



**Customer Service, Operations and Security Committee**

**Action Item III-A**

**July 14, 2016**

**Approval of Public Hearing for 2016 Bus Service State of Good  
Operations**

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

Action  Information

MEAD Number:  
201760

Resolution:  
 Yes  No

**TITLE:**

Public Hearing 2016 Bus Service Changes

**PRESENTATION SUMMARY:**

Bus State of Good Operations(SOGO) process to provide service where needed and most efficient.

**PURPOSE:**

Staff is seeking Board approval for a public hearing on bus service changes to improve service effectiveness and customer satisfaction, without increasing expenses or subsidy.

**DESCRIPTION:**

Service adjustments to provide more efficient service are periodically needed, including adding trips on crowded routes, service to new markets, time on trips that are consistently late, and evening and weekend service.

Proposals for changes come from many sources, including Service Evaluation Studies and Priority Corridor Network (PCN) Studies, staff analyses of route performance including on-time arrivals, passenger crowding and passenger utilization, customer complaints, farebox recovery, and span of service. Customer suggestions and jurisdictional requests are additional sources of change proposals.

Underutilized or redundant routes, or segments of bus routes, have been identified and are now proposed for realignment to improve bus service capacity to more heavily utilized routes or segments of routes, resulting in more efficient service and increased customer satisfaction.

**Key Highlights:**

The Metrobus State of Good Operations service change process includes a robust public outreach process to gather customer feedback on a menu of proposed service changes. Metro staff reaches out to customers where they are, at bus stops, community meetings, online, and through written comments and social media. Metro's Public Participation Plan, in compliance with Federal Title VI requirements for customer participation, is carefully followed, and one compact Public Hearing is held to meet

Compact requirements.

The Public Hearing and Title VI reports, incorporating public input and all feedback in a final list of recommended service changes, will be presented for Board approval in the fall. Service implementation is planned for March and June of 2017.

Proposed service realignments will not impact the Fiscal Year 2017 budget and will not require additional buses beyond previously approved expansions, but will increase ridership, cost efficiency, and maintain or improve overall on-time performance and customer satisfaction.

### **Background and History:**

This is the seventh annual State of Good Operations (SOGO) process for bus service changes. Past changes have resulted in as much as a 9.6% increase in ridership and a 5.3% improvement in on-time performance on the affected routes. This process is done outside of the annual budget process, and as such, changes are budget neutral.

### **Discussion:**

Jursidictional overview:

State	Route (s)	Service Adjustment Proposal
DC	52/74/P6 60's 96 B8/9 + H6 G9 S line	Reroute of one or more to service The Wharf at SW Waterfront Changes from study recommendations Return to pre-construction route Service efficiencies that respond to residents' needs New Rhode Island Avenue limited stop service Changes from bus lane study recommendations
MD	B30 Y line	Provide service to Arundel Mills Adjust to better meet residents' needs
VA	1Y/4A,B 15K,L 16B 17's, 18's 26A 29K,N REX	New Arlington Blvd to downtown route Shorten route Extend weekend trips west to match 16A route Changes from study recommendations Add weekend service Extend route to Eisenhower station Extend route to Fort Belvoir commissary

Details of each of the proposed Metrobus service changes are contained in the attachment.

**FUNDING IMPACT:**

Service adjustment proposals will be designed to ensure no net increase in total jurisdictional bus operating subsidy.

**TIMELINE:**

<b>Previous Actions</b>	SOGO hearings annually since 2010.
<b>Anticipated actions after presentation</b>	Board approval of proposed changes with March and June 2017 implementation.

**RECOMMENDATION:**

Approve public hearing on bus service changes to improve service effectiveness and customer satisfaction, without increasing expenses or subsidy.



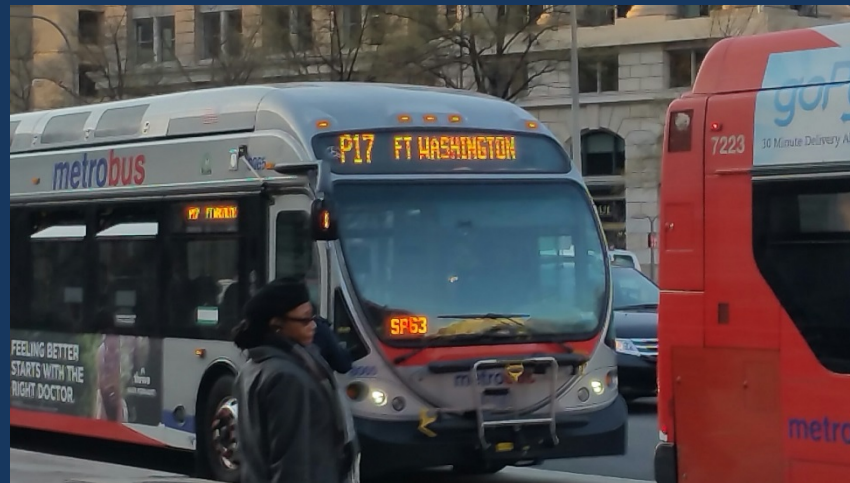
## Public Hearing for Metrobus Service Adjustments FY2017

Customer Service and Operations Committee  
July 14, 2016



# Purpose

Approval for public hearing on bus service changes to improve service effectiveness and customer satisfaction, without increasing expenses or subsidy.



# Background

- Annual State of Good Operations (SOGO) Process
  - Adjustment underutilized routes
  - Add where needed and most efficient
- Service proposal sources
  - Service Evaluations and Corridor Studies
  - Performance analysis and criteria review
  - Customer and jurisdictional suggestions
- Since 2012
  - 193 service proposals considered
  - \$17M re-allocated
  - \$16.6M added
  - \$33.6M SOGO investment



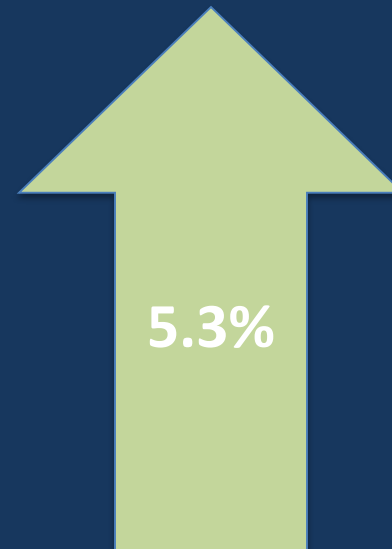


# Results of Prior SOGO Adjustments

**Adjusted Routes  
Ridership**



**Adjusted Routes  
On-Time Performance**

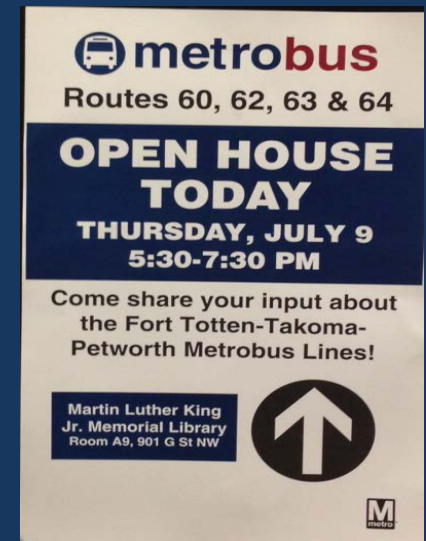






# SOGO Public Input Process

- Public outreach process
  - Follows Public Participation Plan, in compliance with Federal Title VI requirements
  - Gather customer feedback on a menu of proposed service changes
  - Meet customers where they are
  - Online input with survey, written comments and social media
- Public Hearing for compact requirements





# Changes Proposed

State	Route (s)	Proposal
DC	52/74/P6	Reroute of one or more to service The Wharf at SW Waterfront
	60's	Changes from study recommendations
	96	Return to pre-construction route
	B8/9 + H6	Service efficiencies that respond to residents' needs
	G9	New Rhode Island Avenue limited stop service
	S line	Changes from bus lane study recommendations
MD	B30	Provide service to Arundel Mills
	Y line	Adjust to better meet residents' needs



# Changes Proposed

State	Route (s)	Proposal
VA	1Y/4A,B	New Arlington Boulevard to downtown route (study recommendation)
	15K,L	Shorten route
	16B	Extend weekend trips west to match 16A route
	17's, 18's	Changes from study recommendations
	26A	Add weekend service
	29K,N	Extend route to Eisenhower station
	REX	Extend route to Fort Belvoir commissary



# Next Steps

- Public Hearing report with recommended budget neutral service changes--incorporating feedback--presented for Board approval in the fall
- Service changes will take effect by June 2017



# Recommendation

- Approval for public hearing on bus service changes to improve service effectiveness and customer satisfaction, without increasing expenses or subsidy.





SUBJECT: APPROVAL FOR STATE OF GOOD OPERATIONS PUBLIC HEARINGS ON BUS SERVICE ADJUSTMENTS

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 adjustments to provide more efficient service are periodically needed, including additional trips on crowded routes, additional service to new markets, route extensions, additional running time on trips that are consistently late, and additional evening and weekend service; and

WHEREAS, Staff has identified underutilized or redundant routes or segments of bus routes, and now proposes realigning bus service capacity to more heavily utilized routes or segments of routes to improve capacity, provide more efficient service and increase customer satisfaction ("State of Good Operations," Attachment A); and

WHEREAS, The proposed State of Good Operations service realignments would not impact the Fiscal Year 2017 budget and not require additional buses beyond previously approved expansions, but would increase ridership, increase cost efficiency, and maintain or improve overall on-time performance and customer satisfaction; and

WHEREAS, Staff will seek broad-based customer input on the proposed State of Good Operations service adjustments, utilizing outreach methods that comply with Title VI requirements and the Board-approved Public Participation Plan, and in accordance with Section 62 of the WMATA Compact; and

WHEREAS, Approval of the Board of Directors is necessary to take actions, including a public hearing, to modify bus services to improve service efficiency and customer satisfaction; now, therefore be it

RESOLVED, That the Board authorizes staff to seek customer input on the State of Good Operations service adjustments through a public hearing in accordance with Section 62 of the WMATA Compact and through public outreach as required by Title VI and the Board-approved Public Participation Plan; and be it further

*RESOLVED*, That the Board of Directors authorizes the General Manager and Chief Executive Officer to report on the findings from the public hearing and public outreach efforts for its deliberations on any proposed changes in bus service; and be it finally

*RESOLVED*, That this Resolution shall be effective 30 days after Board adoption.

Reviewed as to form and legal sufficiency,



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Mark R. Pohl  
Acting General Counsel

WMATA File Structure No.:  
6.6.4 Bus Route Service Planning

PROPOSED



Attachment A  
Metrobus State of Good Operations Proposals

<u>Jurisdiction</u>	<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>
DC	52	14 <sup>th</sup> Street	<u>Wharf Option #1</u> – Reroute service from L’Enfant Plaza to The Wharf (one of three options to provide service to the new Wharf development.)
	62, 63	Takoma-Petworth	Modify route 63 to operate via 11 <sup>th</sup> Street south of Vermont Avenue on the same alignment as route 64. Convert every-other route 62 trip (off-peak) to route 63 to provide off-peak trips between Takoma and Federal Triangle.
	64	Fort Totten-Petworth	Modify route to operate via Florida and Vermont Avenues near the U Street Station. Shorten every-other trip weekdays off-peak, Saturdays and Sundays to operate between Fort Totten and Petworth Stations only.
	74	Convention Center-Southwest Waterfront	<u>Wharf Option #2</u> – Modify route alignment to serve 7 <sup>th</sup> Street & Maine Avenue SW instead of 6 <sup>th</sup> and I Streets SW.
	96	East Capitol Street-Cardozo	Shorten route by eliminating service between Cathedral Commons and Tenleytown Station.
	B8,9	Fort Lincoln Shuttle	Eliminate entire line. Midday service to Colmar Manor would be provided by an extension of route H6. ( <u>Fort Lincoln Option #1</u> – no modifications to add other services to Fort Lincoln except Colmar Manor service extension of route H6.)
	D4	Ivy City-Franklin Square	<u>Fort Lincoln Option #2</u> – Extend some trips from Ivy City to Fort Lincoln.
	G9	Rhode Island Avenue Limited (new)	Add a new peak-period line from Rhode Island Avenue NE to Franklin Square starting at either Avondale, Mount Rainier or Fort Lincoln ( <u>Fort Lincoln Option #3.</u> )
	H6	Brookland-Fort Lincoln	Extend midday service to Colmar Manor. <u>Fort Lincoln Option #4</u> – modify route alignment to serve Rhode Island Avenue Station in addition to Brookland Station.
	P6	Anacostia-Eckington	<u>Wharf Option #3</u> – Modify route alignment to service 12 <sup>th</sup> Street & Maine Avenue SW instead of 3 <sup>rd</sup> & I Streets SW
	S2,4	16 <sup>th</sup> Street	Replace some peak-period and off-peak period route S2 and S4 trips with S9 trips.
	S9	16 <sup>th</sup> Street Limited	Add additional trips in the peak and off-peak periods.
	V5	Fairfax Village-L’Enfant Plaza	Eliminate entire line.



MD	B30	Greenbelt-BWI Airport	Modify route and frequency to add a stop at Arundel Mills.
	Y2,7,8	Georgia Avenue - Maryland	Adjust the number of trips serving Leisure World.

VA	1Y	Arlington Boulevard – Farragut Square (new)	Add a new peak-period line from Arlington Boulevard to Farragut Square starting at either Fairfax Hospital or Dunn-Loring Station.
	4A,B	Pershing Drive – Arlington Boulevard	Eliminate all route 4A trips with new 1Y trips in peak periods and additional 4B trips in off-peak periods.
	15K,L	Chain Bridge Road	Modify routes to operate between McLean and East Falls Church Station only. Service to Langley and Rosslyn and along Dolley Madison Highway and Military Road would be eliminated.
	16B	Columbia Pike	Replace 16B trips to/from Annandale with 16A trips on Saturdays and Sundays.
	17A,B,F,M	Kings Park	Eliminate all route 17B and 17F trips. Modify route 17M to start at Braddock Road & Queensbury Avenue in the reverse direction of the current route. Route 17M service on Braddock Road and Little River Turnpike would be eliminated. Add earlier route 17A trips to Pentagon and earlier PM Peak route 17A trips from Pentagon.
	17G,H,K,L	Kings Park Express	Eliminate all route 17H trips. Modify route 17K to serve Gainsborough Drive, Pomeroy Drive and Burke Centre Park-and-Ride. Eliminate service on Colony View Drive on route 17L.
	18G,H,J	Orange Hunt	Eliminate service on Huntsman Blvd. and Blarney Stone Dr. on route 18G. Eliminate service on Fieldmaster Drive, Conservation Drive, Cottontail Court, Gamelord Drive and Reservation Drive on route 18H. Add bi-directional service on route 18J.
	18R,S	Burke Centre	Eliminate all trips on routes 18R and 18S, eliminating service from Burke Center to Franconia-Springfield Station. Fairfax Connector will provide replacement service between Burke Centre and Franconia-Springfield Station.
	26A	Annandale - East Falls Church	Add Saturday and Sunday service.
	29K,N	Alexandria - Fairfax	Extend route from King Street Station to Eisenhower Station.
REX	Richmond Highway Express	Extend route in Fort Belvoir to PX Commissary.	