



**Customer Services, Operations, and Safety Committee**

**Board Information Item III-B**

**September 24, 2009**

**Veirs Mill Road Metrobus Improvements  
Request to Conduct Public Hearing**

Washington Metropolitan Area Transit Authority  
**Board Action/Information Summary**

<input checked="" type="radio"/> Action <input type="radio"/> Information	MEAD Number: 100435	Resolution: <input checked="" type="radio"/> Yes <input type="radio"/> No
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**TITLE:**

Route Q2 Restructuring Public Hearing Request

**PURPOSE:**

To request Board approval to conduct public hearings on proposed restructuring of regional Metrobus Route Q2 which comprises the Veirs Mill Road Line.

**DESCRIPTION:**

Metro, in partnership with Montgomery County and the Maryland Department of Transportation, has been studying ways of improving transit service in the Veirs Mill Road Corridor. Current Q2 line service runs from the Silver Spring Metrorail station to the Shady Grove Metrorail station.

The Q2 line is one of the highest ridership Metrobus lines in the Washington metropolitan area with 10,200 daily riders. The line connects some of Montgomery County's highest density residential and commercial neighborhoods including the central business districts of Silver Spring, Wheaton, and Rockville; and the Metrorail stations at Silver Spring, Forest Glen, Wheaton, Rockville, and Shady Grove. However, because of its popularity and heavy traffic along its route, the line suffers from frequent overcrowding and poor schedule adherence.

Following extensive public involvement, the study has developed many short-term and long-term recommendations for improvements to service, operations, stops and facilities, customer information, safety and security, traffic operations and management, vehicles and vehicle assignments, and fare collection. The recommended changes to routes and service, which would be the main subject of public hearings, are described below:

- Split current Q2 route into two routes: Route Q2-A will provide service between Shady Grove and Wheaton; and Route Q2-B will provide service between Rockville and Silver Spring.
- Routes Q2-A and Q2-B will provide overlapping service along Veirs Mill Road, between Wheaton and Rockville Metrorail Stations and will operate as the all-day, base service.
- Service levels will focus on improved frequencies along the higher-demand Veirs Mill Road segment (Rockville to Wheaton) with 7.5-minute peak service and 15-minute off-peak service. Service will provide wider headways along the lower-demand Rockville Pike segment (Shady Grove to Rockville) and the well-served Georgia Avenue segment (Wheaton to Silver Spring) with 15-minute peak service and 30-minute off-peak service.

Metro staff will also:

- Explore a fare transfer mechanism for transfer between Metrorail at Wheaton and the new Q2-A route which will mitigate the increased rail fare for travelers who would otherwise use the bus between Wheaton and Silver Spring.
- Work with Montgomery County to initiate a traffic engineering study to address:
  - (1) modified approaches at Shady Grove, Rockville, and Wheaton Metrorail Stations;
  - (2) construction of queue jumpers at six major intersections along the corridor;
  - (3) implementation of a traffic signal priority system along the corridor; and
  - (4) introduction of a bus-only lane along Georgia Avenue in Silver Spring.

**FUNDING IMPACT:**

The proposed service plan is estimated to be cost-neutral for FY 2010. The final subsidy impact will be subject to the final service plan recommendations for which specific funding recommendations will be developed and presented to the Board along with the final staff recommendation. If approved following the public hearing, service implementation is planned for December 2009.

Budget: **Operating Budget, Fiscal 2010**

Office: **BPLN**

Account:

This Action: **\$0**

Remarks: **Minimal Impact**

**RECOMMENDATION:**

Approval to conduct a public hearing on the proposed restructuring of regional Metrobus Route Q2 which comprises the Veirs Mill Road Line.



**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**

# Public Hearing for Q2 / Veirs Mill Road Line Improvements

Customer Service, Operations, and Safety Committee

September 24, 2009



## PURPOSE

Request approval to conduct a public hearing on the proposed restructuring of Metrobus Route Q2 – Veirs Mill Road Line as part of the Metrobus Priority Corridor Network.



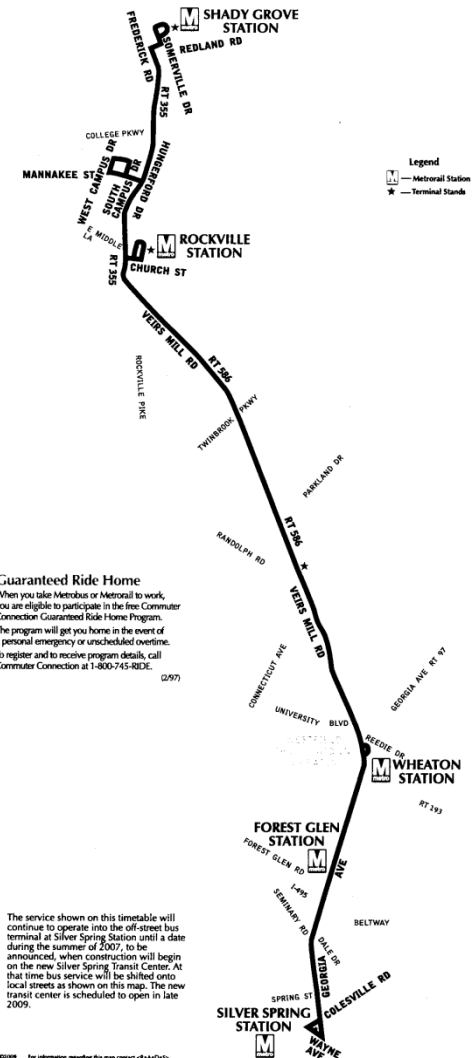


# BACKGROUND

- The Q2 Line carries over 10,000 daily riders.
- Line includes Metro stations at Silver Spring, Forest Glen, Wheaton, Rockville, and Shady Grove.
- A Corridor Development Study in 2008/2009 identified several critical issues:
  - Passenger crowding
  - Bus bunching
  - Improve schedule adherence
  - Shorten travel times

Veirs Mill Road Line  
Route Q2

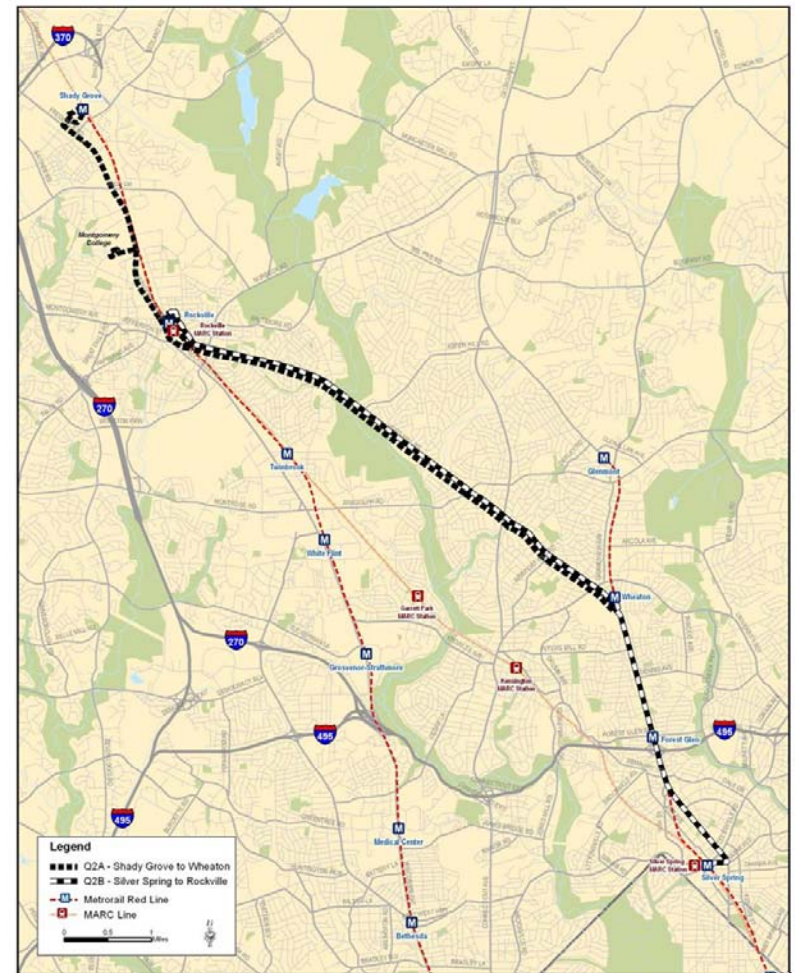
For route and schedule information  
Call 202-637-7000  
www.metroopensdoors.com





# RECOMMENDED SERVICE IMPROVEMENTS

- Split route into two overlapping routes to operate at all times:
  - Q2-A (Shady Grove to Wheaton)
  - Q2-B (Rockville to Silver Spring)
- Both routes serve Veirs Mill Road between Rockville and Wheaton.
- Service would coordinate with other local/regional routes:
  - Ride-On 45, 46, 55, and 59 between Rockville and Shady Grove
  - Metrobus Y5, Y7, Y8, and Y9 between Wheaton and Silver Spring
- Q9 limited-stop overlay service may be added at a future time.







# PRIORITY CORRIDOR NETWORK ELEMENTS

Element	Action
<b>Service Type, Frequency, Span of Coverage</b>	Provide Metrobus Local Service as per service plan
<b>Service Personnel and Operations Strategies</b>	Assign two dedicated supervisors to the Line; initiate enhanced supervisor training
<b>Customer Information Systems/Strategies</b>	Promote new service plan in English and Spanish; distribute materials online and throughout corridor
<b>Vehicle Design, Features and Amenities</b>	Assign red buses to the Line
<b>Fare Payment Strategy</b>	Promote SmarTrip® use; explore mechanism to mitigate fare increase for transfer between bus and rail at Wheaton
<b>Safety, Security, and Incident Response</b>	Enforce parking restrictions along Georgia Avenue
<b>Bus Stops and Customer Facilities</b>	Reduce number of bus stops/remove redundant bus stops, resulting in decreased running times
<b>Traffic Operations and Management Strategies</b>	Initiate study to analyze queue jumps, bus lanes, bus bay assignments, signal priority, and station approaches
<b>Local Commitment</b>	Incorporate assistance of Montgomery County DOT and Maryland DOT in implementation of recommendations





# PERFORMANCE MEASURES

<b>Bus Productivity Measure</b>	<b>June 2009 Productivity</b>	<b>June 2011 Goal</b>
<b>Daily Passengers</b>	10,200	10,930
<b>Passengers Per Trip</b>	53	54
<b>Cost Recovery</b>	36.5%	37.1%
<b>Operating Speed</b>	14.4 mph	+5% savings



## FINANCIAL IMPACTS

Item	FY 2010 (6 mo) Jan 2010 – Jun 2010	FY 2011 (12 mo) Jul 2010 – Jun 2011
Convert Q2 to Q2-A and Q2-B	(\$24,282)	(\$48,564)
Revenue from Ridership Increase	(\$65,825)	(\$131,650)
Net Cost (Savings)	(\$90,107)	(\$180,214)

- Recommendation proposes no increase in subsidy.
- If approved following the public hearing, Q2-A and Q2-B service implementation will be planned for December 2009.
- Recommendation is a part of the regional Metrobus Priority Corridor Network program.



## RECOMMENDATION

Approve conducting a public hearing on the proposed restructuring of Metrobus Route Q2 – Veirs Mill Road Line as part of the Metrobus Priority Corridor Network.

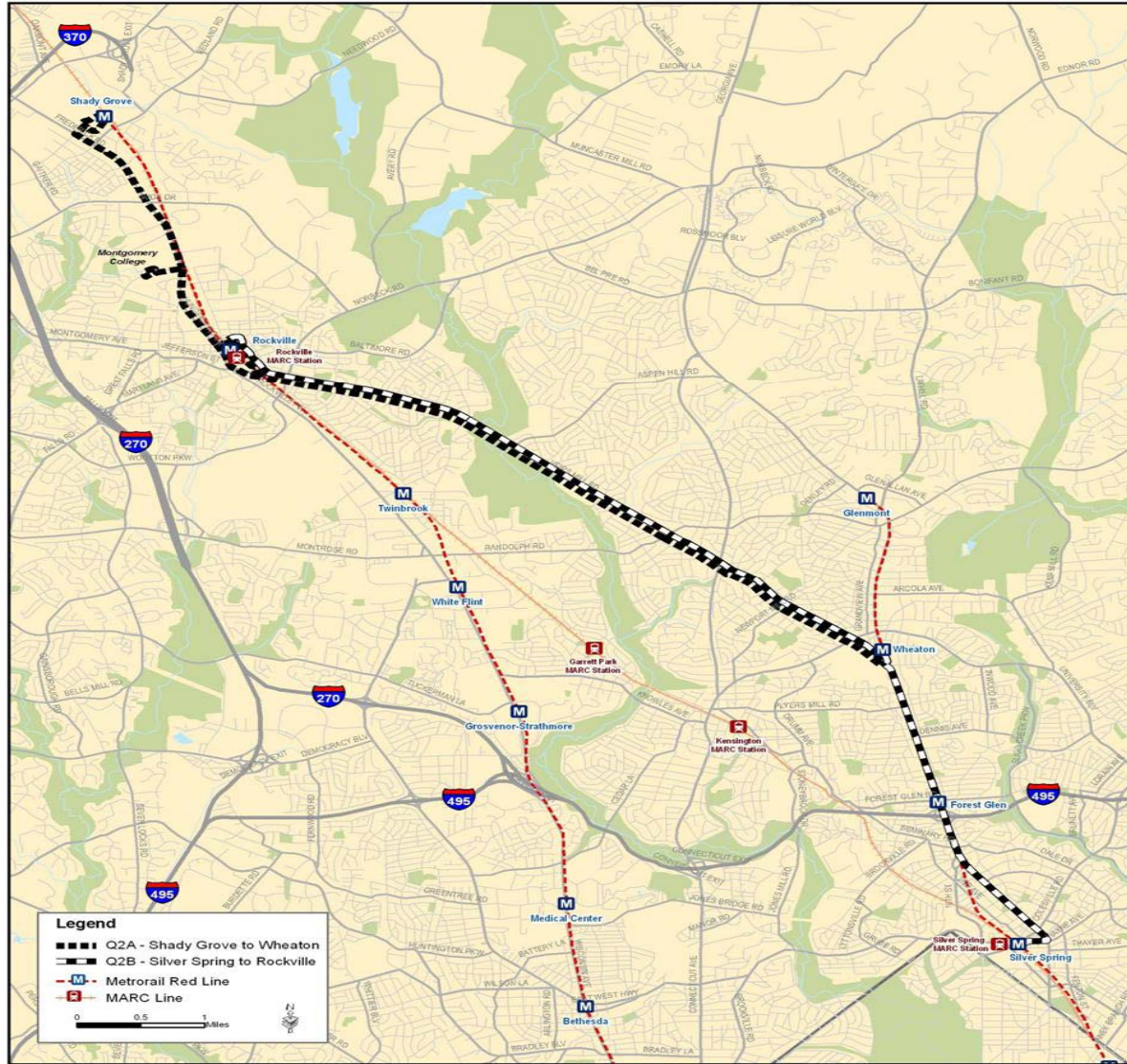


## NEXT STEPS

- Hold public hearing in October 2009
- Bring public hearing results to Board in November 2009
- Start Q2-A and Q2-B service in December 2009



# APPENDIX



SUBJECT: METROBUS Q2 LINE RESTRUCTURING - AUTHORIZATION TO HOLD PUBLIC HEARING

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

WHEREAS, The Q2 Line is one of the highest ridership Metrobus Lines in the Metro system with approximately 10,200 weekday riders; and

WHEREAS, The Q2 Line connects some of Montgomery County's highest density residential and commercial neighborhoods including Silver Spring, Wheaton, and Rockville; and

WHEREAS, The Q2 Line has long suffered from continuing performance-related issues including on-time adherence, traffic congestion and passenger crowding; and

WHEREAS, In Winter/Spring 2009, Metro, in partnership with Maryland Department of Transportation and Montgomery County Department of Transportation, studied ways of improving transit service in the Veirs Mill Road Corridor; and

WHEREAS, This study process included substantial public input and participation in developing recommendations to respond to consumer needs, maximization of resources, and enhancement of line effectiveness and performance; and

WHEREAS, Staff worked with Montgomery County Department of Transportation and Maryland Department of Transportation to prepare recommendations for implementing an integrated, comprehensive and coordinated strategy of operational and service enhancements as shown on Attachment A; now, therefore be it

*RESOLVED*, That the Board of Directors authorizes staff to hold a public hearing on the proposed service plan; and be it further

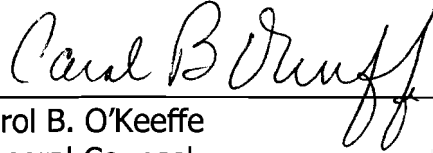
*RESOLVED*, That the General Manager, in coordination with the Board of Directors, will establish the date, time and location of the hearing; and be it further

*RESOLVED*, That the Board of Directors authorizes the General Manager to release the Public Hearing Staff Report for public comment, as soon as the Staff Report is available,

subject to later submission of the Staff Report Supplement, with final staff recommendations, to the Board of Directors for its approval. All Board members will receive the Staff Report concurrently with its release for public review; and be it finally

*RESOLVED*, That this Resolution shall be effective immediately.

Reviewed as to form and legal sufficiency,



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Carol B. O'Keeffe  
General Counsel



Route	Proposed Service Change
Q2	<ul style="list-style-type: none"><li data-bbox="435 323 1459 436">• Split current Q2 route into two routes: Route Q2-A will provide service between Shady Grove and Wheaton; and route Q2-B will provide service between Rockville and Silver Spring.</li><li data-bbox="435 443 1459 556">• Routes Q2-A and Q2-B will provide overlapping service along Veirs Mill Road between Wheaton and Rockville Metrorail Stations and will operate as the all-day, base service.</li><li data-bbox="435 562 1459 825">• Service levels will focus on improved frequencies along the higher demand Veirs Mill Road segment (Rockville to Wheaton) with 7.5-minute peak service and 15-minute off-peak service. Service will provide wider headways along the lower-demand Rockville Pike segment (Shady Grove to Rockville) and the well-served Georgia Avenue segment (Wheaton to Silver Spring) with 15-minute peak service and 30-minute off-peak service.</li></ul>