



Metrobus Service Evaluation Update



42, 43 Mount Pleasant
L1, L2 Connecticut Ave

February 27, 2018

- Route location
- Review of findings
- Survey summary
- Recommendations being considered
- Public engagement



*Note: the evaluation is in process; this is an update
In coordination with: DDOT | Consultant: AECOM*

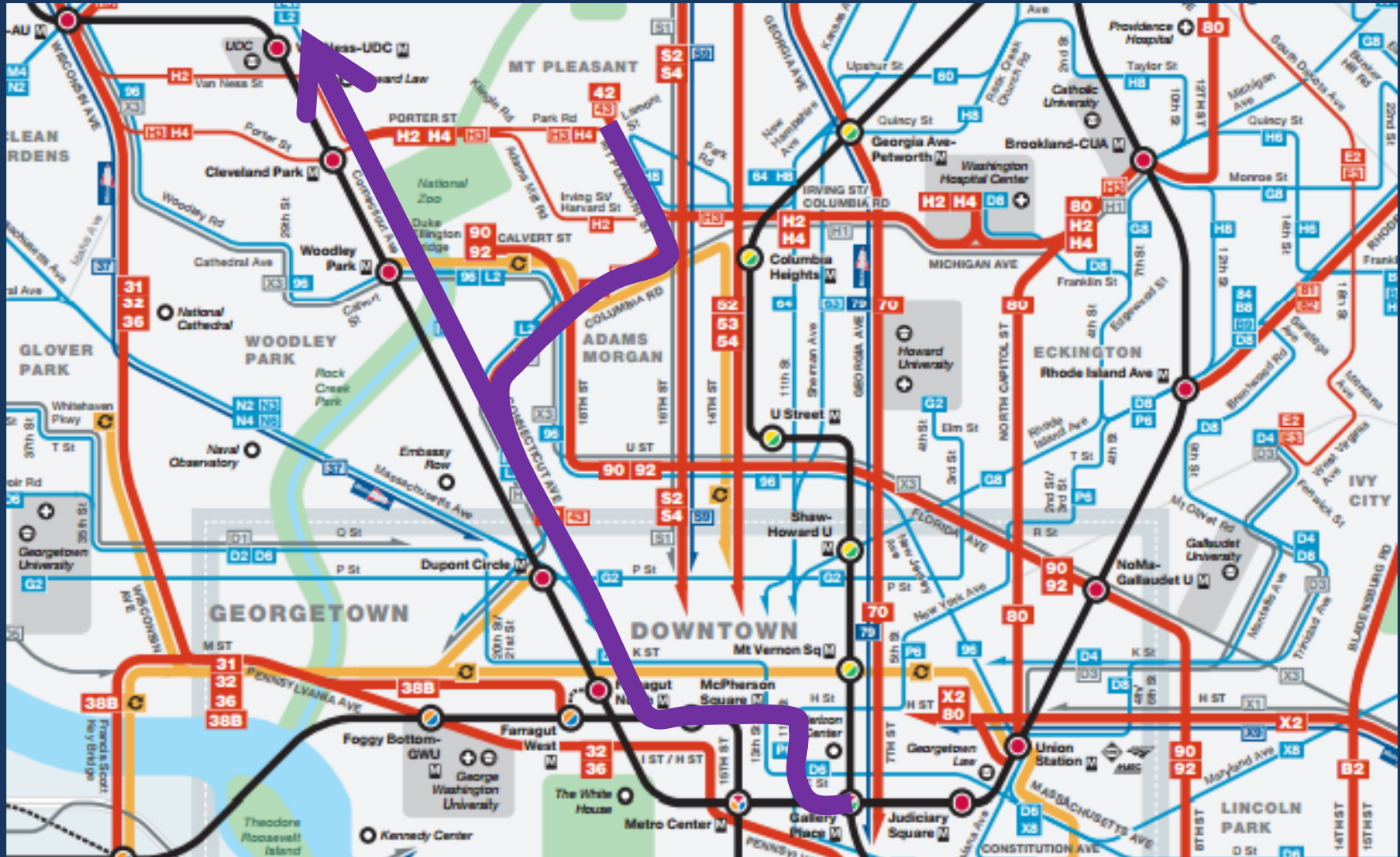


Route Location





Route Location





Review of Findings

Service Guidelines	Route				(*) Notes
	42	43	L1	L2	
Span of Service	✓	X	X	✓	
Service Frequency	✓	✓*	✓*	✓	Does not meet for unique segments of 43 and L1
Vehicle Requirements and Capacity Offered	✓	✓	✓	✓	
Route Directness	✓	✓	✓	✓	
Daily Ridership	✓	✓	✓	✓	
Fare Recovery	✓	✓	✓	✓	Weekdays Only
Boardings/Trip	X	✓	✓	✓*	Weekdays Only
Boardings/Rev Mile	✓	✓	✓	✓	
On-time Performance	X	✓*	X	X	Only 43 SB meets guideline
Scheduled v. Actual Run Time	X	X	X	X	Running time issues during peak periods
Boarding/Alighting Activity	✓	✓	✓	✓	all bus stops on this route are well utilized
Load/Trip	✓	✓	✓*	✓*	Few trips that exceed loading guideline
Bus Stop Spacing	X	X	X	X	Majority of bus stops are less than 0.2 miles apart

✓ Meets Guidelines

✓* Partially Meets Guidelines

X Does Not Meet Guidelines



Survey Findings Summary

42, 43 Mount Pleasant

- Collected On-Board: 340
- Collected At-Station: 0
- Online: N/A

L1, L2 Connecticut Avenue

- Collected On-Board: 433
- Collected At-Station: 4
- Online: 1,903

Overall on-board response rate: 69%

Language Completed – 42/43



Language Completed – L1/L2





42, 43 Survey Findings Summary

- The average passenger rides the line 3-5 times per week, usually during AM peak periods
- On weekends, most passengers ride between the hours of 9:00 AM and 3:00 PM
- Passengers typically board in Mount Pleasant/Adams Morgan and exit near Dupont Circle or Downtown
- Passengers typically wait around 5-10 minutes for the bus
- 63% of passengers do not transfer to or from the bus
- 65% of passengers ride the bus to work
- 45% of passengers would support a reduction of Route 42 buses and an increase of Route 43 buses
- The biggest concerns for passengers include crowding on the bus (208 responses), bus bunching (199 responses) and bus frequency (163 responses)



L1, L2 Survey Findings Summary

- The average passenger rides the line 3-5 times per week, usually during peak periods
- On weekends, most passengers ride between the hours of 9:00 AM to 7:00 PM
- Passengers typically board and exit near the line terminals
 - Chevy Chase and Van Ness were the highest activity areas
- Passengers typically wait between 5-10 minutes for the bus
- 64% of passengers do not transfer to or from the bus
 - But passengers who do transfer will transfer to Metrorail
- 48% of passengers ride the bus to work
- 51% of passengers are against reducing the number of L2 buses and increasing the number of L1 buses
- The biggest concerns for passengers include bus frequency (2,329 responses), bus reliability (1,572 responses), and bus bunching (1,451 responses)



Short-Term Recommendations Being Considered

Running Time Recalibration

- Using existing resources, typically resulting in widening headway frequencies

Bus Stop Rebalancing

- Consolidate bus stops to comply with WMATA Bus Stop Guidelines (4 to 5 stops per mile)

Move Farragut Square Bus Stop

- Move bus stop for Mount Pleasant Line and/or Connecticut Ave Line from 17th Street (E/W) NW to Eye Street NW

Woodley Park Realignment

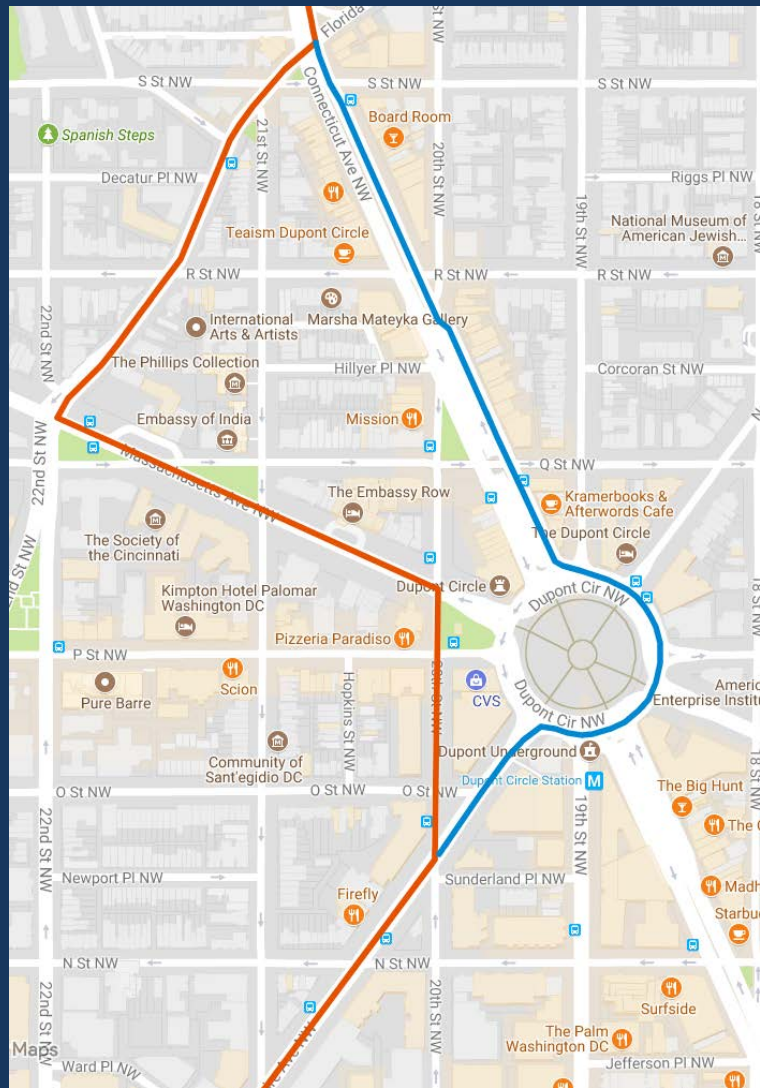
- Re-route the southbound L2 between 24th Street NW and Calvert Street NW to remain on Connecticut Avenue NW

Mount Pleasant Line – Additional Route 43 Service

- Convert additional Route 42 trips into Route 43 trips
 - Extend the span of service of peak period/peak direction service on Route 43 by converting Route 42 service to Route 43 service
 - Convert Route 42 service into Route 43 service so as to provide Route 43 service in both directions of service during the peak periods



Short-Term Recommendations Being Considered



Dupont Circle Area Modifications

- Route L1 would be modified to serve Dupont Circle via New Hampshire and Connecticut avenues NW on all northbound trips (see map)



Public Engagement – General Strategies

Target customers most affected

- Engage riders at bus stops and select ride-alongs to solicit feedback on proposed service improvements
- Ideas: Lunchtime pop-up at downtown locations (commuters), Saturday pop-up in residential neighborhoods

Survey

- Gauge support for proposals
- Pop-ups and ride-alongs – go to riders
- Online - target SmarTrip users of 42/43 and L1/L2

Public Meeting

- Describe overall issues/concerns of the lines
- Show the results of the rider survey
- Discuss preliminary service improvement proposals and obtain input