



Customer Service and Operations Committee

Board Action Item III-B

July 11, 2013

**Approval to hold Public Hearings on
Bus Service Adjustments**

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

Action Information

MEAD Number:
200193

Resolution:
 Yes No

TITLE:

Public Hearings for Bus Service Changes FY 14

PRESENTATION SUMMARY:

Approval to hold public hearings on tariff changes regarding smoking and bus fare collection, and changes to Metrobus service needed to maintain a State of Good Operations.

PURPOSE:

To obtain Committee and Board of Directors approval to hold public hearings on tariff and bus service changes to improve service effectiveness and customer satisfaction, without increasing expenses or subsidy.

DESCRIPTION:

In Fiscal Years 2012 and 2013 the Board authorized public hearings to gather customer input on bus service adjustments that would modify routes to serve new markets, eliminate unproductive segments, reduce crowding, increase ridership and improve on-time performance. These changes were designed to be budget cost neutral.

The changes contributed to a 7.5% increase in ridership and a 5.3% improvement in On Time Performance during past years on routes with State of Good Operations adjustments.

Ideas and proposals for service adjustments come from many sources, including customer input, Priority Corridor Plans, Service Evaluation Studies, and ongoing staff evaluation of Bus Service Criteria measurements including cost effectiveness and service productivity. Holding public hearings presents opportunities for stakeholders to learn about service proposals and provide formal feedback about them, in fulfillment of Federal Title VI requirements and the WMATA Board adopted policy requiring a public hearing for major service adjustments.

This action seeks approval to hold public hearings in September 2013 to receive feedback on FY 2014 budget neutral service alternatives as outlined in the attached resolution. These service alternatives were vetted with jurisdictional staff to insure compliance with local service objectives.

A final list of service adjustments, incorporating public comment, will be presented to the Board for approval in the Fall.

The expected results from the State of Good Operations service adjustments include:

- Increased ridership
- Increased farebox recovery
- Improvements in on-time performance
- No change in the number of buses needed to provide the service
- Using every resource wisely, with no impact on the current FY 2014 budget

The service changes would go into effect between December 2013 and June 2014.

Key Highlights:

Prior State of Good Operations service adjustments have improved on time performance and increased ridership; the FY 14 program aims to make similar improvements with no budget increase.

Meeting format at the public hearings will be structured to maximize input from stakeholders.

This action is to approve holding the hearings. The Board will review the final list of service adjustments in October or November 2013 for action at that time.

Background and History:

A fall program for State of Good Operations public hearings was initiated in 2011, to separate the service hearings from the budget hearings generally held in the spring.

In its first two years, the State of Good Operations program yielded noticeable performance improvements with no budget increase, right-sizing Metrobus service.

Discussion:

No additional discussion.

FUNDING IMPACT:

| | |
|--|---------------------------|
| State of Good Operations Service Adjustments - FY 14 Budget Cost Neutral | |
| Project Manager: | James Hamre |
| Project Department/Office: | Bus Service/ Bus Planning |

TIMELINE:

| | |
|---|---|
| Previous Actions | September 22, 2011 – Board approves holding Public Hearings for State of Good Operations bus service adjustments. September 27, 2012 -- Board approves holding Public Hearings for State of Good Operations bus service adjustments. |
| Anticipated actions after presentation | October or November 2013 – Request for Board approval of bus service changes incorporating public hearing feedback. |

RECOMMENDATION:

Committee and Board of Directors approval to hold public hearings on tariff changes regarding smoking and bus fare collection, and changes to Metrobus service needed to maintain a State of Good Operations to improve service effectiveness and customer satisfaction, without increasing expenses or subsidy.



Washington Metropolitan Area Transit Authority

Public Hearings for Metrobus Service Adjustments FY2014

Customer Service and Operations Committee
July 11, 2013



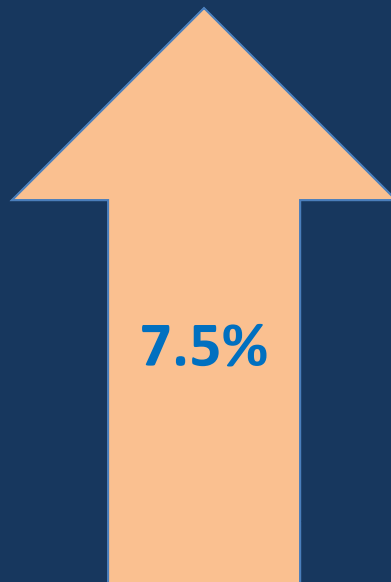
Purpose

To obtain Committee and Board of Directors approval to hold public hearings on bus service and tariff changes

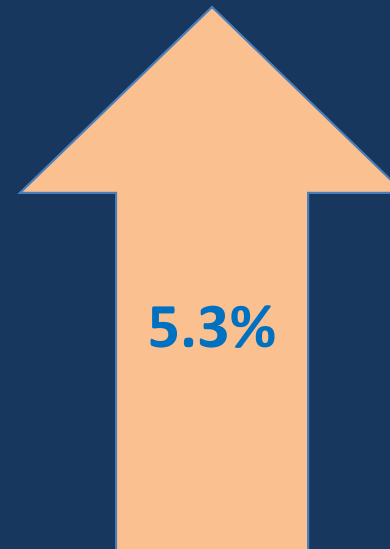


Results of Prior Service Adjustments

Adjusted Routes
Ridership



Adjusted Routes
On-Time Performance





Service Adjustment Proposals

Criteria Review



Customer and
Jurisdictional Review



Recommendations



Public Hearings



Final Report to Board



Implementation





Public Hearings on Service Adjustment and Tariff Change Proposals

- Propose one or more hearings for each jurisdiction
- Gather customer feedback on menu of proposed changes
- Process complies with new Federal Title VI requirements
- Recommend changes to Board





Anticipated Results

- Improve reliability and service
- Increase ridership and farebox recovery
- Improve on-time performance
- Productive use of fleet
- Cost neutral





Recommendation

Approval to hold public hearings on bus service and tariff changes



SUBJECT: REQUEST BOARD OF DIRECTORS APPROVAL FOR PUBLIC HEARINGS ON
BUS SERVICE CHANGES

RESOLUTION
OF THE
BOARD OF DIRECTORS
OF THE
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

WHEREAS, Metrobus has established criteria to determine service effectiveness, including average ridership per day, passengers per revenue trip, passengers per revenue mile, subsidy per passenger, and cost recovery; and

WHEREAS, Service adjustments to provide more efficient service are periodically needed, including additional trips on crowded routes, additional service to new markets, additional running time on trips that are consistently late, and additional weekend service; and

WHEREAS, Staff is proposing an approach to service realignment that would not impact the Fiscal Year 2014 budget and not require additional buses, but would increase ridership, increase the fare box recovery ratio, and maintain or improve overall on-time performance and customer satisfaction; and

WHEREAS, The rules and regulations governing transportation service are contained in the Tariff of the Washington Metropolitan Area Transit Authority (the Tariff); and

WHEREAS, Approval of the Customer Service and Operations Committee and Board of Directors is necessary to take actions, including to hold public hearings to modify bus services to improve service efficiency and customer satisfaction and to amend the Tariff to include the proposed changes; now, therefore be it

RESOLVED, That the State of Good Operations service adjustments and proposed Tariff changes, as detailed in Attachment A of this Resolution, will be presented for customer input at public hearings in accordance with Section 62 of the WMATA Compact; and be it further

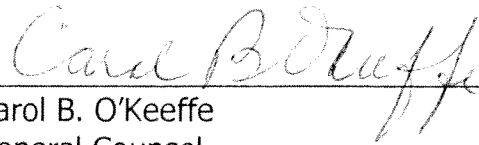
RESOLVED, That the Board of Directors authorizes staff to conduct a series of public hearings of the bus service and Tariff changes shown on Attachment A; and be it further

RESOLVED, That the Board of Directors authorizes the General Manager and Chief Executive Officer to report on the findings on the public hearings and the Board shall

consider these findings and public comments in their deliberations on any proposed changes in bus service or to the Tariff; and be it finally

RESOLVED, That this Resolution shall be effective immediately.

Reviewed as to form and legal sufficiency,

A handwritten signature in cursive script, reading "Carol B. O'Keeffe", written over a horizontal line.

Carol B. O'Keeffe
General Counsel

Attachment A: Metrobus State of Good Operations Fiscal Year 2014

| | | | |
|--------------------------|----------------------|---|---|
| All Jurisdictions | | <p>Amendment to the Washington Metropolitan Area Transit Authority tariff to make it explicit that smoking is prohibited at WMATA owned and WMATA controlled bus bays, and all bus stops controlled by WMATA.</p> <p>Amendment to the Washington Metropolitan Area Transit Authority tariff to cover Off-Board fare collection and to treat the failure to produce a fare receipt upon request as fare evasion.</p> | |
| | Route | Name | Proposed Change |
| DC | 30's | Wisconsin Ave/ Pennsylvania Ave | Improve service to Southeast; break some trips in the downtown area for improved performance. |
| | 5A | DC - Dulles | Eliminate (as requested by District Department of Transportation and Fairfax County). Service provided by Metrorail Silver line to Wiehle Avenue and Fairfax Connector and Dulles Flyer from Wiehle to the airport. |
| | M2 | Fairfax Village – Naylor Road | Eliminate |
| | D6 | Sibley Hospital – Naylor Road | Improve performance; add more short trips. |
| | E6 | Chevy Chase | Reduce frequency and span of service (as requested by District Department of Transportation). |
| | M8 and M9/ W1 | Congress Hgts Shuttle/Bellevue- Shipley Terrace | Eliminate M8 and M9; add W1. |
| | 74 | Convention Ctr – Natls Park | Reduce Service, including late night and weekends. Reroute V8 to provide alternate service (as requested by District Department of Transportation). |
| | V8 | Minnesota Ave - M Street | Reroute to replace some late night and weekend 74 service. |
| | V7,9 | Minnesota Ave - M Street | Redirect service away from Bureau of Engraving and to Archives – Convention Center, or Potomac Avenue Station. |
| | 80's | N Capitol Street | Cut every other trip to the Kennedy Center; terminate these trips at McPherson Square. |
| | 96/97 | E Capitol Street- Cardozo | Restructure service. |
| | E 2,3,4 /D3, D4 | Military Road – Crosstown/ Ivy City - Franklin | Possible restructure. (Public hearings for service changes proposed in Fall 2012 are now out of date). |
| | H1,2,3,4,8, 9/ 42 | Crosstown / Mt. Pleasant | Restructure service. |

Attachment A: Metrobus State of Good Operations Fiscal Year 2014

| | Route | Name | Proposed Change |
|---------|--------------------------------|--|---|
| VA | 1F | Wilson Boulevard | Extend to Vienna, Sunday and late nights |
| | 1C /2B | Wilson Blvd/ Washington Blvd | Change western segment of routes to operate 1C via Government Center Parkway and 2B via Random Hills Road |
| | 5A | DC Dulles | Eliminate, as requested by District Department of Transportation and Fairfax County. Service provided by Metrorail Silver line to Wiehle Avenue and Fairfax Connector and Dulles Flyer from Wiehle Avenue to the airport. |
| | 7Y | Lincolnia -N. Fairlington | Relocate terminus in the District from Federal Triangle to Farragut, McPherson, or other downtown location, depending on customer feedback at Public Hearings. |
| | 9/10 | Huntington/ Hunting Point | Restructure to complement CCPY service. |
| | 13F, G | National Airport- Pentagon-DC | Restructure or eliminate and extend a 50 or S line route to National Airport as a replacement. |
| | 23A,T | Leesburg Pike | Reroute from Chain Bridge Road to Route 123 in McLean. Fairfax Connector will serve Chain Bridge Road. |
| | 25B | Landmark - Ballston | Reduce weekday running time to improve schedule adherence. |
| | 25E | Ballston- Bradley- Pentagon | Reroute to remove ParkFairfax loop (Replaced by DASH service). |
| | 29K,N | Alexandria - Fairfax | Cut at King Street Metrorail station. Reroute 29N to Vienna Metrorail station. Run existing route as limited stop along parts of Duke Street. Remove loop through Landmark Mall. |
| | 4A | Pershing Drive- Arlington Blvd | Cut service to Culmore with route terminating at Seven Corners. |
| | 26A | East Falls Church- Annandale | New route to connect East Falls Church Metrorail with Annandale via Culmore, all day span, 60-minute headway. |
| | 3B | Lee Highway | Terminate at East Falls Church as approved in Silver Line realignment, but replace service with the 3T as previously proposed. Provide additional service between Broad & Washington Streets and East Falls Church to supplement existing 2 and 3 line trips. |
| | 3T | Pimmit Hills | Terminate at East Falls Church (not Seven Corners as proposed at Fall 2012 public hearings). |
| | CCPY | Crystal City Potomac Yard | Begin new CCPY service (currently designated as 9X); extend 9S service. Reroute 9A. |
| 15M | George Mason- Tysons Corner | Extend through GMU to Burke Centre VRE station; reroute in vicinity of Vienna Metrorail station. | |
| 18E,F | Springfield | Widen headways to improve on time performance. | |
| 18P/18S | Burke Center | Reroute via Burke Centre VRE station; reschedule as needed. | |

Attachment A: Metrobus State of Good Operations Fiscal Year 2014

| | Route | Name | Proposed Change |
|-----------|------------------------------------|--|--|
| MD | B30 | Greenbelt - BWI | Reroute to service Arundel Mills; extend span of service; shorten some headways. |
| | B21, 22; B24,25; B27; B29,31 | Bowie/ Crofton | Restructure some service into hub and spoke; increase some spans; reduce some headways per Study recommendations. |
| | C2, C4 | Greenbelt - Twinbrook | Minor schedule and service adjustments. |
| | NH1 | National Harbor | Reroute to service National Harbor and King Street Metrorail station; eliminate service to Branch Avenue Metrorail station (Prince Georges' County service on <i>The Bus</i> 35 will service Southern Avenue Metrorail). |
| | C12,14/W15 | Hillcrest Heights/ Camp Springs- Indian Head Hwy | Restructure service. Time between buses would be five minutes more on all routes. W15 rerouted to Branch Avenue Station, providing a new connection between Camp Springs and the station. (Other routes serve removed route segments.) Changes provide more efficient service with fewer buses. |
| | R3 | Greenbelt-Prince Georges' Plaza | Eliminate. Service to be provided by Prince Georges' County <i>TheBus</i> . |
| | 87,88; 89, 89M | Laurel | Restructure per Study recommendations. |
| | K6 / K9 | New Hampshire Avenue | Shorten some K6 trips at Northwest Park, extend K9 to White Oak. |
| | Y5,7,8,9 | Georgia Avenue- Maryland | Minor schedule and service adjustments . |