



**Customer Service, Operations and Safety Committee**

**Action Item III-C**

**February 14, 2008**

**Metrobus 30s Line Enhancements**

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

<input checked="" type="checkbox"/> Action <input type="checkbox"/> Information	MEAD Number:	Resolution: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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**PURPOSE**

To request Board approval to conduct public hearings on proposed restructuring of regional Metrobus Routes 30, 32, 34, 35, 36, which comprise the Pennsylvania Avenue Line, also known as the 30s Line.

**DESCRIPTION**

WMATA, in partnership with the District Department of Transportation (DDOT), has, since June 2007, been studying ways of improving transit service along the Pennsylvania Avenue Line. Current 30s line service runs from Friendship Heights to Southern Avenue and Naylor Road stations generally along Wisconsin and Pennsylvania Avenues.

The 30s Line has the highest ridership of any Metrobus line at almost 20,000 daily riders and it provides an important link between Southeast and Northwest D.C. However, because of its popularity and heavy traffic along its route, the line suffers from overcrowding, bus bunching and delays.

Following extensive public involvement, the study has developed many short-term and long-term recommendations for improvements to service, operations, stops and facilities, customer information, safety and security, traffic operations and management, vehicles and vehicle assignments, and fare collection. The recommended changes to routes and service, which would be the subject of public hearings, are described below.

1. Maintain local Routes 32 and 36 between Friendship Heights and Southern Avenue Station (Route 32) and Naylor Road Station (Route 36) serving all stops and operating seven days a week.
2. Implement new peak period limited-stop services on Route 37 between Friendship Heights and Archives and on Route 39 between Naylor Road Station and Foggy Bottom-GWU Station.

3. Implement new seven-day-a-week neighborhood connectors on Route 31 between Friendship Heights and Foggy Bottom and on Route M5 between Naylor Road Station and Eastern Market.
4. Eliminate Routes 30, 34 and 35.

### **FUNDING IMPACT**

The proposed service plan is estimated to increase the annual Metrobus regional operating subsidy by up to \$400,000. This additional funding is anticipated to be provided by DDOT, which is available for new limited-stop services, to achieve regional subsidy neutrality. Additional costs associated with customer communications, information, promotions and coordinated capital improvements will be subject to the final service plan recommendations for which specific funding recommendations are being developed. If approved following public hearings, service implementation is planned for June 2008.

### **RECOMMENDATION**

Approve the request to conduct public hearings on proposed restructuring of regional Metrobus Routes 30, 32, 34, 35, 36, which comprise the Pennsylvania Avenue Line.

PRESENTED AND ADOPTED:

SUBJECT: METROBUS 30s LINE – AUTHORIZATION TO HOLD PUBLIC HEARING AND TO RELEASE HEARING STAFF REPORT TO THE DISTRICT OF COLUMBIA

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

WHEREAS, The Metrobus 30s Line has the highest ridership of any Metrobus line at almost 20,000 daily riders providing bus service from Southern Avenue and Naylor Road Metro Stations, along Pennsylvania Avenue SE, through Downtown and Georgetown, along Wisconsin Avenue, NW and ending at Friendship Heights Metro Station; and

WHEREAS, The 30s line has long suffered from continuing performance-related issues including on-time adherence, bus separation, detours, incident response, traffic congestion and passenger crowding; and,

WHEREAS, The 30s Line serves areas of the District of Columbia incorporating many land use, economic development and transportation initiatives such as: East of the River; Anacostia Waterfront; Capitol Hill; Center City; Georgetown; Glover Park; and, Upper Wisconsin Avenue; and,

WHEREAS, Between June and December 2007, WMATA, in partnership with the District Department of Transportation (DDOT), studied ways of improving transit service along Metrobus routes 30, 32, 34, 35, 36 and M6 (collectively called the 30s Line); and,

WHEREAS, This study process included substantial public input and participation in developing recommendations to respond to consumer needs, minimize costs and enhance line effectiveness and performance; and,

WHEREAS, Staff worked with DDOT to prepare recommendations for funding and implementing an integrated, comprehensive and coordinated strategy of phased operational and service enhancements; now, therefore be it

*RESOLVED*, That the Board of Directors authorizes the staff to hold a public hearing on the proposed service plan. The General Manager, in coordination with the District Board members, will establish the date, time and location of the hearing; and be it further

*RESOLVED*, That the Board of Directors authorizes the General Manager to release the Public Hearing Staff Report for public comment, as soon as the Staff Report is available, subject to later submission of the Staff Report Supplement, with final staff recommendations, to the Board for its approval. All Board members will receive the Staff Report concurrently with its release for public review; and be it finally

*RESOLVED*, That this Resolution shall be effective immediately.

Reviewed as to form and legal sufficiency,

  
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Carol B. O'Keeffe  
General Counsel



# **Metrobus 30s Line Enhancements**

*Presented to the WMATA Board of Directors:*

Customer Service, Operations and Safety  
Committee

February 14, 2008





## Purpose and Background

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- To request the Board to authorize public hearings to be held in March 2008 for proposed changes to the Metrobus 30s Line.
- The 30s Line was recommended by the Regional Bus Study as a “priority corridor”; and, because of its length and popularity, the line suffers from overcrowding, bus bunching and frequent detours and delays.
- Staff, working with the District of Columbia staff, 30s Line riders and Riders’ Advisory Council members, have developed a plan for improved service reliability and service quality.
- Propose public hearings in March for approval of Board in April.
- Implementation is recommended to begin in late June 2008.



## Key Characteristics of 30s Line

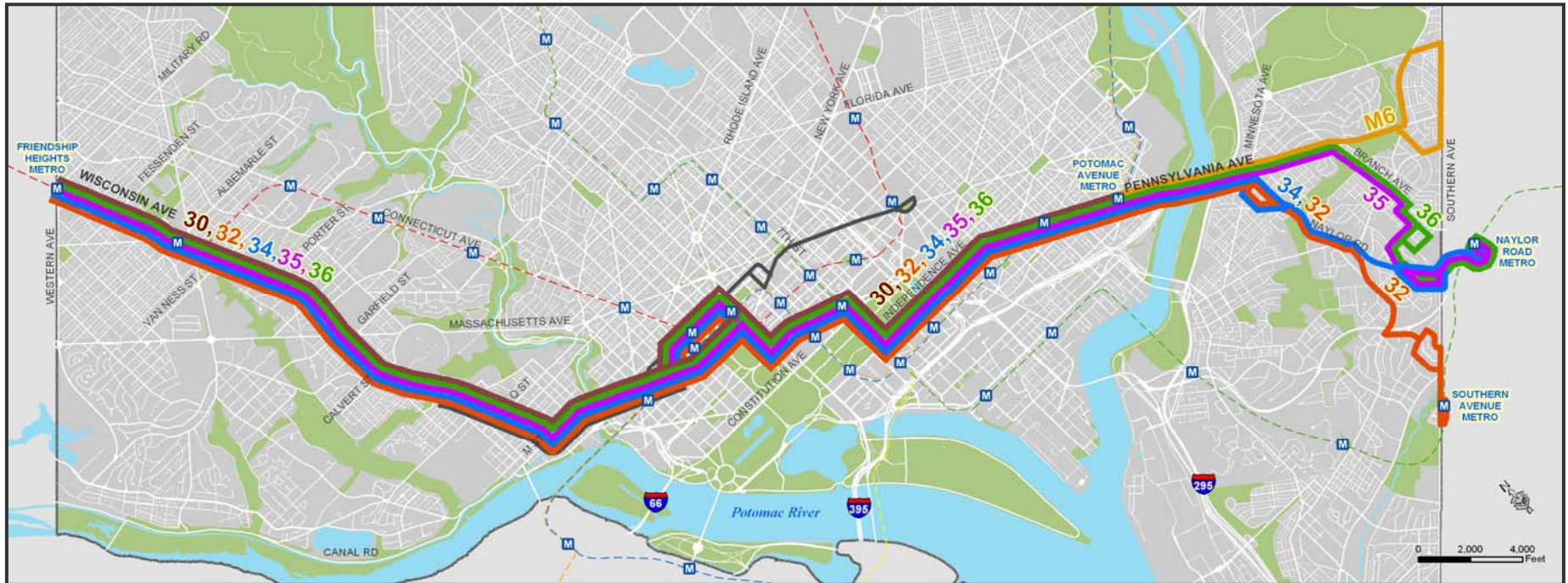
- High ridership of more than 20,000 passengers per day.
- Frequent services with headway of 3 to 6 minutes in peak hours.
- Routes up to 14 miles long.
- Connects major local, regional and national activity centers and destinations.
- 130+ traffic signals along routes.
- Traffic and detours at Anacostia River, Downtown and Georgetown.
- Regional line with existing service cost of \$15 million annually.







# Existing 30s and M6 Metrobus Lines and Circulator Georgetown-Union Station Rte.



Route	Terminals
30	Friendship Heights Metro and Potomac Avenue Metro
32	Southern Avenue Metro and Friendship Heights Metro
34	Naylor Road Metro and Friendship Heights Metro
35	Friendship Heights Metro and Naylor Road Metro
36	Naylor Road Metro and Friendship Heights Metro
M6	Potomac Avenue Metro and Fairfax Village
	DC Circulator Route



# Public Involvement and Study Process

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- Comprehensive, multi-departmental review of services and operations impacting customer experience.
- Conducted community-based survey and design charrette process.
- Recommended integrated set of strategies to respond to consumer needs, minimize costs and enhance line effectiveness and performance.
- Developed a coordinated and phased-implementation strategy in close coordination with DDOT staff.





# Key Issues Identified by Study and Outreach

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## Top Three Issues

- Bus bunching
- Schedule adherence
- Crowding on buses

## Other Key Issues

- Long travel times
- Stop conditions
- Safety and security
- Customer information

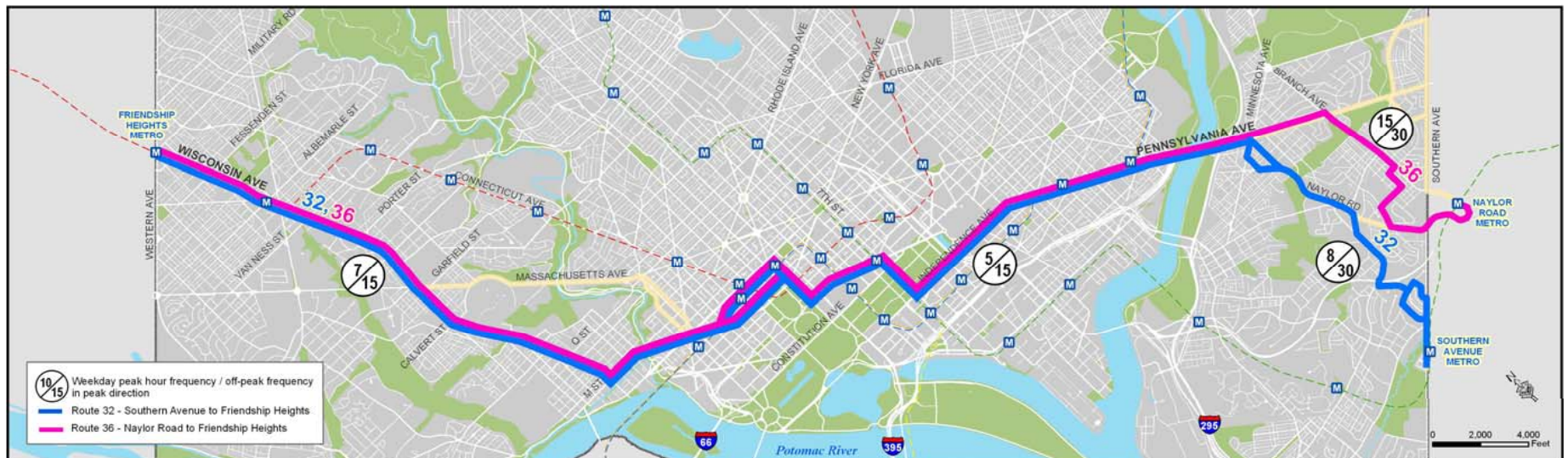
## Recommendations

- Keep some end-to-end local routes
- Add new limited-stop services
- Create neighborhood connectors
- Improve reliability and travel times





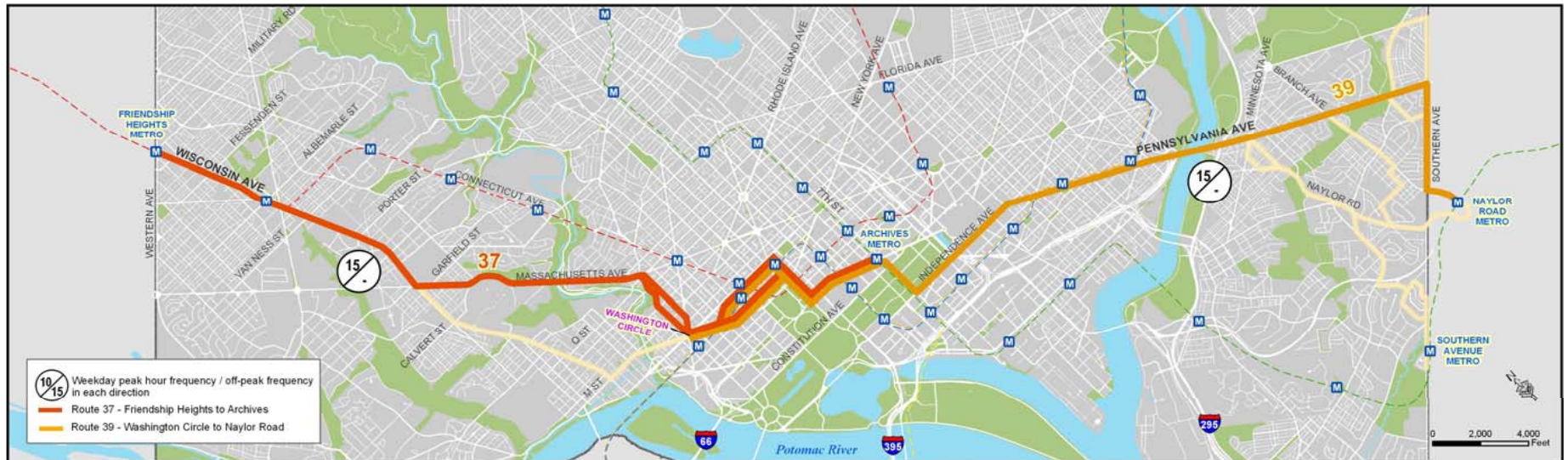
# Service Recommendations – Maintain Local Bus Routes



- Maintain connecting local service from Naylor Road and Southern Avenue Metro to Friendship Heights.
- Serves all stops along the route.
- Managed to 15 minute headways, 7 days per week, 23 hours per day.
- Rush period capacity supplements as needed.



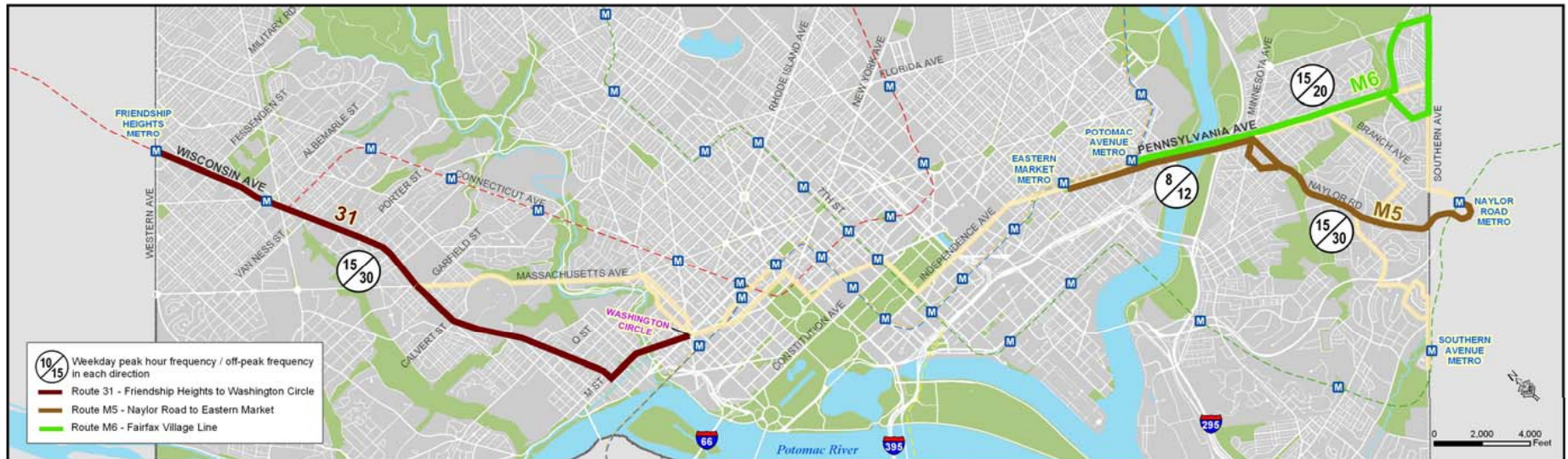
# Service Recommendations - Add New Limited-Stop Services



- Two rush period only limited-stop routes to reduce travel times.
- Overlapping routes minimize transfers.
- Route 37 avoids Georgetown congestion.
- Only stops at specially marked stops.



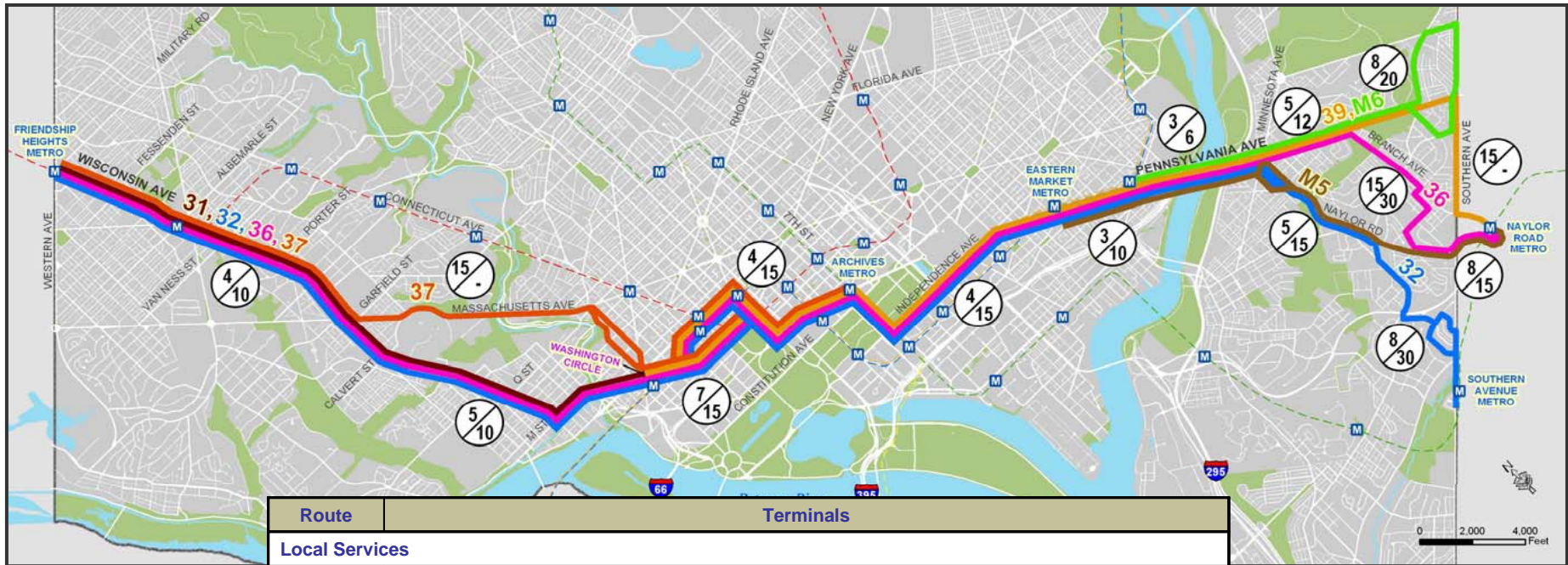
# Service Recommendations – Provide for Neighborhood Connectors









- Neighborhood routes provide connections, reliability and concentration of service where needed.
- Maintain M6 route in SE and add new Route M5.
- Create Wisconsin Avenue Route 31 in NW coordinated with Circulator.
- Serves all stops along route.



# Service Recommendations – Combined Service Plan



Route	Terminals
<b>Local Services</b>	
 32	Southern Avenue Metro and Friendship Heights Metro
 36	Naylor Road Metro and Friendship Heights Metro
<b>Limited-Stop Services</b>	
 37	Friendship Heights Metro and Archives using Massachusetts Avenue and 22 <sup>nd</sup> /23 <sup>rd</sup> Street NW
 39	Naylor Road Metro and Washington Circle
<b>Neighborhood Connectors</b>	
 31	Friendship Heights Metro and Washington Circle
 M5	Naylor Road Metro and Eastern Market Metro
 M6	Potomac Avenue Metro and Fairfax Village



# Operations and Customer Communications

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## June Implementation

- New Metrobus service plan including: Routes 31, 32, 36, 39, M5, and M6.
- Enhanced supervision to manage operations during delays and detours.
- Comprehensive customer communication, information and promotions strategies.
- Route-specific driver training.



## Improved Customer Experience

- Reduced travel time.
- Less crowding.
- Increased reliability.
- More manageable service plan.
- Market-based choice of routes.
- Ability to respond to ridership growth.







# Proposed Funding Strategy

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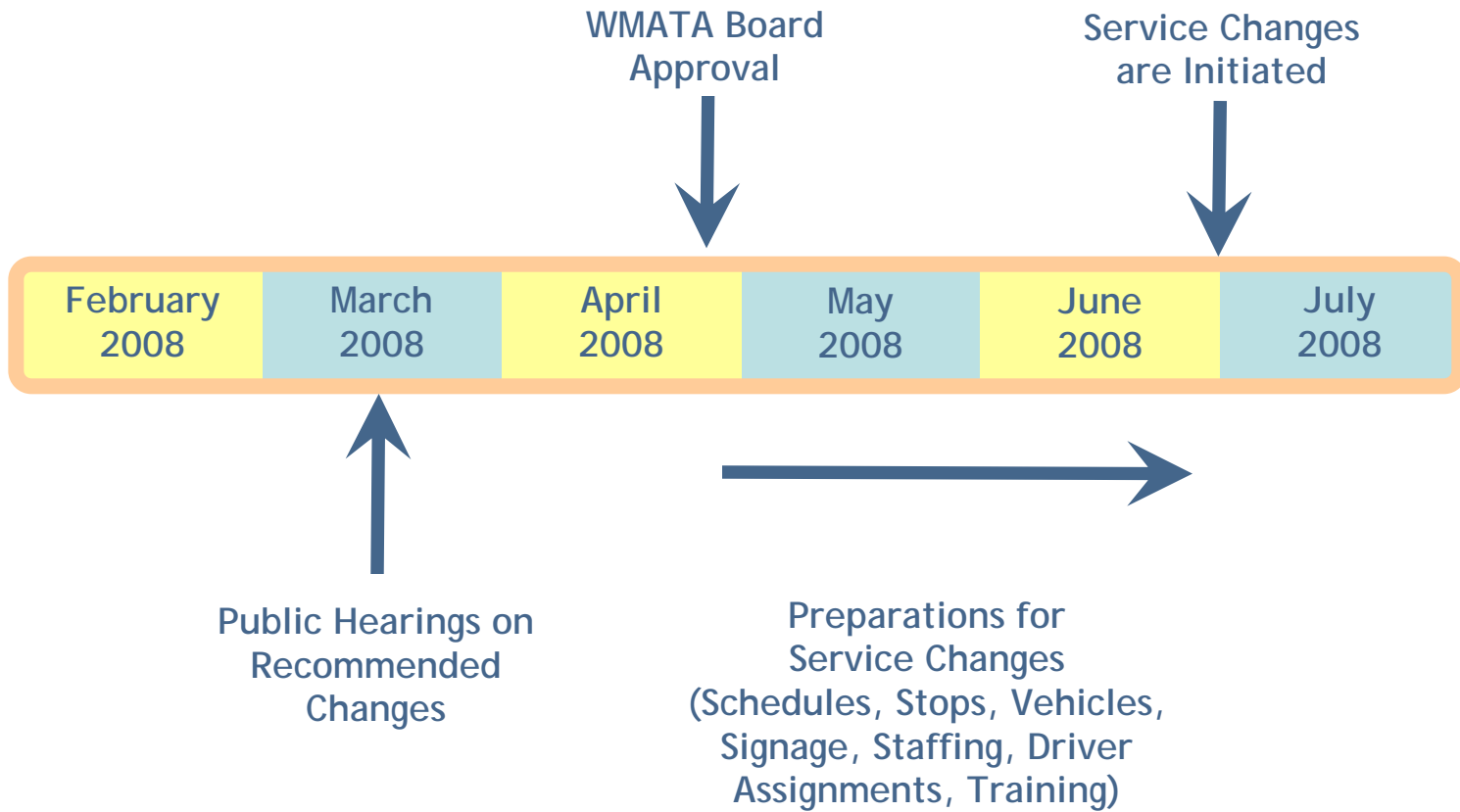
- Project to improve service quality and reliability through reinvestment of existing resources and small addition (+3%) of services.
- Goal of proposal is regional subsidy neutrality.
- DDOT is replacing a minimum of 69 bus stop shelters.
- DDOT responsible for costs of traffic operations strategies.
- Use existing resources to support enforcement and safety recommendations.





# Next Steps

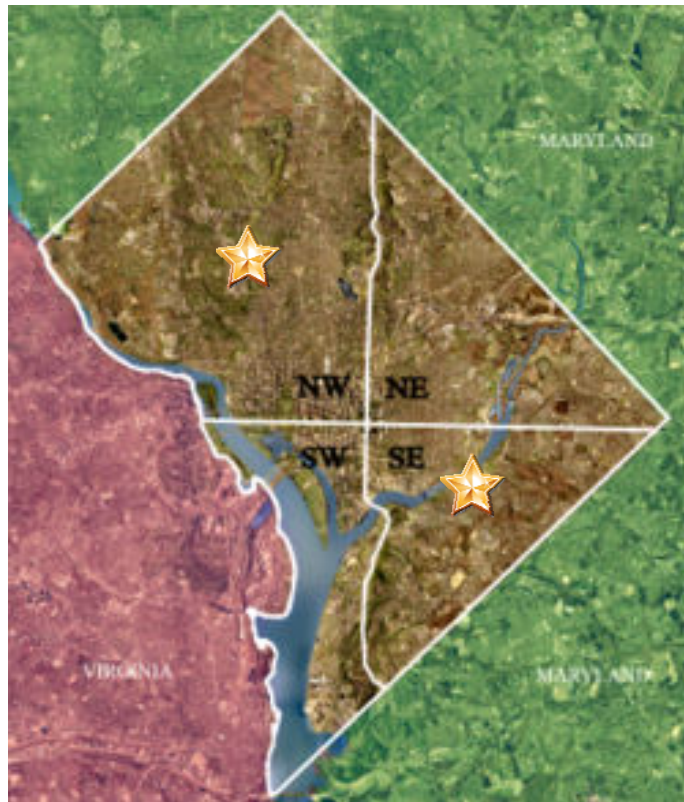
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# Recommendation

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- Authorize staff to hold two public hearings (one each in NW and SE) in March 2008 on proposed changes to the Metrobus 30s Line.

