Dupont circle in lieu of Massachusetts and Florida Ave NW	6	4	2	5	17
Changed Proposal B Southbound Route L1 buses maintain current routing until terminating at the intersection of 21st St and Virginia Ave NW Constitution Ave NW service discontinued	11	2	1	5	19

About 60 percent of respondents supported Changed Proposal A, while 30 percent did not. Sixty-eight (68) percent of respondents supported Changed Proposal B, while only 5 percent did not. For each Changed Proposal, 5 respondents (26 to 29 percent) had no opinion or were not affected by the potential changes.

Table 8-5 indicates where attendees at both the June 20 and June 21 open house public meetings placed their adhesive dots to indicate which stops they would not want eliminated if stop consolidation were pursued. The map number column correlates to maps displayed on a nearby board.

Table 8-5 | Adhesive Dot Voting on Stop Consolidation

Map Number	Bus Stop	Direction	Mark which Connecticut Avenue Line bus stop(s) you DO NOT want WMATA to consolidate
1	Connecticut Ave NW & Jocelyn St NW	South	1
2	Connecticut Ave NW & Chesapeake St NW	North	2
2	Connecticut Ave NW & Chesapeake St NW	South	1
3	Connecticut Ave NW & Yuma St NW	South	3
4	Connecticut Ave NW & Tilden St NW	North	5
4	Connecticut Ave NW & Tilden St NW	South	5
5	Connecticut Ave NW & Rodman St NW	South	3
6	Connecticut Ave NW & Devonshire Pl NW	North	9
6	Connecticut Ave NW & Devonshire Pl NW	South	10
7	Connecticut Avenue NW & Cathedral Ave NW	North	7
7	Connecticut Avenue NW & Cathedral Ave NW	South	7
8	Connecticut Ave NW & Calvert St NW	South	10
9	Connecticut Ave NW & Belmont St NW	North	4
10	New Hampshire Ave NW & N St NW	South	5

The most objections were recorded for stops at Devonshire Place NW and Calvert Street NW. The least objections were recorded for Jocelyn Street NW and Chesapeake Street NW.

Participants had the chance to elaborate on their objections using comment boxes on the feedback form. Objections to removing the Devonshire Place NW stops focused on nearby residential density, needs of seniors, and the sometimes crowded nature of the next closest stop at the National Zoo. An objection to the removal of the Calvert Street stop cited the connection to the Metrobus 96 route. Three objections to the removal of the New Hampshire Avenue NW and N Street NW referenced proximity to office space, longer distance to the next stop, and difficulties experienced by individuals with disabilities.

Participants also submitted comments via large notepads positioned next to the presentation boards. Comments on the Connecticut Avenue Line included support for increased frequency, traffic management, and transit prioritization measures, such as bus lanes and queue jumps. Several comments also objected to the elimination of bus stops, either particular stops or the elimination of any bus stop. Similarly, a few comments requested an express bus service that would bypass most stops while maintaining service at those stops on other trips.