

Takoma Langley Crossroads Transit Center

Public Hearing Staff Report

**R15-02: Environmental Evaluation and Proposal to Lease, Operate and Maintain
the Takoma Langley Crossroads Transit Center, Langley Park, Maryland**

Staff Analysis of the Public Hearing and Staff Recommendations

Prepared By:



Washington Metropolitan Area Transit Authority

August 2015 (for public review)

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1. Introduction

The Takoma Langley Crossroads Transit Center (Transit Center) is a new facility built by the Maryland Transit Administration (MTA) to provide a secure, attractive, comfortable, ADA accessible off-street facility with lighting, bathroom facilities, shelters and a large canopy. The Transit Center, located at the intersection of MD 193 (University Boulevard) and MD 650 (New Hampshire Avenue), will accommodate 11 bus routes that provide transit service to 12,000 passengers daily and will provide a convenient transfer point to the proposed future Purple Line. Once in service, the Takoma Langley Crossroads Transit Center will be the largest non-Metrorail station transfer point in the region.



Rendering courtesy of MTA

The facility aims to:

- Provide a safe, attractive and efficient facility for bus transfer activities
- Improve pedestrian safety and connections
- Create a sense of place in the community
- Meet bus operational needs now and into the future
- Provide a secure, comfortable waiting area with restrooms for passengers and bus operators
- Enhance the image of transit in Prince George's and Montgomery Counties
- Protect the environment by utilizing state of the art solar power and stormwater management technologies
- Accommodate a possible Purple Line in the future

In order for the Washington Metropolitan Area Transit Authority (WMATA) to add the Transit Center to the WMATA Adopted Regional System and to lease, operate and maintain the Transit Center, WMATA must receive and consider public comments and suggestions about the proposal. This report includes an overview of the public participation plan that was followed, as well as a summary of the feedback received from the public from various forums.

2. Communications and Outreach to the Public

In order to encourage customers to provide feedback on the proposal, as well as to fulfill the Board-approved Public Participation Plan, Metro created a communications and outreach plan that focused on current riders who would use the new Transit Center and other community stakeholders in the area. Metro created a target audience and demographic analysis of the bus lines affected and set the following communications and outreach goals:

1. Educate public on the new Takoma Langley Crossroads Transit Center and how it would change the associated bus routes and stops.

2. Collect feedback and public input on the opening of the Takoma Langley Crossroads Transit Center and the proposed changes to bus routes and stops that will be affected.

MTA has been responsible for conducting public outreach, including public meetings, during the construction period. More information about their efforts can be found at mta.maryland.gov/takoma-langley. WMATA's communications and outreach efforts ran during the public comment time period – Saturday, June 13 through Friday, July 25. The final plan included the following efforts: Outreach Street Teams at Bus Stops, Community Based Organization Outreach, Targeted Marketing & Media, and an Open House & Public Hearing.

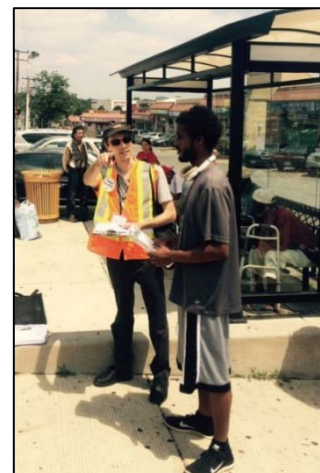
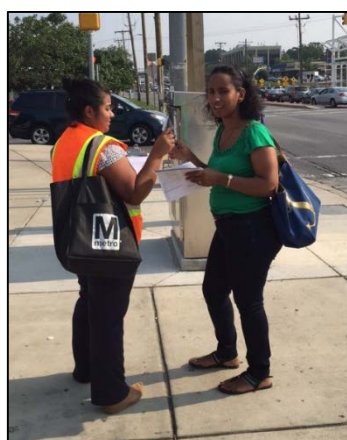


2.1 Outreach Street Teams at Bus Stops



Outreach street teams, which were comprised of 6-8 people who were fluent in both English and Spanish, were stationed at eight targeted bus stops on University Blvd and New Hampshire Ave around the new Transit Center to distribute fliers, answer questions and conduct surveys the week of July 5th. Street team members were identified by Metro safety vests and wore large pins that identified them as speaking Spanish.

Dates and times were chosen to correspond with high ridership periods.

Date	Time	Fliers Distributed	Surveys Completed English	Surveys Completed Spanish
Tuesday, July 7, 2015	4:00-7:00 p.m.	350	77	85
Thursday, July 9, 2015	6:00-9:00 a.m.	501	51	138
Saturday, July 11, 2015	12:00-3:00 p.m.	550	102	157
Total		1,401	230	380



The survey card distributed was in English and Spanish and asked riders how they felt, including space for comments and demographic information.

<p>Takoma Langley Crossroads Transit Center Survey</p> <p>The Takoma Langley Crossroads Transit Center, located at the intersection of MD 193 (University Blvd) and MD 650 (New Hampshire Ave), is a new facility built by the Maryland Transit Authority (MTA) to provide a secure, attractive, comfortable ADA accessible off-street facility with lighting, bathroom facilities, shelters and a large canopy. In order for Metro to begin operating and maintaining the facility, public input is needed.</p> <p>How do you feel about each of the proposed changes?</p> <p>Metro to begin operating and maintaining the Takoma Langley Crossroads Transit Center. <i>Please circle one:</i></p> <p style="text-align: center;"> <input type="radio"/> 😊 <input type="radio"/> 😐 <input type="radio"/> 😞 <input type="radio"/> 😡 <input type="radio"/> 😠 </p> <p>Relocate bus stops on New Hampshire Ave, University Boulevard, and Lebanon Street to the Takoma Langley Crossroads Transit Center (Routes C2, C4, F8, J4, K5, and K9 are affected). <i>Please circle one:</i></p> <p style="text-align: center;"> <input type="radio"/> 😊 <input type="radio"/> 😐 <input type="radio"/> 😞 <input type="radio"/> 😡 <input type="radio"/> 😠 </p> <p>Comments:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Please answer a few questions about you. These are for reporting purposes only.</p> <table style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Do you consider yourself to be Hispanic/Latino?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to answer</p> </td> <td style="width: 50%; vertical-align: top;"> <p>What is your annual household income?</p> <p><input type="checkbox"/> Less than \$30,000</p> <p><input type="checkbox"/> \$30,000 or more</p> <p><input type="checkbox"/> Prefer not to answer</p> </td> </tr> </table> <p>Which one of the following best describes your race?</p> <p><input type="checkbox"/> African American or Black</p> <p><input type="checkbox"/> American Indian or Alaska Native</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> White/Caucasian</p> <p><input type="checkbox"/> Native Hawaiian or other Pacific Islander</p> <p><input type="checkbox"/> Other: _____</p> <p><input type="checkbox"/> Prefer not to answer</p> <p style="text-align: right;"></p>	<p>Do you consider yourself to be Hispanic/Latino?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to answer</p>	<p>What is your annual household income?</p> <p><input type="checkbox"/> Less than \$30,000</p> <p><input type="checkbox"/> \$30,000 or more</p> <p><input type="checkbox"/> Prefer not to answer</p>	<p>Takoma Langley Crossroads Transit Center</p> <p>El Takoma Langley Crossroads Transit Center, ubicado en la intersección de MD 193 (University Blvd) y MD 650 (New Hampshire Ave), es una nueva instalación construida por la Autoridad de Tránsito de Maryland (MTA) para proporcionar un espacio al costado de la calle, seguro, atractivo, cómodo, accesible para las personas con discapacidad, con iluminación, baños, refugios y un amplio toldo. Para que Metro comience a operar y mantener las instalaciones, se necesita la opinión del público.</p> <p>¿Cómo se siente sobre cada uno de los cambios propuestos?</p> <p>Metro comenzará a operar y mantener el Takoma Langley Crossroads Transit Center. <i>Por favor, marque uno:</i></p> <p style="text-align: center;"> <input type="radio"/> 😊 <input type="radio"/> 😐 <input type="radio"/> 😞 <input type="radio"/> 😡 <input type="radio"/> 😠 </p> <p>Roubicar las paradas de autobús de New Hampshire Ave, University Boulevard y Lebanon Street al Takoma Langley Crossroads Transit Center (se van afectados los itinerarios C2, C4, F8, J4, K5 y K9). <i>Por favor, marque uno:</i></p> <p style="text-align: center;"> <input type="radio"/> 😊 <input type="radio"/> 😐 <input type="radio"/> 😞 <input type="radio"/> 😡 <input type="radio"/> 😠 </p> <p>Comentarios:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Por favor, responda unas preguntas acerca de usted. Son solamente para fines de información.</p> <table style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>¿Usted se considera hispano/latino?</p> <p><input type="checkbox"/> Sí</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefiero no responder</p> </td> <td style="width: 50%; vertical-align: top;"> <p>¿Cuáles son sus ingresos familiares anuales?</p> <p><input type="checkbox"/> Menos de \$30,000</p> <p><input type="checkbox"/> \$30,000 o más</p> <p><input type="checkbox"/> Prefiero no responder</p> </td> </tr> </table> <p>¿Cuál de las siguientes opciones describe mejor su raza?</p> <p><input type="checkbox"/> Afroamericano o negro</p> <p><input type="checkbox"/> Nativo americano o nativo de Alaska</p> <p><input type="checkbox"/> Asiático</p> <p><input type="checkbox"/> Blanco/caucásico</p> <p><input type="checkbox"/> Nativo de Hawai u otras islas del Pacífico</p> <p><input type="checkbox"/> Otra: _____</p> <p><input type="checkbox"/> Prefiero no responder</p> <p style="text-align: right;"></p>	<p>¿Usted se considera hispano/latino?</p> <p><input type="checkbox"/> Sí</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefiero no responder</p>	<p>¿Cuáles son sus ingresos familiares anuales?</p> <p><input type="checkbox"/> Menos de \$30,000</p> <p><input type="checkbox"/> \$30,000 o más</p> <p><input type="checkbox"/> Prefiero no responder</p>
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Survey card, English & Spanish

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2.2 Community Based Organization Outreach

Local Community Based Organizations (CBOs) were heavily involved with the outreach and feedback collection of the proposal. Staff conducted the following visits with the CBOs to encourage participation:

Date	CBO Meeting or Event	Type of Event	Location/Address	Target Audience(s)
04/30/15	Celebrating 10 years of service for CentroNía, Maryland	Reception	5706 Warwick Place, Chevy Chase, MD 20815	Staff, beneficiaries & contributors
06/11/15	CASA's 3rd Annual Justice Awards Night	Special event	Josephine Butler Center, 2437 15th St. NW	Immigrant adults and other CBO leaders
06/12/15	Metro table at Casa de Maryland Resource Information Fair, Pine Ridge Community Center	Resource Fair	8615 Piney Branch Road, Silver Spring, MD 20901	Low-income Latino & African immigrants
06/25/15	Meeting w/CASA de MD's Workforce Development Manager at Prince George's Workers Center	Meeting	7978 New Hampshire Ave, Hyattsville, MD 20783	Latino & African immigrant workers
06/25/15	Presentation at Transforming Neighborhood Initiative meeting	Presentation	Langley Park Community Center, 1500 Merrimac Drive, Hyattsville	CBO leaders in target communities
06/30/15	Visit to CASA Prince George's Workers Center	Brief visit	7978 New Hampshire Ave. Hyattsville, MD 20783	Latino & African immigrant workers
06/30/15	Meeting with CentroNía, MD director	Meeting	1345 University Blvd. Takoma Park, MD	Latino families
06/30/15	Presentation and survey administration to adult clients at Langley Park Multi-Service Center	Presentation	Langley Park Multi-Service Center, 1401 University Blvd., Hyattsville, MD	Latino adults
06/30/15	Visit to CASA's Multicultural Center (Headquarters)	Brief visit	8151 15th Ave, Hyattsville, MD 20783	Latino adults and families
06/30/15	Visit to CASA's Silver Spring Workers Center	Brief visit	734 University Blvd. East, Silver Spring, MD 20903	Latino adults
07/06/15	Presentation and survey administration to CASA Prince George's Worker Center clients	Presentation	7978 New Hampshire Ave. Hyattsville, MD 20783	Latino & African immigrant workers
07/06/15	Presentation and survey administration to clients at CASA's Silver Spring Workers Center	Presentation	734 University Blvd. East, Silver Spring, MD 20903	Latino adult men
07/06/15	Visit to LAYC-Maryland Multicultural Center	CBO visit	7411 Riggs Road, Suite 418, Hyattsville, MD	Latino youth and families
07/06/15	Visit to Centro Hispano	CBO visit	7411 Riggs Road, 4th Fl, Hyattsville, MD	Latino families
07/06/15	Presentation and survey administration to clients at Langley Park Senior Center	Presentation	Langley Park Community Center, 1500 Merrimac Drive, Hyattsville	African American, White & Latino seniors
07/23/15	Presentation to Summer Bridge ESL students	Presentation	Northwestern High School, 7000 Adelphi Road, Hyattsville, MD	

2.3 Targeted Marketing and 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, June 13 and Saturday, June 20 notifying the public of the opportunities to provide public comment.
- Advertisements were posted in *El Tiempo Latino* and *Washington Hispanic*, both local Spanish newspapers, about the opportunities to provide public comment.
- Two Spanish publications, *Washington Hispanic* and *Periodico Las Americas*, covered the proposal and public hearing online and in print.
- Two Spanish media outlets, *Univision* and *Telemundo*, covered the proposal and public hearing on their newscast.
- Staff highlighted the proposal during Metro's *Univision* quarterly spot.
- The creation of the webpage wmata.com/bus/tlctc informed customers about the proposal and contained information in Spanish. This page also linked to the survey.
- Social media (Facebook, Twitter) was used to post information about the proposal and an advisory was pushed out to riders who use the affected bus routes.
- English and Spanish signs were posted at the nearby bus stops notifying the public of the opportunities to provide public comment.

We want your feedback about the new Takoma Langley Crossroads Transit Center.

Se necesita su opinión acerca del nuevo Takoma Langley Crossroads Transit Center.

Once construction is complete, Metro is planning to operate the new Takoma Langley Crossroads Transit Center. Located at the intersection of MD 193 (University Blvd) and MD 650 (New Hampshire Ave), the transit center will accommodate 11 bus routes that provide transit service to 12,000 passengers daily. In order for Metro to operate and maintain this facility, Metro needs your input.

How this could impact you:

Several bus stops in the area will be relocated to the Takoma Langley Crossroads Transit Center. Check the bus boarding location map on back to see if your bus stop will be affected. Please provide feedback if you have an issue with your bus stop being relocated or removed.

How to provide feedback:

- Attend an open house at 5:00 p.m. and public hearing at 5:30 p.m. on Tuesday, July 14, 2015 at the Langley Park Community Center, 1500 Merrimac Drive, Hyattsville, MD. More information about the public hearing is available at wmata.com/hearings. Materials will be available in Spanish, and Spanish-speaking staff will be on hand.
- Take a survey! Survey staff will be at bus stops the week of July 6. Or take the survey online at wmata.com/bus/tlctc.
- Send an email to writertestimony@wmata.com.

For details about the Takoma Langley Crossroads Transit Center, visit wmata.com/bus/tlctc.



Una vez terminada la construcción, Metro planea operar el nuevo Takoma Langley Crossroads Transit Center. Ubicado en la intersección de MD 193 (University Blvd) y MD 650 (New Hampshire Ave), el centro de tránsito dará cabida a 11 itinerarios de autobuses que prestan servicio de transporte a 12,000 pasajeros diariamente. Metro necesita su opinión para operar y mantener estas instalaciones.

Cómo puede afectarlo a usted:

Varias paradas de autobús de los alrededores serán reubicadas en el Takoma Langley Crossroads Transit Center. Consulte el mapa de ubicación de paradas de autobuses para ver si su parada de autobús se verá afectada. Lo alentamos a brindar su comentario si tiene algún problema con que su parada de autobús sea reubicada o eliminada.

Cómo brindar su opinión:

- Asista a una audiencia pública de asistencia libre, a las 5:00 p.m., del martes 14 de julio de 2015 en el Langley Park Community Center, 1500 Merrimac Drive, Hyattsville, MD. Más información sobre la audiencia pública se encuentra disponible en wmata.com/hearings. Los materiales estarán disponibles en español, y habrá personal que hable español a su disposición.
- ¡Complete la encuesta! El personal de encuesta estará en las paradas de autobús la semana del 6 de julio, o complete la encuesta en línea en wmata.com/bus/tlctc.
- Envíe un correo electrónico a writertestimony@wmata.com.

Para obtener más información acerca del Takoma Langley Crossroads Transit Center, visite wmata.com/bus/tlctc.



2.4 Open House and Public Hearing

Metro hosted an open house and public hearing on Tuesday, July 14, 2015 at the Langley Park Community Center, 1500 Merrimac Drive, Hyattsville, Maryland.

The open house began at 6:00 p.m. and provided the opportunity for attendees to speak with staff members and jurisdictional partners. The following jurisdictional partners participated in the open house:

- WMATA Bus Planning
- Maryland Transit Administration (MTA) – Purple Line
- Maryland Transit Administration (MTA) – Construction
- Ride On, Montgomery County Division of Transit Services
- TheBus, Prince George's County Department of Public Works & Transportation



The public hearing began at 6:30 p.m. and followed WMATA's standard public hearing procedures. At the beginning of the hearing, Board Member Kathy Porter read a prepared statement outlining the public hearing process, and WMATA Bus Planning and Scheduling Director Jim Hamre presented the proposal. A Spanish translator repeated the presentation verbally in Spanish, and copies of the presentation in Spanish were available.



Pre-registered speakers were then called to the podium to offer testimony followed by speakers who had registered at the hearing. Public hearing feedback forms in English and Spanish were given to all attendees, which included questions about the proposal, their experience at the hearing and Title VI demographics.

Open House & Public Hearing				
Number of Attendees	Number of speakers <i>English</i>	Number of speakers <i>Spanish</i>	Feedback Forms Completed <i>English</i>	Feedback Forms <i>Spanish</i>
20	6	3	7	7

WMATA also received two written comments to writtentestimony@wmata.com about the proposal.

2.5 Feedback on Open House and Public Hearing

Attendees of the public hearing were asked to fill out feedback forms before leaving. 14 of the 20 attendees completed said form. The form included identical questions to those on the feedback surveys but also ratings of the open house and public hearing. Results from the feedback survey are described in the next section. The following are reactions to the open house.

When asked how well today's information session and public hearing worked for them, riders responded by saying location choice worked very well or excellent for them (64%). Time of day equally worked out for them with 64 percent saying the time of day was excellent to good—no rider said the time of day was less than good.

Overall, when asked how satisfied they were with the opportunity to provide feedback, 64 percent said either extremely satisfied or satisfied with the experience. Only three riders said they were less than satisfied and 2 riders did not respond to this question.

3. Survey Feedback Results

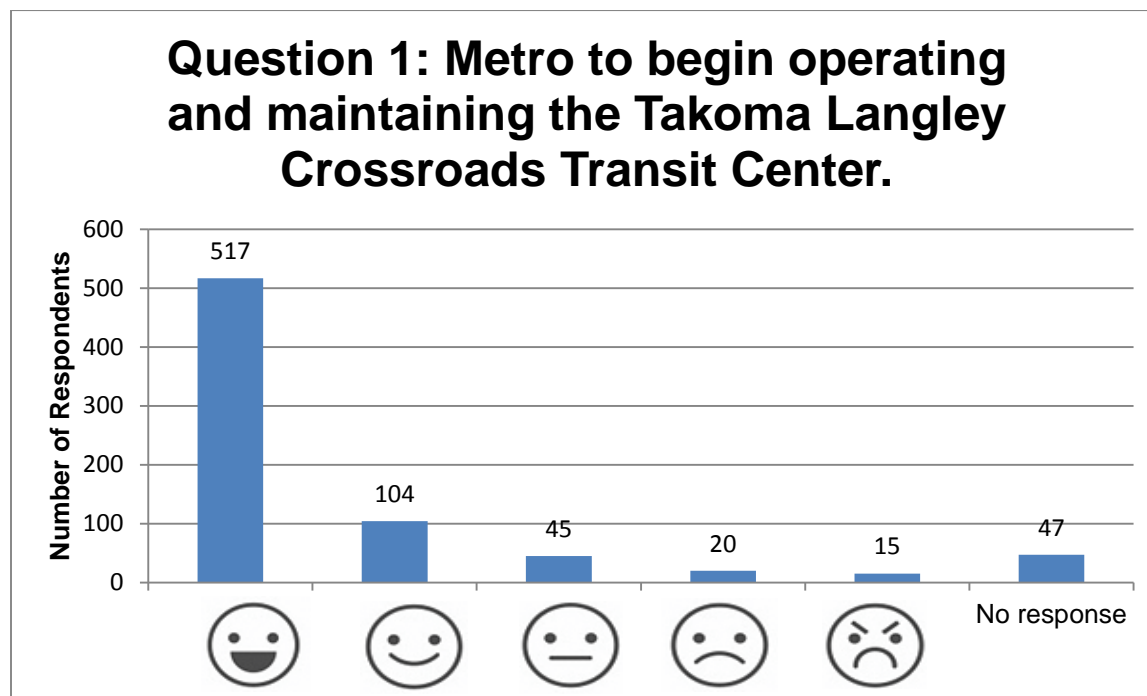
A completed paper survey was either kept in hand by a project team member completing a verbal survey or handed back to the team member by a passenger who wrote answers directly onto his/her own survey or feedback form. Paper surveys were tabulated using Microsoft Excel and outputs from SurveyMonkey and QuestionPro, both online platforms supporting data entry and online data collection.

The following is a summary of core survey questions.

Questions 1 and 2 asked riders how they feel about the proposed changes and asked them to circle one of five faces. In the charts below, the leftmost face is described on the following charts as “very happy” while the rightmost face is described as “very unhappy.”

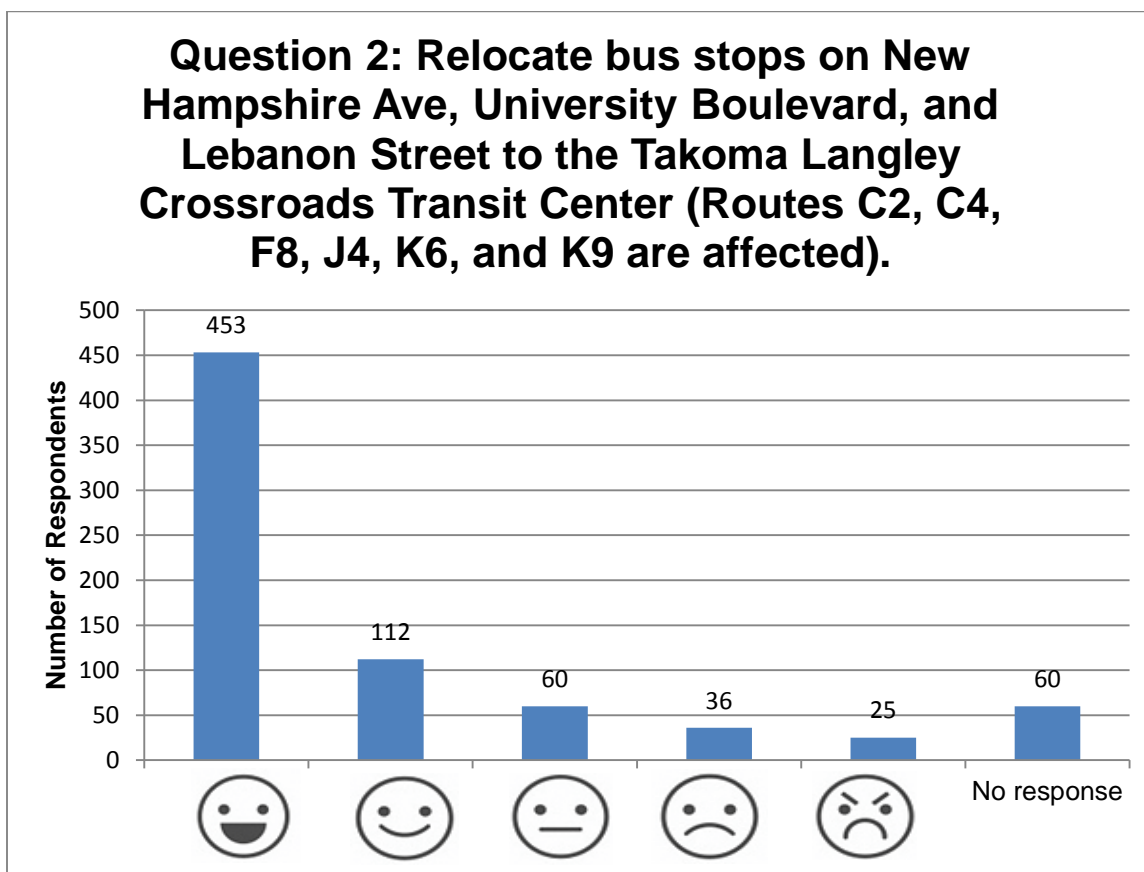
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When asked how they felt about Metro beginning to operate and maintain the Takoma Langley Crossroads Transit Center, the preponderance of respondents said they were very happy or somewhat happy (83%). Only five percent indicated they were less than happy.



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When asked about the relocation of bus stops on New Hampshire Avenue, University Boulevard, and Lebanon Street to the Transit Center a similar level of happiness was reported as the operating of the Transit Center by Metro. More than three fourths (76%) indicated they were very or somewhat happy about the relocation. Only eight percent were less than happy with the relocation.



These expressions of happiness regarding the changes came from a diverse set of riders. Table 1 provides the demographic breakdown of survey respondents by group. Nearly two thirds (63%) indicated they were of Latino or Hispanic origin; nearly 80% of those comments and ratings came from Hispanics completing surveys in their native tongue. Thirty-nine percent of completed surveys were submitted by low income riders with the majority of those being completed on a Spanish version of the survey. Of those indicating an ethnic or racial classification, 79 percent indicated a classification other than White: 47 percent were African American; 46 percent indicated some other race or ethnicity.

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The following table presents a demographic breakdown of survey respondents by group:

	Public <i>English</i>	Public <i>Spanish</i>	CBOs	Total
Latino or Hispanic Origin				
Yes	39	371	56	466
No	183	0	27	210
No response/Prefer not to answer	42	17	10	69
Annual Household Income				
Less than \$30,000	80	176	33	289
More than \$30,000	67	17	13	97
No response/ Prefer not to answer	113	195	47	355
Race*				
Black/ African American	153	2	30	185
American Indian/ Alaska Native	3	3	1	7
Asian	14	0	0	14
White/ Caucasian	36	58	8	102
Native Hawaiian or Pacific Islander	4	2	2	8
Other	11	146	23	180
No response/ Prefer not to answer	51	177	30	258

*The number of responses is greater than the total number of survey respondents because some respondents selected more than one race.

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4. Comments Received for the Record

WMATA collected a total of 378 individual comments left on the survey form, and in most cases these were transcribed by staff interviewing riders one-on-one. In addition, nine individuals spoke at the public hearing and provided verbal comments. Two individuals provided written testimony.

Of the comments provided on the survey, approximately 63 percent were received during the completion of a Spanish language survey while approximately 37 percent were received during the completion of an English language survey. A transcription and categorization of comments in their original language and translations of Spanish language comments are provided in Appendix C. The table below summarizes comments by topic, providing an overview of the range of responses received.

Comment Type	Number
Favorable	
It is a good idea; I like it; or thank you.	192
Transit Center is convenient, easy, close, or central.	33
Transit Center will be more comfortable or provide desired amenities.	24
Transit Center will be safer.	21
Transit Center will reduce congestion.	9
Transit Center will make service faster.	9
Transit Center will be more organized.	6
Neutral	
I feel indifferent or it doesn't affect me.	17
Suggestions for opening and closing hours.	3
Unfavorable	
Transit Center is far or inconvenient or I prefer my current stop.	39
Bus service is delayed, too infrequent, or needs to be extended to weekends.	18
Safety at the Transit Center is a concern.	5
Fares, rent, or store prices are or will be too high.	6
Bus drivers are impatient or unprofessional.	4
A Metrorail station is desired or needed.	3
Transit Center will add travel time.	2
Outreach should have been before, not after, construction.	1
Cleanliness of the Transit Center is a concern.	1
Needs a pedestrian bridge.	3

Note: The number column sums to greater than 378 because many comments addressed more than one topic.

As shown in the table above, the most common topic of the comments received was a statement of general approval or appreciation. Frequently, respondents replied simply "Good idea," "(Muy) buena idea," "Está bien" ("It is good"), or "Contento" ("Happy"). Other comments included in this category are non-specific statements of benefit to broad categories such as the community or riders, for example: "Considero que es una buena idea y que beneficia a todas las personas que utilizamos este transporte" ("I consider it a good idea that will benefit all the people that utilize this transport").

Some survey respondents mentioned specific aspects of the Takoma Langley Crossroads Center that they liked. For instance, 33 comments used words such as convenient, easy, close, or central. Twenty-two comments expressed that they thought the Transit Center would be more comfortable or that they were looking forward to the amenities. Of these, 12 comments mentioned protection from weather as a positive aspect of the new construction.

Of unfavorable comments, the most common concern was that the new stops would be far or inconvenient in comparison to the stop(s) they currently use. Of the 33 comments that voiced this concern, 22 provided further information about which stop(s) or route(s) they did not want to move. Nineteen were concerned about the stops on New Hampshire Avenue south of University Boulevard serving Routes K6 and K9, especially the southbound stop. These stops are located in front of and across from an Aldi grocery store and the Red Apple Farmer's Market, which advertises "specialty African, Latin, and West Indian tropical food." As one respondent stated, "it is difficult for some of us who don't drive, after doing grocery it is heavy to carry it down to Takoma Langley Crossroad T.C."

Other unfavorable comments did not address the Transit Center itself but rather current level of service and transit modes available to those in the Takoma Langley Crossroads area. Respondents used the opportunity to express concerns regarding delays, frequency of service, limited weekend service, unprofessional bus drivers, expensive fares, or the desire for a Metrorail station. Some respondents thought that new construction would open as a Metrorail station.

Six comments addressed other concerns about the Transit Center itself such as cleanliness, safety, or travel time.

5. Responses to Comments Received

Because the survey form comments along with the public hearing testimony and written comments can be grouped into broad themes, staff is providing responses to the overall themes and concerns expressed. For written and verbal testimony that does not fit into any of the overall categories, an individual response is provided.

5.1 Favorable Comments

WMATA appreciates the support from the community who expressed their thanks for the eventual opening of the Transit Center. WMATA agrees that the Transit Center will be convenient, comfortable, safer, reduce roadway congestion, and make service in the area more organized and easy to understand for the riding public.

Ms. Jones at the public hearing, as well as in her written testimony, commented about several design features of the Transit Center. The Transit Center will include green features such as landscaping and trees, though it will take some time for the trees to mature enough to provide shade. Seating at the Transit Center will consist of benches, which do not have backs, but they do have handles on the sides and in the middle to assist customers with sitting down and standing up. All instructional, regulatory, and informational signage will be in compliance with the Americans with Disabilities Act (ADA), ensuring that it will be legible to customers and easy to read.

5.2 Opening and Closing Hours

Several individuals had questions about or gave suggestions on what hours the Transit Center should be open. Two commenters said the Transit Center should open at 5:00 a.m., and close either at 11:30 p.m. or midnight. Regularly scheduled public transit service begins at the Transit Center as early as 4:20 a.m. and runs as late as 1:45 a.m. Monday through Saturday. On Sundays, bus trips are scheduled to begin serving the center slightly later at 4:50 a.m. and will end somewhat earlier at 1:20 a.m. There will not be gates on the Transit Center restricting bus access, so for the purposes of transit operations the roadways and outdoor bus passenger waiting areas will be open during all hours of the day and night and WMATA will be responsible for their security every day around the clock.

Public restrooms at the Transit Center, along with other public areas in the service building, can be opened and closed at hours of WMATA's choosing. Though there are several bus trips that begin service earlier than 5:00 a.m. daily, opening the Transit Center at 5:00 a.m. will capture the vast majority of early morning ridership. At night, there is a significant amount of travel on Metrobus C2, C4, and K6 as well as Ride On routes 15 and 16 that run after midnight, but other services end around the midnight hour or earlier.

WMATA staff recommends that the Transit Center restrooms and public areas open at 5:00 a.m. and remain so until midnight daily to capture the majority of early morning and late night travel needs. The building's opening and closing hours are subject to the availability of sufficient budgetary resources to maintain cleanliness and security inside and outside the Transit Center.

5.3 Bus Stop Relocations to the Transit Center

Most of the unfavorable comments were in the category of "Transit Center is far or inconvenient or I prefer my current stop." Out of all the specific bus stop comments, the proposal to eliminate the pair of stops just south of University Boulevard on New Hampshire Avenue (at Kennewick Avenue, stops 3004109 and 3004108) received the most attention from the riding public. Both of these stops are near grocery stores, and many customers using them are carrying heavy grocery bags. Currently, buses traveling northbound on New Hampshire Avenue travel straight through the intersection and can easily serve stop 3004108. Once the Transit Center opens, it will not be possible for buses to safely serve this stop because their routes will require them to turn left onto University Boulevard in order to access the stops at the Transit Center. The location of the existing bus stop on the right-hand side of the road is at the same location where buses will need to make their way across several lanes of traffic to access the left-hand turn lane.

WMATA staff recommends that stop 3004108 be eliminated despite public concerns due to safety and operational requirements of buses to serve the Transit Center. The nearest stop is a short walk away at Holton Lane, approximately 370 feet south of the existing bus stop.

For the public hearing WMATA recommended that the southbound stop (3004109) also be eliminated, because it is not possible to serve the paired stop. However, there is no operational requirement that the southbound stop be eliminated and the existing stop is well used and a significant distance away from the nearest stops. WMATA staff recommends that stop 3004109 remain in service.

A driving reason behind establishing the Transit Center is to improve pedestrian safety and the Transit Center provides the opportunity for pedestrians to transfer between buses without needing to cross busy

roadways. WMATA staff recommends that the remainder of the bus stop relocations proceed as shown on the bus stop map included in Appendix D.

5.4 Bus Service

The comments in the category of “Bus service is delayed, too infrequent, or needs to be extended to weekends” are unrelated to the operation of the transit center, but are important to consider in the context of service planning and when considering where to invest operating funds in additional transit service frequency or span. WMATA appreciates these comments and is sharing them with bus planning staff. No changes to bus service beyond routing and stop changes needed to service bus stops at the Transit Center are being considered as part of this proposal.

5.5 Safety

Many commenters viewed the area around the Transit Center as unsafe, and staff noted conversations about crime and gang-related violence as well as catcalls and comments toward female riders waiting for buses. Maintaining safety and security at the Transit Center is a vital task for WMATA, and will require participation from Metro Transit Police (to patrol and respond) and Bus Transportation supervisors (to witness and provide additional uniformed staff presence). A key feature of the Transit Center will be to consolidate bus stops, making them easier to patrol and monitor than the current situation of many bus stops spread over a wide area on all corners of the Takoma Langley Crossroads. WMATA staff recommends the installation of security cameras at the Transit Center to provide capability to view activities and incidents that may take place at the Transit Center.

Ms. Ocasio at the public hearing mentioned safety at the pedestrian crossings and the need to properly time the traffic signals to allow pedestrians to cross. WMATA staff will share these comments with the Maryland State Highway Administration which is responsible for the traffic lights and roadways.

Ms. Isis at the public hearing was particularly concerned about security, safety, and cleanliness of the restrooms due to the presence of alcoholism and homeless individuals in the area of the Transit Center. WMATA staff recommends working with her organization, the Takoma Langley Crossroads Development Authority, as the plans for maintenance and security are developed and share these plans with community liaisons so that the members of the community can assist with ensuring the Transit Center remains safe and clean.

Ms. Jones at the public hearing commented specifically on structural (stability of the glass canopy) and building (lightning protection) safety concerns. WMATA staff will be responsible for maintaining the building and the features such as the glass canopies and ensuring that they remain in a state of good repair.

5.6 Financial and Economic Issues

Public concern about business and residential rents in the vicinity of the Transit Center are outside the scope of WMATA to respond to, but comments about transit fares are certainly a part of the business of WMATA and the Board of Directors will consider these comments when making future decisions on bus fares. No changes to WMATA fares are being considered as part of this proposal.

5.7 Bus Operator Behavior

WMATA staff will share these comments internally with bus operators and supervisors.

5.8 Desire for a Metrorail Station

Several commenters noted the need for a Metrorail station in the vicinity of the Crossroads. No Metrorail station is currently planned, but the Maryland Transit Administration is working on plans and potential construction of the Purple Line, a light-rail transit connection which has a proposed stop in the median of University Boulevard adjacent to the Transit Center.

5.9 Travel Time

It is true that for some routes, especially those traveling on New Hampshire Avenue, will see increases in travel time of up to three or four minutes due to the need to make several turns to serve the Transit Center as opposed to today when they travel straight through the intersection. This additional timing is necessary in order for buses to be able to access the Transit Center. On the other hand, it will be faster for passengers to get on and off buses, and to transfer between buses, because the stops will be centrally located.

5.10 Timing of Public Outreach

One commenter was concerned that outreach was happening now, and not before construction of the Transit Center. The Maryland Transit Administration is responsible for the construction of the Transit Center and has held public meetings spanning back several years to develop design concepts and explain the effects of construction on the community. WMATA is required to conduct public outreach now in order for the Board of Directors to consider WMATA staff's proposal to lease, operate, and maintain the Transit Center.

5.11 Cleanliness

WMATA staff will follow its established procedures for cleaning and servicing publicly available restrooms to ensure that they maintain standards of safety and cleanliness. Additionally, WMATA staff will maintain all other physical assets that are part of the Transit Center to ensure it remains in a state of good repair throughout its lifetime. Ms. Jones commented at the public hearing on the need for trash receptacles, which will be provided as part of the Transit Center.

5.12 Pedestrian Bridge

An overhead pedestrian bridge is not part of this project, but WMATA staff will share these concerns with the Maryland State Highway Administration.

5.13 Miscellaneous Concerns Shared at the Public Hearing

At the public hearing, there were other miscellaneous comments and questions which received responses in real time from Mr. Hamre and Ms. Porter. Many of these responses fit into the above categories, but for those which didn't, responses were provided directly. Ms. DeLeon-Barrios at the public hearing specifically wanted to know if the schedule for the F8 would be extended, but that is not part of this proposal. Ms. Gallman and Ms. Martinez had similar concerns about the need for additional transit

service and they were introduced to WMATA service planning staff present at the hearing to further discuss their requests. Ms. Martinez expressed concerns about the transit needs of the elderly and their need for seating on buses, which WMATA does provide on all buses and trains. Ms. Lemos was concerned about smoking; WMATA will be enforcing its existing policies and local ordinances on smoking at transit facilities at the Transit Center.

6. Responses to Comments Received on the Public Hearing Staff Report

Placeholder for now

7. Comments Received After the Close of the Public Comment Period

Placeholder for now

8. Other Information for the Public Record

No other information has been provided.

9. Summary and Staff Recommendation

WMATA is proposing to lease, operate and maintain the Takoma Langley Crossroads Transit Center after construction is completed by the Maryland Transit Administration. After considering largely favorable public comment, WMATA staff recommends to the Board of Directors that it accept the recommendation to lease, operate, and maintain the Transit Center and add the Transit Center to the WMATA Adopted Regional System. As the funding to conduct these activities will be provided by the State of Maryland under a reimbursable agreement, WMATA staff further recommends approval of a reimbursable project and to amend budgets as necessary to accomplish the needed maintenance and operating tasks.