



Appendix E

Bus Operations Comments

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Division	Comment	Existing Routes	Proposed Routes	Provide to Metro Board of Directors
Andrews	1. Bus stop between 8th and 9th St on Pennsylvania Ave needs to be moved, its unsafe, can potentially cause accident during rush hour 2. 8 series buses are unsafe to public, seniors with walkers and canes cannot board bus properly and can be unsafe due to bus not kneeling enough to accommodate them			x
Andrews	Between Savannah and Southern, southbound, come down 24th St SE instead of 25th--it's one way and avoids accidents.		D12	x
Andrews	Eastbound on Pennsylvania + 10th NW in rush hour, those are turn lanes, so people are always turning onto 9th St Expressway. Safety issue.		D12	x
Andrews	Fan of the limited stops.		D1X	x
Andrews	Great change to 27th St SE		D12	x
Andrews	Kennedy Ctr already has a shuttle. Does Metro need to go there? Also, what is the restroom situation like there compared to Foggy Bottom Metro? It might be better for operators to lay over at the Metro.		D12	x
Andrews	Like not having to deal w/ U St traffic. Great new connection from Benning to FL.		C57	x
Andrews	More direct Maryland to Virginia routes. Better routes from Deadwood to Ft Totten New Carrollton --> Deanwood Union Station or Deanwood via Ivy City to Brookland or Union Station Potential routes to Charles County Branch Ave via Brandywine --> Waldorf			x
Andrews	Need some more stops btwn Kirby Hill Rd and Oxon Hill/Claudia Drive. Maybe Kerby Hill + Claudia Drive.		P96	x
Andrews	Splitting up 96 is perfect--Capitol Heights to U St is the right split. U St is so crowded that it will help the reliability of the C57 to not spend so much time on U St.	96	C55,C57	x
Bladensburg	more buses & more time on weekends, especially places to use the bathroom	K6		x
Bladensburg	more time EOL and extended service (Calverton). Places to use the bathroom extremely overwhelming during rush hours	K2		x
Cinder Bed	My idea is why not make fare box at every main bus stop like New York. The customer can add money from bus stop and once they arrive they can scan their card in the bus without adding money in the bus and distracting the operator. Also make route that goes into every county.			x
Four Mile	like skipping West Falls Church!		F20	x
Landover	For difficult passengers, add (1) public service announcements to teach the public how to wait, board + ride the bus, (2) extended safety shields, (3) low volume classical music playing through the bus. It calms the patrons nerves.	T18,P12,F4		x
Landover	Is it possible to reroute one of these to turn left on Harkins Lane to New Carrollton station	B24,B27,G12,G14,F13		x
Landover	Remove Johnson Ave & Hayes St from route. Let the A12 cover that. Two routes don't need to service such an idle area	F14		x
Landover	service is needed to Takoma Station - heavy route passenger depart on it from Metro	F1		x
Landover	That new route will be at least 130min one way.		P12	x
Landover	We need more service to Laurel to help passengers. Don't take away Cheverly station.	89M		x
Montgomery	Customers won't like having to transfer at Wheaton		M10,M20	x
Montgomery	Like that it ends at Glenmont. Like not going to Archives (only pick up one person daily)		M44,M42	x
Montgomery	More people need to go to Rockville than Twinbrook. RideOn does not sufficiently provide this connection. Most people who take this get on at Rockville.		M82	x
Shepherd Parkway	2:30-6:30pm need to ensure runtime is adjusted for traffic		C13	x

Shepherd Parkway	I don't like the A12/L12 change. And I know a lot of customers don't like it either. I don't feel like you need enough customer input on that because the customers would have asked to keep the connection between Addison Rd and Capital Plaza		P41	x
Shepherd Parkway	Lanham Severn needs all-day service! I remember needing to go to the doctor in Bowie and there was no bus. Kudos for this change		P24	x
Shepherd Parkway	Like this proposal		C21	x
Shepherd Parkway	Pay special attention to scheduling 2:30-6:30pm. Going to be a lot of traffic between Anacostia and L'Enfant Plaza as well as between Eastover and National Harbor		C11	x
Shepherd Parkway	People ride this bus south of Friendly (to Fort Washington Forest -- segment being eliminated). It's their lifeline		P95	x
Shepherd Parkway	Rush hour is going to be very bad between Eastover and National Harbor. If it's congested on M Street, that could punish people who are just taking this route in southeast		C11	x
Shepherd Parkway	This adjustment would be good because the traffic on Florida at Dave Thomas Circle is an accident waiting to happen		C51	x
Southern Ave	It wouldn't be wise to change the routes or names. The elderly already having a hard time figuring out how to get around from the first change in routes. The new fare boxes are confusing and this new proposal would be adding insult to injury.			x
TheBus	People have to go to court. They hate going to every stop. The express bus will mean they can get there on time.		P1X	x
TheBus	This is fantastic. People will really like this new Route 1 service. Especially nice to see the P11 go up to Beltsville. And it makes sense not to end buses at Mt. Rainier.		P10,P1X,P11	x