

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

Action  Information

MEAD Number:  
201668

Resolution:  
 Yes  No

**TITLE:**

Metrobus State of Good Operations FY2016

**PRESENTATION SUMMARY:**

Staff report from Public Hearing Docket B15-03, including recommendations for approval of fare changes, changes to Metrobus service, and the Service and Fare Equity analysis.

**PURPOSE:**

Approval of:

- Changes to Metrobus service to improve effectiveness, performance, and customer satisfaction
- Fare changes to the Transit Link Card and to allow free rail transfer for certain bus customers
- Service and fare equity analysis

**DESCRIPTION:**

The current action seeks approval for a package of Fiscal Year 2016 budget neutral service and fare adjustments intended to maintain a State of Good Operations through improvements to the operation and cost effectiveness of the Metrobus system.

Docket B15-03 contained 81 service proposals; 30 in the District, 24 in Maryland, and 27 in Virginia, including a proposal to eliminate Metrobus route 5A between Dulles Airport and the District. Three fare proposals were also considered.

For the service changes considered major per the Metro Board adopted Title VI policies, staff conducted an equity analysis to determine if the proposed service changes would have a disparate impact (DI) on minority riders or a disproportionate burden (DB) on low-income riders. To do so, staff determined the number and percentage of minority and low-income trips dis-benefiting from service reductions, as well as the number and percentage of minority and low-income trips benefitting from service additions. These percentages were then compared to the system wide averages for minority and low-income ridership on Metrobus, and the differences evaluated using the appropriate DI/DB threshold for the number of daily trips impacted by the proposal.

Staff analysis has determined that the proposed service changes and the proposed change to the tariff would not result in a disparate impact (DI) on minority populations or a disproportionate burden (DB) on low income populations. In fact, minority and low income

riders are disbenefited at a rate below the Metrobus system average for these groups, and are benefitting at a rate higher than the Metrobus system average for these groups. The recommended change to the Transit Link Card (TLC) pass price shows no difference in impacts to minority and low income riders versus non-minority and non-low income riders. The other two fare proposals are recommended as pilots and preliminary analysis suggests there should be no DI/DB if they are fully implemented.

A complete Title VI report is attached to this MEAD.

**Key Highlights:**

Between August 18, 2015 and September 21, 2015, staff conducted extensive public outreach to solicit input from minority, low income and limited English proficient populations (LEP), which included 29 outreach events with 178 attendees, distribution of 4,038 fliers, completion of 6,804 surveys, and 6,363 comments collected through the surveys, written testimony, and the public hearing held at Metro headquarters on September 17, 2015. Metro also received two petitions (total of 176) signatures and comments from 11 organizations.

As a result of feedback received and in consideration of Title VI equity concerns of the 81 proposals, 44 proposals are being forwarded for approval, 13 were amended and are forwarded for approval, and 24 proposals were removed from consideration for the current service change cycle. All three fare proposals are recommended for approval.

Specific recommendations for each service and fare proposal are attached.

**Background and History:**

In Fiscal Years 2011-2015, after Public Hearings, the Board approved budget cost neutral bus service adjustments to modify routes to eliminate unproductive segments, reduce crowding, increase ridership and improve on-time performance.

The current action seeks approval for a similar package of fiscal year 2016 cost neutral service adjustments—with specific plans amended based on input from Public Hearings—that are intended to maintain a State of Good Operations by continuing to improve the operation and cost effectiveness of Metrobus.

**Discussion:**

As a result of the public input to Docket B15-03, staff recommends that a package of bus service and fare changes, and Title VI analysis, be approved as detailed in the attached staff report.

**FUNDING IMPACT:**

Define current or potential funding impact, including source of reimbursable funds.	
Project Manager:	James Hamre

Project Department/Office:	Bus Planning
	Changes will be planned specifically as budget neutral.

**TIMELINE:**

<b>Previous Actions</b>	July 2015 - Board approval to conduct public hearing process. August and September 2015 - Public Outreach Process
<b>Anticipated actions after presentation</b>	The bus service and fare changes will be implemented between December 2015 and August 2016.

**RECOMMENDATION:**

Approval of:

- Changes to Metrobus service to improve effectiveness, performance, and customer satisfaction
- Fare changes to the Transit Link Card and to allow free rail transfer for certain bus customers
- Title VI equity analysis

**PRESENTED AND ADOPTED: November 19, 2015**

SUBJECT: APPROVAL OF PROPOSED BUS SERVICE ADJUSTMENTS AND FARE CHANGE

**2015-54**

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 improvements to provide more efficient service are periodically needed, including additional trips on crowded routes, additional running time on trips that are consistently late, and additional service to areas with the greatest demand; and

WHEREAS, Some service improvements can be made using existing resources by redirecting resources from underutilized routes to areas of greater need; and

WHEREAS, This approach to service realignment would not increase the operating budget, but would increase ridership, increase the farebox recovery ratio, and maintain or improve overall on-time performance and customer satisfaction; and

WHEREAS, Some of the proposed service changes qualify as major service changes pursuant to Board Resolution 2013-27, requiring public hearings and Board of Directors approval; and

WHEREAS, The Board of Directors approved holding public hearings on the proposed service realignments and fare adjustments on July 23, 2015; and

WHEREAS, The Federal Transit Administration requires agencies to comply with Title VI by establishing a Public Participation Plan (PPP) to engage minority, low income, and Limited English Proficient (LEP) populations in the transportation planning process; and

WHEREAS, From August 18, 2015 through September 21, 2015, staff conducted extensive public outreach to solicit input from minority, low income and LEP, which included 29 outreach events with 178 attendees, distribution of 4,038 fliers, completion of 6,804 surveys, and 6,363 comments collected through the surveys, written testimony, and one public hearing; and

WHEREAS, In compliance with Title VI, staff also performed a Service and Fare Equity Analysis, attached hereto as Attachment A, on the proposed service changes to determine whether there is a disparate impact (DI) on minority or a disproportionate burden (DB) on low-income populations; and

**Motioned by Mrs. Hudgins, seconded by Ms. Tregoning**

**Ayes: 8 – Mr. Downey, Mr. Goldman, Mrs. Hudgins, Mr. Evans, Ms. Tregoning, Ms. Harley, Mr. Corcoran and Mr. Dormsjo**

WHEREAS, The proposed service and fare changes will not have a DI or a DB on minority and low-income populations; and

WHEREAS, Staff has briefed the Board of Directors on the service changes and the equity impacts; and

WHEREAS, Staff has prepared a Staff Report and Recommendations, attached hereto as Attachment B, to adopt the proposed fare change and remaining service adjustments; now, therefore be it

*RESOLVED*, That the Board of Directors has considered and approves the required Service and Fare Equity Analysis (Attachment A), which shows that the proposed changes will not have a disparate impact on minority or a disproportionate burden on low-income populations; and be it further

*RESOLVED*, That the Board of Directors has considered and approves the Staff Report and Recommendations, dated October 20, 2015 (Attachment B), to adopt the fare change and service adjustments; and be it further

*RESOLVED*, That specific service adjustments will efficiently meet customer requirements for service; and be it further

*RESOLVED*, That these specific service adjustments when executed, will be budget neutral; and be it further

*RESOLVED*, That these service adjustments will redirect existing resources from underutilized routes to areas of greater need; and be it further

*RESOLVED*, That the service changes and proposed fare changes will be phased in from December 2015 through August 2016, as shown in Attachment B; and be it finally

*RESOLVED*, That this Resolution shall be effective 30 days after adoption by the Board of Directors in accordance with Section 8(b) of the Compact.

Reviewed as to form and legal sufficiency,



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Mark R. Pohl  
Acting General Counsel

# M E M O R A N D U M



SUBJECT: Title VI Analysis of Proposed  
Fall 2015 Metrobus Service Changes

DATE: November 13, 2015

FROM: OEE0 – James T. Wynne, Jr.

A handwritten signature in black ink, appearing to be 'J. Wynne', written over the printed name.

TO: Interim GM/CEO - Jack Requa

Handwritten initials 'ART' in black ink, with 'JR' written below them.

This memorandum describes the methodology and findings of the staff's Title VI analysis of the proposed Fall 2015 Metrobus service changes and tariff proposals.

## Finding

Based on the staff analysis, it has been determined that the proposed service changes and the proposed change to the tariff would **not** result in a disparate impact (DI) on minority populations or a disproportionate burden (DB) on low-income populations. In fact, minority and low income riders are disbenefited at a rate below the Metrobus system average for these groups, and are benefitting at a rate higher than the Metrobus system average for these groups. The recommended change to the Transit Link Card (TLC) pass price shows no difference in impacts to minority and low-income riders versus non-minority and non-low income riders. The other two fare proposals are recommended as pilots, and preliminary analysis suggests there should be no DI/DB if they are fully implemented.

## Introduction

As required by the Federal Transit Administration's (FTA's) Circular 4702.1B, Metro staff has conducted an equity analysis of the proposed Metrobus service changes and tariff proposals. The analysis must determine whether the proposed major service changes (reductions and increases) and changes to the tariff would result in a disparate impact on minority riders and/or a disproportionate burden on low-income riders. Further, the agency must demonstrate that the public has been given opportunities to review the proposed changes at key decision points and discuss/provide comment on alternatives leading up to the development of the service proposal.

**Metro’s Board-Approved Policies<sup>1</sup>**

**Major Service Change Definition**

The criteria for determining a major Metrobus service change are summarized below.

<b>Parameter</b>	<b>Definition</b>
<b>Span</b>	Change in span of service on a line of more than one hour in a single fiscal year.
<b>Frequency</b>	Change in revenue miles on a line of more than 20% in a single fiscal year.
<b>Coverage/Availability</b>	Change in route miles on a line of 15% in a single fiscal year.  Projected change of 10% of the riders on a line in a single fiscal year.

**Disparate Impact/Disproportionate Burden Definition**

To determine whether or not the proposed service changes would result in disparate impact on minority populations or a disproportionate burden on low income populations, staff used Metro’s Board-approved DI/DB definitions.

The threshold used to determine DI/DB varies by the number of average daily riders impacted. The thresholds are used to compare the rate at which minority and low-income riders are impacted by a change compared to the system average. A DI/DB occurs when the impacted riders are significantly more minority/low income than the system as a whole. For example, for a change affecting between 10,000 and 20,000 average daily riders, 7 percent would be used as the threshold. The rate at which the service change would dis-benefit or benefit minority or low-income populations cannot vary from the system average by more than 7 percent. The approved thresholds are as follows:

<b>Total Daily Riders Impacted</b>	<b>Threshold for Significant Disparity</b>
Up to 10,000	8%
10,001 to 20,000	7%
20,001 to 40,000	6%
Over 40,000	5%

<sup>1</sup> Adopted October 24, 2013, Res. 2013-27

To determine whether the proposed changes to the tariff would result in disparate impact on minority populations or a disproportionate burden on low-income populations, staff applies Metro’s Board-approved DI/DB policy for fares. The policy states that when considering a fare change, the **system-wide difference** between the average fare increase on minority and low-income riders, as compared to non-minority and non-low income riders, should not be greater than *five percentage points*.

**Metrobus Ridership Demographic Profile<sup>2</sup>**

Metro’s ridership and demographics vary by mode. Information on the minority and low-income status of Metro’s bus ridership comes from the *2014 Metrobus Passenger Survey*, assigned at the bus line level.

**Table 1 – Metrobus System Profile**

	Total Annual Trips (FY 15)	Annual Minority Trips	Annual Low-Income Trips	% Minority Ridership	% Low-Income Ridership
<b>Metrobus System</b>	<b>132,901,867</b>	<b>108,265,288</b>	<b>69,081,717</b>	<b>81.46%</b>	<b>51.98%</b>

*Table 1* summarizes the Metrobus demographic profile. It is against this profile that proposals are assessed to determine any potential impacts on minority and/or low-income ridership.

**Data, Methodologies and Analysis**

Staff analyzes the potential impact of the proposed service and tariff changes on minority and low-income passengers as they evolve through the public review process and/or discussions with local partners. During the public comment period, riders provided feedback on the proposed service changes, and staff worked with local partners to develop a final recommendation using this input. The analysis described in this memorandum is based on the final recommended service package and fare change as amended from the initial public docket.

To assess the impacts of the proposed service and fare changes on minority and low-income riders, staff relies on the following data sources and tools:

- Metrobus Passenger Survey data (2014)
- Metrobus Farebox data (FY 2015)

<sup>2</sup> Minority status is defined as all populations except non-Hispanic, White; low income is defined as household income of \$30,000 or less.

- Metrobus Ridecheck data
- Metrobus Automatic Passenger Counter (APC) data
- SmarTrip data (2015)
- Origin/destination survey data for Q Line (2015)
- Origin/destination survey of TLC pass purchasers (2014)
- Metro Trip Planner (Trapeze scheduling and fare data)

### **Analysis of Proposed Service Changes**

This analysis uses an 'impacted trips' approach to assess whether minority and low-income riders would be disproportionately affected by the changes. The proposal is evaluated to determine the number of trips the service change will affect, both negatively (dis-benefitting) by service reductions and positively (benefitting) by service increases relative to system-wide Metrobus ridership. All changes in this analysis are considered major by Board-adopted definition.

Metrobus data is typically expressed in annual trips. To determine the appropriate DI/DB threshold, staff calculates an average daily trip number using the annualized data. Staff estimates that the actions in the final proposed service package dis-benefit an average of 10,100 daily trips and benefit an average of 4,500 daily trips. Thus, the DI/DB threshold used for the analysis of dis-benefitting trips is seven percent, while the threshold for benefiting trips is eight percent.

The ratio of minority/low-income trips affected is calculated as follows: the corresponding number of minority and low-income trips for each service change is tabulated using on-board survey data for each bus route. The cumulative number of impacted trips is then calculated as a percentage of all trips and compared to the system-wide ridership profile for Metrobus. These percentages are compared to the corresponding disparate impact and disproportionate burden thresholds to determine compliance. *Tables 2 and 3* show the results of the calculations and the comparison to the DI/DB threshold established for this analysis.

### **Disbenefiting Trips Analysis**

Actions that would negatively affect riders include: increasing headways between buses; splitting routes into two segments to improve on-time performance, but requiring some riders to transfer to complete their trip; eliminating bus trips or sections of routes; eliminating a select number of routes where other service is available.

**Table 2 - Summary of Disbenefiting Trips**

	Total Annual Trips	Minority		Non-Minority	
		Trips	%	Trips	%
<b>Metrobus System Total</b>	<b>132,901,867</b>	<b>108,265,288</b>	<b>81.46%</b>	<b>24,636,579</b>	<b>18.54%</b>
<b>Minority Trips Dis-Benefiting by Service Proposal</b>					
District of Columbia	512,165	409,337	79.92%	102,828	20.08%
Maryland	733,128	632,126	86.22%	101,002	13.78%
Virginia	1,303,476	874,381	67.08%	429,095	32.92%
<b>Total Dis-Benefiting Trips</b>	<b>2,548,769</b>	<b>1,915,844</b>	<b>75.17%</b>	<b>632,925</b>	<b>24.83%</b>
<b>Difference:</b>		<b>-6.30%</b>			
	Total Annual Trips	Low Income		Non-Low Income	
		Trips	%	Trips	%
<b>Metrobus System Total</b>	<b>132,901,867</b>	<b>69,081,717</b>	<b>51.98%</b>	<b>63,820,150</b>	<b>48.02%</b>
<b>Low-Income Trips Dis-Benefiting by Service Proposal</b>					
District of Columbia	512,165	225,955	44.12%	286,210	55.88%
Maryland	733,128	426,567	58.18%	306,562	41.82%
Virginia	1,303,476	566,686	43.47%	736,790	56.53%
<b>Total Dis-Benefiting Trips</b>	<b>2,548,769</b>	<b>1,219,208</b>	<b>47.84%</b>	<b>1,329,562</b>	<b>52.16%</b>
<b>Difference:</b>		<b>-4.14%</b>			

Metrobus system-wide minority ridership is 81.46 percent, and low-income ridership is 51.98 percent (*Table 1*). The proposed service reductions disbenefit minority and low-income passengers at a *lower* rate than the system-wide Metrobus average, at 75.17 percent compared to the 81.46 percent system average for minorities and 47.84 percent compared to the 51.98 percent system average for low-income passengers. Therefore, there is no disparate impact or disproportionate burden.

### Alternative Service Analysis – Route Eliminations

The most significant potential adverse impact to the customer could result from line eliminations. Therefore, in addition to the impacted trip analysis, staff conducts an analysis of alternative services available for customers to complete their trip.

In total, 16 routes were proposed for elimination<sup>3</sup>; four of which (93, A42, A46, A48) have a minority profile that exceeds the Metrobus system average of 81.46 percent. Seven (34, 93, A42, A46, A48, R3, 1E) have a low-income profile that exceeds the system average of 51.98 percent. Annual ridership on these affected routes totaled approximately 11.9 million trips in FY 2015, or approximately 8.95% of the 132.9 million Metrobus trips made that year.

The analysis identifies typical origin and destination pairs for each route proposed for elimination to determine 1) if alternative service would be available, and 2) resulting impacts to travel times, transfers and fares on alternative service. Trips are run in both the peak and off-peak, where applicable, including Saturday and Sundays. Staff evaluated 22 trips for this analysis. The results are shown in *Table 4*.

**Table 4 – Summary of Results, Route Eliminations**

Routes Impacted	16
Trips Analyzed	22
No Trip	0
Increase In Travel Time (> 10 Mins.)	12
Additional Transfer	12
Fare Increase (>\$0.50)	2

All customers traveling between the origin and destinations selected for analysis on these routes would be able to make their trip by using another bus route or Metrorail. In some cases, the alternative is actually established in the service proposal itself; for example, most passengers using the N3 would experience no reduction in service, as the N4 would run some trips to cover the unique section of the N3.

However, some of the other eliminations would create an impact on travel times or fare paid. Of the 22 trips sampled, 12 would now require a transfer either to rail or a second bus to make the same trip, and 12 trips would see an increase in travel time of more than 10 minutes. Only one route elimination (18E) would unavoidably require a fare increase and transfer to rail. On the

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<sup>3</sup> Routes proposed for elimination on public docket: 34, 93, A42, A46, A48, D3, N3, R3, 1E, 7H, 9A,10R, 10S,15M, 18E, 18F

9A, the tested trip would require a rail segment during peak hours, but not at other times.

**Benefiting Trips Analysis**

The analysis also seeks to ensure that benefits are distributed equitably. Service changes that benefit riders include: providing service to new areas; restructuring service to shorten travel times; adding capacity on crowded routes; and expanding route network to better connect neighborhoods and activity centers.

As shown in *Table 3*, the service package would benefit minority riders at a rate *higher* than the system average (83.57 percent, compared to 81.46 percent) and benefit low-income passengers at a rate *higher* than the system average, as well (55.62 percent, compared to 51.98 percent). Therefore, staff has determined that there is no DI/DB with respect to the distribution of benefits.

**Table 3 - Summary of Benefiting Trips**

	Total Annual Trips	Minority		Non-Minority	
		Trips	%	Trips	%
<b>Metrobus System Total</b>	<b>132,901,867</b>	<b>108,265,288</b>	<b>81.46%</b>	<b>24,636,579</b>	<b>18.54%</b>
<b>Minority Trips Benefiting from Service Proposal</b>					
District of Columbia	245,079	191,217	78.02%	53,862	21.98%
Maryland	529,678	483,390	91.26%	46,287	8.74%
Virginia	389,454	298,361	76.61%	91,093	23.39%
<b>Total Benefiting Trips</b>	<b>1,164,210</b>	<b>972,968</b>	<b>83.57%</b>	<b>191,242</b>	<b>16.43%</b>
<b><i>Difference:</i></b>		<b><i>2.11%</i></b>			

	Total Annual Trips	Low Income		Non-Low Income	
		Trips	%	Trips	%
<b>Metrobus System Total</b>	<b>132,901,867</b>	<b>69,081,717</b>	<b>51.98%</b>	<b>63,820,150</b>	<b>48.02%</b>
<b>Low-Income Trips Benefiting from Service Proposal</b>					
District of Columbia	245,079	106,460	43.44%	138,619	56.56%
Maryland	529,678	317,481	59.94%	212,196	40.06%
Virginia	389,454	223,602	57.41%	165,852	42.59%
<b>Total Benefiting Trips</b>	<b>1,164,210</b>	<b>647,543</b>	<b>55.62%</b>	<b>516,667</b>	<b>44.38%</b>
<b>Difference:</b>		<b>3.64%</b>			

### Analysis of Proposed Changes to the Tariff

The public docket also included three proposed changes to the tariff. Of these three, only the additional \$2.00 monthly charge that TLC riders will pay to purchase a new SmarTrip® card each month has been recommended for Board approval and evaluated using Metro’s DI/DB policy for fares. The results of this analysis are shown in *Table 5*.

TLC customers are 35.7 percent minority and 3.7 percent low income, versus the Metrorail demographic profile of 43.2 percent minority and 11.3 percent low income. On average, TLC customers make about 36 trips per month and pay \$111 for a monthly pass. These customers will see a small increase in their average cost per trip, as they will now pay an extra \$2.00 to purchase their monthly pass. Based on the average use of 36 times per month, this will result in a 1.8 percent fare increase averaged over each time they travel.

**Table 5 – Summary of Fare Changes by Title VI Cohort**

	Minority	Non-Minority	Low Income	Non-Low Income
Transit Link Card	1.8%	1.8%	1.8%	1.8%
<b>Difference</b>		<b>0.0%</b>		<b>0.0%</b>

As shown, the proposed action results in the same 1.8 percent average fare increase to all customers, meaning that there is no difference in the percentage fare change for minority or low-income customers relative to non-



**Washington Metropolitan Area Transit Authority**  
***Public Outreach & Input Report***

**B15-03: Proposed Metrobus Service and Tariff Changes**

**October 20, 2015**

## Introduction

The Washington Metropolitan Area Transit Authority (WMATA) is always striving to maintain a state of good operations with its Metrobus service. For the sixth consecutive year Metro has enlisted the public's feedback on its annual Metrobus State of Good Operations (SOGO) service package, a set of proposed service adjustments that will serve the greatest number of customers as efficiently and effectively as possible and reflect changes in discretionary travel destinations and ridership demands in communities WMATA serves. Once the feedback is collected, the WMATA Bus Planning staff analyzes the results and works with the jurisdictions to create a final package of service adjustments for Board approval and subsequent implementation over the following year.



This year's set of bus service alignment proposals is cost-neutral – which means it does not increase budgeted operating costs, but focuses on increasing ridership as well as improving on-time performance, cost recovery, and customer satisfaction. The proposed changes were crafted based on the following inputs:

- Customer input throughout the year (community meetings, various surveys, feedback received through customer service)
- Priority Corridor Plans
- Service Evaluation Studies
- Jurisdictional feedback
- Ridership data
- On-time performance data
- Staff evaluation of WMATA's Bus Service Criteria measurements
- Cost efficiency

### Metrobus State of Good Operations (SOGO) Proposal Package

The final package of proposals that went to the public for feedback included:

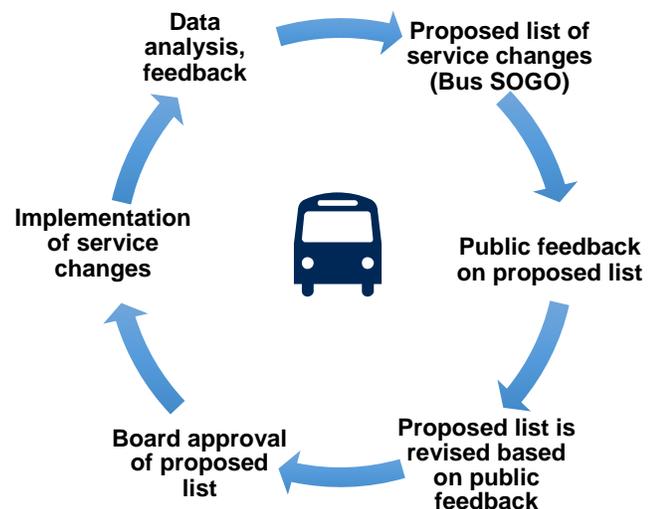
#### *Service Proposals – 81 total*

- 30 in the District of Columbia
- 24 in Maryland
- 27 in Virginia

#### *Tariff Proposals – 3 total*

- Metrobus Q Line transfer to Metrorail Red Line
- Metrobus transfer using the Blue/Silver Line Metrorail between Addison Road and Capitol Heights
- Increase cost of Transit Link Cards (TLC) by \$2 for new monthly SmarTrip card.

A detailed list of these proposals can be reviewed in Appendix A.



## Communications & Outreach to the Public

In order to encourage customers to provide feedback on the proposals, as well as to fulfill the Board-approved Public Participation Plan, Metro tailored a communications and outreach plan that focused on current bus riders who use the affected routes and other community stakeholders with an emphasis on engaging minority and low income populations. This was altered from the historic model of public hearings, which customers found inconvenient, to focus on meeting the riders where they were.

A few changes had been proposed in previous years and received feedback from the public. Other changes came from corridor studies that included a public input process including surveys, focus groups and open houses. However, the majority of the communications and outreach effort concentrated on the public comment time period – Saturday, August 15 through Wednesday, September 23. The final plan included the following efforts:

- Road Show Events (bus stop pop-ups, ride-alongs, community meetings, festivals)
- Direct email
- Community Based Organization Outreach
- Targeted Marketing & Media
- Public Hearing

In order to best manage resources in the allotted amount of time, the majority of outreach efforts focused on the proposed changes that would have the greatest impact on riders the most (high ridership, Title VI populations) or had a history of political or community involvement. A demographic overview of all routes can be viewed in Part I of the equity analysis report.

Feedback was collected through the following sources:

- Paper surveys in English and Spanish at road show events
- Online survey in English, Spanish, Vietnamese and Amharic
- [WrittenTestimony@wmata.com](mailto:WrittenTestimony@wmata.com) emails
- Verbal public comments during the Public Hearing

## Road Show Events

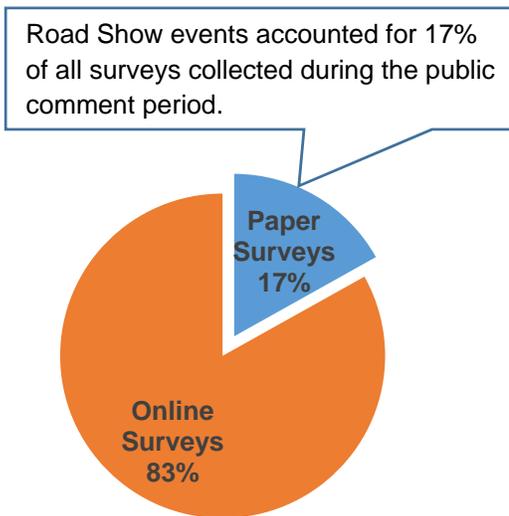
Metro staff traveled throughout the region to various bus stops, on buses, at community meetings and festivals to collect feedback from riders. For pop-up events, staff stood at select bus stops to take surveys and pass out information. For ride-alongs, staff rode the buses and took surveys and passed on information to passengers. Spanish speakers were present at all ride-alongs and pop-ups. Dates and times were chosen to correspond with high ridership periods or available meeting times.



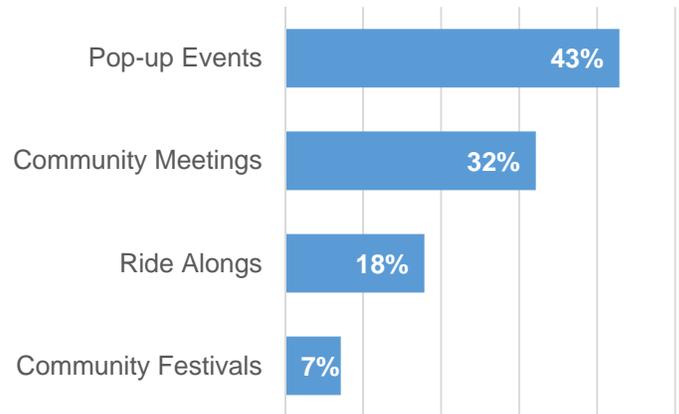
Within the public comment period of 5½ weeks, Metro held 29 road show events. Outreach street team members wore Metro aprons or safety vests, and those who were bilingual wore large pins that identified them as speaking another language. Fliers were distributed and available in Spanish, Amharic and Vietnamese, and paper surveys in English and Spanish were distributed and collected. A complete list of events with the number of fliers distributed and surveys collected can be viewed in Appendix B.

# of Road Show Events	# of fliers distributed*	# of paper surveys completed*	% of paper surveys completed in Spanish
29	4,038	1,166	24%

*\*Note that this only captures surveys completed in-person and not those who chose to complete the survey online or send in written comments. Number includes those distributed at public hearing.*



## Types of Road Show Events



Creating a Better Bus Together:  
Give us your feedback!

Metro is continuously making changes to select bus on-time performance. Your input will be given a high priority and approved. Approved.

There are four ways to provide feedback:

- TAKE A SURVEY**  
wmata.com/betterbus
- CALL**  
1-800-452-4524
- EMAIL**  
write@metrobus.com
- ATTEND COMMUNITY MEETINGS**  
Find the location of the next meeting at [www.wmata.com/betterbus](http://www.wmata.com/betterbus)

**Proposed Improvements to Service**  
DC: 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000.

Cùng nhau  
xây dựng Xe buýt Tốt hơn:  
gửi cho chúng tôi  
góp ý của bạn!

Creemos una mejor  
experiencia Better Bus juntos:  
¡dejen su opinión!

Metro trabaja con ustedes para crear un mejor servicio de autobuses en la ciudad. Metro propone cambios en el servicio para obtener más información de los usuarios de los autobuses de la ciudad. Los cambios de servicio se basan en la información de los usuarios de los autobuses de la ciudad. Queremos saber de ustedes sobre los cambios de servicio que se están considerando para el servicio de autobuses de la ciudad en 2015. Los cambios de servicio se basan en la información de los usuarios de los autobuses de la ciudad. Queremos saber de ustedes sobre los cambios de servicio que se están considerando para el servicio de autobuses de la ciudad en 2015.

Existen cuatro métodos para que nos informen sobre lo que piensa de estos cambios:

- COMPLETE LA ENCUESTA.** Vaya a [www.wmata.com/betterbus](http://www.wmata.com/betterbus) para completar la encuesta en línea o llame al 1-800-452-4524 para obtener más información.
- ASISTA A UNA ASAMBLEA PÚBLICA.** Asista a una de las muchas reuniones comunitarias que se están considerando para el servicio de autobuses de la ciudad en 2015. Los cambios de servicio se basan en la información de los usuarios de los autobuses de la ciudad. Queremos saber de ustedes sobre los cambios de servicio que se están considerando para el servicio de autobuses de la ciudad en 2015.
- ESCRIBA UN CORREO ELECTRÓNICO.** Envíe un correo electrónico a [write@metrobus.com](mailto:write@metrobus.com) con sus comentarios.
- ASISTE A UNA ASAMBLEA PÚBLICA.** Asista a una de las muchas reuniones comunitarias que se están considerando para el servicio de autobuses de la ciudad en 2015. Los cambios de servicio se basan en la información de los usuarios de los autobuses de la ciudad. Queremos saber de ustedes sobre los cambios de servicio que se están considerando para el servicio de autobuses de la ciudad en 2015.

**Mejoras propuestas para el servicio**  
DC: 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000.

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በጋራ መፍጠር፣  
አስተያየትዎን ይስጡን!

Metroworking with you to create a better bus service in the city. Metro proposes changes to the bus service to get more information from bus users. The changes are based on the information from bus users. We want to hear from you about the changes we are considering for the bus service in 2015. The changes are based on the information from bus users. We want to hear from you about the changes we are considering for the bus service in 2015.

There are four ways to provide feedback:

- TAKE A SURVEY**  
[www.wmata.com/betterbus](http://www.wmata.com/betterbus)
- CALL**  
1-800-452-4524
- EMAIL**  
[write@metrobus.com](mailto:write@metrobus.com)
- ATTEND COMMUNITY MEETINGS**  
Find the location of the next meeting at [www.wmata.com/betterbus](http://www.wmata.com/betterbus)

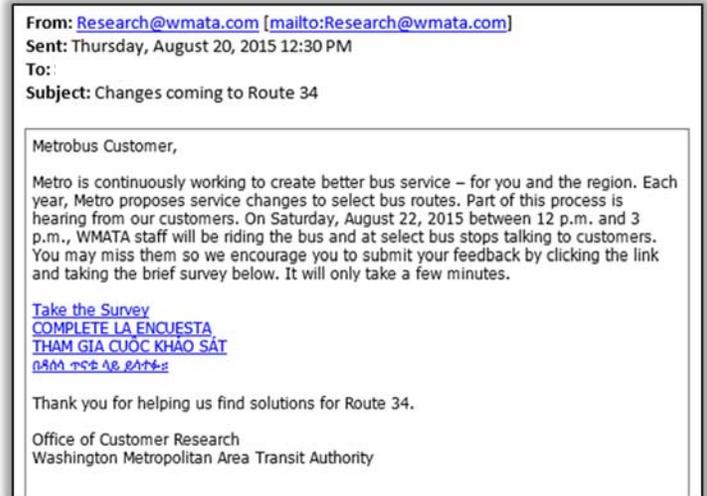
**Proposed Improvements to Service**  
DC: 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 4



## Direct Email

Direct emails were sent to registered SmarTrip® card customers who had used their SmarTrip® card on select high impact bus routes over the past 30 days. The emails invited customers to complete an online survey as well as alert them to days and times staff would be present to take in person feedback or answer questions. Emails included links to the survey in English, Spanish, Vietnamese and Amharic. A total of 36,495 emails were sent.

Route	Email Date	# of Emails Sent
80	8/24/2015	9,936
34	8/28/2015	3,645
A42	8/31/2015	521
A46	8/31/2015	447
A48	8/31/2015	522
W19	8/31/2015	442
3T	9/8/2015	904
5A	9/8/2015	2,633
9A	9/8/2015	1,884
C2	9/8/2015	3,190
C4	9/8/2015	2,629
Q1	9/8/2015	1,012
Q2	9/8/2015	1,509
Q4	9/8/2015	2,189
2T	9/10/2015	783
3A	9/15/2015	2,231
93	9/16/2015	782
B8	9/16/2015	446
B9	9/16/2015	340
R3	9/16/2015	450
	<b>Total</b>	<b>36,495</b>



On September 14, 2015, CommuterDirect, the vendor that sells the Transit Link Card (TLC), sent an email to 1,700 TLC customers announcing the proposed tariff change and requesting feedback.



## Community Based Organization Outreach

Local Community Based Organizations (CBOs) helped spread the word and encouraged feedback from their constituents about the proposed changes.

Emails were sent to 300 CBOs on Wednesday, August 26 with information about the proposed changes and copies of the flier in Spanish, Vietnamese and Amharic to share with their constituents how they saw fit.

Staff also conducted the following visits with the CBOs to encourage participation:

Dates(s)	Organization	Type of Event	Location/Address	Target Audience
08/27/15	Mary's Center Adelphi	CBO visit	8908 Riggs Road Hyattsville, Maryland	Low-income Latina women
08/27/15	Langley Park Community Center: Transforming Neighborhood Initiative meeting	Meeting	1500 Merrimac Drive, Hyattsville, Maryland	Prince George's County service providers
09/13/15	Arlington Free Clinic: Community event for patients and volunteers	Community Fair	Walter Reed Community Center 2909 S. 16th St. Arlington, VA	Low-income adults and families
09/19/15	MLK DC Public Library: Hispanic Heritage Month Kick-Off	Hispanic Heritage event	901 G St. NW Washington, DC	Latino youth and families
09/24/15	Mary's Center Adelphi: Site tour of maternity clinic	CBO visit	8908 Riggs Road, Hyattsville, Maryland	Low-income Latina women

Fliers were also sent to the following CBOs:

Organization	Location/Address	Target Audience
YWCA	8908 Riggs Road, Hyattsville, Maryland	Low-income adolescents, African-Americans and other minorities
Arlington Free Clinic	Walter Reed Community Center 2909 S. 16th St. Arlington, VA	Low-income adults and families
Ethiopian Community Center	7603 Georgia Ave NW Washington DC	Limited English Proficient African Immigrants



## Targeted Marketing & Media

Metro used targeted marketing and media strategies to increase awareness and encourage feedback on the proposal, with special attention given to the Spanish media.

- Legal notices were posted in the *Washington Post* on Saturday, August 15 and Saturday, August 22 notifying the public of the multiple opportunities to provide public comment.
- Advertisements were posted in papers throughout the region, including ethnic media in three different languages:
  - *The Express* (English)
  - *El Tiempo Latino* (Spanish)
  - *Washington Hispanic* (Spanish)
  - *Zethiopia* (Amharic)
  - *Doi Nay* (Vietnamese)
- Two news releases were published on Friday, September 11 and Wednesday, September 16.
- The creation of the webpage [wmata.com/betterbus](http://wmata.com/betterbus) informed customers about the proposals and contained information in Spanish, Vietnamese and Amharic. The page also linked to the survey and the list of road show events.
- English and Spanish signs posted in all Metrorail stations, Information Centers on Metrobus, and in MetroAccess vehicles. Signs specific to the Transit Link Card proposal were posted at CommuterDirect stores.
- 216 detailed signs in English and Spanish listing specific proposals were posted at select bus stops.
- Numerous publications, including the *Washington Post*, *The Current*, *Washington Hispanic*, *Periodico Las Americas*, *District Chronicles* and *The GW Hatchet* covered the proposals and public hearing online and in print. There was also radio coverage from WTOP.
- Local blogs such as DCist, Greater Greater Washington, ARL Now, PoPville, Greenbelt Live and BeyondDC posted about the proposed changes as well as Metro's own planning blog, PlanIt Metro. Many of these blogs collected customer comments - for example, Greater Greater Washington received over 175 comments from just two blog posts covering the changes.
- Social media (Facebook, Twitter – 8 tweets) was used to post information about the proposals and an advisory was pushed out to riders who use the affected bus routes.
- Copies of the proposed changes were sent to all jurisdictional libraries.

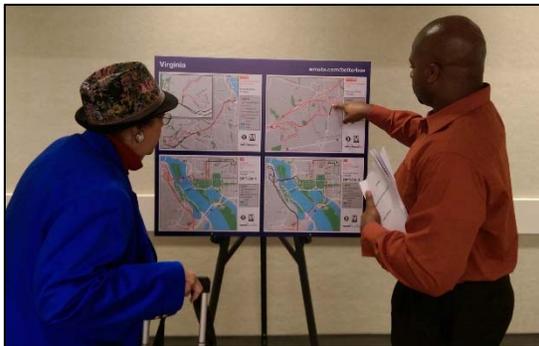


## Public Hearing

Metro hosted a public hearing on Thursday, September 17, 2015 at Metro Headquarters, Jackson Graham Building, 600 5<sup>th</sup> St NW, Washington DC. This location is accessible by Metrorail and Metrobus and is ADA-compliant.

An information session began at 6:00 p.m. and provided the opportunity for attendees to speak with staff members about the proposed bus changes. The public hearing began at 6:30 p.m. and followed WMATA's standard public hearing procedures. At the beginning of the hearing, Metro's Board Chairman read a prepared statement outlining the public hearing process, and WMATA Bus Planning and Scheduling Director Jim Hamre presented an overview of the proposals. Pre-registered speakers were then called to the podium to offer testimony followed by speakers who had registered at the hearing. Board members Leif Dormsjo, Kathy Porter and Mary Hynes were also in attendance.

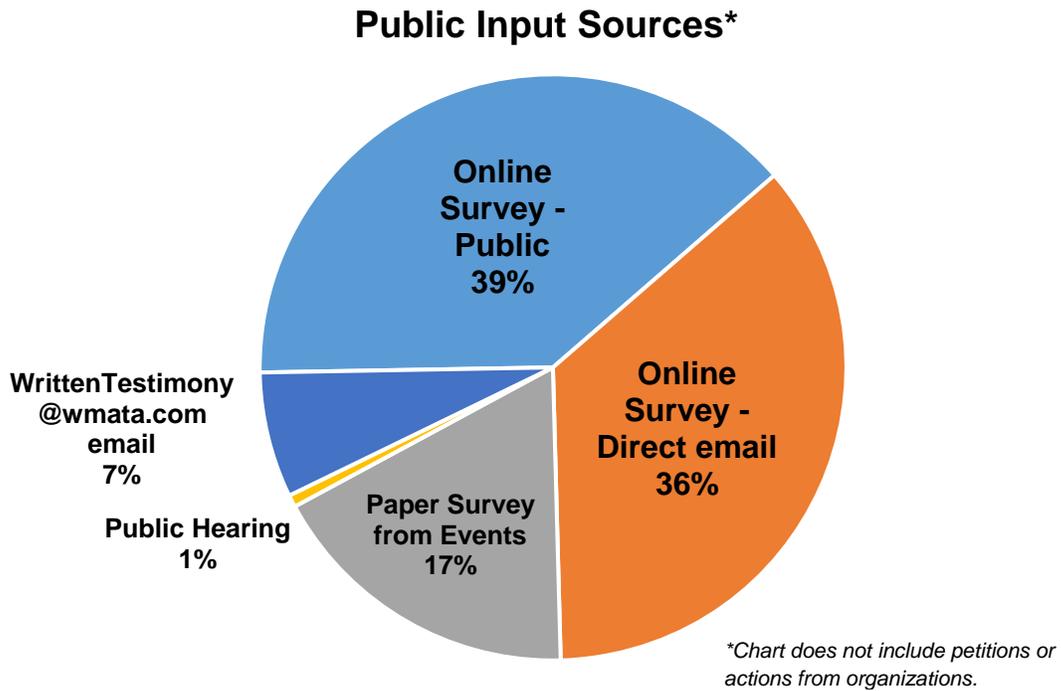
Number of Attendees	Number of people registered to speak	Number of people who did speak
130	61	49



## Public Input Results

Metro collected **7,363** comments through the survey, [writtentestimony@wmata.com](mailto:writtentestimony@wmata.com) and public hearing. Metro also received 2 petitions (total of 176 signatures) and actions from 11 organizations.

92% of the comments received came in using the survey tool, either online or in person (paper). 75% of comments were provided via the online survey tool, either by the public opting to go online and take the survey or from the email invitation sent to impacted customers.





## Input from the Online and Paper Surveys

Purposeful design of online and paper surveys allowed for seamless integration and reporting of completed surveys and comments provided in these surveys.

The following table shows the aggregated completed surveys by route. A total of 6,804 surveys were completed. Nearly all affected routes were represented by a survey. In many cases, route identification is unknown as customers opted to provide comments and ratings for multiple routes.

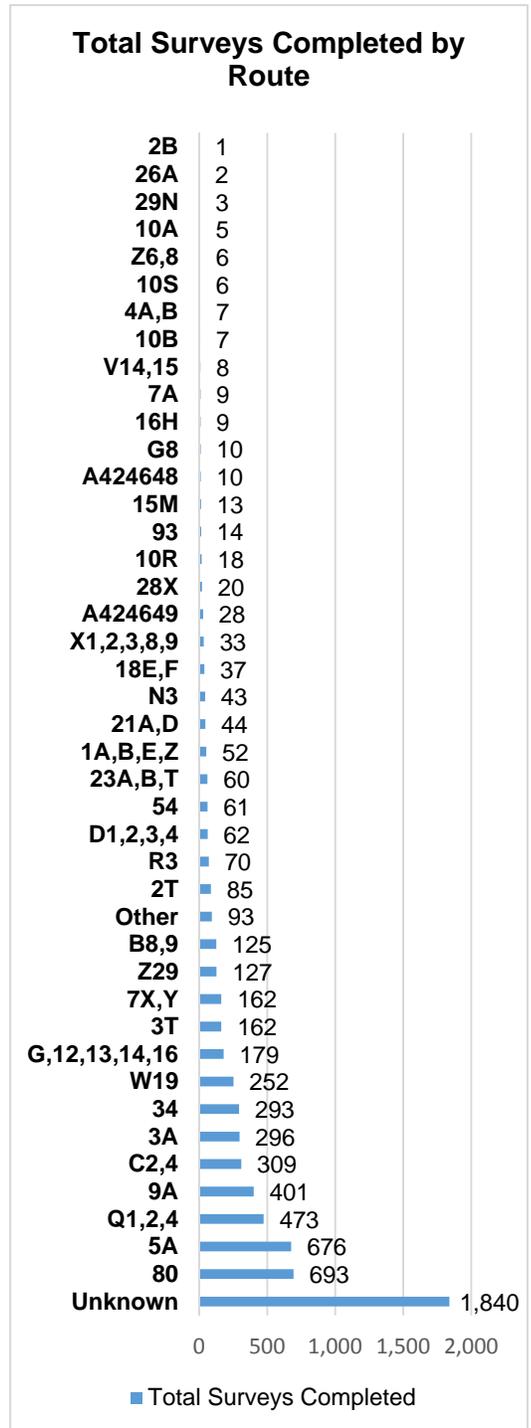
Survey efforts were focused on reaching the riders affected by the proposals, with an emphasis on reaching Title VI communities. 32.1 percent of survey respondents identified as minority, 13 percent as low income and 5.2 percent completed the survey in languages other than English.

The service proposals for Route 80 and 5A received the most surveys. Of the three tariff proposals, Q1,2,4 accounted for nearly seven percent of all surveys completed.

High impact service and tariff proposals were measured using a 5-star rating system where 1 star indicated the customer was severely negatively impacted by the proposal to a 5 star indicating the customer was severely positively impacted by the proposal.

Tariff proposal were seen as positive impacts to the customer. This includes the DC bus transfer using Blue/Silver Line receiving an average rating of 3.78 stars out of 5. The most negatively received service proposal was the elimination of the 5A. This received only 1.85 stars out of 5.

A closer look was given to the five proposals receiving the most comments. These analyses focus on those customers who were identified as regular users of the impacted routes and compared to general sentiments to determine the veracity of sentiment for the service or tariff proposal.



## **Route 80**

Regular users of the 80 rated on average the proposal as 1.91 compared to 2.11 by the general public. Moreover, almost 63 percent of regular users gave the rating a “1” which indicates the change will most severely negatively impact them.

Regular users of Route 80 also expressed tremendous negativity about the change in their written comments than did the general public.

## **Route 5A**

**The general public rated the proposal to eliminate the 5A the lowest of all proposals at 1.85 stars out of 5.** Regular users in both DC and VA rated this elimination even lower at 1.19 (DC) and 1.21 (VA). Nearly 93 percent of DC/VA regular users of the 5A gave this proposal one star. This is also echoed in written comments with 92 percent expressing negative sentiments about the change.

## **Route Q1,2,4 Service and Tariff Proposals (referred to as Q Line)**

Q Line customers weighed two proposals which at first blush are offsetting: the first is to receive a free transfer between Q Line and Red Line and the second is to cut the Q service back at Wheaton station forcing a transfer. As you might expect, Q Line customers rated the free transfer as positive and the service reduction as negative. A closer look was taken to segment customers who were positive of both changes, one or the other, or were negative about both changes.

Just 11 percent of Q Line customers were positive about both the free transfer and service proposal. Another 46 percent preferred one or the other, mostly positive toward the free transfer and negative by the service reduction. Finally, 43 percent were negative toward both proposals. Written sentiments seem to echo this negativity.

An additional in-house survey was conducted by the CSCM team on-board the Q2 and Q4 bus lines between 7:00 a.m. and 6:00 p.m. on Tuesday, September 29th, 2015 to collect additional data for the equity analysis. The survey results were consistent with the predominantly negative sentiments reflected in the feedback gathered through the online survey, as described above. Overall, service changes to the Q line would affect 76% of the riders surveyed on-board. The results showed a strong preference for bus over rail, with only 19% of respondents saying they would switch to the Red Line for access between Wheaton and Silver Spring, if the Q Line service were to be cut. In terms of ridership, empirical evidence showed the north-bound Q line buses to be mostly full between 7:00 a.m. – 8:30 a.m., while the south bound buses were generally full throughout the day. These survey results are not reflected in the overall survey result reporting throughout the rest of this report.

## **Route 9A**

Generally, the 9A service proposal was rated negatively by the public (2.15). Regular users' negativity is much more pronounced at 1.45 with fully 83 percent giving the proposal 1-star out of 5. This is also clearly reflected in their written comments with 78 percent having negative sentiments.

## **Route C2,4**

Much like the Q Line, two proposals were submitted for the C2,4. One to restructure route C2 and one to restructure C4. Both are looked at in combination to see what percent of customers were positive of both changes, one or the other, or were negative about both changes.

More than a quarter of C2,4 customers (28%) are positive about both changes. Another 24 percent preferred one or the other, mostly positive toward the C2 change than C4. However, nearly half (48%) were negative toward both service proposals. Roughly the same percentage of customers exhibited positivity and negativity in their written comments.

Highest Impact Service Change Proposals	# of Customers Responding	Avg Rating	IMPACT Level
DC bus transfer using Blue/Silver Line	1,198	3.78	Positive
Q Line transfer to Red Line	981	3.46	
Route C2,4	938	2.83	
Route A42,46,48	1,082	2.80	
Route C2,4	950	2.77	
Route 93	1,166	2.72	
Routes B8,9	1,179	2.60	
Route 34	1,296	2.44	
Route 2T	1,017	2.42	
Route 3T	1,071	2.35	
Route R3	723	2.30	
Route W19	760	2.25	Negative
Route 9A	1,092	2.15	
Route 80	1,739	2.11	
<b>Route Q1,2,4</b>	<b>1,053</b>	<b>2.06</b>	
<b>Route 3A</b>	<b>1,459</b>	<b>1.88</b>	
<b>Route 5A</b>	<b>3,163</b>	<b>1.85</b>	

<2.20	Negative
>2.60	Positive
<>2.21 - 2.59	Neutral

In addition to rating particular high impact routes, customers were given the option to comment on any of the service and tariff proposals. These verbatim comments were then coded as either positive, neutral or negative in tone. This allows planning personnel to determine net effects of proposed changes.

As you can see from the table below, the net tonal effect is -50.2 percent. This means that generally all proposed changes when aggregated are not positively received by customers. Demographically, tonal effect varies but largely is consistent with the overall sentiment of customers.

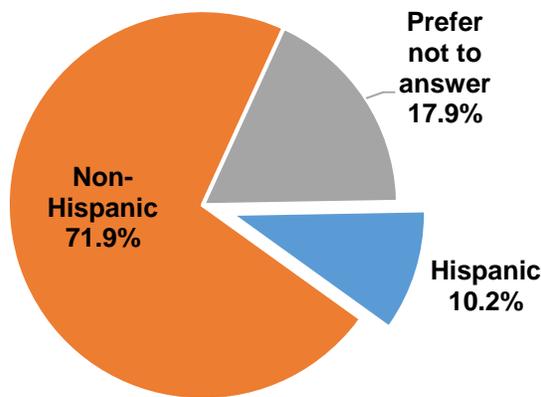
		<b>Comment Tone on Written Comments through Survey</b>				
		<b>Negative</b>	<b>Neutral</b>	<b>Positive</b>	<b>Net Tone (P-N)</b>	<b>Total Comments</b>
<b>Overall</b>		65.4%	19.4%	15.2%	-50.2%	3,054
<b>Hispanic</b>						
	Yes	62.0%	23.7%	17.4%	-44.6%	316
	No	69.4%	19.6%	14.8%	-54.6%	2120
	<i>Prefer not to answer</i>	65.5%	20.1%	18.1%	-47.4%	618
<b>Ethnicity</b>						
	<i>White</i>	74.2%	15.5%	14.9%	-59.3%	1289
	<i>Black</i>	57.9%	28.7%	16.0%	-41.9%	537
	<i>Asian</i>	77.4%	16.1%	9.1%	-68.3%	186
	<i>Pacific Islander</i>	83.3%	16.7%	16.7%	-66.6%	6
	<i>Native American</i>	34.5%	31.0%	34.5%	0.0%	29
	<i>Multi-race</i>	80.3%	12.7%	12.7%	-67.6%	71
	<i>Other</i>	68.6%	28.0%	9.3%	-59.3%	118
	<i>Prefer not to answer</i>	62.2%	21.9%	18.8%	-43.4%	818
<b>Income</b>						
	<i>Low Income (&lt; than \$30,000)</i>	57.5%	28.9%	17.0%	-40.5%	388
	<i>More than \$30,000</i>	73.5%	17.0%	13.8%	-59.7%	1699
	<i>Prefer not to answer</i>	62.3%	22.2%	18.5%	-43.8%	967

## Survey Demographics

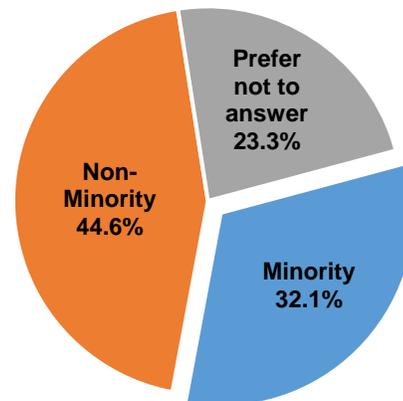
The multi-pronged outreach approach opened the door to many low income and minority customers who were otherwise less receptive to online forms of data collection. While less than the overall bus system average of 81 percent minority and 13 percent Hispanic, nearly 45 percent of feedback was received from minority customers and another 10 percent from Hispanics. Low income response was higher than in years past with nearly 13 percent of feedback coming from customers from households earning less than \$30,000 annually, though is still low compared to our overall bus system average of 52 percent. Paper surveys garnered much higher representation from minority, low income and Hispanic populations, though only accounted for approximately 18 percent of all surveys taken. However, by tracking this metric WMATA staff can more strategically focus its outreach to this population in future outreach efforts.

Allusions were made to the effectiveness of our multi-pronged outreach approach. Despite good online response from affected populations, paper surveys disseminated at outreach events were the most successful at capturing low income and minority populations. One notable difference by mode of collection is the increased percentage of non-response to demographics with paper surveys compared to online surveys.

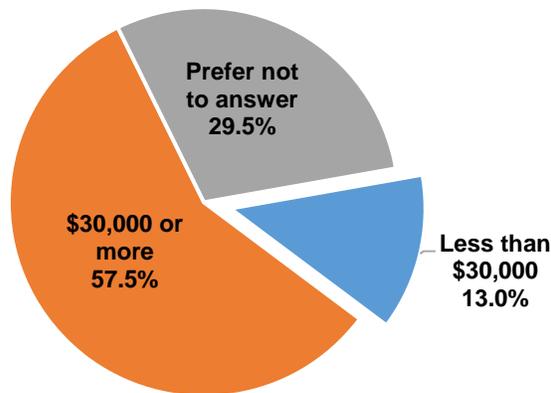
### Hispanic vs Non-Hispanic



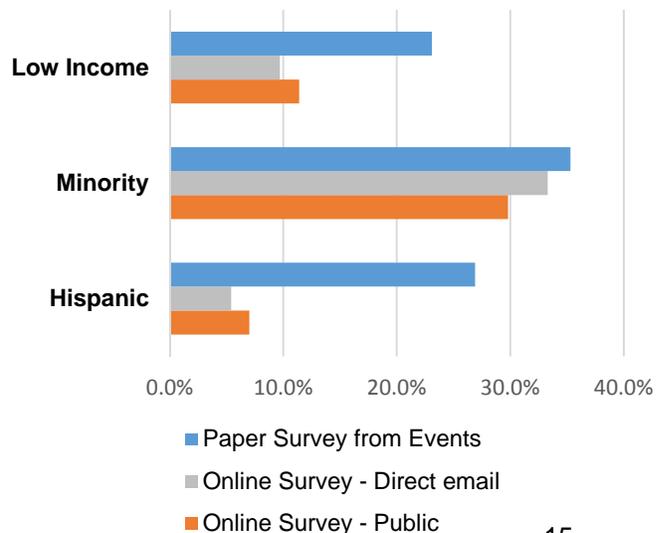
### Minority vs Non-Minority



### Low Income vs Non-Low Income



### Demographic Comparison by Survey Type\*

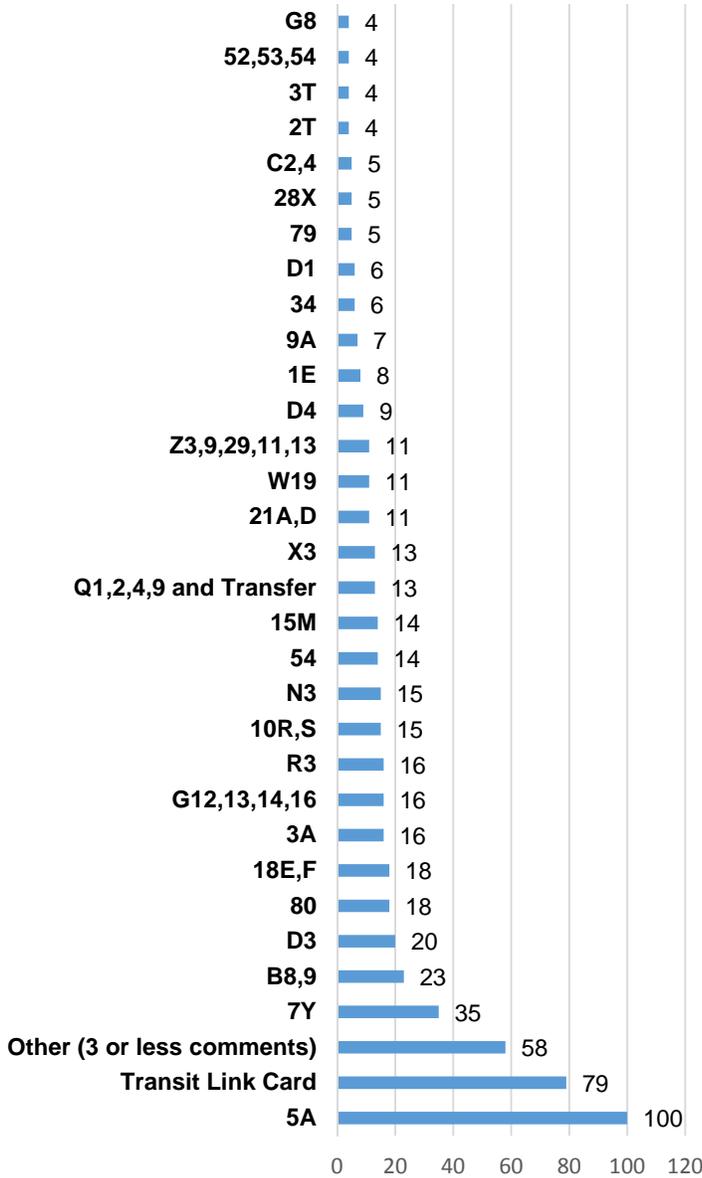




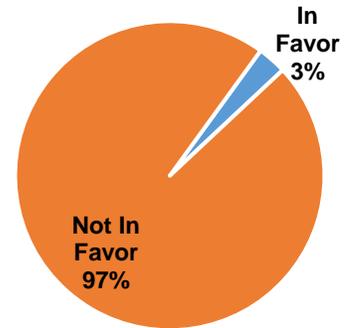
### Input from [writtentestimony@wmata.com](mailto:writtentestimony@wmata.com) email

Customers had an option to email in comments about the proposals to [writtentestimony@wmata.com](mailto:writtentestimony@wmata.com). Metro received 530 emails from 500 unique customers with 615 route-specific comments covering numerous proposals.

### Number of Emailed Written Comments



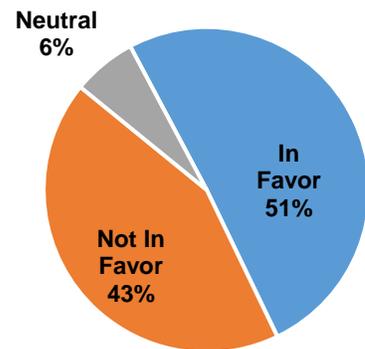
### 5A Proposal Emailed Comments



#### Common Testimony:

- Request that 5A be kept at least until the Silver Line is completed
- Silver Line is not a reasonable alternative for their trips (citing service span, length of trip, or cost)
- Passengers use Herndon-Monroe Park & Ride

### Transit Link Card Proposal Emailed Comments



#### Common Testimony:

- Thank you for finding a solution for keeping the TLC instead of eliminating the pass
- Seems wasteful and time-consuming to get a new SmarTrip card every month



### Input from petitions and organizations

Metro received two written petitions, and multiple organizations passed resolutions or send in requests on behalf of the constituents they serve.

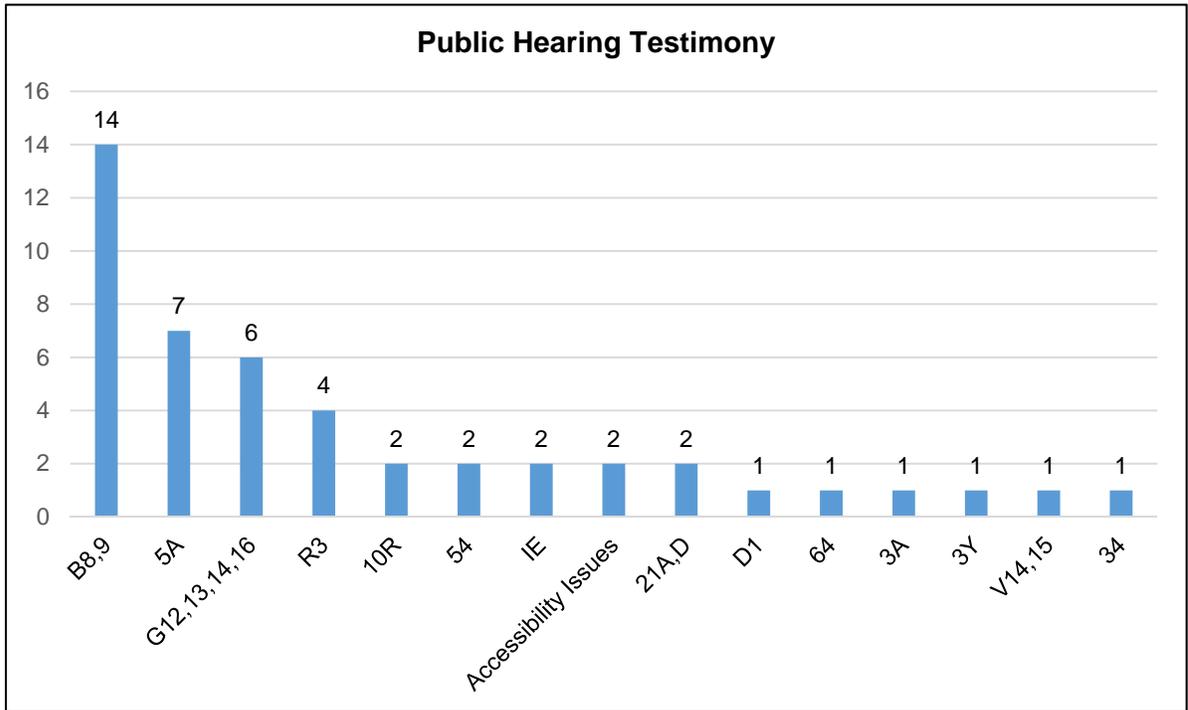
Petition	Number of Signatures
Oppose proposal to eliminate B8,9	147 signatures
Oppose proposal to eliminate 2T Sunday service	29 signatures

Petition	Organization
Support G12,13,14,16 proposal	City of Greenbelt
Oppose R3 proposal	Cool Spring Terrace Civic Association
Oppose R3 proposal	Local 2578 of the American Federation of Government Employees (AFGE)
Oppose R3 proposal	National Archives and Records Administration
Support Q and Z proposals	Montgomery County Department of Transportation (MCDOT)
Oppose B8,9 proposal	Fort Lincoln Civic Association
Oppose D1 & N3 proposals	Advisory Neighborhood Commission 3B
Oppose X3 proposal	Woodley Park Community Association
Oppose 5A and 54 proposals, support 34 proposal	Advisory Neighborhood Commission 6D
Oppose 5A proposal, support 3Y and 3A proposal	Cardinal House Condominium Association
Oppose 34 proposal	Hillcrest Community Civic Association
Support 5A, 7A, 7H,X, 7Y, 9A, 10A,R,S, 10B, 21A,D, 28X, 29N proposals. Oppose 10R proposal.	Alexandria Transportation Commission
Request to extend comment period	Advisory Neighborhood Commission 3C



## Input from Public Hearing testimony

49 people gave public testimony at the Public Hearing on Thursday, September 17 on a variety of bus routes. The B8,9, 5A, G Line and R3 proposals received the most comments, though comments were received for proposals from throughout the region.



**October 20, 2015**  
**PUBLIC HEARING STAFF REPORT**  
**DOCKET B15-03: Proposed Metrobus Service Changes**

Docket B15-03 was comprised of 81 bus service component changes and three fare changes designed to increase the effectiveness of Metrobus by removing service with very few riders; eliminating trips or sections of route where other bus service is available; terminating select routes that do not meet performance criteria, and providing customers with better transfer options.

The Board of Directors approved holding a public hearing on July 23, 2015. Notices for the hearings, and information on how to submit written statements were published in *The Washington Post*, *The Washington Hispanic*, *El Pregoner*, *India This Week and Express India*, *Korean Times*, *Boat People SOS online* (Vietnamese populations), and *Zethiopia* (Amharic-speaking populations). Hearing materials were available in Spanish, Korean, Amharic, and Vietnamese.

Between August 18, 2015 and September 21, 2015, Staff conducted extensive public outreach to solicit input from minority, low-income and limited English proficient (LEP) populations, which included 29 outreach events with 178 attendees; distribution of 4,038 fliers; completion of 6,804 surveys; and a 6,363 comments collected through the surveys, written testimony, and the public hearing held at Metro headquarters on September 17, 2015. Metro also received two petitions (total of 176) signatures and comments from 11 organizations.

As a result of feedback received and in consideration of Title VI equity concerns of the 81 proposals, 44 proposals are being forwarded for approval, 13 were amended and are forwarded for approval, and 24 proposals were removed from consideration for the current service change cycle. All three fare proposals are recommended for approval.

Specific recommendations for each service and fare proposal are outlined below.

**DISTRICT OF COLUMBIA**

<b>Line Number</b>	<b>Line Name</b>	<b>Proposal Presented for Public Comment</b>	<b>Staff Recommendation for Approval</b>	<b>Proposed Implementation Date</b>
5A	DC - Dulles	Eliminate all service.	Do not implement	n/a
34	Pennsylvania Avenue	Eliminate route 34 on evenings and weekends. Alternate service is available on routes 32, 36, 30N, 30S.	Eliminate route 34 weekend trips and evening trips after 9PM. Retain weekday trips between 8 and 9 PM.	Mar-16
54	14th Street	Shorten route by eliminating segment between McPherson Square and L'Enfant Plaza. Other routes provide overlapping service. Route 52 will still connect 14th Street to L'Enfant Plaza. Improve frequency between 14th & Colorado and Takoma Station.	Terminate route 54 at Federal Triangle and add some additional service between 14 <sup>th</sup> & Colorado and Takoma, however not as much additional service as originally proposed.	Jun-16
63	Takoma-Petworth	Add one AM peak trip to reduce crowding.	Implement as proposed	March or June 2016
64	Fort Totten-Petworth	Add one AM peak trip and one PM peak trip to reduce crowding.	(\$113,000) Do not implement, funding not available	n/a
64	Fort Totten-Petworth	Increase weekday running time for improved schedule reliability.	Implement as proposed	March or June 2016
79	Georgia Avenue Limited	Add four AM peak trips and four PM peak trips to reduce crowding.	(\$434,000) Do not implement, funding not available	n/a
80	North Capitol Street	Shorten route by eliminating service between McPherson Square and Kennedy Center. See D4 below for replacement service.	Do not implement.	n/a
81	College Park	Convert current route 81 trips to route 83 trips and eliminate route 81 designation. (Contingent upon adding Sunday service on the new C2 line.)	(MD proposal operating in DC, not affecting DC other than naming)	March or June 2016
82	College Park	Eliminate two AM and three PM trips. Routes 83 and 86 still provide coverage.	Implement as proposed	Mar-16

**DISTRICT OF COLUMBIA**

<b>Line Number</b>	<b>Line Name</b>	<b>Proposal Presented for Public Comment</b>	<b>Staff Recommendation for Approval</b>	<b>Proposed Implementation Date</b>
93	U Street - Garfield	Eliminate entire route 93; currently operates early morning and late night only. Add trips on routes 90, 92 and 94 as needed for capacity. Some existing trips may require transfers.	Implement as proposed	Mar-16
97	East Capitol St.-Cardozo	Add one AM peak trip to reduce crowding.	(\$56,000) Do not implement, funding not available	n/a
A8	Anacostia-Congress Hts.	Add one PM peak trip to reduce crowding.	Implement as proposed	March or June 2016
A42, A46, A48	Anacostia - Congress Heights	Eliminate routes; currently operate early morning and late night only. Replace with additional trips on routes A2, A6, A8 and P6 as necessary for capacity.	Implement as proposed with the addition of through routing route A8 with route P6 allowing passengers to remain on-board buses to ride between the A8 and P6 routes.	Jun-16
B8, B9	Fort Lincoln Shuttle	Eliminate all service. Coverage would still be provided by route H6 to Brookland Station. Some existing trips may require transfers.	Implement rerouting in Fort Lincoln only.	Mar-16
D1	Glover Park - Federal Triangle	Shorten route by eliminating segment between Franklin Square and Federal Triangle. Reduce span.	Shorten route as proposed. Do not eliminate last PM trip, eliminate first PM peak period trip.	Jun-16
D3	Ivy City - Dupont Circle	Eliminate entire D3 route (operates weekday peak only.) D4 and D8 will still provide coverage, some existing trips may require transfers.	Implement as proposed. Extend some D4 trips to Dupont Circle in the peak periods.	Jun-16
D4	Ivy City - Franklin Square	Extend route D4 from Franklin Square to the Kennedy Center to replace 80.	Do not implement. Extend some trips to Dupont Circle during peak periods.	n/a

**DISTRICT OF COLUMBIA**

<b>Line Number</b>	<b>Line Name</b>	<b>Proposal Presented for Public Comment</b>	<b>Staff Recommendation for Approval</b>	<b>Proposed Implementation Date</b>
E4	Military Road-Crosstown	Increase weekday, Saturday and Sunday running time for improved schedule reliability.	(\$502,000) Do not implement, funding not available	n/a
G8	Rhode Island Avenue	Add three AM peak trips, shorten some AM peak trips to start at Brookland Station. Add some PM peak trips between Brookland Station and Avondale to reduce crowding.	Implement as proposed	March or June 2016
G8	Rhode Island Avenue	Increase weekday running time for improved schedule reliability.	(\$186,000) Do not implement, funding not available	n/a
H6	Brookland-Fort Lincoln	Reroute in Fort Lincoln via Costco.	Implement as proposed	Mar-16
N3	Massachusetts Avenue	Eliminate entire N3 route (operates weekday peak only.) N4 still provides coverage, some existing trips may require transfers.	Eliminate N3 as proposed. Extend some N4 trips from Farragut Square to the State Dept.	Mar-16
S9	16th Street Limited	Add two AM peak trips and one PM peak trip to reduce crowding	(\$122,000) Do not implement, funding not available	n/a
U8	Benning Heights	Extend some peak trips to Congress Heights. Reduce peak trips on the W4 route. Combined U8/W4 frequency between East Capitol & Benning and Congress Heights improved from 10 minutes to 7.5 minutes to reduce crowding.	(\$250,000) Do not implement, funding not available	n/a
W4	Deanwood-Alabama Ave	Increase weekday running time for improved schedule reliability.	(\$410,000) Do not implement, funding not available	n/a
X1,3	Benning Road	Increase weekday running time for improved schedule reliability.	Implement as proposed	March or June 2016

**DISTRICT OF COLUMBIA**

<b>Line Number</b>	<b>Line Name</b>	<b>Proposal Presented for Public Comment</b>	<b>Staff Recommendation for Approval</b>	<b>Proposed Implementation Date</b>
X3	Benning Road	Shorten route to end at Duke Ellington Bridge. Route 96 still provides coverage to Tenleytown.	Implement as proposed.	Jun-16
X9	Benning Rd-H St Limited	Increase weekday running time for improved schedule reliability.	Implement as proposed	March or June 2016
X9	Benning Rd - H St Limited	Add two AM peak trips and two PM peak trips to reduce crowding.	(\$193,000) Do not implement, funding not available	n/a

**MARYLAND**

<b>Line Number</b>	<b>Line Name</b>	<b>Proposal Presented for Public Comment</b>	<b>Staff Recommendation for Approval</b>	<b>Proposed Implementation Date</b>
B31	Crofton - New Carrollton	Convert existing B31 trips to B29 short trips between New Carrollton Station and Bowie Park and Ride.	Implement as proposed	Mar-16
C2, C4	Greenbelt - Twinbrook	Restructure service. Operate C2 at reduced frequency between Greenbelt Station and Takoma Langlely Crossroads Transit Center. Add additional C4 trips to provide adequate capacity and to reduce crowding on University Blvd. Some existing trips may require transfers.	Implement as proposed	Mar-16
C2	Greenbelt-Twinbrook	Add Sunday service on route C2 - Greenbelt Station to Takoma Langlely Crossroads Transit Center.	Implement as proposed	Mar-16
F4	New Carrollton - Silver Spring	Improve Saturday schedule reliability. (Sunday run times were adjusted in December 2014.)	(\$200,000) Do not implement, funding not available.	
G12, G13, G14, G16	Greenbelt - New Carrollton	Convert current route G16 trips to G14 trips and eliminate G16 designation. Eliminate route G14 service on Aerospace Road due to low ridership. Eliminate G13 designation (G13 trips become G14 trips) to simplify service.	Implement as proposed	Mar-16
G12, G13, G14, G16	Greenbelt - New Carrollton	Add Sunday service on routes G12 and G14.	Implement as proposed	Mar-16
J13	Marlboro Pike	Convert current route J13 trips to route J12 trips and eliminate J13 route designation.	Implement as proposed	Mar-16

**MARYLAND**

<b>Line Number</b>	<b>Line Name</b>	<b>Proposal Presented for Public Comment</b>	<b>Staff Recommendation for Approval</b>	<b>Proposed Implementation Date</b>
Q1, Q2, Q4	Veirs Mill Road	Discontinue route segment between Wheaton and Silver Spring stations for all days when Metrorail is operating. Overlapping service provided by Y lines. Some existing trips may require transfers. (Special rail fare discount between Wheaton, Forest Glen and Silver Spring Stations would also reduce the number of bus trips needed on this segment.)	Do not implement	
Q9	Veirs Mill Road Limited	Limited-stop Metro Extra would be added to Veirs Mill Road and operate between Rockville and Wheaton stations on weekdays only. Service would operate every 15 minutes between 7:00 a.m. and 8:00 p.m.	Do not implement, funding not available.	
R3	Greenbelt - Prince Georges Plaza	Eliminate entire line (operates weekday peak periods only.)	Implement as proposed plus add 2 earlier C8 trips departing College Park Station	Mar-16
C8	College Park - White Flint Line	Not Advertised	Add 2 earlier trips departing College Park Station	Mar-16
V15	District Heights - Seat Pleasant	Convert current route V15 trips to V14 trips and eliminate V15 route designation.	Implement as proposed	Mar-16
V14, V15	District Heights - Seat Pleasant	Improve Sunday service by running the full route and expanding span of service to match Saturday service.	Implement as proposed	Mar-16

**MARYLAND**

<b>Line Number</b>	<b>Line Name</b>	<b>Proposal Presented for Public Comment</b>	<b>Staff Recommendation for Approval</b>	<b>Proposed Implementation Date</b>
W19	Indian Head Express	1. Reduce service frequency to every 30 minutes.	Implement as proposed	Mar-16
W19	Indian Head Express	2. Reduce span of service; begin service later in the morning and/or end service earlier in the evening.	Do not Implement	
W19	Indian Head Express	3. Eliminate service south of Bryans Road.	Do not Implement	
W19	Indian Head Express	4. Transfer route operation to MTA Commuter bus.	Do not Implement	
Z6	Calverton - Westfarm	Improve weekday schedule reliability.	Implement as proposed	Mar-16
Z6	Calverton - Westfarm	Add Saturday service between Silver Spring Station and Castle Blvd.	Implement as proposed	Mar-16
Z8	Fairland	Reduce Saturday frequency to coordinate with new Z6 trips for added frequency on overlapping portions of routes Z6 and Z8.	Implement as proposed	Mar-16
Z9, Z29	Laurel - Burtonsville Express	Restructure service, combine with Z11, Z13.	Implement as proposed	Mar-16
Z11, Z13	Greencastle - Briggs Chaney Express	Restructure service, combine with Z9, Z29.	Implement as proposed	Mar-16

**VIRGINIA**

<b>Line Number</b>	<b>Line Name</b>	<b>Proposal Presented for Public Comment</b>	<b>Staff Recommendation for Approval</b>	<b>Proposed Implementation Date</b>
1A, 1B, 1E, 1Z	Wilson Blvd. - Vienna	Convert route 1Z trips to route 1B trips and eliminate route 1Z designation. Restructure route 1B to bypass Seven Corners Shopping Center. Eliminate all 1E trips and route 1E designation (service would no longer be provided on neighborhood streets in Dominion Hills.) Eliminate 1B service on MLK Day, Presidents Day, Columbus Day and Veterans' Day. Improve schedule reliability.	Implement as proposed	Jun-16
1C	Fair Oaks - Dunn Loring	Improve weekday, Saturday and Sunday schedule reliability.	Implement as proposed	Mar-16
2B	Fair Oaks - Jermantown Road	Implement hourly Sunday service.	Implement as proposed	Mar-16
2T	Tysons Corner - Dunn Loring	Eliminate all Sunday service. Coverage still provided by Fairfax Connector. Some existing trips may require transfers.	Do not implement. Estimated \$100,000	
3A	Lee Highway - Falls Church	Shorten route by eliminating all service between East Falls Church Station and Rosslyn Station. Arlington Transit will provide replacement service between East Falls Church Station and Rosslyn Station.	Implement as proposed  Implement short extension to Seven Corners Transit Center on Saturdays, Sundays and holidays.	Dec-15
3A	Lee Highway - Falls Church	Eliminate supplemental trips operated on MLK Day, Presidents' Day, Columbus Day and Veterans Day, regular Saturday schedule will still operate on these days.	Implement as proposed	Dec-15

**VIRGINIA**

<b>Line Number</b>	<b>Line Name</b>	<b>Proposal Presented for Public Comment</b>	<b>Staff Recommendation for Approval</b>	<b>Proposed Implementation Date</b>
3T	Pimmit Hills - Falls Church	Shorten route by eliminating service between West Falls Church Station and East Falls Church Station. Eliminate supplemental trips operated on MLK Day, Presidents' Day, Columbus Day and Veterans Day, regular Saturday schedule will still operate on these days.	Implement as proposed.	Jun-16
4A,B	Pershing Drive - Arlington Blvd.	Eliminate all Saturday service on route 4A (including holidays.) Eliminate supplemental trips operated on route 4B on MLK Day, Presidents' Day, Columbus Day and Veterans Day, regular Saturday schedule will still operate on these days.	Discontinue 4A Saturday service and operate trips as 4B trips instead.	Jun-16
5A	DC - Dulles	Eliminate all service.	Do not Implement	
7A	Lincolnia - North Fairlington	Eliminate all trips after 1 AM on Friday and Saturday nights.	Eliminate one trip after 3:00 AM only.	Mar-16
7H, 7X	Lincolnia - Park Center - Pentagon	Eliminate all 7H trips (weekday peak-period reverse commute.) Shorten route 7X by eliminating service between Lincolnia Road and Arbor Park. Route 29G provides alternate service to Arbor Park with stops on Route 236 at Southland Avenue.	Implement as proposed	Mar-16
7Y	Lincolnia – North Fairlington	Eliminate service between 18th and I Streets NW and the Convention Center.	Implement as described	Mar-16
7Y	Lincolnia – North Fairlington	Terminate alternating trips in the District, bypassing the Pentagon. Terminate remaining trips at the Pentagon without service into the District.	Do not implement	

**VIRGINIA**

Line Number	Line Name	Proposal Presented for Public Comment	Staff Recommendation for Approval	Proposed Implementation Date
7Y	Lincolnia – North Fairlington	Re-route using 14 <sup>th</sup> Street Bridge to access the District.	Do not implement	
9A	Huntington - Pentagon	Eliminate entire line. Metroway provides coverage on some segments, route 10A would be restructured to replace missing coverage along most other segments.	Implement as proposed	Jun-16
10A, 10E, 10R, 10S	Hunting Point - Pentagon	Restructure service to provide coverage to Powhatan Street and Huntington Station lost by eliminating the 9A line. Eliminate 10R and 10S routes, convert some trips to 10A route. Would eliminate service connecting Alexandria and Crystal City to Rosslyn.	Restructure route 10A to operate via Huntington station and Pentagon Transit Center all day.  Restructure route 10E to operate via Hunting Point, Powhatan Street and Monroe Avenue. Route 10E would no longer serve Braddock Road station. Alternate trips would extend from the Pentagon to Rosslyn to replace route 10R.  Eliminate 10R and 10S. Alternate 10E trips would extend from the Pentagon to Rosslyn to replace route 10R.	Jun-16
10B	Hunting Point - Ballston	Improve weekday peak frequency from every 30 minutes to every 15 minutes.	Do not implement	Jun-16
10B	Hunting Point - Ballston	Improve Sunday frequency from every 60 minutes to every 30 minutes.	Implement as proposed	Jun-16
15K, 15L	Chain Bridge Road	Improve weekday schedule reliability.	Implement as proposed	Mar-16

**VIRGINIA**

<b>Line Number</b>	<b>Line Name</b>	<b>Proposal Presented for Public Comment</b>	<b>Staff Recommendation for Approval</b>	<b>Proposed Implementation Date</b>
15M	GMU - Tysons Corner	Eliminate entire line. Overlapping service provided by Fairfax Connector and City of Fairfax CUE. Some existing trips may require transfers.	Implement as proposed	Jun-16
16H	Columbia Heights West - Pentagon City	Shorten 16H route by eliminating segment between Crystal City and Pentagon City. Alternate service is provided by Metroway Potomac Yard Line.	Implement as proposed in conjunction with extension of Metroway to Pentagon City.	Mar-16
16X	Columbia Pike - Federal Triangle	Extend 1 AM and 3 PM weekday peak-period trips to Culmore.	Implement as proposed	Mar-16
18E, 18F	Springfield	Eliminate entire line. Some segments will be replaced by restructured 21A, D line.	Implement as proposed	Jun-16
21A, 21D	Landmark - Pentagon	Restructure service to cover Bren Mar Park (proposed to be eliminated on 18E, 18F.)	Implement as proposed	
21A, 21D	Landmark - Pentagon	Transfer route operation to Alexandria DASH.	Do not implement	
23A, 23B, 23T	McLean - Crystal City	Split weekday off-peak, Saturday and Sunday service to match weekday peak-period route pattern resulting in frequency improvements between Shirlington and Ballston.	Implement as proposed	Jun-16
26A	Annandale - East Falls Church	Improve weekday peak frequency from every 60 minutes to every 30 minutes.	Implement as proposed	Dec-15
28X	Leesburg Pike Limited	Reduce frequency from 15 minutes to 30 minutes, OR reroute to terminate at East Falls Church, thereby not serving West Falls Church or Tysons.	Terminate at East Falls Church and maintain 15 minute peak frequency	Jun-16

**VIRGINIA**

<b>Line Number</b>	<b>Line Name</b>	<b>Proposal Presented for Public Comment</b>	<b>Staff Recommendation for Approval</b>	<b>Proposed Implementation Date</b>
29N	Alexandria - Fairfax	Improve Saturday frequency from every 60 minutes to every 30 minutes.	Implement additional service as new 29K trips.	Jun-16
29N	Alexandria - Fairfax	Improve Sunday frequency from every 60 minutes to every 30 minutes.	Implement additional service as new 29K trips.	Jun-16
38B	Ballston - Farragut Square	Eliminate supplemental trips operated on MLK Day, Presidents' Day, Columbus Day and Veterans Day, regular Saturday schedule will still operate on these days.	Implement as proposed	Dec-15

**FARE PROPOSALS**

<b>Location</b>	<b>Proposal Presented for Public Comment</b>	<b>Staff Recommendation for Approval</b>	<b>Proposed Implementation Date</b>
Wheaton - Silver Spring	Provide customers riding Metrorail between Silver Spring and Wheaton or Forest Glen and Wheaton a credit equal to the rail fare paid if they board a Q line bus within 1 hour of exiting the Wheaton Station. Credit may take up to 3 days to be added to the customer's card.	Implement as Pilot Project	Jan-16
Addison - Capitol Heights	Allow customers transferring from bus to ride Metrorail Blue/Silver line between Capitol Heights and Addison Road in both directions at no charge. Customers must enter the Capitol Heights Station or Addison Road Station within 2 hours of first bus boarding where the fare is charged from the card balance to receive the free fare.	Implement as Pilot Project	Jan-16
Transit Link Card (TLC)	Approve a fare change for the TLC pass, such that each time a TLC pass is issued to a customer on a new SmarTrip® card, the retail cost of the SmarTrip® card (currently \$2.00 per card) shall be added to the price of the TLC pass.	Implement as described	Jan-16