

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

☒ Action ☐ Information

MEAD Number:
201882

Resolution:
☒ Yes ☐ No

TITLE:

Public Hearing FY2018 Bus Service Changes

PRESENTATION SUMMARY:

The committee is informed about the budget and subsidy neutral service changes proposed to provide FY 2018 Bus State of Good Operations (SOGO).

PURPOSE:

Staff is seeking Board approval to hold a public hearing on bus service changes to improve efficiency and effectiveness, without increasing Metro's budget or jurisdictional subsidy.

DESCRIPTION:

Periodic adjustments are needed to meet changing customer demand, and maximize efficiencies and customer satisfaction. Additional revenue results from more service on crowded routes, service to new markets, and additional scheduled running time on late trips making them more reliable and attractive to more customers.

Key Highlights:

- Changes are proposed on 20 Metrobus routes: 7 in the District, 7 in Maryland, and 6 in Virginia
- Customer outreach and a public hearing will obtain customer feedback about the changes
- Results of the hearing will be presented to the Board in the late fall
- Approved changes will be implemented between December 2017 and June 2018
- CSOS committee changes will not impact Metro's budget or jurisdictional subsidy this year or in succeeding years, and will not require additional employees or buses beyond the existing fleet.

Background and History:

The SOGO calendar is purposely outside the annual budget calendar cycle. Previous SOGO changes have seen ridership, revenue, and on time performance increases, and benefitted 15 riders for every one rider who experienced reduced service.

Proposals for service changes come from many sources, including customer suggestions, jurisdictional requests, and planning studies. Additionally, underutilized or redundant routes (or segments of routes) are identified and recommended for reduction so the resulting savings can be used to improve other bus routes, increase customer satisfaction and raise ridership and revenue. Staff suggestions are generated by analyses of route performance, including on-time arrivals, passenger crowding and passenger utilization, customer complaints, farebox recovery, and span of service.

The Metrobus service change process to maintain a State of Good Operations (SOGO) includes robust public outreach to gather feedback on a menu of proposed changes. Metro staff finds customers where they are, at bus stops, community meetings, on social media, and through written comments and on line surveys. Metro's Public Participation Plan, in compliance with Federal Title VI requirements for customer participation, is carefully followed.

One Public Hearing, combining proposals for cost neutral changes and proposals for new initiatives, will be held to meet Compact requirements. The new initiatives, requiring budget additions, will be considered by the Finance Committee.

Discussion:

Below is the detailed information on the proposed changes by jurisdiction.

District of Columbia

<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
62, 63	Takoma-Petworth	Modify Route 63 to serve 11th Street south of Vermont Avenue NW. Service along 13th Street south of Logan Circle would be shifted to 11th Street NW. Convert every-other Route 62 trip (off-peak) to Route 63 to provide off-peak trips between Takoma and Federal Triangle.	Metrobus Service Study Recommendation Moves routes to a single common alignment meet customer demand and reduce roadway hazards, maintains the same level of service.
64	Fort Totten-Petworth	Modify the route to serve Vermont Avenue and Florida Avenue NW, and directly serve the U St-Cardozo Metrorail station at Vermont Avenue and U Street NW. Service along 11th Street NW between Vermont Avenue and Florida Avenue would be discontinued, with service shifted to Vermont Avenue NW. Shorten every-other trip weekdays off-peak, Saturdays, and Sundays to operate between the Fort Totten and Petworth Metrorail stations only, better aligning service levels with customer demand.	Metrobus Service Study Recommendation The move to Florida and Vermont serves an emerging activity center. Off peak customers continuing south of Petworth will be able to wait 20 to 30 minutes for the next 64 long trip, or transfer to Metrorail or Metrobus 63 to continue their trip towards downtown.
94	Stanton Road	Discontinue Metrobus 94 and replace with a new DC Circulator route.	Local Takeover Proposed addition to DC Circulator service will replace Route 94. Metrobus will use resources in higher demand locations.
96	East Capitol Street-Cardozo	Shorten route to end at Cathedral Commons in McLean Gardens to improve service reliability. Alternate service is available along Wisconsin Avenue NW between McLean Gardens and the Tenleytown Metrorail station on Metrobus routes 30N, 30S, 31, 33, and H4.	Jurisdictional Recommendation Six remaining bus routes provide capacity and frequent service on Wisconsin Avenue between McLean Gardens and Tenleytown. Improves reliability by shortening route coverage on Wisconsin Avenue NW.
U5,6	Mayfair-Marshall Heights	Shorten route to operate between Marshall Heights (53rd Street NE) and the Minnesota Avenue Metrorail station. Discontinue service to Mayfair (Hayes Street and Jay Street NE), with replacement service provided by Route U7 at Mayfair.	Metrobus Service Study Recommendation Change will provide more reliable service on the U5,6, while retaining a connection to Mayfair on the U7. The wait time for buses on the U7 in Mayfair will be similar to the U5,6.
U7	Deanwood-Minnesota Avenue	Extend service to Mayfair to replace Route U5 and U6 service, and extend service to the Minnesota Avenue and Ridge Road SE commercial center to improve business access for the Mayfair community	Metrobus Service Study Recommendation Extending U7 service to Minnesota Ave. & Ridge Road will provide Mayfair residents desired access to shopping. Replacing U5,6 service in Mayfair with the U7 will provide more reliable service.
V5	Fairfax Village-L'Enfant Plaza	Eliminate entire line	Metrobus Service Option / Jurisdictional Recommendation Entire line is served by other more

		<p>frequent Metrobus lines including 2 priority corridor lines. Metrobus will use resources on higher demand route alignments.</p>
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Maryland

Line Number	Line Name	Description	Sources of Recommendation/ Outcome
B30	Greenbelt-BWI Airport Express	Extend service to Arundel Mills Mall via Arundel Mills Boulevard to increase ridership and provide new connections between Metrorail, Arundel Mills, and BWI Thurgood Marshall Airport.	<p>Metrobus Service Option</p> <p>Provide service to additional destinations serving additional riders. Time between trips would be increased.</p>
G12,14	Greenbelt-New Carrollton	A new schedule will reflect trip times adjusted to provide evenly spaced departures between the Greenbelt and New Carrollton Metrorail stations. Timed transfers at Roosevelt Center in Greenbelt would be discontinued.	<p>Metrobus Service Option</p> <p>Provide more evenly spaced service between Greenbelt and New Carrollton stations; would remove timed-transfers between these routes at Roosevelt Center in Greenbelt.</p>
J1, 2,3	Bethesda-Silver Spring	<p>Extend Route J1 to operate between Silver Spring and Montgomery Mall. Service would be changed to operate westbound (to Montgomery Mall via Medical Center Metrorail Station) during morning rush hours and eastbound (to Silver Spring via Medical Center Metrorail Station) during afternoon/evening rush hours, with two-way service discontinued.</p> <p>A new Route J2 and J3 schedule will reflect trip and travel time adjustments in response to extended Route J1 and traffic conditions.</p>	<p>Metrobus Service Option</p> <p>Amend and extend J1 trips to accommodate passenger demand, and adjust J2 and J3 service to meet current demand.</p> <p>Provides some current J2,3 passengers a quicker peak-period trip to Montgomery Mall and removes unused reverse-peak direction service.</p>
J12	Marlboro Pike	Shorten route by terminating at Capitol Heights Station instead of Addison Road Station or decrease frequency to every 70 minutes in order to maintain service along the entire route length.	<p>Metrobus Service Study Recommendation</p> <p>Shortening route will resolve reliability issues and maintain existing frequency. Customers who still need to transfer to other bus lines at Addison Road Station can take advantage of a free rail connection between the 2 stations when transferring between bus lines.</p>
K12	Forestville	Modify route to serve Penn-Mar Shopping Center and remove 3 stops on Pennsylvania Avenue (highway-like section,) and at Joint Base Andrews entrance roadway.	<p>Metrobus Service Study Recommendation</p> <p>Modified routing provides transfer connections to 3 other transit routes and provides better service to an already popular destination.</p>
Y2,7,8	Georgia Avenue-MD	A new schedule will reflect trip time adjustments, with some Y2 and Y7 trips converted to Y8 trips in response to rider and community	<p>Metrobus Service Option</p> <p>Meet community concerns by providing demand driven service pattern.</p>

		feedback.	Convert select Y2 trips to operate as Y8 trips to match current service span.
Blue / Silver		Permanently implement the virtual bus-to-bus transfer pilot between bus lines serving Capitol Heights and Addison Road stations.	<p>Metrobus Service Option</p> <p>Allows Metrobus to use resources most efficiently by reducing time-consuming bus connections between two busy bus terminals at Capitol Heights and Addison Road stations by taking advantage of available capacity of rail in this segment.</p> <p>Pilot began in July 2016</p>

Virginia

<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
4A,B	Pershing Drive – Arlington Boulevard	Discontinue Route 4A. Partially replace rush hour Route 4A service with proposed Route 1Y between the Dunn Loring Metrorail station and DC via Arlington Boulevard (US-50) (see 1Y description). Partially replace weekday midday and evening service with added trips on Route 4B.	<p>Local Takeover</p> <p>Reference 1Y proposal</p> <p>4B customers continue to be served, with more service.</p> <p>Some 4A customers will be served by a new extension of ART route 77 between Courthouse and Rosslyn via Arlington Blvd.</p>
7A,F	Lincolnia-North Fairlington	Modify service to operate via Pentagon City between the Pentagon and Lincolnia to serve the growing Pentagon City area and provide connections to Metroway. New timetables will reflect an increase in the time between buses of approximately five minutes to accommodate additional travel time between the Pentagon and Pentagon City.	<p>Metrobus Service Option</p> <p>Modify routing to service Pentagon City; some reduction in frequency throughout the line.</p>
10E	Hunting Point-Pentagon	Shorten the route to operate between Pentagon and Hunting Point, discontinuing service to Rosslyn due to other travel alternatives, including improved Blue Line Metrorail rush hour service frequency and ART 43.	<p>Metrobus Service Option</p> <p>When the Blue Line went to 12 minute headways, service was added between Pentagon and Rosslyn. With the Blue Line returning to shorter headways, this service is redundant to Metrorail, and to ART service.</p>
22A,B	Barcroft - South Fairlington	Modify service to operate via Pentagon City between the Pentagon and Shirlington and Ballston to serve the growing Pentagon City area and provide connections to Metroway. New timetables will reflect an increase in the time between buses of approximately five minutes to accommodate additional travel time between the Pentagon and Pentagon City.	<p>Metrobus Service Option</p> <p>Modify routing to service Pentagon City; some reduction in frequency throughout the line. Discontinue 22B designation.</p>
29K,N	Alexandria - Fairfax	Extend service to the Eisenhower Avenue Metrorail station via Diagonal Road to provide service	<p>Metrobus Service Option</p> <p>Provides service to a larger customer</p>

		to the Carlyle and Hoffman Center activity centers and reduce bus bay congestion at the King Street-Old Town Metrorail station in response to construction and redevelopment. New timetables will reflect an increase in the time between buses of approximately five to 10 minutes to accommodate the route extension.	base and balances bus bay utilization for future development.
Metroway	Potomac Yard	New weekday timetables will reflect simplified service, with an eight minute frequency of service between Pentagon City and the Braddock Road Metrorail station on all trips to better match Blue and Yellow line Metrorail frequency and transfers.	Metrobus Service Option Extend all peak period trips to Braddock Road Station and Pentagon City and adjust peak period frequency to every 8 minutes.

FUNDING IMPACT:

The intent of this effort is to improve efficiency and effectiveness of Metrobus service within existing resources. Final recommendations for CSOS Committee service changes will be designed to ensure no increase in budget or total jurisdictional bus operating subsidy, and no additional employees or buses beyond the existing fleet, this year or in following years. New bus service to be considered by the Finance Committee could result in cost and subsidy requirements in FY 2018 and beyond.

This action requests approval to hold a public hearing only. There is no request for service changes at this time.

Project Manager	James R. Hamre
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Project Department/Office	Budget, Performance and Planning/Intermodal Planning
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TIMELINE:

Previous Actions	Annual SOGO hearings 2010 - 2015
Anticipated actions after presentation	Board approval of Public Hearing Staff Report and service adjustments for December 2017 - June 2018 implementation.

RECOMMENDATION:

Board approval to hold a public hearing on bus service changes to improve efficiency and effectiveness, without increasing Metro's budget or jurisdictional subsidy.

PRESENTED AND ADOPTED: July 27, 2017

SUBJECT: APPROVAL FOR PUBLIC HEARING ON BUDGET NEUTRAL STATE OF GOOD OPERATIONS BUS SERVICE CHANGES

2017-33

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

WHEREAS, State of Good Operations service adjustments detailed in Attachment A of this Resolution, will be presented for customer input as outlined in the Public Participation Plan, and at a public hearing authorized by the Washington Metropolitan Area Transit Authority (WMATA) Board of Directors in accordance with Section 62 of the WMATA Compact; and

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, Staff proposes service realignment that would not impact the Fiscal Year 2018 budget or require buses beyond those previously approved, but would increase ridership, increase cost efficiency, and maintain or improve overall on-time performance and customer satisfaction; now, therefore be it

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

RESOLVED, That the Board of Directors authorizes the General Manager and Chief Executive Officer to report on the findings on the public hearing and the Board shall consider these findings and public comments in their deliberations on any proposed changes in bus service; and be it finally

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

Reviewed as to form and legal sufficiency,



Patricia Y. Lee
General Counsel

WMATA File Structure No.:
6.6.4 Bus Route and Service Planning

**Motioned by Mrs. Hudgins, seconded by Mr. Goldman
Ayes: 7 – Mr. Evans, Ms. Harley, Mr. Corcoran, Mr. Lauby, Mr. Price, Mr. Goldman, and Mrs. Hudgins**

Attachment A
Metrobus State of Good Operations Service Budget Neutral Change Proposals FY 2018

<u>Jurisdiction</u>	<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
DC	62, 63	Takoma-Petworth	Modify Route 63 to serve 11th Street south of Vermont Avenue NW. Service along 13th Street south of Logan Circle would be shifted to 11th Street NW. Convert every-other Route 62 trip (off-peak) to Route 63 to provide off-peak trips between Takoma and Federal Triangle.	<p>Metrobus Service Study Recommendation</p> <p>Moves routes to a single common alignment meet customer demand and reduce roadway hazards, maintains the same level of service.</p>
	64	Fort Totten-Petworth	<p>Modify the route to serve Vermont Avenue and Florida Avenue NW, and directly serve the U St-Cardozo Metrorail station at Vermont Avenue and U Street NW. Service along 11th Street NW between Vermont Avenue and Florida Avenue would be discontinued, with service shifted to Vermont Avenue NW.</p> <p>Shorten every-other trip weekdays off-peak, Saturdays, and Sundays to operate between the Fort Totten and Petworth Metrorail stations only, better aligning service levels with customer demand.</p>	<p>Metrobus Service Study Recommendation</p> <p>The move to Florida and Vermont serves an emerging activity center.</p> <p>Off peak customers continuing south of Petworth will be able to wait 20 to 30 minutes for the next 64 long trip, or transfer to Metrorail or Metrobus 63 to continue their trip towards downtown.</p>

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DC	V5	Fairfax Village- L'Enfant Plaza	Eliminate entire line	<p>Metrobus Service Option / Jurisdictional Recommendation</p> <p>Entire line is served by other more frequent Metrobus lines including 2 priority corridor lines. Metrobus will use resources on higher demand route alignments.</p>

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	J12	Marlboro Pike	Shorten route by terminating at Capitol Heights Station instead of Addison Road Station or decrease frequency to every 70 minutes in order to maintain service along the entire route length.	<p>Metrobus Service Study Recommendation</p> <p>Shortening route will resolve reliability issues and maintain existing frequency. Customers who still need to transfer to other bus lines at Addison Road Station can take advantage of a free rail connection between the 2 stations when transferring between bus lines.</p>
	K12	Forestville	Modify route to serve Penn-Mar Shopping Center and remove 3 stops on Pennsylvania Avenue (highway-like section,) and at Joint Base Andrews entrance roadway.	<p>Metrobus Service Study Recommendation</p> <p>Modified routing provides transfer connections to 3 other transit routes and provides better service to an already popular destination.</p>

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	Blue / Silver		Permanently implement the virtual bus-to-bus transfer pilot between bus lines serving Capitol Heights and Addison Road stations.	<p>Metrobus Service Option</p> <p>Allows Metrobus to use resources most efficiently by reducing time-consuming bus connections between two busy bus terminals at Capitol Heights and Addison Road stations by taking advantage of available capacity of rail in this segment.</p> <p>Pilot began in July 2016</p>

<u>Jurisdiction</u>	<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
VA	4A,B	Pershing Drive – Arlington Boulevard	Discontinue Route 4A. Partially replace rush hour Route 4A service with proposed Route 1Y between the Dunn Loring Metrorail station and DC via Arlington Boulevard (US-50) (see 1Y description). Partially replace weekday midday and evening service with added trips on Route 4B.	Local Takeover Reference 1Y proposal 4B customers continue to be served, with more service. Some 4A customers will be served by a new extension of ART route 77 between Courthouse and Rosslyn via Arlington Blvd.
	7A,F	Lincolnia-North Fairlington	Modify service to operate via Pentagon City between the Pentagon and Lincolnia to serve the growing Pentagon City area and provide connections to Metroway. New timetables will reflect an increase in the time between buses of approximately five minutes to accommodate additional travel time between the Pentagon and Pentagon City.	Metrobus Service Option Modify routing to service Pentagon City; some reduction in frequency throughout the line.
	10E	Hunting Point-Pentagon	Shorten the route to operate between Pentagon and Hunting Point, discontinuing service to Rosslyn due to other travel alternatives, including improved Blue Line Metrorail rush hour service frequency and ART 43.	Metrobus Service Option When the Blue Line went to 12 minute headways, service was added between Pentagon and Rosslyn. With the Blue Line returning to shorter headways, this service is redundant to Metrorail, and to ART service.

<u>Jurisdiction</u>	<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
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