

Greenbelt City Council  
Work Session

Transit Meeting

September 27, 2017

7:30 PM

Greenbelt Community Center  
Room 201

## Memorandum

**TO:** Nicole Ard, City Manager  
**FROM:** Terri S. Hruby, Acting Director  
**DATE:** September 5, 2017  
**RE:** Proposed Metrobus Changes

The Washington Metropolitan Area Transit Authority (WMATA) is proposing a series of changes to Metrobus service throughout the Washington Metropolitan Region. A public hearing on the proposed changes is scheduled for Tuesday, September 26, 2017 at 6:00pm (open house begins at 5:30pm) in the Metro Headquarters Building in Washington, DC, and written testimony is being accepted until 9:00am on Monday, October 2nd. The proposed changes are scheduled to be implemented in June 2018. The City is scheduled to have its biannual transit work session with WMATA and the County's Department of Public Works and Transportation on September 27<sup>th</sup>, which will allow another opportunity for the proposed Metrobus changes to be discussed.

Changes proposed for Metrobus routes servicing Greenbelt include the following: Revisions to the G12 and G14 schedules to stagger their departure times at the Greenbelt and New Carrollton Metro Stations, resulting in the elimination of the timed transfer at Roosevelt Center and revisions to the Greenbelt-BWI Thurgood Marshall Express Line (Route B30) to add service to Arundel Mills Mall on all trips. The proposed changes to the G12 and G14 are being proposed to provide more departure options to customers travelling to and from stops served by both routes, improving the combined frequency of service from approximately 30 and 60 minutes to 15 and 30 minutes. The change will also address congestion issues at New Carrollton since both routes share the same service bay. The downside of the proposed changes is that they will result in customers having to wait 15 to 30 minutes at Roosevelt Center if they wish to transfer between the two routes. The proposed changes to the B30 would result in a change of frequency from 60 minutes to 70 minutes.

Staff sees the staggering of the G12 and G14 as having benefits for those who are looking for more frequent service between the stops that are served by both routes including Roosevelt Center and

**City of Greenbelt**  
**Department of Planning and Community Development**  
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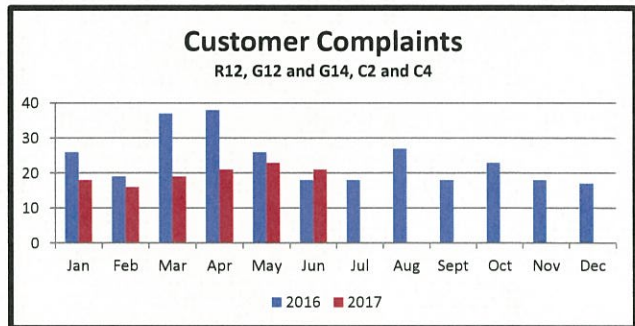
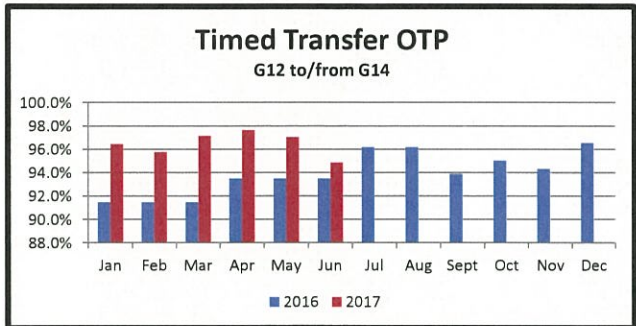
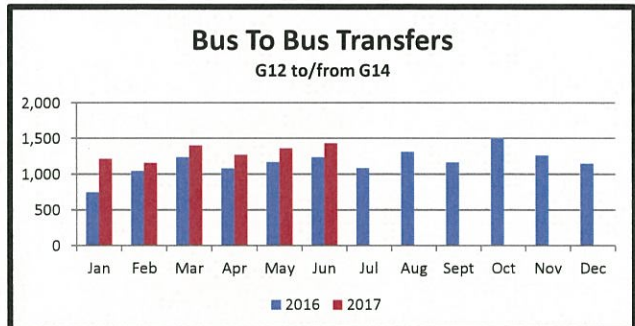
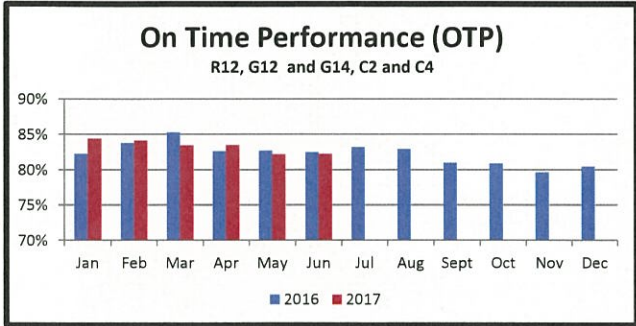
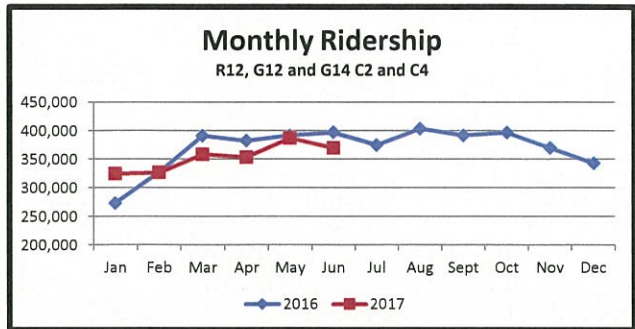
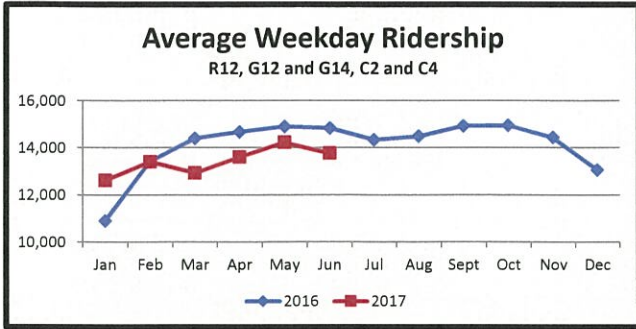
Greenway Center and for those not relying on the timed transfer. However for the customers that currently rely on the timed transfer, they will have to wait at 15 to 30 minutes at Roosevelt Center to transfer buses compared to about 5 minutes now. As City Council is aware, the timed transfer was put in place to address service reductions and concerns raised during the restructuring of the G Routes in 2010. Based on recent ridership data provided by WMATA, in June 2017 there were 641 transfers recorded from the G14 to the G12 and 795 from the G12 to the G14. Ridership for these routes in June 2017 was 26,058 for the G12 and 42,632 for the G14.

As for the B30, while the changes will provide a connection between Greenbelt Metro Station to Arundel Mills Mall, customers who are looking for more direct service to the airport will be negatively impacted by the proposed changes.

Staff recommends City Council transmit a letter to WMATA no later than 9:00am October 2<sup>nd</sup> for inclusion in the public hearing record, summarizing the Council's position on the proposed changes.

# METROBUS SERVICE PERFORMANCE MONITORING FOR GREENBELT

June 2017



# METROBUS SERVICE PERFORMANCE MONITORING FOR GREENBELT

June 2017

	4th Quarter			1st Quarter			2nd Quarter			Percent Growth 4Q '17 to 2Q '17
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	
<b>Average Weekday Ridership</b>										
R12	1,527	1,539	1,366	1,358	1,454	1,359	1,424	1,468	1,487	-1%
G12	1,253	1,082	959	1,019	1,149	1,120	1,095	1,071	1,019	-3%
G14, and G16	1,713	2,755	2,459	2,502	2,683	2,536	2,668	2,793	2,662	17%
C2	4,308	4,146	3,740	3,406	3,696	3,448	3,787	4,049	3,810	-4%
C4	6,162	6,004	5,499	5,367	5,581	5,604	5,744	5,932	5,821	-1%
<b>Total</b>	<b>14,963</b>	<b>14,444</b>	<b>13,063</b>	<b>12,632</b>	<b>13,414</b>	<b>12,948</b>	<b>13,622</b>	<b>14,243</b>	<b>13,779</b>	<b>-2%</b>
<b>Average Saturday Ridership</b>										
R12	640	633	476	477	583	602	587	579	627	3%
G12	625	581	499	481	591	545	504	501	571	-8%
G14 and G16	931	960	740	754	829	964	936	916	981	8%
C2	2,754	2,486	2,287	2,092	2,712	2,568	2,736	2,673	2,855	10%
C4	4,796	4,590	3,866	3,804	4,507	4,654	4,682	4,903	4,779	8%
<b>Total</b>	<b>9,746</b>	<b>9,250</b>	<b>7,867</b>	<b>7,608</b>	<b>9,222</b>	<b>9,332</b>	<b>9,445</b>	<b>9,572</b>	<b>9,812</b>	<b>7%</b>
<b>Average Sunday Ridership</b>										
G12	433	337	375	356	419	283	355	428	340	-2%
G14	561	491	507	468	500	519	554	612	642	16%
C2	521	519	428	460	502	448	549	619	520	15%
C4	5,651	4,878	4,661	4,301	4,844	4,659	5,374	5,505	5,482	8%
<b>Total</b>	<b>7,165</b>	<b>6,226</b>	<b>5,971</b>	<b>5,585</b>	<b>6,265</b>	<b>5,909</b>	<b>6,832</b>	<b>7,164</b>	<b>6,984</b>	<b>8%</b>
<b>Monthly Ridership</b>										
R12	34,797	34,248	31,057	29,622	30,657	33,665	31,407	34,607	35,212	1%
G12	31,179	26,642	24,509	25,072	26,407	29,076	26,193	27,697	26,058	-3%
G14	43,264	40,907	37,731	36,113	35,575	38,489	38,906	44,626	42,632	3%
C2	106,878	99,269	92,112	81,423	85,805	91,375	92,167	102,871	97,323	-2%
C4	181,063	169,032	158,110	152,718	148,329	166,150	165,154	177,651	169,093	1%
<b>Total</b>	<b>397,181</b>	<b>370,098</b>	<b>343,519</b>	<b>324,948</b>	<b>326,773</b>	<b>358,755</b>	<b>353,827</b>	<b>387,452</b>	<b>370,318</b>	<b>0%</b>
<b>On Time Performance</b>										<b>Average</b>
R12	82%	78%	78%	87%	87%	87%	83%	81%	83%	83%
G12	92%	91%	91%	92%	92%	92%	93%	92%	91%	92%
G14	87%	88%	88%	90%	90%	91%	91%	91%	90%	90%
C2	74%	74%	76%	80%	78%	77%	78%	77%	77%	77%
C4	69%	67%	69%	73%	74%	71%	71%	70%	70%	71%
<b>Average</b>	<b>81%</b>	<b>80%</b>	<b>80%</b>	<b>84%</b>	<b>84%</b>	<b>83%</b>	<b>83%</b>	<b>82%</b>	<b>82%</b>	<b>82%</b>
<b>Bus to Bus Transfers</b>										<b>Share</b>
From G12 to G14	693	666	599	616	632	738	660	707	795	55%
From G14 to G12	808	598	549	599	527	664	616	657	641	45%
<b>Total</b>	<b>1,501</b>	<b>1,264</b>	<b>1,148</b>	<b>1,215</b>	<b>1,159</b>	<b>1,402</b>	<b>1,276</b>	<b>1,364</b>	<b>1,436</b>	<b>100%</b>
<b>Timed Transfer OTP</b>										<b>Total</b>
Total Time Points	1,472	1,356	1,387	1,413	1,630	1,739	1,756	2,926	1,526	15,205
Time Points On Time	1,399	1,279	1,339	1,363	1,561	1,690	1,715	2,840	1,448	14,634
<b>% On Time</b>	<b>95%</b>	<b>94%</b>	<b>97%</b>	<b>96%</b>	<b>96%</b>	<b>97%</b>	<b>98%</b>	<b>97%</b>	<b>95%</b>	<b>96%</b>
<b>Customer Complaints</b>										<b>Share</b>
R12	3	4	3	4	2	3	4	2	3	16%
G12	1	2	1	4	2	4	2	2	2	11%
G14	6	2	3	3	5	3	3	7	4	20%
<b>R &amp; G Subtotal</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>9</b>	<b>48%</b>
C2	3	4	4	1	4	3	5	3	4	18%
C4	10	6	6	6	3	6	7	9	8	35%
<b>Grand Total</b>	<b>23</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>16</b>	<b>19</b>	<b>21</b>	<b>23</b>	<b>21</b>	<b>100%</b>

# CUSTOMER FEEDBACK, GREENBELT AREA ROUTES

June 2017

COMPLAINT CATEGORY	4th Quarter			1st Quarter			2nd Quarter			Total	Percent
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17		
NO SHOW	4	2	4	5	3	4	5	2	4	33	18.8%
INADEQUATE SERVICE	0	0	0	0	0	0	0	0	0	0	0.0%
DELAY / LATE	5	2	0	2	0	3	6	4	3	25	14.2%
EARLY	4	0	3	2	4	2	1	2	1	19	10.8%
FAILURE TO SERVICE STOP	7	9	4	3	2	4	0	7	9	45	25.6%
RUDE/DISOURTEOUS	1	3	6	3	5	4	2	5	2	31	17.6%
STOP/SHELTERS	0	0	0	0	0	0	0	0	0	0	0.0%
SAFETY	1	0	0	0	0	0	1	0	0	2	1.1%
UNSAFE OPERATION	0	1	0	0	1	0	3	2	1	8	4.5%
INAPPROPRIATE BEHAVIOR	0	0	0	0	0	0	0	0	0	0	0.0%
FAIL TO FOLLOW SOP	1	1	0	3	1	2	3	1	1	13	7.4%
<b>Total</b>	<b>23</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>16</b>	<b>19</b>	<b>21</b>	<b>23</b>	<b>21</b>	<b>176</b>	<b>100.0%</b>

COMPLAINT CATEGORY	R12	G12	G14	C2	C4	Total	Percent
INADEQUATE SERVICE	0	0	0	0	0	0	0.0%
DELAY / LATE	4	0	4	5	12	25	14.2%
EARLY	7	1	8	1	2	19	10.8%
FAILURE TO SERVICE STOP	5	7	6	8	19	45	25.6%
RUDE/DISOURTEOUS	0	4	7	8	12	31	17.6%
STOP/SHELTERS	0	0	0	0	0	0	0.0%
SAFETY	0	0	0	1	1	2	1.1%
UNSAFE OPERATION	0	2	1	3	2	8	4.5%
INAPPROPRIATE BEHAVIOR	0	0	0	0	0	0	0.0%
FAIL TO FOLLOW SOP	3	1	4	0	5	13	7.4%
<b>Total</b>	<b>28</b>	<b>20</b>	<b>36</b>	<b>31</b>	<b>61</b>	<b>176</b>	<b>100.0%</b>
<b>Percent</b>	<b>15.9%</b>	<b>11.4%</b>	<b>20.5%</b>	<b>17.6%</b>	<b>34.7%</b>	<b>100.0%</b>	

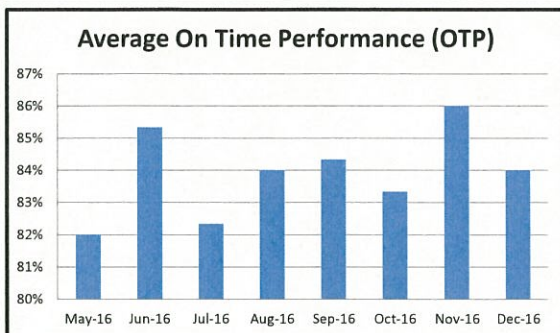
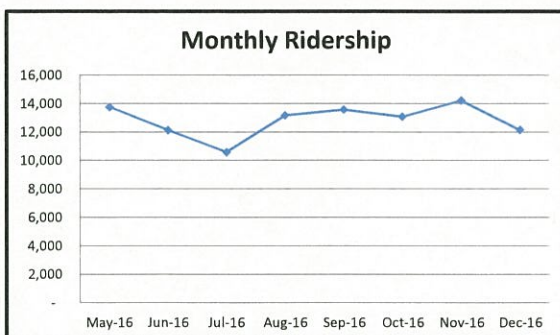
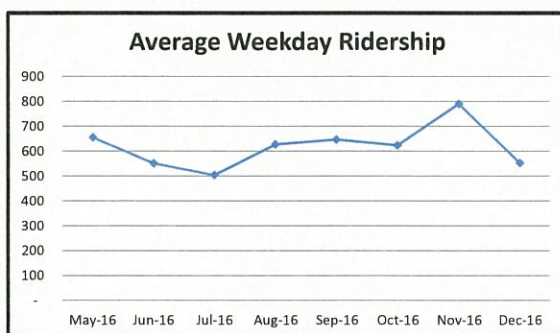
**Prince George's County - TheBus  
Service Performance Monitoring  
Greenbelt Routes**



Average Weekday Ridership	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Average
Route 11	381	285	240	335	429	413	530	379	374
Route 15X	274	267	265	292	217	210	261	174	245
Route 16	968	882	831	1,023	944	940	1,138	697	928
<b>Total</b>	<b>655</b>	<b>552</b>	<b>504</b>	<b>627</b>	<b>646</b>	<b>623</b>	<b>791</b>	<b>553</b>	<b>619</b>

Monthly Ridership	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Average
Route 11	8,008	6,268	5,032	7,043	9,018	8,670	9,534	8,331	7,738
Route 15X	5,756	5,872	5,555	6,130	4,553	4,408	4,697	3,825	5,100
Route 16	20,328	19,407	17,447	21,481	19,829	19,732	20,479	15,327	19,254
<b>Total</b>	<b>13,764</b>	<b>12,140</b>	<b>10,587</b>	<b>13,173</b>	<b>13,571</b>	<b>13,078</b>	<b>14,231</b>	<b>12,156</b>	<b>12,838</b>

On Time Performance	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Average
Route 11	90%	89%	91%	92%	90%	90%	91%	86%	90%
Route 15X	72%	82%	70%	75%	79%	76%	81%	80%	77%
Route 16	84%	85%	86%	85%	84%	84%	86%	86%	85%
<b>Average</b>	<b>82%</b>	<b>85%</b>	<b>82%</b>	<b>84%</b>	<b>84%</b>	<b>83%</b>	<b>86%</b>	<b>84%</b>	<b>84%</b>



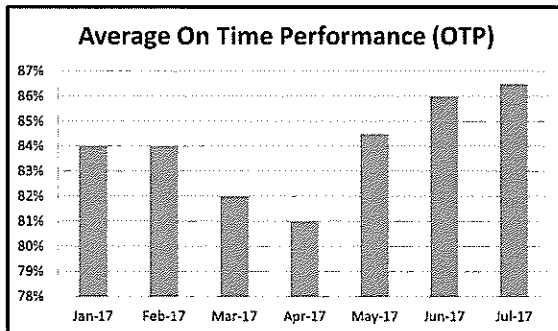
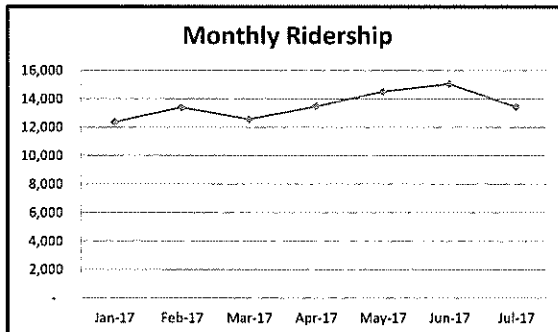
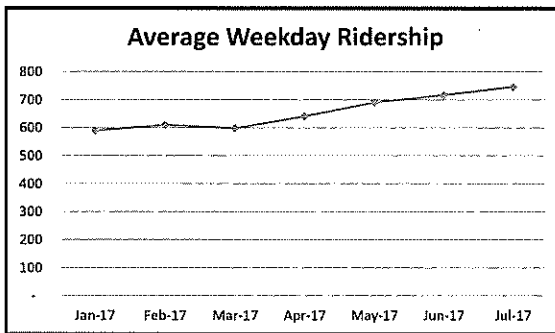
**Prince George's County - TheBus  
Service Performance Monitoring  
Greenbelt Routes**



Average Weekday Ridership	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Average
Route 11	386	451	335	390	445	445	447	414
Route 15X	203	159	264	252	246	272	300	242
Route 16	785	604	951	915	979	845	950	861
<b>Total</b>	<b>589</b>	<b>610</b>	<b>599</b>	<b>642</b>	<b>691</b>	<b>717</b>	<b>747</b>	<b>656</b>

Monthly Ridership	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Average
Route 11	8,107	9,921	7,032	8,195	9,335	9,346	8,052	8,570
Route 15X	4,262	3,501	5,538	5,290	5,173	5,715	5,394	4,982
Route 16	16,482	13,295	19,969	19,206	20,553	17,738	17,098	17,763
<b>Total</b>	<b>12,369</b>	<b>13,422</b>	<b>12,570</b>	<b>13,485</b>	<b>14,508</b>	<b>15,061</b>	<b>13,446</b>	<b>13,552</b>

On Time Performance	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Average
Route 11	87%	87%	89%	91%	91%	90%	92%	90%
Route 15X	81%	81%	75%	71%	78%	82%	81%	78%
Route 16	89%	84%	83%	82%	83%	90%	82%	85%
<b>Average</b>	<b>84%</b>	<b>84%</b>	<b>82%</b>	<b>81%</b>	<b>85%</b>	<b>86%</b>	<b>87%</b>	<b>84%</b>





July 2016 - June 2017

Complaint Type	ROUTE 11	ROUTE 15x	ROUTE 16	Sub Total
Early	1	1		2
Late			1	1
Operational/Mechanical			1	1
Poor Customer Service	2		3	5
Rude Driver	1		1	2
Safety			3	3
Bypassed Patron	2	1	2	5
<b>Total:</b>	<b>6</b>	<b>2</b>	<b>11</b>	<b>19</b>

## The Bus Ridership by Stop - 15X

July 2017

Route 15 Express  
Direction: AM Peak



Stop	Passenger Counts	
	Boardings	Deboardings
New Carrollton Station Bay K	1025	1121
Cipriano Rd at Brae Brooke Dr	71	179
Goddard Space Flight Center Main Gate (Northbound)	665	284
Wmap Rd at Icesat Rd	300	118
Goddard Space Flight Center Visitors Center (Northbound)	48	229
Greenway Center (Northbound)	53	76
Greenbelt Station Community	41	0
Greenbelt Station Dr @ Streambank Ln	67	2
Greenbelt Metro Station (Arrival)	1044	892
<b>Totals:</b>	<b>3314</b>	<b>2901</b>

Direction: PM Peak

Stop	Passenger Counts	
	Boardings	Deboardings
Greenbelt Metro Station Bus Bay E	946	787
Greenbelt Station Community	0	40
Greenbelt Station Dr @ Streambank Ln	0	37
Greenway Center (Southbound)	99	119
Goddard Space Flight Center Main Gate (Southbound)	133	707
Wmap Rd at Icesat Rd	92	436
Goddard Space Flight Center Visitors Center (Southbound)	166	102
Cipriano Rd at Brae Brooke Dr	311	94
New Carrollton Station (Arrival)	79	29
<b>Totals:</b>	<b>1826</b>	<b>2351</b>

June 2017

Route 15 Express  
Direction: AM Peak



Stop	Passenger Counts	
	Boardings	Deboardings
New Carrollton Station Bay K	1147	1246
Cipriano Rd at Brae Brooke Dr	100	185
Goddard Space Flight Center Main Gate (Northbound)	929	321
Wmap Rd at Icesat Rd	339	126
Goddard Space Flight Center Visitors Center (Northbound)	98	251
Greenway Center (Northbound)	89	97
Greenbelt Station Community	42	1
Greenbelt Station Dr @ Streambank Ln	76	20
Greenbelt Metro Station (Arrival)	1502	1520
<b>Totals:</b>	<b>4322</b>	<b>3767</b>

Direction: PM Peak

Stop	Passenger Counts	
	Boardings	Deboardings
Greenbelt Metro Station Bus Bay E	410	253
Greenbelt Station Community	2	35
Greenbelt Station Dr @ Streambank Ln	15	45
Greenway Center (Southbound)	131	128
Goddard Space Flight Center Main Gate (Southbound)	112	708
Wmap Rd at Icesat Rd	115	398
Goddard Space Flight Center Visitors Center (Southbound)	210	107
Cipriano Rd at Brae Brooke Dr	266	110
New Carrollton Station (Arrival)	53	37
<b>Totals:</b>	<b>1314</b>	<b>1821</b>

## The Bus Ridership by Stop - 15X

May 2017

Route 15 Express

Direction: AM Peak



Stop	Passenger Counts	
	Boardings	Deboardings
New Carrollton Station Bay K	1318	1181
Cipriano Rd at Brae Brooke Dr	73	230
Goddard Space Flight Center Main Gate (Northbound)	722	416
Wmap Rd at Icesat Rd	244	123
Goddard Space Flight Center Visitors Center (Northbound)	58	270
Greenway Center (Northbound)	131	174
Greenbelt Station Community	36	3
Greenbelt Station Dr @ Streambank Ln	127	32
Greenbelt Metro Station (Arrival)	1131	1188
<b>Totals:</b>	<b>3840</b>	<b>3617</b>

Direction: PM Peak

Stop	Passenger Counts	
	Boardings	Deboardings
Greenbelt Metro Station Bus Bay E	477	188
Greenbelt Station Community	1	59
Greenbelt Station Dr @ Streambank Ln	6	54
Greenway Center (Southbound)	119	80
Goddard Space Flight Center Main Gate (Southbound)	63	426
Wmap Rd at Icesat Rd	93	332
Goddard Space Flight Center Visitors Center (Southbound)	142	77
Cipriano Rd at Brae Brooke Dr	272	99
New Carrollton Station (Arrival)	94	69
<b>Totals:</b>	<b>1267</b>	<b>1384</b>



**Customer Service, Operations and Security Committee**

**Action Item III-A**

**July 13, 2017**

**FY2018 Metrobus Service Adjustments**

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

◦ Action      Information      MEAD Number:      Resolution:  
201882      ◦ Yes      No

**TITLE:**

Public Hearing FY2018 Bus Service Changes

**PRESENTATION SUMMARY:**

The committee is informed about the budget and subsidy neutral service changes proposed to provide FY 2018 Bus State of Good Operations (SOGO).

**PURPOSE:**

Staff is seeking Board approval to hold a public hearing on bus service changes to improve efficiency and effectiveness, without increasing Metro's budget or jurisdictional subsidy.

**DESCRIPTION:**

Periodic adjustments are needed to meet changing customer demand, and maximize efficiencies and customer satisfaction. Additional revenue results from more service on crowded routes, service to new markets, and additional scheduled running time on late trips making them more reliable and attractive to more customers.

**Key Highlights:**

- Changes are proposed on 20 Metrobus routes: 7 in the District, 7 in Maryland, and 6 in Virginia
- Customer outreach and a public hearing will obtain customer feedback about the changes
- Results of the hearing will be presented to the Board in the late fall
- Approved changes will be implemented between December 2017 and June 2018
- CSOS committee changes will not impact Metro's budget or jurisdictional subsidy this year or in succeeding years, and will not require additional employees or buses beyond the existing fleet.

**Background and History:**

The SOGO calendar is purposely outside the annual budget calendar cycle. Previous SOGO changes have seen ridership, revenue, and on time performance increases, and benefitted 15 riders for every one rider who experienced reduced service.

Proposals for service changes come from many sources, including customer suggestions, jurisdictional requests, and planning studies. Additionally, underutilized or redundant routes (or segments of routes) are identified and recommended for reduction so the resulting savings can be used to improve other bus routes, increase customer satisfaction and raise ridership and revenue. Staff suggestions are generated by analyses of route performance, including on-time arrivals, passenger crowding and passenger utilization, customer complaints, farebox recovery, and span of service.

The Metrobus service change process to maintain a State of Good Operations (SOGO) includes robust public outreach to gather feedback on a menu of proposed changes. Metro staff finds customers where they are, at bus stops, community meetings, on social media, and through written comments and on line surveys. Metro's Public Participation Plan, in compliance with Federal Title VI requirements for customer participation, is carefully followed.

One Public Hearing, combining proposals for cost neutral changes and proposals for new initiatives, will be held to meet Compact requirements. The new initiatives, requiring budget additions, will be considered by the Finance Committee.

**Discussion:**

Below is the detailed information on the proposed changes by jurisdiction.

District of Columbia

<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
62, 63	Takoma-Petworth	Modify Route 63 to serve 11th Street south of Vermont Avenue NW. Service along 13th Street south of Logan Circle would be shifted to 11th Street NW. Convert every-other Route 62 trip (off-peak) to Route 63 to provide off-peak trips between Takoma and Federal Triangle.	Metrobus Service Study Recommendation  Moves routes to a single common alignment meet customer demand and reduce roadway hazards, maintains the same level of service.
64	Fort Totten-Petworth	Modify the route to serve Vermont Avenue and Florida Avenue NW, and directly serve the U St-Cardozo Metrorail station at Vermont Avenue and U Street NW. Service along 11th Street NW between Vermont Avenue and Florida Avenue would be discontinued, with service shifted to Vermont Avenue NW.  Shorten every-other trip weekdays off-peak, Saturdays, and Sundays to operate between the Fort Totten and Petworth Metrorail stations only, better aligning service levels with customer demand.	Metrobus Service Study Recommendation  The move to Florida and Vermont serves an emerging activity center.  Off peak customers continuing south of Petworth will be able to wait 20 to 30 minutes for the next 64 long trip, or transfer to Metrorail or Metrobus 63 to continue their trip towards downtown.
94	Stanton Road	Discontinue Metrobus 94 and replace with a new DC Circulator route.	Local Takeover  Proposed addition to DC Circulator service will replace Route 94. Metrobus will use resources in higher demand locations.
96	East Capitol Street-Cardozo	Shorten route to end at Cathedral Commons in McLean Gardens to improve service reliability. Alternate service is available along Wisconsin Avenue NW between McLean Gardens and the Tenleytown Metrorail station on Metrobus routes 30N, 30S, 31, 33, and H4.	Jurisdictional Recommendation  Six remaining bus routes provide capacity and frequent service on Wisconsin Avenue between McLean Gardens and Tenleytown. Improves reliability by shortening route coverage on Wisconsin Avenue NW.
U5,6	Mayfair-Marshall Heights	Shorten route to operate between Marshall Heights (53rd Street NE) and the Minnesota Avenue Metrorail station. Discontinue service to Mayfair (Hayes Street and Jay Street NE), with replacement service provided by Route U7 at Mayfair.	Metrobus Service Study Recommendation  Change will provide more reliable service on the U5,6, while retaining a connection to Mayfair on the U7. The wait time for buses on the U7 in Mayfair will be similar to the U5,6.
U7	Deanwood-Minnesota Avenue	Extend service to Mayfair to replace Route U5 and U6 service, and extend service to the Minnesota Avenue and Ridge Road SE commercial center to improve business access for the Mayfair community	Metrobus Service Study Recommendation  Extending U7 service to Minnesota Ave. & Ridge Road will provide Mayfair residents desired access to shopping. Replacing U5,6 service in Mayfair with the U7 will provide more reliable service.
V5	Fairfax Village-L'Enfant Plaza	Eliminate entire line	Metrobus Service Option / Jurisdictional Recommendation

			Entire line is served by other more frequent Metrobus lines including 2 priority corridor lines. Metrobus will use resources on higher demand route alignments.
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**Maryland**

<b>Line Number</b>	<b>Line Name</b>	<b>Description</b>	<b>Sources of Recommendation/ Outcome</b>
B30	Greenbelt-BWI Airport Express	Extend service to Arundel Mills Mall via Arundel Mills Boulevard to increase ridership and provide new connections between Metrorail, Arundel Mills, and BWI Thurgood Marshall Airport.	Metrobus Service Option  Provide service to additional destinations serving additional riders. Time between trips would be increased.
F8	Langley Park - Cheverly	Modify the route to serve Takoma Langley Crossroads Transit Center via University Boulevard to provide more direct service. Service along 15th Avenue, Kanawha Street, 14th Avenue, and Merrimac Drive would be discontinued, with service available at Takoma Langley Crossroads Transit Center or along University Boulevard at 14th Avenue.	Metrobus Service Option  Neighborhood service near Takoma Langley Crossroads Transit Center would move to University Boulevard.
G12,14	Greenbelt-New Carrollton	A new schedule will reflect trip times adjusted to provide evenly spaced departures between the Greenbelt and New Carrollton Metrorail stations. Timed transfers at Roosevelt Center in Greenbelt would be discontinued.	Metrobus Service Option  Provide more evenly spaced service between Greenbelt and New Carrollton stations; would remove timed-transfers between these routes at Roosevelt Center in Greenbelt.
J1, 2 ,3	Bethesda-Silver Spring	Extend Route J1 to operate between Silver Spring and Montgomery Mall. Service would be changed to operate westbound (to Montgomery Mall via Medical Center Metrorail Station) during morning rush hours and eastbound (to Silver Spring via Medical Center Metrorail Station) during afternoon/evening rush hours, with two-way service discontinued.  A new Route J2 and J3 schedule will reflect trip and travel time adjustments in response to extended Route J1 and traffic conditions.	Metrobus Service Option  Amend and extend J1 trips to accommodate passenger demand, and adjust J2 and J3 service to meet current demand.  Provides some current J2,3 passengers a quicker peak-period trip to Montgomery Mall and removes unused reverse-peak direction service.
J12	Marlboro Pike	Shorten route by terminating at Capitol Heights Station instead of Addison Road Station or decrease frequency to every 70 minutes in order to maintain service along the entire route length.	Metrobus Service Study Recommendation  Shortening route will resolve reliability issues and maintain existing frequency. Customers who still need to transfer to other bus lines at Addison Road Station can take advantage of a free rail connection between the 2

			stations when transferring between bus lines.
K12	Forestville	Modify route to serve Penn-Mar Shopping Center and remove 3 stops on Pennsylvania Avenue (highway-like section,) and at Joint Base Andrews entrance roadway.	Metrobus Service Study Recommendation  Modified routing provides transfer connections to 3 other transit routes and provides better service to an already popular destination.
Y2,7,8	Georgia Avenue-MD	A new schedule will reflect trip time adjustments, with some Y2 and Y7 trips converted to Y8 trips in response to rider and community feedback.	Metrobus Service Option  Meet community concerns by providing demand driven service pattern.  Convert select Y2 trips to operate as Y8 trips to match current service span.
Blue / Silver		Permanently implement the virtual bus-to-bus transfer pilot between bus lines serving Capitol Heights and Addison Road stations.	Metrobus Service Option  Allows Metrobus to use resources most efficiently by reducing time-consuming bus connections between two busy bus terminals at Capitol Heights and Addison Road stations by taking advantage of available capacity of rail in this segment.  Pilot began in July 2016

#### Virginia

<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
4A,B	Pershing Drive – Arlington Boulevard	Discontinue Route 4A. Partially replace rush hour Route 4A service with proposed Route 1Y between the Dunn Loring Metrorail station and DC via Arlington Boulevard (US-50) (see 1Y description). Partially replace weekday midday and evening service with added trips on Route 4B.	Local Takeover  Reference 1Y proposal  4B customers continue to be served, with more service.  Some 4A customers will be served by a new extension of ART route 77 between Courthouse and Rosslyn via Arlington Blvd.
7A,F	Lincolnia-North Fairlington	Modify service to operate via Pentagon City between the Pentagon and Lincolnia to serve the growing Pentagon City area and provide connections to Metroway. New timetables will reflect an increase in the time between buses of approximately five minutes to accommodate additional travel time between the Pentagon and Pentagon City.	Metrobus Service Option  Modify routing to service Pentagon City; some reduction in frequency throughout the line.
10E	Hunting Point-Pentagon	Shorten the route to operate between Pentagon and Hunting Point, discontinuing service to Rosslyn due to other travel alternatives, including improved Blue Line Metrorail rush hour service frequency and ART 43.	Metrobus Service Option  When the Blue Line went to 12 minute headways, service was added between Pentagon and Rosslyn. With the Blue Line returning to shorter headways, this service is redundant to Metrorail, and to ART service.
22A,B	Barcroft - South	Modify service to operate via	Metrobus Service Option



	Fairlington	Pentagon City between the Pentagon and Shirlington and Ballston to serve the growing Pentagon City area and provide connections to Metroway. New timetables will reflect an increase in the time between buses of approximately five minutes to accommodate additional travel time between the Pentagon and Pentagon City.	Modify routing to service Pentagon City; some reduction in frequency throughout the line. Discontinue 22B designation.
29K,N	Alexandria - Fairfax	Extend service to the Eisenhower Avenue Metrorail station via Diagonal Road to provide service to the Carlyle and Hoffman Center activity centers and reduce bus bay congestion at the King Street-Old Town Metrorail station in response to construction and redevelopment. New timetables will reflect an increase in the time between buses of approximately five to 10 minutes to accommodate the route extension.	Metrobus Service Option  Provides service to a larger customer base and balances bus bay utilization for future development.
Metroway	Potomac Yard	New weekday timetables will reflect simplified service, with an eight minute frequency of service between Pentagon City and the Braddock Road Metrorail station on all trips to better match Blue and Yellow line Metrorail frequency and transfers.	Metrobus Service Option  Extend all peak period trips to Braddock Road Station and Pentagon City and adjust peak period frequency to every 8 minutes.

**FUNDING IMPACT:**

The intent of this effort is to improve efficiency and effectiveness of Metrobus service within existing resources. Final recommendations for CSOS Committee service changes will be designed to ensure no increase in budget or total jurisdictional bus operating subsidy, and no additional employees or buses beyond the existing fleet, this year or in following years. New bus service to be considered by the Finance Committee could result in cost and subsidy requirements in FY 2018 and beyond.	
This action requests approval to hold a public hearing only. There is no request for service changes at this time.	
Project Manager	James R. Hamre
Project Department/Office	Budget, Performance and Planning/Intermodal Planning

**TIMELINE:**

<b>Previous Actions</b>	Annual SOGO hearings 2010 - 2015
<b>Anticipated actions after presentation</b>	Board approval of Public Hearing Staff Report and service adjustments for December 2017 - June 2018 implementation.

**RECOMMENDATION:**

Board approval to hold a public hearing on bus service changes to improve efficiency and effectiveness, without increasing Metro's budget or jurisdictional subsidy.



# Washington Metropolitan Area Transit Authority

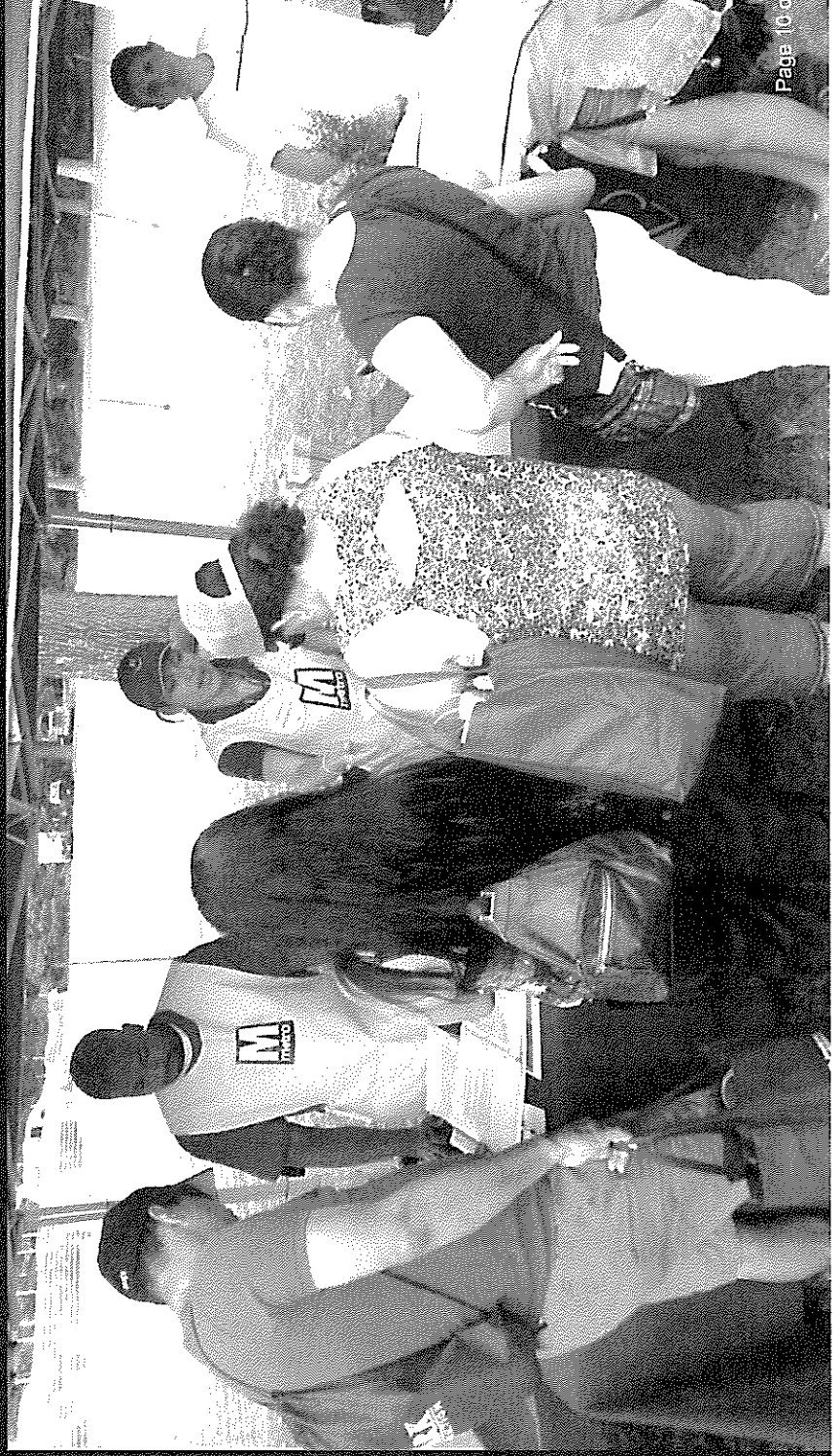
## Public Hearing for FY2018 Metrobus Service Changes – Budget Neutral

Customer Service, Operations and Security Committee  
July 13, 2017



## Purpose

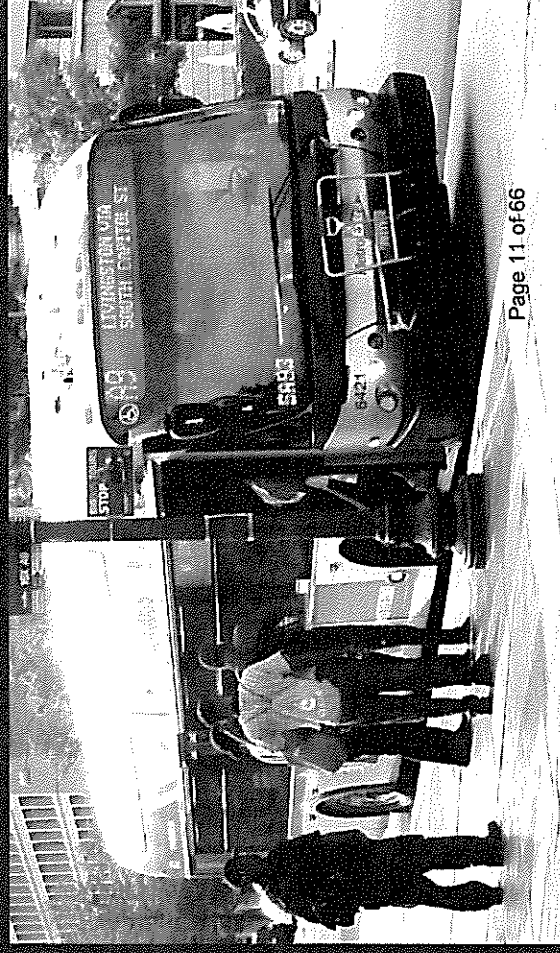
Approval to hold a public hearing on bus changes to improve effectiveness and customer satisfaction, without increasing budget or subsidy





# Service Adjustments Benefits and Process

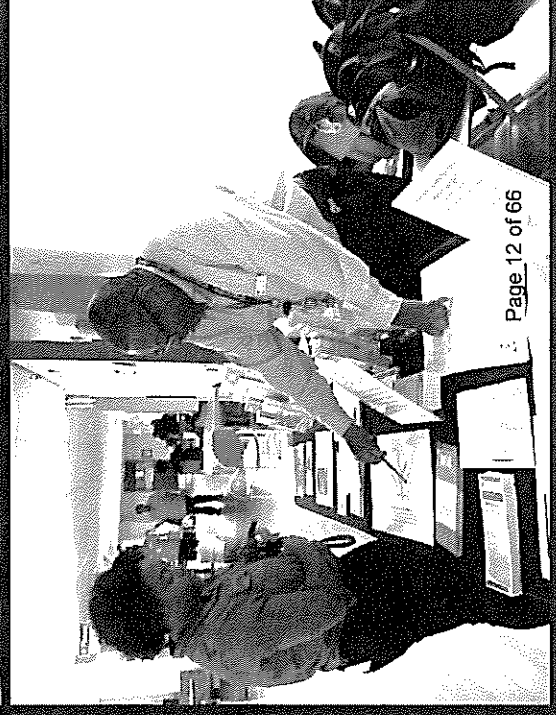
- Regular evaluation of Metrobus service
  - Adjust underutilized routes
  - Add service to meet customer demand and maximize revenue
- Service change development
  - Studies and customers
  - Performance data review
  - Jurisdictional priorities
- Since 2012
  - 193 service changes considered
  - \$17M service redesigned
  - 15:1 customers benefitted





# Customer-Driven

- Outreach process
  - Public Participation Plan/Federal Title VI requirements
  - Menu of proposed service changes
  - Where customers are
  - Online input, written comments and social media
- Compact Public Hearing





# Proposed Changes – Budget Neutral

## FY2018 Metrobus Proposals

Type of Recommendation	Line Number	Line Name	Juris	Outcome and Benefit of Change/ Modification	Rider Benefit	Resource Requirement
Metrobus Service Option	B30	Greenbelt-BWI Airport Express	MD	Reroute to add Beltsville and Arundel Mills to increase ridership	Yes	Neutral WMATA
Metrobus Service Option	G12,14	Greenbelt-New Carrollton	MD	Modify service in response to customer suggestions	Yes	Neutral WMATA
Metrobus Service Option	Y2,7,8	Georgia Avenue-Maryland	MD	Adjust frequency at Leisure World to shift service from Y7 to Y8	Yes	Neutral WMATA
Metrobus Service Option	7A,F	Lincolnia-North Fairlington	VA	Redirect to Pentagon City on Weekends & select Weekday times	Yes	Neutral WMATA
Metrobus Service Option	22A,B	Barcroft-South Fairlington	VA	Redirect to Pentagon City on Weekends & select Weekday times	Yes	Neutral WMATA
Metrobus Service Option	29K,N	Alexandria - Fairfax	VA	Extend route from King Street Station to Eisenhower Station	Yes	Neutral WMATA
Metrobus Service Option	F8	Langley Park-Cheverly	MD	Seek public input on neighborhood congestion, safety and reliability	No	Neutral WMATA
Metrobus Service Option	J1,2,3	Bethesda-Silver Spring	MD	Modify J1 to operate as a peak direction only service	Neutral	Neutral WMATA
Study Option	U5,6	Mayfair-Marshall Heights	DC	Improve reliability by modifying service plan with U7	Neutral	Neutral WMATA
Study Option	U7	Deanwood-Minnesota Avenue	DC	Improve reliability by modifying service plan with U5,6	Neutral	Neutral WMATA
Study Recommendation	62, 63	Takoma-Petworth	DC	Modify routing to improve reliability and rider choice	Yes	Neutral WMATA
Study Recommendation	64	Fort Totten-Petworth	DC	Modify routing to improve reliability and redirect resources	Yes	Neutral WMATA
Study Recommendation	96	East Capitol Street-Cardozo	DC	Improve reliability by shortening route coverage on WI Ave NW	Yes	Neutral WMATA
Study Recommendation	J12	Marlboro Pike	MD	Modify route or increase time between trips	Yes	Neutral WMATA
Study Recommendation	K12	Forestville	MD	Modify service to improve reliability and expand destinations	Yes	Neutral WMATA



# Proposed Changes – Redirected

## FY2018 Metrobus Proposals

Type of Recommendation	Line Number	Line Name	Juris	Outcome and Benefit of Change/ Modification	Rider Benefit	Resource Requirement
Local Takeover	94	Stanton Road	DC	DC Circulator considering replacement service, redirect resource	No	Redirect WMATA
Local Takeover	4A,B	Pershing Drive – Arlington Blvd	VA	Consider merit of local takeover of Regional Metrobus service	Neutral	Redirect Arlington
Metrobus Service Option	Metroway	Potomac Yard	VA	Simplify service pattern and better match Blue/Yellow transfers	Yes	Redirect WMATA
Resource prioritization	10E	Hunting Point-Pentagon	VA	Modify route to avoid redundancy and redirect resources	No	Redirect WMATA
Resource prioritization	V5	Fairfax Village-L'Enfant Plaza	DC	Redirect resources to more productive service	No	Redirect WMATA



# Proposed Changes - Summary

## Proposed Rider Impact

Benefit	12
Detriment	4
Neutral	4
Total Proposals	20

## FY2018 Budgetary Impact

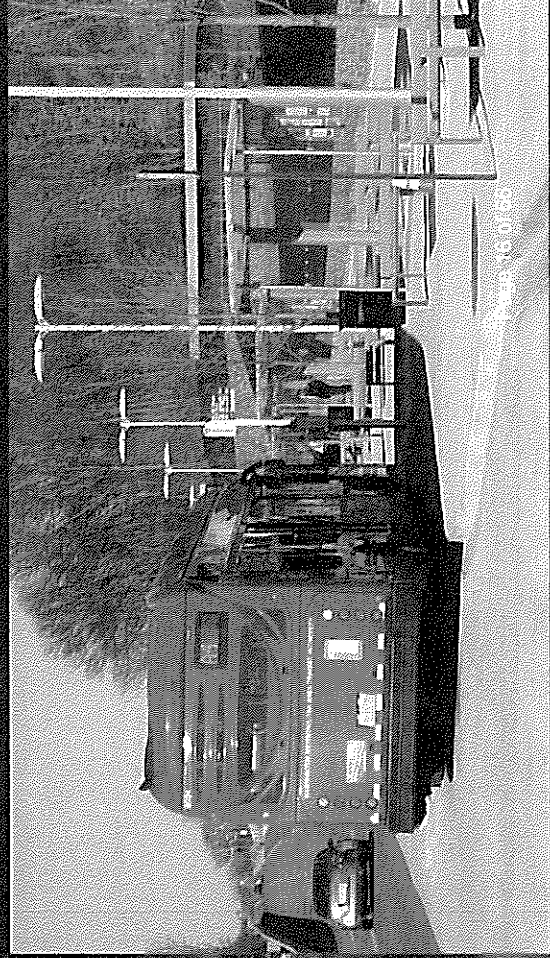
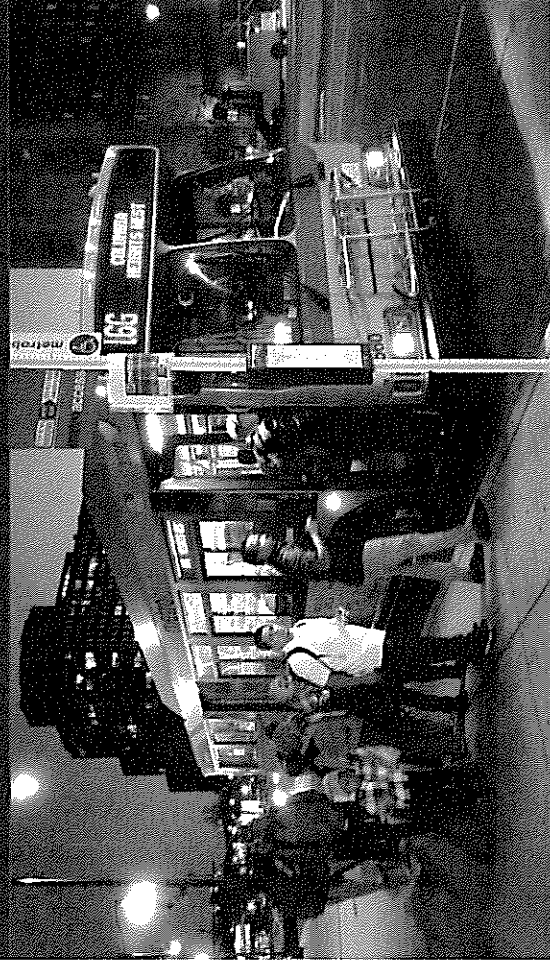
Neutral	15
Redirect	5
New	0
Total Proposals	20





## Next Steps

- Late Fall — Outreach results and committee approval of FY 2018 service changes
- December 2017 – June 2018 — implement changes





# Recommendation

Approval to hold a public hearing on bus changes to improve effectiveness and customer satisfaction, without budget or subsidy impact



SUBJECT: APPROVAL FOR PUBLIC HEARING ON BUDGET NEUTRAL STATE OF GOOD OPERATIONS BUS SERVICE CHANGES

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

WHEREAS, State of Good Operations service adjustments detailed in Attachment A of this Resolution, will be presented for customer input as outlined in the Public Participation Plan, and at a public hearing authorized by the Washington Metropolitan Area Transit Authority (WMATA) Board of Directors in accordance with Section 62 of the WMATA Compact; and

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, Staff proposes service realignment that would not impact the Fiscal Year 2018 budget or require buses beyond those previously approved, but would increase ridership, increase cost efficiency, and maintain or improve overall on-time performance and customer satisfaction; now, therefore be it

*RESOLVED*, That the Board of Directors authorizes staff to conduct a public hearing of the bus service changes shown on Attachment A; and be it further

*RESOLVED*, That the Board of Directors authorizes the General Manager and Chief Executive Officer to report on the findings on the public hearing and the Board shall consider these findings and public comments in their deliberations on any proposed changes in bus service; and be it finally

*RESOLVED*, That this Resolution shall be effective 30 days after Board adoption in accordance with ((8(b) of the WMATA Compact.

Reviewed as to form and legal sufficiency,

  
\_\_\_\_\_  
Patricia Y. Lee  
General Counsel

**Attachment A**  
**Metrobus State of Good Operations Service Budget Neutral Change Proposals FY 2018**

<u>Jurisdiction</u>	<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
DC	62, 63	Takoma-Petworth	Modify Route 63 to serve 11th Street south of Vermont Avenue NW. Service along 13th Street south of Logan Circle would be shifted to 11th Street NW. Convert every-other Route-62 trip (off-peak) to Route 63 to provide off-peak trips between Takoma and Federal Triangle.	Metrobus Service Study Recommendation  Moves routes to a single common alignment meet customer demand and reduce roadway hazards, maintains the same level of service.
	64	Fort Totten-Petworth	Modify the route to serve Vermont Avenue and Florida Avenue NW, and directly serve the U St-Cardozo Metrorail station at Vermont Avenue and U Street NW. Service along 11th Street NW between Vermont Avenue and Florida Avenue would be discontinued, with service shifted to Vermont Avenue NW.  Shorten every-other trip weekdays off-peak, Saturdays, and Sundays to operate between the Fort Totten and Petworth Metrorail stations only, better aligning service levels with customer demand.	Metrobus Service Study Recommendation  The move to Florida and Vermont serves an emerging activity center.  Off peak customers continuing south of Petworth will be able to wait 20 to 30 minutes for the next 64 long trip, or transfer to Metrorail or Metrobus 63 to continue their trip towards downtown.

<u>Jurisdiction</u>	<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
DC	94	Stanton Road	Discontinue Metrobus 94 and replace with a new DC Circulator route.	Local Takeover  Proposed addition to DC Circulator service will replace Route 94. Metrobus will use resources in higher demand locations.
	96	East Capitol Street-Cardozo	Shorten route to end at Cathedral Commons in McLean Gardens to improve service reliability. Alternate service is available along Wisconsin Avenue NW between McLean Gardens and the Tenleytown Metrorail station on Metrobus routes 30N, 30S, 31, 33, and H4.	Jurisdictional Recommendation  Six remaining bus routes provide capacity and frequent service on Wisconsin Avenue between McLean Gardens and Tenleytown.  Improves reliability by shortening route coverage on Wisconsin Avenue NW.
	U5,6	Mayfair-Marshall Heights	Shorten route to operate between Marshall Heights (53rd Street NE) and the Minnesota Avenue Metrorail station. Discontinue service to Mayfair (Hayes Street and Jay Street NE), with replacement service provided by Route U7 at Mayfair.	Metrobus Service Study Recommendation  Change will provide more reliable service on the U5,6, while retaining a connection to Mayfair on the U7. The wait time for buses on the U7 in Mayfair will be similar to the U5,6.
	U7	Deanwood-Minnesota Avenue	Extend service to Mayfair to replace Route U5 and U6 service, and extend service to the Minnesota Avenue and Ridge Road SE commercial center to improve business access for the Mayfair community	Metrobus Service Study Recommendation  Extending U7 service to Minnesota Ave. & Ridge Road will provide Mayfair residents desired access to shopping. Replacing U5,6 service in Mayfair with the U7 will provide more reliable service.

<u>Jurisdiction</u>	<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
DC	V5	Fairfax Village- L'Enfant Plaza	Eliminate entire line	<p>Metrobus Service Option / Jurisdictional Recommendation</p> <p>Entire line is served by other more frequent Metrobus lines including 2 priority corridor lines. Metrobus will use resources on higher demand route alignments.</p>

DRAFT

<u>Jurisdiction</u>	<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
MD	B30	Greenbelt-BWI Airport Express	Extend service to Arundel Mills Mall via Arundel Mills Boulevard to increase ridership and provide new connections between Metrorail, Arundel Mills, and BWI Thurgood Marshall Airport.	Metrobus Service Option Provide service to additional destinations serving additional riders. Time between trips would be increased.
	F8	Langley Park - Cheverly	Modify the route to serve Takoma Langley Crossroads Transit Center via University Boulevard to provide more direct service. Service along 15th Avenue, Kanawha Street, 14th Avenue, and Merrimac Drive would be discontinued, with service available at Takoma Langley Crossroads Transit Center or along University Boulevard at 14th Avenue.	Metrobus Service Option Neighborhood service near Takoma Langley Crossroads Transit Center would move to University Boulevard.
	G12,14	Greenbelt-New Carrollton	A new schedule will reflect trip times adjusted to provide evenly spaced departures between the Greenbelt and New Carrollton Metrorail stations. Timed transfers at Roosevelt Center in Greenbelt would be discontinued.	Metrobus Service Option Provide more evenly spaced service between Greenbelt and New Carrollton stations; would remove timed-transfers between these routes at Roosevelt Center in Greenbelt.

<u>Jurisdiction</u>	<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation / Outcome</u>
MD	J1, 2, 3	Bethesda-Silver Spring	<p>Extend Route J1 to operate between Silver Spring and Montgomery Mall. Service would be changed to operate westbound (to Montgomery Mall via Medical Center Metrorail Station) during morning rush hours and eastbound (to Silver Spring via Medical Center Metrorail Station) during afternoon/evening rush hours, with two-way service discontinued.</p> <p>A new Route J2 and J3 schedule will reflect trip and travel time adjustments in response to extended Route J1 and traffic conditions.</p>	<p>Metrobus Service Option</p> <p>Amend and extend J1 trips to accommodate passenger demand, and adjust J2 and J3 service to meet current demand.</p> <p>Provides some current J2,3 passengers a quicker peak-period trip to Montgomery Mall and removes unused reverse-peak direction service.</p>
	J12	Marlboro Pike	<p>Shorten route by terminating at Capitol Heights Station instead of Addison Road Station or decrease frequency to every 70 minutes in order to maintain service along the entire route length.</p>	<p>Metrobus Service Study Recommendation</p> <p>Shortening route will resolve reliability issues and maintain existing frequency. Customers who still need to transfer to other bus lines at Addison Road Station can take advantage of a free rail connection between the 2 stations when transferring between bus lines.</p>
	K12	Forestville	<p>Modify route to serve Penn-Mar Shopping Center and remove 3 stops on Pennsylvania Avenue (highway-like section,) and at Joint Base Andrews entrance roadway.</p>	<p>Metrobus Service Study Recommendation</p> <p>Modified routing provides transfer connections to 3 other transit routes and provides better service to an already popular destination.</p>



<u>Jurisdiction</u> MD	<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
	Y2,7,8	Georgia Avenue-MD	A new schedule will reflect trip time adjustments, with some Y2 and Y7 trips converted to Y8 trips in response to rider and community feedback.	Metrobus Service Option Meet community concerns by providing demand driven service pattern. Convert select Y2 trips to operate as Y8 trips to match current service span.
	Blue / Silver		Permanently implement the virtual bus-to-bus transfer pilot between bus lines serving Capitol Heights and Addison Road stations.	Metrobus Service Option Allows Metrobus to use resources most efficiently by reducing time-consuming bus connections between two busy bus terminals at Capitol Heights and Addison Road stations by taking advantage of available capacity of rail in this segment. Pilot began in July 2016

<u>Jurisdiction</u>	<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
VA	4A,B	Pershing Drive – Arlington Boulevard	Discontinue Route 4A. Partially replace rush hour Route 4A service with proposed Route 1Y between the Dunn Loring Metrorail station and DC via Arlington Boulevard (US-50) (see 1Y description). Partially replace weekday midday and evening service with added trips on Route 4B.	Local Takeover  Reference 1Y proposal  4B customers continue to be served, with more service.  Some 4A customers will be served by a new extension of ART route 77 between Courthouse and Rosslyn via Arlington Blvd.  Metrobus Service Option
	7A,F	Lincolnia-North Fairlington	Modify service to operate via Pentagon City between the Pentagon and Lincolnia to serve the growing Pentagon City area and provide connections to Metroway. New timetables will reflect an increase in the time between buses of approximately five minutes to accommodate additional travel time between the Pentagon and Pentagon City.	Modify routing to service Pentagon City; some reduction in frequency throughout the line.
	10E	Hunting Point- Pentagon	Shorten the route to operate between Pentagon and Hunting Point, discontinuing service to Rosslyn due to other travel alternatives, including improved Blue Line Metrorail rush hour service frequency and ART 43.	Metrobus Service Option  When the Blue Line went to 12 minute headways, service was added between Pentagon and Rosslyn. With the Blue Line returning to shorter headways, this service is redundant to Metrorail, and to ART service.

<u>Jurisdiction</u>	<u>Line Number</u>	<u>Line Name</u>	<u>Description</u>	<u>Sources of Recommendation/ Outcome</u>
VA	22A,B	Barcroft - South Fairlington	Modify service to operate via Pentagon City between the Pentagon and Shirlington and Ballston to serve the growing Pentagon City area and provide connections to Metroway. New timetables will reflect an increase in the time between buses of approximately five minutes to accommodate additional travel time between the Pentagon and Pentagon City.	Metrobus Service Option Modify routing to service Pentagon City; some reduction in frequency throughout the line. Discontinue 22B designation.
	29K,N	Alexandria - Fairfax	Extend service to the Eisenhower Avenue Metrorail station via Diagonal Road to provide service to the Carlyle and Hoffman Center activity centers and reduce bus bay congestion at the King Street-Old Town Metrorail station in response to construction and redevelopment. New timetables will reflect an increase in the time between buses of approximately five to 10 minutes to accommodate the route extension.	Metrobus Service Option Provides service to a larger customer base and balances bus bay utilization for future development.
	Metroway	Potomac Yard	New weekday timetables will reflect simplified service, with an eight minute frequency of service between Pentagon City and the Braddock Road Metrorail station on all trips to better match Blue and Yellow line Metrorail frequency and transfers.	Metrobus Service Option Extend all peak period trips to Braddock Road Station and Pentagon City and adjust peak period frequency to every 8 minutes.